



# *Quarterly Performance Reports*

**1** [QUARTERLY PERFORMANCE REPORT\(1st Quarter\)2016-16](#)

## Annexure-1

{ See Rule 7(3) (b)}

## Form-1

## CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)

## Guaranteed Standards-Unplanned Power Supply Interruptions

## Sheet -1

Consumer Supply Voltage	Total Number of Unplanned Consumer Power Supply Interruptions	Number of Urban Unplanned Consumer Power Supply Interruptions (GSIU)		Number of Rural Unplanned Consumer Power Supply Interruptions (GSIR)	
		Restored within 10 Hrs	Extending Beyond 10 Hrs	Restored within 16 hrs	Extending Beyond 16 Hrs
220 KV	0	0	0	0	0
132 KV	0	0	0	0	0
66 KV	0	0	0	0	0
33 KV	0	0	0	0	0
11 KV	15	12	0	3	0
400/230 V	27459751	24253149	0	3206602	0

Annexure-1  
{ See Rule 7(3) (b)}

Form-2  
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)  
Guaranteed Standards-Planned Power Supply Interruptions

Sheet -2

Consumer Supply Voltage	Maximum Permitted Number of Planned Power Supply Interruptions for Each Individual Consumer Per Annum (GS4)	Number of Consumers Whose Planned Power Supply Interruptions exceeded the Maximum Limit of GS4	Maximum Power Supply Interruption Aggregate Duration (Hours) for each Individual Consumer Per Annum (GS5)	Number of Consumers Whose Aggregate Planned Power Supply Interruption Duration Exceeded the maximum Limit of GS 5
220 KV	4	0	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	26	64	3
400/230 V Urban	16	121508	80	9874
400/230 V Rural	16	68758	96	2012

Annexure-1  
{ See Rule 7(3) (b)}

Form-3

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT-2015-16 (First Qtr)  
Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

Sheet -3

Consumer Supply Voltage	Maximum Permitted Number of Short Duration Power Supply Interruptions for Each Individual Consumer Per Annum (GS6)	Number of Consumers Whose Short Duration Power Supply Interruptions Exceeded the Maximum Limit of (GS6)
132/66 KV	4	0
33/11 KV	140	0
400/230 V Urban	275	898
400/230 V Rural	300	4001

**Form-4**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)**  
**Overall Standards- Average Power Supply Interruptions\***

**Sheet -4**

<b>Consumer Supply Voltage</b>	<b>Total Number of Consumers Served by the Distribution Company in a Given Year</b>	<b>Total Annual Number of Consumer Power Supply Interruptions **</b>	<b>SAIFI (OSI) (4)=(3)/(2)</b>	<b>Aggregate Sum of All Consumer Power Supply Interruption Duration in Minutes ***</b>	<b>SAIDI (OS2) (6)=(5)/(2)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>220 KV</b>	0	0	0	0	0
<b>132 KV</b>	0	0	0	0	0
<b>66 KV</b>	0	0	0	0	0
<b>33 KV</b>	0	0	0	0	0
<b>11 KV</b>	43	53	1.2	3218	75
<b>400/230 V</b>	563460	63946589	113	4214923897	7480

\* Calculation of SAIFI (OS1) and SAIDI (OS2) shall not include any power supply interruptions caused due to failure or outage (planned or unplanned) on the Generation and/or Transmission System (Owned by NTDC) or another Licensee's System.

\*\*Total annual number of consumers power supply interruptions shall be computed by summing the total number of consumers affected by each and every power supply interruption for all the power supply interruptions in a given year.

\*\*\* Aggregate sum of all consumer power supply interruption durations in minutes shall be computed by summing, for each and every power supply interruption, the product of total number of consumers affected by a power supply interruption and the duration of such power supply interruption in minutes.

