



NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
PERFORMANCE STANDARDS (DISTRIBUTION) REGULATIONS, 2026

Islamabad, 25th the day of August 2026

NOTIFICATION

1430
S.R.O. _____ (I)/2026. — In exercise of the powers conferred by Sections 7(2)(c) and 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:—

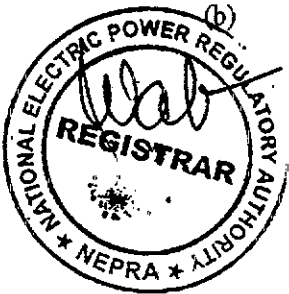
1. **Short title, commencement, applicability.** — (1) These Regulations shall be called the National Electric Power Regulatory Authority Performance Standards (Distribution) Regulations, 2026.
- (2) These Regulations shall come into force with immediate effect, save that Regulation 13 shall come into force after two years from the date these Regulations come into force.
- (3) These Regulations shall apply to all distribution licensees, where applicable.

PART I

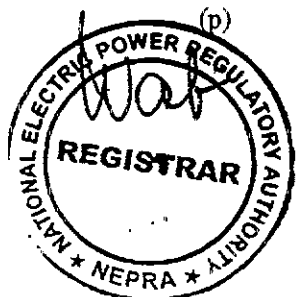
PRELIMINARY

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) “Advanced Metering Infrastructure” or “AMI” means the integrated infrastructure comprising smart meters, a communications network, a meter data management system (MDMS), a head end system (HES) and associated hardware, software and supporting platforms deployed by a distribution licensee to enable secure two-way communication, remote meter reading, remote connection and disconnection of service, meter data collection and management, event recording, outage notification, tamper detection, consumer energy usage information, and other metering-related functions necessary for the efficient operation, monitoring, and management of the electricity distribution system;
- (c) “AMI alarm” means any alarm generated by an AMI meter or by the head end system indicating a deviation from prescribed metering accuracy, including without limitation abnormal phase angle, sensor drift, magnetic influence, reverse current or tampering alerts;
- (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 other documents issued or approved under the Act;
- (e) “applicable law” means the applicable laws of Pakistan;

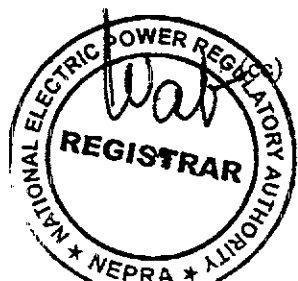


- (f) "applicant" means any person, being the owner or occupier of any premises, who files an application with the distribution licensee for provision of new connection, modification of an existing connection, extension or reduction of load, change of name, change of tariff, shifting of site, temporary disconnection or reconnection, or permanent disconnection, or for other distribution services, as the case may be, in accordance with the provisions of the Act and applicable documents made thereunder;
- (g) "application" means an application form submitted by the applicant for a new connection, modification of an existing connection, extension or reduction of load, change of name, change of tariff, shifting of site, temporary disconnection or reconnection, or permanent disconnection, in the manner specified in the applicable documents, complete in all respects in the appropriate format, as required by the distribution licensee, together with the receipt evidencing payment of the prescribed charges and all necessary documents, including approvals from statutory or other authorities, wherever required;
- (h) "Authority" means the National Electric Power Regulatory Authority established under Section 3 of the Act;
- (i) "Captive Power Producer" or "CPP" means a power plant set up by any person to generate electricity primarily for his own use and includes a power plant set up by any co-operative society or association of persons for generating electricity primarily for use of members of such co-operative society or association;
- (j) "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 supplying electric power to the consumer from an electric power supplier;
- (k) "consumer" shall have the same meaning as assigned to it in the Act;
- (l) "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;
- (m) "consumer complaint center" means the customer facilitation office established by the distribution licensee within each sub-division of its service territory, with adequate resources, including manpower, processes and technology, for the facilitation, registration, management and resolution of all types of consumer complaints, as a one-window solution for matters related to distribution services of the distribution licensee;
- (n) "consumer service center" means the customer facilitations office established by the distribution licensee within each division, circle of its service territory and at company level, 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 distribution services of the distribution licensee;
- (o) "cyber security incident" means an occurrence that results in a real or suspected adverse event in relation to cyber security that violates applicable security policies, laws, rules, regulations, directions, guidelines, or security procedures resulting in unauthorized access, unauthorized use of computer resources for processing and storage of information or any changes to data, denial of service or disruption, without authorization;
- (p) "disconnection" means the physical separation of the consumer's installation from the distribution system of the distribution licensee to cut off the delivery and supply of electric power to the consumer due to technical or safety reasons, duly justified in writing, or upon the request of the respective electric power supplier or consumer, as the case may be;



- (q) "Distributed Energy Resource" or "DER" means an electric power generation (including without limitation rooftop solar photovoltaic systems, net-billing installations, captive generation, battery energy storage systems and embedded generators) connected to the distribution system at distribution voltage;
- (r) "Distribution Code" means the code prepared by the distribution 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;
- (s) "distribution facilities" shall have the same meaning as assigned to it in Section 2(vii) of the Act;
- (t) "distribution investment programme" or "DIP" means the investment programme prepared by the distribution licensee and approved by the Authority under section 32 of the Act and applicable documents;
- (u) "distribution licensee" or "licensee" means a person to whom a licence for distribution of electric power has been granted by the Authority under the Act;
- (v) "distribution services" means the services provided by a distribution licensee through its distribution facilities within its service territory, including the movement or delivery of electric power to consumers, provision of connections, metering, disconnection and reconnection, and such other services as are specified in the distribution licence, these Regulations and other applicable documents;
- (w) "Distribution Service Manual" or "DSM" shall have the same meaning as assigned to it in regulation 2(j) of the NEPRA Licensing (Distribution) Regulations, 2022;
- (x) "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;
- (y) "distribution voltage" shall have the same meaning as assigned to it in Section 2(viii) of the Act;
- (z) "electric power supply interruption" means any interruption in the delivery of electric power within the distribution system that results in an interruption in the supply of electric power to one or more consumers;
- (aa) "Emergency" means an abnormal and unforeseen event that results in, or poses an imminent risk of, an interruption to the supply of electric power due to fire, explosion, equipment failure beyond its design parameters, natural disaster, accident, cyber or physical security incident, or any other circumstance that poses an immediate threat to human life, public safety, property, or the integrity, reliability or security of the power system, or grid, and the occurrence of which cannot reasonably have been foreseen and precludes prior notification to consumers;
- (bb) "Fatality" means a death of an employee of the distribution licensee, an employee of a service provider engaged by the distribution licensee, or a member of the public, resulting from a work-related injury, occupational illness, or the operations or infrastructure of the distribution licensee;

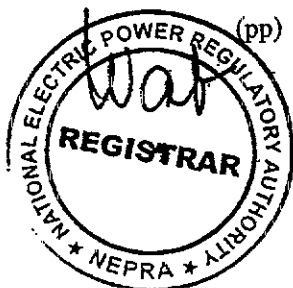
"Force Majeure" means any event or circumstance or combination of events or circumstances, beyond the reasonable control of a distribution licensee and not reasonably



foreseeable by it, which materially and adversely affects the performance by such distribution licensee of its obligations under the Act, its distribution licence, and other applicable documents.

Explanation.— Events including but not limited to acts of God, earthquake, explosion, riot, flood, hurricane, epidemic, pandemic, war, civil unrest, government action, strikes not instigated by the licensee, and similar events of comparable effect 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;

- (dd) “Grid Code” means the code prepared by the system operator under section 23H of the Act and approved by the Authority;
- (ee) “Guaranteed Performance Standard” means in relation to a service to be rendered to each consumer by a distribution licensee, the minimum performance level specified in these Regulations for such service, which the distribution licensee shall ensure to each consumer;
- (ff) “Hosting Capacity” shall have the meaning as ascribed thereto in OPS 14;
- (gg) “Industrial Consumer” means an industrial consumer under the Tariff Terms and Conditions of the Supplier of Last Resort (SoLR), as notified from time to time;
- (hh) “load shedding” means the process of removing, either manually or automatically, consumers’ load from the power system on a rotating and proportionate basis for each class of consumers, intimated in advance by the distribution licensee, based on generation shortage or transmission constraints upon instructions of the system operator;
- (ii) “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;
- (jj) “metering installation” means the metering and associated equipment, such as current transformer (CT), and potential transformer (PT) installed for measuring, indicating and recording the consumption of electric power by a consumer or any other quantity related to the electrical system;
- (kk) “Momentary Average Interruption Frequency Index” or “MAIFI” means the average number of momentary or Short Duration Electric Power Supply Interruptions per consumer in a year;
- (ll) “Open Access” shall have the same meaning as assigned to the term in the NEPRA Open Access (Interconnection and Wheeling of Electric Power) Regulations, 2022;
- (mm) “Overall Performance Standard” means the standard specified in Part III of these Regulations for assessing performance including reliability, service quality, safety, efficiency, distribution services that the distribution licensee provides to its consumers;
- (nn) “Planned Electric Power Supply Interruption” means a planned or scheduled interruption of electric power supply to one or more consumers;
- (oo) “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; or shall have the same meaning assigned to it in the Distribution Code;
- (pp) “Power Safety Code” means the Code prepared, approved, and issued by the Authority, comprising unified and standardized Occupational Health, Safety, and Environment (HSE) guidelines that specify the minimum requirements with which every distribution licensee shall comply;



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- (qq) "Prosumer" shall have the same meaning as assigned to it in regulation 2(xviii) of the Prosumer Regulations;
- (rr) "Prosumer Regulations" means the NEPRA (Prosumer) Regulations, 2026;
- (ss) "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 provincial government;
- (tt) "service territory" shall have the same meaning as assigned to it in regulation 2(m) of the NEPRA Licensing (Distribution) Regulations, 2022;
- (uu) "Short Duration Electric Power Supply Interruption" means the loss of electric power supply to one or more consumers for a duration of five minutes or less, excluding momentary interruptions of less than one second;
- (vv) "step potential" means the voltage difference 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 energized grounded object or a downed power line;
- (ww) "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 aggregate 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;
- (xx) "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;
- "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
- (zz) "year" or "annual" for the purpose of these Regulations means the period of twelve (12) 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 consumer as specified in sub-regulations (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 text message, electronic mail, or other electronic means, excluding defense establishments, for which Planned Electric Power Supply Interruptions shall only be undertaken through mutual agreement. The schedule of area-wise planned outages shall also be made available on the CFA.



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Provided further that, in respect of any unscheduled electric power supply interruption affecting an Industrial Consumer (B3 and above) or a CPP, the distribution licensee shall provide at least thirty (30) minutes' prior notice through a text message, telephonic call or electronic mail, together with continuous restoration updates, save in the case of an Emergency, the occurrence of which shall be recorded in the outage management system at the time of the event and reported to the Authority in the next quarterly performance report.

(3) A distribution licensee shall achieve the performance standards specified in these Regulations, failing which the Authority may, without prejudice to the compensation specified in these Regulations, impose such other fines or penalties in accordance with the provisions of the Act and the applicable documents.

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

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

(1) In case of an unscheduled or unplanned Long Duration Electric Power Supply Interruptions 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 distribution licensee shall ensure the rectification of fuse-off calls and consumer complaints regarding supply interruptions due to blown fuses or minor faults on the low-voltage side, other than cable, transformer, or switchgear faults, within the time limits specified in Schedule I (Sr. No. 1) to these Regulations. The distribution licensee shall achieve this standard of performance in 100% of the cases.

(ii) Line or Cable Breakdowns:

In the event of an overhead line or underground cable breakdown, the distribution licensee shall ensure the restoration of electric power supply within the time period specified in Schedule I to these Regulations. The distribution licensee shall achieve this performance standard in one hundred percent (100%) of the cases.

