



Performance Reports
PERFORMANCE REPORT (2018-19)

Form-1

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
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	421	421	0	0	0
400/230 V	32619	32619	0	32619	0

Form-2

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
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	9	64	0
400/230 V Urban	16	45895	80	0
400/230 V Rural	16	28918	96	0

Form-3

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT-2018-19
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 2018-19
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	66	1511	22.89	137136	2077.8
400/230 V	596354	58436130	97.98	5010829197	8402.4

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19

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	9534	9402	132
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	3443	3267	176
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	367	123	244
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	6	6	-
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 2018-19
Overall Standards - Nominal Voltages

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%	12	12
400/230 V Urban	+/-5%	3018	2941
400/230 V Rural	+/-5%	1495	1286

Note: Detailed Breakup of the complaints is at Annex " D"

Form-7

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
Overall Standards – Frequency

Sheet 7

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

Form-8

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19

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
Consumers in Rural Areas, and Residential Consumers in Urban Areas	1. Urban/ Rural QTA & its suburbs 3 times/ day. 2. Urban/ Rural outside QTA 1-Times/day.	1. Avg: 5hrs/ day 2. Avg: 12 hrs/ day	1. 1825 hrs/ year 2. 3960 hrs/year	1. 1,32,317 2. 1,08,549	1. Urban = 220 2. U/R outside QTA= 720
Consumers other than Industrial in Urban Areas	3 times / day	5 hrs	1825 hrs/ year	1,33,573	220
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 center etc				
Defense/Strategic Installation	The Load shedding of Defense/ Strategic installations is being carried out by the concerned Authorities themselves.				

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

Form-9

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
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.	04	FATAL	FATAL
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	8	22 DAYS	-
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.	03	FATAL	FATAL
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 **(Annex-E)**

Form-10

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
Consumer Formal Complaints Report**

Sheet 10

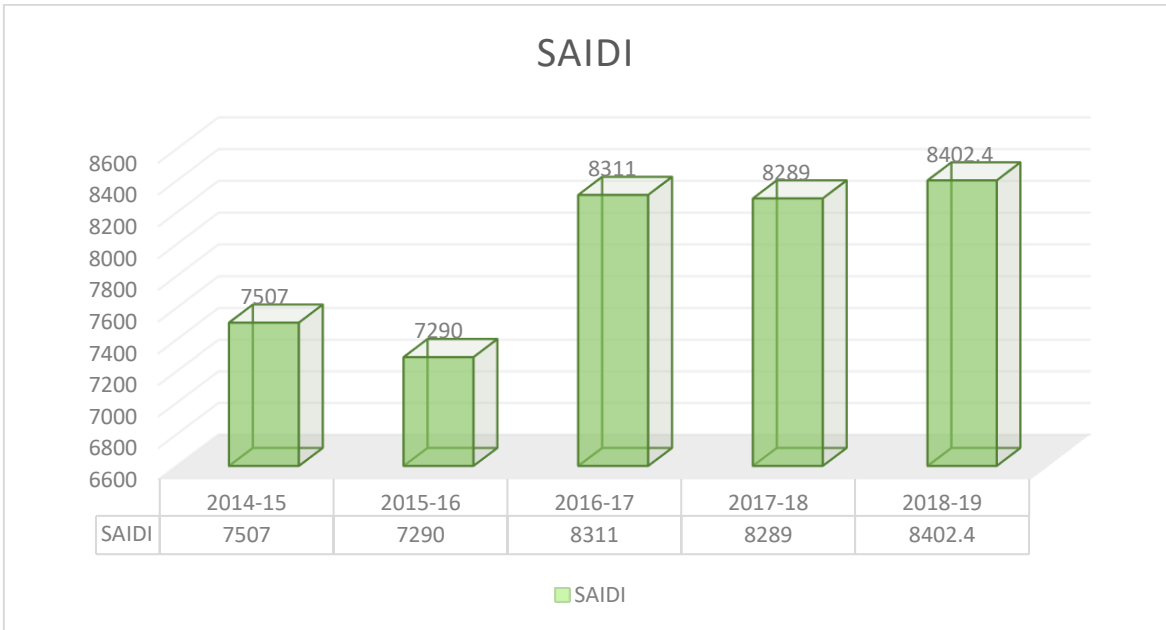
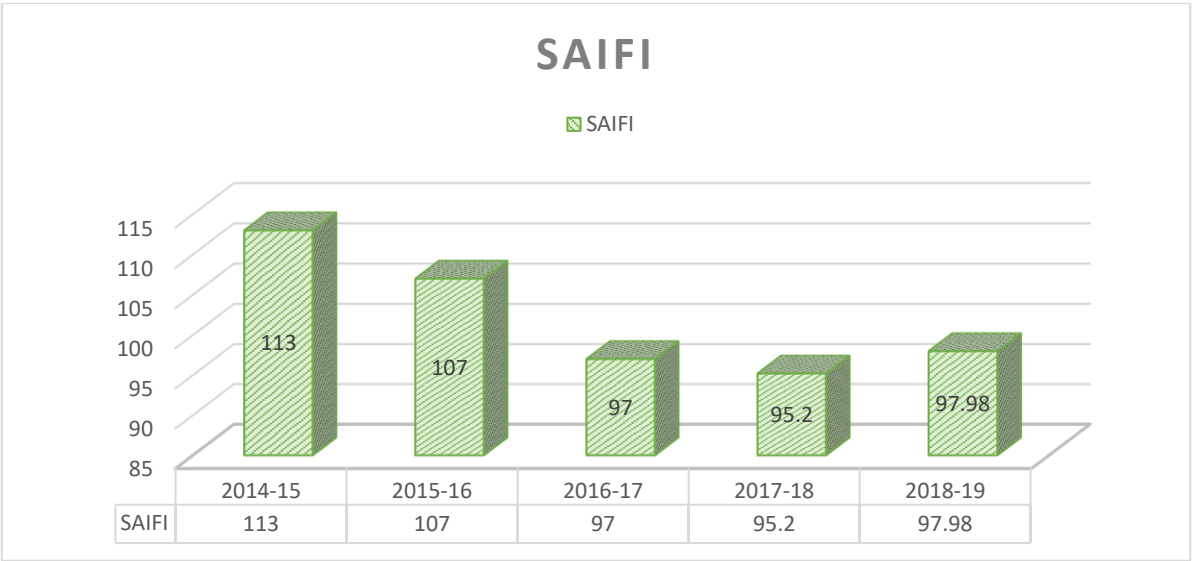
Nature of Complaint	Received in Person	Received by Telephone	Received Electronically	Received in Writing	Average Time in hours to resolve a Complaint	Longest Time in hours to Resolve a Complaint
Price of Electricity	-	0	-	-	-	-
Reliability of Supply	-	3099	3993	-	2:04	5:09
Planned Interruptions	-	5967	-	-	6:00	8:00
Supply Voltage Level	-	4489	24	-	1:12	2:09
New Connection	-	0	-	-	-	-
Safety	-	0	63	37	-	-
Other	-	30706	-	-	1:40	5:00

