



Quarterly Performance Reports

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1.1 Introduction:

QESCO's domain/Jurisdiction is spread over throughout Balochistan (except Lasbella), which is 43% of the country. QESCO is making all-out efforts to ensure uninterrupted reliable power supply to its consumers and comply with the standards set forth in the performance standards prescribed by NEPRA, but experiencing following problems to achieve the same :-

(a) 52% scattered population of the province is being provided electricity through arterial transmission and distribution network which existed in throughout Balochistan i.e far flung areas, coastal belt and rugged terrain. In this regard QESCO's management is discharging duties in a perilous situation as law and order situation is not conducive. To maintain lengthy lines for uninterrupted power supply with meager man power and financial constraints is a formidable task. This reason has considerably reduced the performance and consequently increased the outage duration than the limits stipulated by NEPRA

(b) Heavy inductive load of Agri tube well, utilizing about 74% of the total demand of company.

(c) The voltage recorded as low as only 37 KV against 66 KV at tail end Grid station Dera Murad Jamali, Rojhan Jamali, Manjosjhor, Jhal Magsi, Gandakha and Usta Mohammad of distt Naseerabad , Jaffarabad & Jhal Magsi fed from common delivery points (CDPs) under SEPCO's jurisdiction through 66 KV Jocoabad Dear Murad Jamali and Shahddad Kot- Gandakha Jhal Magsi Transmission lines

1.2. System Average Interruption Frequent Index (SAIFI) and System Average Interruption Duration Index (SAIDI)

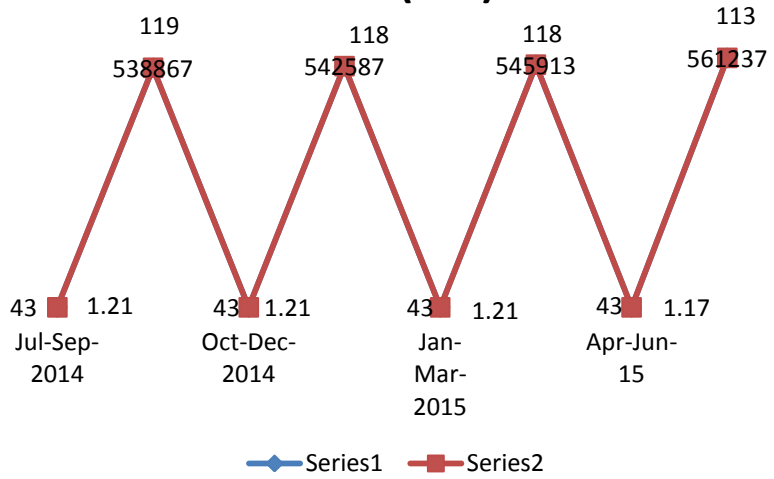
The table 1.2 shows that despite of variety of challenges including financial constraints i.e. nonpayment culture/reluctant attitude of particularly Agri sector badly affecting in house funding required to meet with O&M expenditures, lengthy/over loaded transmission and distribution network, lawlessness in entire province resulting in target killing, manhandling of staff, threats, snatching of vehicles, firing incidents etc, non cooperation of law enforcement agencies, inadequate power generation/location of power houses far away from load centers, heavy inductive load of Agri tube well etc, SAIFI & SAIDI have shown improvement as compared to previous years, however, in compliance with Regulator's direction, continuous efforts and system improvement plans are under process so as to achieve SAIFI & SAIDI results as close to limit set by NEPRA as possible.

**CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS
SAIFI AND SAIDI**

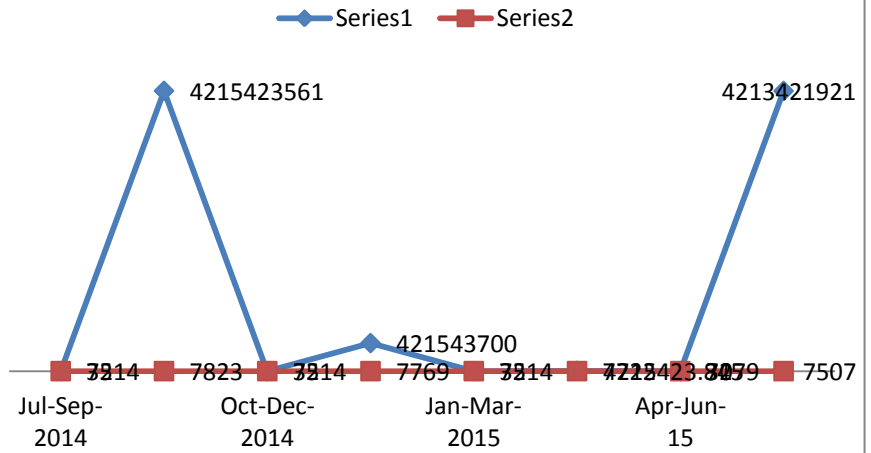
Quarter	Consumer Supply Voltage	Total Number of Consumers Served by the Distribution Company in a Given Year	Total Annual Number of Consumer Power Supply Interruptions	SAIFI (OSI) (4)=(3)/(2)	Aggregate Sum of All Consumer Power Supply Interruption Duration in Minutes**	SAIDI (OS2) (6)=(5)/(2)
	1	2	3	4	5	6
	220 KV	-	-	-	-	-
	132 KV	-	-	-	-	-
	66 KV	-	-	-	-	-
	33 KV	-	-	-	-	-
Jul-Sep-2014	11 KV	43	52.14	1.21	3214	75
	400/230 V	538867	64197415	119	4215423561	7823
Oct-Dec-2014	11 KV	43	52.14	1.21	3214	75
	400/230 V	542587	64197521	118	421543700	7769
Jan-Mar-2015	11 KV	43	52.14	1.21	3214	75
	400/230 V	545913	64197211	118	4215423.845	7722
Apr-Jun-15	11 KV	43	50.1	1.17	3079	72
	400/230 V	561237	63193611	113	4213421921	7507

Table 1.1

SAIFI (OSI)



SAIDI (OS2)



1.3 Time frame for New Connections

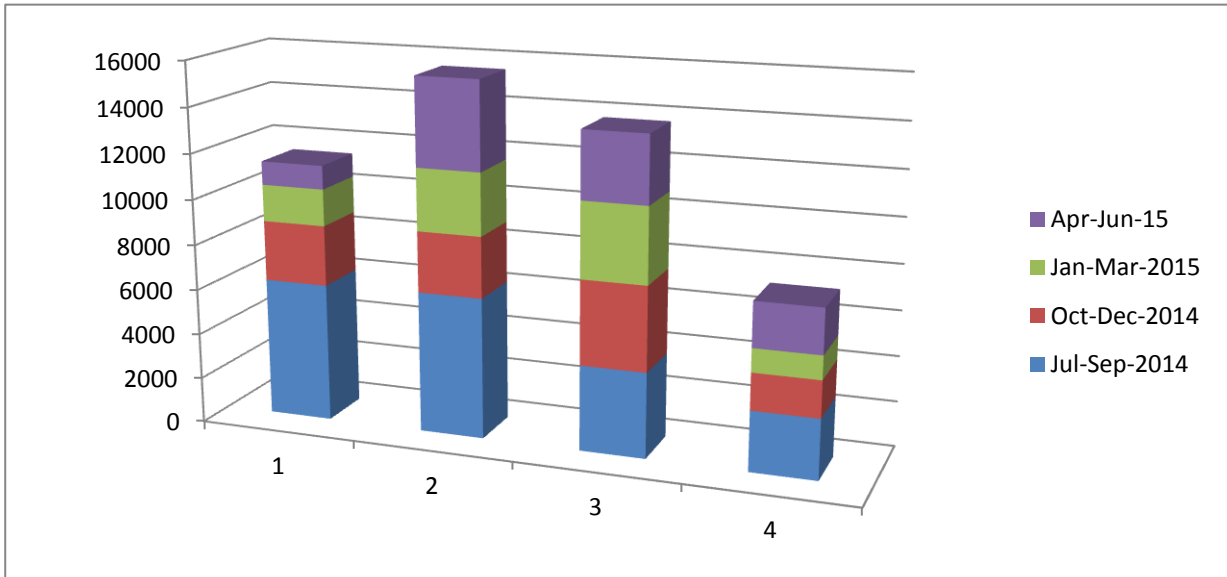
Procurement of meters delayed due to financial constraints causing delay in provision of connections. As shown in table 1.3 that back log in provision of pending connections completed, however, strict instructions have been conveyed to field formations to ensure that new connections applied by eligible consumers of various categories which are pending be provided as early as possible after completion of codal formalities.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS

