Distribution and Consumer Services Directorate

NEA board made decision to change the various business groups of NEA in to Directorates, as per which the Distribution and Consumer Services (DCS) Business Group was also changed to DCS Directorate (DCSD). DCSD is responsible for overall management of electricity distribution services and networks of NEA. The major activities of this directorate include planning, expansion, operation, maintenance and rehabilitation of the electricity distribution networks including substations up to 33 kV voltage level and consumer services activities such as new consumer connections, meter reading, billing, and revenue collection. The directorate has lately introduced some of the smart meter reading and billing techniques as a pilot projects in the Kathmandu valley with plans to introduce even better techniques and expand them in the entire areas. The operation and maintenance of off grid small hydro power plants in its area, also falls under the jurisdiction of this directorate. There are Planning and Technical Services Department (PTSD) and Community Rural Electrification Department (CRED) at the central level and eight regional offices to manage the overall distribution and consumer services activities in more effective and efficient manner under this directorate. During review period of FY 2015/16, it was initially headed by the General Manager as a chief of business group and subsequently by Deputy Managing Director as a chief of DCSD. Under the directorate, PTSD & CRED at the centre and eight regional offices are headed by the Directors/chiefs.

DCSD is the largest directorate of NEA in terms of number of employees and business activities. Approximately 67% of the total staff of NEA is employed in DCSD. This is also on the forefront to earn revenue for sustaining operation, maintenance and development activities of NEA. DCSD is providing services to consumers through its 109 Distribution Centers spread over the whole country.

Performance Highlights

In FY 2015/16, total number of consumers under DCS reached 29, 69,576 an increase of 3.54% over the last fiscal year's figure. In comparison to the previous years, less increase in consumer number in last fiscal year was due to insufficient availability of energy meters. However, it is expected to increase substantially once the energy meters are available in the first quarter of the FY 2016/17.

Customer Category	No of consumer (% of total consumers)	Sales %	Revenue %
Domestic	94.18	48.40	45.96
Non-Commercial	0.60	3.66	6.06
Commercial	0.58	7.92	11.64
Industrial	1.47	32.29	31.13
Others	3.18	7.73	5.21

Similarly, in FY 2015/16, a total of 3,746 GWh of energy was sold earning net revenue of Rs. 31,545.05 Million. Industrial and Commercial consumercategoriescombinedtogetherrepresent only 2.05% of the total number of consumers but shared 40.21% of total sales. Similarly, the domestic consumer category represents 94.18% of total consumers and contributed 48.4% to the total sale.

Programs and Activities

The programs and activities of DCSD were hard hit in FY 2015/16 due to unavailability of goods, specially the distribution transformers and meters and metering equipments due to ongoing rift on procurement practices. However, it was resolved with relentless effort and the goods are now expected for store delivery by the first quarter of FY 2015/16, after which the consumer services activities shall be smoothly run. DCSD took special drives to expedite the activities for loss reduction, metering & billing and decreasing amount receivables from black listed consumers. The goods on stock were closely monitored which resulted in substantial decrease in the stock material/amount. As part of reinforcement and expansion of the distribution systems, many programs, projects and the activities are undertaken in FY 2015/16 to expand and improve the service delivery. These programs and activities are executed by the Departments at center and Regional Offices.

Loss Reduction Activities

In FY 2015/16, special drives were initiated to reduce the technical and non-technical losses. Feeder-wise loss evaluation was continued and extra load shedding hours were set for high loss prone feeders. This practice was found substantially effective to bring down the losses of such feeders. At the same time, distribution centers were assigned loss targets to achieve within the prescribed time frame. This was also linked with the performance of concerned distribution center chief and a significant loss reduction was observed in many areas. Special drives were initiated for monitoring and supervision of overall DCS activities with priority for loss reduction. Regular review meetings were organized at the central as well as regional level. The special efforts of the employees and the support of the various governmental and nongovernmental institutions in controlling non technical losses brought in good results. The overall result towards loss reduction was found to be encouraging during review period. The Business Group carried out regular monitoring of the feeders and areas having more than 30% energy loss. The activities of the Loss Controlling Committee formed under the chairmanship of Chief District Officer were effective enough to reduce non-technical losses. The support from local administration was appreciable in some districts as Rajbiraj. Loss Controlling Committee at the center level issued directives to the concerned offices to improve the loss situation. During the FY 2015/16, a total of 31,127 numbers of consumer lines were disconnected from which Rs 328.21 (millions) was recovered. Similarly legal action was taken against 3,957 consumers for electricity pilferage and Rs 33.58 (millions) was recovered from it. Regular monitoring, data downloading and analysis of the large industrial and commercial consumers were augmented.

Significant loss reduction was observed in many high non technical loss prone areas by the use of Ariel Bundled Conductor (ABC) cable. Upgrading of overloaded conductors and transformers was also carried out to reduce the non technical losses. As per NEA decision, the electromechanical meters of the consumers of capacity 25-50 kVA range continued to be replaced with electronic (TOD) meters. Because of Terai Band for 138 days and its adverse effect at local levels, especially in Terai and some hilly areas, continued efforts and measures taken to control losses and the system loss is maintained to 19.80% in this Fical Year.

Future Plans and Programs

As high system loss is a major challenge for NEA, DCSD is trying to make every effort to bring down the distribution system loss which contributes in substantial proportion. It is also planning to improve the quality of the services through the use of new technologies and capacity building to meet the challenges of new environment in utility business. Consumer complaints shall be addressed without delay and the procedure for

new connection related works shall be made simple and user friendly. DCSD is committed to establish centralized customer care center to ensure single point of contact for all consumer related activities, timely service, less processing time for new connection and centralized control and monitoring over the entire customer care process. NEA is planning to implement Automatic Meter Reading (AMR) system. Plans are to make available the payment and billing information in internet so that consumer can access information on line. A system will be implemented for consumers to pay the electricity bill either through bank or in NEA's revenue collection center.

Planning and Technical Services Department

The Planning and Technical Services Department (PTSD) is responsible for planning and preparation of distribution system expansion programs and supporting DCSD in the technical and commercial matters. Major works under this department include-

- Identification of potential rural electrification and substation rehabilitation projects and implement them
- Programming/re-programming, data download and analysis of TOD energy meters & metering equipments
- Monitoring and evaluation of region wise monthly distribution system losses. Assist to identify and implement programs for loss reduction in distribution systems
- Initiate modern facilities for the electricity consumers in the field of meter reading, billing and revenue collection
- Plans to execute distribution planning incorporating demand side management and loss reduction as an integral part of it

One hundred nine collection centers have computerized billing system till date and plans are to extend it to all with modern facilities in the coming years. The Computerized Billing Division under PTSD has successfully completed the entire distribution centers within Kathmandu valley with 'Any Branch Payment System'.

PTSD has recommended to approve Rs 17,957,227.10 for 50 consumer in connection with the missed files forword by different distribution Centres.

