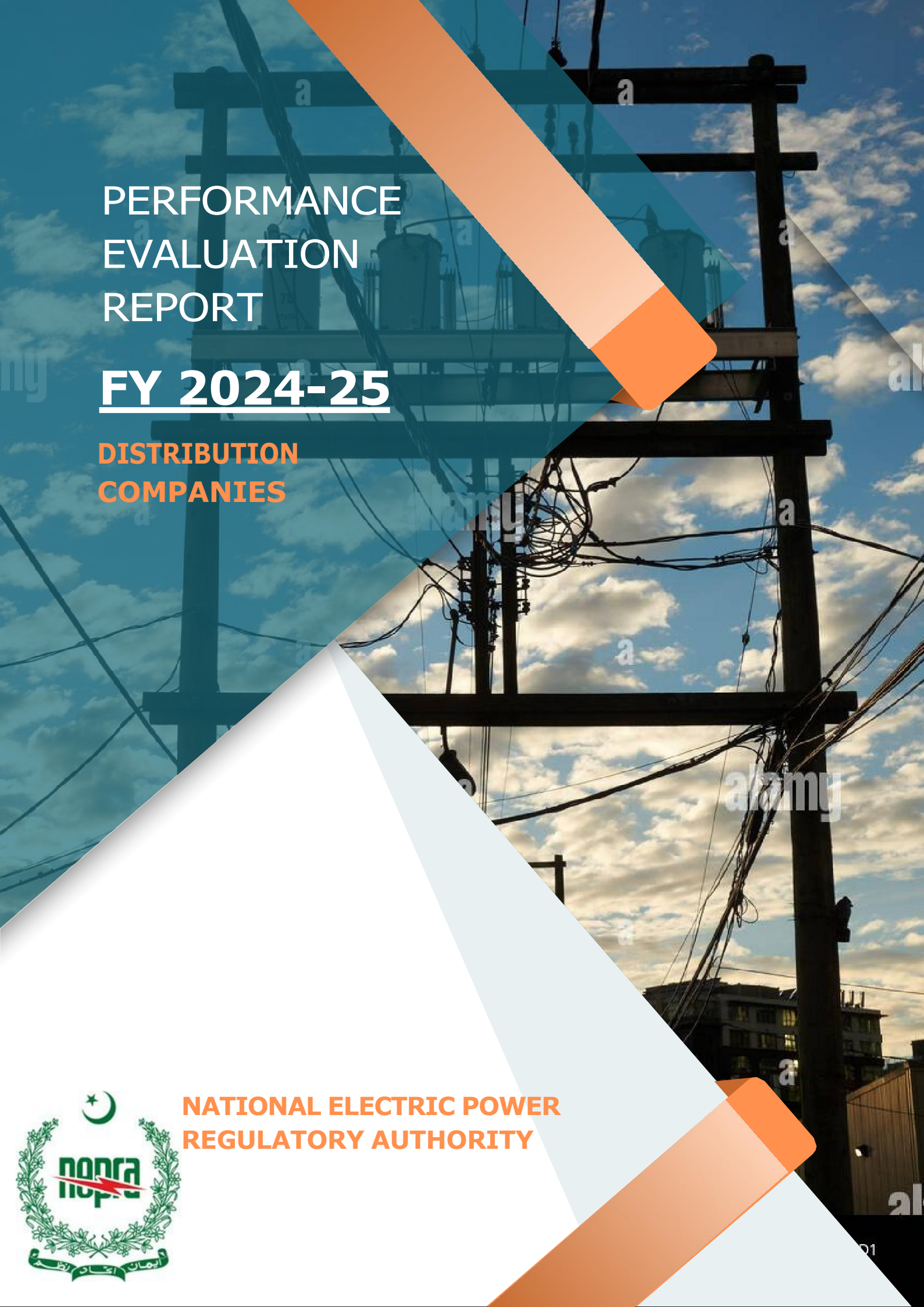

PERFORMANCE EVALUATION REPORT

FY 2024-25

DISTRIBUTION COMPANIES

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

CONTENTS

EXECUTIVE SUMMARY

The energy sector forms the foundation of a country's socio-economic advancement, as electric power supports industrial development, employment opportunities, education, healthcare, agricultural output, and environmental conservation. For a nation like Pakistan, the consistent supply of energy is essential not only for economic prosperity but also for poverty reduction and the overall welfare of its people. However, the mere existence of electricity is not enough—it must be dependable, cost-effective, and within reach of all sections of society to fully realize its advantages.

The National Electric Power Regulatory Authority (NEPRA) serves as the governing body for Pakistan's power sector, supervising the production, conveyance, and delivery of electrical energy. It was constituted under the Regulation of Generation, Transmission, and Distribution of Electric Power Act of 1997. NEPRA's primary role is to ensure that electric power services are supplied efficiently, transparently, and in accordance with national requirements and regulatory frameworks.

Beginning in 2010, the National Electric Power Regulatory Authority (NEPRA) initiated the publication of an annual Performance Evaluation Report (PER) to gauge the effectiveness of distribution companies (DISCOs) against a range of performance benchmarks. These benchmarks include transmission and distribution (T&D) losses, revenue collection efficiency, billing accuracy, system reliability (SAIFI/SAIDI), load management, provision of new connections, safety performance, and consumer complaint resolution.

The Performance Evaluation Report *2025* presents a comprehensive overview of progress and persistent challenges within Pakistan's electricity distribution sector during the fiscal year 2024–25. While notable improvements have been recorded in certain areas, enduring issues such as elevated T&D losses, weak revenue recovery, and inadequate safety practices continue to affect operational efficiency. By analyzing data from the preceding four years (2020–2024), the report highlights areas where DISCOs have demonstrated progress and where deficiencies persist. The most significant concerns remain high T&D losses, poor recovery performance, and unreliable system operations—all contributing to the accumulation of circular debt and the deterioration of service quality for consumers.

Transmission and Distribution (T&D) Losses:

An assessment of transmission and distribution (T&D) performance for FY 2024-25 indicates that T&D losses continue to pose a significant challenge for Pakistan's power sector. Despite NEPRA's repeated directives to bring these losses within prescribed limits, no DISCO has successfully achieved the set targets. Consequently, the sector incurred an estimated financial loss of Rs. 265 billion to the national exchequer. The highest contributors to this shortfall were PESCO, QESCO, SEPCO, and LESCO with losses contribution of Rs. 87.48 billion, Rs. 52.41 billion, Rs. 36.04 billion, and Rs. 35.17

billion, respectively. In contrast, under the currently notified Tariff Determination, K-Electric reported a loss of 14.73% against the target of 14.27% for FY 2024-25. It is relevant to note that K-Electric's T&D loss targets have been revised from 14.27% to Transmission Loss (0.75%) and Distribution Loss (8.80%), pursuant to the Authority's decision dated October 20, 2025, in the matter of motion for leave for review filed by K-Electric and Mr. Arif Bilwani against the Authority's Determination for KE's 7-year Investment Plan for FY 2024-2030. However, the said decision has not yet been notified and is currently under adjudication in the Honorable Sindh High Court.

Although NEPRA has approved substantial funds under investment and O&M programs to address system inefficiencies, focusing on network strengthening, feeder optimization, advanced metering infrastructure, and preventive maintenance, implementation remains weak. The lack of timely and effective execution by DISCOs continues to hinder improvements in operational efficiency and loss reduction, underscoring the urgent need for stronger accountability and performance-driven management.

Billing & Collection:

Ensuring effective revenue realization is vital for maintaining the financial health of DISCO and curbing the escalation of circular debt. During FY 2024–25, IESCO, GEPCO, FESCO, LESCO, and MEPCO achieved a recovery rate of 100%, demonstrating outstanding financial management, while PESCO and K-Electric sustained the levels above 90%. On the other hand, HESCO and SEPCO continued to post weak performance, recording recovery rates of 74.80% and 74.20%, respectively, with only minimal progress compared to the previous year. QESCO reflected the lowest performance among all DISCOs, with a recovery rate of 38.7%; however, the same was improved from the previous year's figure of 31.79%. These low recovery outcomes have adversely affected the overall financial position of the power sector, contributing to an estimated loss exceeding Rs. 132 billion by XW-DISCOs to the national exchequer. The situation highlights the need for robust collection strategies, enhanced monitoring, and improved operational efficiency to strengthen the financial sustainability of DISCOs. As far as K-Electric is concerned, the unrecovered amount is Rs. 74.6 billion @ 90.56% recovery ratio.

SAIFI and SAIDI:

NEPRA underscores that a reliable power supply is crucial for sustaining economic growth and evaluates distribution system reliability through two key indicators, the System Average Interruption Frequency Index (SAIFI) and the System Average Interruption Duration Index (SAIDI). According to the FY 2024–25 data, most DISCOs did not meet NEPRA's prescribed standards. Although IESCO, FESCO, LESCO, MEPCO, and GEPCO demonstrated some progress, their performance remained only marginally close to the targets. Conversely, PESCO, QESCO, SEPCO, HESCO, and K-Electric exhibited poor performance, falling considerably short of the required

benchmarks. Moreover, all DISCOs failed to achieve the SAIDI targets, reflecting persistent reliability challenges across the sector.

New Connections:

Under the Performance Standards (Distribution) Rules (PSDR) 2005, distribution companies (DISCOs) are obligated to provide at least 95% of new connections within the prescribed timeframe. However, the performance data for FY 2024-25 presents a mixed picture. While PESCO, IESCO, HESCO, and LESCO successfully achieved the target by providing timely connections to over 95% of eligible consumers, GEPCO and QESCO narrowly missed the benchmark. In contrast, MEPCO and K-Electric significantly underperformed, failing to connect 13–14% of applicants within the stipulated period. These delays not only translate into financial inefficiencies but also deprive a large number of consumers of electricity despite available network capacity. As of June 2025, an estimated no. of 128,096 eligible consumers were still awaiting their connections, having paid for services yet to be delivered.

Load Shedding:

NEPRA has expressed serious concern over the ongoing and widespread load shedding across Pakistan, which continues to disrupt daily life, hinder economic growth, and diminish public trust. Despite being allocated sufficient power, several DISCOs fail to utilize their full quota and consequently resort to load shedding, thereby adversely affecting both the power sector and electricity consumers. This practice contravenes the NEPRA Act of 1997 and the Performance Standards (Distribution) Rules of 2005. As a result, NEPRA initiated legal action against several DISCOs — PESCO, QESCO, HESCO, SEPCO, and K-Electric — for non-compliance. Each was initially fined Rs. 50 million, while a subsequent per-day fine of Rs. 100,000 was imposed on SEPCO, and HESCO. However, PESCO and K-Electric have challenged NEPRA's order before the Appellate Tribunal and obtained stay orders, restraining NEPRA from further proceedings. For QESCO, the proceedings are underway.

The AT&C-based load-shedding mechanism, implemented in 2013 to enhance revenue recovery, has remained in place for over twelve years but has not achieved its intended goals. AT&C losses have shown little improvement, and many feeders continue to fall within the same or even higher load-shedding categories. NEPRA maintains that this approach unjustly penalizes paying consumers, who face power outages due to the negligence of a few defaulters.

Complaints:

Ensuring the protection of consumer rights remains a key priority for NEPRA, which has continuously emphasized the importance of strengthening complaint-handling mechanisms within DISCOs to achieve timely resolutions and greater customer satisfaction. In FY 2024–25, DISCOs collectively recorded 7,421,134 complaints covering a wide range of issues. However, notable disparities in complaint volumes

across DISCOs raise concerns regarding accuracy and transparency. For instance, SEPCO reported only 1,627 complaints, which may either suggest an exceptionally efficient redressal system or potential data inaccuracies. In contrast, K-Electric accounted for 23% of all complaints, reflecting a more comprehensive framework for recording consumer feedback. These inconsistencies highlight the urgent need for a standardized, transparent, and efficient digitalized complaint management system, including the complaints lodged through telephonic phone calls across all DISCOs, to ensure accurate reporting and effective resolution of consumer grievances.

Safety:

Safety performance in the power sector witnessed a troubling decline during FY 2024–25 with 118 fatalities reported across various distribution companies—38 involving employees and 80 members of the public. IESCO reported the highest number of incidents, followed by PESCO, K-Electric and HESCO. The company attributed many of these accidents to consumer negligence or incidents occurring on private premises.

NEPRA has taken a proactive stance in addressing these fatalities by initiating investigations under Section 27A of the NEPRA Act, which resulted in substantial fines being imposed on all DISCOs. The investigations revealed that some of the accidents stemmed from inadequate earthing or grounding of poles and other structures within the distribution network.

In response, NEPRA instructed all DISCOs to develop and implement detailed plans to improve earthing systems and accelerate their execution. However, compliance from several companies has remained unsatisfactory, prompting legal action. NEPRA continues to monitor progress on a monthly basis to ensure adherence to safety standards and reduce the risk of future incidents across the power distribution network.

Conclusion:

The Performance Evaluation Report for FY 2024–25 underscores the ongoing structural and operational challenges within Pakistan's power sector, such as high transmission and distribution losses, poor billing and recovery performance, frequent load shedding, and delays in providing new connections. Safety remains a critical concern, with a significant number of fatalities reported among both employees and the public.

Addressing these persistent challenges demands comprehensive sectoral reforms. Recommended actions include restructuring large DISCOs into smaller, more efficient units; advancing privatization and public–private partnership initiatives; phasing out the AT&C losses-based policy; integrating modern technologies; and fostering a customer-focused operational culture. Implementing these measures is essential to improving system reliability, ensuring financial viability, and elevating the overall performance and accountability of Pakistan's power distribution network.