**Form-5****CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-2016 (First Qtr)****Sheet 5**

Eligible Consumer's New Power Supply Connection Requirements (Voltage and Load Level Specific)	Maxim * time Period for Provision of New Connection (Calendar Days) (OS3)	Total Number of eligible Consumers who Applied for a New Connection	Total Number of eligible consumers who applied for a new connection and were connected within the maximum permitted time period of OS3	Total Number of eligible consumers who applied for a new connection but did not receive connection within the maximum permitted time period of OS3
Voltage Level up to 400 V and Load up to 15 KW (Urban)	30	4709	2149	2560
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	0	0	0
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	225	74	151
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73			-
Voltage Level 11 KV or 33 KV and Load above 500 KW but not exceeding 5000 KW	106	-	-	-
Voltage Level 66 KV and above for all loads	496	-	-	-
<b>Total</b>			<b>2,223</b>	<b>2,711</b>

\* Time shall be counted from the date of registration of the application for a new connection till such time the consumer is provided the electric power supply. However, the limits of this standard shall not include any time required that is beyond the control of a distribution company.

**Form-6**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)**  
**Overall Standards - Nominal Voltages**  
**Sheet 6**

Consumers Supply Voltage (OS4)	Maximum Permitted Voltage Level Devitions	Number of Consumers who requested their Power Supply Voltage Levels to be checked	Number of Times where a Remedial Action followed a consumer request about his Power supply voltage level check
220 KV (If applicable)	+/-5%	-	-
132 KV	+/-5%	-	-
66 KV	+/-5%	-	-
33 KV	+/-5%	-	-
11 KV	+/-5%	-	-
400/230 V Urban	+/-5%	20	20
400/230 V Rural	+/-5%	40	35

As per NEPRA Standards Transmission voltages are supposed to remain within  $\pm 10\%$  at the metering points under contingency conditions, whereas 220KV voltage observed at 220KV Industrial Grid is as low as 175KV during peak time which is more than  $\pm 15\%$ , which is also main cause of low voltage problem observed at tail end Grid Stations.

**Form-7**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)**  
**Overall Standards - Frequency**  
**Sheet 7**

<b>Consumer Frequency</b>	<b>Maximum Permitted Frequency Deviations</b>	<b>Total Number of Consumers who requested their Frequency levels to be checked</b>	<b>Total Number of times where a remedial action followed a consumer request about his frequency level check</b>
50 Hertz	±1%	nil	nil



**Form-8**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)**  
**Overall Standards - Load Shedding**  
**Sheet 8**

Priority Group of Consumers	Number of Instances of Actuation of Load shedding (OS6)	Average Duration of Load Shedding Period (Hours)	Maximum Duration of Load Shedding Period (Hours)	Number of Consumers Affected in Each Priority Group	Load (MW) Interrupted Due to Load Shedding in Each Priority Group
<b>Consumers in Rural Areas, and Residential Consumers in Urban Areas</b>	1.Urban/Rural QTA and its suburbs 3-4 times/day. 2.urban/Rural/outside	1.Avg: 06 hrs /day 2. Avg: 15 hrs / day	1.540 hrs / Year 2.1350 hrs / Year	1. Urban=242634 2. Rural=324476	1. Urban=360 2. Rural =1300-1350
<b>Consumers other than Industrial in Urban Areas</b>	3-4 times / day	6 hrs	540 hrs / day	242624	350
<b>Agricultural Consumers where there is dedicated Supply</b>	-	-	-	-	-
<b>Industrial Consumers.</b>	02 Slabs/ day	04 Hrs	360 Hrs/year	10	10
<b>Supply to Schools and Hospitals</b>	Not: All School & Hospital are on general feeders except BMC, CMH & Kidney Center etc				
<b>Defense/Strategic Installation</b>	On request the load shedding of Defence/strategic installations is begin carried out by the concerned Authorities themselves				

Each instance of load shedding shall be individually reported on an immediate basis giving the following information:

- a) Reason for load shedding (Generation Shortage, Transmission Constraints, Voltage Outside Limits etc.).
- b) Start time and date of load shedding.
- c) End time and date of load shedding.
- d) Priority group of consumers affected.
- e) Numbers of consumers and load (MW) affected in each priority group.
- f) Measures taken to prevent recurrence (if applicable).

