

**AGENDA NOTE
FOR
THE 12TH MEETING OF THE CO-ORDINATION FORUM**

Date	24.04.2013
Time	11.00 AM
Venue	Annexe, Circuit House, Shahibaug, Ahmedabad

ITEM NO.	NOTES ON AGENDA
1.	Approval of the minutes of the 11 th Meeting of the Co-Ordination Forum held on 17 th October, 2012
2.	Action Taken Report on the minutes of the 11 th Meeting of the Co-Ordination Forum
3.	Petitions for Determination of Tariff for FY 2013-14
4.	Regulation on Demand Side Management
5.	Fuel Audit of GSECL and TPL stations
6.	Comprehensive Third Party Audit of Annual Accounts of State Owned DISCOMs and TPL.
7.	Connectivity Standards for Renewable Projects at voltage below 66 Kv.
8.	Suggestions on Function of Licensed Electrical Contractors
9.	Standard of Performance (SoP) and Monitoring of performance of CGRFs
10.	Metering of Distribution Transformers (DTs)
11.	Presentation by PGVCL on its T&D losses
12.	Status of Transmission Projects
13.	Status of RPO - Presentation by GEDA
14.	Presentation on Power Sector Scenario by GUVNL
15.	Any other Item with the permission of Chair

Agenda Item No. 1**Approval of the minutes of the 11th Meeting of the Co-Ordination Forum held on 17th October 2012**

GERC vide its letter no GERC/VHT/SAC/2012/2248 dated 25/10/2012 circulated minutes of the 11th Meetings of Co-ordination forum held on 17th October, 2012 at Ahmedabad. Since, no comments have been received from the members; Minutes of the 11th Meeting may be treated as approved.

Agenda Item No. 2

Action Taken Report on the minutes of the 11th Meeting of the Co-Ordination Forum:

Item No. of the minutes	Detail of the Item	Action Taken Report
Item 2 (Item No. 2 (3))	It was advised to Electricity Duty collector to represent the opinion of the Commission in an affirmative manner and apprise the State Government about the implications of the present duty structure which does not co-relate with the tariff structure.	Detailed proposal for amendment in Gujarat Electricity Duty Act, based in the discussions held with officials of Energy and Petrochemicals Department and Finance Department, is being prepared and will be submitted to Government as intimated by O.S.D., EPD. If deemed fit, same will be processed further to present in forthcoming assembly session. Chief Electrical Inspector has already conveyed his views during discussions to amend duty structure, which co-relate with tariff structure and bring more transparency with less issues related to interpretation of the provision of the said act.

		Action Taken Report from OSD, EPD awaited.
Item No. 2 (Item 2 (6))	<p>(a) MD, PGVCL was requested to come up with an analysis of the accidents that took place during last three years in the next meeting.</p> <p>(b) It was also advised to all DISCOMs to take legal action against TV cable operators and other communication operators who use electrical poles to hang their cables overhead and also to file criminal complaint against them if the situation warrants. It was also advised to DISCOMs to create awareness amongst such cable operators and give a public notice to avoid recurrence of such accidents.</p>	<p>(a) No reply has been received from PGVCL.</p> <p>(b) MGVCL stated that there are no such accidents in last three years in MGVCL area. To avoid such accidents, press -note in all leading Gujarati newspapers were given on four different occasions requesting cable operators and internet operators to remove illegal extension beneath electricity lines or cables hanging on electricity poles. Detailed circular is being issued to all the field officers to take legal action against such operators and file criminal complaints if required in such cases. Public awareness through periodic advertisements in public news papers and information brochures/leaflets etc is being taken up.</p> <p>DGVCL stated that</p> <ul style="list-style-type: none"> • Safety awareness campaign were organised by distributing safety pamphlets during exhibitions. • Wide publicity regarding electrical safety precautions