Overall Standards Time Frame for New Connections*

Quarter	Consumers applied for new connection		Consumers who were not given connection in permitted time	Consumers who were not given new connections (%)
	Opening Balance	Addition		
Jul-Sep-2014	6114	6230	3765	2655
Oct-Dec-2014	2655	2684	3720	1619
Jan-Mar-2015	1619	2743	3326	1036
Apr-Jun-15	1036	3888	2951	1973

Table 1.3



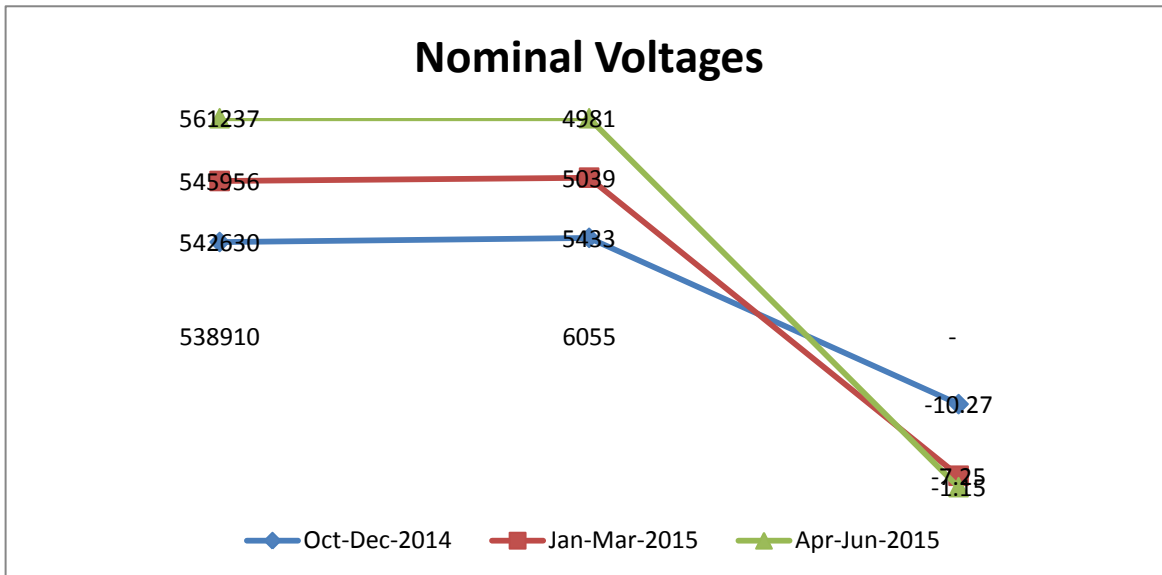
1.4 Nominal Voltage

Table 1.4 shows that number of complaints regarding variation in voltage decreases gradually, however, special attention is focused to carry out maintenance activities in accordance with Grid Code.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS Overall Standards -Nominal Voltages

Quarter	Total Number of Consumers	Consumers who made complaints about voltage	(%) Increase/decrease in number of complaints
Jul-Sep-2014	538910	6055	-
Oct-Dec-2014	542630	5433	-10.27
Jan-Mar-2015	545956	5039	-7.25
Apr-Jun-2015	561237	4981	-1.15

