



Performance Reports  
PERFORMANCE REPORT (2020-21)

**Form-1**  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**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	504	504	0	0	0
400/230 V	34475	34475	0	34475	0

<b>Consumer Supply Voltage</b>	<b>Maximum-Permitted Number of Unplanned Power Supply Interruptions for Each Individual consumer Per Annum (GS2)</b>	<b>Number of Consumers Whose Number of Unplanned Power Supply Interruptions exceeded the Maximum Limit of GS2</b>	<b>Maximum Permitted Aggregate Duration of Unplanned Power Supply Interruptions for Each Individual Consumer Per Annum (Hours) (GS3)</b>	<b>Number of Consumers Whose Aggregate Unplanned Power Supply Interruption Time exceeded the Maximum Limit of GS3</b>
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	98761	88	139
400/230 V Rural	80	11269	175 (distribution Company), 240 for KESC	3262

## Form-2

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**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 (GS5)</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	10	64	0
400/230 V Urban	16	46719	80	0
400/230 V Rural	16	19102	96	0

Form-3

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

Sheet -3

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

Form-4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**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 (OSI) (4)=(3)/(2)</b>	<b>Aggregate Sum of All Consumer Power Supply Interruption Duration in Minutes ***</b>	<b>SAIDI (OS2) (6)=(5)/(2)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<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>	81	1945	24.01	162375	2004.63
<b>400/230 V</b>	640449	62749494	97.98	5236992459	8177.06

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021

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	22302	16042	6260
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	3783	1864	1919
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	148	241	59
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	24	24	0
Voltage Level 11 KV or 33 KV and Load above 500 KW but not exceeding 5000 KW	106	0	0	0
Voltage Level 66 KV and above for all loads	496	-	-	-

## Form-6

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**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>	<b>+/-5%</b>	-	-
<b>132 KV</b>	<b>+/-5%</b>	-	-
<b>66 KV</b>	<b>+/-5%</b>	-	-
<b>33 KV</b>	<b>+/-5%</b>	-	-
<b>11 KV</b>	<b>+/-5%</b>	7	7
<b>400/230 V Urban</b>	<b>+/-5%</b>	1961	1935
<b>400/230 V Rural</b>	<b>+/-5%</b>	1305	897

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



Form-7

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021  
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 20-2021**  
**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
<b>Consumers in Rural Areas, and Residential Consumers in Urban Areas</b>	1. Urban/ Rural QTA & its suburbs 3 times/ day. 2. Urban/ Rural outside QTA 1- Times/day.	1. Avg: 6-8 hrs/ day 2. Avg: 12-16 hrs/ day	1. Avg 2555 hrs/ year 2. Avg 5110 hrs/year	1. 1,42,415 2. 1,49,674	1. Urban = 130-140 MW 2. U/R outside QTA= 600 - 650 MW
<b>Consumers other than Industrial in Urban Areas</b>	3 times / day	Avg 6 - 8 hrs	2555 hrs/ year	1,39,272	100-120
<b>Agricultural Consumers where there is dedicated Supply</b>	-	-	-	-	-
<b>Industrial Consumers.</b>	NIL				
<b>Supply to Schools and Hospitals</b>	NOTE: All Schools & Hospitals are on General Feeders except BMC, CMH & Kidney center etc				
<b>Defense/Strategic Installation</b>	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 20-2021**  
**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.	03	Fatal	Fatal
	02	133 days	261 days
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.	05	60 days	261 days
Electrical incident resulting in Injury to Member of Staff requiring absence from work for 105 days.	0	-	-
Electrical incident resulting in Injury to Member of staff nor requiring absence from work.	01	-	-
Electrical incident resulting in death or permanent serious injury/disability to member of the public.	03	-	-
Electrical Incident Injuring member of the public involving Distribution Company's Plant or equipment.	01	-	-
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 20-2021  
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 Writing</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>	-	0	-	-	-	-
<b>Reliability of Supply</b>	-	2451	1255	-	1:45	4:25
<b>Planned Interruptions</b>	-	2623	-	-	5:00	8:00
<b>Supply Voltage Level</b>	-	3197	69	-	1:30	2:30
<b>New Connection</b>	-	0	-	-	-	-
<b>Safety</b>	-	51	23	13	3:00	8:00
<b>Other</b>	-	27145	-	-	2:45	4:45