1. INTRODUCTION

As per Rule 7 of the Performance Standards (Distribution) Rules (PSDR) 2005, each distribution company must submit an Annual Performance Report to NEPRA by August 31 of the following year, following a specified format. The report should include:

* System Performance Reports
* Consumer Service Performance Reports
* A detailed written report from the distribution companies on their performance and improvement plans

Additionally, Rule 7(2) requires the report to include information on compliance with the PSDR for the year, along with a comparison to the previous year's compliance report.

This document provides an analysis of key performance metrics based on data submitted by distribution companies over the last five years, focusing on the following parameters:

- Transmission and Distribution Losses
- Recovery
- System Average Interruption Frequency Index (SAIFI)
- System Average Interruption Duration Index (SAIDI)
- Percentage of consumers who did not receive new connections within the required time
- Consumer complaints regarding voltage issues
- Average load shedding duration (in hours)
- Total consumer service complaints
- Fault Rate (Faults/Km)
- Electrical incidents leading to death, disability, or serious injury to staff or the public

Following the enactment of the NEPRA Amendment Act, 2018, and the subsequent unbundling of distribution companies into separate network and supply functions, new performance standards have been formulated. The Performance Standards (Electric Power Suppliers) Regulations, 2022, have been notified, whereas the Performance Standards (Distribution) Regulations for the network segment are currently in the final stages of approval.

It is relevant to mention that although the data has been obtained from TESCO, the electricity supply to the large number of consumers remains un-metered. Furthermore, TESCO's distribution and data recording systems are largely unreliable for most of the parameters, making data unsuitable for inclusion in this report. Consequently, TESCO's data has not been incorporated.

2. ANALYSIS

2.1 Transmission and Distribution (T&D) losses

Energy losses in the electricity system are classified into technical and commercial losses.

- Energy losses within the power distribution network can generally be categorized into technical and non-technical types. Technical losses naturally occur due to energy dissipation in conductors, transformers, and other electrical components during the processes of transmission, transformation, and distribution. Although unavoidable, these losses can be significantly reduced through effective system design, strategic planning, and regular maintenance.

- In contrast, non-technical losses stem from human and administrative factors such as electricity theft, illegal connections, and meter tampering. These losses are more challenging to manage and necessitate strong governance frameworks, strict security measures, and rigorous legal enforcement to ensure accountability and minimize their occurrence.

NEPRA views transmission and distribution (T&D) losses as a major concern and enforces stringent targets for DISCOs, with the objective of reducing losses to single-digit levels.

FY 2024-25			
Name of DISCO	Actual Reported (%)	**Allowed** in Tariff (%)	Breach of Target (%)
PESCO	37.15	19.26	17.89
IESCO	8.61	7.31	1.3
GEPCO	10.6	8.9	1.7
FESCO	9.02	8.38	0.64
LESCO	13.7	9.46	4.24
MEPCO	13.81	11.34	2.47
QESCO	38.38	13.81	24.57
SEPCO	39.18	16.31	22.87
HESCO	27.89	17.55	10.34
W. AVG:	**17.55**	**11.43**	**6.12**
K-Electric *	-	-	-

Table 01: Transmission and Distribution Losses

* K-Electric's reported actual T&D loss is 14.73% against the target of 14.27% as per the decision/determination dated April 24, 2024, and the same has also been notified. Whereas, as per the review decision/determination dated October 20, 2025, the allowed T&D target has been revised, i.e., Transmission Loss (0.75%) and Distribution Loss (8.80%). Since the review decision has not yet been notified and the matter is currently under adjudication before the Honorable Sindh High Court, K-Electric's reported figures and their consequent impact based on T&D losses have not been incorporated in the report.

In FY 2024-25, despite NEPRA's continued emphasis on strengthening governance and accountability mechanisms to curb Transmission and Distribution (T&D) losses, one of the key drivers of circular debt, the performance of DISCOs remained unsatisfactory. The reported T&D losses stood at 17.55%, showing only a marginal improvement from FY 2023-24, yet still far above the permissible limit of 11.43% set by NEPRA. This persistent inefficiency underscores the urgent need for XWDISCOs to implement effective control measures, enhance system efficiency, and align performance with regulatory benchmarks.

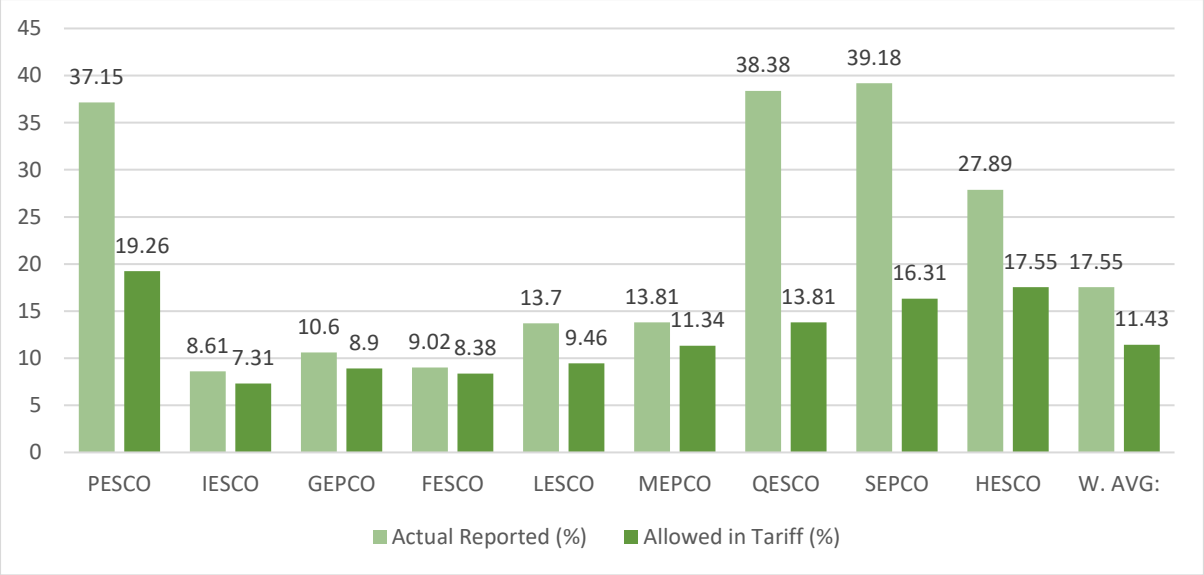

Figure 01: Transmission and Distribution Losses

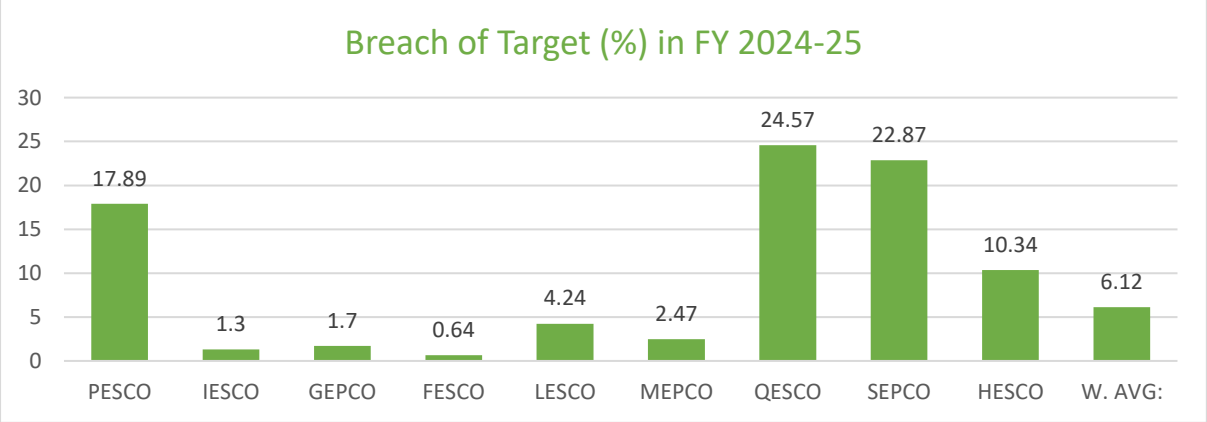

Figure 02: Breach of NEPRA T&D Targets (Transmission & Distribution losses)

The analysis indicates that none of the XWDISCOs have fully achieved the T&D loss targets set by NEPRA. Although IESCO, MEPCO, FESCO, LESCO, and GEPCO continue to lag behind the desired benchmark marginally. However, the rest of the DISCOs are remaining far behind their allowed targets. More critically, QESCO, SEPCO, PESCO, and HESCO recorded substantial shortfalls, contributing significantly to the escalation of circular debt.

2.1.1 Financial loss due to breach of T&D loss target by Distribution Companies

FY 2024-25		
Name of DISCO	Total Energy (GWh)	Total Financial Loss (Rs. Bln)
PESCO	2,384	87.48
IESCO	137	4.78
GEPCO	186	5.50
FESCO	80	2.97
LESCO	1,012	35.17
MEPCO	404	14.01
QESCO	1,227	52.41
SEPCO	924	36.04
HESCO	560	27.14
Total	**6,913**	**265.01**
K-Electric *	-	-

Table 02: Financial Loss due to breach of T&D loss target

* Based on the notified decision/determination dated April 24, 2024 (T&D loss target of 14.27%), K-Electric's reported Total Energy Loss stands at 27 GWh, translating into a Total Financial Loss of Rs. 1.05 billion. However, under the review decision/determination dated October 20, 2025, the allowed T&D loss targets have been revised to Transmission Loss of 0.75% and Distribution Loss of 8.80%. Since the review decision has not yet been notified and the matter is presently under adjudication before the Honorable Sindh High Court, K-Electric's reported figures and their consequent impact on T&D losses have not been incorporated in the report.

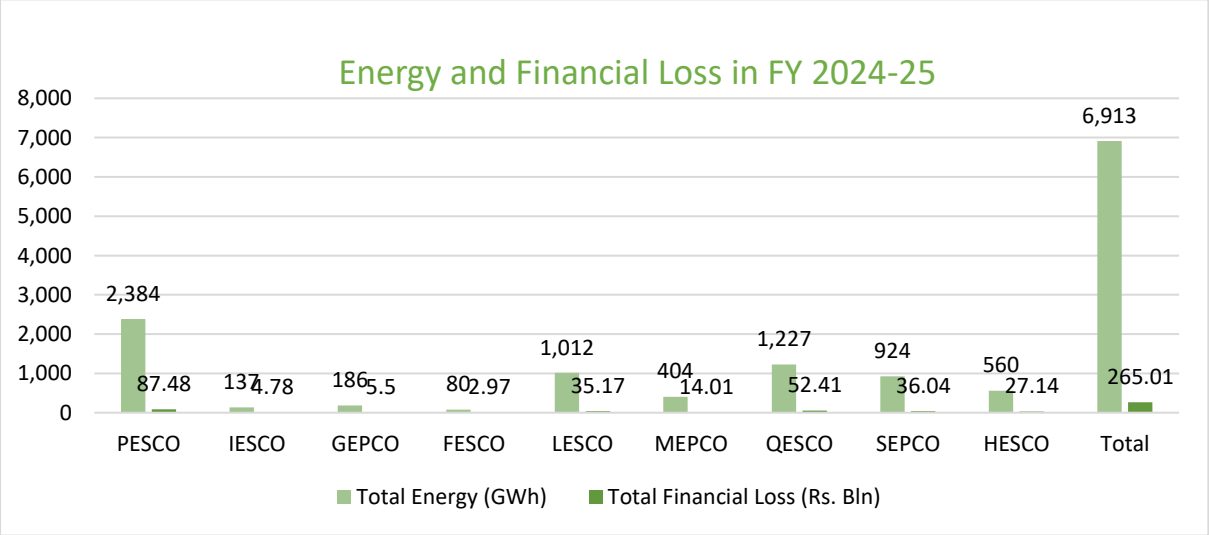

Figure 03: Financial Loss due to breach of T&D loss target

The financial implications of not achieving the prescribed T&D loss targets, amounting to approximately Rs. 265 billion for the reporting period, are presented in the table and graph above. This figure represents the cumulative losses incurred by all XWDISCOs.

2.2 Billing & Collection:

Efficient bill collection is essential for ensuring a stable power supply and strengthening the financial foundation of the sector. Strong revenue recovery not only helps minimize fiscal shortfalls but also enables investment in infrastructure development and system expansion. Acknowledging its critical role, NEPRA has designated billing and collection as a core performance metric for DISCOs, setting a 100% recovery target to promote financial sustainability and operational reliability.

FY 2024-25			
Name of DISCO	Actual Recovery (%)	Target (%)	Breach of Target (%)
PESCO	91.50	100	8.50
IESCO	101.00	100	-1.00
GEPCO	101.50	100	-1.50
FESCO	101.00	100	-1.00
LESCO	101.30	100	-1.30
MEPCO	101.70	100	-1.70
QESCO	38.70	100	61.30
SEPCO	74.20	100	25.80
HESCO	74.80	100	25.20
W. Avg:	**96.6**	**100**	**3.40**
K-Electric *	-	-	-

Table 03: Recovery (%)

* K-Electric's reported actual Recovery is 90.56% against the target of 93.6% as per the decision/determination dated May 27, 2025, and the same has also been notified. Whereas, as per the review decision/determination dated October 20, 2025, the KE's Tariff has been determined on the basis of 100% Recovery target. Since the review decision has not yet been notified and the matter is currently under adjudication before the Honorable Sindh High Court, K-Electric's reported figures and their consequent impact based on Recovery have not been incorporated in the report.

