Schedule–II

Overall Standards of Performance for April-2016 to June-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	April-2016		May-2016		June-2016		Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
			Within Specified Time Limit	Above Specified Time Limit	Within Specified Time Limit	Above Specified Time Limit	Within Specified Time Limit	Above Specified Time Limit		Within Specified Time Limit	Above Specified Time Limit	
1	Normal Fuse-Off Calls	At least 99% calls received should be rectified within prescribed time	48097	256	66761	180	68324	250	183868	183182	686	99.63%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and	348	2	507	1	489	0	1347	1344	3	99.78%
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	4	0	6	0	11	11	0	100.00%
			1	0	4	0	6	0	11	11	0	100.00%
4	Period of Scheduled Outage											
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	77	0	45	0	126	0	248	248	0	100.00%
	Restoration of supply by 6:00 PM		77	0	43	2	122	4	248	242	6	97.58%
5	Street Light Faults											
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7593	264	8804	8	8387	33	25089	24784	305	98.78%
	Replacement of fused/defective unit											
6	Continuity Indices											
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.(Projectio	0.07496		0.14034		0.15254					
	SAIDI		0.09129		0.18319		0.18959					
	MAIFI		0.00000		0.00000		0.00000					
									No. of Bills issued during the quarter	Total Bills with mistakes		
7	Percentage Billing Mistakes	Not exceeding 0.2%	86	0	174	4	193	3	4544535	460		0.01%
									No. of Meters in service as on 30th June 2016	No. of Defective meter during the quarter		
8	Percentage Faulty Meters	Not exceeding 3%	1002	1	1196	6	193	3	1539908	2401		0.16%