**Form-9****CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)****Overall Standards - Safety****Sheet 9**

Type of Incident	Number of Electrical Incidents	Average Duration of absence from Work	Longest Duration of absence from Work
Electrical Incident resulting in death / Permanent Serious Injury/Disability to Member of Staff.	01	-	-
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	-	-	-
Electrical incident resulting in Injury to Member of Staff requiring absence from work for 105 days.	-	-	-
Electrical incident resulting in Injury to Member of staff nor requiring absence from work.	-	-	-
Electrical incident resulting in death or permanent serious injury/disability to member of the public.	-	-	-
Electrical Incident Injuring member of the public involving Distribution Company's Plant or equipment.	-	-	-
Electrical incident injuring member of the public nor involving Distribution Company's plant or equipment	-	-	-
Safety reports received on toll free telephone number	-	-	-

Each electrical incident shall be individually reported on an immediate basis giving the following information:

Time and date of electrical incident, FIR lodged or not, names and occupation of persons involved, number of fatalities, extent of injuries, names and contact details of witnesses, distribution company's inquiry held or not, immediate action taken, and remedial actions proposed and /or taken or to be taken.

**Form-10**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)**  
**Consumer Formal Complaints Report**  
**Sheet 10**

<b>Nature of Complaint</b>	<b>Received in Person</b>	<b>Received by Telephone</b>	<b>Received Electronically</b>	<b>Received in Wirtting</b>	<b>Average Time in hours to resolve a Complaint</b>	<b>Longest Time in hours to Resolve a Complaint</b>
<b>Price of Electricity</b>						
<b>Reliability of Supply</b>		1066			03:00	4:00
<b>Planned Interruptions</b>		1800			03:00	03:30
<b>Supply Voltage Level</b>		60			01:00	02:00
<b>New Connection</b>						
<b>Safety</b>						
<b>Other</b>						

Form-11  
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2015-16 (First Qtr)  
System Performance  
Sheet 11

System Voltage in Service (KV)	Total Length of Distribution System in Service (KM)	Total Number of Distribution System Faults	Faults/KM of Distribution System
220 KV (If	—	—	—
132 KV	4299	9	0.00
66 KV	491	25	0.05
33 KV	985	46	0.05
11 KV	34400.29	823	0.02
400/230 V	14717.54	6179	0.42

# PROGRESSIVE CUSTOMERS PROFILE SEP 2015

(Units in Million)

Category	No. of Cons	% of Total Cons	Consumption Units in (M)	% of Consumption	Assessment Rs.(M)	% of Total Assess	Payment Rs.(M)	% Age of Payment	Receivable Rs.(M)	% of Total Receivable
Dom	419806	73.98	141.72	13.08	1587.27	12.83	959.98	12.72	8352.31	5.50
Com	105081	18.52	27.72	2.56	588.14	4.76	556.14	7.37	820.34	0.54
Ind	3322	0.59	32.29	2.98	522.62	4.23	533.98	7.08	259.73	0.17
Agri:	29005	5.11	785.27	72.45	8986.17	72.65	6633.93	87.92	137745.47	90.73
Fed Govt	2002	0.35	32.48	3.00	501.69	4.06	446.46	5.92	618.38	0.41
Prov Govt	8275	1.46	64.4	5.94	182.71	1.48	3870.95	51.30	4015.99	2.65
<b>Total</b>	<b>567491</b>		<b>1083.88</b>		<b>12368.60</b>		<b>13001.44</b>	<b>172.31</b>	<b>151812.22</b>	

# PROGRESSIVE LINE LOSSES SEP 15 VS SEP 14

(Units in Million)