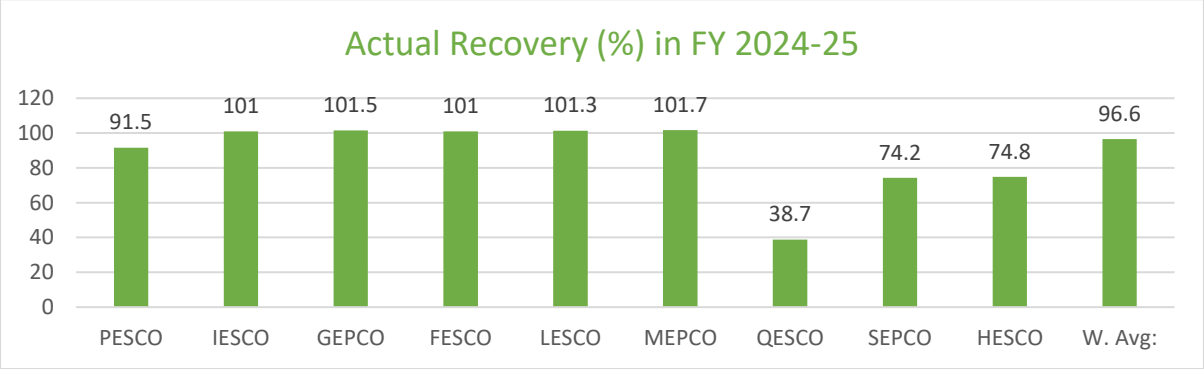

Figure 04: Recovery (%)

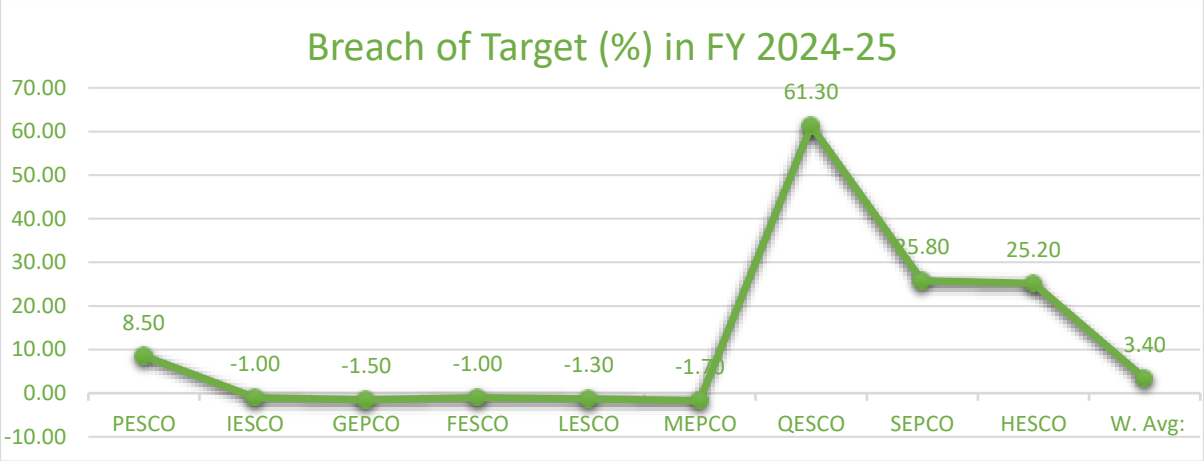

Figure 05: Less Recovery (%)

Analysis of the data for FY 2024–25 reveals varying levels of performance among DISCOs in achieving recovery targets. Notably, IESCO, GEPCO, LESCO, FESCO, and MEPCO successfully met the 100% recovery goal, while PESCO followed closely, maintaining recovery rate of 91.5%. In contrast, HESCO showed limited improvement with a recovery rate of 74.80%, whereas SEPCO and QESCO recorded the lowest performance at 70.20% and 38.70%, respectively. Given that NEPRA determines tariffs based on 100% receivables, such inefficiencies on part of Distribution Companies exacerbate the accumulation of circular debt.

2.2.1 Financial loss due to breach of recovery targets by Distribution Companies

The financial impact on DISCOs arising from access and under-recovery is presented below:

FY 2024-25		
Name of DISCO	Recovery (%)	Loss (Billion Rs.)
PESCO	91.50	30.00
IESCO	101.00	-7.00
GEPCO	101.50	-7.00
FESCO	101.00	-6.00
LESCO	101.30	-13.00
MEPCO	101.70	-11.00
QESCO	38.70	76.00
SEPCO	74.20	24.00
HESCO	74.80	39.00
Total	**96.60**	132.00
K-Electric *	90.56	74.66

Table 04: Financial Loss Due to Breach of Recovery Targets

* The financial loss has been determined based on the variance between billing and collection amounts in FY 2024-25.

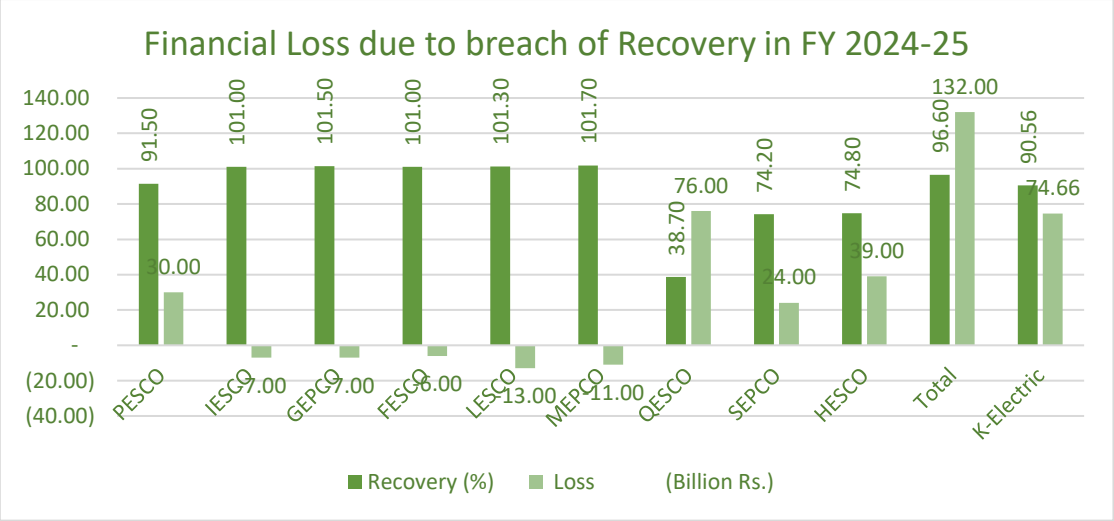

Figure 07: Financial Loss Due to Breach of Recovery Targets

An examination of the table and accompanying graphs reveals significant revenue losses sustained by DISCOs, largely stemming from inadequate governance and poor management practices. In FY 2024–25, the overall Recovery ratio of the DISCOs was 96.6%, resulting in the revenue loss of Rs. 132 billion. The unrecovered amount is ultimately absorbed either by the National Exchequer or passed on to consumers through surcharges. QESCO emerged as the leading contributor to this shortfall, followed by HESCO, PESCO, and SEPCO. The continued inability to recover such significant revenues has further aggravated the issue of circular debt, undermining the sector's financial stability.

2.3 System Average Interruption Frequency Index (SAIFI):

The System Average Interruption Frequency Index (SAIFI) represents the average number of power outages experienced by a consumer each year and serves as an important measure of a distribution system's reliability. In accordance with Rule 4(a) of the Performance Standards (Distribution) Rules, 2005, DISCOs are required to maintain their SAIFI levels at no more than 13 interruptions per consumer annually. The SAIFI levels across various DISCOs are presented in the following table:

FY 2024-25			
Name of DISCO	Reported Figure (NO.)	Target by NEPRA (No.)	Breach of Target
PESCO	176.62	13	Far Away
IESCO	15.39	13	Near to Limit
GEPCO	49.49	13	Near to Limit
FESCO	33.31	13	Near to Limit
LESCO	28.16	13	Near to Limit
MEPCO	30.67	13	Near to Limit
QESCO	99.52	13	Away
SEPCO	76.77	13	Away
HESCO	129.55	13	Far Away
K-Electric	68.46	13	Away

Table 05: System Average Interruption Frequency Index (SAIFI)

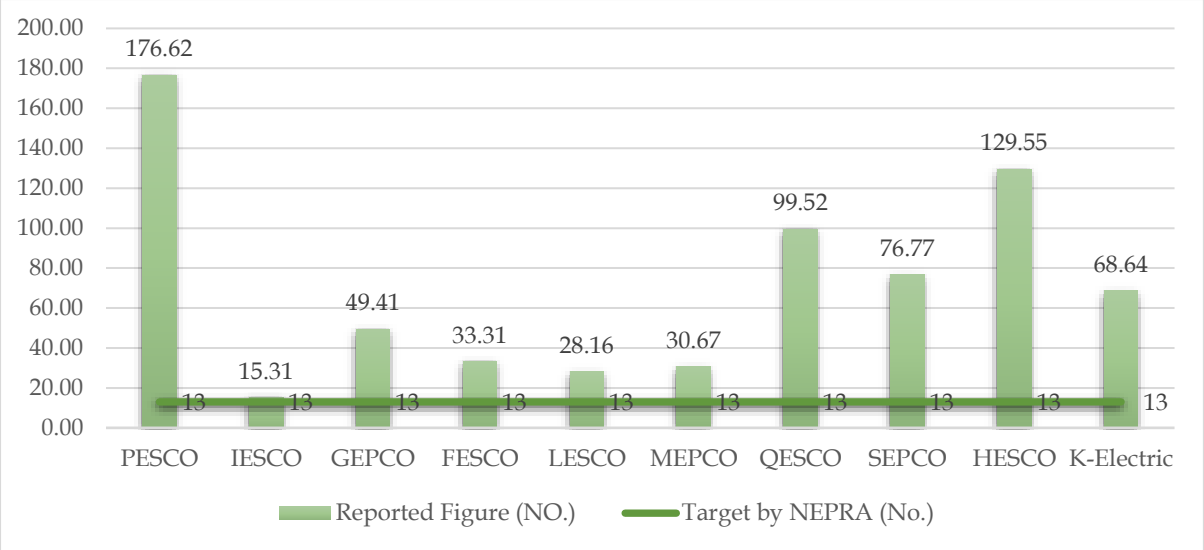

Figure 08: System Average Interruption Frequency Index (SAIFI)

An analysis of the data indicates that none of the distribution companies achieved the SAIFI benchmark of 13 interruptions per consumer per year, as stipulated under the Performance Standards Rules. Although IESCO, GEPCO, FESCO, LESCO, and MEPCO performed relatively better and remained close to the target. PESCO, QESCO, SEPCO, HESCO, and K-Electric lagged behind NEPRA's reliability standards. Despite the allocation of substantial funds by NEPRA for system investments and operations & maintenance (O&M), no notable improvement was recorded during FY 2024–25. Consumers continued to face frequent and unannounced power outages, often linked to system faults. Furthermore, the reliability of outage data remains uncertain, as most DISCOs still lack automated mechanisms for accurately recording and monitoring interruptions, especially in low-tension (LT) networks.

2.4 System Average Duration Frequency Index (SAIDI):

The System Average Interruption Duration Index (SAIDI) serves as an essential indicator for evaluating the reliability of power distribution networks. It measures the average length of time consumers experience power outages within a year, typically expressed in minutes per customer annually. As outlined in Rule 4(b) of the Performance Standards (Distribution) Rules, 2005, each distribution company is required to maintain its SAIDI level within a maximum limit of 14 minutes per consumer per year. This benchmark plays a vital role in assessing service reliability and operational efficiency from the perspectives of utilities, regulators, and consumers alike. The SAIDI levels across various DISCOs are presented in the following table:

FY 2024-25			
Name	Reported Figure (Min.)	Target by NEPRA (Min)	Breach of Target
PESCO	13469.55	14	Far Away
IESCO	834.22	14	Far Away
GEPCO	3833.19	14	Far Away
FESCO	1185.68	14	Far Away
LESCO	2982.94	14	Far Away
MEPCO	3547.00	14	Far Away
QESCO	8516.45	14	Far Away
SEPCO	1320.77	14	Far Away
HESCO	7410.22	14	Far Away
K-Electric	4152.59	14	Far Away

Table 06: System Average Interruption Duration Index (SAIDI)

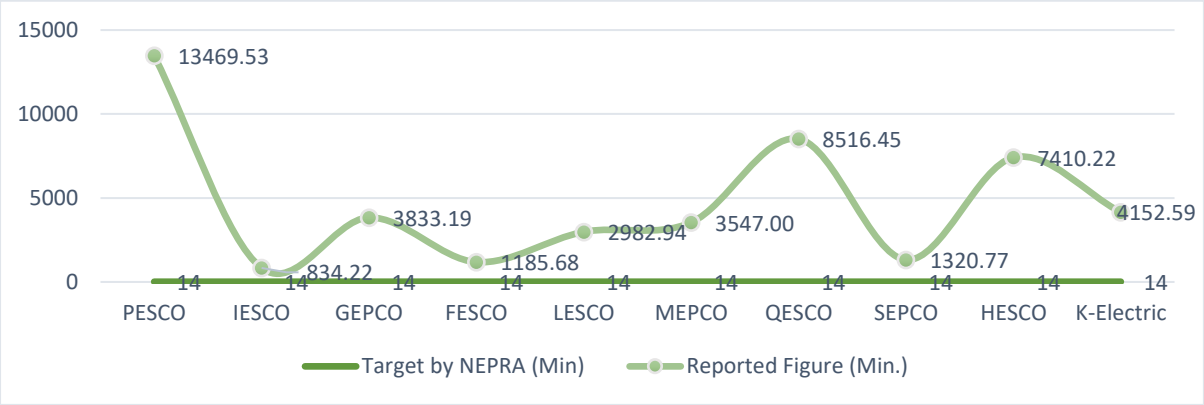

Figure 09: System Average Interruption Duration Index (SAIDI)

An examination of the table and accompanying graph reveals that all DISCOs failed to meet the prescribed SAIDI benchmark of 14 minutes for service interruption duration. This shortfall is particularly concerning, considering the considerable investments sanctioned to enhance network reliability and operational performance. Despite the availability of these financial resources, overall progress remains limited, and in certain cases, a decline in performance has been observed compared to the previous fiscal year, indicating inefficiencies in the utilization of allocated funds and the need for stronger operational oversight.

