



BSES Yamuna Power Limited

Shakti Kiran Building, Karkardooma,

Delhi - 110032, India

CIN : U40109DL2001PLC111525

Tel. : +91 11 4124 7111

Fax : +91 11 4124 9765

www.bsesdelhi.com

Ref: RA/BYPL/2025-26/203

Date: 29.10.2025

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



Subject: Quarterly Overall Standard of Performance for Q2 of FY 2025-26 under Regulation 77 of the Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017

Sir,

This is with reference to Regulation 77 of the Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 and Hon'ble Commission letter no. F.17(7)/Engg./DERC/2017-18/5881/1606 dated 10.11.2017 regarding submission of the information on the standards of performance as per the prescribed formats. In this regard, we would here by like to submit the Quarterly Overall Standard of Performance for Q2 of FY 2025-26 enclosed herewith as Annexure-1 (in excel format along with 1 Pen drive).

We hope Hon'ble Commission would find the same in order.

Thanking you,

Yours faithfully,

For BSES Yamuna Power Limited

Anupam Patra

Anupam Patra

Head- (Regulatory Affairs)

Encl.: As above

Summary of Overall Standards of Performance:-Q2 FY2025-26

Sr No	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C) %
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits	121371	120454	710	99.24%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		886	854	31	96.39%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4079	4079	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	At least 95% calls received should be rectified within prescribed time limits	112	108	4	96.43%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	798	798	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		4760	4758	0	99.96%

Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	798	798	0	100.00%
	Restoration of supply by 6:00 PM		798	798	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	6609	6565	44	99.33%
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.32			
	SAIDI		0.24			
	CAIDI		0.75			
5	Frequency variation	To maintain supply frequency within range as per IEGC.				
6	Voltage imbalance	Maximum of 3% at point of commencement of supply		No. of Bills Served	Bills with mistakes	
7	Percentage billing mistakes	Shall not exceed 0.2%		6189018	564	0.009%



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