		<p>given on FM Radio and news papers during kite festival during safety week.</p> <ul style="list-style-type: none"> • Sheri natak/road shows were performed by Company staff to educate public at large regarding safety. • Fencing provided to 1030 nos. of distribution transformer centres in urban and in highly populated area. • Rallies were organised at Bharuch, Ankleswar, Valsad, Vapi, Rajpipla etc. during safety week from 01/06/2012 to 07/06/2012 to spread safety message to public at large and safety pamphlets were distributed. • Pamphlets containing precautions for safety were distributed during Ganesh Visarjan programmed at Surat, Bharuch, Ankleswar, Navsari, Valsad etc. • Street hawkers and vehicle owners were educated against encroaching near transformers installations. They were served notices not to encroach the same. • Safety booklet and message from MD containing safety precautions were distributed to all line staff and engineers during safety week.
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		<ul style="list-style-type: none"> • Neck belt were distributed during the kite festival for general safety as a part of corporate social responsibility. • Total 15 nos. of hoardings regarding informing safety awareness is provided on thickly populated area. <p>PGVCL and UGVCL stated that field officers have been informed to take suitable action for removal of the hanging cable from “Pole” by way of creating awareness amongst cable operators so that electrical accident attributed to such situations can be avoided.</p> <p>TPL stated that it has identified 527 locations where channel/Telephone wires cross overhead lines. Notices have been served to the operators. Wires have been removed at 63 locations and at 150 locations wires removal is in progress, which shall be removed by end of January 2013. For balance places, the wire removal work will be completed as and when maintenance shutdown is taken for the overhead line.</p>
<p>Item No. 2 (Item 2</p>	<p>PGVCL was to furnish the status of Pilot Projects undertaken for implementation of energy efficient agriculture pump sets at Halvad</p>	<p>PGVCL has informed that to encourage the utilization of electrical energy efficiently by existing Agriculture consumers, a</p>

(13))	and Amreli.	<p>scheme was launched for two talukas of company viz. Halvad and Amreli, in which the existing pump set of the consumer was to be replaced by energy efficient pump set having 20% less capacity than the existing pump set. According to scheme consumer had to bear 1/3rd of the cost of pump set while remaining cost will be borne equally by the company and the State Government. The Scheme was in force up to December, 2010. Out of total 1612,nos of applications received, 1608 pumpsets were replaced by the Company. The Scheme could not encourage the consumers for effective participation, as they had to bear 33% of the cost of pumpset and were required to return his old pumpset to the Company. Moreover, as, "Gain" is linked with the capacity of the pump i.e. larger the capacity, more gain and since, the size of pump sets being used by majority of the Agriculture consumers of PGVCL area in band of 5 HP to 7.5 HP, the gain was not so lucrative for them and, therefore, the scheme could not get good response.</p>
Item 2 (Item No. 6)	It was opined that in case of non-compliance of Standard of Performance, the affected consumer should be properly compensated as per the	MGVCL stated that the progress of release of connections, other services to the consumers viz. change of name, meter replacement, and other activities

	<p>regulations.</p>	<p>are closely monitored. The monthly MIS is analyzed at corporate level and lagging field prospective consumer is taken up at Division and Circle level and relevant registers are checked during S/Dvn visit by EE and SE of circle office. Further all the Sr. officers of corporate office are entrusted with the visit to atleast two S/Dvn offices every month and during inspection of S/Dvn all the activities/maintenance of records/registers are thoroughly checked up and lagging S/Dvn are pulled up. As such no deviation/non-compliance of SoP has come to the notice. All due care will be taken to adhere of SoP. As far as possible the parameters stipulated in the Standard of Performance are observed and monitored at appropriate levels.</p> <p>DGVCL stated that it is making all efforts to ensure proper compliance of SoP and the consumer grievances are redressed in time. Latest update in SoP is also submitted, in case of raising on of claim for compensation same will be duly entertained after duly scrutinised.</p> <p>PGVCL and UGVCL stated that generally SoP are followed by the Company. However, it needs to be</p>
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		analysed on case to case base and aggrieved consumer can approach to the “Forum” for redressal and compensation delay.
Item No.2 (Item No. 11)	It was advised to PGVCL to look into to adopting franchisee model for high loss making areas and report to the Commission the concrete steps taken in this regard.	PGVCL stated that progress report on adoption of “Franchisee Model” or any other model shall be communicated to the Commission separately.
Item No.3	DISCOMs were advised to implement the revised tariff from the date as notified by the Commission and not for the full billing period.	DISCOMs stated that the tariff orders for FY 2012-13 have been implemented with revised tariff w.e.f. 1 st June, 2012 and consumption for the period from 1 st June on pro-rata basis is being worked out for this purpose. Necessary changes in computer programme for billing are being made by IT department at centralised level and thereafter, the differential amount shall be refunded/recovered for the consumption prior to 1 st June,2012 on proportionate basis. As far as filling of next tariff petition for FY 2013-14 is concerned, Hon’ble GERC has extended time limit up to 31 st December,2012 for the same and accordingly the necessary actions are being taken by MGVCL to file the tariff petition by 31 st December,2012.
Item No. 4	It was advised to the Licensees to have a look at the DSM plan prepared by TERI for Tamil Nadu for preparation of DSM plan.	No comments have been received from any of the licensees.