(iii) Distribution Transformer:

The distribution licensee shall maintain and ensure that distribution transformers are replaced within the time period specified in Schedule I to these Regulations. The distribution licensee shall achieve this performance standard in one hundred percent (100%) of the cases.

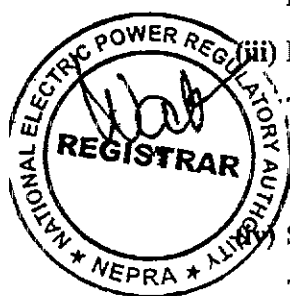
Switchgear Failure

The distribution licensee shall maintain and ensure that switchgear is replaced within the time period specified in Schedule I to these Regulations. The distribution licensee shall achieve this performance standard in one hundred percent (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.



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

(1) In the case of applications or complaints received from consumers pertaining to issues listed below, the distribution licensee shall ensure that such applications or complaints are resolved in accordance with the performance standards specified herein.

(2) If the distribution licensee does not take the required action within the stipulated time specified in Schedule I, it shall, upon the consumer's written request, provide the consumer with written reasons for each day's delay. However, such delay shall not absolve the distribution licensee of its obligation to complete the required action within the minimum possible time.

(i) Streetlights:

The distribution licensee shall, as soon as possible, attend to complaints relating to non-provision of electric power supply to streetlights, to the extent that the matter falls within its jurisdiction. At least ninety percent (90%) of such complaints shall be attended to and resolved within the time period specified in Schedule I to these Regulations.

(ii) Defective Meters/ Metering Installations:

The distribution licensee shall maintain sufficient inventory and ensure that the percentage of defective meters should not be greater than two percent (2%) of the total number of meters in service at any point in time, failing which the consumer may seek remedy either under Section 38 or Section 39 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) AMI Defect Rate:

In respect of AMI meters, the annual defect rate shall not exceed two per cent (2%) of the total installed AMI meter base. An AMI meter shall be considered defective where it exhibits functional failure, communication module failure, accuracy drift beyond the limits specified in the Distribution Code, display failure or any non-compliance with the performance requirements specified in the applicable documents. 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.

(iv) AMI Alarm Closure:

In respect of AMI alarms, the distribution licensee shall close one hundred per cent (100%) of such alarms within eight (8) hours for urban consumers and twenty-four (24) hours for rural consumers, excluding cases requiring meter replacement which shall be governed by the DSM. The data source for measurement of compliance shall be the head end system and meter data management system logs.

(v) Bi-annual Inspection of Large Industrial / CPP Meters:

In respect of Industrial Consumers (B3 and above) and CPP consumers, the distribution licensee shall conduct physical inspection of all such consumer meters every six (6) months to verify accuracy, detect tampering and assess meter health. The compliance ratio, being the number of meters inspected within the half-year against meters in service, shall be one hundred per cent (100%) and shall be reported to the Authority in the corresponding quarterly performance report.

Provided that the Authority may review this requirement annually and, upon being satisfied that the AMI tamper-detection capability has been independently verified to be operationally reliable, suspend, modify or dispense with this requirement by order.



(vi) Voltage Fluctuations and Variations:

The distribution licensee shall ensure that voltage fluctuations or variations at the point of supply remain within $\pm 5\%$ of the nominal voltage. At least ninety-eight per cent (98%) of the complaints related to voltage fluctuations or variations shall be resolved within the time period specified in Schedule I to these Regulations.

(vii) New Connections, Temporary Connection, Extension or Reduction of Load, Change of Name, Change of Tariff, Shifting of Site, Temporary disconnection or Reconnection and permanent disconnection:

Subject to compliance with the applicable documents, the distribution licensee shall ensure that one hundred per cent (100%) of applications for new connection, temporary connection, extension or reduction of load, change of name, change of tariff, shifting of site, temporary disconnection, re-connection, permanent disconnection, or modification of an existing electricity connection are processed and finalised within the time period specified in Schedule I to these Regulations.

(viii) No application for a new connection, temporary connection, extension or reduction of load, name, change of tariff, shifting of site, temporary disconnection or reconnection and permanent disconnection, temporary disconnection, reconnection, or permanent disconnection shall be refused or rejected unless the applicant has first been informed in writing of the specific grounds for such proposed refusal or rejection and has been afforded a reasonable period of time, as may be considered adequate in the circumstances, to remedy, address, or otherwise respond to such grounds before a final decision is made.

(ix) New Net Billing Connection

Subject to compliance with the applicable documents, the distribution licensee shall ensure that one hundred percent (100%) of applications for new net billing connections are processed, installed and commissioned within the time period specified in Schedule I to these Regulations.

No application for a new net billing connection shall be refused or rejected unless the applicant has first been informed in writing of the specific grounds for such proposed refusal or rejection and has been afforded a reasonable period of time, as may be considered adequate in the circumstances, to remedy, address, or otherwise respond to such grounds before a final decision is made.

(x) New Interconnection Applications:

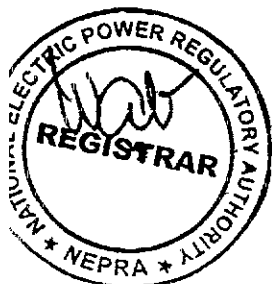
Subject to compliance with the applicable documents, all applications from generators, bulk power consumers, or captive generating plants, seeking connection to the distribution licensee's network in accordance with the Distribution Code or the Grid Code as the case may be, shall be finalised as per the timelines in the relevant applicable documents or connection agreements, as the case may be.

(xi) Transfer of Ownership and Conversion of Service:

Subject to compliance with the applicable documents, the distribution licensee shall ensure that one hundred per cent (100%) of the applications related to transfer of ownership and conversion of service shall be processed and finalised within the time period specified in Schedule I to these Regulations.

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

Subject to compliance with the applicable documents and clearance of right of way, where applicable, 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 applicable to the disposal of consumer complaints and applications not specifically provided under these Regulations shall, *mutatis mutandis*, be the same as those specified for streetlight complaints in Schedule I to these Regulations.

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

In the event of unplanned Long Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that the annual number of unplanned Long Duration Electric Power Supply Interruptions experienced by any consumer does not exceed the limits specified below: —

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

(d) Guaranteed Performance Standard (GPS) 4 – Duration of Unplanned Long Duration Electric Power Supply Interruptions:

In the event of unplanned Long Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that the aggregate annual duration of unplanned Long Duration Electric Power Supply Interruptions experienced by any consumer does not exceed the limits specified below: —

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:

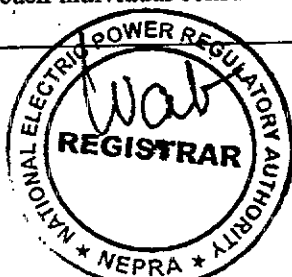
The aggregate duration of electric power supply interruptions for a consumer shall be computed by adding the duration of all electric power supply interruptions experienced by that consumer in a given year.

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

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

A distribution licensee shall ensure that the annual number of planned Long Duration Electric Power Supply Interruptions experienced by any consumer does not exceed the limits specified below: —

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



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

In the event of planned Long Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that the aggregate annual duration of electric power supply interruptions experienced by any consumer does not exceed the limits specified below: —

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 6)	36	64	80	96

Explanation:

The aggregate duration of a planned electric power supply interruption for a consumer shall be computed by adding the duration of all planned electric power supply interruptions experienced by that consumer during a given year. For each planned electric power supply interruption, the distribution licensee shall make reasonable efforts to ensure that the supply of electric power to consumers is not interrupted before 6:00 am and is restored by 5:00 pm, during the winter period, from the 16th of October to the 15th of April, and is not interrupted before 5:00 am and is restored by 6:00 pm, during the summer period, from the 16th of April to the 15th of October.

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

In the event of unscheduled or Unplanned Short Duration Electric Power Supply Interruptions, a distribution licensee shall ensure that the annual number of Unplanned Short Duration Electric Power Supply Interruptions experienced by any consumer does not exceed the limits specified below: —

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 applicable to individual consumers, the following Overall Performance Standards shall establish the performance indicators for assessing the reliability, service quality, safety and efficiency of distribution services that the distribution licensee provides to its consumers. These standards shall also provide the time required for redressal of applications by consumers or applicants, and principles and priorities of load shedding for the distribution licensees.

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

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-divisions 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 a five percent (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:

In the calculation of SAIFI under OPS 1, any electric power supply interruption on the distribution system of a distribution licensee caused by 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 (OPS) 2 – System Average Interruption Duration Index:

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-divisions 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 a ten percent (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 by 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 (OPS) 3 – Consumer Average Interruption Frequency Index:

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-divisions 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 a five percent (5%) reduction or any other benchmark as determined by the Authority over the mean value of five years' historical data of CAIFI.

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

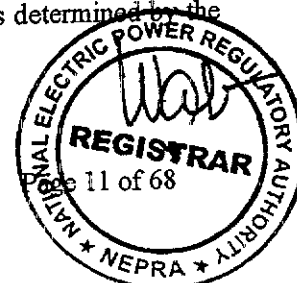
Explanation:

In the calculation of CAIFI under OPS 3, any Electric Power Supply Interruption on the distribution system of a distribution licensee caused by 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 (OPS) 4 – Consumer Average Interruption Duration Index:

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-divisions 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 a ten percent (10%) reduction or any other benchmark as determined by the Authority over the mean value of five years' historical data of CAIDI.

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

Explanation:

In the calculation of SAIFI under OPS 1, any electric power supply interruption on the distribution system of a distribution licensee caused by 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.

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

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-divisions 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 a ten percent (10%) reduction or any other benchmark as determined by the Authority over the mean value of five years' historical data of MAIFI.

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

Explanation:

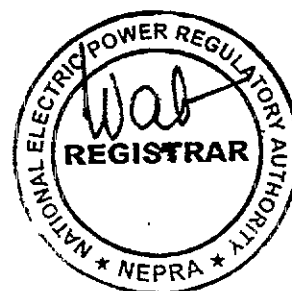
In the calculation of SAIFI under OPS 1, any electric power supply interruption on the distribution system of a distribution licensee caused by the outage of a transmission (220 kV and above) or generation facility or another licensee's (other than the distribution licensee) system facility (planned or unplanned interruption) shall not be accounted for.

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

(1) A distribution licensee shall supply electric power to at least ninety-five per cent (95%) of its consumers at voltages within $\pm 5\%$ of the nominal voltage under normal operating conditions.

(2) The following nominal voltages shall be used in 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 (OPS) 7 – Power Factor:

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

Without prejudice to the foregoing, a distribution licensee shall maintain the power factor for each monitored 11 kV feeder at not less than 0.90 lagging during at least ninety-five per cent (95%) of monitored intervals in each month or as provided in the Distribution Code. Where the feeder power factor remains below 0.90 lagging for more than five percent (5%) of intervals in any month or as provided in the Distribution Code, the distribution licensee shall take corrective measures within thirty (30) days and shall report the outcome in the next quarterly performance report.

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

(1) A distribution licensee shall maintain the frequency of its distribution system within the range of 50 ($\pm 1\%$) Hz or such other range as may be specified in the Distribution Code or the Grid Code.

(2) A distribution licensee shall ensure that the quality of electric power supplied to its consumers complies with the relevant international standard and other applicable documents pertaining to harmonic control in electric power systems.

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

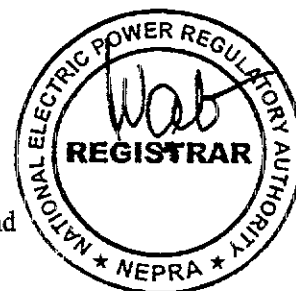
(1) A distribution licensee shall prepare and maintain plans and schedules for shedding up to thirty percent (30%) of its connected load at any time upon instructions of the system operator. Such plans and schedules shall consist of separate blocks of switchable load capable of being disconnected in turn upon instructions from the system operator. A distribution licensee shall provide copies of such plans and schedules to the system operator.

Provided that the distribution licensee shall, while preparing such plans and schedules, coordinate with suppliers, including supplier(s) of last resort and competitive suppliers.

