



**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
PERFORMANCE STANDARDS (DISTRIBUTION) REGULATIONS, 2024**

Islamabad, _____ the day of _____, 2024

NOTIFICATION

S.R.O. _____(I)/2023. — In exercise of the powers conferred by Section 34 read with Section 47 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (Act No. XL of 1997), and all other enabling provisions thereof, the National Electric Power Regulatory Authority is pleased to make the following Regulations namely. —

1. Short title, commencement and applicability. — (1) These Regulations shall be called the National Electric Power Regulatory Authority Performance Standards (Distribution) Regulations, 2024.

- (2) These regulations shall come into force at once, except Regulation 13 which shall come into force within a period of two years of coming into force of these regulations.
- (3) These regulations shall be applicable to distribution licensees.

**PART I
PRELIMINARY**

2. Definitions. — (1) In these regulations, unless there is anything repugnant in the subject or context,

- (a) “Act” means the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (Act No. XL of 1997), as amended from time to time;
- (b) “applicant” means any person owner or occupier of any premises who files an application with the distribution licensee for provision of new electricity connection or modification in the existing electricity connection for the extension or reduction of sanctioned load, or for the change in title/name or change of tariff, or for the disconnection or reconnection or for other services, as the case may be, in accordance with the provisions of the Act and applicable documents made thereunder;
- (c) “application” means an application form submitted by the applicant for a

new connection for modification of the existing electricity connection, in the manner specified in the applicable documents for extension or reduction of load, temporary disconnection or reconnection, and permanent disconnection, complete in all respects in the appropriate format, as required by the distribution licensee, along with the receipt of payment for necessary charges and all necessary documents, including approvals from statutory or other authorities wherever required;

- (d) "applicable documents" means the rules, regulations, terms and conditions of any licence, concurrence, registration, authorization, determination, any codes, manuals, directions, guidelines, orders, notifications, agreements or documents issued or approved under the Act;
- (e) "connection" means the physical connection along with relevant meter and allied infrastructure installed at the premises of the consumer and connected to the distribution system of the distribution licensee for the purpose of supply of electric power to the consumer from an electric power supplier;
- (f) "consumer complaint office" means the complaint office established by the distribution licensee within each sub-division of its service territory with minimum resources including manpower, processes and technology integrated with the consumer service centre of the respective division and circle or any other office for facilitation, registration, management and resolution of all types of consumer complaints related to the business activities of the distribution licensee;
- (g) "Consumer Facilitation Application" or "CFA" means the software application and associated web portal developed or caused to be developed by the distribution licensee as specified in regulation 6 of these regulations;
- (h) "consumer service centre" means the customer facilitations office established by the distribution licensee within each division and circle of its service territory integrated with the consumer complaint offices with adequate resources including manpower, process and technology for facilitation, registration, management and resolution of all types of consumer complaints as one-window solution related to the business activities of the distribution licensee;
- (i) "disconnection" means the physical separation of the installation of the consumer from the distribution system of the distribution licensee so as to cut off the supply of electric power to the consumer either on the request of the respective electric power supplier or consumer, as the case may be;
- (j) "distribution code" means the code prepared by the licensee and approved by the Authority, which defines the technical and operational standards and procedures for distribution licensees and all those

connected to the licensee's distribution system as specified in regulation 12 of the NEPRA licensing (Distribution) Regulations, 2022.

- (k) "distribution investment programme" means the investment programme prepared by the distribution licensee and approved by the Authority under section 32 of the Act and applicable documents;
- (l) "distribution licensee" means a person to whom a licence for distribution of electric power has been granted by the Authority under the Act;
- (m) "distribution system" includes the distribution facilities and electric lines or circuits, meters, interconnection facilities or other facilities operating at the distribution voltage, and shall also include any other electric lines, circuits, transformers, substations, interconnection facilities or other facilities determined by the Authority as forming part of the distribution system, whether or not operating at the distribution voltage;
- (n) "electric power supply interruption" includes any interruption in supply of electric power in the distribution system which results in the loss of electric power supply to one or more consumers;
- (o) "Force Majeure" means any event or circumstance or combination of events or circumstances that is beyond the foreseeable and reasonable control of a distribution licensee and that materially and adversely affects the performance of such distribution licensee against its obligations pursuant to the Act, its respective distribution licence and other applicable documents.

Explanation.— Events such as an earthquake, explosion, riot, flood, hurricane, epidemic, pandemic or plague that result in exceeding the design parameters of the equipment or other calamity of catastrophic nature whose timing, duration, and extent of the impact cannot reasonably be foreseen or quantified by the distribution licensee may be considered as a Force Majeure condition;

- (p) "guaranteed performance standard" with regard to a service to be rendered to each consumer by a distribution licensee means the minimum performance level specified in these regulations for such service, which the distribution licensee shall ensure to each consumer;
- (q) "Grid Code" means the code prepared by the system operator under section 23H of the Act and approved by the Authority;
- (r) "load shedding" means the process of removing, either manually or automatically, the consumers' load from the power system on a rotating and proportionate basis for each class of consumers intimated in advance by a distribution licensee based on the generation shortage or transmission constraints upon instructions from the system operator;

- (s) "Long Duration Electric Power Supply Interruption" means loss of electric power supply to one or more consumers for a duration of more than five minutes;
- (t) "Metering Installation" means the metering and associated equipment such as current transformer (CT), potential transformer (PT) installed for measuring, indicating and recording consumption of electric power of a consumer or any other quantity related to the electrical system;
- (u) "overall performance standards" means the target in respect of each guaranteed performance standard, which is expressed as the percentage of the number of events or cases in which a guaranteed performance standard could be achieved, against the total number of cases recorded during a particular period and includes the targets in respect of other services as specified in these regulations;
- (v) "Planned Electric Power Supply Interruption" means planned or scheduled outage of electric power supply to one or more consumers;
- (w) "point of outage" means the point in the distribution system of a distribution licensee beyond which electric power service is interrupted including without limitation, grid stations, power transformers, 11 kV feeders, 400/230 volts lines and distribution transformers;
- (x) "point of supply" means the point at the incoming terminal of the cut-out installed by the consumer in the case of low voltage consumer and the point at the incoming terminal of the control switchgear installed by the consumer in the case of high voltage and extra high voltage consumers;
- (y) "Power Safety Code" means the code for licensees prepared and approved by the Authority, and as amended from time to time;
- (z) "rural area" means the area falling within the jurisdiction of rural local bodies, including without limitation, union councils, tehsil councils and zila councils as declared by the relevant administration and/or government;
- (aa) "scheduled outages" means planned outages to one or more consumers for a certain time period where certain equipment or lines of distribution system are under prearranged shutdown for maintenance, during which it may or may not be possible to make alternative arrangements for maintaining the supply of electric power to the consumers;
- (bb) "Short Duration Electric Power Supply Interruption" means loss of electric supply to one or more consumers for a duration of five minutes or less, excluding momentary interruptions of duration less than one second;
- (cc) "step potential" means the difference of voltage between the steps of a natural person or animal coming in contact with or operating the electrical facilities of a distribution licensee or the voltage difference between the

feet of a person or an animal standing near an energised grounded object or a downed power line.;

- (dd) “System Average Interruption Duration Index” or “SAIDI” means the average duration of consumer electric power supply interruptions per consumer occurring in a given year, determined by dividing the aggregated sum of all consumers electric power supply interruption durations in minutes by the total number of consumers served by a distribution licensee in a given year;
- (ee) “System Average Interruption Frequency Index” or “SAIFI” means the average frequency of consumer electric power supply interruptions per consumer occurring in a given year, calculated by dividing the total annual number of consumer electric power supply interruptions by the total number of consumers served by a distribution licensee in a given year;
- (ff) “urban area” means the area falling within the jurisdiction of urban local bodies or development authorities, including without limitation, town committees, municipal committees, municipal corporations, metropolitan corporations and cantonment boards as declared by the relevant administration and/or government; and
- (gg) “voltage fluctuation” means a series of voltage changes or a cyclic variation of voltage outside the specified limits and
- (hh) “year” or “annual” for the purpose of these regulations means the period of twelve months beginning on the 1st day of July and ending on the 30th day of June.