Table 1.4

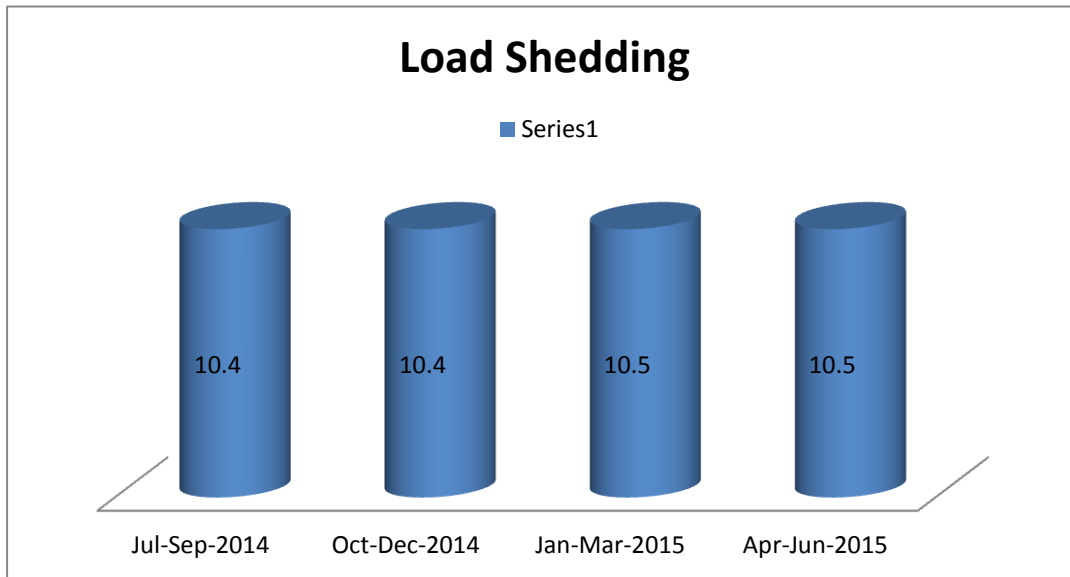


1.5 Load Shedding

Table 1.5 shows that averagely 10.4 hours load shedding is being implemented on daily basis As far as rule 4(f) about load shedding is concerned, QESCO prepare and implement load shedding keeping in view of system constraints, heavy inductive load of Agri sector (consuming about 74% of demand), recovery and losses position in compliance with directives of Ministry of Water and Power Government of Pakistan Islamabad. However, priority is given to defense & strategic installations as well as school & hospitals. Moreover, load shedding on industries implemented as per instructions/policy conveyed by DG(EM&C) PEPCO, WAPDA house Lahore from time to time.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS	
Overall Standards -Load Shedding	
Quarter	Average duration ofg Load Shedding (Hours)
Jul-Sep-2014	10.4
Oct-Dec-2014	10.4
Jan-Mar-2015	10.5
Apr-Jun-2015	10.5

Table 1.5



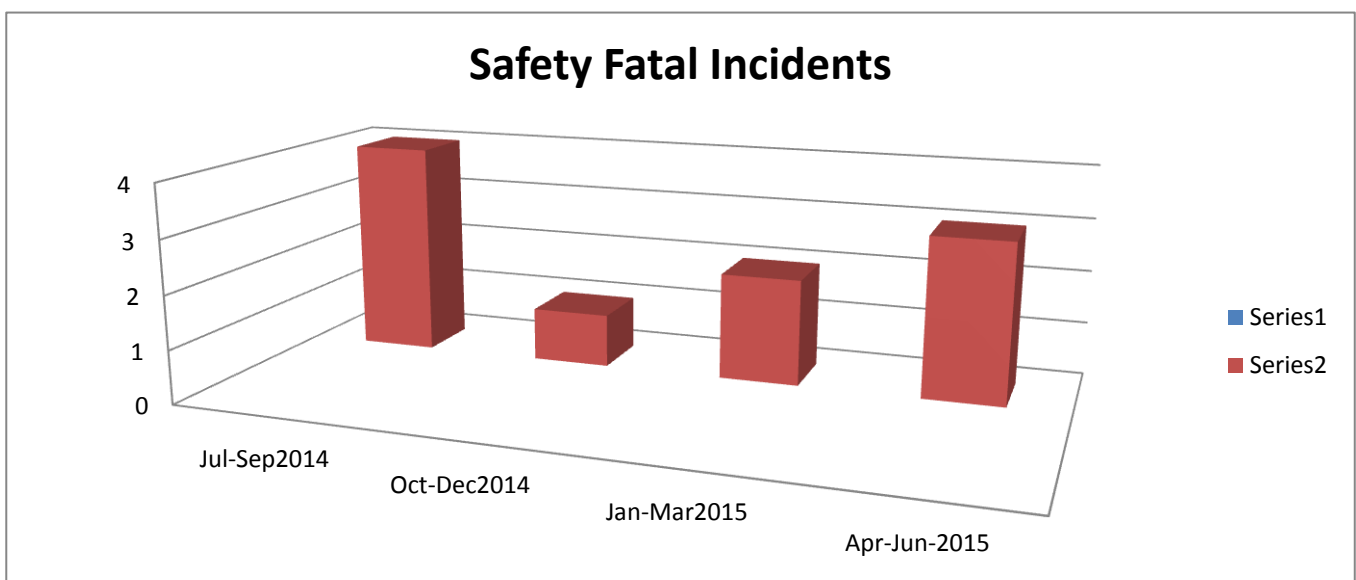
1.6 Safety (Fatal Incidents)