(2) As per the provisions of the Grid Code, the system operator shall maintain an overview and where required, instruct each distribution licensee regarding the quantum of load to be disconnected and the time at which such disconnection shall take place. Such instructions shall be clear, unambiguous and consistent with the approved load shedding plans and schedules.

(3) When instructed by the system operator, a distribution licensee shall carry out load shedding in the following order of priority, 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 sub-regulation, a feeder shall be deemed to primarily serve a consumer category where more than fifty per cent (50%) of the connected load on that feeder is allocated to such consumer category.

(4) 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 sub-regulation (3) and shall ensure that:

- (a) load shedding is carried out on a rotational basis in discrete blocks within its area of supply; and
- (b) consumers falling within a consumer category outlined in sub-regulation (3) are treated equitably and in a non-discriminatory manner so that no particular consumer category is subjected to a disproportionate burden of load shedding.

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(j) Overall Performance Standard (OPS) 10 – Power Safety:

(1) A distribution licensee shall comply with the Power Safety Code at all times.

(2) The distribution licensee shall establish, implement, monitor, maintain, and periodically review a comprehensive construction, operation and maintenance manual in accordance with the applicable Distribution Code, local or national standards and specifications governing the equipment, hardware, materials, and components used in the design, construction, operation, maintenance, and modification of the distribution system. Where applicable local or national standards or specifications are unavailable, the equipment, hardware, materials, and components shall conform to the latest applicable editions of the relevant IEEE, IEC, ISO, ASTM, ANSI, NFPA, or other equivalent standards and specifications. Where a conflict exists between local or national and international standards, or where the former do not fully adequately address the relevant criteria or specifications, the distribution licensee shall adopt the more stringent requirement or the applicable international standard, supported by adequate technical justification. In particular, address 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.

(3) A distribution licensee shall ensure that its distribution facilities do not cause any leakage current or step potential beyond a level that can cause harm to human life, livestock or property. The distribution licensee shall prevent unauthorized access to live conductors or energized equipment and shall take all necessary measures to prevent equipment failures or other conditions that may result in leakage current or hazardous step potential capable of causing injury or death to its employees, contractor personnel, visitors, general public, or animals, or damage to the property of the distribution licensee or any other person.

(4) A distribution licensee shall identify all electrical installations, equipment, and circuits and shall provide adequate protection schemes against abnormal operating conditions, including overload, short circuits (phase-to-phase, phase-to-earth, phase-to-neutral, and three-phase faults), earth faults, overvoltage, undervoltage, loss of phase, leakage current, dangerous touch and step potentials, electric shock resulting from direct or indirect contact, broken or fallen conductors, conductors coming into contact with the ground, rocks, structures, trees, or other surfaces, and any other condition that may cause injury or death to human or livestock, damage to property, or adversely affect the integrity and reliability of the power system. Such protection schemes shall, as applicable, include overcurrent, earth fault, distance, differential, overvoltage, undervoltage, breaker failure, auto-reclosing, and other appropriate protective relays and devices, together with effective and permanent earthing/grounding of electrical installations, equipment, and associated infrastructure. The protection system shall be designed, coordinated, operated, and maintained to ensure safe isolation of faults under single-element failure, double-element failure, and stuck-breaker (breaker failure) conditions, as applicable.

(5) A distribution licensee shall provide a permanent and effective earthing (grounding) system for all metallic HT/LT poles, structures, towers, distribution transformers, structures/poles, substations, switchyards, and other electrical equipment and installations, as applicable, to safely dissipate fault currents,



lightning currents, leakage currents, and induced voltages to earth, and to maintain exposed conductive parts at a safe potential. The transformer neutral and metallic body (tank) shall each be connected to the earthing system in accordance with the approved design, applicable standards, and the manufacturer's instructions. Where the measured earth resistance of an HT/LT pole, structure, or tower exceeds five (5) ohms, appropriate corrective measures, including the installation of counterpoise earthing or other approved grounding enhancement methods, shall be implemented. The earthing resistance shall comply with the approved design, applicable standards, or the manufacturer's instructions. In the absence of such requirements, the maximum permissible earthing resistance shall not exceed 5 ohms for HT/LT poles, structures, and towers, two-and-a-half (2.5) ohms for distribution transformers, and two (2) ohms for grid stations, substations, and switchyard equipment. The distribution licensee shall periodically inspect, test, and maintain the earthing system to verify the integrity and continuity of the grounding path and to ensure effective protection against electric shock, touch and step potentials, and equipment damage.

(6) A distribution licensee shall implement suitable, necessary and appropriate working practices, as stipulated in the Distribution Code, the Power Safety Code and other applicable documents, to ensure the safety of its employees, contractors and members of the public. The distribution licensee shall also provide appropriate training to ensure familiarity and understanding of the applicable laws, 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.

(7) A distribution licensee shall plan and develop its sub-transmission system and distribution system so that they are capable of providing consumers with a safe, reliable and efficient supply of electric power as per the requirements and provisions of the Grid Code, the Distribution Code, the Power Safety Code, the Distribution Service Manual, these Regulations and all other applicable documents.

(8) When an accident is reported to the distribution licensee, or known through media, occurring at any of its sites, within its service territory, under its jurisdiction, or electrical accidents occurring inside consumer premises, the distribution licensee shall immediately report the accident to NEPRA Regional Office via email, phone, or message including email at hse@nepra.org.pk. The distribution licensee shall upload preliminary reports of work-related and public-related accidents to the NEPRA Data Exchange Portal within twenty-four (24) hours. The distribution licensee shall upload a soft copy of the final investigation/inquiry report at NEPRA Data Exchange Portal within thirty (30) working days from the date of the incident. If more than thirty (30) working days are required, the distribution licensee shall provide proper detailed justification with required days for completion of investigation/inquiry report to obtain NEPRA approval. The corrective and preventive actions shall be implemented one hundred per cent (100%) within the specified timelines. Failure to report or persistent failure to implement corrective and preventive actions shall attract fine under the Act and the NEPRA (Fine) Regulations, 2021.

(9) The distribution licensee shall ensure that every industrial consumer (B3 and above) undergoes a third-party HSE audit, in accordance with the , scope of the Distribution Service Manual, if applicable, and the Power Safety Code at least once every three (3) years to independently assess and verify the effectiveness, adequacy, and compliance of its Health, Safety, and Environment (HSE) Management System, identify potential risks and areas for improvement, and ensure the continual improvement of overall HSE performance in accordance with applicable laws, regulations, and industry best practices.

(10) 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.

(11) Where a distribution licensee fails to comply with this standard, resulting in a safety incident causing physical injury or loss of a human life, livestock, or property, the distribution licensee shall be liable to such fine and compensation as may be imposed by the Authority under the Act and other applicable documents, including payment of such compensation to the affected persons or their families as the Authority may determine from time to time.



(12) A distribution licensee shall comply with all reporting requirements specified in the Power Safety Code, in addition to these Regulations.

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

(1) A distribution licensee shall implement and complete its approved distribution investment programme under Section 32 of the Act and applicable documents as per the scope, cost, and timeline approved by the Authority.

(2) A distribution licensee shall submit in its quarterly and annual report, detailed progress with regard to scope, costs, and timelines of its network investment, expansion and rehabilitation plans pursuant to the approved distribution investment programme. The following shall be the key performance indicators:

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

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

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

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

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

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

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

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

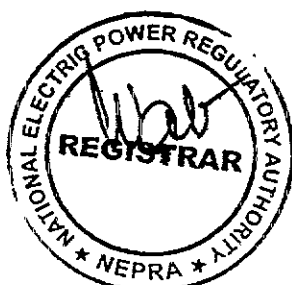
- (e) Schedule Compliance Index (SCI): The percentage of projects completed within the approved timeline out of the total number of projects scheduled for completion in the relevant period under the approved distribution investment programme.

$$SCI (\%) = \frac{\text{Projects Completed within Approved Timeline}}{\text{Total Scheduled Projects}} * 100$$

- (f) Reliability Improvement Index (RII): The percentage improvement in network reliability attributable to the approved investment programme, measured against the baseline reliability index.

$$RII (\%) = \left(\frac{\text{Baseline SAIDI} - \text{Current SAIDI}}{\text{Baseline SAIDI}} \right) * 100$$

the index may similarly be computed using SAIFI, where appropriate.



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- (g) Technical Loss Reduction Index (TLRI): The percentage reduction in technical losses achieved through network strengthening and other works undertaken under the approved investment programme.

$$\text{TLRI (\%)} = \left(\frac{\text{Baseline Technical Loss (\%)} - \text{Current Technical Loss (\%)}}{\text{Baseline Technical Loss (\%)}} \right) * 100$$

(3) The indicators specified at sub-clauses (e) to (g) are outcome-based indicators intended to establish a direct linkage between the approved investment programme and measurable improvements in network reliability, technical efficiency, power quality, network capacity and the quality of service provided to consumers. The baseline for each such indicator shall be the value reported for the financial year immediately preceding the commencement of the relevant approved investment programme, and the distribution licensee shall report each such indicator, together with the underlying data, in its quarterly and annual reports.

(I) Overall Performance Standard (OPS) 12 – Consumer Satisfaction Survey:

(1) A distribution licensee shall, on a six (6) monthly basis, conduct a Consumer Satisfaction Survey (CSS) across all sub-divisions within its service territory, and shall achieve a minimum overall Consumer Satisfaction Rate of not less than eighty per cent (80%) in each six (6) month period. The CSS shall be administered primarily through the electricity bill of each consumer and through supplementary digital channels, and results shall be measured, compiled and published at sub-division, division, circle and company level. QR codes and survey links shall be published for ease of consumers.

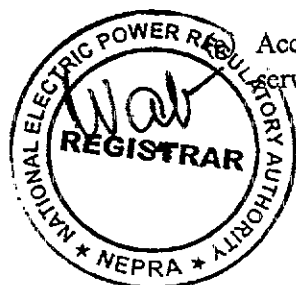
(2) The CSS shall be conducted once every six (6) months. The distribution licensee shall administer the survey through the following mandatory and supplementary channels:

- (a) Mandatory channel: the survey instrument shall be printed on, or enclosed with, the electricity bill of every consumer receiving a paper bill within the service territory;
- (b) Supplementary channel: the survey shall be made available electronically through the distribution licensee's Consumer Facilitation Application (CFA), official web-portal, and helpline for consumers registered on or accessing these platforms.
- (c) The bill-based channel shall remain the primary and mandatory channel for reaching all consumers. The distribution licensee shall also ensure that the survey instrument is available in paper form at every consumer complaint center/consumer service center and sub-divisional office. The distribution licensee shall print and distribute a sufficient number of survey forms to achieve the minimum response rate specified in sub-regulation (7).

