



Performance Reports
PERFORMANCE REPORT (2019-20)

Form-1
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
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	457	457	0	0	0
400/230 V	34131	34131	0	34131	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	0	44	0
400/230 V Urban	60	98000	88	2260
400/230 V Rural	80	16950	175 (distribution Company), 240 for KESC	8390

Form-2

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
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	12	64	0
400/230 V Urban	16	42010	80	0
400/230 V Rural	16	24294	96	0

Form-3

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT-2019-20
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 2019-20
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	72	1659	23.04	151023	2097.55
400/230 V	620948	61551684	99.13	5201422053	8376.58

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20

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	16814	14710	2104
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	4321	2908	1413
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	742	395	347
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	56	32	24
Voltage Level 11 KV or 33 KV and Load above 500 KW but not exceeding 5000 KW	106	6	6	0
Voltage Level 66 KV and above for all loads	496	-	-	-

{ See Rule 7(3) (b) }

Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
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%	9	9
400/230 V Urban	+/-5%	2175	1985
400/230 V Rural	+/-5%	1335	986

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

Form-7

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
Overall Standards – Frequency

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 2019-20
Overall Standards - Load Shedding

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: 4-6 hrs/ day 2. Avg: 8-12 hrs/ day	1. Avg 1825 hrs/ year 2. Avg 3960 hrs/year	1. 1,41,212 2. 1,51,538	1. Urban = 100-120 MW 2. U/R outside QTA= 550 - 600 MW
Consumers other than Industrial in Urban Areas	3 times / day	Avg 4 - 5 hrs	1825 hrs/ year	1,32,474	100-120
Agricultural Consumers where there is dedicated Supply	-	-	-	-	-
Industrial Consumers.	NIL				
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.				

Form-9

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
Overall Standards - Safety

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	Fatal	Fatal
	01	225 days	225 days
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	01	90 days	90 days
Electrical incident resulting in Injury to Member of Staff requiring absence from work for 105 days.	01	120 days	120 days
Electrical incident resulting in Injury to Member of staff nor requiring absence from work.	07	-	-
Electrical incident resulting in death or permanent serious injury/disability to member of the public.	05	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-C)**

Form-10**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
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	-	2986	2584	-	1:50	4:45
Planned Interruptions	-	2705	-	-	5:30	8:00
Supply Voltage Level	-	3480	30	-	1:30	2:12
New Connection	-	0	-	-	-	-
Safety	-	11	22	49	3:00	8:00
Other	-	35285	-	-	2:35	4:30