Division	Units Received		Units Billed		Units Loss		% Losses		% Inc/ Dec
	Sep-15	Sep-14	Sep-15	Sep-14	Sep-15	Sep-14	Sep-15	Sep-14	
City	64.7	66.9	42.7	42.9	22.0	24.0	34.0	35.9	-1.9
Zarghoon	100.5	105.2	82.1	84.6	18.4	20.6	18.3	19.6	-1.2
Sariab	171.7	190.6	132.5	147.7	39.1	42.9	22.8	22.5	0.3
Central Circle	336.9	362.7	257.3	275.2	79.5	87.5	23.6	24.1	-0.5
Pishin	106.0	114.6	91.6	101.5	14.4	13.0	13.6	11.4	2.2
Loralai	86.3	120.9	66.2	82.2	20.0	38.7	23.2	32.0	-8.8
Q/Abdullah	102.7	99.8	85.5	85.8	17.2	14.1	16.8	14.1	2.7
Qilla Saifullah	125.9	133.0	110.6	115.5	15.4	17.5	12.2	13.2	-1.0
Loralai Circle	420.9	468.3	353.9	385.0	67.0	83.3	15.9	17.8	-1.9
Kalat	191.1	196.5	159.3	169.3	31.8	27.2	16.6	13.8	2.8
Noshki	59.8	56.0	49.4	46.0	10.5	10.0	17.5	17.9	-0.3
Turbat	90.1	90.7	47.2	43.8	42.9	46.9	47.6	51.7	-4.1
Khuzdar	105.9	124.2	87.8	100.9	18.1	23.3	17.1	18.8	-1.7
Gwadar	24.6	27.8	16.6	18.2	8.1	9.6	32.7	34.6	-1.9
Khuzdar Circle	471.6	495.1	360.3	378.1	111.3	117.0	23.6	23.6	0.0
Sibi	91.5	77.5	65.9	51.6	25.6	25.8	28.0	33.3	-5.3
Naseerabad	91.8	94.0	46.5	41.3	45.3	52.7	49.3	56.0	-6.7
Sibi Circle	183.2	171.5	112.4	93.0	70.9	78.5	38.7	45.8	-7.1
QESCO	1412.6	1497.6	1083.9	1131.3	328.8	366.3	23.3	24.5	-1.2