(3) Survey Parameters and Questions — The CSS shall evaluate consumer satisfaction across the following service dimensions. Each dimension shall be rated by the consumer on a five-point scale, namely: 1 — Very Dissatisfied; 2 — Dissatisfied; 3 — Neutral; 4 — Satisfied; 5 — Very Satisfied:

- (a) Supply Reliability — frequency and duration of scheduled and unscheduled electric power outages experienced by the consumer during the six (6) months period;
- (b) Voltage and Power Quality — satisfaction with voltage stability, power quality, and frequency of fluctuations at the consumer's premises;
- (c) Complaint Redressal — speed, effectiveness and transparency in resolution of complaints registered with the distribution licensee, including time taken to respond and address complaints;
- (d) Staff Conduct and Responsiveness — the courtesy, professionalism and responsiveness of the distribution licensee's field and office staff during consumer interactions;

Accessibility of Consumer Services — ease of access to consumer complaint centers / consumer service centers, helplines, and digital platforms, including waiting time and availability of staff;



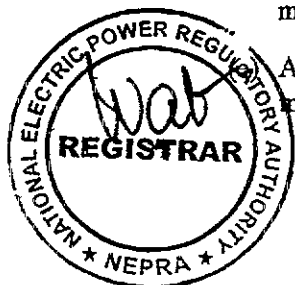
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- (f) Load Shedding Communication — timeliness, regularity and adequacy of advance notice provided for scheduled load shedding operations as well as Planned Electric Power Supply Interruptions in the consumer's area; and
- (g) Overall Satisfaction — the consumer's aggregate assessment of the quality of electricity and services provided by the distribution licensee during the relevant six (6) month period.
- (4) The survey instrument shall be prepared in both Urdu and, to the extent practicable, the regional language predominantly spoken within the service territory.
- (5) Consumer Satisfaction Rate — The Consumer Satisfaction Rate (CSR) for each reporting period and level shall be computed as follows:

$$\text{CSR (\%)} = \left(\frac{\text{Number of "Satisfied" (score 4) and "Very Satisfied" (score 5) responses}}{\text{Total valid responses received}} \right) * 100$$

- (a) The minimum CSR target at company level shall be not less than eighty per cent (80%) in each six (6) month period.
- (b) The minimum CSR target at circle and division level shall be not less than seventy-five per cent (75%) in each six (6) month period.
- (c) The minimum CSR target at sub-division level shall be not less than seventy per cent (70%) in each six (6) month period.
- (d) The Authority may, through directions, revise the thresholds specified in clauses (a) to (c) above. A minimum of responses equivalent to one percent (1%) of the total consumer base in each sub-division shall be required during every six (6)-month period for the sub-division-level CSR to be considered statistically reportable. The Authority through subsequent directions may revise the number of minimum responses. Sub-divisions falling below this minimum sample shall be reported separately as "Insufficient Data" and excluded from the CSR computation for that sub-division, without affecting the company-level CSR. However, the CSR result based on the valid responses actually received shall also be reported, and reasonable efforts shall be made to achieve the prescribed minimum number of valid responses in the subsequent reporting period.
- (6) Sub-Division-Level Measurement and Reporting — The CSS shall be designed and administered so that responses are disaggregated and compiled at sub-division level. The following obligations apply:
 - (a) The distribution licensee shall compile separate CSR results for each sub-division, division, circle and at company level, and shall maintain these results in a disaggregated database within the Consumer Facilitation Application (CFA) and its web-portal.
 - (b) The distribution licensee shall, in each six (6) monthly CSS Report, identify and list the ten (10) best-performing sub-divisions ranked by CSR.
 - (c) The distribution licensee shall, in each six (6) monthly CSS Report, identify and list the ten (10) worst-performing sub-divisions ranked by CSR, accompanied by root cause analysis for each and a time-bound corrective action plan specifying responsible officers, measures to be taken and target timelines.
 - (d) For all sub-divisions recording a CSR below sixty per cent (60%) in any six month period, the distribution licensee shall be required to submit, within thirty (30) days of the end of that six month period, an individual Sub-Division Improvement Plan to the Authority, detailing specific remedial measures.

A sub-division recording a CSR below sixty per cent (60%) in two (2) or more consecutive six (6) month periods shall be placed under Enhanced Monitoring. Enhanced Monitoring shall include



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quarterly site inspection by senior management of the distribution licensee and reports in this regard shall be compiled and shared with the Authority for information.

- (f) The distribution licensee shall maintain, at each sub-divisional office, consumer complaint center and consumer service center, a publicly displayed notice showing that sub-division's CSR for the immediately preceding six (6) month period.
- (7) Survey Integrity and Independence — The distribution licensee shall ensure the credibility and integrity of the CSS through the following measures:
 - (a) CSS responses shall be collected on an anonymous basis. The survey instrument shall not require the consumer to disclose any personal identifying information other than requiring consumer reference number printed on the electricity bill, which shall be used solely to identify the sub-division, division and circle for geographic disaggregation.
 - (b) The compilation and analysis of CSS responses shall be carried out by an internal department independent of the operational departments whose performance is being assessed. The distribution licensee shall designate a senior officer, not below the level of Chief Engineer or equivalent, as the officer responsible for the CSS.
 - (c) The Authority may, at its discretion, direct the distribution licensee to engage an independent third-party agency for the conduct, collection and/or compilation of the CSS in any six (6) month period or year, at the cost of the distribution licensee. The distribution licensee shall cooperate with any such agency for conduct of CSS within due timelines.
 - (d) The distribution licensee shall not, directly or indirectly, solicit, incentivize, influence or interfere with the responses of any consumer. Any substantiated complaint of interference, manipulation or misrepresentation of the CSS data may constitute non-compliance under the Act and applicable documents.
 - (e) The distribution licensee shall ensure a minimum response rate of five per cent (5%) of the total active consumer base at company level in each six (6) month period. Where this minimum response rate is not achieved, the CSS Report shall include reasons and the remedial measures to be taken in the following six (6) month period.
- (8) The distribution licensee shall submit the CSS Report to the Authority within thirty (30) days of the end of each six (6) month period, as an integral part of the relevant Performance Report to be submitted under Regulation 7 of these Regulations. The CSS Report shall be submitted at sub-division, division, circle and company level and shall contain, at minimum, the following information:
 - (a) total number of surveys distributed and valid responses received, disaggregated by sub-division, division, circle and company level;
 - (b) response rate by sub-division, division, circle and company level, with reasons where any level falls below the specified minimum;
 - (c) CSR (as computed under sub-regulation (5)) at sub-division, division, circle and company level, compared against the specified thresholds and the results of the immediately preceding six (6) month period;
 - (d) dimension-wise average scores for each of the seven (7) service parameters listed in sub-regulation (3) above, at sub-division, division, circle and company level;
 - (e) identification and listing of the ten (10) best performing and ten (10) worst-performing sub-divisions by CSR, with root cause analysis and time-bound corrective action plan for each worst performing sub-division;



- (f) status of corrective action plans directed by the Authority or submitted by the distribution licensee in respect of sub-divisions that were under Enhanced Monitoring in the preceding six (6) month period;
- (g) number of sub-divisions placed under Enhanced Monitoring and reasons therefor.
- (9) Publication and Transparency — The distribution licensee shall publish and disseminate CSS results in accordance with the following obligations:
 - (a) The distribution licensee shall publish CSS results at company, circle, division and sub-division level on its official website within thirty (30) days of the end of each six (6) month period. The published results shall present the CSR at each level, dimension-wise scores, and a summary of the best and worst-performing sub-divisions.
 - (b) The distribution licensee shall prominently display the sub-division-wise CSR results for the immediately preceding six (6) month period at each consumer complaint center, consumer service center and sub-divisional office, on a notice board accessible to the public, and shall update these displays within thirty (30) days of the end of each six (6) month period.
 - (c) The distribution licensee shall include, in the electricity bill issued to each consumer in the six (6) month period immediately following the survey, a brief summary of the CSS results for that consumer's sub-division, including the sub-division CSR and the two (2) areas where consumers expressed the greatest satisfaction and dissatisfaction. This bill-insert closes the feedback loop and informs consumers of the outcome of their participation.
 - (d) The Authority may, at its discretion, publish sub-division-level comparative data, rankings and trend analyses on the NEPRA website as well as in its reports to promote transparency, accountability and service quality.
- (10) Non-Compliance — Non-compliance with this Performance Standard shall attract the following consequences:
 - (a) Failure to conduct the CSS in any six (6) month period, or failure to submit the CSS Report to the Authority within the thirty (30) days, shall constitute a non-compliance event and may attract fine under the Act and the NEPRA (Fine) Regulations, 2021.
 - (b) Failure to achieve the minimum CSR at company level for two (2) consecutive six (6) month periods shall require the distribution licensee to submit a comprehensive Company Level Improvement Plan to the Authority within thirty (30) days of the end of the second six (6) month period.
 - (c) Persistent failure to achieve the minimum CSR at company level for three (3) or more consecutive six (6) month periods may trigger a formal investigation by the Authority, which may result in proceedings including imposition of fine and/or direction to implement a time-bound Corrective Action Plan.
 - (d) Failure to publish CSS results within the specified timelines, or failure to display results at consumer complaint center, consumer service centers and sub-divisional offices as required, shall constitute a separate non-compliance event and may attract proceedings under the applicable documents.
 - (e) Misreporting, manipulation or falsification of CSS data or responses, if established after investigation by the Authority, shall be treated as deliberate non-compliance and may attract fine under the Act, in addition to other consequences the Authority may impose.

The Authority may take into account a distribution licensee's CSS record, including the trend of CSR over time and the number of sub-divisions under Enhanced Monitoring, as a factor in licence



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renewal proceedings and in the determination of performance-based incentives and penalties under the applicable documents, where applicable.

(m) Overall Performance Standard (OPS) 13 – Advanced Metering Infrastructure Performance:

(1) A distribution licensee that has deployed Advanced Metering Infrastructure (AMI) shall meet the performance standards specified in this Standard and shall report compliance in accordance with Schedule VII to these Regulations.

- (a) AMI Communication Reliability — the distribution licensee shall ensure that not less than ninety-eight percent (98%) of active AMI meters successfully transmit validated billing data to the meter data management system within twenty-four (24) hours of the close of the reporting period. Meters under documented maintenance or replacement and meters affected by documented force-majeure or telecommunications-provider outage shall be excluded from the calculation.
- (b) AMI Data Availability for Industrial / CPP Consumers — in respect of Industrial Consumers and CPP consumers, the distribution licensee shall maintain validated interval data availability at thirty-minute intervals at not less than ninety-eight percent (98%) at all times.

(n) Overall Performance Standard (OPS) 14 – DER Integration and Hosting Capacity:

(1) A distribution licensee shall not entertain any application for a distributed generation facility if the distributed generation capacity connected to a particular distribution transformer has reached 80% of its rated capacity or as specified in the NEPRA (Prosumer) Regulations, 2026.

(2) A distribution licensee shall publish, on its official website, the Hosting Capacity limits at distribution transformers within seven (7) days of the end of each quarter. The compliance ratio target shall be one hundred per cent (100%) and reported to the Authority on a quarterly basis.

(o) Overall Performance Standard (OPS) 15 – Electric Vehicle Charging Station Compliance:

A distribution licensee shall ensure one hundred per cent (100%) compliance with the provisions of the Distribution Service Manual relating to public Electric Vehicle Charging Stations (EVCS). Any violation shall be investigated, corrective measures enforced, and compliance reported to the Authority annually as per Schedule VII.

(p) Overall Performance Standard (OPS) 16 – Security of Information and Operational Technology:

(1) Every distribution licensee shall establish, implement, maintain and periodically update a security framework covering all Information and Operational Technology (IT/OT), cyber security, digital infrastructure and critical information systems.

(2) The distribution licensee shall comply with the NEPRA (Security of Information Technology and Operational Technology) Regulations, 2022, and all applicable cybersecurity laws, regulations, policies, standards, advisories and directions issued by the Government of Pakistan, NCERT and other competent authorities, including requirements applicable to Critical Information Infrastructure (CII) and Critical Information Infrastructure Organizations (CIIOs).

(3) The distribution licensee shall ensure that hundred percent (100%) of critical cyber assets and information systems, including AMI, Smart Grid, SCADA, ADMS, DER, BESS and EV charging infrastructure, are identified, classified, inventoried and protected in accordance with applicable cybersecurity requirements.

(4) The distribution licensee shall ensure that hundred percent (100%) of critical technology procurement and supply chains, including AMI, Smart Grid, OT, software, firmware and third-party services, comply with applicable cybersecurity and supply-chain security requirements, including software/firmware integrity and software bill of material (SBOM) requirements, where applicable.

The distribution licensee shall ensure that hundred percent (100%) of privileged, remote and third-



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party access to critical IT and OT systems is appropriately authenticated, authorized, monitored and logged, with multi-factor authentication where applicable.

