



Performance Reports
PERFORMANCE REPORT (2016-17)

Form-1

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

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	16	13	3	0	0
400/230 V	28192	28192	0	28192	0

Form-2

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Guaranteed Standards-Planned Power Supply Interruptions

Sheet -2

	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	19	64	6
400/230 V Urban	16	93789	80	44
400/230 V Rural	16	50026	96	0

Form-3

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Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

Sheet -3

Consumer Supply Voltage	<u>Maximum Permitted Number of Short Duration Power Supply Interruptions for Each Individual Consumer Per Annum (GS6)</u>	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	0
400/230 V Rural	300	0

Form-4**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17****Overall Standards- Average Power Supply Interruptions***

Sheet -4

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	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	55	62	1.1	4231	77
400/230 V	569344	55187467	97	4731920371	8311

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Sheet 5

	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	13554	10866	2688
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	2089	1778	311
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	494	206	288
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	6	6	0
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	-	-	-

Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Overall Standards - Nominal Voltages

Sheet 6

Consumers Supply Voltage (OS4)	Maximum Permitted Voltage Level Deviations	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%	11	11
400/230 V Urban	+/-5%	2389	2150
400/230 V Rural	+/-5%	1955	1193

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.

Note: Detailed Break up of the complaints is at Annex " H "

Form-7

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Overall Standards - Frequency

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

Form-8

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Overall Standards - Load Shedding

Sheet 8

	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
Priority Group of Consumers					
Consumers in Rural Areas, and Residential Consumers in Urban Areas	1. Urban/ Rural QTA & its suburbs 3 times/ day. 2. Urban/ Rural outside QTA 2-imes/day.	1. Avg: 05hrs/ day 2. Avg: 16 hrs/ day	1. 1825 hrs/ year 2. 5760 hrs/year	1. 255707 2. 313637	1. Urban = 360 2. 1300-1350
Consumers other than Industrial in Urban Areas	3 times / day	5 hrs	1825 hrs/ year	255707	360
Agricultural Consumers where there is dedicated Supply	-	-	-	-	-
Industrial Consumers.	-	-	-	-	-
Supply to Schools and Hospitals	NOTE: All Schools & Hospitals are on General Feeders except BMC, CMH & Kidney centre etc				
Defense/Strategic Installation	The Load shedding of Defence/ Strategic installations is being carried out by the concerned Authorities themselves.				

Form-9

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

Overall Standards - Safety

Sheet 9

Type of Incident	Number of	Average Duration	Longest Duration
	Electrical	of absence from	of absence from
	Incidents	Work	Work
Electrical Incident resulting in death / Permanent Serious Injury/Disability to Member of Staff.	6	NIL	NIL
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	NIL	NIL	NIL
Electrical incident resulting in Injury to Member of Staff requiring absence from work for 105 days.	NIL	NIL	NIL
Electrical incident resulting in Injury to Member of staff nor requiring absence from work.	NIL	NIL	NIL
Electrical incident resulting in death or permanent serious injury/disability to member of the public.	2 (Incidents) (5 x fatalities & 3 x Injuries)	NIL	NIL
Electrical Incident Injuring member of the public involving Distribution Company's Plant or equipment.	NIL	NIL	NIL
Electrical incident injuring member of the public nor involving Distribution Company's plant or equipment	NIL	NIL	NIL
Safety reports received on toll free telephone number	NIL	NIL	NIL
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.			
(Annex J)			

Form-10

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Consumer Formal Complaints Report

Sheet 10

Nature of Complaint	Received in Person	Received by Telephone	Received Electronically	Received in Writing	Average Time	Longest Time
					in hours to resolve a Complaint	in hours to Resolve a Complaint
Price of Electricity	-	-	-	-	-	-
Reliability of Supply	-	9746	-	-	2:00	5:00
Planned Interruptions	-	8919	-	-	4:00	8:00
Supply Voltage Level	-	4344	-	-	0:30	1:45
New Connection	-	-	-	-	-	-
Safety	-	-	-	-	-	-
Other	-	29202	-	-	1:25	5:00

