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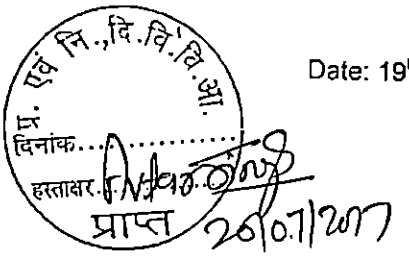
Ref No: RA/17-18/BYPL/77

Date: 19th July 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 June 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 June 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 June-2017

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	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	77196	1437	98.17%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	434	0	100.00%
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	0	100.00%
			4	0	100.00%
4	Period of Scheduled Outage				
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	387	0	100.00%
	Restoration of supply by 6:00 PM		384	3	99.22%
5	Street Light Faults				
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7609	0	100.00%
	Replacement of fused/defective unit				
6	Continuity Indices				
	SAIFI	To be Lid down by the Commission based on the targets proposed by the Licensees.(Projections for First control period has already been submitted to Comission)	0.114859		
	SAIDI		0.127375		
	MAIFI		0.000000		
7	Percentage Billing Mistakes	Not exceeding 0.2%	Total Bills served during the month	No. of bills with mistakes	Standard of Performance achieved
			1592998	48	0.0030%
8	Percentage Faulty Meters	Not exceeding 3%	No. of meters as on last last day of the month	No. of defective meters	Standard of Performance achieved
			1602086	876	0.05%

Annexure-2

No Compensation was paid during June 2017.