2.5 Time Frame for New Connection (% age of Pending Ripe Connections):

According to Rule 4(c) of the Performance Standards (Distribution) Rules 2005, distribution companies must provide electricity services to at least 95% of eligible consumers within the specified timeframe. This requirement, set under section 21(2)(b) of the Act, ensures that new connections are delivered promptly after application. The following summary presents the data provided by DISCOs regarding the timely provision of new connections:

FY 2024-25			
Name of DISCO	**% Eligible consumers who were not provided new connections within the prescribed time frame**	**Allowed Limit in PSDR 2005(%)**	**Breach (%)**
PESCO	1.31	5.00	0.00
IESCO	1.25	5.00	0.00
GEPCO	3.08	5.00	0.00
FESCO	4.98	5.00	0.00
LESCO	2.16	5.00	0.00
MEPCO	6.33	5.00	1.33
QESCO	4.74	5.00	0.00
SEPCO	3.56	5.00	0.00
HESCO	1.30	5.00	0.00
K-Electric	5.84	5.00	0.84

Table 07: % Eligible consumers who were not provided new connection within prescribed time frame

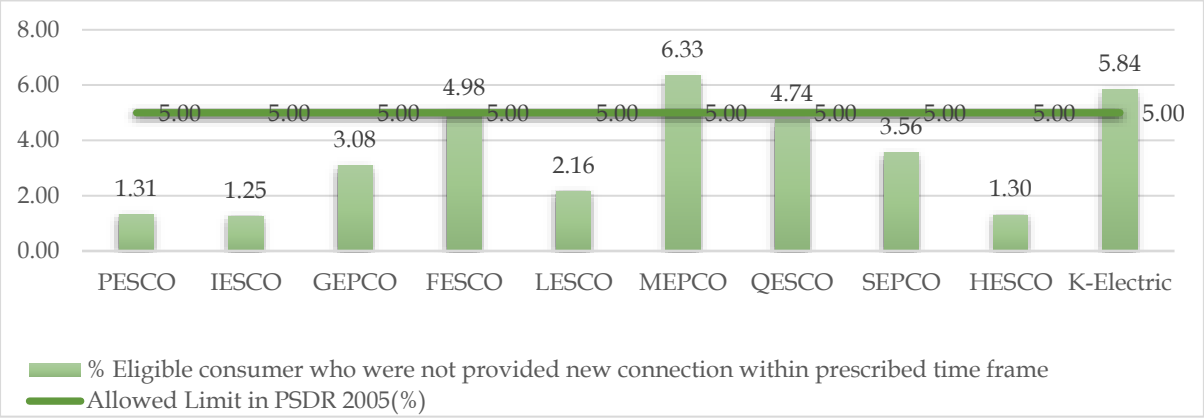

Figure 10: % Eligible consumers who were not provided new connection within prescribed time frame

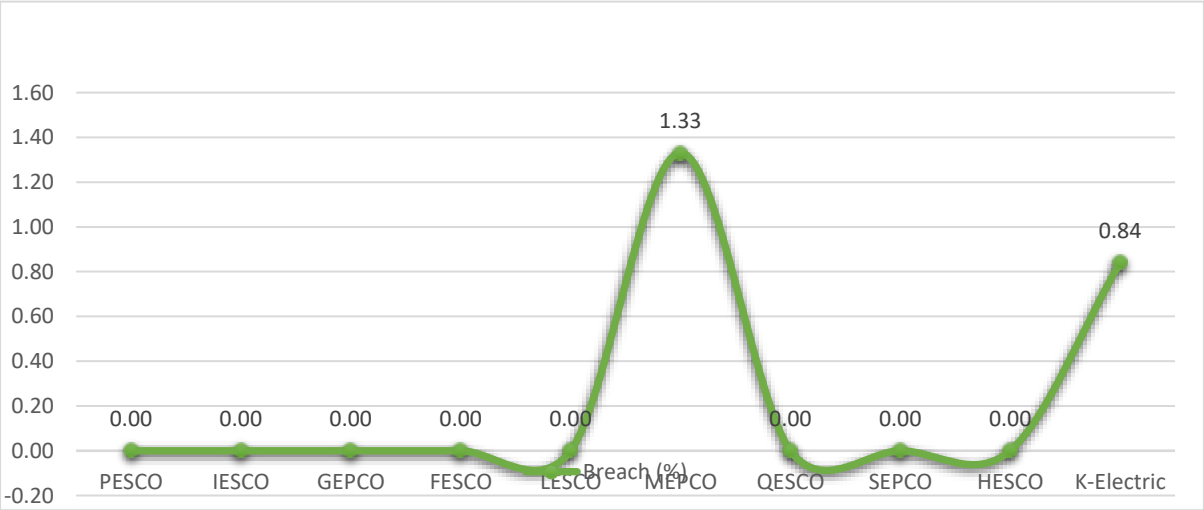

Figure 11: Breach of Targets (%)

The analysis of new connection performance for FY 2024-25 reveals that most DISCOs performed satisfactorily in meeting NEPRA's prescribed standards. As reflected in the table above, PESCO, IESCO, HESCO, LESCO, GEPCO, SEPCO, FESCO, and QESCO successfully achieved between 90% and 95% of timely connections, aligning with the regulatory benchmark. MEPCO and K-Electric, however, narrowly missed the target, falling slightly below the required threshold.

NEPRA continues to oversee and evaluate the progress of each DISCO through its Online Data Exchange Portal, where companies regularly submit monthly updates on pending connections, unserved load (MW), and delay durations. The subsequent section presents the updated DISCO-wise data as of June 2025.

Category-wise Pending Ripe Connections as of June 2025												
Name of DISCO	Domestic		Commercial		Industrial		Agri		Other		Number of Pending Applications	
	Total No.	Load (kW)	Total No.	Load (kW)	Total No.	Load (kW)	Total No.	Load (kW)	Total No.	Load (kW)	Total No.	Load (kW)
PESCO	2424	5726	154	763	39	95670	6	161	1	30	2624	102350
IESCO	5507	13078	613	2811	5	190	0	0	7	382	6132	16461
GEPCO	7234	14742	226	749	0	0	4	25	0	0	7464	15516
FESCO	24913	73751	637	2549	68	6869	24	1360	73	1913	25715	86442
LESCO	27606	57973	1081	3892	255	80308	39	423	3	62	28984	142658
MEPCO	34001	85261	815	4004	59	19348	20	384	31	849	34926	109846
QESCO	371	886	92	404	2	453	0	0	161	3566	626	5309
SEPCO	38	167	27	467	15	3920	13	235	7	875	100	5664
HESCO	391	1921	74	1161	66	25463	19	554	30	5109	580	34208
K-Electric	11513	293627	8509	94382	266	104655	2	109	655	10126	20945	502899
Total	**133998**	**547132**	**12228**	**111182**	**775**	**336876**	**127**	**3251**	**968**	**22912**	**128096**	**1021353**

Table 08: DISCO/Category-wise progressive total number of pending connections as on June 2025

Name of DISCO	Total Nos.	Total Load (MW)	Pending connections after expiry of the time limit given in NEPRA PSDR 2005					
			Up to 1 month	Up to 2 months	Up to 3 months	Up to 6 months	Up to 1 year	above 1 year
PESCO	2624	102350	2409	174	6	7	6	22
IESCO	6132	16461	5350	640	5	1	136	0
GEPCO	7464	15516	7464	0	0	0	0	0
FESCO	25715	86442	23027	2678	9	1	0	0
LESCO	28984	142658	28888	83	8	5	0	0
MEPCO	34926	109846	34919	7	0	0	0	0
QESCO	626	5309	503	112	2	3	4	153
SEPCO	100	5664	54	11	8	17	5	5
HESCO	580	34208	3	64	48	5	16	37
K-Electric	20945	502899	73	22	54	45	152	42
Total	**128,096**	**1,021,353**	**102,694**	**3791**	**140**	**84**	**319**	**262**

Table 09: DISCO-wise aging of the number of pending ripe connections as of June 2025

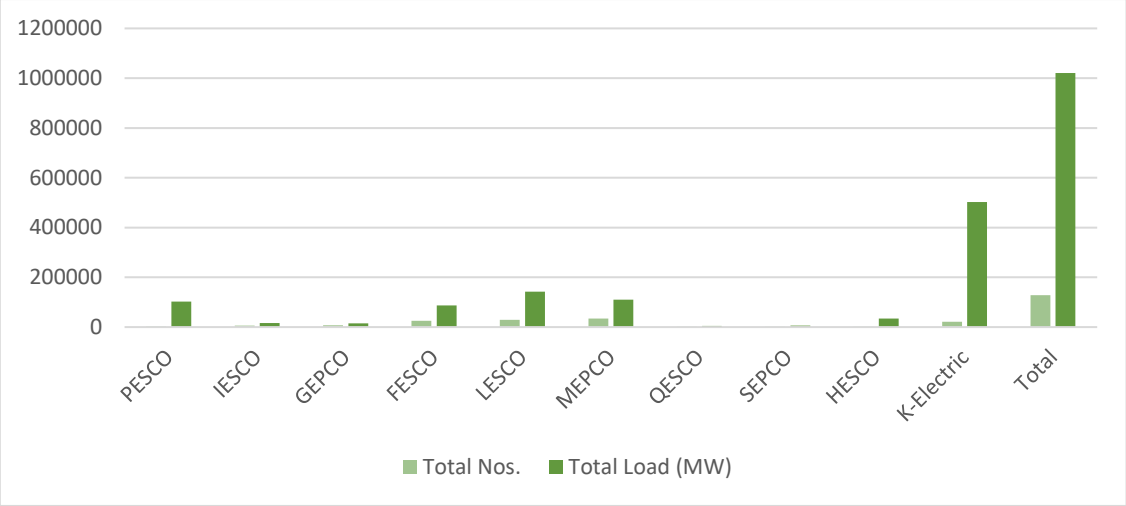

Figure 12: DISCO No. of pending ripe connections as on June 2025

The analysis of connection performance for FY 2024-25 reveals that approximately 128,096 eligible consumers were not provided with new electricity connections despite having made timely payments, resulting in an unserved load exceeding 1,021 MW. This situation is particularly concerning given the sufficient generation capacity available in the system. The majority of pending connections, both in terms of numbers and load, fall within the domestic category, although the industrial sector also constitutes a considerable share of the unmet demand.

It is noteworthy that DISCOs such as LESCO and K-Electric failed to adequately cater to industrial consumers, despite this sector's strong record of timely payments and reliability, highlighting a missed opportunity to strengthen financial performance. While QESCO and IESCO achieved compliance by providing connections to over 95% of eligible applicants, they still maintain sizable backlogs, with IESCO ranking second.

Moreover, inconsistencies have been observed between the figures presented in the Annual Performance Reports and those submitted through NEPRA's Online Data Exchange Portal. In response, NEPRA has issued formal notices to all DISCOs, directing them to clarify these discrepancies and ensure accuracy in future reporting.