Table 1.6 shows that unfortunately as compare to previous year 2013-14, 10 x fatal incidents took place during 2014-15. The matter has been seriously viewed by authority, as 10 x precious lives lost due to non observance of safety measures despite of clear cut instructions already conveyed to field formations regarding strict adherence of safety precautions. The inquiries in this regards have been completed and the in-charges/ responsible officials have been given punishments as per rules, besides compensation to 4x deceased employees paid while same for other 4x deceased employees is under process. The management in a joint meeting with union representatives discussed the issue in detail that how to ensure that safety measures be implemented in letter & spirit by field formations. In addition to this workshops regarding adoption of safety measures have frequently been organized jointly by management and Union to educate the technical staff about safety awareness and its importance before start of work at site. Moreover, the SOP as per guidance of PEPCO in this regard has already been issued to the field formations for strict compliance and feedback on fortnightly & monthly basis to concerned Officers and General Manager Operation for perusal and further guidance.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS Overall Standards -Safety

Quarter	Electrical Incidents resulting in death if permanent serious Injury to member of staff of public
Jul-Sep2014	4
Oct-Dec2014	1
Jan-Mar2015	2
Apr-Jun-2015	3

Table 1.6



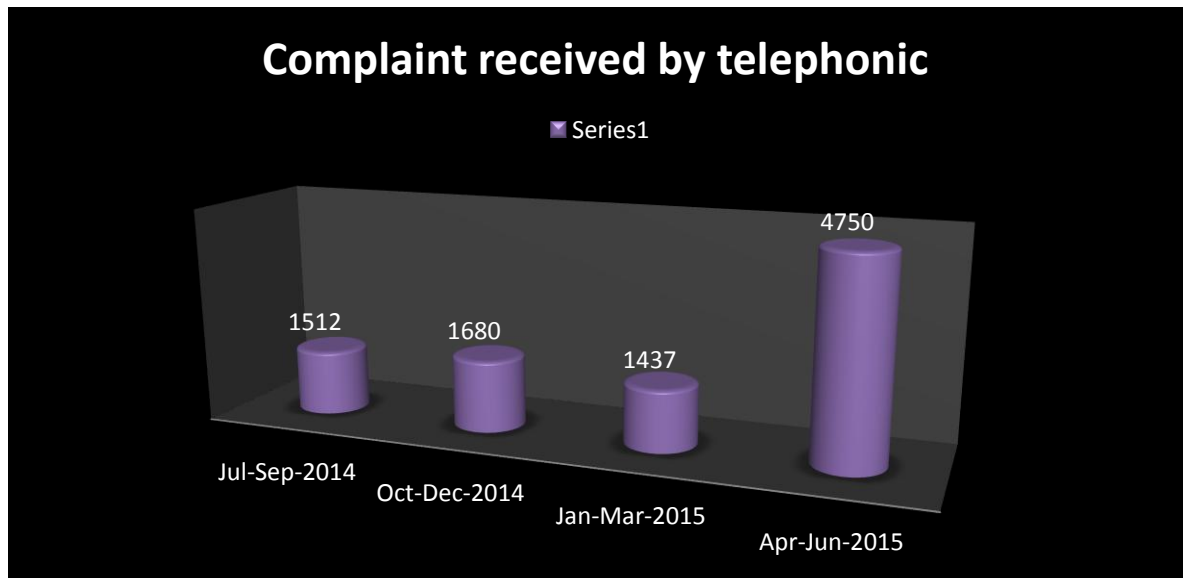