(2) Words and expressions used but not defined in these regulations shall have the meanings as assigned to them in the Act or the National Electric Power Regulatory Authority Licensing (Distribution) Regulations, 2022.

PART II

GUARANTEED PERFORMANCE STANDARDS

3. Guaranteed Performance Standards. — (1) A distribution licensee shall implement Guaranteed Performance Standards for each individual consumer as specified in sub-regulation (3) and (4).

(2) In the event of Planned Electric Power Supply Interruptions, a notice shall be served by the distribution licensee to all affected consumers at least forty-eight (48) hours in advance through a text message or electronic mail, excluding defense establishments, where Planned Electric Power Supply Interruptions shall only be made through mutual agreement:

Provided that the schedule of area-wise planned outages shall also be made available on CFA.

(3) A distribution licensee shall achieve performance standards specified in

these regulations , failing which the Authority may, without prejudice to the compensation specified in these regulations, impose such other fines and penalties in accordance with the provisions of the Act and applicable documents.

(4) The distribution licensee shall comply with the following performance standards, as may be applicable to it, —

(a) Guaranteed Performance Standard 1 – Restoration of the Unplanned Long Duration Electric Power Supply Interruptions (GPS 1):

(1) In case of an unscheduled or unplanned Electric Power Supply Interruption at voltage level 11 kV or below, a distribution licensee shall restore the supply of electric power to all affected consumers as per the following guaranteed performance standards. —

(i) Normal Fuse-off Calls:

The licensee shall ensure the rectification of fuse-off calls within the time limits specified in Schedule I (Sr. No. 1) to these regulations. The licensee shall achieve this standard of performance in 100% of the cases.

(ii) Line or Cable Breakdowns:

In case of overhead line or underground cable breakdowns, the licensee shall ensure restoration of power supply within the time period specified in Schedule I (Sr. No. 2) to these regulations. The licensee shall achieve such standard of performance in 100% of the cases.

(iii) Distribution Transformer Failure:

The licensee shall maintain and ensure the time-limit of distribution transformers replacement within the time period specified in Schedule I (Sr. No. 3) to these regulations. The licensee shall achieve such performance standard in 100% of the cases.

(2) The time period and compensation for unplanned electric power supply interruptions caused due to faults not covered in GPS 1 shall, *mutatis mutandis*, be in accordance with the timeline specified for Normal Fuse-off calls in Schedule I to these regulations.

(3) The unplanned electric power supply interruption caused due to faults at voltage levels above 11 kV shall be restored as per the timelines specified within Schedule I for urban and rural consumers, in coordination with the transmission licensee and the system operator where required.

(4) Every distribution licensee shall, wherever feasible, ensure without any delay, alternate supply during the failure of normal supply.

(b) Guaranteed Performance Standard 2 – Disposal of Consumer Complaints and Applications (GPS 2)

- (1) In case of applications or complaints, as the case may be, received from consumers pertaining to issues listed below, the distribution licensee shall ensure that the applications or complaints, as the case may be, are resolved in accordance with the specified performance standards.
- (2) If the distribution licensee does not take the required action within the stipulated time specified in the schedule-III, the distribution licensee shall have to give reasons for each day delay in writing to the consumer with a copy to the Authority; the Authority may accept or reject such reasons. However, the delay shall not absolve the distribution licensee from the obligation to complete the required action.

(i) Streetlights:

The distribution licensee shall, as soon as possible, attend to complaints relating to non-provision of supply of electricity to streetlights, to the extent that the matter lies within the purview of the distribution licensee. At least 90% of the complaints shall be attended and resolved within the time limit specified in Schedule I to these regulations.

(ii) Defective Meters/ Metering Installations:

The licensee shall maintain sufficient inventory and ensure that the percentage of defective meters should not be greater than 2% of the total number of meters in service at any point in time, failing which the consumer may seek remedy either under section 39 or section 38 of the Act, as the case may be. For both, rural and urban, areas, 100% of the defective meters shall be replaced/rectified within the time period specified in Schedule I to these regulations.

(iii) Voltage Fluctuations and Variations:

The licensee shall ensure that voltage fluctuations and variations do not exceed $\pm 5\%$ of the nominal voltage at the point of supply. At least 98% of the cases related to voltage fluctuations and variations shall be resolved within the time period specified in Schedule I to these regulations.

(iv) New Connections, Temporary Connection, , Extension or Reduction of Load, Temporary disconnection or Reconnection and permanent disconnection:

Subject to compliance with the applicable documents, the licensee shall ensure that the applications (100%) for provision of new connection, temporary connection, extension or reduction of load, temporary disconnection or re-connection or permanent disconnection on the application by the consumer or applicant or electric power supplier, as the case may, modification in the existing electricity connection are finalised within the time period specified in Schedule to these regulations.

(v) New Net Metering Connection

Subject to compliance with the applicable documents, the licensee shall ensure that all cases (100%) for provision of new net metering connections are installed and commissioned within the time period specified in Schedule I to these regulations.

(vi) New Interconnection Applications:

Subject to compliance with the applicable documents, all applications from generators, bulk power consumers, or captive generating plants, seeking connection to the distribution licensee's network in accordance with the distribution code or the grid, code as the case may be, under NEPRA Open Access (Interconnection and Wheeling of Electric Power) Regulations, 2022, as amended from time to time, shall be finalised within the time period specified in Schedule IV to these regulations.

(vii) Change of Title/Name, Ownership and Conversion of Service:

Subject to compliance with the applicable documents, the distribution licensee shall ensure that 100% of the cases related to transfer of ownership and conversion of service shall be resolved within the time period specified in Schedule I to these regulations.

(viii) Shifting of connection, Meter, Lines, Poles, and Transformer:

Subject to compliance with the applicable documents, the distribution licensee shall ensure that 100% of the cases related to shifting of connection, relocation of meter, lines, poles, transformer and net-metering facility etc. shall be resolved and finalised within the time period specified in Schedule I to these regulations.

- (3) The time period and compensation for disposal of consumer complaints and applications other than those specified above shall, *mutatis mutandis*, be in accordance with the timeline specified for streetlight complaints in Schedule I to these regulations.

(c) Guaranteed Performance Standard 3 – Maximum Number of Unplanned Long Duration Electric Power Supply Interruptions (GPS 3):

In the event of unscheduled or unplanned Long Duration Electric Power Supply Interruptions, the distribution licensee shall ensure that supply of electric power to consumers is not interrupted, on an annual basis, more frequently than the limits specified below, namely: —

Consumers receiving supply at	132/66 kV and above	33/11 kV	400/230 Volts	
			Urban	Rural

Maximum number of interruptions for each individual consumer per annum	6	30	60	80
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(d) Guaranteed Performance Standard 4 – Duration of Unplanned Long Duration Electric Power Supply Interruptions (GPS 4):

In the event of unscheduled or unplanned Long Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that supply of electric power to consumers is not interrupted, on an annual basis, for an aggregated duration greater than the limits specified below, namely: —

Consumers receiving supply at:	132/66 kV and above	33/11 kV	400/230 Volts	
			Urban	Rural
Maximum interruption aggregated duration (in hours) for each individual consumer per annum	26	44	88	175

Explanation:

1. Aggregated duration for a consumer shall be computed by adding the duration of all Electric Power Supply Interruptions for that consumer in a given year.
2. Electric Power Supply Interruptions resulting from load shedding carried out by the distribution licensee due to the distribution system overloading or inadequacies shall be included in the calculation of GPS 2 to GPS 5.