Energy Monitoring and Auditing of Distribution Substations

Under the program, static energy meters were installed at distribution substations to measure the amount of energy delivered by the substations enhancing the energy accountability. The Planning and Technical Services Department co-operated with Grid Operation Department to install ToD meters in various grid substations. The static meters installed at different substations were downloaded to check and verify the data. The program for installation of Bulk Supply Meters and the Metering Unit was also continued in FY 2015/16. The energy monitoring and audit was also augmented verifying the data with concerned transmission grid and generation units.

Project Highlights

Energy Access and Efficiency Improvement Project

This project is being implemented under ADB loan/grant. The various subprojects under this are as follows.

Project for Energy Efficiency through Loss Reduction

This project has been started with the objective of reducing technical losses in the distribution networks of Kathmandu valley and Birgunj Simara corridor. This project is jointly financed by Asian Development Bank (ADB), GoN and NEA. The project has identified 27 distribution feeders with unacceptable high loss in Kathmandu valley and Birgunj where rehabilitation is required. The scope of this project includes upgradation of 462 Nos of Distribution Transformers (100, 200 and

300 kVA), replacement of 214 Km of overhead 11 kV undersized ACSR conductor with 120 sq.mm. XLPE Covered Conductor, use of 35 Km of 300 sq.mm. 11 kV Underground Power Cable and 401 Km of 95 sq.mm. LV ABC Cable. Major Line material such as distribution transformer, covered conductor, XLPE power cable, ABC cables have already received. The installation of distribution transformer in Kathmandu and Birjung is under progress and it is likely to be completed by the end of October 2016 .Stringing of LV ABC cable and HV covered conductor are underway. The total progress of the project is 85%. The project is scheduled to be completed in FY 2016/17.

Distribution System Augmentation Project

This project is jointly financed by Asian Development Bank (ADB), GoN and NEA. The scope of the project includes:

i) Construction of new 33/11 kV, 6/8 MVA substation at Baniyani, Mirchaiya, Dhanushadham, Paraul, Barhathawa, Banskot, Kushma, Mainapokhar and 11 kV switching station in Mirmi, Swoyambhu & Mulpani; and

(ii) Construction of 95 km of 33 kV and 156 km of 11 kV lines in the vicinity of substation area. Out of these substations Paraul, Mulpani, Baniyani, Mirchaiya Barathawa has been already commissioned. The remaining sub-stations shall be commissioned soon.

The construction of substations and interconnection feeders are expected to complete in the current 2016/017.

Pilot Project for Public Private Partnership in Distribution System

This project is jointly financed by ADB and GoN. The project aims at enhancing the quality of service delivery and overall efficiency through Public Private Partnership program in the sector of electricity distribution. The scope of the project includes procurement of the consulting services for the implementation of Public Private Partnership in three distribution centers of NEA. The consultants have submitted draft bidding document and franchisee agreement which will be used in implementing PPP in distribution. The consultant has shortlisted the distribution centers for implementation. But due to the non-allocation of budget the pilot project has not be implemented.

Grid Solar Energy and Energy Efficiency Project (GSEEP)

The Government of Nepal (GoN) has received a credit from the World Bank (WB) towards the cost of Grid Solar Energy and Energy Efficiency Project (GSEEP) under IDA Credit No. 5566-NP (Project ID P146344) for an amount of USD 130 million under a counter financing of USD 8 million by the GoN. The financial agreement between GoN and the WB was concluded on February 20, 2015. The GSEEP Project comprises of following two components. i) Component 1: Grid–connected Solar PV Farms Development with an estimated cost of 46 million USD which deals with the Design, Planning, Engineering, Procurement (Manufacturing/Supply) Construction/Erection, Testing, Commissioning and Five Years of Operation & Maintenance of 25 MWp Utility Scale Grid Tied Solar Farms And Component 2: Distribution System Planning and Loss Reduction with an estimated cost of 80 million USD dealing with the Rural Electrification in three(3) packages along with Distribution Business Management, Implementation of Loss Reduction and Distribution System Rehabilitation.

Expanded Electricity Distribution Project

This is one of the components of Electricity Transmission Expansion and Supply Improvement Project financed by ADB under Loan No. 2808-NEP (SF).The scope of project which is divided into three lots comprising of up-gradation of substations at Gaur, Nijgarh, Chandragadhi, Jare, Belbari, Jaleshwor & Bolo-Damak (Lot-1) Parasi, Gorkha,

Krishnanagar, Tauliahwa, Amuwa, Gaddhachauki & Mirmi (Lot-2)and Lot-3 is development of 11 & 0.4 kV network in the affected area along the proposed Tamakoshi-Kathmandu 400 kV Transmission Line. The total cost of this project is USD 9.5 Million. All the works under Lot-1 is completed and works under remaining other two lots are expected to be completed by February 2017.

Computerized Billing and Networking Division

The objective of this Division is to implement a common billing system in all the revenue collection centers of NEA for improved billing and revenue collection processes in a modern, efficient and cost effective manner. M-Power Billing system has provided NEA with a wider and more sophisticated array of functions and features that would enhance the billing efficiency and provide greater visibility into the entire process chain. M-power Billing System is in operation in 109 collection centers which covers more than 80% of the total consumers and covers 85% of the total NEA revenue. Handheld Meter Reading Device (HHD) has also been implemented which is in operation in different collection centers. This has helped reduce human errors during meter reading.

Any Branch Payment System (ABPS) which has been implemented inside Kathmandu valley has helped the customers to pay their bill in any of the above locations with ease. It has helped NEA to collect revenue and get analytical reports on time. This division has plans to extend this system outside Kathmandu valley.

The replacement of One Month Delay Billing System (PSICOBS) to Mpower (Spot) Billing System has been successfully implemented in different locations. This has also increased the revenue of NEA for that Fiscal Year. This division plans to complete the replacement of other third party systems/manual system to Mpower system gradually.

This Fiscal Year Computerized Billing and Network Division plan to implement the Mpower Billing Software in 10 of the different Revenue Collection Centers (Bhaktapur DC, Dhangadi DC, Mahendranagar DC, Tikapur DC, Pachkhal Sub DC, Kohalpur Sub Branch, Kanchanpur Sub Branch, Melamchi DC, Ghorahi DC and Tulsipur DC).

Customized training programs were conducted to NEA staff that has been operating with the billing system. The division plans to conduct more training programs to enhance the skill and knowledge of these staff for smooth operation of the Mpower system.

This division plans to extend the Third Party Payment System (Banks/other third parties) which has been introduced in the previous Fiscal Years.

This division has started implementing "Customer Management Information System (LAGAT)" in Kirtipur DC, Maharajgunj DC and Jorpati DC and Kuleshwor DC. The system will further be implemented in all the collection centers inside Kathmandu valley within this Fiscal Year and also have plans to centralize this system such that consumer reporting to the management will be easier and real time.

This Division has also designed "Consumer Energy Consumption Pattern" report for tariff analysis.

The Division has plans to implement "Complaint Management System (No Light)" which would ease the organized compliant registration and speed up the response.

