

Form-1  
 CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2013-14  
 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	18	18	0	0	0
400/230 V	56426319	24401091	0	32025228	0

Consumer Supply Voltage	Maximum-Permitted Number of Unplanned Power Supply Interruptions for Each Individual consumer Per Annum (GS2)	Number of Consumers Whose Number of Unplanned Power Supply Interruptions exceeded the Maximum Limit of GS2	Maximum Permitted Aggregate Duration of Unplanned Power Supply Interruptions for Each Individual Consumer Per Annum (Hours) (GS3)	Number of Consumers Whose Aggregate Unplanned Power Supply Interruption Time exceeded the Maximum Limit of GS3
220 KV	6	0	26	0
132 KV	6	0	26	0
66 KV	6	0	26	0
33 KV	30	0	44	0
11 KV	30	8	44	9
400/230 V Urban	60	163020	88	86155
400/230 V Rural	80	184832	175 (distribution Company), 240 for KESC	153862

**Form-2**

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2013-14**  
**Guaranteed Standards-Planned Power Supply Interruptions**

**Sheet -2**

<b>Consumer Supply Voltage</b>	<b>Maximum Permitted Number of Planned Power Supply Interruptions for Each Individual Consumer Per Annum (GS4)</b>	<b>Number of Consumers Whose Planned Power Supply Interruptions exceeded the Maximum Limit of GS4</b>	<b>Maximum Power Supply Interruption Aggregate Duration (Hours) for each Individual Consumer Per Annum (GS5)</b>	<b>Number of Consumers Whose Aggregate Planned Power Supply Interruption Duration Exceeded the maximum Limit of GS 5</b>
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	36	64	1
400/230 V Urban	16	124130	80	10122
400/230 V Rural	16	70530	96	2046

**Form-3**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT-2013-14**  
**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

Sheet -3

<b>Consumer Supply Voltage</b>	<b>Maximum Permitted Number of Short Duration Power Supply Interruptions for Each Individual Consumer Per Annum (GS6)</b>	<b>Number of Consumers Whose Short Duration Power Supply Interruptions Exceeded the Maximum Limit of (GS6)</b>
132/66 KV	4	0
33/11 KV	140	0
400/230 V Urban	275	804
400/230 V Rural	300	4166

**Form-4**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2013-14**  
**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 (OS1) (4)=(3)/(2)</b>	<b>Aggregate Sum of All Consumer Power Supply Interruption Duration in Minutes ***</b>	<b>SAIDI (OS2) (6)=(5)/(2)</b>
1	2	3	4	5	6
<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	59	1.4	4021	94
<b>400/230 V</b>	535102	77573177	145	6351136591	11869

\* 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 2013-2014

## 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	10646	10605	41
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	3282	3232	50
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	3559	3460	99
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	4	4	-
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	-	-	-

\* 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 2013-14**  
**Overall Standards - Nominal Voltages**  
**Sheet 6**

<b>Consumers Supply Voltage (OS4)</b>	<b>Maximum Permitted Voltage Level Deviations</b>	<b>Number of Consumers who requested their Power Supply Voltage Levels to be checked</b>	<b>Number of Times where a Remedial Action followed a consumer request about his Power supply voltage level check</b>
<b>220 KV (If applicable)</b>	+/-5%	-	-
<b>132 KV</b>	+/-5%	-	-
<b>66 KV</b>	+/-5%	-	-
<b>33 KV</b>	+/-5%	-	-
<b>11 KV</b>	+/-5%	8	8
<b>400/230 V Urban</b>	+/-5%	783	427
<b>400/230 V Rural</b>	+/-5%	3231	1003

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 2013-14**  
**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 2013-14**  
**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 2-3 times/day. 2.urban/Rural/outside qta 2-3 times day	1.Avg: 04 hrs /day 2. Avg: 14 hrs / day	1. 1440 hrs / Year 2. 5040 hrs / Year	1. Urban=223009 2. Rural=293277	1. Urban=150 2. Rural =280
<b>Consumers other than Industrial in Urban Areas</b>	3-4 times / day	4 hrs	1440 hrs / day	223009	50
<b>Agricultural Consumers where there is dedicated Supply</b>	1 time/day	17 hrs	6120 hrs/year	19616	450
<b>Industrial Consumers.</b>	02 Slabs/ day	12 Hrs	4320 Hrs/year	8	25
<b>Supply to Schools and Hospitals</b>	Not: All School & Hospital are on general feeders except BMC, CMH & Kidney Cepter 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:

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



**Form-9****CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2013-14****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.	2		
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	8	30days	45days
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 2013-14**  
**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>	9263	4512	0	856	2:00	2:00
<b>Reliability of Supply</b>	3661	7765	0	191	2:20	1:45
<b>Planned Interruptions</b>	2929	2896	0	43	1:30	5:00
<b>Supply Voltage Level</b>	1985	7667	0	79	1:10	2:00
<b>New Connection</b>	5812	1065	0	174	2:15	4:00
<b>Safety</b>	373	421	0	256	1:45	5:00
<b>Other</b>	120	595	0	148	2:00	3:00

Form-11  
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2013-14  
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 Applicable)	—	—	—
132 KV	3985	308	0.08
66 KV	636	63	0.10
33 KV	985	107	0.11
11 KV	29809	2905	0.10
400/230 V	12925	37011	2.86