Form-11

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2018-19
System Performance

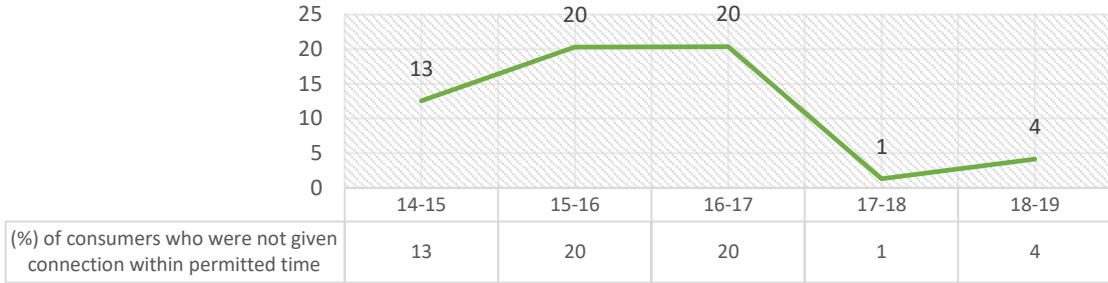
System Voltage in Service (KV)	Total Length of Distribution System in Service (KM)	Total Number of Distribution System Faults	Faults/KM of Distribution System
220 KV (If Applicable)	—	—	—
132 KV	5412.87	179	0.03
66 KV	106.13	77	0.72
33 KV	1981	135	0.07
11 KV	38686.22	21873	0.56
400/230 V	16404.33	26711	1.63