Matatirtha Naubise 33 kV Transmission Line Project

This project aims at supplying power to United Cement Industry Pvt. Ltd. in Naubise, Dhading and existing NEA consumers in its vicinity. The project will help to improve the quality of supply and reduce the technical losses of the area also.

The scope of the project includes the construction of 33/11 kV, 2*6/8 MVA substation along with double circuit 13 km 33 kV line. The project was started in FY 2009/10 with funds from infrastructure development program of Ministry of Industry, GoN.Continued effort and progress in the construction of substation of Naubise and Matatirtha. Polling work of 33 kV Matatirtha, Naubise transmission line is done.IEE work is in final stage. Rapid progress in the work will take place afterfinalaization of IEE report.Under ground cabling work in some places is obstructed by local community. Talk program with CDO & other authorities are in progress to resolve the issues.

4. Matatirtha Malta 33 kV Transmission Line Project

This project aims at supplying power to Laxmi Cement Industry Pvt.Ltd. in Malta, Lalitpur and evacuation of power produced by Pashupati Energy Pvt. Ltd. (6MW) and suply existing NEA consumers in its vicinity. The project will help to improve the quality of supply and reduce the technical loses of the area also. The scope of the project includes the construction of 33/11 kV, 10/13.3/16.6 MVA substation along with double circuit 35 km 33 kV line. The project was started in FY 2009/10 with funds from infrastructure development program of Ministry of Industry, GoN Here the power transformer of 6/8 MVA has been installed and commissioning work of the station is done Construction of 33 kV line from Matatirtha to Malta is in progres. IEE report finalization for the right of way of 33 kV transmission line in final stages civil work of the substation in Malta is in final stage and the scheduled work is to be complete in FY 2016/17.

5. Matatirtha Markhu 33 kV Transmission Line Project

This project aims to meet the growing demand of electricity in Kulekhai area of Makawanpur district and its vicinity. The project will help to improve the quality of supply and reduce the technical losses of the area. The construction of Transmission line of 33/11 kV, 6/8 MVA substation along with single circuit 15 km line and poling works is going on. Switchyard & control Building of civil work has been completed. Installation of Electrical instruments is in progress. Power Transformer installation has been completed. The project was started in FY 2009/10 with funds from GoN and is expected to complete in FY 2016/17.

6. 33/11 KV Substation Upgration Work

The Capacity of nine, 33/11kV Sub-stations shall be upgraded with 9x6/8 MVA power transformers and the old eight power transformers shall be upgraded to higher capacity. Funding of this work is bear by NEA itself. This work is scheduled to be completed with FY 2016/17.

7. Buipa-Okhaldhunga 33 kV Transmission Line Project

The scope of this project includes the construction of 32.5 km of 33kV transmission line, 80 km of 11kV and 80 km of LV distribution line and two 33/11kV, 1.5MVA substations one each at Okhaldhunga and Khotang districts. Construction work at Okhaldhunga S/S is in progress; materials and equipment have been delivered to the site, control building constructed and civil construction is in its final stage. Construction of 32.5 km of 33kV line, 69.79km of 11kV line, 31.5 km of LV

Buipa Substation, Khotang

distribution line and installation & charging of 25 nos. of Transformers have been completed. Buipa-Lamidanda-Bhadaure parallel 11kV line construction has been completed. Buipa-Bakshila 11kV line construction has been completed &

Bakshila, one of the remote VDC of Northern region of Khotang has been electrified.

Jaljale-Buipa 33kV line (69km), constructed by the then Jaljale-Diktel 33kV line project, which is the only source line for this project, had been charging at 11kV. So, parallel new 11kV line was constructed & freed this line. Necessary maintenance of this Jaljale-Buipa 33kV line was completed & successfully charged at 33kV voltage level, first time after its completion on 2000 A.D. And, 33/11kV, 1.5 MVA Buipa Substation is charged after long time of its completion. Now, Khotang & Okhaldhunga districts have been connected to central grid system of Nepal. Supply of line from 3 new 11kV feeders of newly charged Buipa Substation has solved the voltage drop problems & improved the quality of electricity in Khotang & Okhaldhunga districts. The project is expected to complete in FY 2016/17.

8. Rasuwaghat-Khotang S/S and RE Project

Major works to be performed under this Project include the construction of 14km of 33kV transmission line, 33/11kV,1x3 MVA capacity substation at Rasuwaghat (Bagedhunga) of

Work in progress at Okhaldhunga Substation, Okhaldhunga

Khotang district, 90km of 11kV and 90 km of LV distribution line in Khotang and Udaypur district. Out of these, 10 km of 33kV transmission line, 37.2km of 11kV line and 33km of LV distribution line construction have been completed and 11nos. of distribution transformer have been installed & charged.

Store cum Quarter building has been constructed in Bagedhunga, Khotang. After charging of 5km long parallel 11kV line, Rasuwaghat-Bagedhunga 33kV line was freed and charged at 33kV level. The 33/11kV, 750kVA transformer has been charged in Bagedhunga. Also, 33kV Bay extension at Jaljale substation has been completed & now put into operation. Construction of 33/11kV 3 MVA Bagedhunga substation is in progress.

9. Chautara-Sindhupalchok 33 kV substation Project

The project funded by GoN aims to meet the growing demand of electricity in Chautara area of Sindhupalchok District and its vicinity. The scope of the project includes the construction of 33/11 kV, 6/8 MVA Substation with interconnection facilities. The construction of 33 kV line from Lamosanghu to Chautara is about to complete. Substation design works are in progress and is scheduled to complete in FY 2017/18.

10. Transformer Testing Lab Construction Project

The aim of this project is to construct the Transformer Testing Lab Construction Project at Biratnagar, Butwal and Nepalgunj. With the construction of the project, under the above three different regional offices distribution centers, various Power Transformer & Distribution Transformer testing works for new Transformer and maintenance & testing facilities for old transformer shall also be provided. The project is scheduled to complete in FY 2017/18.

11. Madankudari-Makaibari-Singati 33 kV line Project

The project funded by GoN aims to meet the growing demand of electricity in Madan Kudari-Majhifeda area of Kavre District and its vicinity. The scope of the project includes the construction of 33/11 kV, 6/8 MVA Substation with interconnection facilities.

The land acquisition process is on the way. Project is scheduled to complete in FY 2018/19.

12. Bharatpur-Madi 33 KV Sub-transmission Line & RE Project

This project is financed by the Govt. of Nepal (GoN) and is being implemented for the electrification of Madi area and its vicinity in Chitwan district. The scope of the project includes construction of a 3 MVA, 33/11 kV substation, 20 km of 33 kV overhead line, 8 km of 33 kV underground Cable, 30 km of 11 kV line and 50 km of 0.4 kV line and installation of 24 distribution transformers. The project will provide electricity to about 11,000 households of the area. The construction of substation and U/G cable and Construction of 20 Km of 33 KV overhead line, 3 MVA, 33/11 kV substation & 11/0.4 kV Distribution Network at Madi area of Chitwan District has been completed and successfully charged on Baisakha 30, 2073.