<p>Item No. 6</p>	<p>It was advised to TPL and GUVNL to extend full cooperation to the auditor M/s NC Mittal & Co. For their queries to complete the task of carrying out independent third party audit of accounts of state owned DISCOMs and TPL within 20 days.</p>	<p>MGVCL stated that M/s NC Mittal & Company has already carried out independent third party audit of accounts of MGVCL for FY 2010-11 by end of July 2012 and they were extended full cooperation to settle their queries.</p> <p>DGVCL stated that the representatives of M/s N. C. Mittal & Co., Chartered Accountants, New Delhi have restarted the work on 26/11/2012 and field visits are now undertaken.</p> <p>PGVCL stated that it has extended all required support and cooperation to the audit team.</p> <p>UGVCL stated that it has extended all the required support and co-operation to the audit team appointed by GERC. The audit for Corporate office and all the four Circles i.e. UGVCL as a whole is completed.</p> <p>TPL stated that it has extended full cooperation to the auditor for their queries during the audit process.</p>
<p>Item No. 8</p>	<p>It was suggested that the Managing Directors should review SOP compliances and compliance of CGRF as well as Ombudsman orders on a regular basis.</p>	<p>MGVCL stated that faulty meters are being replaced regularly; however, progress is slow in tribal areas of Godhra, Lunawada and Bodeli due to scattered areas. During second quarter, the</p>

		<p>pending faulty meters to be replaced are reduced from 104656 to 86264. The Distribution Transformer failure rate is reduced in Q-II. No Ombudsman order is pending in MGVCL. The compliance of CGRF as well Ombudsman orders are generally complied within time frame.</p> <p>DGVCL stated that it is making all efforts to ensure proper compliance of SoP and the Consumer grievances are addressed in time.</p> <p>PGVCL and UGVCL stated that various parameters of “Standard Of Performance” report, order issued by Hon’ble Ombudsman, status of pending applications etc. are being reviewed at various meetings by Managing Director and other senior officers of the Company.</p>
<p>Item No. 9</p>	<p>It was directed to PGVCL to intensify installation of meter on agriculture transformers so that Energy Audit can be carried out. Also it was requested to PGVCL to report the concrete steps taken by PGVCL regarding exploring the franchisee model for loss making areas.</p>	<p>PGVCL stated that achievement in loss reduction shall be apprised to Hon’ble Commission in the next meeting.</p>
<p>Item No. 11</p>	<p>It was requested to KPT, MPSEZ, ASPEN and Jubilant to report the</p>	<p>KPT stated that it is currently in process of streamlining its</p>

	<p>RPO compliance within 10 days after expiry of quarter.</p>	<p>distribution operations.KPT has come under the Regulatory regime from FY 2011-12 and is still at a nascent stage of being a full-fledged independent and commercial entity. In the current scenario, KPT sources all its energy requirements from GUVNL with maximum contract demand of 6900 KVA. Further, KPT has initiated the tendering process for appointment of Independent Engineer/Advisory who would assist KPT in carrying out the distribution operations effectively and efficiently while ensuring compliance of all the regulatory requirements.KPT is also considering getting into power generation business from renewable energy. At present, KPT has already appointed Consultant for Wind Energy Project and the Consultant has submitted final feasibility report which is under scrutiny. Moreover KPT is planning to acquire solar plant of 100 KVA capacity on the roof-top of Administrative Building which is under initiation stage. In the meanwhile, starting from FY 2013-14, KPT intends to produce Renewable Energy Certificates from the market for its RPO fulfilment. Looking at the difficult circumstances currently, and inadequate institutional</p>
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		<p>capacity/man power, KPT has requested Hon'ble Commission to make an exemption for KPT for RPO compliance till the end of FY 2012-13.</p> <p>MPSEZ stated that it is in process of exploring the procurement of Renewable energy for fulfilling the RPO. At present they have not tied up with any RE Generators. As soon as there is any development, the same will be intimated. They have also requested to help them & provide contact details/information of RE generators interested for tie-up.</p> <p>Jubilant stated that still they are drawing power from DGVCL and hence the RPO is not applicable to them.</p> <p>Action Taken Report from ASPEN is awaited.</p>
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Agenda Item No. 3

Petitions for Determination of Tariff for FY 2013-14

The Commission has received Petitions from all the utilities for Truing up of FY 2011-12 and Determination of Tariff for FY 2013-14. The Commission has engaged Administrative Staff College of India (ASCI) as a consultant to provide assistance for processing Tariff petitions. The Commission shall endeavour to issue the Tariff orders before 1st April of 2013.

