Schedule–II

Overall Standards of Performance for May-2017

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time Limit	Not 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	66941	66761	180	99.73%
2	Line Breakdowns	At least 85% of cases resolved within time limit in both Cities and Towns and in Rural areas	508	507	1	99.80%
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	4	4	0	100.00%
			4	4	0	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	45	45	0	100.00%
	Restoration of supply by 6:00 PM		45	43	2	95.56%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8812	8804	8	99.91%
	Replacement of fused/defective unit					
6	Continuity Indices					
	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)	0.14034			
	SAIDI		0.18319			
	MAIFI		0.00000			
			Total Bills served during the month	No. of Bills with Mistakes		
7	Percentage Billing Mistakes	Not exceeding 0.2%	1498754	178		0.01%
			No. of meters as on 31.05.2016	No. of defective Meters		
8	Percentage Faulty Meters	Not exceeding 3%	1523732	1202		0.08%