(e) Guaranteed Performance Standard 5 – Maximum Number of Planned Long Duration Electric Power Supply Interruptions (GPS 5):

A distribution licensee shall not exceed the annual number of scheduled or Planned Electric Power Supply Interruptions of any consumer as specified below, namely: —

Consumers receiving supply at:	132/66 kV and above	33/11 kV	400/230 Volts	
			Urban	Rural
Maximum number of Planned Interruptions for each individual consumer per annum	4	8	16	16

(f) Guaranteed Performance Standard 6 – Duration of Planned Long Duration Electric Power Supply Interruptions (GPS 6):

- (i) In the event of scheduled or Planned Long Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that supply of electric power to consumers is not interrupted, on an annual basis, for an aggregated duration greater than the limits specified below, namely: —

Consumers receiving supply at:	132/66 kV and above	33/11 kV	400/230 Volts	
			Urban	Rural
Maximum interruption aggregated duration (in hours) for each individual consumer per annum (GPS 5)	36	64	80	96

Explanation:

Aggregated duration of a Planned Electric Power Supply Interruption for a consumer shall be computed by adding the duration of all Electric Power Supply Interruptions for that consumer in a given year. For each Planned Electric Power Supply Interruption, the distribution licensee shall make efforts that the supply to consumers is not disconnected before 6:00 am and is restored by 5:00 pm, in winters, during the period from the 16th of October to the 15th of April; and is not disconnected before 5:00 am and is restored by 6:00 pm, in summers, during the period from the 16th of April to the 15th of October.

Electric Power Supply Interruptions resulting from the load shedding carried out by the distribution licensee due to the distribution system overloading or inadequacies shall be included in the calculation of GPS 3 and GPS 4.

(g) Guaranteed Performance Standard 7 – Maximum Number of Unplanned Short Duration Electric Power Supply Interruptions (GPS 7):

In the event of unscheduled or unplanned Short Duration Electric Power Supply Interruptions, the distribution licensee shall ensure that supply of electric power to consumers is not interrupted, on an annual basis more frequently than the limits specified below, namely: —

Consumers receiving supply at:	132/66 kV and above	33/11 kV	400/230 Volts	
			Urban	Rural
Maximum number of unplanned Short Duration Electric Power Supply Interruptions for each individual consumer per annum	4	140	275	300

PART III OVERALL PERFORMANCE STANDARDS

4. Overall Performance Standards. — In addition to Guaranteed Performance Standards for individual consumers, the following Overall Performance Standards shall provide the underlying indicators for assessment of reliability, quality, and safety of electric power supply that the distribution licensee provides to its consumers. In addition, these standards shall also provide the time required for redressal of applications by consumers or applicants, and principles and priorities of the load shedding for the distribution licensees.

(a) Overall Performance Standard 1 – System Average Interruption Frequency Index (OPS 1):

A distribution licensee shall ensure that the System Average Interruption Frequency Index (SAIFI) for distribution of electric power per consumer, per annum, in each of its sub-division and on company level, does not exceed the limit determined by the Authority on an annual basis. The limit shall be determined by the Authority on the basis of 5% reduction or any other benchmark as determined by the Authority over the mean value of five years historical data of SAIFI.

$$\text{SAIFI} = \frac{\text{Total annual number of all Consumer Electric Power Supply Interruptions}}{\text{Total number of consumers served by the distribution licensee in a given year}}$$

Explanation:

During the calculation of SAIFI under OPS 1, any Electric Power Supply Interruption on the distribution system of a distribution licensee caused due to the outage of a transmission (220 kV and above) or generation facility or another licensee's (other than the distribution licensee) system facility (planned or unplanned interruption) shall not be accounted for.

(b) Overall Performance Standard 2 – System Average Interruption Duration Index (OPS 2):

A distribution licensee shall ensure that the System Average Interruption Duration Index (SAIDI) for distribution of electric power per consumer, per annum, in each of its sub-division and on company level, does not exceed the limit determined by the Authority on an annual basis. The limit shall be determined by the Authority on the basis of 10% reduction or any other benchmark as determined by the Authority over the mean value of five years historical data of SAIDI.

$$\text{SAIDI} = \frac{\text{Aggregate sum of all Consumer Electric Power Supply Interruptions (minutes)}}{\text{Total number of consumers served by the distribution licensee in a given year}}$$

Explanation:

In the calculation of SAIDI under OPS 2, any Electric Power Supply Interruption on the distribution system of a distribution licensee caused due to the outage of a transmission (220 kV and above) or generation facility or another licensee's (other than the distribution licensee) system facility (planned or unplanned interruption) shall not be accounted for.

(c) Overall Performance Standard 3 – Consumer Average Interruption Frequency Index (OPS 3):

A distribution licensee shall ensure that the Consumer Average Interruption Frequency Index (CAIFI) for distribution of electric power per consumer, per

annum, in each of its sub-division and on company level, does not exceed the limit determined by the Authority on an annual basis. The limit shall be determined by the Authority on the basis of 5% reduction or any other benchmark as determined by the Authority over the mean value of five years historical data of CAIFI.

$$\text{CAIFI} = \frac{\text{Total number of Consumer Electric Power Supply Interruptions}}{\text{Number of distinct consumers interrupted}}$$

Explanation:

In the calculation of CAIFI under OPS 3, any Electric Power Supply Interruption on the distribution system of a distribution licensee caused due to the outage of a transmission (220 kV and above) or generation facility or another licensee's (other than the distribution licensee) system facility (planned or unplanned interruption) shall not be accounted for.

(d) Overall Performance Standard 4 – Consumer Average Interruption Duration Index (OPS 4):

A distribution licensee shall ensure that the Consumer Average Interruption Duration Index (CAIDI) for distribution of electric power per consumer, per annum, in each of its sub-division and on company level, does not exceed the limit determined by the Authority on an annual basis. The limit shall be determined by the Authority on the basis of 10% reduction or any other benchmark as determined by the Authority over the mean value of five years historical data of CAIDI.

$$\text{CAIDI} = \frac{\text{System Average Interruption Duration Index (SAIDI)}}{\text{System Average Interruption Frequency Index (SAIFI)}}$$

(e) Overall Performance Standard 5 – Momentary Average Interruption Frequency Index (OPS 5):

A distribution licensee shall ensure that the Momentary Average Interruption Frequency Index (MAIFI) for distribution of electric power per consumer, per annum, in each of its sub-division and on company level, does not exceed the limit as determined by the Authority on an annual basis. The limit shall be determined by the Authority on the basis of 10% reduction or any other benchmark as determined by the Authority over the mean value of five years historical data of MAIFI.

$$\text{MAIFI} = \frac{\text{Total number of Short Duration Power Supply Interruptions in the year}}{\text{Total number of consumers served by the distribution company in the year}}$$

(f) Overall Performance Standard 6 – Nominal Voltages (OPS 6):

- (i) A distribution licensee shall distribute and deliver, at receiving end, the electric power to at least 95% of its consumers within the range

of $\pm 5\%$ of the nominal voltage under normal conditions.

- (ii) The following nominal voltages shall be used for the distribution system of a distribution licensee, namely: —
 - (a) 400/230 Volts
 - (b) 11 kV
 - (c) 33 kV
 - (d) 66 kV
 - (e) 132 kV

(g) Overall Performance Standard 7 – Power Factor (OPS 7):

A distribution licensee shall maintain the power factor within the range provided in the Distribution Code, as amended from time to time.

(h) Overall Performance Standard 8 – Frequency (OPS 8):

- (i) A distribution licensee shall ensure supply of electric power within the frequency range of 50 ($\pm 1\%$) Hz.
- (ii) The distribution licensee shall ensure quality of distribution services in delivery of electric power to its consumers in accordance with the relevant international standard and other applicable documents pertaining to harmonic control in electric power systems.