2.6 Load Shedding (Hours):

As per Rule 4(f) of the PSDR 2005, distribution companies are required to have plans and schedules in place to shed up to 30% of their connected load upon NTDC's instructions. Load shedding should follow a specified order:

- *Rural areas and residential consumers in urban areas with separate feeders*
- *Non-industrial consumers in urban areas*
- *Agricultural consumers with a dedicated supply*
- *Industrial consumers*
- *Schools and hospitals*
- *Defense and strategic installations*

NEPRA has consistently directed DISCOs to adhere to this order to ensure that no single class of consumers bears an undue burden. The following summarizes the average daily load-shedding hours reported by DISCOs for FY 2024-25:

FY 2024-25	
Name of DISCO	Reported figures of average daily load shedding hours
PESCO	5.5
IESCO	0
FESCO	0.02
GEPCO	0
LESCO	0.06
MEPCO	1.2
QESCO	10.25
SEPCO	1.4
HESCO	8
K-Electric	5.2

Table 10: Average Load Shedding (Hours) daily

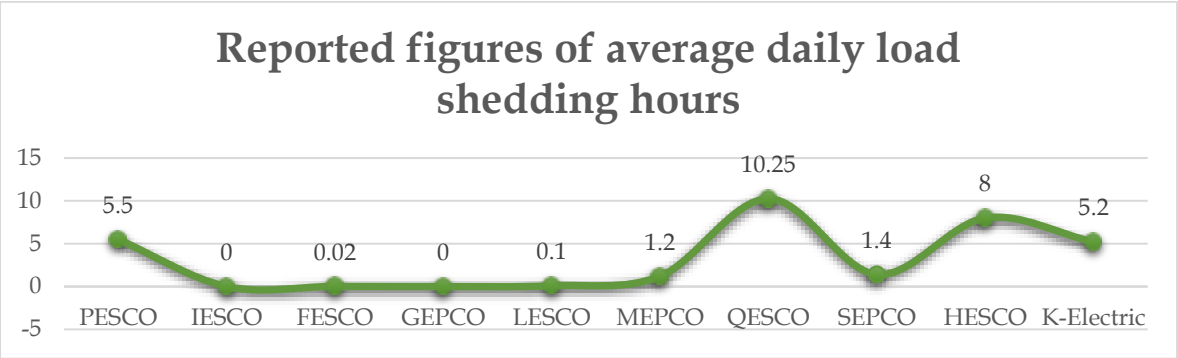

Figure 13: Average Load Shedding (Hours) daily

An analysis of reported and monitored data indicates notable discrepancies between the load-shedding hours reported by DISCOs and those observed through NEPRA's monitoring mechanisms. PESCO, QESCO, SEPCO, and HESCO reported comparatively lower load shedding durations; however, NEPRA's monitoring indicates that actual load shedding in these DISCOs exceeds 8-10 hours per day, reflecting significant underreporting and continued reliance on load shedding in line with elevated AT&C loss levels. Conversely, IESCO, FESCO, GEPCO, and LESCO reported negligible load shedding.

It is particularly concerning that PESCO, QESCO, SEPCO, HESCO, and K-Electric continue to implement load shedding based on Aggregate Technical & Commercial (AT&C) losses—a practice that contradicts the Performance Standards (Distribution) Rules, 2005, and lacks NEPRA's endorsement. In its regulatory capacity, NEPRA has initiated legal proceedings and imposed financial penalties on these DISCOs for non-compliance with performance standards. The AT&C-based load shedding mechanism, initially introduced to improve recovery rates through enhanced

governance, has instead been extended beyond its intended scope, conflicting with the objectives set out in the National Electricity Policy 2021.

On the other hand, K-Electric has also shown a marked decline in no. of feeders free from AT&C-based load shedding from 76% in FY 2022 to 69% in FY 2025. The company's investment plan for FY 2024–2030 targets the complete elimination of load shedding from 95% of its feeders. NEPRA has directed K-Electric to ensure that any unavoidable load shedding is conducted strictly at the PMT level, in full compliance with the Performance Standards (Distribution) Rules, 2005.

Under NEPRA's regulatory framework, DISCOs are permitted to undertake load shedding only in cases of nationwide generation shortages or transmission limitations. The Authority continues to closely monitor daily load shedding trends by evaluating each DISCO's demand, allocated generation quota, and actual power drawl to ensure transparency and adherence to approved standards.

2.6 Nominal Voltages (% age of consumers whose voltages remained beyond the prescribed limit):

In accordance with Rule 4(d) of the Performance Standards (Distribution) Rules, 2005, each distribution company must ensure that at least 95% of its consumers receive electricity within a voltage range of ±5% of the nominal level. To assess compliance with this requirement, DISCOs submitted data on consumer complaints regarding voltage fluctuations. This information was analyzed to determine the proportion of consumers affected by voltage levels falling outside the prescribed limits. A summary of the analyzed results is provided below.

Name of DISCO	No of Consumers made complaints about the voltage	Total No. of Consumers in DISCO	% of Complaints w.r.t. total number of consumers	Allowed % in PSDR 2005
PESCO	23,300	4,021,225	0.579	5
IESCO	1,592	3,997,826	0.040	5
GEPCO	46,854	4,945,225	0.947	5
FESCO	20,631	5,531,719	0.373	5
LESCO	5,689	7,054,612	0.072	5
MEPCO	3,050	8,250,448	0.036	5
QESCO	2,302	733,712	0.254	5
SEPCO	845	828,053	0.102	5
HESCO	165	1,261,129	0.013	5
K-Electric	167,850	3,811,258	4.404	5

Table 11: No. of Consumer Complaints made about Nominal Voltages

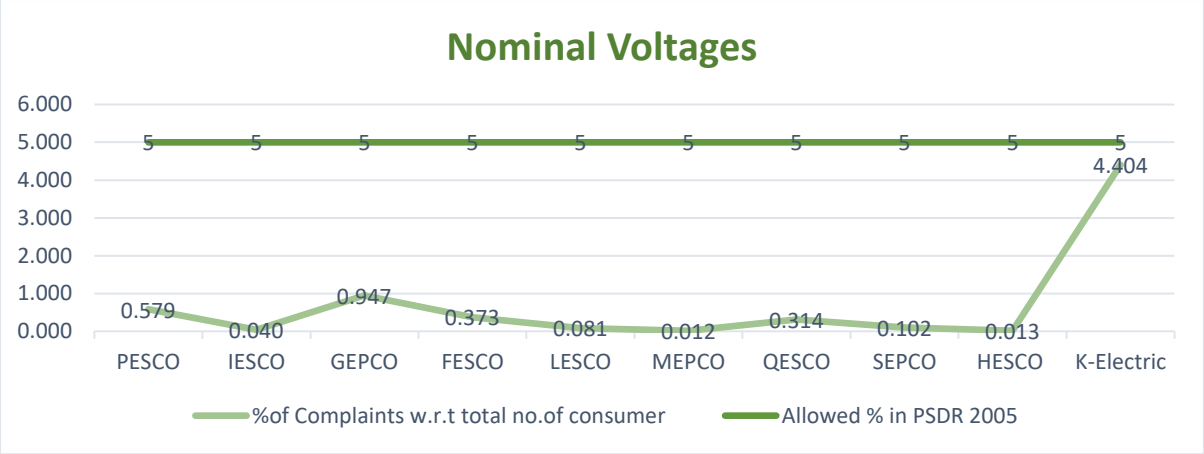

Figure 14: No. of Consumer Complaints made about Nominal Voltages

An evaluation of the submitted data indicates that K-Electric recorded the highest number of voltage-related complaints, totaling 167,850, followed by GEPCO with 46,854 and PESCO with 23,300 complaints. Conversely, SEPCO and HESCO reported only 845 and 165 complaints, respectively—a discrepancy that raises doubts regarding the reliability of their data. Such low figures may reflect deficiencies in complaint registration mechanisms or inaccuracies within their reporting systems. Considering their extensive consumer bases—828,053 for SEPCO and 1,261,005 for HESCO—it is improbable that so few consumers encountered voltage irregularities. Furthermore, the reported claim that over 95% of consumers across all DISCOs received voltage within the prescribed limits appears overly optimistic and necessitates further validation to ensure data accuracy and reporting transparency.

2.8 Consumer Service Complaints

Effective management of consumer complaints serves as a key indicator of performance for distribution companies, reflecting their efficiency, responsiveness, and quality of service at the subdivision/IBC level. Each subdivision/IBC holds the responsibility of promptly resolving consumer issues related to power supply, billing discrepancies, and service interruptions to maintain customer satisfaction and trust. By tracking the volume and resolution rate of complaints, DISCOs can identify persistent problem areas, optimize operational procedures, and enhance overall service delivery, thereby strengthening regulatory compliance and public confidence.

The accompanying table and graph provide a summary of consumer complaints recorded by DISCOs during FY 2024–25. The analysis focuses on the average number of complaints received daily per complaint center and evaluates the proportion of cases resolved within the same fiscal year.

Name of DISCO	Reported Complaints	Total No. of Complaint Centers in DISCO	No. of Complaints per Complaint Center	Average number of complaints per day per Complaint Center
PESCO	47,730	200	238.650	0.654
IESCO	426,240	116	3674.483	10.067
GEPCO	601,592	123	4890.984	13.400
FESCO	688,910	341	2020.264	5.535
LESCO	1,849,061	201	9199.308	25.204
MEPCO	1,951,314	190	10270.758	28.372
QESCO	47,857	58	825.121	2.261
SEPCO	1,627	64	25.422	0.070
HESCO	88,579	72	1230.264	3.371
K-Electric	1,718,225	27	63637.963	174.351

Table 12: Consumer Complaints

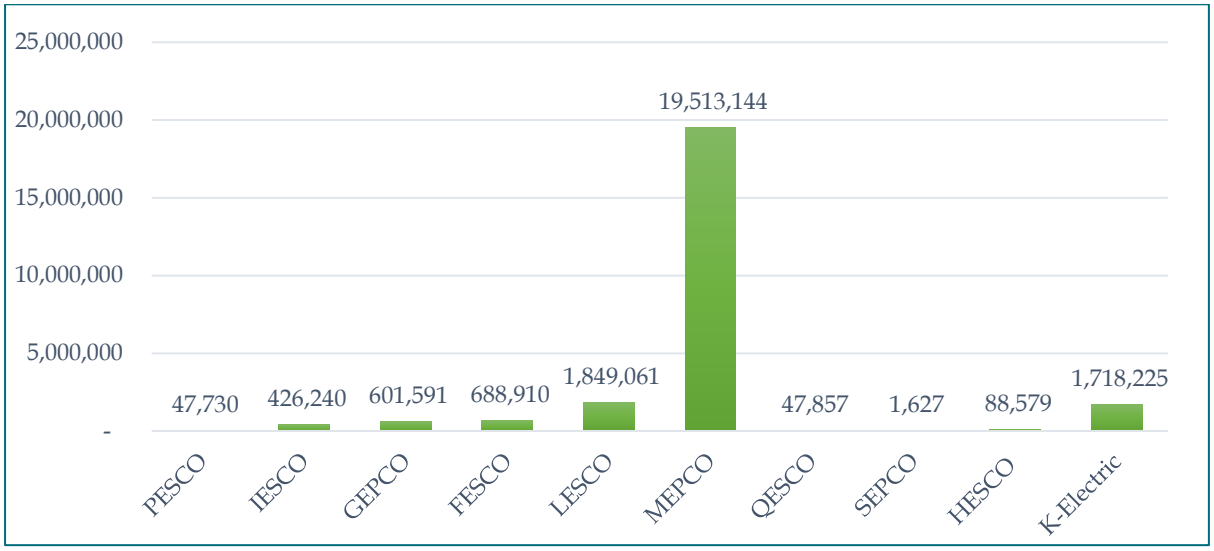

Figure 15: Consumer Complaints

An assessment of complaint management data reveals significant inconsistencies among DISCOs. SEPCO reported almost no complaints per day per complaint center, indicating either the absence of an effective complaint management system or potential inaccuracies in data reporting. Conversely, K-Electric registered an average of 174 complaints daily per center, suggesting a more structured and efficient mechanism for recording and addressing consumer grievances. Meanwhile, PESCO, QESCO, and HESCO reported only 2–3 complaints per day per center—figures that appear unrealistic and may point to weaknesses in their complaint monitoring and documentation processes.

Despite repeated directives from NEPRA to adopt computerized complaint management systems, many DISCOs continue to depend on outdated manual methods, such as maintaining printed registers. These practices are often inconsistent and hinder the proper tracking, analysis, and resolution of consumer complaints, ultimately impacting transparency and service quality across the sector.

2.9 Safety (No. of Fatalities for Employee & Public):

Rule 4(g) of the Performance Standards (Distribution) Rules, 2005, mandates that distribution companies implement safety measures for both their employees and the public, in line with their Distribution Code.

An analysis of the FY 2024–25 data highlights a deeply concerning total of 118 fatalities—comprising both employees and members of the public—across the service territories of various distribution companies. This alarming figure reflects serious lapses in adherence to safety regulations and demonstrates a systemic failure in implementing adequate safety measures. The situation underscores the pressing need for stronger oversight, stricter compliance with safety protocols, and enhanced preventive strategies to mitigate the risk of such tragic incidents in the future. Further, the details of fatalities reported by DISCOs for both employees and the general public are as follows:

FY 2024-25			
Name of DISCO	No. of fatalities for employees	No. of fatalities for Public	Total No. of fatalities reported
PESCO	6	14	20
IESCO	6	22	28
GEPCO	4	2	6
FESCO	6	0	6
LESCO	4	1	5
MEPCO	5	1	6
QESCO	1	1	2
SEPCO	4	4	8
HESCO	2	11	13
K-Electric	0	24	24
Total	**38**	**80**	**118**

Table 13: Safety Accidents

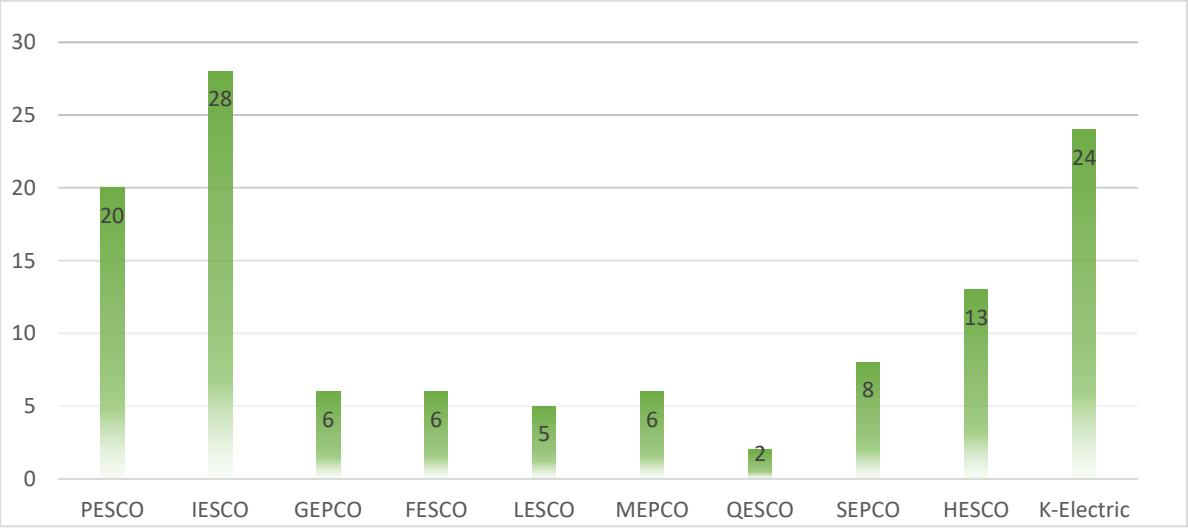

Figure 16: Safety Accidents

A review of the data for FY 2024–25 reveals that IESCO recorded the highest number of fatalities, followed by K-Electric, PESCO, and HESCO attributed most of these incidents to consumer-related factors, such as illegal connections ("kunda") and accidents occurring on private premises. NEPRA is currently investigating each reported case under Section 27A of the NEPRA Act to verify the accuracy of these claims. The majority of fatalities involved members of the general public, while QESCO, LESCO, MEPCO, FESCO, and GEPCO reported comparatively fewer incidents.