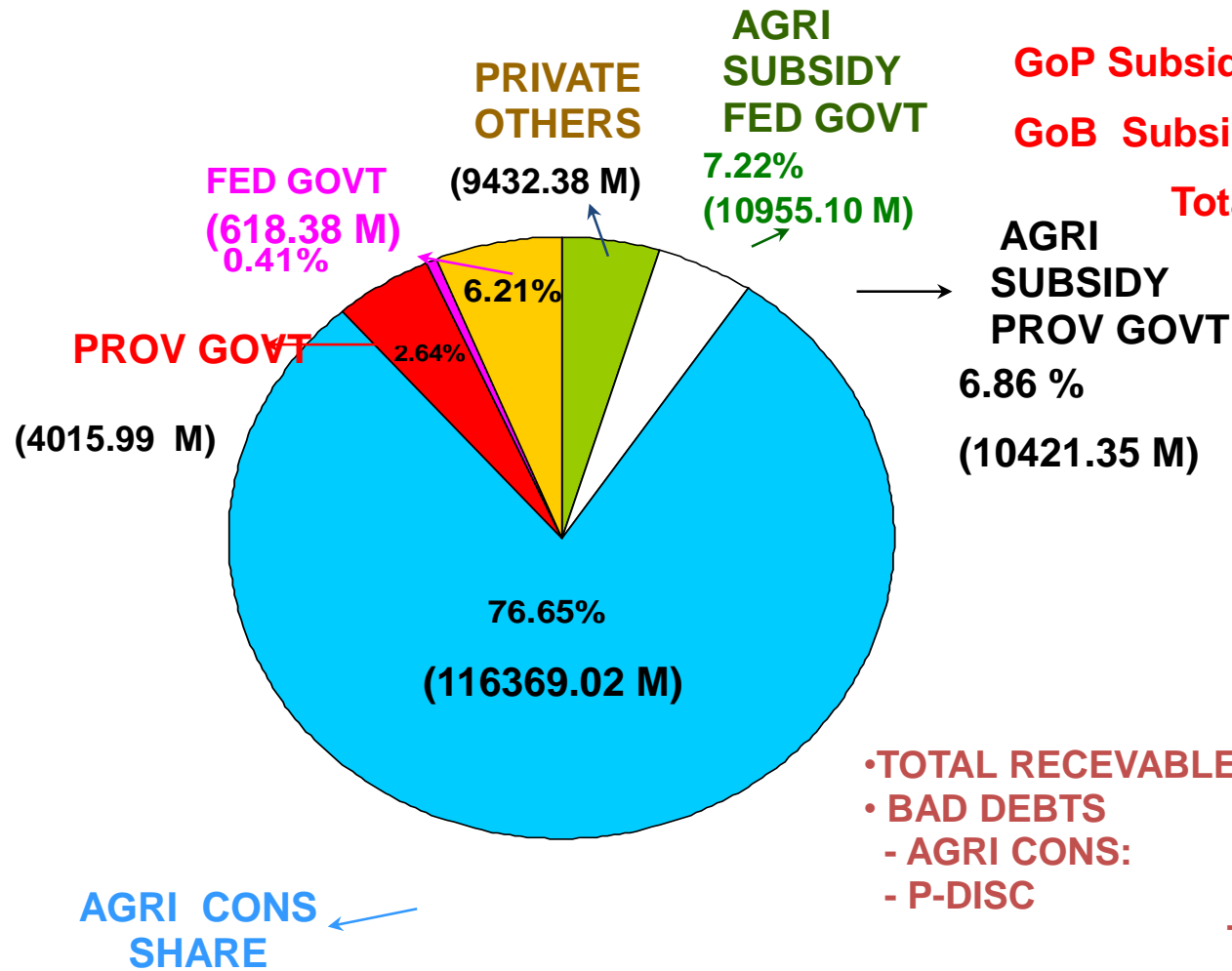
# PROGRESSIVE BILLING AND COLLECTION

## SEP 14 VS SEP 15

(Rs in Million)

Div /Circle	M/Y	Billing					Collection					% age Collection of Billing				
		Govt	Sub	Private		Total	Govt	Sub	Private		Total	Govt	Sub	Private		Total
				Agri	Pvt				Agri	Pvt				Agri	Pvt	
City	Sep 14	95.1	4.0	31.0	712.7	842.8	69.4	6.2	0.6	531.6	607.9	73.0	155.9	2.0	74.6	72.1
	Sep 15	61.8	6.3	14.0	539.2	621.3	61.4	14.2	1.0	512.2	588.8	99.4	226.9	7.0	95.0	94.8
Zar-ghoon	Sep 14	507.3	49.1	421.4	626.3	1604.0	374.0	76.4	6.5	462.3	919.2	73.7	155.7	1.5	73.8	57.3
	Sep 15	343.1	90.1	215.0	467.0	1115.3	395.8	162.3	9.3	439.0	1006.3	115.4	180.0	4.3	94.0	90.2
Sariab	Sep 14	224.4	141.1	1583.0	845.5	2793.9	141.9	229.4	28.4	624.4	1024.1	63.2	162.6	1.8	73.9	36.7
	Sep 15	145.7	307.0	671.9	575.8	1700.4	142.6	398.3	38.6	569.9	1149.3	97.8	129.7	5.7	99.0	67.6
Central Circle	Sep 14	826.8	194.2	2035.4	2184.5	5240.8	585.3	312.0	35.6	1618.3	2551.2	70.8	160.7	1.7	74.1	48.7
	Sep 15	550.6	403.4	900.9	1582.1	3436.9	599.8	574.7	48.8	1521.1	2744.4	108.9	142.5	5.4	96.1	79.9

# RECEIVABLES - SEP 15



GoP Subsidy Rs 10955.10 M

GoB Subsidy Rs 10421.35 M

Total 21376.45M

AGRI  
SUBSIDY  
PROV GOVT  
6.86 %  
(10421.35 M)

•TOTAL RECEVABLE: Rs 151812.22 M  
 • BAD DEBTS  
 - AGRI CONS: Rs 116369.02 M  
 - P-DISC Rs 1720.91M  
 TOTAL 118089.93 M  
 77.79 %



# PROGRESSIVE AT&C LOSSES

(Figures in Million)

Circles	% AGE LOSSES		% Inc/ Dec	% AGE RECOVERY		% Inc/ Dec	EFFICIENCY INDEX		% Inc/ Dec	AT&C LOSSES	
	Sep 15	Sep 14		Sep 15	Sep 14		Sep 15	Sep 14		Sep 15	Sep 14
A	B	C	D	E	F	G	H	I	J	K	L
Central	23.6	24.1	-0.5	79.9	48.7	31.2	61.0	37.0	24.1	39.0	63.0
Loralai	15.9	17.8	-1.9	90.7	23.0	67.7	76.3	18.9	57.4	23.7	81.1
Khuzdar	23.6	23.6	0.0	113.2	22.3	90.9	86.5	17.0	69.4	13.5	83.0
Sibi	38.7	45.8	-7.1	200.8	19.4	181.4	123.1	10.5	112.6	-23.1	89.5
QESCO	23.3	24.5	-1.2	105.1	28.6	76.5	80.6	21.6	59.0	19.4	78.4