

Form-1
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)
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)	
		2015-16	Restored within 10 hrs. 2015-16	Extending beyond 10 hrs. 2015-16	Restored within 16 hrs. 2015-16
220 Kv	-	-	-	-	-
132 kV	3	3	0	0	0
66 kV	8	4	0	4	0
33 kV	-	-	-	-	-
11 KV	1905	930	9	966	0
400/230 V	40917692	11340542	122212	29388791	66147

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	-	26	-
132 kV	6	0	26	0
66 kV	6	0	26	0
33 kV	30	-	44	-
11 kV	30	4	44	6
400/230 V Urban	60	2366	88	29757
400/230 V Rural	80	23745	175(FESCO), 240 for KESC	16714

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CONSUMERS SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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 GS5.
	2015-16	2015-16	2015-16	2015-16
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	11

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CONSUMERS SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)
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.
	2015-16	2015-16
132/66 KV	4	0
33 /11 KV	140	2
400/230 V Urban	275	5
400/230 V Rural	300	5

Form-4

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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)
	2015-16	2015-16	2015-16	2015-16	2015-16
(1)	(2)	(3)	(4)	(5)	(6)
220 kV	-	-	-	-	-
132 KV	11	3	0.27273	400	36.36364
66 kV	3	10	3.33333	461	153.66667
33 KV	-	-	-	-	-
11 KV	342	6282	18.36842	164622	481.35088
400/230 V	3587209	116265261	32.41106	6148280797	1713.94552

* 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 summing 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 summing, 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.

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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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.
	2015-16	2015-16	2015-16	2015-16
Voltage level up to 400 V and load up to 15 kW. (Urban)	30	81135	63400	18235
Voltage level up to 400 V and load up to 15 kW. (Rural)	30	94893	75482	16449
Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW.	53	1211	785	314
Voltage level up to 400 V and load above 70 kW but not exceeding 500 kW.	73	353	219	89
Voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW.	106	4	1	3
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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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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
	2015-16	2015-16	2015-16
220 kV (if applicable)	+/-5%	-	-
132 kV	+/-5%	-	-
66 kV	+/-5%	-	-
33 kV	+/-5%	-	-
11kV	+/-5%	393	-
400/230 V Urban	+/-5%	5667	363
400/230 V Rural	+/-5%	4428	403

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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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
	2015-16	2015-16	2015-16
50 Hertz	± 1%	-	-

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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

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***
	2015-16	2015-16	2015-16	2015-16	2015-16
Consumers in rural areas, and residential consumers in urban areas.	2155	6	2	3141713	204
Consumers other than industrial in urban areas.	1856	5	1	356032	5
Agricultural consumers where there is dedicated supply.	2613	7	3	40010	58
Industrial consumers.	1029	3	10	47909	68
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 (10.00 Hrs).

(ii) Maximum load shedding period for one day = 10.00 Hrs.

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

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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)

Overall Standards - Safety

Sheet 9

Type of incident.	Number of electrical incidents.	Average duration of absence from work.	Longest duration of absence from work.
	2015-16	2015-16	2015-16
Electrical incident resulting in death or permanent serious injury/disability to member of staff.	*05	--	
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	12	102 (Day)	325 (Day)
Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days.	01	03 (Day)	03 (Day)
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.	**10	-	-
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.	03	-	-
Safety reports received on toll free telephone number	-	-	-

***05 No Fatal, 13 No. Non -Fatal accident, 03 No. received permanent serious injury /Dis-ability**

**** 10 No Fatal, 03 No. Non-Fatal accident and no 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.

Form-10

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)
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.
	2015-16	2015-16	2015-16	2015-16	2015-16	2015-16
Price of electricity.	48666	75965	199	4827	On Spot	On Spot
Reliability of supply.	43659	50473	339	5241	1-Hrs	2- Hrs
Planned interruptions.	1735	2995	45	1808	3- Hrs	3- Hrs
Supply voltage level.	37289	14462	195	1147	1- Hrs	2- Hrs
New connection.	11194	1742	176	1428	1- Hrs	1- Week
Safety.	33424	1010	0	275	1- Hrs	1- Hrs
Other.	9336	4400	660	329	-	-

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[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT (2015-16)**System Performance
Sheet 11**

System voltage.	Total length of distribution system In service (km).	Total number of Distribution system faults.	Faults / km of Distribution system.
	2015-16	2015-16	2015-16
220 kV (if applicable)	-	-	-
132 KV	71	-	0
66 kV	-	-	-
33 kV	-	-	-
11 kV	39815	65717	1.650
400/230 V	29351	72548	2.471

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.