1.7 Complaints

Table 1.7 shows decrease in complaints as compared to the year 2013-14. However, in compliance with Ministry of Water and Power Govt: of Pakistan instructions and Performance Standard Distribution Rules (PSDR) 2005, QESCO has established main complaint cell at QESCO H/Q Quetta which works round the clock, properly register and accurately record consumers complaints. The cell facilitates consumers in lodging complaints by appearing personally or telephonically or electronically. Besides this company has activated complaint offices at sub divisional level under its jurisdiction to facilitate consumers in lodging complaints and timely addressing the same.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS Overall Standards -Complaints Report

Quarter	Total Complaints received by QESCO
Jul-Sep-2014	1512
Oct-Dec-2014	1680
Jan-Mar-2015	1437
Apr-Jun-2015	4750

Table 1.7



1.8 Fault Rate

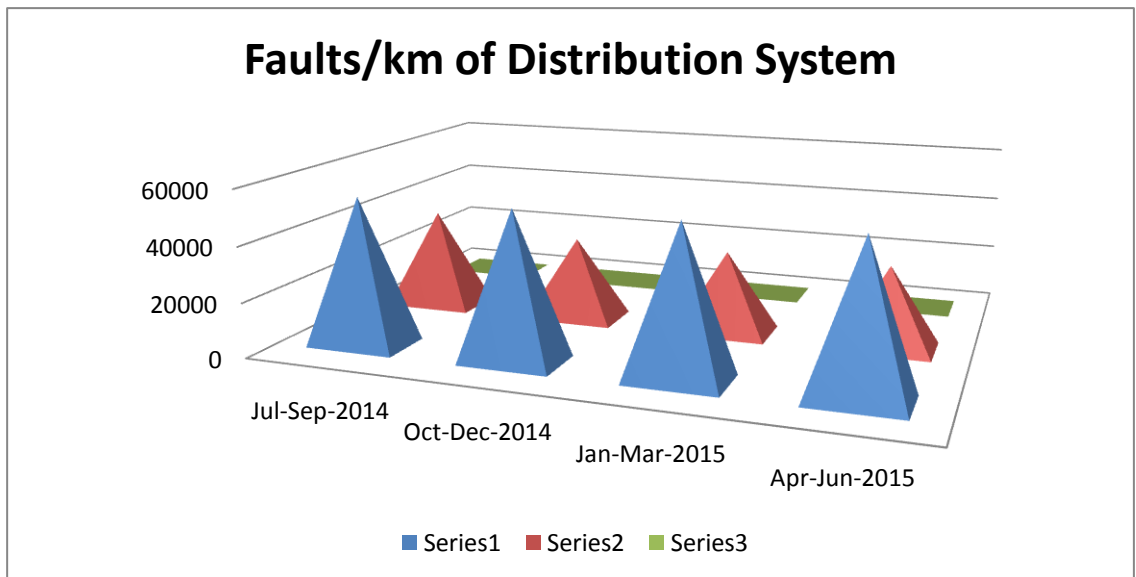
Table 1.8 shows that fault rates have been decreased as compare to the previous year 2013-14. The company despite of the financial constraints has carried out O&M activities where ever justified/beneficial, because of which improvements in the system observed, however, a lot of more needs to be performed for further improvement of the system. It is not out of place to mention here that expansion/augmentation activities depends upon own source funding, which is directly related with recovery which at present is not satisfactory mainly due to nonpayment culture/reluctant attitude of Agri consumers.

