Schedule–II

Overall Standards of Performance for April-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	April-2016		Total cases Received/ Reported (A)	Standard of Performance achieved (C)
			Within Specified Time Limit	Above Specified Time Limit		
1	Normal Fuse-Off Calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	48097	256	48353	99.47%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	348	2	350	99.43%
3	Distribution Transformer Failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	1	0	1	100.00%
			1	0	1	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	77	0	77	100.00%
	Restoration of supply by 6:00 PM		77	0	77	100.00%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7593	264	7857	96.64%
	Replacement of fused/defective unit					
6						
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.(Projections for First control period has already been submitted to Comission)	0.07496			
	SAIDI		0.09129			
	MAIFI		0.00000			
			No. of bills issued during Apr'16		No. of Bills with mistakes	Percentage
7	Percentage Billing Mistakes	Not exceeding 0.2%	1498754		86	0.01%
N			No. of meters in service as on last date of Apr'16		No. of defective meters	Percentage
8	Percentage Faulty Meters	Not exceeding 3%	1523732		1003	0.07%