(i) Overall Performance Standard 9 – Principles & Priorities of Load Shedding (OPS 9):

- (i) A distribution licensee shall have plans and schedules available to shed up to 30% of its connected load at any time upon instructions from the system operator. This plan must consist of separate blocks of switchable load, which can be disconnected in turn upon instructions from the system operator. A distribution licensee shall provide copies of these plans to the system operator.
- (ii) Wherever possible, the system operator shall give distribution licensees advance warning of impending need for load shedding to maintain system voltage and/or frequency in accordance with the Grid Code.
- (iii) As per the provisions of the Grid Code, the system operator shall maintain an overview and as required instruct each distribution licensee the quantum of load to be disconnected and the time of such disconnection. This instruction shall be given in clear, unambiguous terms and related to prepared plans.
- (iv) When instructed by the system operator, the distribution licensees

shall ensure load shedding in the following order, namely: —

- (a) supply to dedicated feeders serving residential or commercial consumers;
- (b) supply to common feeders primarily serving residential and commercial consumers;
- (c) supply to common feeders primarily serving agriculture consumers;
- (d) supply to common feeders primarily serving industrial consumers;
- (e) supply to dedicated feeders serving agriculture consumers;
- (f) supply to dedicated feeders serving industrial consumers,;
- (g) supply to dedicated feeders serving educational institutes, and hospitals; and
- (h) supply to defence and strategic installations:

Explanation:

For the purposes of this clause, a feeder is primarily serving a consumer category where more than 50% of its load is being allocated to that consumer category.

- (v) A distribution licensee shall prepare the sequence of load shedding operations and detailed procedure in accordance with the priority order of consumer categories outlined in clause (iv) above and shall ensure:-
 - (a) rotational load shedding in discrete blocks within an area of supply; and
 - (b) equitable and non-discriminatory treatment of consumers falling within a consumer category outlined in clause (iv) above, so as not to excessively burden a particular consumer class.

(J) Overall Performance Standards 10 – Power Safety (OPS 10):

- (i) A distribution licensee shall invariably comply with the Power Safety Code and strictly ensure that no accidents occur.
- (ii) All distribution facilities of a distribution licensee shall be constructed, operated, controlled, and maintained in a manner consistent with the

Distribution Code, Power Safety Code, Consumer Service Manual, and other applicable documents.

- (iii) A distribution licensee shall prepare and implement a comprehensive and standard construction manual in accordance with sound engineering technical principles for construction of distribution system and the relevant international standards in accordance with applicable Distribution Code. In particular, due regard shall be given to the following:
 - (a) standard clearance of all voltage lines up to 132 kV (vertical as well as horizontal) from ground, buildings, from each other, railway crossing, road crossing, etc.;
 - (b) list and use of standard overhead HT/LT conductors, and underground cables;
 - (c) proper procedure for laying HT/LT underground cables;
 - (d) procedure for proper erection of HT/LT structures/poles;
 - (e) preparation of site safety plan;
 - (f) proper use of T&P and PPE;
 - (g) proper foundation of structure and PC poles; and
 - (h) procedure for proper installation and earthing of structure, poles and distribution transformer and other electrical equipment.
- (iv) A distribution licensee shall ensure that its distribution facilities do not cause any leakage of electrical current or step potential beyond a level that can cause harm to human life, as laid down in the relevant international standards, prevent accessibility of live conductors or equipment, and prevent development of a situation due to breakdown of equipment which results in leakage current or step potential that can cause harm to human life, property and general public, including without limitation, employees and property of the distribution licensee.
- (v) A distribution licensee shall plan, design, procure, install, operate and maintain its requisite protection system in coordination with the system operator, as applicable. The distribution licensee shall follow suitable and necessary provisions regarding protection system practices by designing protection schemes to cope with single element failure, double element failure and stuck breaker condition, by maintaining proper equipment protection and providing proper earthing devices.

- (vi) A distribution licensee must ensure the earthing of a distribution transformer. The neutral and body of the transformer should be connected to ground rods as per relevant international standards design specifications. Earthing of Consumer Service and its meter shall be as per design standards adopted by the distribution licensee, and consistent with relevant international standards. The earth resistance of the distribution transformers and HT/LT structures/poles shall not be more than 2.5 ohms and 5 ohms respectively.
- (vii) A distribution licensee shall implement suitable, necessary and appropriate working practices, as stipulated in the Distribution Code, Power Safety Code and other applicable documents, to ensure the safety of its staff and members of the public. This shall also include suitable training for familiarity and understanding of the rules, regulations, practices and training to use any special equipment that may be required for such purposes including without limitation basic first aid training and all other capacity building provisions as provided in the Power Safety Code.
- (viii) A distribution licensee shall plan and develop its sub-transmission system and distribution system that should be capable of providing consumers with a safe, reliable and efficient supply of electric power as per the requirements and provisions of Grid Code, Distribution Code, Power Safety Code, Consumer Service Manual, these regulations and other applicable documents.
- (ix) A distribution licensee shall make every effort to protect the public at all times when work is in progress, by use of signs, barricades or personal warnings.
- (x) A distribution licensee shall make every effort to protect the life and property of the public from any malfunction, fault or breakage in its system or equipment:

Provided that in case of failure of the distribution licensee to comply with this Performance Standard, resulting in a safety incident causing physical injury or loss of a human life, the licensee shall be subject to such fine and compensation as the Authority may impose under the Act and the applicable documents, including payment of such compensation to the affected persons or their families as the Authority may determine from time to time.

- (xi) A distribution licensee shall invariably comply with any reporting requirements laid down by the Power Safety Code, in addition to these regulations.

(k) Overall Performance Standards 11 – Distribution Investment Programme (OPS 11):

- (i) A distribution licensee shall ensure implementation and completion of its approved distribution investment programme under Section 32 of the Act and applicable documents as per the scope and timeline approved by the Authority.
- (ii) A distribution licensee shall submit in its quarterly and annual report, the detailed progress with regards to scope, timelines, and costs of its network investment and expansion plans pursuant to the approved distribution investment programme.

Following shall be the key performance indicators:

- (i) Schedule Variance (SV): The difference between actual progress of projects by licensee and planned progress, timelines as approved under investment plan, expressed as a percentage.

$$SV = \left(\frac{\text{Actual Progress} - \text{Approved Progress}}{\text{Approved Progress}} \right) * 100$$

- (ii) Cost Overrun Percentage (COP): The percentage increase in actual costs compared to approved costs.

$$COP = \left(\frac{\text{Actual Cost} - \text{Approved Cost}}{\text{Approved Cost}} \right) * 100$$

- (iii) Time Overrun Percentage (TOP): The percentage increase in actual duration compared to planned duration.

$$TOP = \left(\frac{\text{Actual Duration} - \text{Planned Duration}}{\text{Planned Duration}} \right) * 100$$

- (iv) Investment Utilization Rate (IUR): The percentage of actual investment used and total investment approved under investment plan under various heads and project wise in respective period.

$$IUR = \frac{\text{Actual Investment Used}}{\text{Total Investment}} * 100$$

PART IV
PERFORMANCE REPORTING AND CUSTOMER FACILITATION

5. Establishment and Maintenance of Consumer Service Centre.— (1) A distribution licensee within each subdivision/ division/ circle, shall establish and maintain efficiently one or more consumer complaint centers/ customer service centres for the registration and redressal of applications and complaints of its consumers or applicants and, such consumer complaint/ customer service centres shall be kept accessible to its consumers and applicants round the clock during all days of the week.

(2) A distribution licensee shall earmark or allot to its consumer complaint centres/ customer service centres, a basic toll free telephone or cellular mobile telephone having sufficient lines or coverage, with a number to be called as consumer care number or helpline number, as the case may be, and publish the same for information of the public in electricity bills as well as in the offices and website of the distribution licensee.

(3) A distribution licensee shall, immediately upon establishment of its consumer complaint centres/ customer service centres, inform the particulars such as the address and the consumer care number or helpline number, as the case may be, to the public by a notice published in the newspapers having wide circulation in the service territory of the distribution licensee and in its website.

(4) A distribution licensee shall ensure proper circulation of information among its consumers in case of any change in the address or contact numbers.

(5) A distribution licensee shall ensure availability of electronic data base to record complaints received at the consumer complaint centre/ customer service centre.