(6) The distribution licensee shall maintain effective cybersecurity monitoring, vulnerability management, incident response, business continuity, disaster recovery and cyber recovery capabilities and shall periodically test such capabilities.

(7) The distribution licensee shall promptly report cyber security incidents to the Authority and relevant competent authorities as prescribed, and shall separately measure and report the impact of cyber security incidents on distribution reliability, including cyber-induced SAIDI, SAIFI, customer interruptions and restoration time.

PART IV

PERFORMANCE REPORTING AND CUSTOMER FACILITATION

5. Establishment and Maintenance of Consumer Service Center.— (1) A distribution licensee within each sub-division, division, circle, and at company level shall establish and maintain efficiently one or more consumer complaint centers and/or customer service centers, as the case may be, for the registration and redressal of applications and complaints of its consumers or applicants and, such consumer complaint/customer service centers 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 centers/ customer service centers, 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 centers/ customer service centers, inform the particulars such as the address and the consumer care number or helpline number, as the case may be, by publishing the same on the electricity bills issued to consumers and on 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 an electronic data base to record complaints received at the consumer complaint center/customer service center.

(6) In the case of a complaint lodged directly by a person to any official of any sub-division of distribution licensee, the same shall immediately be passed on to the consumer complaint center/customer service center 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 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 or updated to align with Schedule V requirements, if already functional, within twelve (12) months of the notification of these Regulations. Failure to comply with the given timeline shall be deemed non-compliance with these performance standards.

(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 the 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 (in interruption);
- (c) the time at which the service is restored, allowing for staged 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, download, export and take snapshots of the consolidated reports generated on different timeframes, in XLS or any other open data format, for monitoring, evaluation and subsequent analysis purposes.

7. Performance Reports. — (1) A distribution licensee shall submit to the Authority

- (a) a quarterly performance report, on or before the fifteenth (15th) day of the month after the relevant quarter report for the information and update purpose, and
- (b) an annual performance report, on or before the last day of the first month of each year for the assessment and evaluation of its 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 the format provided in Schedule III shall be submitted annually at the company level (except Form 15 (OPS 11) where both quarterly and annual reporting is required), whereas the performance reports as per forms provided in Schedule IV shall be submitted quarterly at the company level. The performance reports shall also include the distribution licensee's performance improvement plan and, at a minimum, the following information:

- (a) the status of compliance with each performance standard and performance indicator as provided in regulations 3 and 4;
- (b) the reasons for any poor performance against standards including identification of responsible officers/officials and the disciplinary action taken against those responsible for poor performance;
- (c) the worst served consumers and the worst performing sub-divisions;
- (d) plans to improve the reported poor performance areas related to geography, investment plans or organisational change;
- (e) the expected performance improvements as a result of any investment;
- (f) losses data;
- (g) the number and type of applications and complaints received from applicants and consumers during the respective period and the action taken thereon and the time taken by the distribution licensee to resolve the same:



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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; and

(h) any other data as required or directed by the Authority from time to time

(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 specified in these Regulations or as may be required by the Authority from time to time.

(5) In addition to the reports specified in sub-regulation (3), a distribution licensee shall submit: (a) the AMI Performance Report in the form set out in Schedule VII (Part A), quarterly; (b) the DER and Hosting Capacity Compliance Report in the form set out in Schedule VII (Part B), quarterly; (c) the EVCS Compliance Report in the form set out in Schedule VII (Part B), annually; (d) IT/OT reporting as per the timelines specified in Schedule VII (Part C); and (e) the Distribution Performance Scorecard in the form set out in Schedule VIII (Form 1), quarterly, at Sub-Division, Division, Circle and Company Level.

(6) The Authority may establish, under the applicable Multi-Year Tariff (MYT) framework, a performance-based incentive mechanism to encourage continuous improvement in the operational, technical and customer service performance of distribution licensees. The incentives or disincentives shall not prejudice any enforcement action, compensation, penalty or other regulatory measure available to the Authority under the Act, these Regulations or any other applicable documents.

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

(2) The Authority may, in accordance with section 27A of the Act, appoint its officers, or other professionals, to investigate and verify the data, records, and information submitted by a distribution licensee under these Regulations.

(3) The Authority may, at any time, authorise an independent third-party to conduct a survey or assessment of the performance of the distribution licensee.

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

(5) The Authority may require the distribution licensee to undertake an independent third-party 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.

(6) In respect of the AMI, Safety and DER performance indicators specified by these Regulations, the Authority may direct that the underlying data be made available, in machine-readable form, from the head end system, meter data management system, SCADA and other operational systems, for the purpose of independent verification.

PART V

MISCELLANEOUS

9. Minimum obligations. — These Regulations shall set minimum performance standards with which every distribution licensee shall comply. Nothing in these Regulations shall preclude a distribution licensee from adopting additional measures as deemed appropriate in the interest of improving distribution services.



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10. **Force Majeure.** — (1) No fines shall be imposed under these Regulations for non-compliance with Guaranteed Performance Standards, where such non-compliance results from a Force Majeure event, provided that:

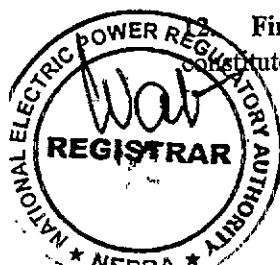
- (a) the licensee has taken reasonable steps to minimize the impact of Force Majeure; or
 - (b) the Authority has, upon a request by the distribution licensee, granted an exemption from the application of one or more provisions of these Regulations for a specified event and a defined period.
- (2) The distribution licensee shall notify the Authority of the occurrence of a Force Majeure event within seven (7) days of its occurrence and within fifteen (15) working days thereafter, submit a detailed exemption request supported by verifiable evidence and a remedial plan with clearly defined timelines for resolution.
- (3) Failure to notify and submit a detailed report within the stipulated period in sub-regulation (2) shall render the claim inadmissible unless the licensee demonstrates reasonable cause for the delay to the satisfaction of the Authority.
- (4) Where a distribution licensee fails to notify the Authority of a Force Majeure event within the period prescribed in sub-regulation (2), or fails to submit the required exemption request and remedial plan within the stipulated timeline, without demonstrating reasonable cause under sub-regulation (3), such failure shall, independent of the inadmissibility of the exemption claim, constitute a separate contravention of these Regulations and shall render the licensee liable to a fine under the NEPRA (Fine) Regulations, 2021.

Provided that the Authority may, for reasons to be recorded in writing, waive or reduce the fine imposed under this sub-regulation where it is satisfied that the severity of the underlying Force Majeure event itself materially contributed to the delay in notification or reporting.

- (5) The Authority shall, within thirty (30) working days of receipt of the complete submission, determine whether the event qualifies as a Force Majeure event. Pending this determination, the distribution licensee's underlying obligation to comply with the Guaranteed Performance Standard shall continue.
- (6) 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 but not later than seven (7) days of such an occurrence.
- (7) An exemption under this Regulation may extend to Overall Performance Standards only in extreme, peculiar, or unusual circumstances, and only subject to prior approval of the Authority.
- (8) Every claim under this Regulation shall be subject to verification by the Authority. Any misuse or misrepresentation may result in regulatory action, including but not limited to the denial of exemption, imposition of penalties, or initiation of proceedings to ensure accountability and preserve the integrity of the regulatory framework.
- (9) The licensee shall submit a detailed Remedial Plan addressing the following: i. Immediate actions taken during the event; ii. Mitigation measures to prevent future occurrences; iii. A timeline for implementation and recovery.

11. **Issuance of directions.** — In order to give effect to the provisions of these Regulations, the Authority may, from time to time, issue such directions, guidelines or instructions to a distribution licensee as it may consider necessary, in the manner and procedure specified by the Authority through NEPRA Licensing (Distribution) Regulations, 2022 and any other applicable documents. Every distribution licensee shall comply with such directions, guidelines, or instructions.

Fine for non-compliance. — (1) Non-compliance with any provision of these Regulations shall constitute a violation and shall render the distribution licensee liable to the imposition of a fine.



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(2) The Authority may impose a fine under the Act, the NEPRA (Fine) Regulations, 2021 and any other applicable documents, in addition to recovery of any associated costs, charges, compensation, or other amounts payable under these Regulations.

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, consumer, Industrial Consumer, or CPP, 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, consumer, Industrial Consumer, or CPP, as the case may be, as provided under sub-regulation (1), shall be governed in accordance with the provisions set forth in the Distribution Service Manual.

(4) Any compensation, fine or penalty, paid by a distribution licensee on account of non-compliance with these performance standards shall not be claimed, recovered or allowed through tariff, and shall be borne by the concerned distribution licensee from its allowed return.

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 establish and maintain complaint-handling mechanisms to provide consumers, electric power suppliers, other licensees and generation companies with expeditious, fair, transparent, inexpensive, accessible, speedy and effective resolution of complaints and disputes.

(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-regulation (2), in accordance with the NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015, as amended or replaced from time to time.

16. Right of interpretation. — The Authority shall have the right of interpretation of these Regulations. Where any question, ambiguity, or dispute arises regarding the interpretation of these Regulations, including any sub-regulations, Schedules, Forms or any particular provisions thereof, a distribution licensee shall seek an interpretation from the Authority. The Authority shall consider the interpretation request and issue its interpretation within one (1) month of receipt of the request. Any interpretation issued by the Authority on that particular provision(s) of these Regulations shall be final and binding on the distribution licensee.

17. Dedicated Desks for Commercial and Industrial Consumers. — Every distribution licensee shall establish dedicated complaint resolution desks at each center for commercial and Industrial Consumers.

18. Glossary of Standards. — The Glossary of Performance Standards in these Regulations is set out in Schedule VI.



(Wasim Anwar Bhinder)
Registrar

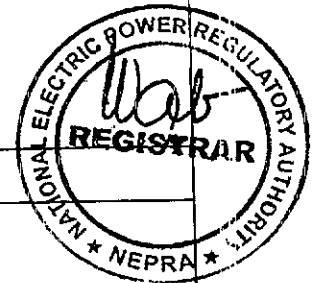
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SCHEDULE I (See Regulations 3 and 13)

GUARANTEED PERFORMANCE STANDARDS AND COMPENSATION IN CASE OF DEFAULT (GPS 1 TO GPS 4 AND OPS 9)

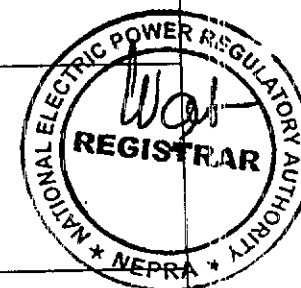
Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number of applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer (if the event affects a group of consumers)
1.	Normal Fuse-off (GPS 1)					
	(a) Urban Consumers	Within 4 hours			PKR 50 / day	PKR 50 / day
	(b) Rural Consumers	Within 8 hours				
2.	Line or Cable Breakdowns (GPS 1)					
	(a) Urban Consumers	Within 2 hours where alternate supply is available, Within 6 hours where alternate supply is not available			PKR 50 / day	PKR 50 / day
	(b) Rural Consumers	Within 4 hours where alternate supply is available, Within 12 hours where alternate supply is not available				
3.	Distribution Transformer or Switchgear 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





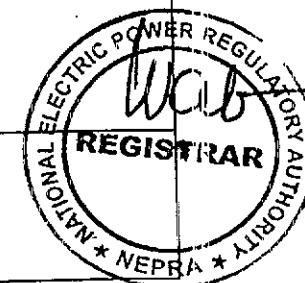
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Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number of applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer (if the event affects a group of consumers)
-	(b). Rural Consumers	Within 14 hours				
5.	Voltage Fluctuations and Variations (GPS 2)					
	(a). No reinforcement of network involved	Within 24 hours			Not Applicable	Not Applicable
	(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
6.	Defective Meters/Metering Installation including AMI (GPS 2)					
	(a). Inspection of defective meter/metering installation such as slow/fast/creeping, stuck-up and burnt meters	as per DSM			PKR 50 / day	Not Applicable
	(b). Replacement of defective meters/ metering installation if cause attributable to Licensee	as per DSM			PKR 100 / day	Not Applicable
	(c). Replacement of defective meter/ metering installation, if cause attributable to consumer	i. Issuance of Demand notice by Licensee to deposit cost for meter within three (3) days; ii. Replacement on payment within seven (7) days.			PKR 50 / day PKR 100 / day	Not Applicable
7.	Reconnection of supply following disconnection due to non-payment of bills (GPS 2)					
	(a). Urban Consumers	(i). Same day on which payment was realized			PKR 50 / day	Not applicable