{ See Rule 7(3) (b)}

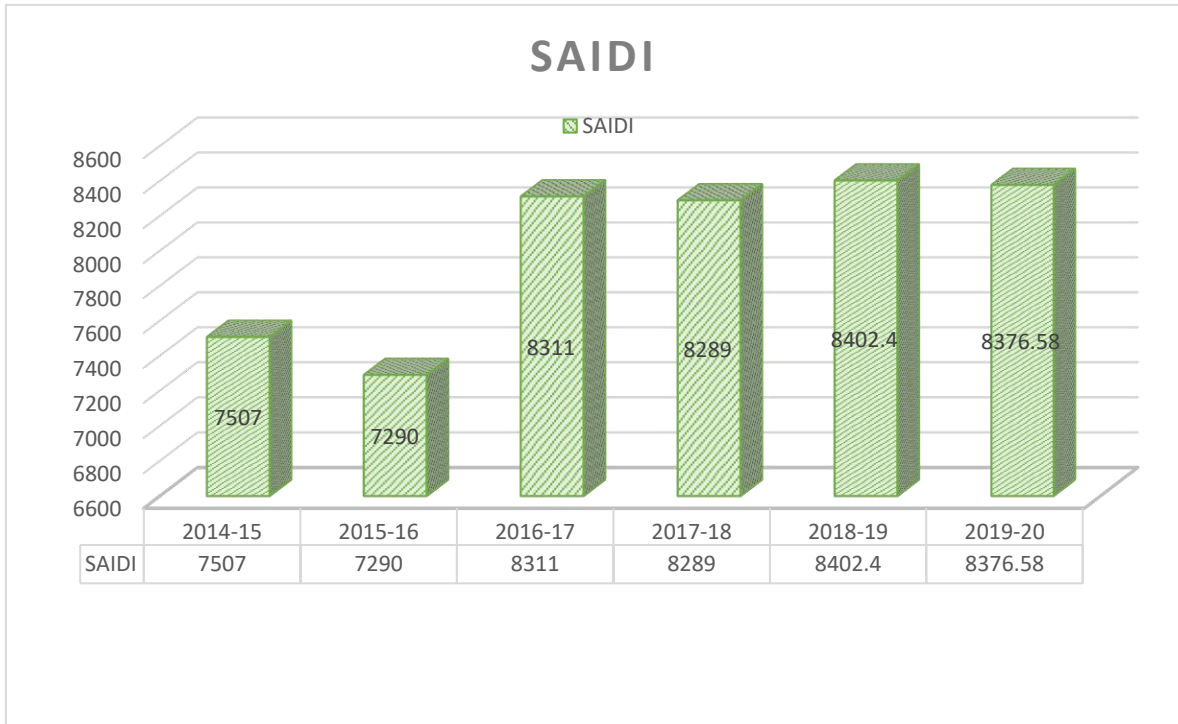
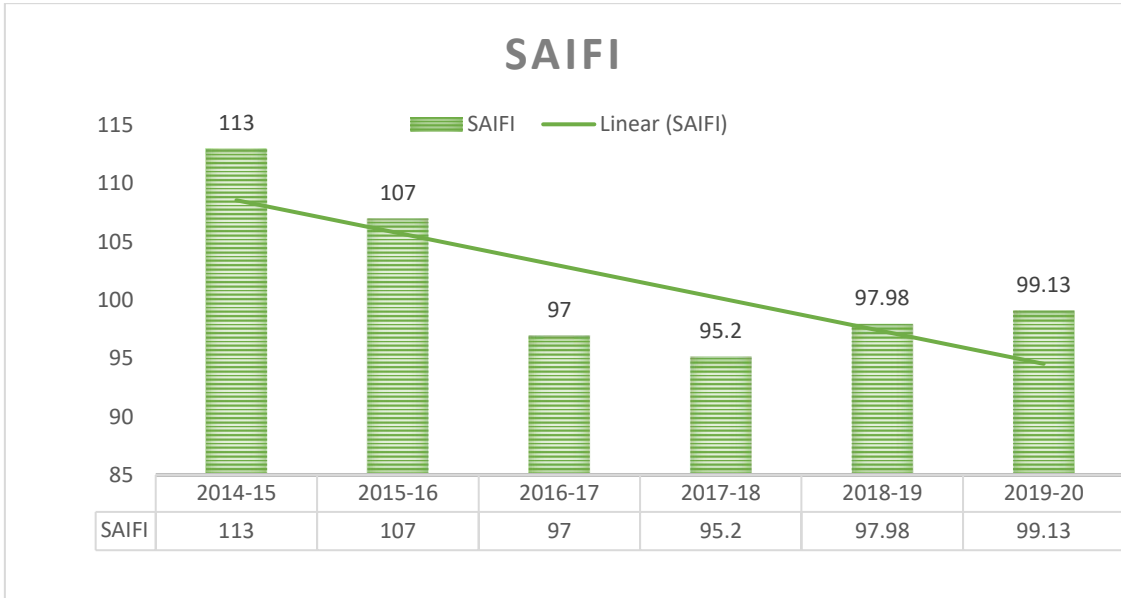
Form-11

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2019-20
System Performance

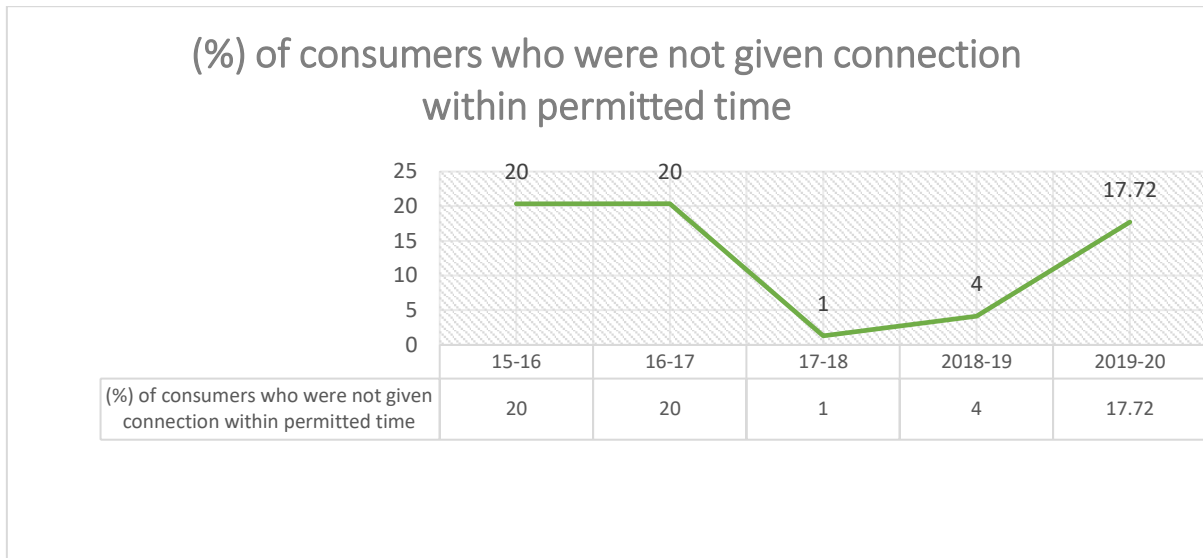
Sheet 11

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	5420.35	230	0.0424
66 KV	106.13	51	0.48
33 KV	1981	432	0.21
11 KV	39745.03	28734	0.723
400/230 V	16680.63	34819	2.087