Besides, above the 33/11 kV, 6/8 MVA each substations at Parsa district and Chautara of Sindhupalchok district are under different stages of construction. The aim of these projects is to improve the quality of electricity supply in the area and also to reduce the system losses.

COMMUNITY RURAL ELECTRIFICATION DEPARTMENT

In order to expand the access of electricity services to the rural areas on the demand driven approach, the Government of Nepal (GoN) has brought forward Community Rural Electrification Program (CREP) since 2003 which is being executed. NEA had established a separate Department "COMMUNITY RURAL ELECTRIFICATION DEPARTMENT (CRED)" to efficiently conduct the Community Rural Electrification Program of GoN in 2003. Later on in 2010, CRED was dissolved in the process of restructuring of NEA and the activities of CREP were carried out through eight Regional Offices. However, the CREP activities were slowed down due to lack of coordination at center and regional level. On this background, CRED has been formed again in July 2013.

Under CREP, the GoN is contributing 90 % of the rural electrification Cost through NEA and the Rural Electric Community (REC) is required to contribute remaining 10 % of the cost. NEA sells bulk power to the RECs and RECs are responsible for operation and management of electricity distribution within the area. NEA provides services up to 11 kV Line and the REC itself is responsible for 400/230 Volt Line. NEA, Community Rural Electrification By-Law 2071 governs the activities of NEA, REC and CREP.

Consumer friendly rural electrification program is becoming more effective to promote energy access, consumer capacity building and livelihood development. Community Rural Electrification Program (CREP) has been playing an integral role in rural development, empowering Rural Electric Community (REC) and to alleviate Poverty. In the journey of 11 years, CREP has achieved a major success of accessing electricity to more than 51000 households of 56 districts through 500 nos. of Different Community entities.

Despite of having many problems like insufficient human resources and adolescent office itself, the performance of CRED evaluated as satisfactory in FY 2015/16. During review period, CRED initiated activities to resolve setback old community rural electrification contracts successfully and by the result hanged out contracts were regularized and most of them were completed in this year. CRED's major activities of the year include:

New NEA, Community Rural Electrification By-Law has been approved by making the existing CRE By-Law 2071 compatible to the motive of re-formed CRED and addressing the problems experienced in community rural electrification program & operational activities. However, it is yet to be submitted for approval.

All together 56 community rural electrification proposals including extension of existing 11/0.4-0.23 kV distribution network and transformer upgrading programme are approved. These proposals comprise construction of 11 kV Line 219km, 400/230 Volt line 300 km.

In order to strengthen the operating capacity of RECs, training for Linemen and Accountant was conducted. 60 Linemen personnel and 80 Account personnel were trained this year.

In order to bring uniformity in cost estimation of rural electrification work, the major line materials cost (Pole, Conductor, Insulator, Transformer and Stay set etc) has been fixed.

CRED has planned different activities in FY 2016/17 for meaningful and result oriented implementation of CREP that will strengthen the CRED and support the sustainability of the RECs too.

Regional Offices

There are eight regional offices (ROs) under DCSD located at Biratnagar, Janakpur, Hetauda, Kathmandu, Pokhara, Butwal, Nepalgunj and Attariya. The functions of operation, maintenance, and expansion of the distribution system up to 33 kV voltage level and consumer services such as new consumer connections, meter reading, billing, and revenue collection are carried out by Regional Offices. In addition, operation and maintenance of off grid small hydro power plants also falls under regional office's jurisdiction. Each regional office is headed by a director/chief and reports to the General Manager. There is provision of technical division headed by a Manager in each RO which looks after the technical matters, rural electrification activities and management of small hydro power plants. The regional chief is also supported by account and administrative sections in the related matters.

Loss Reduction Program

The distribution networks comprise of technical and non- technical losses, in which proportion of non-technical losses is quite high. During the year under review, various measures taken in the preceding years were continued to reduce the non-technical losses. Massive awareness campaigns as workshops and review meetings

Interaction Programme being held at Distribution and Consumer Services Directorate Office

were implemented in various distribution centers. Besides review meetings were organized in each regional office by a DCS central team to evaluate the overall performance of the office.

Strict measures for electricity theft control as confiscation of electric equipments and taking legal action against culprits were also conducted in various distribution centers with the help of local administration and security agencies.

Regional offices in co-ordination with DCSD of NEA as a chief guest and PTSD, implemented extensive programs for the enhancement of electrical infrastructure, revenue and to avoid electricity theft, manipulation meter and metering units.

NEA management made various decisions as 'Immediate Action Plans' to improve its functioning. Among many, this plan included regular inspection of Time-of-Day (TOD) meters, data download and analysis to curb any connection fault or manipulation. All regional offices and distribution centers actively participated in this drive which was found to be much effective.

NEA mangment also decided to announce Baishak 2073 as “Loss Reduction Special Programme”and it is continued till now. All the distribution centre are engaged to remove the hookings, to replace the defective meters and penallise the people who are involve in electricity theft.

Customer Care

Distribution centers work as interfaces between NEA and its consumers. So, special efforts were taken to improve the quality of service at the consumer interface points. The employees took special efforts to serve our valued consumers in more effective way. With the Queue Management System at some of the cash collection centers, difficulties encountered by the consumers in queuing for making payments were minimized. Round the clock no-light services have been implemented in most of the urban no-light centers. These functions and activities were carried out by all regional offices.

The region wise performance under the review period is summarized in Annex-1 and 2 below. Some of the glimpses of the regional offices are presented here under.

BIRATNAGAR REGIONAL OFFICE

Operational highlights

There are 15 Distribution Centers under Biratnagar Regional Office (BRO) spread over Mechi and Koshi zones. The distribution loss of BRO is 20.67%. Sales contribution to NEA system of this RO is 16.62%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –617596
Revenue (million) – Rs.5017.98
Numbers of consumers –503233

Project highlights

The major projects being implemented under this regional office are as under.

Rake-Rabi-Chisapani 33 kV Transmission Line Project

The project includes the construction of 25 km of 33 kV line, 40 km of 11 kV line, 40 km of LV distribution line, construction of 33/11 kV, 6/8 MVA substation at Chisapani and 33 kV Switching Station at Ranke . Out of which, 15 km 33 kV line is completed and remaining works are in progress. Land for Switching Station at Chamaita of Ranke has been already acquired while land acquisition for Substation at Chisapani is almost completed. Contractor for the Construction of Sub Station has been awarded by Project Management Directorate (PMD).

Dhankuta-Hile-Leguwa-Bhojpur 33 kV Transmission Line Project

The project includes the construction of 50 km of 33 kV transmission line, 52 km of 11 kV line, 50 km of LV distribution line and one 33/11 kV substation in Bhojpur district. Construction of 33 kV transmission line and 33 kV Bay/Switching Substation at Hile have been completed and are in operation. 23 km of 11 kV line and 15 km of LV line construction has been completed so far. Construction of 33/11 kV, 750 kVA Substation at Bhojpur is in progress.