Form-11

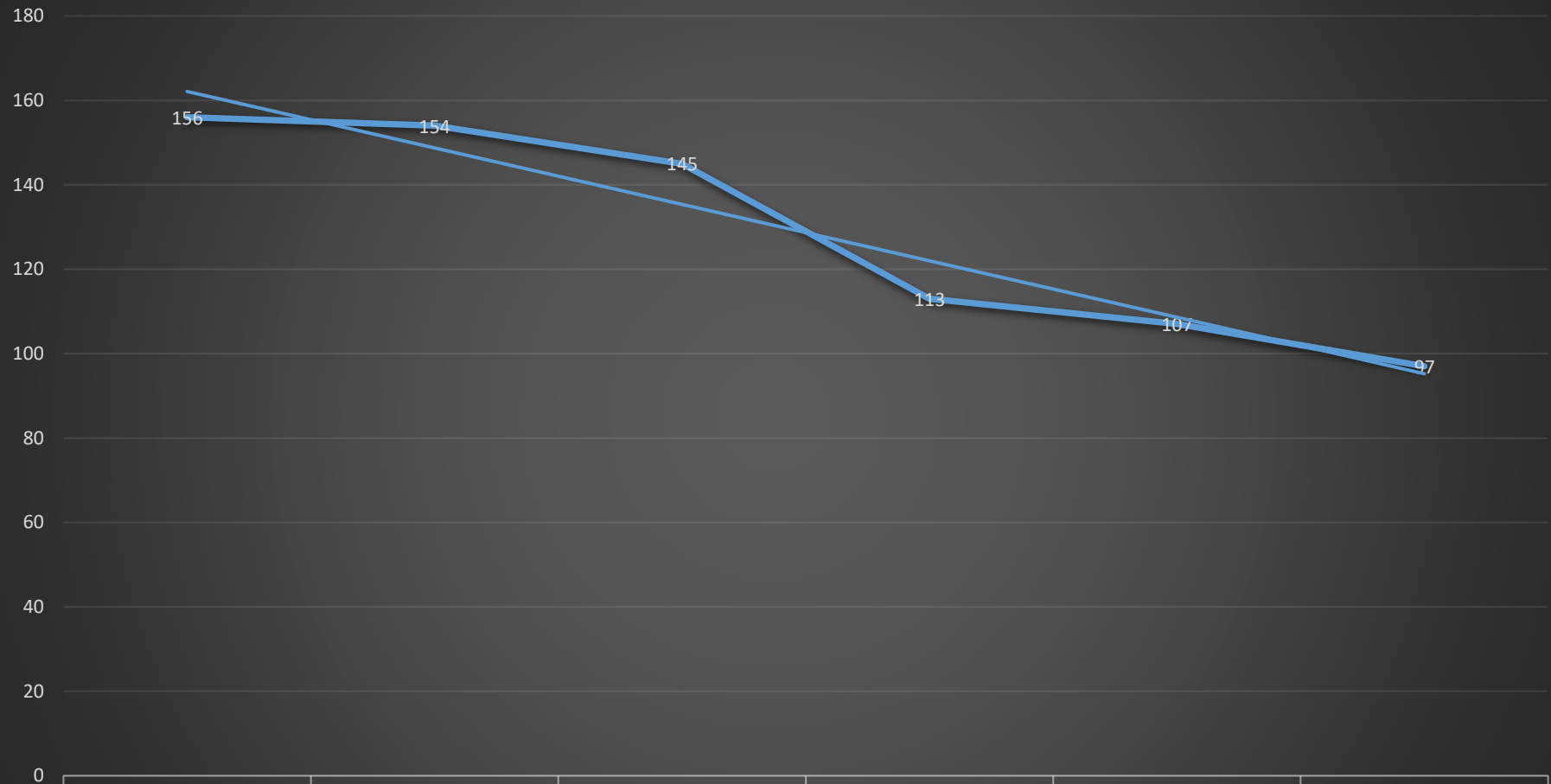
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2016-17

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	4963.09	291	0.06
66 KV	472.13	298	0.63
33 KV	1981	105	0.05
11 KV	36088.41	3712	0.10
400/230 V	15577.25	24789	1.59