{ See Rule 7(3) (b)}

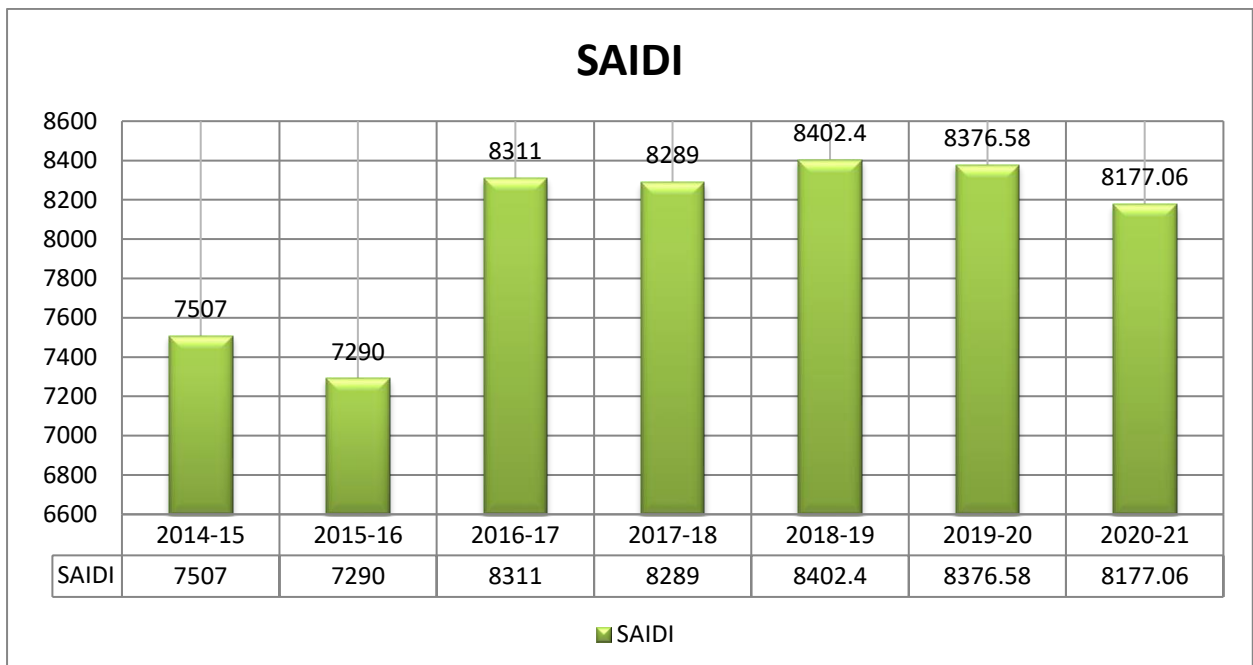
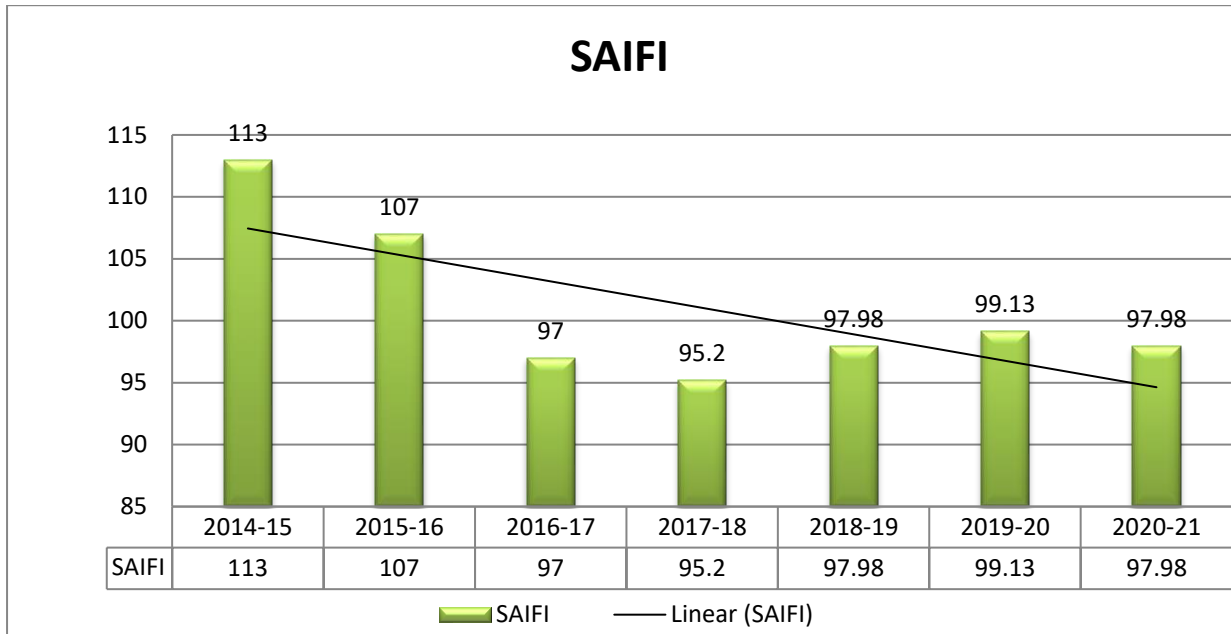
**Form-11**