Ilam-Phidim-Taplejung 33 kV Transmission Line Project

The scope of the project includes the construction of 90 km of 33 kV transmission line in Fidim and Taplejung district. Construction of 33/11 kV, 3 MVA Substation at Phidim and 33 kV Bay at Ilam Substation has been completed and in operation. Construction of 33 kV line from Phidim to Taplejung is also construction.Construction of 6/8 MVA substation at Taplejung and 33 kV Bay at Phidim Substation is in progress but installation works of 33/11 kV, 1.5 MVA temporary substation is near about completion.

Aathrai Sakrantibazar 33 kV Substation Project

The project includes the construction of 25 km of 33 kV line, 25 km of 11 kV line, 40 km of LV distribution line, construction of 33/11 kV, 6/8 MVA substation at Sakrantibazzari and 33 kV Bay at Jirikhimti, Terahthum. Out of which, 13 km 33 kV line is completed and remaining works are in progress. Land for Substation at Sakrantibazar has been already acquired and construction of boundary wall is also in progress. Contractor for the Construction of Sub Station has been awarded by Project Management Directorate (PMD).

Bhedetar (Rajarani) 33/11 kV Transmission line and Substation Project

The project includes the construction of 15 km of 33 kV line, 15 km of 11 kV line, 15 km of LV distribution line, construction of 33/11 kV, 3 MVA substation at Rajarani and 33 kV Bay at Bhedetar, Dhankuta. Here, in this project land acquisition has been completed and construction of boundary wall is also completed. 33 kV line survey and estimated work has completed.

Other Projects

The following projects in the region are also in the various stages of execution.

- Panchthar, Taplejung and Bhojpur Distribution Line Strengthening Project
- Chinpur Sitalpati 33 kV transmission line and Substation Project
- Ahale Dadhipurkot Electrification Project.
- Dhulabari Jhapa 33 kV transmission line and Substation Project

JANAKPUR REGIONAL OFFICE

Operational highlights

There are 15 Distribution Centers under Janakpur Regional Office (JRO) spread over Sagarmatha and Janakpur zones. The distribution loss of JRO is 47.95%. Sales contribution to NEA system from this RO is 7.27%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –270119
Revenue (million) – Rs.2092.03
Numbers of consumers –435154

Programme at Janakpur Regional office

Programme at Janakpur Regional office

Project highlights

The major projects being implemented under this regional office are as under.
Sangutar-Okhaldhunga 33 KV Transmission line project.

Major component of the project include the construction of 33 KV line 40 KM, 11 KV line 40 KM, 33 KV bay 1 No at Sangutar, LV distribution line 40 KM. 60% 33 KV line pole erection works has been completed. And construction of remaining 33 KV line is in progress.

Okhaldhunga-Salleri 33 KV Transmission line project

The major component of line project is construction of 33 KV line 40 KM, 11 KV line 40 KM, 33 KV bey Nirman in Okhaldhunga – 1, 33 KV 1.5 MVA Substation & 40 KM of LT construction for Solu district. 60% of 33 kV line pole erection works and 25 % of 33 kV conductor stringing works has been completed. Construction of remaining line is in progress.

Khurkot-Nepalthok 33 kV Transmission Line Project

Major components of the project include the construction of 25 KM of 33 KV, 25 KM of 11 KV,

40 KM of LV distribution line, at Sindhuli District & 33/11 KV, 1.5 MVA Substation at Nepalthok. 80% 33 kV transmission line construction works has been completed & construction of remaining line is in progress. The procurement of land for Substation is in progress.

Garahia-Dumaria 33/11 kV S/S Construction Project.

Major components of the project include the construction of 20 km of 33 kV, 8 km of 11 kV line & 33/11, 6/8 MVA substation at Garahia Dumaria. The procurement of land is completed. The process of procurement of equipment and work as under process.

Haripurwa-Basatpur 33 kV Transmission Line & Sub station Construction project.
Major components of the project is construction of 33 kV line 30 km. & 33/11 kV, 6/8 MVA substation at Haripurwa-Basatpur. The procurement of land is in progress.
Bhagwanpur 33/11 kV S/S Construction project.

The major components of the project include the construction of 12 km of 33 kV & 33/11 kV, 6/8 MVA substation at Bhagwanpur. The procurement of land is completed. The procurement of land is completed. The process of procurement of equipment and work as under process.

HETAUDA REGIONAL OFFICE

Operational highlights

There are 8 Distribution Centers under Hetauda Regional Office (HRO) spread over Narayani zone. The distribution loss of HRO is 18.33%. Sales contribution to NEA system from this RO is 17.25%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –641162
Revenue (million) – Rs.5373.73
Numbers of consumers –344169

Project highlights

The major projects being implemented under this regional office are as under.

Chhatiwan 33/11 kV Project

The project scope includes construction of 33 kV line from Hatia to Chhatiwan and construction of 6/8 MVA, 33/11 kV substation at Chhatiwan of Makawanpur district. Land acquisition at Bhimsendamar of Chhatiwan is completed in FY 2013/14. Project is scheduled to complete in FY 20116/17.

Godhiya Dumariya 33/11 KVA Transmission line and 6/8 MVA substation

The major component of this project is construction of 20 km 33 KV line out of this 9 km is completed. 10 ropani land acqusting is done .And 8 km distribution line out of 35km is completed.

Other project

Haripurwa Banstpur -33/11 kV Transmission line and 6/8 MVA Substation Project

KATHMANDU REGIONAL OFFICE

Operational highlights

Thereare18DistributionCentersand1Transformer workshop under Kathmandu Regional Office (KRO) spread over Bagmati zone. The distribution loss of KRO is 11.24%. Sales contribution to NEA system from this RO is 27.95%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –1038641
Revenue (MillonNRs) – Rs.10236.9
Numbers of consumers –600342

Project highlights

The major projects being implemented under this regional office are as under:

Chainpur VDC 2, 3, 4 Water drinking Electrification Project

The project includes construction of distribution system in Chainpur VDC 2, 3, 4 of Dhading district. Construction work is in progress and is scheduled to be completed in FY 2016/17.

Khimti –Manthali 33 kV Trasmission line and Substation Project

The project includes construction of 33 kV Tramission line and 33 kV line bay at Ramechape District. Construction work is in progress and is scheduled to be completed in FY 2016/17.

Budhsing, Dansing, Gorsysng, Khadakbhan-jhyang, Phikure, Kaule, Bhalche Distribution line Project

The project includes construction of distribution system in Budhsing, Dansing, Gorsysng, Khadakbhanjhyang, Phikure, Kaule, VDC of Nuwakot district. Construction work is in progress and is scheduled to be completed in FY 2016/17.

Sindhu-Dolakha Distribution line Project

The project includes construction distribution system different VDCs of Dolkha and Sindupalchowk district. Construction work is in progress and is scheduled to be completed in FY 2016/17.

Kathmandu Valley Electrical Distribution System Reinforcement Project

The project includes reinforcement of distribution system of different municipalities, metropolitan city and sub-metropolitan city and VDCs and is scheduled to be completed by the end of FY 2016/17.