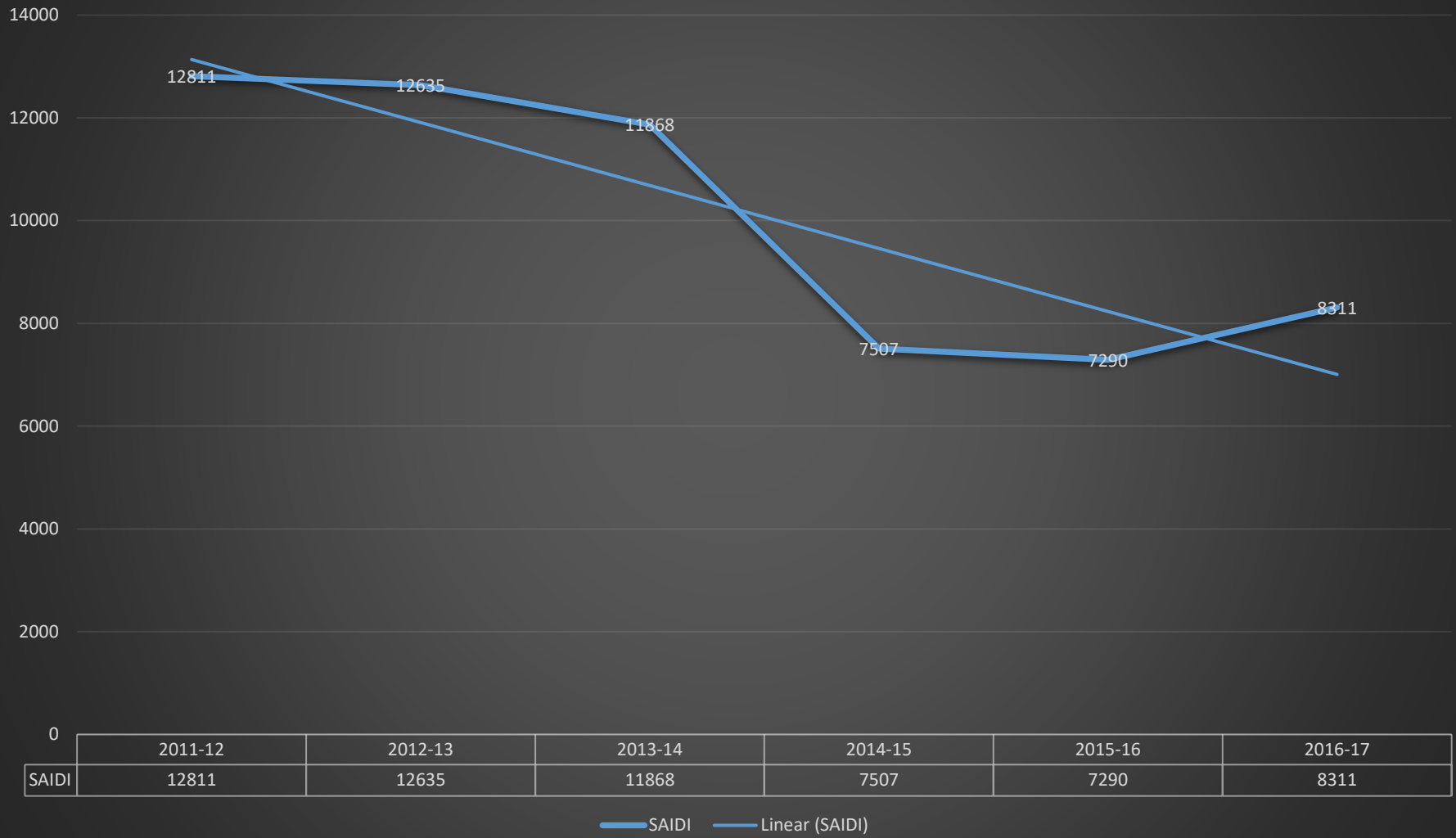
SAIFI



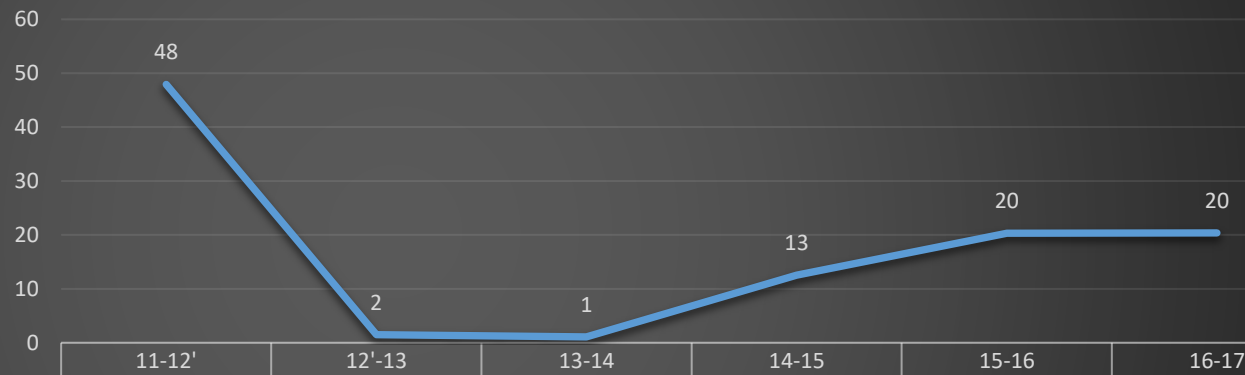
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
SAIFI	156	154	145	113	107	97