Graphical Comparison of Last 05 Years SAIFI & SAIDI

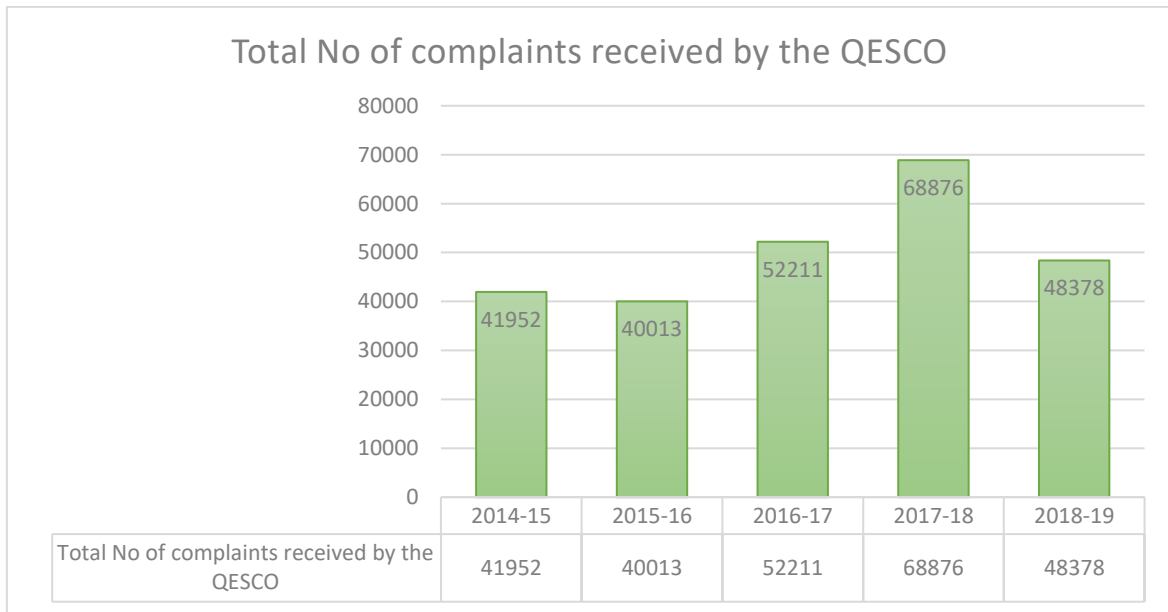


Graphical Comparison of Last 05 Years (%) of Consumers who were not given Connections within Time Limit

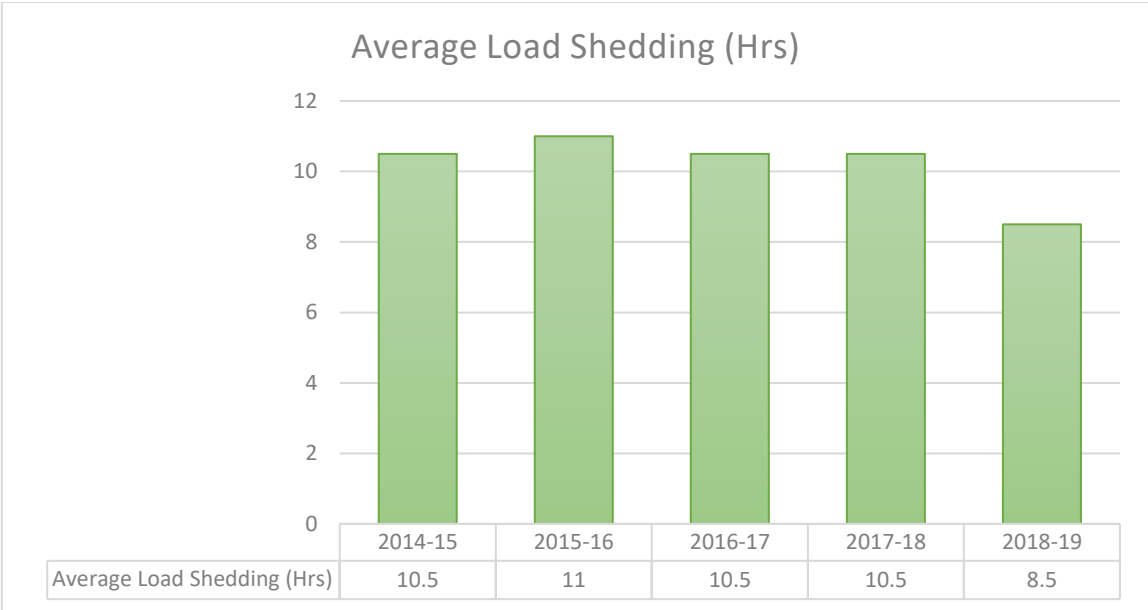
(%) of consumers who were not given connection within permitted time



Graphical Comparison of Last 05 Years Total Complaints Received by QESCO



Graphical Comparison of Last 5 Years Average Load Shedding Duration (Hrs)



Graphical Comparison of Last 5 Years Fatal Accidents

