BSES Yamuna Power Limited
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प्र. एवं नि., दि. वि. नि. आ.
दिनांक... 22/08/2017
हस्ताक्षर...
प्राप्त

Ref No: RA/17-18/BYPL/ 103

Date: 21st Aug 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 July 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 July 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

Schedule–II

Overall Standards of Performance for July-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	68214	67179	1035	98.48%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	370	369	1	99.73%
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	3	3	0	100.00%
			3	3	0	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	456	456	0	100.00%
	Restoration of supply by 6:00 PM		456	455	1	99.78%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7253	7253	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)	0.09322			
	SAIDI		0.10087			
	MAIFI		0.00000			
			No. of bills served during the month		No. of bills with mistakes during the	Standard of Performance achieved ©
7	Percentage Billing Mistakes	Not exceeding 0.2%	1600917		61	0.004%
			No. of meters served during the month		No.of meters with mistakes	Standard of Performance achieved ©
8	Percentage Faulty Meters	Not exceeding 3%	1610014		826	0.05%