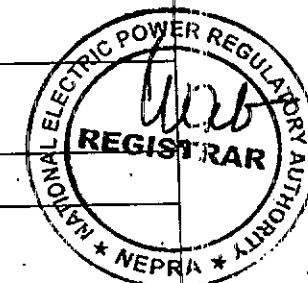
Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number of applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer (if the event affects a group of consumers)
	(i). For 400 volts or below	(ii). three (3) days for reconnection within one (1) year; seven (7) days for reconnection above one (1) year				
	(ii). For 11 kV and above					
	(b). Rural Consumers	(i). The next day on which payment was realized; (ii). three (3) days for reconnection within one (1) year; seven (7) days for reconnection above one (1) year				
	(i). For 400 volts or below (ii). For 11 kV and above					
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





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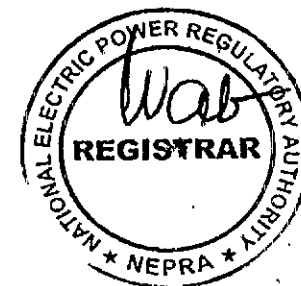
Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number of applications and complaints received in reporting period	Total number of applications and complaints not addressed within specified timelines	Compensation payable in case of default	
					Compensation payable to applicant or complainant	Compensation payable to each consumer (if the event affects a group of consumers)
	(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 types of loads	Within 496 days 45/451			PKR 1000 / day	Not applicable
	New Net Billing Connection (GPS 2)					
9.	All areas of service	As per the NEPRA (Prosumer) Regulations, 2026			PKR 200 / day	Not applicable
10.	Change of Title/Name, Ownership and Conversion of Service (GPS 2)					
	(a). Change of title/name	As per DSM			PKR 50 / day	Not Applicable
	(b). Change of Tariff Category	As per DSM				
	(c). Reduction of load	As per DSM			PKR 50/day	Not Applicable
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	Within 20 days			PKR 100/ day	Not Applicable



Sr. No.	Performance Standard	Timelines for application or complaint redressal	Total number of 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 a group of consumers)
	cables					
	(c). Pole, structure	Within 30 days			PKR 100 / day	Not Applicable
	(d). Transformer	Within 30 days			PKR 100/ day	Not Applicable
	(e). If additional information is required	Within 3 working days of receipt of complaint			Not Applicable	Not Applicable

COMPENSATION/PENALTY TO BE PAID TO INDUSTRIAL CONSUMERS BY DISTRIBUTION LICENSEE CONNECTED VIA DEDICATED FEEDERS AND DEDICATED GRID INFRASTRUCTURE OR AS DIRECTED BY THE AUTHORITY

Performance Standard	Prescribed Limit	Compensation
Unplanned Supply Interruptions (GPS 1, GPS 3, GPS 4)	44 Hrs (11 kV), 26 Hrs (132 kV) annually	PKR 50,000/Hr of Outage beyond restoration limits
Voltage/Frequency fluctuations	$\pm 5\%$ for voltage and $\pm 1\%$ for frequency	PKR 10,000 per event
Violation of Load Shedding Priority (OPS 9)	As prescribed in OPS 9	PKR 100,000 per violation
Failure to report or Misreport Reliability Data for Independent Feeders	SAIFI, SAIDI and GPS 1 indicators for Industrial Independent feeders	PKR 250,000 per quarter for failure to submit/Publish accurate data



SCHEDULE II (See Regulation 6)

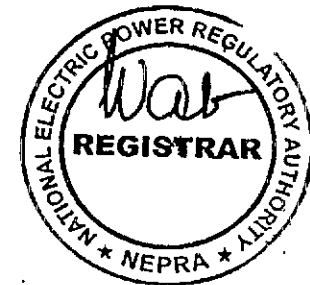
REGISTRATION OF COMPLAINTS IN CFA AND MAINTAINED AT SUB-DIVISION LEVEL

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.

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SCHEDULE III (See Regulation 7)

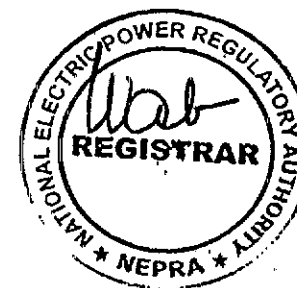
FORM 1

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 timelines	Restored beyond specified timeline	Restored within specified timelines	Restored beyond specified timelines
132 kV					
66 kV					
33 kV					
11 kV					
400/230 V					

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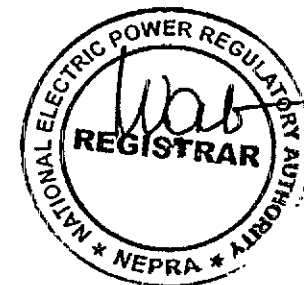


FORM 2

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					

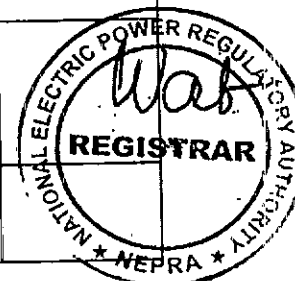


FORM 3

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	Total number of rejected applications	Time limit for provision of connection (PCC) 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 33 kV and load above 500 kW but not exceeding 7500 kW	30					76			
(e). at 66 kV and above for all types of loads	45					451			



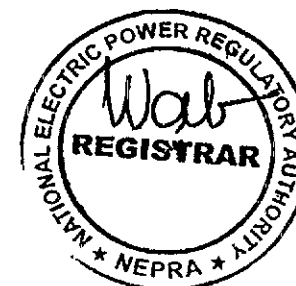
FORM 4

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	

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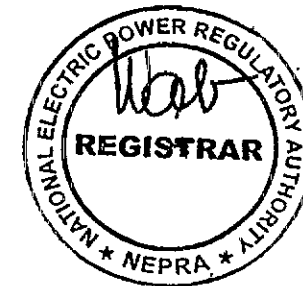
FORM 5

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	

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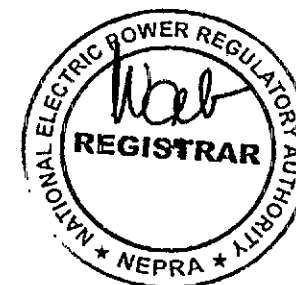
FORM 6

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	

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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 NGC) 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 minutes.

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FORM 8

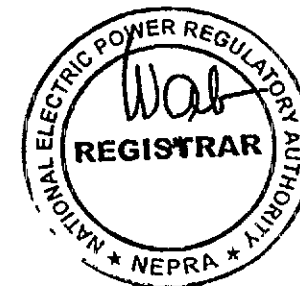
ANNUAL PERFORMANCE REPORT

CAIFI and CAIDI (OPS 3 and OPS 4)

Consumer Supply Voltage	Total number of consumer interruptions in a given year	Total number of consumers who had at least one interruption	CAIFI (OPS 3) (4)=(3)/(2)	CAIDI (OPS 4) SAIDI/SAIFI
(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 NGC) or another licensee's system.

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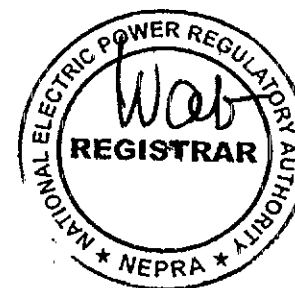
FORM 9

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 NGC) or another licensee's system.



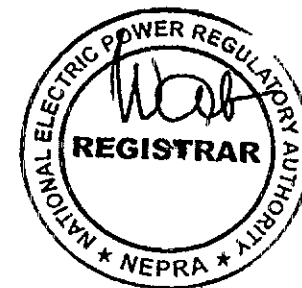
FORM 10

ANNUAL PERFORMANCE REPORT

NOMINAL VOLTAGE (OPS 6)

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

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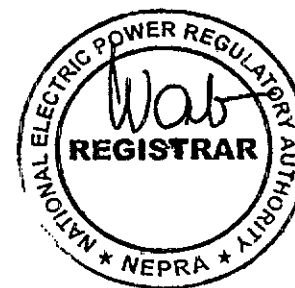
FORM 11

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				

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FORM 12

ANNUAL PERFORMANCE REPORT

FREQUENCY (OPS 8)

Consumer Frequency	Permitted frequency deviations	Number of consumers who complained for frequency levels to be checked	Number of consumers whose frequency deviation complaint was addressed
50 Hertz	+/- 1%		

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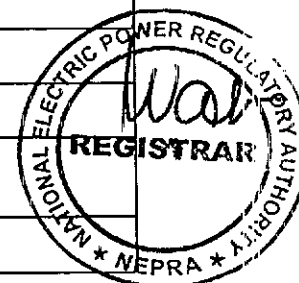


FORM 13

ANNUAL PERFORMANCE REPORT

PRINCIPLES & PRIORITIES 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 educational institutes 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). Number of consumers and load size (MW) affected in each priority group; (f). Measures taken to prevent recurrence (if applicable)

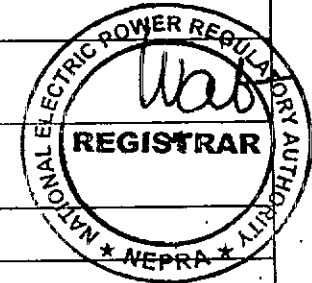
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FORM 14

ANNUAL PERFORMANCE REPORT

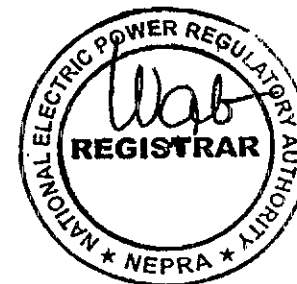
POWER SAFETY (OPS 10)

Sr. No.	Classification / Type	Total Accident	Total Fatality
1.	General Public		
2.	Employee		
3.	Contractor		
Sr. No.	Classification / Type	Total Accident	Total Injury/ Illness
4.	General Public (Non-Fatal)		
5.	Lost Time Injury or occupational Illness of Employee		
6.	Lost Time Injury or occupational Illness of Contractor		
7.	Restricted Duty Injury or occupational Illness of Employee		
8.	Restricted Duty Injury or occupational Illness of Contractor		
9.	Medical Treatment Injury or occupational Illness of Employee		
10.	Medical Treatment Injury or occupational Illness of Contractor		
11.	First Aid Injury or occupational Illness of Employee.		
12.	First Aid Injury or occupational Illness of Contractor		
Sr. No.	Classification / Type	Total Accident	
13.	Fire Incident at company property.		
14.	Property damage Incident of company.		



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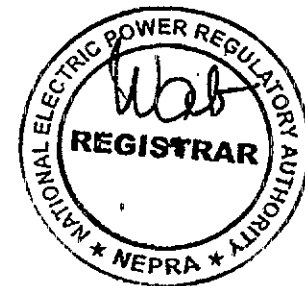
15.	Crane/Heavy Equipment Incident related to company.	
16.	Major Occupational Health Violation related to company Workplace Ventilation/Temperature, Drinking Water, Noise, Illumination, Heat Stress, etc.	