(6) In the case of a complaint lodged directly by a person to any official of any subdivision of distribution licensee, the same shall immediately be passed on to the consumer complaint centre/ customer service centres by the said official for recording, registration and redressal.

6. Consumer Facilitation Application (CFA).— (1) A distribution licensee shall develop CFA to record, register, process, measure and report performance in accordance with Schedule II and Schedule V with regard to the Guaranteed Performance Standards specified in these regulations and provide a one-window facility to consumers and applicants for the provision of efficient and non-discriminatory distribution services to improve quality of services within its specified service territory.

Provided that CFA shall be developed within twelve (12) months of the notification of these regulations. Failure to comply with the given timeline shall be deemed as non-compliance of these performance standards and the Authority, to ensure enforcement, may initiate investigations and proceedings against the licensee.

(2) In addition to any other features as may be required to improve the service quality of a distribution licensee, CFA shall have such minimum features as specified in Schedule V to these regulations.

(3) A distribution licensee shall maintain a computerised database system to support the operation of CFA and an associated web-portal. The database shall, in addition to all fields necessary for the operation of CFA and associated web-portal, include, *inter alia*,

for each event occurrence the following information:

- (a) date and time of occurrence of an outage;
- (b) the point of an outage (interruption);
- (c) the time at which the service is restored, allowing for stage restoration of a major interruption;
- (d) total duration of interruption for each restoration stage;
- (e) affected feeder and transformer code number;
- (f) the number of connected consumers; and
- (g) the number of consumers affected by each interruption.

(4) The Authority and its authorised officers shall have access to the interface of CFA to view the consolidated reports generated on different timeframes for monitoring and evaluation purposes.

7. Performance Reports. — (1) A distribution licensee shall submit to the Authority quarterly performance reports before the 15th day of the month after the relevant quarter report for the information and update purpose, and Annual Performance Report before the last day of the first month of each year for assessment and evaluation of performance, regarding the compliance of these regulations, in the manner and forms set out in the respective Schedules to these Regulations.

(2) The Performance Reports shall contain all relevant information with respect to compliance with these regulations and other applicable documents during the reported period including a comparison with compliance reported in the previous quarter or year, as the case may be.

(3) The performance reports as per Forms provided in Schedule I and Schedule III shall be at distribution licensee's company level and submitted on an annual basis, while performance reports as per Forms provided in Schedule IV shall be at company level and submitted on a quarterly basis. The performance reports shall include the distribution licensee's plan for improvement and shall contain at minimum the following information:

- (i) status of compliance with each Performance Standard and indicators as provided in regulation 3 of these regulations;
- (ii) reasons for any poor performance against standards including responsible officers/officials and action taken against those responsible for poor performance;
- (iii) worst served consumers and worst performing sub-divisions;
- (iv) plans to improve the reported poor performance areas related to

geography, investment plans or organisational change;

- (v) expected performance improvements as a result of any investment; and
- (vi) number and type of applications and complaints received from applicants and consumers during the respective period and action taken thereon including time taken by the distribution licensee to resolve the same:

Provided that the number of complaints related to distribution facilities received by the distribution licensee, the time taken to refer the application or complaint to the concerned department or sub-division, as the case may be, and the time taken by the distribution licensee to intimate a decision on the complaints to the electric power supplier shall be reported separately.

(4) The performance reports with regard to the compliance with these regulations or such other performance standards as may be specified by the Authority, shall be filed on such formats in hard copy and online, as may be required by the Authority from time to time.

8. Monitoring of Standards. — (1) The Authority may, at such intervals and incidents as deemed appropriate, monitor the compliance of each distribution licensee with these regulations.

(2) The Authority may send its professional(s) to investigate and verify the data submitted by a distribution licensee under requirement of above regulations in accordance with section 27A of the Act.

(3) The Authority may at any time authorise a third party to conduct survey of the performance of the Licensee.

(4) The Authority may conduct a performance audit of a distribution licensee in order to assess the compliance with these regulations, technical capability, standard of service quality and consumer satisfaction of the distribution licensee.

(5) The Authority may require the distribution licensee to undertake a third-party independent performance audit at the distribution licensee's expense, for reasons to be recorded in writing, for extended monitoring and evaluation of the distribution services provided within its service territory.

PART VI MISCELLANEOUS

9. Minimum obligations. — These regulations shall set minimum performance standards for compliance by the distribution licensee, who shall adopt such further measures as deemed appropriate in the interest of improving distribution service and consumer service activities.

10. Force Majeure. — (1) No fines shall be imposed under these regulations in case of non-compliance of Guaranteed Performance Standards under Force Majeure conditions:

Provided that the licensee has made efforts to minimize the impact of Force Majeure;

Provided that the Authority has approved, upon a request from the distribution licensee, the exemption of some or all of these regulations for a specific event and a defined period and time of circumstances.

(2) The application or request for exemption of some or all of these regulations shall be received or made from the distribution licensee as soon as the distribution licensee becomes aware of the need for such exemption due to Force Majeure and in any event within the delivery time of service of the Guaranteed Performance Standards.

(3) In the event that a distribution licensee wishes to claim an exemption due to Force Majeure for circumstances that increment an annual count of a particular Guaranteed Performance Standard, the distribution licensee shall declare, and intimate the occurrence to the Authority as soon as reasonably possible not later than seven (07) days of such an occurrence.

(4) Force Majeure exemption shall not be applicable to Overall Standards as Force Majeure exemption is necessitated to cater for extreme, peculiar, and unusual circumstances only.

(5) Remedial Plan shall be provided by the Licensee for redressal of the Force Majeure Event.

11. Issuance of instructions. — In order to carry out the purposes of these regulations, the Authority may issue specific instructions and guidelines to a distribution licensee in the manner and procedure specified by the Authority through NEPRA Licensing (Distribution) Regulations, 2022 and other applicable documents, which shall be complied with by all distribution licensees.

12. Fine for non-compliance. — (1) The non-compliance of any of the provisions of these regulations shall be treated as a violation and shall be subject to fines.

(2) The fine shall be imposed by the Authority under the Act, the NEPRA (Fine) Regulations, 2021 and the other applicable documents, in addition to recovery of associated costs and charges;

13. Compensation for non-compliance. — (1) The non-compliance of any of the provisions of these regulations shall make the distribution licensee liable to pay compensation to the applicant or the consumer, as the case may be.

(2) Compensation shall be payable by the distribution licensee to the applicant or consumer, as the case may be, in accordance with Schedule I of these regulations.

(3) The payment mode for the compensation to applicant and consumer shall be made through the electricity bills of respective applicant and consumer, as the case may

be.

Provided that the detailed procedure for claiming compensation by an applicant or consumer, as provided under sub-regulation (1), shall be governed in accordance with the provisions set forth in the NEPRA Consumer Service Manual.

14. Information to consumers. — A distribution licensee shall prepare and make publicly available on its website periodic performance reports on the forms provided in Schedules within the time limit specified in these regulations, informing the consumers and the relevant stakeholders about its performance of these regulations.

15. Complaint and dispute resolution. — (1) A distribution licensee shall make available complaint-handling mechanisms that provide consumers, electric power suppliers, other licensees and generation companies with expeditious, fair, transparent, inexpensive, accessible, speedy and effective dispute resolution

(2) Any complaints regarding the non-compliance of these regulations that cannot be resolved under the mechanism provided in pursuance of sub-regulation (1), shall be referred to the Authority in accordance with the Act.

(3) The Authority shall give its decision in any matter referred to it under sub-regulations (2), within one month.

16. Right of the interpretation. — The Authority shall have the right of interpretation of these regulations. In case of any dispute or clarification regarding interpretation of regulations, sub-regulations, schedules, forms or any particular provisions of these regulations, the distribution licensee shall seek interpretation from the Authority. The Authority shall consider the interpretation request and provide interpretation within one (1) month. The interpretation by the Authority on that particular provision(s) of these regulations shall be final and binding on the distribution licensee.