Saghutar - Manthali 33/11 KV transmission line Project

The project includes construction of 33 kV line from Saghutar to Manthali and construction of substation. Acquiring land for substation construction is under progress.

Sindhupalchok Electricity Distribution Expansion and System Reinforment Project

The project includes constuction of distribution system in diffrent VDCs of Sindhupalchok district. The tender process has just been completed.

POKHARA REGIONAL OFFICE

Operational highlights

There are 11 Distribution Centers under Pokhara Regional Office (PRO) spread over Dhaulagiri and Gandaki zones. The distribution loss of PRO is 12.45%. Sales contribution to NEA system from this RO is 6.34%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –238976
Revenue (million) – Rs.1960.75
Numbers of consumers –251038

Project highlights

The major projects being implemented under this regional office are as under.

Udipur Substation Upgrading Project:

The project has been started from FY 067/068 to upgrade the existing Udipur substation to 8 MVA capacity. Upgrading work has been completed and upgraded substation is in operation during period of review.

Udipur-Besisahar-Manang 33 kV Transmission Line Project:

The project includes the construction of 90 km of 33 kV transmission line, 53 km of 11 kV, 53 km of LV distribution line and one 33/11 kV, 1.5 MVA substation in Manang and 33 kV bay extension in the existing Udipur substation. Out of 90 km long 33 kV transmission line, pole erection for 70 km up to Danaque of Manang district and stringing of conductor for 15 km up to Bulbule has been completed. Land acquisition for Manang Substation has been completed. Procurement of line materials (Insulator & Hardwares) for 15 km of 33 kV transmission line has been completed.

Galkot Substation Project:

This project is being implemented to provide electric supply and Grid connection to IPP of Galkot area in Baglung district. The major

component of this project are construction of 2 km 33 KV line, 27 km 11 kV line, one 33 KV bay construction at Baglung substation and 3 MVA Substation at Galkot of Baglung district. 33 KV Bay extensions at Baglung substation have been completed. Land Acquisition and Civil work for land protection for Sub-station construction at Galkot has been completed. Construction of 33 KV line and substation work are in progress.

Damauli-Bhorletar 33 KV Transmission line project:

The major component of this project are construction of 25 km 33 KV line, 5 km 11 kV and .4KV line, one 33 KV bay construction at Damauli substation and 6/8 MVA Substation at Bhorletar of Lamjung District. Procurement of 980 nos. of poles and 75 km of conductor with hardware has been made for construction of 33 KV line and work is in progress. Land acquisition for Bhorletar Substation has been completed.

Lekhnath-Sindhabesi-Lamjung 33 KV Transmission Line project:

The scope of the project consists of the construction of 60 km of 33 kV transmission line, 10 km of 11 kV and .4KV of LV distribution line and 33/11 kV 6/8 MVA substations at Sindhabesi Kaski and Construction of 33 KV Bay at Lekhnath Substation, Kaski districts. Land acquisition for Sindhabesi Substation has been completed. Construction of 33 KV line and substation work is in progress.

Damauli Khairenitar 33 KV Transmission Line project:

The scope of the project consists of the construction of 25 km of 33 kV transmission line. Land acquisition for Kharenitar 33 KV 6/8 MVA SS has been completed.Construction of 33 KV line work is in progress.

Other Projects

The following projects in the region are also in the various stages of execution.

Righa Kharwang (Baglung) 33 kV Transmission Line Project
Lekhnath Distribution Line Rehabilization project.
Tatopani Small Hydro Power Rehabilization Project.

BUTWAL REGIONAL OFFICE

Operational highlights

There are 9 Distribution Centers under Butwal Regional Office (BuRO) spread over Lumbini zone. The distribution loss of BuRO is 16.29% Sales contribution to NEA system from this RO is 14.10%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –523795
Revenue (million) – Rs4202.47
Numbers of consumers –386163

Project highlights

The major projects being implemented under this regional office are as under.

Thada 33 kV Substation Project

The project scope includes construction of 22 km 33 kV line and 33/11 kV, 6/8 MVA substation at Thada, Arghakhachi. Purchasing of land has been completed for the construction of Thada Substation. Poling works about 10 km line length for 33 kV line as well as compound wall work are completed.The consturuction work of 33KV transmission line and distribution line work are in progress. The project is scheduled to complete in FY 2016/17.

Bojhapokhari Nawalparasi 33 kV Transmission Line Project

The project scope includes construction of 15 km 33 kV line, 10 km 11 kV line, 10 km of distribution line and construction 33/11 kV, 6/8

MVA substation at Bojhapokhari of Nawalparasi district. Poling works about 10 km line length for 33 kV line is complete. The project is scheduled to complete in FY 2016/17.

Other Projects

The following projects in the region are also in the various stages of execution.

Chandrauta-Maharajgunj (Kapilbastua) 33 kV Transmission line and Substation Project
Majua (Gulmi) 33 kV Substation Project
Amarai-Dohali-Wagla-Aglung (Gulmi) Electrification Project Purkotdaha-Mayalpokhari Bajhakateri Electrification Project
Ridi 33KV Substation project

NEPALGUNJ REGIONAL OFFICE

Operational highlights

There are 13 Distribution Centers under Nepalgunj Regional Office (NRO) spread over Rapti, Bheri and Karnali zones. The distribution loss of NRO is 19.17% Sales contribution to NEA system from this RO is 6.34%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –235541
Revenue (million) – Rs.1942.34
Numbers of consumers –275342

Project highlights

The major projects being implemented under this regional office are as under.

Surkhet Bijaura 33 kV Substation Project

The project scope includes construction of 30 km 33 kV line, 20 km 11 kV line and construction of 33/11 kV substation at Bijaura, Surkhet. Land acquisition work and construction of boundary fencing wall has been completed, erection of more than 170 Poles on the way to substation has been completed and procurement of goods and installation and erection of line materials are in progress.

Dang Bhalubang 33 kV Transmission Line Project

The project scope includes construction of 25 km 33 kV line, 10 km 11 kV line and construction 33/11 kV substation at Bhalubang. Process has been initiated for land acquisition.

Rajapur 33 kV Substation Project

The project scope includes construction of 15 km 33 kV line, 10 km 11 kV line, 10 km of distribution line and construction 33/11 kV substation at Rajapur, Bardiya. Land acquisition work for S/S has been completed and construction of boundary fencing wall and other civil structure works of equipment foundation and control building has been completed, also the L/C order of electrical equipment is in progress. Contractor is obliged to complete the work within F/Y 2016/17.

Sitalpati -Musikot 33 kV Transmission Line and Substation Project

The project includes the construction of 50 km of 33 kV transmission line, 50 km of 11 kV line, 40 km of LV distribution line and one 33/11 kV substations of 3 MVA capacity at Musikot and another 33/11 kV substations of 1.5 MVA Sitalpati . Out of 50 km long 33 kV transmission line, stringing of 34 km line & pole erection and Construction of 33/11 kV, 1.5 MVA substation at Sitalpati has been completed. Construction of 33/11 kV substations of 3 MVA capacity at Musikot contract has been done and the Contractor has produced PCS report .Contractor is obliged to complete the work within F/Y 2016/17.