Agenda Item No. 4

Regulation on Demand Side Management

The Commission has notified the GERC (Demand Side Management) Regulations, 2012 on dated 08/05/2012. The regulation stipulates for constitution of DSM cell to carry out various functions of DSM activities. It is very much obvious that without any dedicated personnel to take up the DSM activity in the Licensee no progress can be achieved. The Commission has also formulated DSM Objectives for the State of Gujarat and circulated the same among the utilities and also placed on its website. Keeping in view the Objectives formulated Distribution Licensees have been asked to carry out Load Research activities and identification of Technical Potential of DSM within respective licensee area within one year from the notification of DSM Regulations. The Commission has not yet received any Action Plan or any Progress Report for Load Research Activities and Identification of Technical Potential for DSM in respective licensee area which is required to be completed before 07/05/2013 as per the Regulations.

Agenda Item No. 5

Fuel Audit of GSECL and TPL stations

As discussed in the last meeting the Commission has appointed M/S Pricewaterhouse Coopers Pvt. Ltd. (PWC) to carry out the fuel audit of GSECL and TPL stations. The final report has been submitted by PWC. The Commission is analyzing the report and will be circulated.

Agenda Item No. 6

Comprehensive Third Party Audit of Annual Accounts of State Owned DISCOMs and TPL.

As discussed in the last meeting the Commission has engaged M/s N.C. Mittal & Co. to carry out third party audit of Annual Accounts of DISCOMs and TPL for FY 2010-11. The consultant has completed the audit and shall submit report in due course , which will be circulated.

Agenda Item No. 7

Connectivity Standards for Renewable Projects at voltage below 66 kV.

Looking to the geared development of kW scale renewable projects in the State, it is a need of the time to have Connectivity Standards to connect such projects with Grid at voltage below 66 kV. It has come to the notice of the Commission that several projects have been commissioned in the State by various Government and Non Government organizations that are facing problems in obtaining grid connectivity. It is also well taken that giving connectivity to such power projects involves a lot of complexities particularly in the matter of safety. Each utility is advised to come up with suggestions and issues related to the aforesaid matter. The Commission desires to frame a regulation or code for providing hassle free and accident proof connectivity to such projects and thereby encouraging renewable development.

Agenda Item No. 8

Suggestions on Function of Licensed Electrical Contractors

The Commission has received suggestions from a consumer regarding functions of licensed electrical contractors in the State. It is opined that if these contractors perform their duty in true spirit then electrical accidents can be reduced. The Commission has asked comments on these suggestions from the Chief Electrical Inspector (CEI) who will apprise the Forum about his views and actions can be taken on the suggestions received.

Agenda Item No.9

Recovery of Service Line Charges

During the 13th review Meeting of CGRFs, Ombudsman reported that DISCOMs are acting at variance with the directive of the Commission regarding recovery of service connection charge based on KW base method. It has been reported that DISCOMs are taking shelter of GUVNL letter dated 11/05/2011 in which it is instructed to recover full infrastructure cost from developers if electrification of the area has been

asked and no new connection in that area is demanded. DISCOMs are insisting to pay the full infrastructure cost along with service connection charge on KW basis from the developers even if new connection/s have been demanded. The said practice is not at all desirable and is against the directives of the Commission. GUVNL need to ensure that such practices should be stopped with immediate effect and clarify to field offices regarding implementation of directive of the Commission.

Agenda Item No.9

Standard of Performance (SoP) and Monitoring of performance of CGRFs

Utility wise SOP reports for Q III of FY 2012-13 along with reports of QI & QII of F.Y. 2012-13 and Four quarters of previous year with Commission's observation are kept as Annexure -I .

Monitoring report of CGRF for Q1, Q II and QIII of F Y 2012-13 are kept as Annexure II, III and IV respectively.