Graphical Comparison of Last 05 Years SAIFI & SAIDI

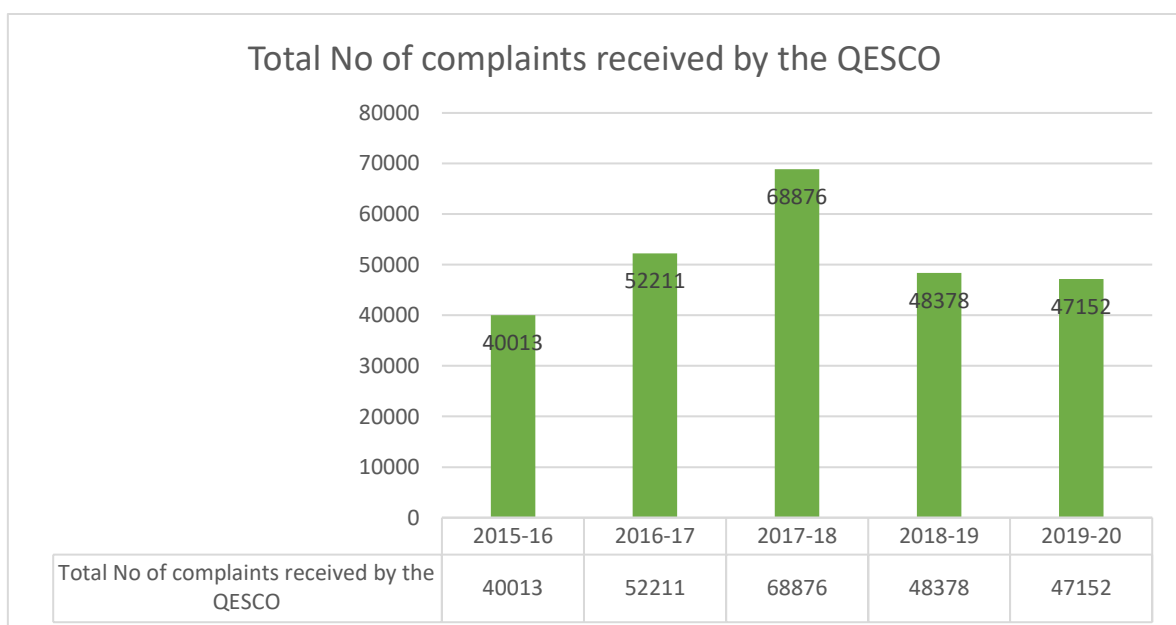


Graphical Comparison of Last 05 Years (%) of Consumers who were not given Connections within Time Limit

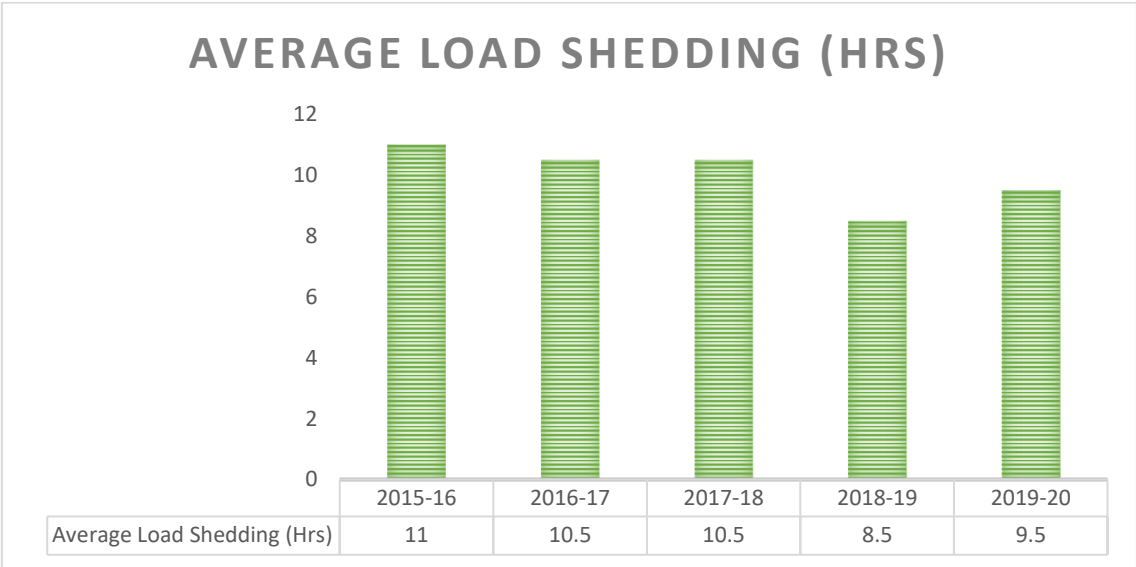


NOTE: Reason for Delay in energization of connections were due to the outbreak of Pandemic (COVID-19).

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