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 20-2021**  
**System Performance**

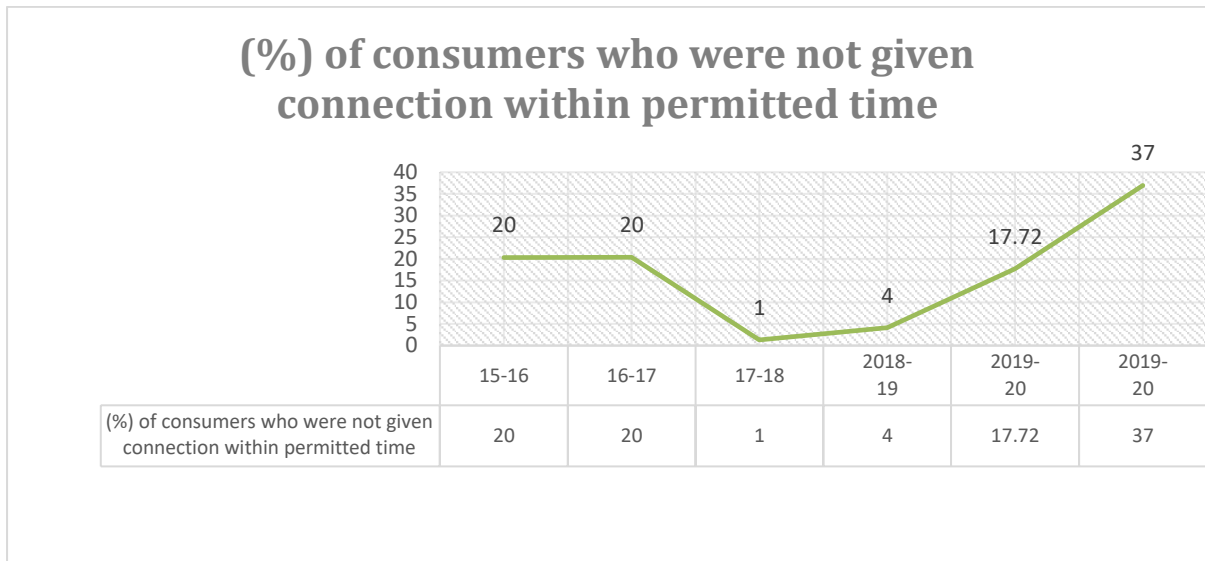
Sheet 11

<b>System Voltage in Service (KV)</b>	<b>Total Length of Distribution System in Service (KM)</b>	<b>Total Number of Distribution System Faults</b>	<b>Faults/KM of Distribution System</b>
<b>220 KV (If Applicable)</b>	—	—	—
<b>132 KV</b>	5499.87	290	0.053
<b>66 KV</b>	106.13	24	0.22
<b>33 KV</b>	1981	712	0.36
<b>11 KV</b>	40821.92	35312	0.865
<b>400/230 V</b>	17476.15	38694	2.214