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORTS

System Performance

Quarter	Total length of distribution system in Service (km)	Total No. of Distribution System faults	Faults/km of Distribution System
Jul-Sep-2014	53927	36475	0.68
Oct-Dec-2014	54083	30468	0.56
Jan-Mar-2015	54427	30271	0.56
Apr-Jun-2015	54609	30123	0.55

Table 1.8



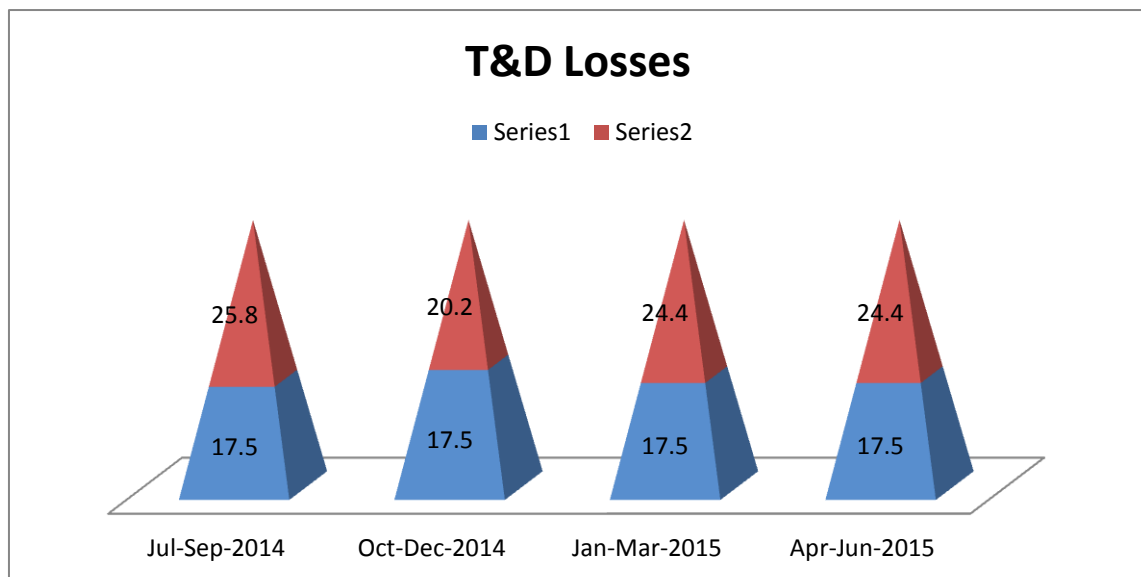
1.9 Transmission & Distribution (T&D) Losses

NEPRA determination for 2014-15 is 17.5%. However, due to below mentioned reasons, besides financial constraints, the desired results regarding target fixed for T&D losses is difficult to achieve:-

- (a) Lengthy network of both 132 KV and 11/0.415 KV systems
- (b) Inadequate power generation at Quetta
- (c) Power Houses located far away from load centers.
- (d) Voltage variation due to heavy inductive load of Agri tube well.
- (e) Worst law & order situation besides non cooperation of LEAs

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTLY REPORTS		
Transmission & Distribution (T&D) Losses		
Quarter	Allowed limit by (NEPRA (%))	Actual T&D Losses(%)
Jul-Sep-2014	17.5	25.8
Oct-Dec-2014	17.5	20.2
Jan-Mar-2015	17.5	24.4
Apr-Jun-2015	17.5	24.4

Table 1.9



1.10 Recovery

NEPRA determination for 2014-15 is 100%. QESCO continuously making all possible efforts even by constituting special recovery teams, taken help of FIA, approaching high-ups of Government

(a) Collection reduced remarkably from Argi sector (75% of billing) due to reluctant attitude/nonpayment culture of Agri consumer, as majority of them are even not paying Rs.6000/- per month

(b) Poor law & order situation/weak writ of government in entire province besides non co-operation of LEAs

(c) Disconnection of individual Agri defaulter is not possible till the available of potent FC forces due to fact of tribal culture.

(d) Bulk disconnection by switching off 11KV feeders result in resentments & serious agitation by political parties and public at large

(e) The frequency of Shutter down/Wheel jams and road Blockade put adverse impact on recoveries

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15		
Recovery		
Annual	Target value by NEPRA (%)	Actual Recovery (%)
Jul-Sep2014	100	28.58
Oct-Dec2014	100	21.9
Jan-Mar2015	100	25.97
Apr-Jun-15	100	62.10

Table 1.10

