

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)
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.
		01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016
Voltage level up to 400 V and load up to 15 kW. (Urban)	30	21032	15389	5643
Voltage level up to 400 V and load up to 15 kW. (Rural)	30	22738	18403	4335
Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW.	53	249	166	71
Voltage level up to 400 V and load above 70 kW but not exceeding 500 kW.	73	100	77	17
Voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW.	106	2	1	1
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.

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Sr. Engineer (Operation)
O/O Chief Engineer (Operation)
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Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)

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
		01/2016 TO 03/2016	01/2016 TO 03/2016
220 kV (if applicable)	+/-5%	-	-
132 kV	+/-5%	-	-
66 kV	+/-5%	-	-
33 kV	+/-5%	-	-
11kV	+/-5%	115	-
400/230 V Urban	+/-5%	1552	76
400/230 V Rural	+/-5%	1243	80

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CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)

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
		01/2016 TO 03/2016	01/2016 TO 03/2016
50 Hertz	± 1%	-	-

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13/10/16

Form-8

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)

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***
	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016
Consumers in rural areas, and residential consumers in urban areas.	432	4:45	2	3105058	101
Consumers other than industrial in urban areas.	404	4:25	1	352647	3
Agricultural consumers where there is dedicated supply.	532	5:50	3	39774	32
Industrial consumers.	189	2	2	47618	44
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:

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

* 7 x 365.

** (i) Maximum load shedding slab (03.00 Hrs).

(ii) Maximum load shedding period for one day = 08 Hrs.

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

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13/10/16

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CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)

Overall Standards - Safety

Sheet 9

Type of incident.	Number of electrical incidents.	Average duration of absence from work.	Longest duration of absence from work.
	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016
Electrical incident resulting in death or permanent serious injury/disability to member of staff.	*--	--	--
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	03	77 (Day)	101 (Day)
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	-	-	-

* Fatal accident Nil, 03 No. Non-Fatal accident and 01 No. received permanent serious injury /Dis-ability

** 05 No Fatal accident and 01 No. Non-Fatal accident of public men 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.

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CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)
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.
	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016	01/2016 TO 03/2016
Price of electricity.	13267	19801	30	1212	On Spot	On Spot
Reliability of supply.	12127	13916	10	1253	1-Hrs	2- Hrs
Planned interruptions.	487	902	4	443	1- Hrs	3- Hrs
Supply voltage level.	10265	3935	7	271	1- Hrs	2- Hrs
New connection.	3578	624	35	128	3- days	6- Week
Safety.	16615	156	0	46	1- Hrs	3- Hrs
Other.	2856	1216	72	88	2- Hrs	4- Hrs

[Signature]
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[See rule 7(3) (b)]
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13/10/16

Form-II

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT (01/2016 TO 03/2016)

System Performance
Sheet II

System voltage.	Total length of distribution system In service (km).		Total number of Distribution system faults.		Faults / km of Distribution system. 01/2016 TO 03/2016
	220 KV (if applicable)	132 KV	66 KV	33 KV	
11 KV	-	71	-	-	0
400/230 V	39714.00	-	-	-	0
	29125.200	-	-	-	0
			47781	16434	1.641

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.

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