— SAIFI — Linear (SAIFI)

SAIDI



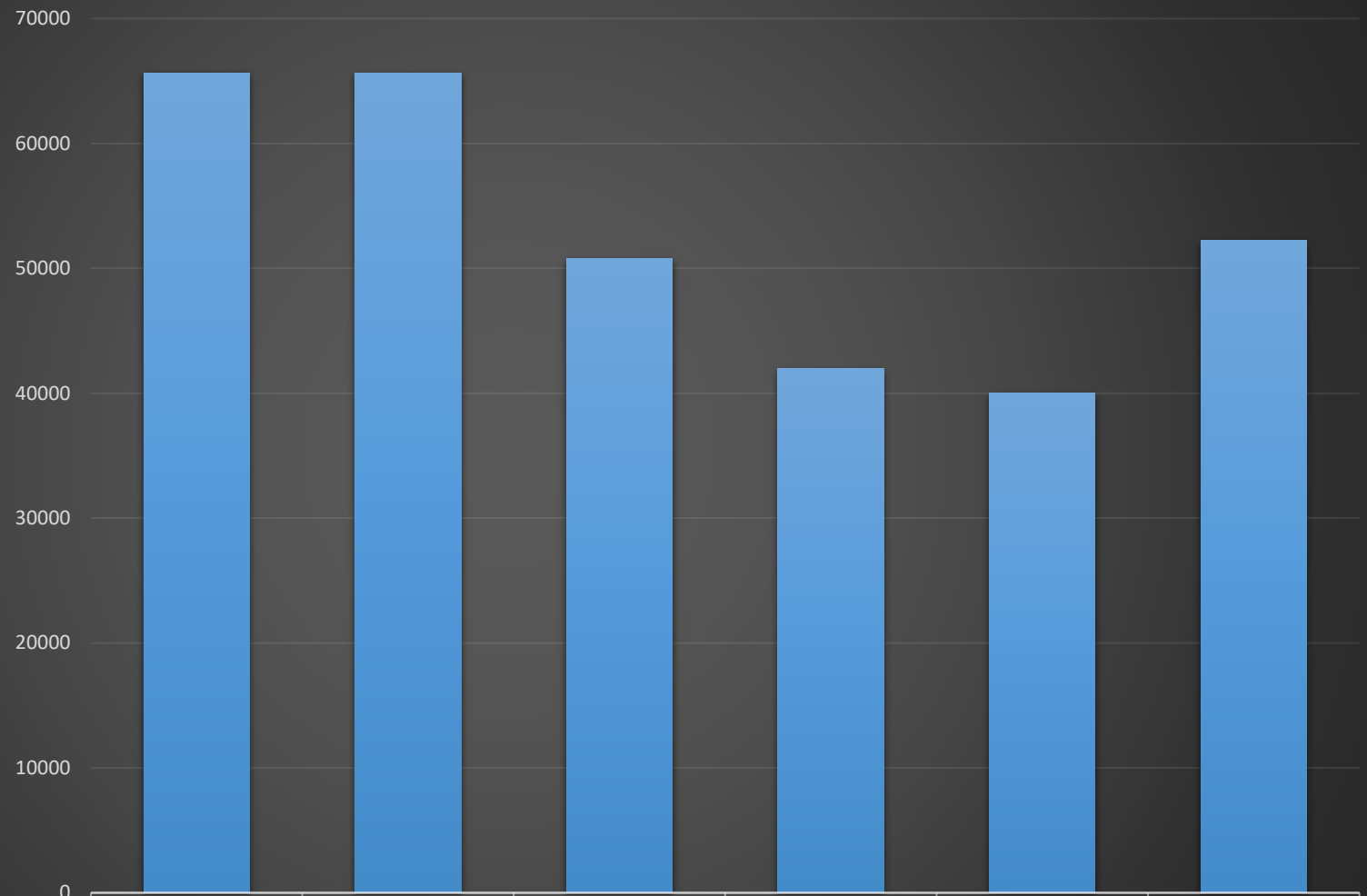
(%) of consumers who were not given connection within permitted time