17. Glossary of Standards. — The Glossary of Standards applicable to these regulations shall be as set out in Schedule VI to these Regulations.

Registrar

SCHEDULE I
(See Regulation 3)

GUARANTEED PERFORMANCE STANDARDS AND COMPENSATION IN CASE OF DEFAULT (GPS 1 & GPS 2)

Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer <i>(if the event affects group of consumers)</i>
1.	Normal Fuse-off (GPS 1)					
	(a). Urban Consumers	Within 4 hours			Not Applicable	Not Applicable
	(b). Rural Consumers	Within 8 hours				
2.	Line or Cable Breakdowns (GPS 1)					
	(a). Urban Consumers	Within 6 hours			PKR 50 / day	PKR 50 / day
	(b). Rural Consumers	Within 12 hours				
3.	Distribution Transformer Failure (GPS 1)					
	(a). Urban Consumers	Within 8 hours			PKR 100 / day	PKR 50 / day
	(b). Rural Consumers	Within 14 hours				
4.	Streetlights (GPS 2)					
	(a). Urban Consumers	Within 8 hours			Not Applicable	Not Applicable
	(b). Rural Consumers	Within 14 hours				
5.	Voltage Fluctuations and Variations (GPS 2)					
	(a). No reinforcement of	Within 24 hours			Not Applicable	Not Applicable

Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer <i>(if the event affects group of consumers)</i>
	network involved					
	(b). Reinforcement of existing distribution system required	LT side: Within 3 days			Not Applicable	Not Applicable
		HT side: Within 30 days			PKR 100 / day	PKR 50 / day
	(c). Building and construction of substation	As per approved distribution investment programme			PKR 200 / day	PKR 100 / day
	Defective Meters/Metering Installation (GPS 2)					
6.	(a). Inspection of defective meter/metering installation such as slow fast/creeping, stuck-up and burnt meters	Within 03 days			PKR 50 / day	Not Applicable
	(b). Replacement of defective meters/ metering installation if cause attributable to Licensee	Within 07 days			PKR 100 / day	Not Applicable
	(c). Replacement of defective meter/ metering installation, if cause attributable to	i. Issuance of Demand notice by Licensee to deposit cost for			PKR 50 / day	Not Applicable

Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer (if the event affects group of consumers)
	consumer	meter within 03 days ii. Replacement on payment within 07 days			PKR 100/day	
7.	Reconnection of supply following disconnection due to non-payment of bills (GPS 2)					
	(a). Urban Consumers	Same day on which payment was realised			PKR 50 / day	Not applicable
	(b). Rural Consumers	The next day on which payment was realised				
8.	New Connection/extension of load/Temporary Connection where the provision of electric power supply requires expansion or reinforcement of distribution system (GPS 2)					
	(a). at 400 V and load up to 15 kW	Within 30 days 10 /20			PKR 200 / day	Not applicable
	(b). at 400 V and load above 15 kW but not exceeding 70 kW	Within 44 days 10/34			PKR 300 / day	Not applicable
	(c). at 400 V and load above 70 kW but not exceeding 500 kW	Within 58 days 12 /46			PKR 400 / day	Not applicable

Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer <i>(if the event affects group of consumers)</i>
	(d). at 11 or 33 kV and load above 500 kW but not exceeding 7500 kW	Within 106 days 30/76			PKR 500 / day	Not applicable
	(e). at 66 kV and above for all type of loads	Within 496 days 45/451			PKR 1000 / day	Not applicable
New Net Metering Connection						
9.	All areas of service	As per the Net Metering Regulations			PKR 200 / day	Not applicable
Change of Title/Name, Ownership and Conversion of Service (GPS 2)						
10.	(a). Change of title/name	Within 03 days along with necessary documents and prescribed, if any			PKR 50 / day	Not Applicable
	(b). Change of Tariff Category	Within 7 days along with necessary documents and prescribed, if any				
	(c). Reduction of load	Within the half			Half of the	Not Applicable

Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer <i>(if the event affects group of consumers)</i>
		the timelines as specified in GPS 2 at Sr. 09 of Schedule I			compensation as specified in GPS 2 at Sr. 09 of Schedule I	
11.	Shifting of meter, lines, and transformer (GPS 2)					
	(a). Meter/service wire	Within 10 days after payment of Demand Notice			PKR 100 / day	Not Applicable
	(b). Overhead line or Underground cables	Within 20 days			PKR 100/ day	Not Applicable
	(c). Pole, structure	Within 30 days			PKR 100 / day	Not Applicable
	(d). Transformer	Within 45 days			PKR 100/ day	Not Applicable
	(e). If additional information is required	Within 3 working days of receipt of complaint			Not Applicable	Not Applicable

SCHEDULE II
(See Regulation 6)

REGISTRATION OF COMPLAINTS IN CFA AND MAINTAINED AT SUB-DIVISION LEVEL

Name of Sub-division/CSC _____ Name of officer _____

Sr. No.	Time & Date	Name, address & consumer No.	No. of complaint	Complaints Classification*		Time & Date of redressal	Total time taken (in hours/minutes)	No. of consumers affected	Whether redressed within stipulated time	Reason for delay, if any)
				Nature of complaint	Complaint classification					
1	2	3	4	5	6	7	8	9	10	11

* The Complaints Classification shall be as per the type of complaints specified in Guaranteed Performance Standards, e.g. Normal fuse off, voltage fluctuation, line or cable breakdown etc.

**SCHEDULE III
(See Regulation 7)**

**FORM 1
ANNUAL PERFORMANCE REPORT**

RESTORATION OF THE UNPLANNED LONG DURATION ELECTRIC POWER SUPPLY INTERRUPTIONS (GPS 1)

Consumer Supply Voltage	Total number of Unplanned Interruptions	Total number of urban Unplanned Interruptions		Total number of rural Unplanned Interruptions	
		Restored within specified timeline	Restored beyond specified timeline	Restored within specified timelines	Restored beyond specified timelines
132 kV					
66 kV					
33 kV					
11 kV					
400/230 V					

**FORM 2
ANNUAL PERFORMANCE REPORT
DISPOSAL OF CONSUMER COMPLAINTS AND APPLICATIONS (GPS 2)**

Consumer Supply Voltage	Total number of consumer complaints and applications received	Total number of complaints and applications in urban areas		Total number of complaints and applications in rural areas	
		Disposed within specified timeline	Disposed beyond specified timeline	Disposed within specified timelines	Disposed beyond specified timelines
132 kV					
66 kV					
33 kV					
11 kV					
400/230 V					

FORM 3
ANNUAL PERFORMANCE REPORT
TIMEFRAME FOR NEW CONNECTIONS (GPS 2)

Eligible consumer's new power supply connection requirements (voltage and load level specific)	Time limit for issuance of Demand Notice (DN) after receipt of application (days)	Total number of consumers who applied for new connection	Total number of eligible consumers who applied for a new connection and demand notices were issued within the maximum permitted time period	Total number of eligible consumers who applied for a new connection and demand notices were not issued within the maximum permitted time period	Time limit for provision of connection (POC) after payment of demand notice	Total number of eligible consumers who paid the demand notice for new connections	Total number of eligible consumers who paid the demand notice for new connection and were connected within the maximum time permitted	Total number of eligible consumers who paid the demand notice for new connection and were not connected within the maximum time permitted
(a). at 400 V and load up to 15 kW	10				20			
(b). at 400 V and load above 15 kW but not exceeding 70 kW	10				34			
(c). at 400 V and load above 70 kW but not exceeding 500 kW	12				46			
(d). at 11 kV or 33kV and load above 500 kW but not exceeding 7500 kW	30				76			
(e). at 66 kV and above for all type of loads	45				451			

FORM 4
ANNUAL PERFORMANCE REPORT
UNPLANNED LONG DURATION ELECTRIC POWER SUPPLY INTERRUPTIONS (GPS 3 AND GPS 4)

