

## Quality Objectives of CEA

1. Formulate National Electricity Plan every five years for Optimum Utilization of available resources for power generation.
  2. Accelerate power Development and continually improve Hydro-Thermal mix (70:30) for optimal utilization of resources in the country.
  3. Satisfy all our customers by providing technically sound, optimal & timely solutions/advice by achieving Customer Satisfaction Index of 98% by 2021.
  4. Ensure 100 % safety and security in power system within 10 years.
  5. Promote R&D and state-of-art technology in power sector.
  6. Establish Quality Management System processes & Quality Objectives and continual improvement on their effectiveness in accordance with ISO 9001:2015.
  7. Comply with provisions of the Electricity Act,2003.
  8. Establish technical standards & create data base for power sector by registering all generating units of 0.5 MW & above.
- **The detailed objectives have been established in relevant divisions of CEA.**