As the sector's regulatory authority, NEPRA places strong emphasis on ensuring safety within the power distribution network. The Authority, through its Health, Safety, and Environment (HSE) Department, monitors safety practices, enforces compliance, and reviews existing standards. Following detailed investigations into fatal accidents, NEPRA has imposed significant financial penalties on various DISCOs and directed them to conduct comprehensive safety audits. These surveys are focused on evaluating the earthing and grounding of poles and associated structures, along with the implementation of immediate corrective actions to prevent future occurrences. All DISCOs have been directed to develop and submit comprehensive safety improvement plans, the implementation of which is being closely monitored by NEPRA to ensure compliance and sustained enhancement of safety standards across the distribution network.

2.10 Fault Rate (No. of Faults/KM):

Reliability/Healthiness of the distribution network is commonly assessed through the fault rate, which represents the number of faults occurring per kilometer of the network. This indicator serves as a key measure of system performance, reflecting the overall stability and quality of power supply. A lower fault rate signifies effective maintenance and sound infrastructure, whereas a higher rate may indicate deteriorating assets, inadequate upkeep, or environmental challenges. Continuous monitoring of fault rates allows distribution companies to identify weak areas, prioritize maintenance, reduce downtime, and enhance operational efficiency, ultimately improving consumer satisfaction and ensuring a more reliable electricity supply. Further, details of the total length of the distribution system, total number of faults, and fault rate are as follows:

FY 2024-25			
Name	Total length of Distribution System (km)	Total No. of Faults	Fault Rate (No. of Faults/km)
PESCO	90,450.207	64871	0.72
IESCO	61,589	137486	2.23
GEPCO	47792	153640	3.21
FESCO	84,121.01	89749	1.07
LESCO	51988.89	271877	5.23
MEPCO	52,523	34211	0.65
QESCO	74,390.37	136,865	1.84
SEPCO	42,409.33	32,077.80	0.76
HESCO	47,849.82	50321	1.05
K-Electric	42,966	134,457	3.13

Table 14: Fault Rate (No. of faults/km)

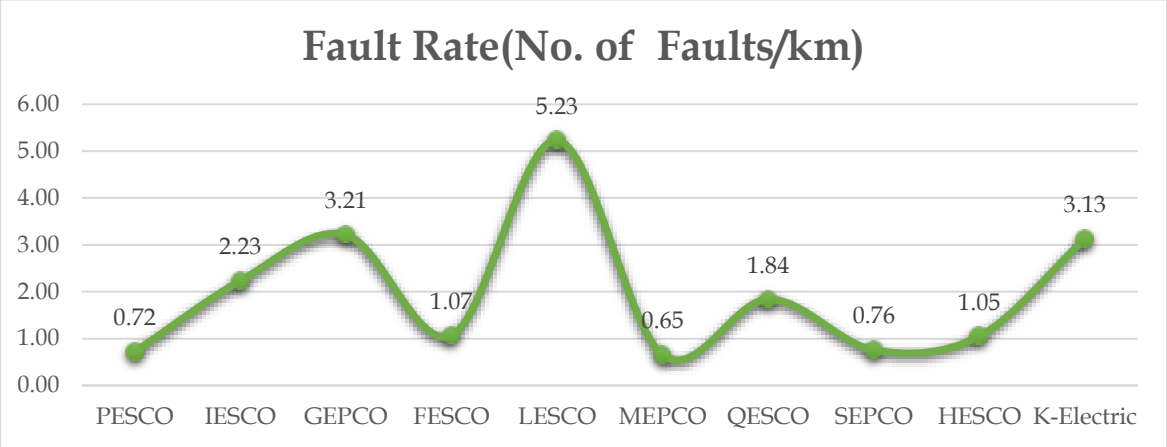

Figure 17: Fault Rate (No. of faults/km)

The analysis of fault ratios per kilometer, as reported by various DISCOs, indicates inconsistencies in the accuracy of the submitted data. Reported figures from PESCO, MEPCO, SEPCO, FESCO, HESCO, and QESCO appear overstated, creating an impression of system efficiency that is not supported by on-ground realities. In contrast, LESCO, GEPCO, and K-Electric provided comparatively more credible figures, ranging between 3 to 5 faults per kilometer. Despite the optimistic portrayal of network reliability for FY 2024-25, frequent consumer complaints and daily outage reports tell a different story. Furthermore, discrepancies between fault rate data and the corresponding SAIFI and SAIDI values suggest a lack of consistency in performance reporting, emphasizing the need for improved data accuracy and transparent monitoring mechanisms across all DISCOs.

3 COMPARISONS OF DATA FOR FY 2022-23 WITH THE LAST FOUR YEARS (2020-21, 2021-22, 2022-23, 2023-24 & 2024-25)

3.1 Transmission and Distribution (T&D) Losses (% age):

The details of the Transmission and Distribution (T&D losses) of DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-2021	2021-22	2022-23	2023-24	2024-25
PESCO	38.2	37.23	37.13	38.14	37.15
IESCO	8.55	8.18	8.06	8.85	8.61
GEPCO	9.23	9.07	8.61	11.54	10.6
FESCO	9.3	9.1	8.84	9.86	9.02
LESCO	12	11.5	11.29	15.92	13.7
MEPCO	14.9	14.7	14.22	15.28	13.81
QESCO	27.9	28.1	26.72	29.77	38.38
SEPCO	35.3	35.6	34.39	34.91	39.18
HESCO	28	27.4	27.49	27.62	27.89
K-Electric	17.54	15.3	15.27	15.99	14.73

Table 15: Transmission and Distribution (T&D) Losses

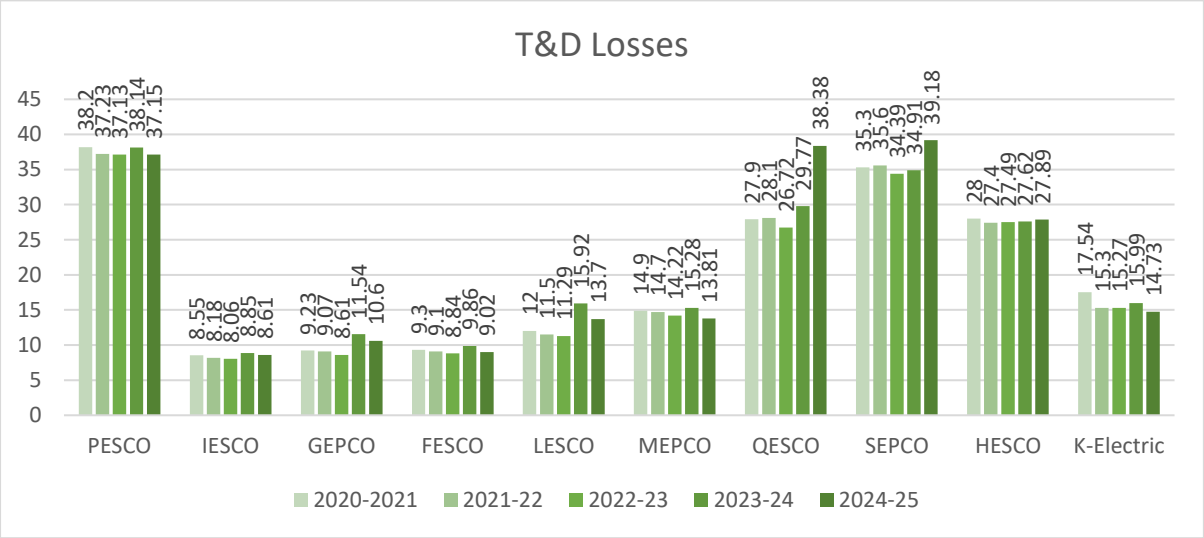

Figure 18: Transmission and Distribution (T&D) Losses

The analysis of Transmission and Distribution (T&D) losses over the past four years reveals a fluctuating trend, with no significant improvement recorded during FY 2024-25. Although a marginal decrease in overall losses is observed compared to the previous fiscal year, the progress remains negligible. Certain DISCOs, particularly QESCO and SEPCO, continue to exhibit consistently high loss levels, reflecting ongoing operational inefficiencies and weak system management. These sustained losses highlight the urgent need for targeted interventions, improved monitoring

mechanisms, and infrastructure upgrades to enhance efficiency and reduce financial strain on the power sector.

3.2 Billing & Collection (% age):

The details of the Billing & Collection percentage of DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-2021	2021-22	2022-23	2023-24	2024-25
PESCO	102.5	92.2	92.10	92.22	91.5
IESCO	116.87	95.62	106.32	98.21	101
GEPCO	106	99.7	99.86	99.07	101.5
FESCO	102	99.53	98.17	99.64	101
LESCO	98.72	97.1	94.30	96.11	101.3
MEPCO	103.61	99.73	98.13	98.62	101.7
QESCO	39.8	35.4	36.90	36.55	38.7
SEPCO	64.7	64.7	68.20	67.1	74.2
HESCO	76.7	75.1	75.90	77.61	74.8
K-Electric	94.8	96.6	92.76	91.54	90.56

Table 16: Billing & Collection (%)

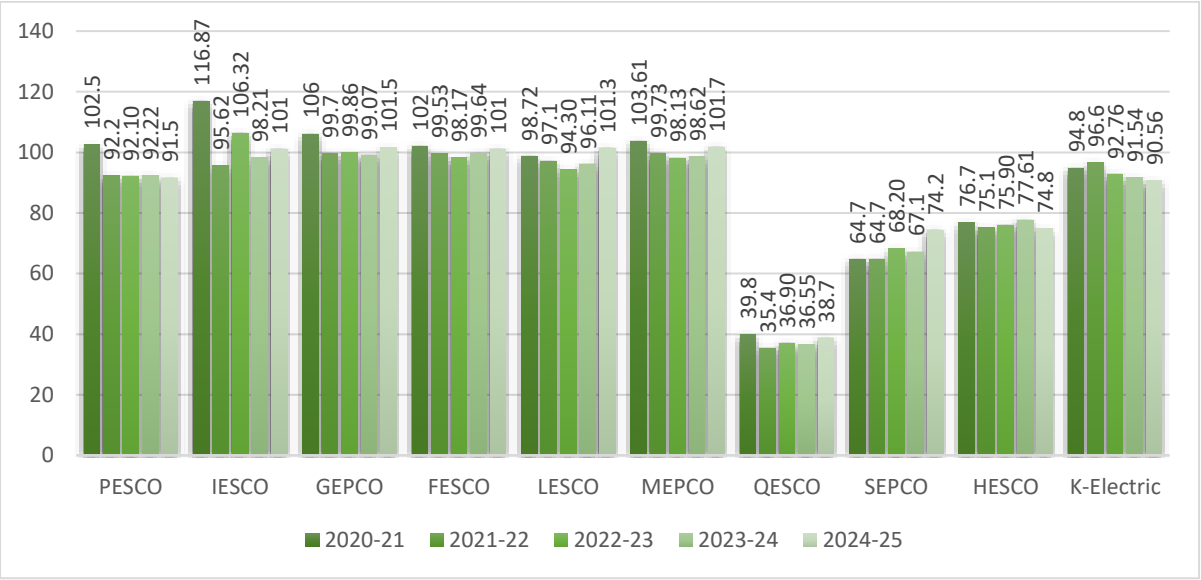

Figure 19: Billing & Collection (%)

The analysis of recovery performance for FY 2024-25 indicates a varied trend among the DISCOs. While certain companies demonstrated marginal improvement in their recovery rates, others experienced a slight decline during the same period. In particular, QESCO, HESCO, and K-Electric recorded a reduction of approximately 1% to 3% compared to the previous year's performance. These variations suggest inconsistencies in revenue collection practices and highlight the need for strengthened operational controls and enhanced monitoring to ensure sustained financial performance across all DISCOs.