Consumer Supply Voltage	Maximum permitted number of Unplanned Interruptions for each individual consumer per annum (GPS 3)	Number of consumers whose number of Unplanned Interruptions exceeded maximum limit (GPS 3)	Maximum permitted aggregate duration of Unplanned Interruptions for each individual consumer per annum (GPS 4)	Number of consumers whose aggregate Unplanned Interruption time exceeded maximum limit (GPS 4)
132 kV	6		26	
66 kV	6		26	
33 kV	30		44	
11 kV	30		44	
400/230 V (Urban)	60		88	
400/230 V (Rural)	80		175	

FORM 5
ANNUAL PERFORMANCE REPORT
PLANNED LONG DURATION ELECTRIC POWER SUPPLY INTERRUPTIONS (GPS 5 AND GPS 6)

Consumer Supply Voltage	Maximum permitted number of Planned Interruptions for each individual consumer per annum (GPS 5)	Number of consumers whose Planned Interruptions exceeded maximum limit (GPS 5)	Maximum Interruptions aggregate duration for each individual consumer per annum (GPS 6)	Number of consumers whose aggregate Planned Interruption duration exceeded the maximum limit (GPS 6)
132 kV	4		36	
66 kV	4		36	
33 kV	8		64	
11 kV	8		64	
400/230 V (Urban)	16		80	
400/230 V (Rural)	16		96	

FORM 6
ANNUAL PERFORMANCE REPORT
UNPLANNED SHORT DURATION ELECTRIC POWER SUPPLY INTERRUPTIONS (GPS 7)

Consumer Supply Voltage	Maximum permitted number of short duration Interruptions for each individual consumer per annum (GPS 7)	Number of consumers whose short duration Interruptions exceeded the maximum limit (GPS 7)
132/66 kV	4	
33 /11 kV	140	
400/230 V (Urban)	275	
400/230 V (Rural)	300	

FORM 7
ANNUAL PERFORMANCE REPORT
SAIFI and SAIDI (OPS 1 and OPS 2)

Consumer Supply Voltage	Total number of consumers served by the distribution licensee in a given year	Total annual number of consumer Interruptions**	SAIFI (OPS 1) (4)=(3)/(2)	Aggregate Sum of all Consumer Interruption duration in Minutes***	SAIDI (OPS 2) (6)=(5)/(2)
(1)	(2)	(3)	(4)	(5)	(6)
132 kV					
66 kV					
33 kV					
11 kV					
400/230 V					

* Calculation of SAIFI (OPS1) and SAIDI (OPS2) shall not include any electric 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 consumer's electric power supply interruptions shall be computed by summing the total number of consumers affected by each and every electric power supply interruption for all the electric power supply interruptions in a given

year.

*** Aggregate sum of all consumer electric power supply interruption durations in minutes shall be computed by summing, for each and every electric power supply interruption, the product of total number of consumers affected by an electric power supply interruption and the duration of such electric power supply interruption in minute

FORM 8
ANNUAL PERFORMANCE REPORT
CAIFI and CAIDI (OPS 3 and OPS 4)

Consumer Supply Voltage	Total number of consumers interruptions in a given year	Total number of consumers who had at least one interruption	CAIFI (OPS 3) (4)=(3)/(2)	CAIDI (OPS 4) SAIFI/SAIDI
(1)	(2)	(3)	(4)	
132 kV				
66 kV				
33 kV				
11 kV				
400/230 V				

Calculation of CAIFI (OPS 3) shall not include any electric 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.

FORM 9
ANNUAL PERFORMANCE REPORT
MAIFI (OPS 5)

Consumer Supply Voltage	Total number of short duration power supply interruptions in the given year	Total number of consumers served by the distribution company in the given year	MAIFI (OPS 5) (4)=(3)/(2)
(1)	(2)	(3)	(4)
132 kV			
66 kV			
33 kV			
11 kV			
400/230 V			

Calculation of MAIFI (OPS 5) shall not include any electric 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.

FORM 10
ANNUAL PERFORMANCE REPORT
NOMINAL VOLTAGE (OPS 6)

Consumers Supply Voltage	Maximum permitted voltage level deviations	Number of consumers who complaint for voltage levels to be checked	Number of consumers whose voltage deviation compliant was addressed
132 kV	+/- 5%		
66 kV	+/- 5%		
33 kV	+/- 5%		
11kV	+/- 5%		
400/230 V Urban	+/- 5%		
400/230 V Rural	+/- 5%		

FORM 11
ANNUAL PERFORMANCE REPORT
POWER FACTOR (OPS 7)

Consumer Supply Voltage	Power factor allowed limit as per Distribution Code	Number of incidents reported	Number of incidents when power factor not maintained within specified limit	Number of times where incident wise remedial action was taken to maintain the power factor within specified limit	DISCO-wise overall actions taken to maintain the power factor within specified limit
132 kV	0.9 to 1				
66 kV	0.9 to 1				
33 kV	0.9 to 1				
11kV	0.9 to 1				

FORM 12
ANNUAL PERFORMANCE REPORT
FREQUENCY (OPS 8)

Consumer Frequency	Permitted frequency deviations	Number of consumers who complaint for frequency levels to be checked	Number of consumers whose frequency deviation compliant was addressed
50 Hertz	± 1%		

FORM 13
ANNUAL PERFORMANCE REPORT
PRIORITIES & PRINCIPLES OF LOAD SHEDDING (OPS 9)

Priority No.	Priority Group of Consumers	Number of instances of actuation of load management	Average duration of load management period (Hours)	Maximum duration of load management period (Hours)	Number of consumers affected in each priority group	Load size (MW) interrupted due to load management in each priority group
a)	Supply to dedicated feeders serving residential or commercial consumers					
b)	Supply to common feeders primarily serving residential and commercial consumers					
c)	Supply to common feeders primarily serving agriculture consumers					
d)	Supply to common feeders primarily serving industrial consumers					
e)	Supply to dedicated feeders serving agriculture consumers					
f)	Supply to dedicated feeders serving industrial consumers					
g)	Supply to dedicated feeders serving schools and hospitals					
h)	Supply to defence and strategic installations					

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

- a) Reason for load management (Generation shortage, Transmission constraints, Voltage outside limits etc.)*
- b) Start time and date of load management*
- c) End time and date of load management*
- d) Priority group of consumers affected*
- e) Numbers of consumers and load size (MW) affected in each priority group*
- f) Measures taken to prevent recurrence (if applicable)*

FORM 14
ANNUAL PERFORMANCE REPORT
POWER SAFETY (OPS 10)

Sr. No	Type of incident	Number of electrical incidents	Average duration of absence from work	Longest duration of absence from work
a.	Electrical incident resulting in death or permanent serious injury/disability to member of staff			
b.	Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more			
c.	Electrical incident resulting in death or permanent serious injury/disability to member of the public			
d.	Electrical incident injuring member of the public involving distribution licensee's plant or equipment			
e.	Electrical incident injuring member of the public not involving distribution licensee's plant or equipment.			