FORM 15

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

Remedial Action Taken to address delays including action taken against responsible persons					
Responsible departments and officers for the delay, if any					
Current Status of Project Progress		Financial Progress (Investment Utilization Rate (IUR))			
		Actual			
		Given			
Physical Progress (Schedule Variance (SV))					
Reliability Improvement Index (RII)					
Technical Loss Reduction Index (TLRI)					
Schedule Compliance Index (SCI)					
Cost Overrun (in Mln rupees) and Percentage					
Project Cost Utilized by Licensee (Mln)					
Project Actual Cost Approved by NEPRA (Mln)					
Time Over Run Percentage (TOP)					
Time Over Run (in days) and percentage					
Project's Schedule		Completion date		Actual	
		Approved			
Start date		Actual			
		Approved			
Project Scope Details					
Whether the Project has been included in the approved Scope (Y/N)					
Name of Project					
Head					
Fiscal Year					
S.No.		1	2	3	



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/Office 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 a 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;

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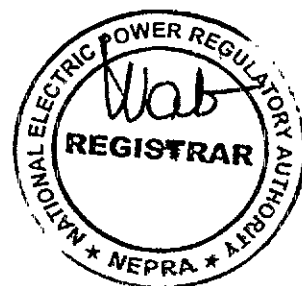
FORM 2

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.						

✓ + A Men



FORM 3

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.						

Q. 7 A Men



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FORM 4

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

D. + A Wse



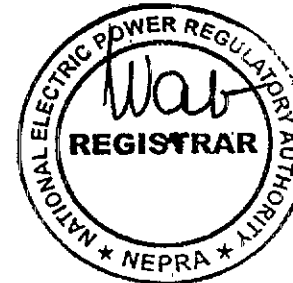
FORM 5

QUARTERLY PERFORMANCE REPORT (SUB-DIVISION LEVEL)

SEGREGATED INTO MONTHLY STATUS OF NET BILLING CONNECTIONS

Month	No. of Net Billing Applications under process by the end of previous month	No. of New Net Billing Applications received during the reported month	No. of Net Billing Connections Cancelled/Rejected during the reported month	No. of Net Billing Connections provided/installed during the reported month	Total No. of Net Billing Applications pending at the closing of the reported month	Total Generation Capacity (kW) of pending applications	Pendency Timeframe				Remarks
							Up to two (2) months	Up to three (3) months	Up to six (6) months	Above six (6) months	

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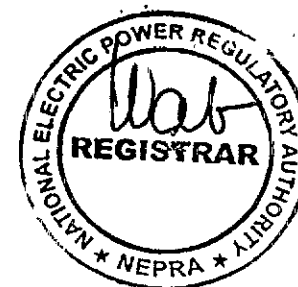
FORM 6

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

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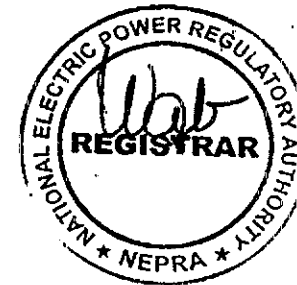


SCHEDULE V (See Regulation 6)

FORM 1

MINIMUM FEATURES OF 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 Billing 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) Auto escalation of complaints to higher management in case complaint is not resolved within specified timelines;
 - m) Register complaint and view status
 - n) View previous bills and payment history
 - o) View consumption trends/units consumed of last 12 months
 - p) Update your mobile and email to get bill intimation through SMS or online applications.
 - q) Tips on safety and energy conservation
 - r) View Schedule of Planned Maintenance in distribution licensee service territory
 - s) Report and View Status of load management timings
 - t) Live update outages of supply occurred due to fault along with specified resolution time



u) 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 up to 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 will be made;
- 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 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 complaints, timely processing of new connection applications, least-rejected no. of new connection applications and highest recovery)
- i) Option to filter out worst performing sub-divisions (with the greatest number of unresolved complaints, lowest number of timely provision of pending connections, highest number of rejection of new connection applications, and least-recovery)

3. For Security and Data Protection:

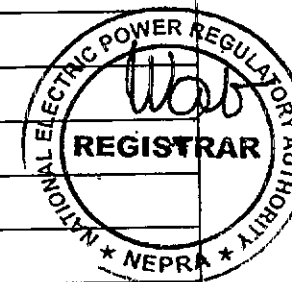
- a) Multi-factor authentication for login and for any transaction involving payment, or a change of registered mobile number or email address, tariff, name or load.
- b) Encryption of personal and payment data in transit and at rest, in accordance with regulation 5(2)(i) of the NEPRA (Security of Information Technology and Operational Technology) Regulations, 2022.
- c) Session timeout and re-authentication before any privileged transaction.
- d) Role-based access for personnel of the distribution licensee on the least-privilege principle, reviewed at least quarterly.
- e) An audit trail of every access to consumer data and every change in the status of an application or complaint, identifying the user and the time, retained for five years.
- f) A published channel for reporting a cyber security incident, suspected information-security issue or data breach, together with a helpdesk contact.
- g) Documented data-retention and data-disposal procedures.
- h) A security assessment, including vulnerability assessment and penetration testing, completed before go-live and repeated after every major release and at least annually.
- i) No production consumer data to be used in any development or test environment.



SCHEDULE VI (See Regulation 18)

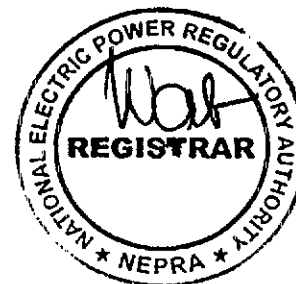
GLOSSARY OF STANDARDS

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 7	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 Standard 10	Power Safety
OPS 11	Overall Performance Standard 11	Distribution Investment Programme
OPS 12	Overall Performance Standard 12	Consumer Satisfaction Survey
OPS 13	Overall Performance Standard 13	Advanced Metering Infrastructure Performance



OPS 14	Overall Performance Standard 14	DER Integration and Hosting Capacity
OPS 15	Overall Performance Standard 15	Electric Vehicle Charging Station Compliance
OPS 16	Overall Performance Standard 16	Security of Information and Operational Technology (IT/OT)

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SCHEDULE VII (See Regulations 4 and 7 OPS 13, OPS 14, OPS 15 and OPS 16)

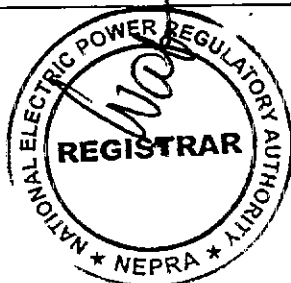
AMI, DER, HOSTING CAPACITY AND EV CHARGING PERFORMANCE REPORTING AND CYBERSECURITY

Part A — AMI Performance (OPS 13). The distribution licensee shall report the following indicators quarterly (with monthly granularity where indicated):

Sr.	KPI	Target	Frequency	Source
1	Daily AMI Communication Reliability — % active meters delivering validated billing data within 24 hrs	≥ 98%	Monthly	HES / MDMS
2	Industrial / CPP Interval Data Availability (30-min intervals)	≥ 98%	Monthly	MDMS
3	Feeder Billing Accuracy Variance	≤ ± 0.5%	Per billing cycle	MDMS / Billing
4	DT Metering Accuracy Variance	≤ ± 1.0%	Per billing cycle	MDMS
5	Validated billing data share	≥ 98%	Per billing cycle	MDMS
6	Manual Billing Share of AMI base	≤ 2%	Per billing cycle	MDMS / Billing
7	Billing Error Correction Rate	≤ 0.2% per month	Monthly	Billing
8	Tamper / Event Capture Accuracy	≥ 99%	Annual audit	MDMS / 3rd-party
9	AMI Alarm Closure Rate	100% within timelines of GPS	Quarterly	HES / MDMS
10	Critical Event Reporting Latency (95th percentile)	Y1: ≤ 120 min; Y2: ≤ 60 min; Y3+: ≤ 30 min	Monthly	MDMS
11	Critical Event Notification Success Rate	≥ 99.9%	Monthly	MDMS
12	Annual AMI Defect Rate	≤ 2%	Annual	Metering inventory / MDMS
13	Unauthorized or unauthenticated remote disconnection or reconnection commands executed	Zero	Quarterly	HES/MDMS Audit Logs

Part B — DER, Hosting Capacity and EV Charging (OPS 14 and OPS 15):

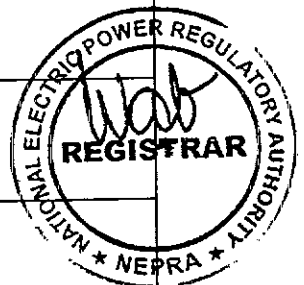
Sr.	KPI	Target	Frequency
1	HCA-Compliance of new DER approvals	100% (from HCA operational)	Quarterly
2	EV Charging Station DSM Compliance Rate	100%	Annual



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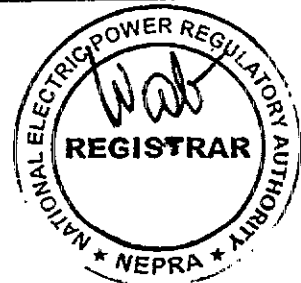
Part C --- OPS 16. The distribution licensee shall report the following indicators at the frequency indicated:

Sr.	Target / Performance Standard	Reporting Frequency
A — Governance and Asset Protection		
1	100% of required IT, OT, AMI, Smart Grid, EV and DER systems covered by an approved cybersecurity governance framework	Annual
2	100% of Critical Cyber Assets identified, classified and inventoried	Quarterly
3	100% of sensitive and critical data encrypted in transit and at rest	Annual
4	100% of privileged and critical accounts protected by MFA (where technically applicable) and recertified at least quarterly	Quarterly
B — AMI and OT Security		
5	100% of AMI systems and smart meters compliant with approved cybersecurity requirements, using unique device identity and approved authentication mechanisms	Quarterly
6	100% of firmware updates digitally signed and cryptographically verified before deployment	Quarterly
7	100% of remote-control commands to AMI, OT, switching, EV and DER systems authenticated, authorized, monitored and logged	Quarterly
8	100% of Critical OT environments (SCADA, ADMS, DERMS) compliant with the approved network segmentation architecture and continuously monitored	Quarterly
9	100% of Critical Cyber Assets generating and retaining the required security logs	Quarterly
C — Supply Chain and Third-Party Access		
10	100% of Critical Suppliers assessed before onboarding and periodically reassessed for cybersecurity risk	Annual
11	100% of critical software and firmware supported by a current SBOM (where applicable), obtained from authorized sources and integrity-verified	Quarterly
12	100% of vendor and third-party remote access protected by MFA, authorization, monitoring and logging	Quarterly



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Sr.	Target / Performance Standard	Reporting Frequency
D — Vulnerability Management and Recovery		
13	100% of critical vulnerabilities remediated or mitigated within 15 days	Quarterly
14	Zero unresolved known actively-exploited vulnerabilities in Critical Cyber Assets within 72 hours	Monthly
15	0% unsupported Critical Cyber Assets, unless approved compensating controls are in place	Quarterly
16	100% of critical systems and backups subject to cyber-recovery and restoration testing at least once every 12 months	Annual
17	At least one comprehensive cyber exercise conducted annually, covering AMI, OT and supply-chain scenarios	Annual
E — Incident Response and Reliability Impact		
18	100% of Critical Cybersecurity Incidents detected and contained within the MTID (Mean Time to Detect) and MTTC (Mean Time to Contain) as prescribed in the licensee's approved cybersecurity framework	Quarterly
19	100% of reportable cyber incidents notified to the Authority within the timeframe prescribed under the NEPRA IT/OT Cybersecurity Regulations, 2022	Event-based / Quarterly
20	Cyber-induced SAIDI, SAIFI and consumer interruptions separately measured and reported, and critical electricity functions restored within the approved Recovery Time Objective (RTO); continuous reduction expected	Quarterly / Annual
21	100% of Critical Cybersecurity Incidents subject to documented post-incident review and corrective action	Event-based



SCHEDULE VIII (See Regulations 4 and 7)

DISTRIBUTION PERFORMANCE SCORECARD

1. Purpose and Application

This Schedule establishes a composite quarterly performance scorecard for evaluating each distribution licensee. The scorecard shall convert compliance with the Guaranteed Performance Standards (GPS 1–7) and Overall Performance Standards (OPS 6, OPS 7 and OPS 12 to OPS 15) into a single numerical score and an alphabetical rating at each Sub-Division (SD), Division (DIV), Circle (CIR) and Company (CO) level.