3.3 System Average Interruption Frequency Index (SAIFI):

The details of the System Average Interruption Frequency Index (SAIFI) of DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	193.7	188.92	184.67	180.59	176.62
IESCO	0.05	20.56	17.97	16.33	15.39
GEPCO	24.78	23.02	22.01	55.86	49.49
FESCO	35.53	35.2	34.94	34.66	33.31
LESCO	34.66	32.86	29.13	28.19	28.61
MEPCO	471	43.94	34.26	31.57	10.23
QESCO	97.96	97.11	98.37	97.89	99.52
SEPCO	441.04	410.7	117.5	80.858	76.77
HESCO	137.1	134.05	133.04	131.41	129.55
K-Electric	28	25.95	25.34	71.31	68.64

Table 17: System Average Interruption Frequency Index (SAIFI)

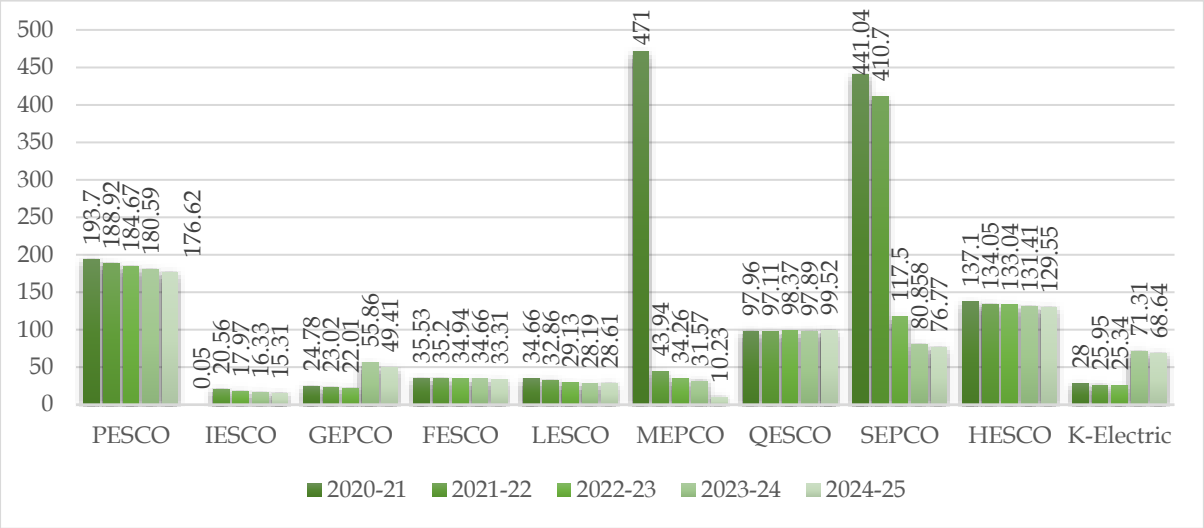

Figure 20: System Average Interruption Frequency Index (SAIFI)

An assessment of SAIFI performance over the past five years reveals a gradual improvement in outage frequency across most DISCOs. Companies such as PESCO, GEPCO, FESCO, MEPCO, SEPCO, HESCO, and K-Electric demonstrated steady progress, reflecting enhanced maintenance and operational management. Conversely, QESCO reported a notable rise in SAIFI during FY 2024-25 compared to FY 2023-24, indicating potential reliability challenges that warrant further investigation and corrective action.

3.4 System Average Duration Frequency Index (SAIDI):

The details of the System Average Duration Frequency Index (SAIDI) of DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	14821	14518	14227	13744.31	13469.55
IESCO	1.36	1027.01	1006.33	915.03	834.22
GEPCO	40.33	38.98	38.59	4216.56	3833.19
FESCO	1252.7	1243.15	1219.37	1200.08	1185.68
LESCO	3821.84	3747.88	3550.05	3178.75	2982.94
MEPCO	39.733	2794	4723.73	3726.61	1182.56
QESCO	8176.2	8015.17	8083.47	8008.12	8516.45
SEPCO	3893.3	3593.3	1468.02	1378.664	1320.77
HESCO	7852.2	7558	7513.7	7463.13	7410.22
K-Electric	2564.66	1963.6	1911.7	4168.73	4152.59

Table 18: System Average Duration Frequency Index (SAIDI)

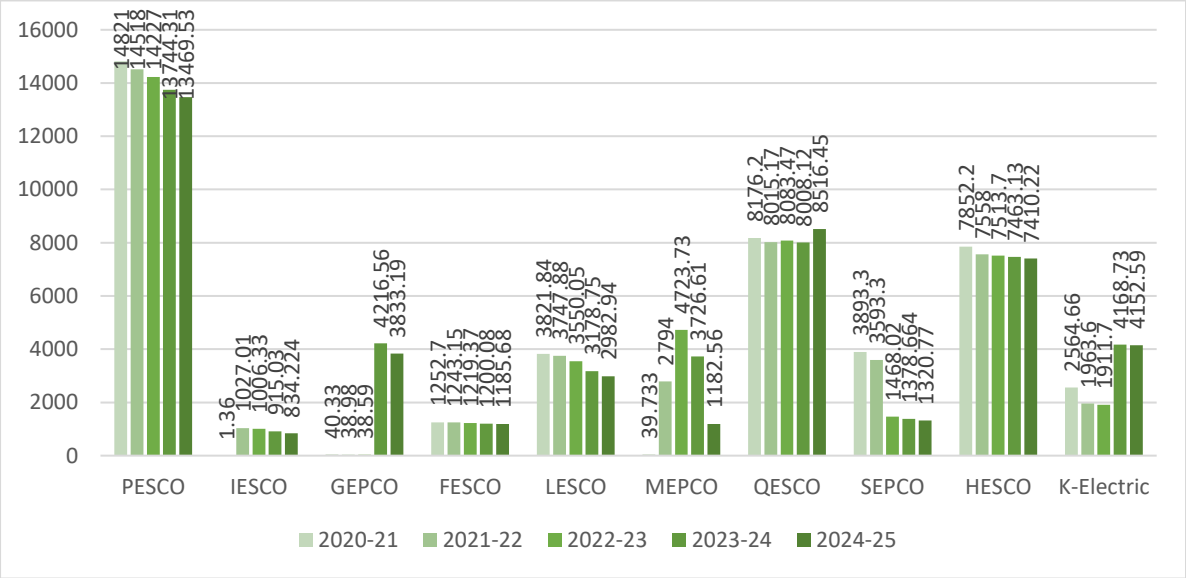

Table 21: System Average Duration Frequency Index (SAIDI)

A review of SAIDI performance over the past five years indicates that several DISCOs, including PESCO, FESCO, LESCO, SEPCO, and HESCO, have achieved reductions in outage durations, demonstrating gradual operational improvement. IESCO has also shown steady progress following its peak interruption levels in FY 2021-22. In contrast, QESCO experienced a substantial rise in SAIDI during FY 2024-25 compared to FY 2023-24, signaling persistent reliability concerns. Overall, while some utilities are advancing, others continue to struggle, emphasizing the importance of consistent network maintenance and the effective utilization of O&M resources to ensure sustained reliability.

3.5 Time Frame for New Connection (% age of Pending Ripe Connections):

The details of the Time Frame for New Connection (%), by DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	6.9	5.14	8.4	1.7	1.31
IESCO	0	0	0	13.64	1.25
GEPCO	23.2	25	15.01	5.01	3.08
FESCO	17.9	20.5	34.8	13.62	4.98
LESCO	1.7	1.99	2.28	2.81	2.16
MEPCO	4.6	4.6	7.2	8.76	6.33
QESCO	31.3	37.4	9.3	6.32	4.74
SEPCO	8.75	4.16	6	0.57	3.56
HESCO	0.03	0.038	0	0.06	1.30
K-Electric	17.5	18.6	6.84	3.58	5.84

Table 19: Time Frame for New Connection

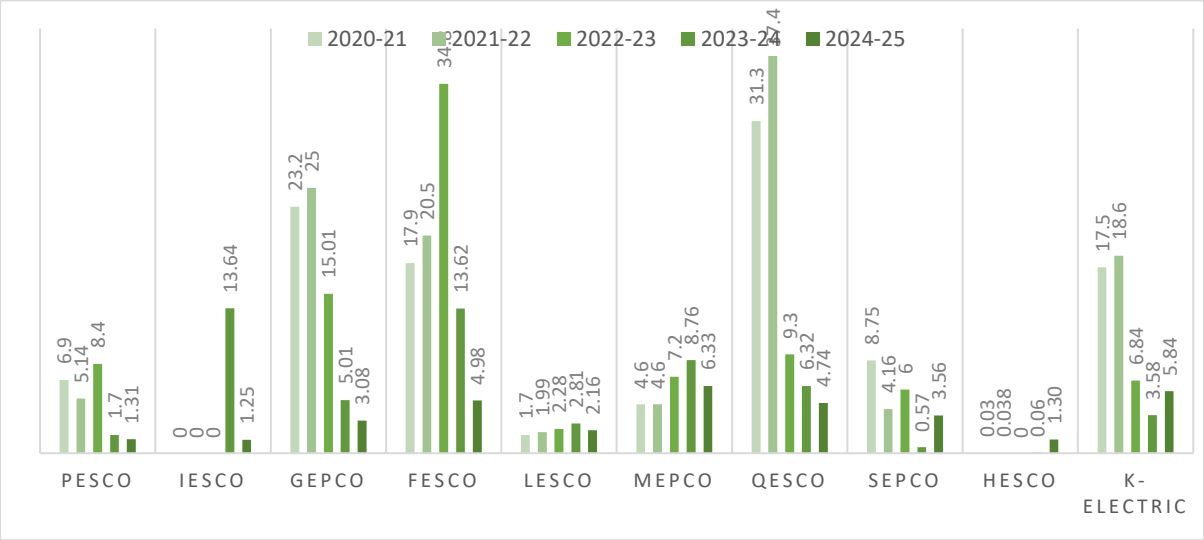

Figure 22: Time Frame for New Connection

An examination of the data presented in the table and figure above indicates the proportion of pending ripe connections that were not provided within the stipulated timelines outlined in the PSDR 2005. The performance trend over the past four years demonstrates inconsistency among the DISCOs, reflecting fluctuations in operational efficiency. In particular, SEPCO, HESCO and K-Electric reported higher rates of pending connections in FY 2024-25 compared to the previous year, highlighting ongoing challenges in timely service delivery and resource management.

3.6 Load Shedding (Hours):

The details of the Load Shedding (Hours) by DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	1.8	6	4.5	11	5.5
IESCO	1	2.5	1.5	2.5	0
GEPCO	0.33	0.4	0.85	0.22	0
FESCO	0	1	0.56	0	0.02
LESCO	3	0.5	0.5	0.5	0.1
MEPCO	0.66	0.6	1.15	0.7	1.2
QESCO	8	11.3	10.25	10	10.25
SEPCO	7.3	2.3	2.33	2.3	1.4
HESCO	6	8	8.66	10.6	8
K-Electric	1.94	2.6	5.21	8.52	5.2

Table 20: Load Shedding (Hours)

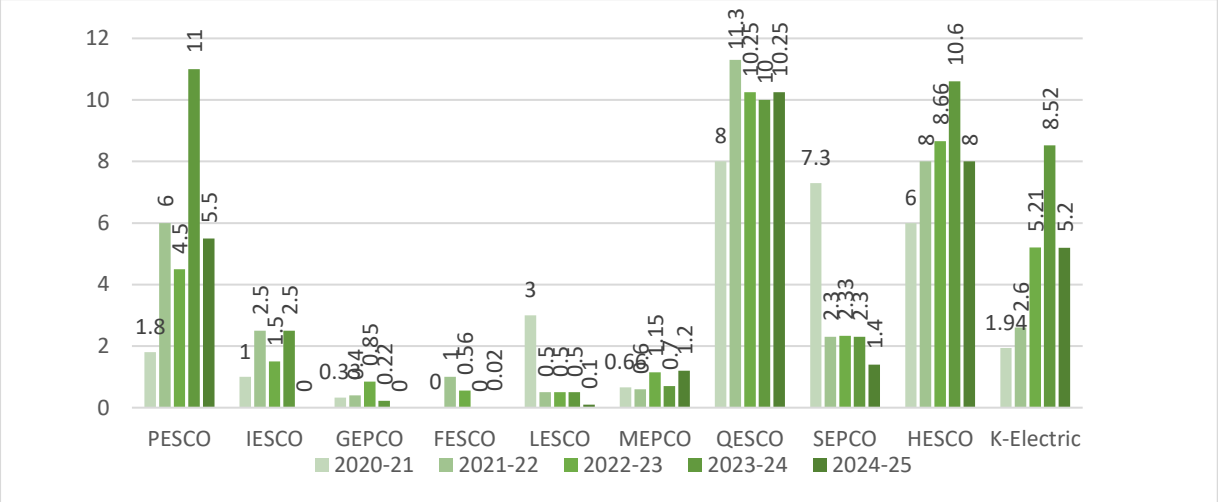

Figure 23: Load Shedding (Hours)

The analysis of load-shedding data for FY 2024-25 indicates differing patterns across distribution companies. Notably, QESCO and MEPCO recorded substantial increases in load-shedding hours during the year, whereas PESCO, IESCO, GEPCO, and LESCO reported comparatively lower durations. Overall, the findings suggest that several DISCOs continue to implement commercially driven load-shedding practices, resulting in unwarranted power interruptions that also affect consumers with satisfactory payment records.

