Annexure-I
[See rule 7(3) (b)]

Form-1

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

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. (GS1U)		Number of rural Unplanned Consumer Power Supply Interruptions. (GS1R)	
	(07/2016 TO 09/2016)	Restored within 10 hrs. (07/2016 TO 09/2016)	Extending beyond 10 hrs. (07/2016 TO 09/2016)	Restored within 16 hrs. (07/2016 TO 09/2016)	Extending beyond 16 hrs. (07/2016 TO 09/2016)
220 Kv	-	-	-	-	-
132 kV	0	0	0	0	0
66 kV	0	0	0	0	0
33 kV	-	-	-	-	-
11 KV	557	195	1	359	2
400/230 V	15215072	3927459	8946	11223658	55012

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.
		(07/2016 TO 09/2016)		(07/2016 TO 09/2016)
220 KV	6	-	26	-
132 kV	6	0	26	0
66 kV	6	0	26	0
33 kV	30	-	44	-
11 kV	30	0	44	1
400/230 V Urban	60	0	88	1
400/230 V Rural	80	0	175(FESCO), 240 for KESC	4450

Annexure-I
[See rule 7(3) (b)]

Form-2

CONSUMERS SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

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 th maximum limit of GS5.
		(07/2016 TO 09/2016)		(07/2016 TO 09/2016)
220 kV	4	-	36	-
132 kV	4	0	36	0
66 kV	4	0	36	0
33 kV	8	-	64	-
11 kV	8	0	64	0
400/230 V Urban	16	0	80	0
400/230 V Rural	16	0	96	0

Annexure-I
[See rule 7(3) (b)]

Form-3

CONSUMERS SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)
Guaranteed Standards- Unplanned Short Duration Power Supply Interruptions

Sheet 3

Consumer supply voltage.	Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per annum. (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of GS6.
		(07/2016 TO 09/2016)
132/66 KV	4	0
33 /11 KV	140	0
400/230 V Urban	275	0
400/230 V Rural	300	0

Annexure-I
[See rule 7(3) (b)]

Form-4

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

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 (OS1) (4)=(3)/(2)	Aggregate Sum of all Consumer Power Supply Interruption Duration in Minutes***	SAIDI (OS2) (6)=(5)/(2)
		(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)
(1)	(2)	(3)	(4)	(5)	(6)
220 kV	-	-	-	-	-
132 KV	11	0	0	0	0
66 kV	3	0	0	0	0
33 KV	-	-	-	-	-
11 KV	312	2110	6.76282	41551	133.17628
400/230 V	3522300	44293251	12.57509	1075475854	305.33341

* 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 summating 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 summating, 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.

Annexure-I
[See rule 7(3) (b)]

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

Guaranteed Standards - Time Frame for New Connections*

Sheet 5

Eligible consumer's new power supply connection requirements (voltage and load level specific).	Maximum* 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.
		(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)
Voltage level up to 400 V and load up to 15 kW. (Urban)	30	17422	8746	4151
Voltage level up to 400 V and load up to 15 kW. (Rural)	30	19046	9159	2470
Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW.	53	346	207	115
Voltage level up to 400 V and load above 70 kW but not exceeding 500 kW.	73	69	37	32
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	0	0	0

* 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.

Annexure-I
See rule 7(3) (b)]

Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

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
		(07/2016 TO 09/2016)	(07/2016 TO 09/2016)
220 kV (if applicable)	+/-5%	-	-
132 kV	+/-5%	-	-
66 kV	+/-5%	-	-
33 kV	+/-5%	-	-
11kV	+/-5%	64	-
400/230 V Urban	+/-5%	636	50
400/230 V Rural	+/-5%	383	64

Annexure-I
[See rule 7(3) (b)]

Form-7

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

Overall Standards - Frequency
Sheet 7

Consumers 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
		(07/2016 TO 09/2016)	(07/2016 TO 09/2016)
50 Hertz	± 1%	1	1

Annexure-I
[See rule 7(3) (b)]

Form-8

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

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***
	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)	(07/2016 TO 09/2016)
Consumers in rural areas, and residential consumers in urban areas.	586	6.4	2	3179112	303
Consumers other than industrial in urban areas.	472	5.1	1	359317	7
Agricultural consumers where there is dedicated supply.	614	6.7	3	40275	69
Industrial consumers.	218	2.4	2	48531	70
Supply to schools and hospitals.	-	-	-	-	-
Defense / Strategic installations.	-	-	-	-	-

Each instance of load shedding shall be individually reported on an immediate basis giving the following information:

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

* 7 x 365.

** (i) Maximum load shedding slab (3 Hrs).
(ii) Maximum load shedding period for one day = 3 Hrs.

*** Average load shedding during fiscal year per day.

Annexure-I
[See rule 7(3) (b)]

Form-9

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

Overall Standards - Safety

Sheet 9

Type of incident.	Number of electrical incidents. (07/2016 TO 09/2016)	Average duration of absence from work. (07/2016 TO 09/2016)	Longest duration of absence from work. (07/2016 TO 09/2016)
Electrical incident resulting in death or permanent serious injury/disability to member of staff.	*02	--	
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	02	76 (Days)	97 (Days)
Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days.	--	--	-
Electrical incident resulting in injury to member of staff not requiring absence from work.	--	-	-
Electrical incident resulting in death or permanent serious injury/disability to member of the public.	**05	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment.	-	-	-
Electrical incident injuring member of the public not involving distribution company's plant or equipment.	-	-	-
Safety reports received on toll free telephone number	-	-	-

***02 No Fatal & 02 No. Non -Fatal accident (01 No. employee received permanent serious injury /Dis-ability)**

**** 05 No Fatal, 01 No. Non-Fatal accident and no one received permanent serious injury/Dis-ability**

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.

Annexure-I
[See rule 7(3) (b)]

Form-10

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

Consumer Formal Complaints Report

Sheet 10

Nature of complaint.	Received in person. (07/2016 TO 09/2016)	Received by telephone. (07/2016 TO 09/2016)	Received electronically. (07/2016 TO 09/2016)	Received in writing. (07/2016 TO 09/2016)	Average time in hours to resolve a complaint. (07/2016 TO 09/2016)	Longest time in hours to resolve a complaint. (07/2016 TO 09/2016)
Price of electricity.	9281	16570	47	2951	On Spot	On Spot
Reliability of supply.	7200	9235	8	1351	1-Hrs	2- Hrs
Planned interruptions.	365	457	10	308	1- Hrs	3- Hrs
Supply voltage level.	5948	2673	37	213	1- Hrs	2- Hrs
New connection.	1543	235	62	896	3- days	6- Week
Safety.	191	83	0	100	1- Hrs	3- Hrs
Other.	1884	956	426	523	2- Hrs	4- Hrs

[See rule 7(3) (b)]

Form-11

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (07/2016 TO 09/2016)

System Performance
Sheet 11

System voltage.	Total length of distribution system In service (km). (07/2016 TO 09/2016)	Total number of Distribution system faults. (07/2016 TO 09/2016)	Faults / km of Distribution system. (07/2016 TO 09/2016)
220 kV (if applicable)	-	-	-
132 KV	2242	02	0.0008
66 kV	1280	01	0.0007
33 kV	-	-	-
11 kV	39763.200	26623	0.670
400/230 V	29252.201	40719	1.40

Note: Faults at Grid Station or Substations shall be included in the voltage level corresponding to the primary voltage of the Grid Station or Substation.