The completed scorecard (Form 1) shall be submitted to the Authority within fifteen (15) days of the end of each quarter as part of the quarterly performance report under regulation 7, and shall be published on the distribution licensee's website and CFA.

Indicators that are not applicable at a given level are excluded from both the numerator and the denominator; the remaining scores are rescaled to 100 so that rating bands apply uniformly at every level. SD scores aggregate to Division, Circle and Company through a consumer-count-weighted average.

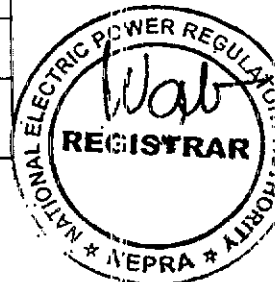
2. Performance Indicators and Weights

Score per indicator = $\text{Max Score} \times (\text{Achievement} \div 100)$. Total Score = sum of indicator scores (rescaled to 100 where applicable).

AMI indicators (Cluster D) are reported on a shadow basis in Year 1 and excluded from the enforced Total Score until Year 2, consistent with OPS 13. Indicators marked 'DIV+' are first measured at Division level and are not disaggregated to Sub-Division.

Performance Indicator	Regulation	Measurement (Achievement = % compliance)	Max Score	Measured At
A. SUPPLY RELIABILITY			35	
A-1 Unplanned outage restoration within GPS 1 timelines	GPS 1	Interruptions restored on time ÷ Total interruptions × 100	15	SD / DIV / CIR / CO
A-2 Consumers within GPS 3 & 4 interruption limits	GPS 3, 4	Consumers not exceeding limit ÷ Total consumers × 100 (prorated quarterly)	15	SD / DIV / CIR / CO
A-3 Planned interruptions within GPS 5 & 6 limits	GPS 5, 6	Consumers within both count and duration limits ÷ Total consumers × 100	5	SD / DIV / CIR / CO
B. CONSUMER SERVICE			30	
B-1 GPS 2 complaints resolved within Schedule 1 timelines (all categories)	GPS 2	Cases resolved on time ÷ Total cases received × 100	15	SD / DIV / CIR / CO

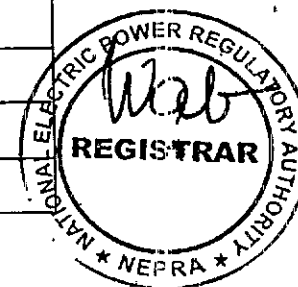
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Performance Indicator	Regulation	Measurement (Achievement = % compliance)	Max Score	Measured At
B-2 Consumer satisfaction rate (six (6) monthly bill survey)	OPS 12	Respondents satisfied or above + Total respondents × 100 (min. responses per sub-division i.e., 1% of total consumer base of that sub-division)	15	SD / DIV / CIR / CO
C. TECHNICAL QUALITY			20	
C-1 Nominal voltage within ±5% (OPS 6) and feeder PF ≥0.90 in ≥95% of intervals (OPS 7)	OPS 6, 7	Average of: (i) consumers within voltage band + sampled × 100; (ii) feeders meeting PF target + monitored feeders × 100	20	SD / DIV / CIR / CO
D. AMI PERFORMANCE (shadow Year 1; enforceable Year 2)			10	
D-1 AMI communication reliability ≥98%; billing accuracy (all 5 KPIs); tamper/event capture ≥99% (OPS 13)	OPS 13	Average of three OPS 13 achievement rates: (i) % months ≥98% communication; (ii) % billing cycles with all 5 KPIs met; (iii) tamper capture ≥99% (binary annual audit)	10	DIV / CIR / CO
E. DER, EV AND TRANSPARENCY			5	
E-1 DER node voltage ±10% at ≥99% of time, 100% new DER approvals HCA-compliant; HCA published within 7 days of quarter-end; EV Charging DSM compliance (OPS 14 and OPS 15)	OPS 14-15	Average of four rates: (i) % DER nodes compliant; (ii) % DER approvals HCA-compliant; (iii) HCA published on time (binary); (iv) % EV stations DSM-compliant	5	DIV / CIR / CO
TOTAL			100	

3. Rating Bands and Consequences

Score (out of 100)	Rating	Colour	Consequence
90 – 100	A — Excellent	Green	Commendation at Company level. No mandatory action.
75 – 89	B — Satisfactory	Blue	Address shortfalls in next quarter plan.
60 – 74	C — Needs Improvement	Amber	Mandatory Improvement Plan given by management within 30 days. Quarterly review.
Below 60	D — Non-Compliant	Red	Explanation sought from relevant officers within 15 days with Mandatory Improvement Plan.



A distribution licensee whose score in Cluster A (Supply Reliability) falls below fifty percent (50%) in any quarter shall be issued a Show Cause Notice regardless of its overall rating. Reliability constitutes the primary obligation of a distribution licensee and shall not be offset by higher performance in other clusters.

4. Transition

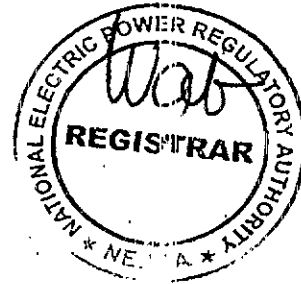
The scorecard shall be completed from the first quarter after notification. Rating consequences shall not apply until the fifth quarter, to allow licensees to establish data baselines and correct CFA data quality. The Authority may adjust rating band thresholds by direction before enforceability commences.

5. Form 1 — Quarterly Distribution Performance Scorecard

Reporting Level (tick one): ☐ Sub-Division ☐ Division ☐ Circle ☐ Company | Entity: _____ DISCO: _____
 _____ Quarter / Year: _____ / _____

Score = Max Score × (Achievement ÷ 100). Attach supporting data extract from CFA, MDMS or relevant operational system for each indicator. Indicators not applicable at this reporting level are left blank and excluded from the Total Score denominator. During the Year 1 shadow period, complete Cluster D but do not include it in the Total Score.

Code	Indicator	Max	Achievement %	Score	Prior Qtr
A	Supply Reliability	35			
A-1	GPS 1 — Unplanned outage restoration (% timely)	15			
A-2	GPS 3 & 4 — Interruption limits (% consumers within limit)	15			
A-3	GPS 5 & 6 — Planned interruption limits (% consumers within limit)	5			
B	Consumer Service	30			
B-1	GPS 2 — Complaints resolved within Schedule I timelines (% timely)	15			
B-2	Consumer satisfaction rate	15			
C	Technical Quality	20			
C-1	OPS 6 & 7 — Voltage ±5% and feeder PF ≥0.90 (average %)	20			
D	AMI Performance (shadow Year 1)	10			



Code	Indicator	Max	Achievement %	Score	Prior Qtr
D-1	OPS 13 — AMI reliability, billing accuracy, tamper capture (average %) [DIV+]	10			
E	DER, EV and Transparency	5			
E-1	OPS 14-15 — DER voltage, HCA compliance, HCA publication, EV compliance (average %)	5			
	TOTAL SCORE (out of 100; rescaled where not all indicators applicable)	100			
	RATING (circle one): A — Excellent B — Satisfactory C — Needs Improvement D — Non-Compliant				

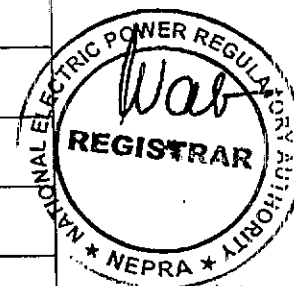


LIST OF SCHEDULES

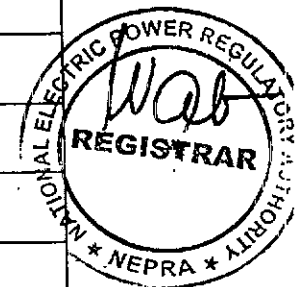
Schedule	Title
Schedule I	Guaranteed Performance Standards and Compensation in Case of Default
Schedule II	Registration of Complaints in CFA at Sub-Division Level
Schedule III	Annual Performance Report Forms
Schedule IV	Quarterly Performance Report Forms
Schedule V	Minimum Features of the Consumer Facilitation Application
Schedule VI	Glossary of Standards
Schedule VII	Part A: AMI Performance Part B: DER, Hosting Capacity, EV Charging Part C: Cybersecurity
Schedule VIII	Distribution Performance Scorecard

LIST OF FORMS

Schedule	Form	Title
Schedule III	Form 1	Restoration of Unplanned Long Duration Electric Power Supply Interruptions – GPS 1
Schedule III	Form 2	Disposal of Consumer Complaints and Applications – GPS 2
Schedule III	Form 3	Timeframe for New Connections – GPS 2
Schedule III	Form 4	Unplanned Long Duration Electric Power Supply Interruptions – GPS 3 and GPS 4

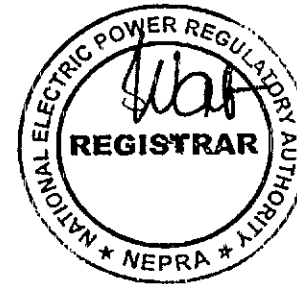


Schedule III	Form 5	Planned Long Duration Electric Power Supply Interruptions — GPS 5 and GPS 6
Schedule III	Form 6	Unplanned Short Duration Electric Power Supply Interruptions — GPS 7
Schedule III	Form 7	SAIFI and SAIDI — OPS 1 and OPS 2
Schedule III	Form 8	CAIFI and CAIDI — OPS 3 and OPS 4
Schedule III	Form 9	MAIFI — OPS 5
Schedule III	Form 10	Nominal Voltage — OPS 6
Schedule III	Form 11	Power Factor — OPS 7
Schedule III	Form 12	Frequency — OPS 8
Schedule III	Form 13	Principles and Priorities of Load Shedding — OPS 9
Schedule III	Form 14	Power Safety — OPS 10
Schedule III	Form 15	Distribution Investment Programme — OPS 11
Schedule IV	Form 1	Quarterly GPS Performance Report at Sub-Division Level — GPS 1 and GPS 2
Schedule IV	Form 2	Compensation Paid to Consumers for Breach of GPS 1 and GPS 2
Schedule IV	Form 3	Open Access Applications and Use of System Agreements
Schedule IV	Form 4	System Performance
Schedule IV	Form 5	Monthly Status of Net Billing Connections
Schedule IV	Form 6	Database for Event Occurrence



Schedule V	Form 1	Minimum Features for CFA Development and Implementation
Schedule VIII	Form 1	Quarterly Distribution Performance Scorecard

Dr. J. A. Naeem



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Registrar

National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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No. NEPRA/SLA/NRG-34/ 18050-S1

August 25, 2026

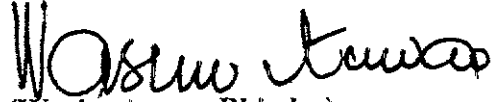
The Manager
Printing Corporation of Pakistan Press
Shahrah-e-Suharwardi,
Islamabad

Subject: **PRINTING OF NOTIFICATION**

In exercise of the powers conferred by Sections 7(2)(c) and 34 read with Section 47 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (Act No. XL of 1997) read with all other enabling provisions thereof, enclosed please find herewith a notification regarding '*National Electric Power Regulatory Authority Performance Standards (Distribution) Regulations, 2026*' for immediate publication in the official Gazette of Pakistan.

2. Please provide ten (10) copies of the notification to this office for information and record after its publication.

Encl: Notification (68 Pages)


(Wasim Anwar Bhinder)

Copy to: Secretary, Ministry of Energy – Power Division, 'A' Block, Pak Secretariat,
Islamabad