## Graphical Comparison - SAIFI & SAIDI

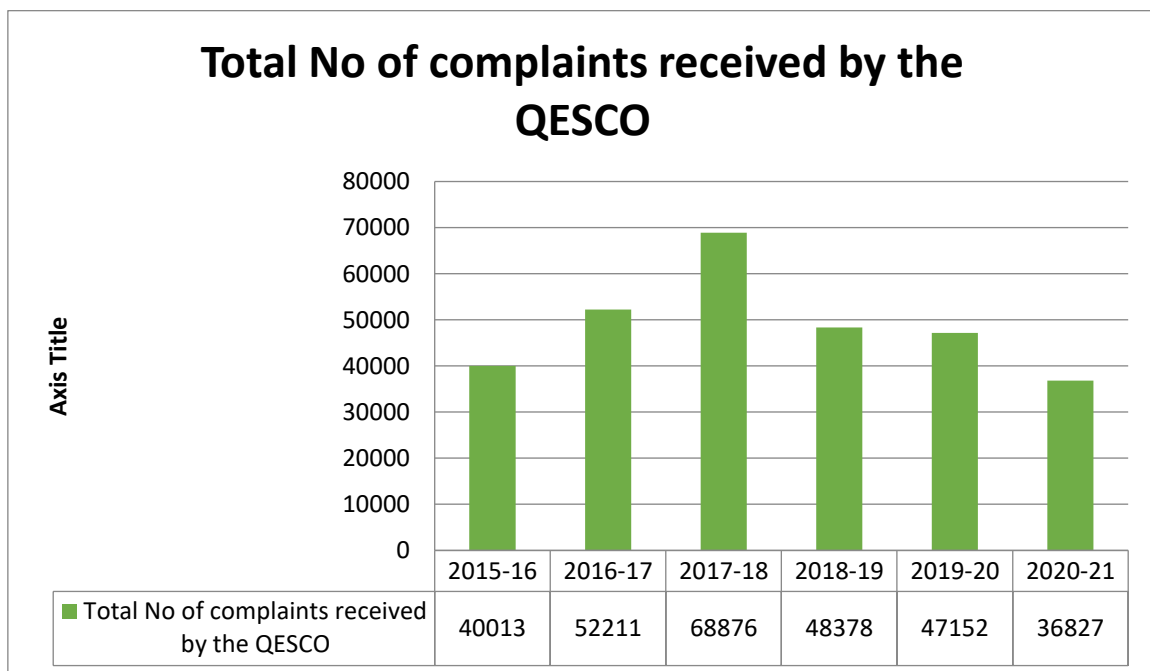


**Graphical Comparison of Last Years (%) of Consumers who were not given Connections within Time Limit**

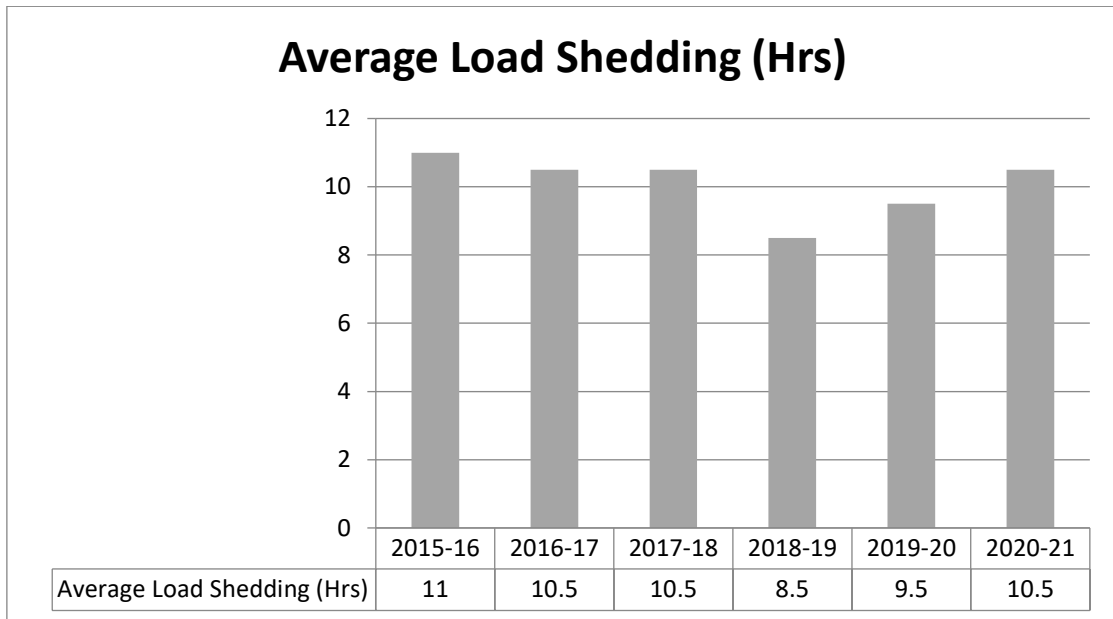


**NOTE:** Reason for Delay in energization of connections were due to the outbreak of Pandemic (COVID-19).

**Graphical Comparison of Last Years Total Complaints Received by QESCO**



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



**Graphical Comparison of Last Years Fatal Accidents**