3.7 Nominal Voltages (% age of Consumers whose voltages remained beyond the prescribed limit):

The details of the Nominal Voltages, i.e., % age of Consumers whose voltages remained beyond the prescribed limit for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	10869.5	24,594	22,721	218,16	23,300
IESCO	9513	7,125	4,890	4,642	1592
GEPCO	10133	10,600	9,725	9,501	46,854
FESCO	7782	5,613	4,677	7,448	20,631
LESCO	5525	5,385	5,357	5,496	5,107
MEPCO	4308	4,085	3,165	2,982	3,050
QESCO	3273	2,987	3,702	3,550	2,302
SEPCO	432	484	216	845	845
HESCO	189	183	174	164	165
K-Electric	219,577	164,505	148,138	125,050	167,850

Table 21: Nominal Voltages

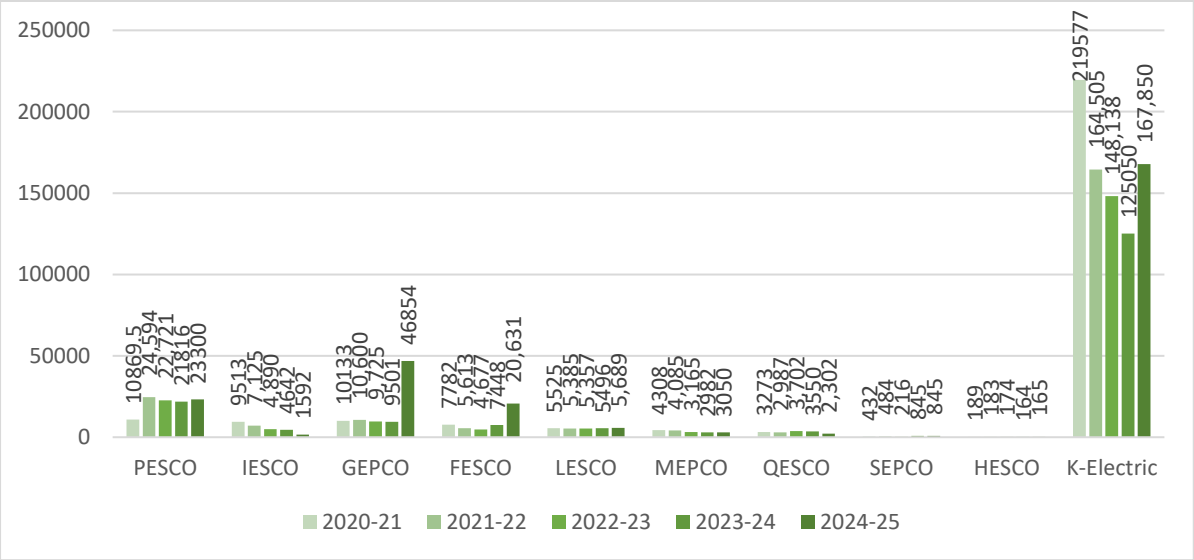

Figure 24: Nominal Voltages

The analysis of data for FY 2024-25 indicates a noticeable rise in consumer complaints regarding voltage fluctuations compared to previous years. Despite ongoing efforts, voltage instability continues to be a recurring concern, particularly during the summer months when demand peaks. Addressing this issue requires proactive measures, including regular preventive maintenance, timely network rehabilitation, and targeted infrastructure upgrades to enhance supply quality and ensure a stable and reliable power system that aligns with consumer expectations.

3.8 Consumer Service Complaints:

The details of the Consumer Service Complaints of DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	124363	90,084	85,090	95,097	47,730
IESCO	372326	329,722	350,447	380,203	426,240
GEPCO	239918	255,884	255,553	84,711	601,591
FESCO	312514	356,100	345,417	342,806	688,910
LESCO	544663	768,076	978,393	931,626	1,849,061
MEPCO	226862	270,443	145,160	153,350	1,951,314
QESCO	36827	33,876	45,847	41,812	47,857
SEPCO	21148	7,480	2,961	2,845	1,627
HESCO	126437	117,716	103,838	94,810	88,579
K-Electric	2018041	1,543,091	1,382,155	1,276,362	1,718,225

Table 22: Consumer Service Complaints

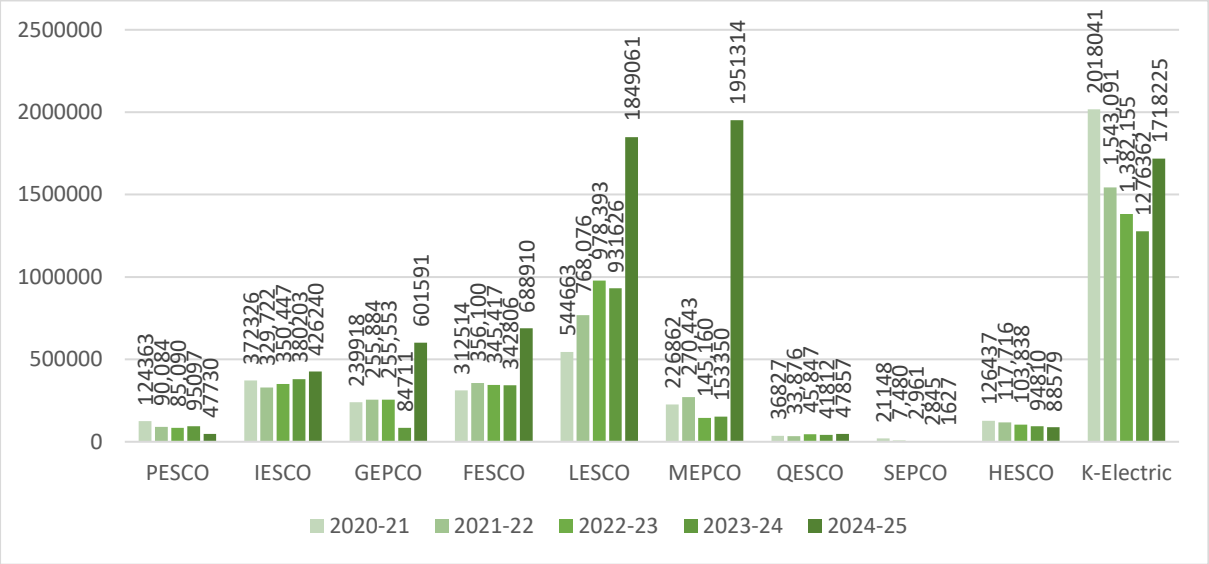

Figure 25: Consumer Service Complaints

The analysis of consumer complaint data for FY 2024-25 indicates a diverse performance trend among the DISCOs. An increase in complaints was observed in IESCO, GEPCO, FESCO, LESCO, MEPCO, and QESCO, whereas the remaining companies reported a decline. This variation highlights inconsistencies in service quality and consumer satisfaction, reflecting differing operational efficiencies and responsiveness levels across the distribution companies during the fiscal year.

3.9 Safety (No. of Fatalities for Employee & Public):

The details of the Fatalities for Employee & Public in DISCOs for the past five years (2020–21 to 2024–25) are illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	23	39	41	20	20
IESCO	22	27	24	26	28
GEPCO	7	10	9	9	6
FESCO	9	5	6	7	6
LESCO	11	27	11	18	5
MEPCO	13	8	5	3	6
QESCO	6	8	9	9	2
SEPCO	14	10	9	5	8
HESCO	32	35	14	9	13
K-Electric	39	27	33	34	24
Total	176	196	161	140	118

Table 23: Fatal Accidents

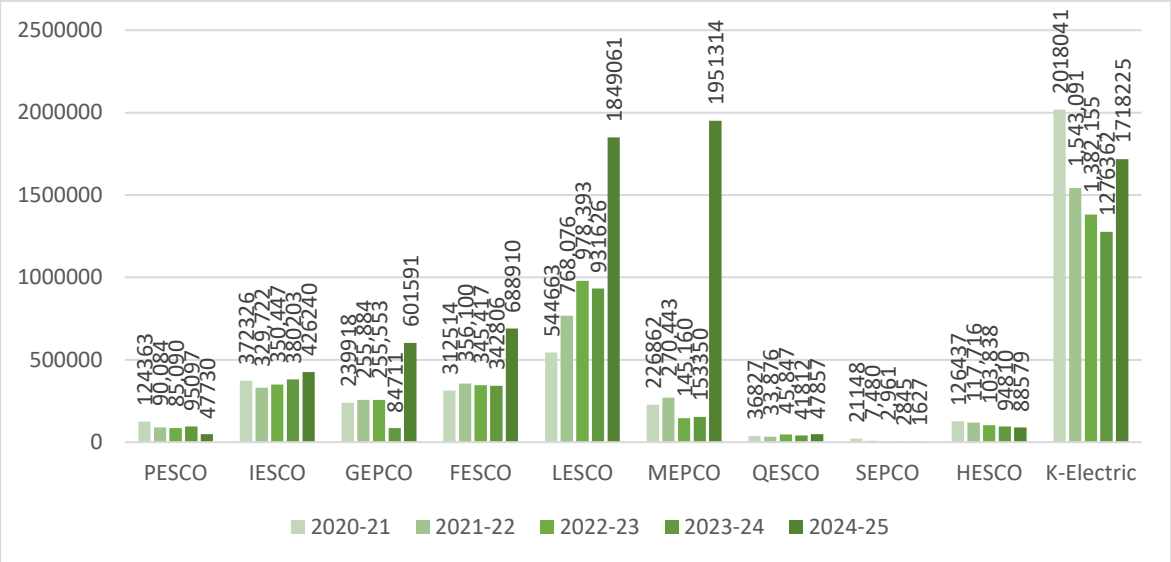

Figure 26: Fatal Accidents

The data indicate an overall decline in fatal accidents across DISCOs during FY 2024-25, primarily due to ongoing safety compliance initiatives. QESCO demonstrated the best performance, reducing fatalities to two, while IESCO, HESCO, and SEPCO reported an increase to 28, 13, and 8 fatalities, respectively. GEPCO and K-Electric also showed an improvement. Despite the overall decline, the fatality rate remains a concern, and DISCOs are urged to adopt proactive measures to achieve zero accidents.

3.10 Fault Rate (No. of Faults/KM):

The number of Faults/KM, in DISCOs for the past five years (2020–21 to 2024–25) is illustrated as follows:

Name of DISCO	2020-21	2021-22	2022-23	2023-24	2024-25
PESCO	0.38	0.45	0.43	1.65	0.72
IESCO	8.77	4.91	4.65	2.93	2.23
GEPCO	2.28	3.46	3.27	3.27	3.21
FESCO	1.61	1.13	1.26	1.14	1.07
LESCO	5.46	5.39	5.39	5.26	5.23
MEPCO	6.55	1.06	0.77	0.63	0.65
QESCO	1.34	1.23	1.29	1.40	1.84
SEPCO	1.26	1.18	1.38	0.79	0.76
HESCO	0.82	1.18	1.08	1.39	1.05
K-Electric	1.34	1.34	1.64	3.23	3.13

Table 24: Fault Rate

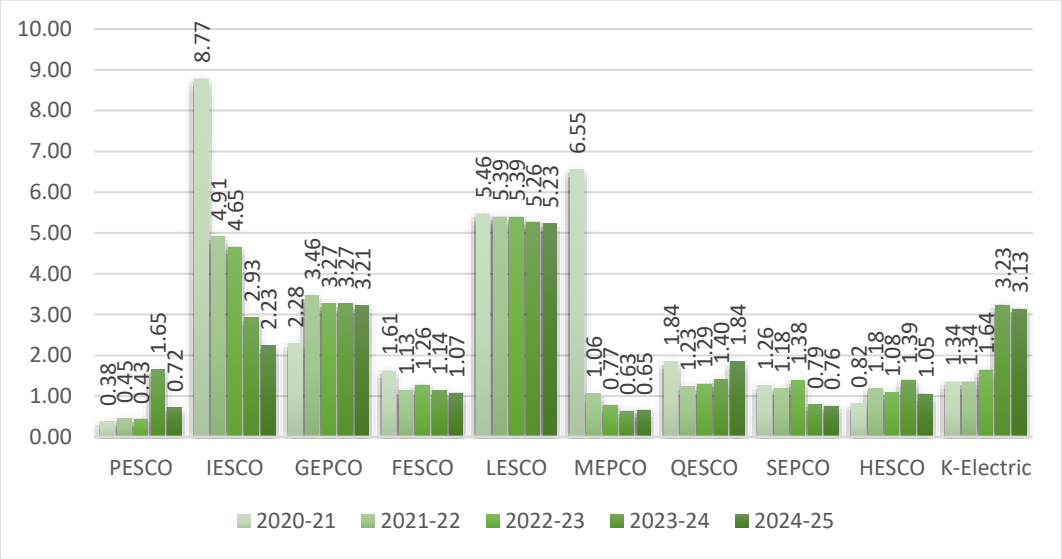

Figure 27: Fault Rate

An analysis of fault rate data over the past five years reveals a fluctuating pattern among the DISCOs. While certain companies demonstrated improvement in FY 2024-25—indicating enhanced maintenance practices and better operational management—others experienced an increase in fault rates, suggesting ongoing infrastructure or operational weaknesses. These variations reflect uneven performance in network reliability. To achieve consistent progress, DISCOs with higher fault rates must adopt industry best practices, reinforce preventive maintenance programs, and implement stricter monitoring mechanisms to ensure greater system stability and efficiency.