Each electrical incident shall be individually reported on an immediate basis giving the following information:

- a) Time and date of electrical incident*
- b) Whether FIR lodged or not*
- c) Names and occupation of persons involved*
- d) Number of fatalities, extent of injuries*
- e) Names and contact details of witnesses*
- f) Distribution licensee's inquiry held or not*
- g) Immediate action taken*
- h) Remedial actions proposed and/or taken or to be taken*

FORM 15
QUARTERLY & ANNUAL PERFORMANCE REPORT
DISTRIBUTION INVESTMENT PROGRAMME (OPS 11)

Serial No.	Fiscal Year	Head	Sub Head	Name of Project	Whether the Project has been included in the approved Scope	Project Scope Details	Project's Schedule				Time Over Run (in days)	Time Over Run Percentage (TOP)
							Start date		Completion date			
							Approved	Actual	Approved	Actual		
1												
2												

Project Cost as requested by Licensee (Mln)	Project Actual Cost Approved by NEPRA (Mln)	Project Cost Utilized by Licensee (Mln)	Cost Overrun (in Mln rupees)	Cost Overrun Percentage (COP)	Current Status of Project Progress		Targets		Responsible departments and officers for the delay, if any	Remedial Action Taken to address delays including action taken against responsible persons
					Physical Progrss [Schedule Variance (SV)]	Financial Progress [Investment Utilization Rate (IUR)]	Given	Actual		

SCHEDULE IV
(See Regulation 7)

FORM 1
QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)
GUARANTEED PERFORMANCE STANDARDS (GPS 1 & GPS 2) *

Sr. No.	Quarter of the Year	Sub-Division (Code / Name)	Total number of applications or complaints received in reported Quarter	Total applications or complaints pending from previous Quarters	Total number of delayed applications and complaints in reported Quarter	** Reason for delays (Highlight multiple levels, if Applicable)	Position responsible (RO) for delay	*** Action taken against RO for each level of delay	Recommended actions to address future delays
1.	Q1	11511/xyz	A1=100 A2=50 B1=23	A1=20 A2=10 B1=5	A1=50 A2=30 B1=10	D1; D3	CE Procurement/ SDO/CE/PMU/ Planning	P1; P2	Administrative measures taken / Procurement of material initiated

Explanation Notes:

* The Matrix shall be made available on CFA with daily update by sub-division of the Licensee and shall also be submitted as report within 15 days of the last day of each quarter.

** D1: Delayed due to shortage of staff, RO: DG HR/CEO;
D2: Delayed due to shortage of material, RO: CE/GM Procurement;
D3: Delayed due to mismanagement, RO: SDO/EX-EN/PMU/planning

*** P1: 5 marks deducted from ACR;
P2: explanation or warning letter;

FORM 2
QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)
GUARANTEED PERFORMANCE STANDARDS COMPENSATION PAID TO CONSUMERS (GPS 1 & GPS 2) *

Sr. No.	Breach of Timelines as specified in Schedule I		Time period beyond allowed limit	No. of affected Consumers	Compensation Accrued as per Schedule I	Actual Compensation amount Paid (PKR)
1.	Normal Fuse-off	Urban				
		Rural				
2.						
3.						

FORM 3
(See Regulation 3(a)(vi))
QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)
APPLICATIONS AND PROVISIONS OF OPEN ACCESS AND USE OF SYSTEM AGREEMENTS

Sr. No.	No. of Open Access Applications Received	Time Period to Process Open Access in terms of NEPRA (Open Access & Wheeling of Electric Power) Regulations, 2022	No. of applications executed within due timelines	No. of applications delayed	Remedial actions taken to resolve the issues	Reasons for delay and action taken against responsible Persons
1.						

FORM 4
(See Regulation 4(i))
QUARTERLY PERFORMANCE REPORT
SYSTEM PERFORMANCE

System Voltage	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			
66 kV			
33 kV			
11 kV			
400/230 V			

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

FORM 5
(See Regulation 3(4)(b)(2)(v))
QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)
MONTHLY STATUS OF NET METERING CONNECTIONS

Month	No. of Net Metering Applications under process by the end of previous month	No. of New Net Metering Applications received during the reported month	No. of Net Metering Connections Cancelled/ Rejected during the reported month	No. of Net Metering Connections provided/installed during the reported month	Total No. of Net Metering Applications pending at the closing of the reported month	Total Generation Capacity (kW) of pending applications	Pendency Timeframe				Remarks
							Up to 02 months	Up to 03 months	Up to 06 months	Above 06 months	

FORM 8
(See Regulation 3)
QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)
DATABASE FOR EVENT OCCURRENCE

Date	Time of an outage occurred	Point of an outage	Time at which service is restored	Total duration of interruption	Name of affected feeder	Transformer Code Number	No. of connected consumers	No. of affected consumers	Total No. of consumers interrupted	Aggregate sum of duration of interruptions

SCHEDULE V
(See Regulation 6)

FORM 1
THE MINIMUM FEATURES OF THE CFA DEVELOPMENT AND IMPLEMENTATION

1. For Consumers Facilitation:

- a) View and download latest electricity bill
- b) Pay bill online
- c) Self-Meter Reading - generate bill instantly
- d) Apply for a New Connection without registration along with option to rate quality of service received
- e) Apply for a New Net Metering Connection along with option to rate quality of service received
- f) Apply for Change of Name along with option to rate quality of service received
- g) Apply for Extension of Load along with option to rate quality of service received
- h) Apply for Reduction of Load along with option to rate quality of service received
- i) Apply for Change of Tariff along with option to rate quality of service received
- j) Apply for Shifting of Connection
- k) File mismanagement/corruption complaint against any officer/staff
- l) Register complaint and view status
- m) View previous bills and payment history
- n) View consumption trends/units consumed of last 12 months
- o) Update your mobile and email to get bill intimation through WhatsApp
- p) Tips on safety and energy conservation
- q) View Schedule of Planned Maintenance in distribution licensee service territory
- r) Report and View Status of load management timings
- s) Live update outages of supply occurred due to fault along with specified resolution time
- t) Login App through Mobile No. or Consumer No.

2. For Performance Monitoring and Reporting:

- a) Live update of feeder level outage , highlighting the time of outage as well as number and type of consumers affected
- b) With the passage of time (max upto 5 years), the distribution licensee shall be required to automate complaint handling system wherein the live update of sub-division level complaints and their resolution status;

- c) Updated Status (with the option to see summary as well as details) of complaints received, resolved and pending resolution in the last 24 hours (Updated on daily basis at 10:00 am)
- d) Updated Status (with the option to see summary as well as details) of pending connections and reason of delays (Updated on daily basis at 12:00 pm)
- e) Updated Status (with the option to see summary as well as details) of applications for change in of name, tariff, etc. pending, and reason of delays (Updated on daily basis at 10:00 am)
- f) Summary of scheduled maintenance to be carried out in network and reasons for delays (Updated on daily basis at 10:00 am)
- g) Material/Equipment in Stock vis-à-vis recommended material required to install pending connections, undertake planned maintenance, etc.
- h) Option to filter out best performing sub-divisions (with the greatest number of resolved applications complaints and highest least-recovery)
- i) Option to filter out worst performing sub-divisions (with the greatest number of unresolved applications and complaints and least-recovery)

Schedule VI
Glossary of Standards
(See Regulation 17)

GPS 1	Guaranteed Performance Standard 1	Restoration of the Unplanned Long Duration Electric Power Supply Interruptions
GPS 2	Guaranteed Performance Standard 2	Disposal of Consumer Complaints and Applications
GPS 3	Guaranteed Performance Standard 3	Maximum Number of Unplanned Long Duration Electric Power Supply Interruptions
GPS 4	Guaranteed Performance Standard 4	Duration of Unplanned Long Duration Electric Power Supply Interruptions
GPS 5	Guaranteed Performance Standard 5	Maximum Number of Planned Long Duration Electric Power Supply Interruptions
GPS 6	Guaranteed Performance Standard 6	Duration of Planned Long Duration Electric Power Supply Interruptions
GPS 7	Guaranteed Performance Standard 7	Maximum Number of Unplanned Short Duration Electric Power Supply Interruptions
OPS 1	Overall Performance Standard 1	System Average Interruption Frequency Index
OPS 2	Overall Performance Standard 2	System Average Interruption Duration Index
OPS 3	Overall Performance Standard 3	Consumer Average Interruption Frequency Index
OPS 4	Overall Performance Standard 4	Consumer Average Interruption Duration Index
OPS 5	Overall Performance Standard 5	Momentary Average Interruption Frequency Index
OPS 6	Overall Performance Standard 6	Nominal Voltages
OPS	Overall Performance Standard 7	Power Factor
OPS 8	Overall Performance Standard 8	Frequency
OPS 9	Overall Performance Standard 9	Principles & Priorities of Load Shedding
OPS 10	Overall Performance Standards 10	Power Safety
OPS 11	Overall Performance Standards 11	Distribution Investment Programme