Chhinchu-Rakam-Jajarkot 33 kV Transmission Line Project

The scope of the project consists of the construction of 70 km of 33 kV transmission line, 100 km of 11 kV, 100 km of LV distribution line and two 33/11 kV substations at Surkhet and Jajarkot districts. Out of 70 km long 33 kV transmission line, pole erection and stringing of conductor for 45 km and 11 km of 11 kV line has been completed. Project work is in progress and expected to be completed by FY 2016/17.

Ghorahi-Holeri 33 kV Transmission Line Project

Scope of this project consists of the construction of 45 km of 33 kV transmission line, 50 km of 11 kV, 50 km of LV distribution line and two 33/11 kV substations at Holleri & Ghorahi. Construction of 45 km 33 kV transmission line up to Holleri has been completed. 33/11 kV, 750 kVA sub-station at Holleri is now in operation from FY 2013/14.

Dailekh Substation Project

The project includes the construction of 25 km of 33 kV, 15 km of 11 kV, 10 km of LV distribution line & one 33/11 kV, 1.5 MVA substation at Dailekh , 3 MVA substation at Dullu and 33 kV Bay extension at Surkhet. Construction of 33/11 kV, 1.5MVA sub-station at Dailekh, 33 kV bay extension at Surkhet substation and construction of 25 km of 33 kV has been completed, Contract for the construction of 11 kV line from surkhet to Dailekh and 3 MVA Substation at dullu has been done and Project work is on progress after Contract agreement and expected to be completed by FY 2017/18.

Kapurkot-Koilachaur 33 kV Transmission Line Project

The project includes the construction of 15 km of 33 kV, 25 km of 11 kV, 25 km of LV distribution line in Salyan & Rolpa districts & 6/8 MVA 33/11 kV substation at Koilachaur & a switching substation at Kapurkot. Construction of 33 kV transmission line from Kapurkot to Kalachaur has been completed. Land acquisition for substation construction has been completed. Project work is in progress after Contract agreement and expected to be completed by FY 2016/2017.

Badikot-Bijuwar Distribution System Rehabitation Project:

The Project includes the replacement of wood pole, upgrading of Conductor size and Transformer. Replacement of wood pole, upgrading of Conductor size work is completed and installation Transformer work is on progress and expected to be completed by FY 2016/17.

Pyuthan Substation Project

The project includes the construction of 3 MVA 33/11 kV substation at Damti, Pyuthan. Land acquisition for substation construction has been completed. Construction of boundary fencing wall and other civil structure works of equipment foundation and control building work is on progress and expected to be completed by FY 2016/2017

Dailekh-Seri Line Extension Project

The project includes the construction of 5 km 11 kV line, 10 km of LV distribution line in Dailekh district. Project work is on progress after Contract agreement and expected to be completed by FY 2016/17.

Kalikot Small hydropower center Rehabitation Project

The project includes the canal lining, Flood protection and canal protection works. 65% work of Canal Lining is completed and for Flood protection & headrace protection work Tender has been done and tender evaluation is in progress.

ATTARIYA REGIONAL OFFICE

Operational highlights

There are 9 Distribution Centers under Attariya Regional Office (ARO) spread over Mahakali and Seti zones. The distribution loss of ARO is 19.55%. Sales contribution to NEA system from this RO is 4.04%. The performance highlights of this regional office during review period are as under.

Energy sales (MWH) –149993
Revenue (million) – Rs.1096.75
Numbers of consumers –174135

Project highlights

The major projects being implemented under this regional office are as under.

Khorpe (Baitadi) Chainpur (Bhajang) 33 kV Transmission Line Project

The scope of this Project includes the construction

of 90 km of 33 kV, 40 km of 11 kV, 40 km of LV distribution line in Baitadi and Bajura district , 33/11 kV substations at Chainpur and 33 kV bay extension at Baitadi Substation. Tendering has been done for poles to construct additional 10 km 33kV line. Land Acquisition process for Sub-station construction has been initiated. 500 Steel telescopic pole installations have been completed.

Martadi (Bajura)-Gamgadi (Mugu) 33 kV Transmission Line Project

The project includes the construction of 90 km of 33 kV, 40 km of 11 kV, 40 km of LV distribution line in Bajura and Mugu district, 33/11 kV substations at Martadi and 33 kV Bay extension at Saphebagar. The project is facing hurdles due to long route, difficult terrain and insufficient budget allocation. 48km of 33 Kv trasmission line is completed and 215 Steel telescopic pole installations have been completed.

Saphebagar(Achham)-Martadi (Bajura)33 kV Transmission Line Project

The project includes the construction of 48 km of 33 kV, 40 km of 11 kV, 40 km of distribution line in Achham and Bajura district , 33/11 kV substations at Martadi and 33 kV Bay extension at Saphebagar. Construction of 11 kV transmissions in progress. Procurement of conductors and insulator hardware for 33 kV transmission line has been completed. Process of land acquisition has been initiated.

Dadeldhura-Baitadi 33 kV Transmission Line Project

The scope of the project includes the construction of 14 km of 33 kV transmission line, 15 km of 11 kV & LV distribution line, one 33/11 kV 3 MVA substation at Baitadi and 33 kV bay extension in the existing Dadeldhura substation. Construction of 33/11 kV, 3 MVA substation is completed and now it is in operation.

Other Projects

The following projects in the region are also in the various stages of execution.

Balanch-Khalanga 33 kV Transmission line Project
Pahalmanpur-Joshipur 33 kV Transmission line and Substation Project Mauwa-Nagardaha (Doti) 33 kV Transmission line and Substation Project Sanphebagar-Chamara-Chautara 33 kV Transmission line and Substation Project Budhar-Jogbudha Bagarkot 33 kV Transmission line and Substation Project Chandani Substation Project
Chaumala Substation Expansion Project Dhangadi-Attaria Distribution System Reinforcement Project Mahendranagar Distribution System Reinforcement Project Dipayal-Sanphe-Manma-Jumla 33 kV Transmission line and Substation Project Tikapur-Lamki Distribution System Reinforcement Projcet

