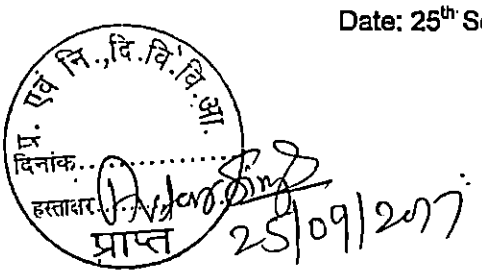
BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/17-18/BYPL/142

Date: 25th Sep 2017

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017



Sub: Overall standards of performance of Discoms – for Aug 2017 (Provisional).

Ref: 1)Hon'ble Commission's letter no. F.17(85)/Engg./DERC/15-16/4824/3745 dated 19.01.2016.
2) Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
3) RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for Aug 2017 are being submitted herewith (enclosed as Annexure – 1).

Compensation details are attached as annexure-2.

Thanking You
Yours faithfully,

For **BSES Yamuna Power Ltd.**

Gagan B Swain

Head (Regulatory Affairs)

Encl: As above

Annexure-2

No Compensation was paid during Aug 2017.

Schedule–II

Overall Standards of Performance for Aug-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	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	61594	61228	366	99.41%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	311	310	1	99.68%
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	2	2	0	100.00%
			2	2	0	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	473	473	0	100.00%
	Restoration of supply by 6:00 PM		473	471	2	99.58%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7899	7899	0	100.00%
	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)	0.0747			
	SAIDI		0.0820			
	MAIFI		0.0000			
			Total Bills served during the month		No. of bills with mistakes	Standard of Performance achieved @
9	Percentage Billing Mistakes	Not exceeding 0.2%	1611352		45	0.003%
			No. of meters in service as on last day of the month		No. of defective meters during the month	Standard of Performance achieved @
10	Percentage Faulty Meters	Not exceeding 3%	1616706		1273	0.08%

BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/17-18/BYPL/142

Date: 25th Sep 2017

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

Sub: Overall standards of performance of Discoms – for Aug 2017 (Provisional).

Ref: 1)Hon'ble Commission's letter no. F.17(85)/Engg./DERC/15-16/4824/3745 dated 19.01.2016.
2) Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
3) RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for Aug 2017 are being submitted herewith (enclosed as Annexure – 1).

Compensation details are attached as annexure-2.

Thanking You
Yours faithfully,

For **BSES Yamuna Power Ltd.**

Gagan B Swain

Head (Regulatory Affairs)

Encl: As above

Annexure-2

No Compensation was paid during Aug 2017.

Schedule–II

Overall Standards of Performance for Aug-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	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	61594	61228	366	99.41%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	311	310	1	99.68%
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	2	2	0	100.00%
			2	2	0	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	473	473	0	100.00%
	Restoration of supply by 6:00 PM		473	471	2	99.58%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7899	7899	0	100.00%
	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)	0.0747			
	SAIDI		0.0820			
	MAIFI		0.0000			
			Total Bills served during the month		No. of bills with mistakes	Standard of Performance achieved ©
9	Percentage Billing Mistakes	Not exceeding 0.2%	1611352		45	0.003%
			No. of meters in service as on last day of the month		No. of defective meters during the month	Standard of Performance achieved ©
10	Percentage Faulty Meters	Not exceeding 3%	1616706		1273	0.08%