(%) of consumers who were not given connection within permitted time

11-12'	12'-13	13-14	14-15	15-16	16-17
48	2	1	13	20	20

Total No of complaints received by the QESCO



Total No of complaints received by the QESCO

2011-12

2012-13

2013-14

2014-15

2015-16

2016-17

65647

65640

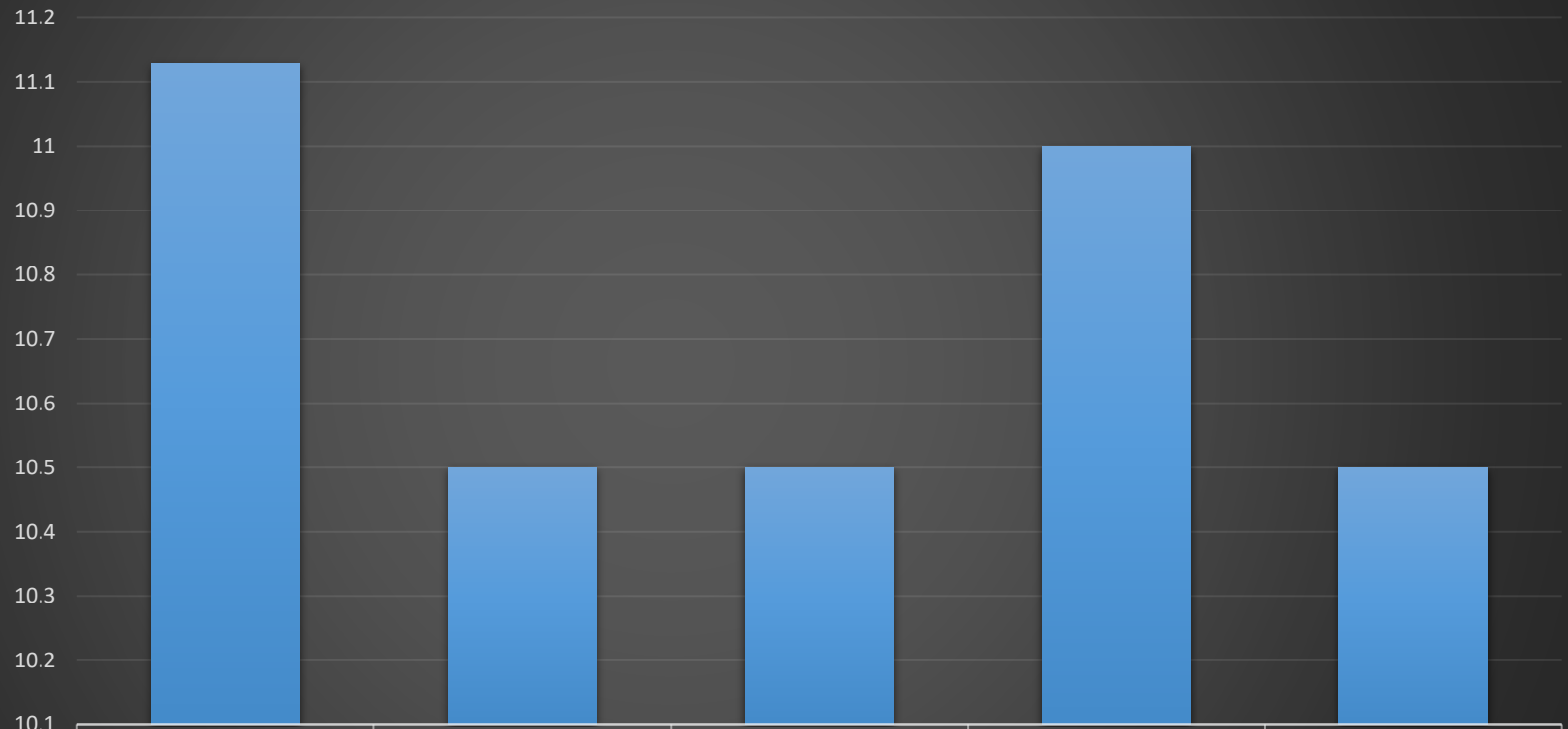
50811

41952

40013

52211

Average Load Shedding (Hrs)



Average Load Shedding (Hrs)

2012-13

2013-14

2014-15

2015-16

2016-17

11.13

10.5

10.5

11

10.5

Fatal Electrical Accidents