Annex -1: Features of eight regional offices

S.No.	Category	Biratnagar	Janakpur	Hetauda	Kathmandu	Pokhara	Butwal	Nepalgunj	Attaria	Total
No. of Consumers (Nos) for F/Y 2015/16										
1	Domestic	460396	406377	317441	578956	242509	369651	255396	165146	**2795872**
2	Non-Commercial	2599	1826	1474	3226	1856	2579	2490	1682	**17732**
3	Commercial	2384	1458	1816	5653	1535	1860	1543	942	**17191**
4	Industrial	6298	7643	6642	8968	3386	5566	3420	1716	**43639**
5	Water Supply	128	108	172	387	226	266	99	40	**1426**
6	Irrigation	29640	16803	15394	999	323	4621	11591	3912	**83283**
7	Street Light	691	397	411	767	68	323	133	39	**2829**
8	Temporary Supply	67	18	84	533	23	74	58	26	**883**
9	Transport	0	0	1	40	2	0	0	0	**43**
10	Temple	795	341	535	550	566	917	422	265	**4391**
11	Community Sales	104	98	76	116	483	218	124	318	**1537**
12	Internal Consumption	131	85	123	147	61	87	66	49	**749**
13	Bulk Supply	-	-	-	-	-	1	-	-	**1**
	Total	**503233**	**435154**	**344169**	**600342**	**251038**	**386163**	**275342**	**174135**	**2969576**
Sales Unit (MWh) for F/Y 2015/16										
1	Domestic	265881	146589	190533	625211	144142	220405	119078	81120	**1792959**
2	Non-Commercial	15452	4628	13785	69252	10171	8905	7661	4512	**134366**
3	Commercial	32158	10726	24388	150175	22063	21773	15825	9372	**286480**
4	Industrial	259056	78221	368384	140110	23672	243259	71518	21475	**1205695**
5	Water Supply	10335	1792.296	7769	13832	3294	9091	2847	1376	**50336.296**
6	Irrigation	15761	6859	12293	893	227	5860	6076	2109	**50078**
7	Street Light	6595	14420	17529	23406	2737	4728	2527	1941	**73883**
8	Temporary Supply	71	169.375	77	885	54	84	53	706	**2099.375**
9	Transport	0	0	506	5574	18	0	0	0	**6098**
10	Temple	1095	243.143	489	1774	432	988	390	117	**5528.143**
11	Community Sales	10761	6150	4644	6131	31977	8400	9359	27055	**104477**
12	Internal Consumption	431	321.021	765	1398	189	302	207	210	**3823.021**
	Total	**617596**	**270119**	**641162**	**1038641**	**238976**	**523795**	**235541**	**149993**	3715822.835
REVENUE(Nrs.in Thousands)										
1	Domestic	2073428	1050235	1555017	5553425	1137713	1726573	954960	600659	**14652010**
2	Non-Commercial	212183	57189	186306	1082633	132866	103778	91486	53884	**1920325**
3	Commercial	414948	144601	304177	1998415	291460	264030	193308	114981	**3725920**
4	Industrial	2088123	684957	3052766	1207202	215250	1948397	595400	177715	**9969810**
5	Water Supply	63065	13999	49304	92135	24515	59546	19611	9843	**332018**
6	Irrigation	58804	27735	47698	3369	899	23320	22306	7829	**191960**
7	Street Light	50586	87509	141583	201125	24277	33275	21817	17577	**577749**

8	Temporary Supply	1374	801.676	1345	15114	899	1395	824	7458	**29210.676**
9	Transport	0	0	4635	34710	259	0	0	0	**39604**
10	Temple	6701	1259.937	2548	9908	2195	6665	2049	632	**31957.937**
11	Community Sales	44350	21461	20438	22593	127880	32350	38393	103572	**411037**
12	Internal Consumption	4426	3155	7917	16274	2544	3149	2192	2597	**42254**
	Total	**5017988**	**2092903**	**5373734**	**10236903**	**1960757**	**4202478**	**1942346**	**1096747**	**31923855.61**
Loss percentage										
1	Received Energy, MWH	760,065,221	525,679,200	789,009,899	1,147,935,780	257,012,571	662,367,466	320,405,762	181,371,539	4,643,847,438
2	Sales Energy, MWH	602,937,977	273,617,769	644,373,010	1,018,956,325	225,016,446	554,486,048	258,943,073	145,905,637	3,724,236,284
3	Loss Unit, MWH	157,127,245	252,061,431	144,636,889	128,979,456	31,996,124	107,881,418	61,417,449	35,465,902	919,611,154
4	**Loss percentage**	20.67	47.95	18.33	11.24	12.45	16.29	19.17	19.55	19.80

Annex- 2: Performance Status of Eight Regional Offices

Description	**Biratnagar**	**Janakpur**	**Hetauda**	**Kathmandu**	**Pokhara**	**Butwal**	**Nepalgunj**	**Attaria**	**Total**
Zonal Coverage	Mechi & Koshi	Jankapur & Sagarmatha	Narayani	Bagmati &Janakpur	Gandaki & Dhaulagiri	Lumbini	Bheri ,Karnali & Rapti	Mahakali& Seti	
No .of municipalities fully electrifi ed	3	19	10	17	17	16	0	8	90
No .of municipalities partially electrified	31	14	12	17	5	10	20	38	147
No.of VDCs fully eletrified	6	232	77	150	227	163	7	20	882
No.of VDCs partially eletrified	255	246	194	192	67	137	169	254	1514
No. of VDCs having no access to eletricity	54	127	9	42	72	23	123	222	672
No. of community eletrifi ed VDCs	23	89	29	54	119	87	33	40	472
No. of distriburtion center	15	15	8	18	13	9	13	9	100
Units sold during the year under review (GWh)	597.53	1330.40	530.44	891	111.45	513.49	240.72	292.58	4507.61

Revenue (NRs in million)

Description	**Biratnagar**	**Janakpur**	**Hetauda**	**Kathmandu**	**Pokhara**	**Butwal**	**Nepalgunj**	**Attaria**	**Total**
Billing Amount	5017988	2092903	5373734	10236903	1960757	4202478	1942346	1096747	31923855.61
Total no of consumer at the end of year	503233	435154	3444169	600342	251038	386163	275342	174135	2969576
No of Black listed consumer	4582	3118	4983	934	1790	3292	2202	1	20902
Revenue to be colllected from Black listed consumer	75.87	78.67	169.85	200.7	13.68	8814	23.76	0.025	9376.56

Revenue collected from Black listed in consumer no.	168	41	200	250	124	171	90	1	1045
Revenue collected from blacklisted consumer	1.92	18.93	16.75	0.45	1.4	3.0	1.78	0.025	44.255
Number of line disconnection	5507	1893	2507	1980	9724	5219	3323	974	31127
Revenue to be collected from disconnection	61.84	68.83	102.89	49.07	24.15	11.48	51.44	15.31	385.01
Revenue collected from disconnection	46.41	28.74	67.72	22.43	21.43	92.06	40.18	9.24	328.21
Action against thept	829	829	516	16	214	790	639	124	3957
Colllection from action against thept	4.24	5.92	5.25	0.4	2.04	10.76	3.57	1.4	33.58
Loss Reduction Activities									
Meter change	182	969	1258	1569	1453	1450	1007	400	8288
Resealing	1852	1648	5555	6010	3621	3026	2502	2570	26784
Conductor Upgrading(HT/LT);Km	24	19.4	23	16.53	3.56	27.5	15	42	170.99
Transformer adding/ upgrading nos.	26	107	15	88	69	77	60	7	449
Merter inspection (TOD/Three phase/single phase); nos	3450	2546	4500	1830	1250	1480	1300	2500	18856
Public interaction conducted; nos	6	14	5	20	1	12	2	1	61
Public hearing, awareness, notic published ; nos	11	10	9	15	1	2	3	4	55