Agenda Item No. 10

Metering of Distribution Transformers (DTs)

It has been observed by the Commission that DISCOMs are not installing meters on distribution transformers even after repetitive directives. Status of DTs metering for last four quarters, as reported by the licensees is furnished at Annexure V. It is observed from this data that there is no significant improvement in precaution of metered DTs. It also appears that, even the new DTs are not fully metered. DISCOMs are required to make sincere efforts in this regard.

Agenda Item No.11

Presentation by PGVCL on its T&D losses

PGVCL shall apprise the Commission about action taken for reduction in losses and their progress made in the direction of franchising their loss making area.

Agenda Item No.12

Status of Transmission Projects

GETCO shall make a presentation of status of Transmission Projects.

Agenda Item No. 13

Status of RPO - Presentation by GEDA

Agenda Item No. 14

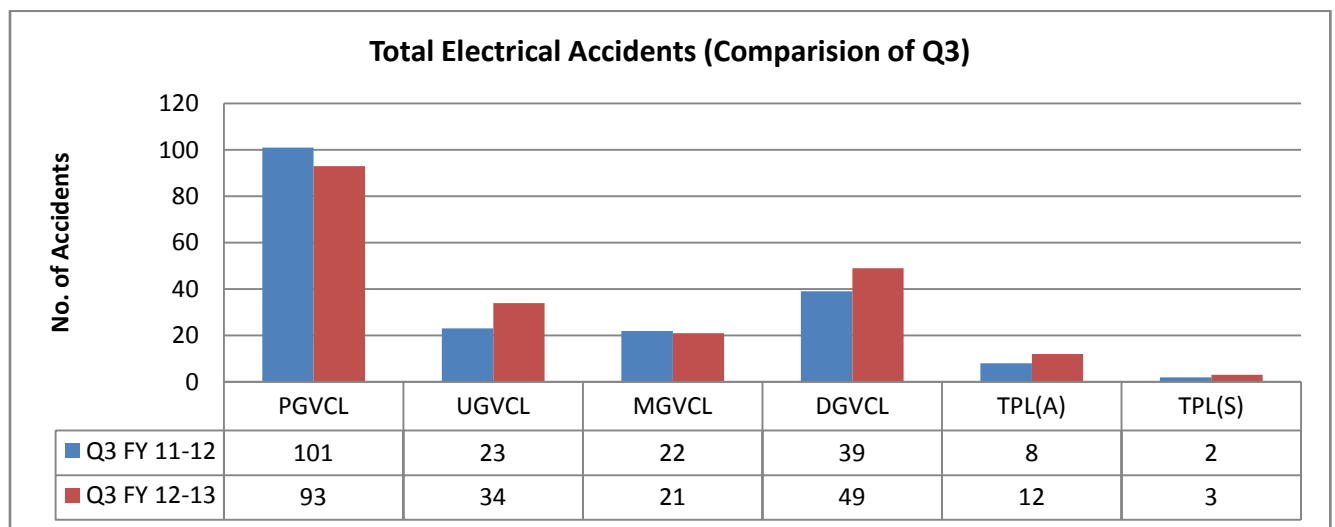
Presentation on Power Sector Scenario by GUVNL

Agenda Item No. 15

Any other Item with the permission of Chair

SoP 1 : Accidents Report

	YEAR	2011-12				2012-13		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Fatal Human	PGVCL	24	40	33	18	27	47	22
	UGVCL	13	25	9	4	14	17	23
	MGVCL	9	32	11	14	16	10	6
	DGVCL	12	25	7	11	18	26	8
	TPL-A	11	19	7	4	5	19	8
	TPL-S	1	3	1	1	5	4	3
Fatal Animal	PGVCL	45	258	30	19	51	136	29
	UGVCL	12	64	6	5	15	45	5
	MGVCL	11	60	1	15	21	47	5
	DGVCL	22	54	11	2	17	49	17
	TPL-A	0	4	0	0	1	0	0
	TPL-S	0	0	0	0	0	0	0
Non Fatal Human	PGVCL	42	52	38	36	57	61	42
	UGVCL	11	12	8	8	12	15	6
	MGVCL	20	40	10	19	21	21	10
	DGVCL	16	32	21	27	29	21	24
	TPL-A	6	3	1	0	2	10	4
	TPL-S	0	5	1	0	0	3	0



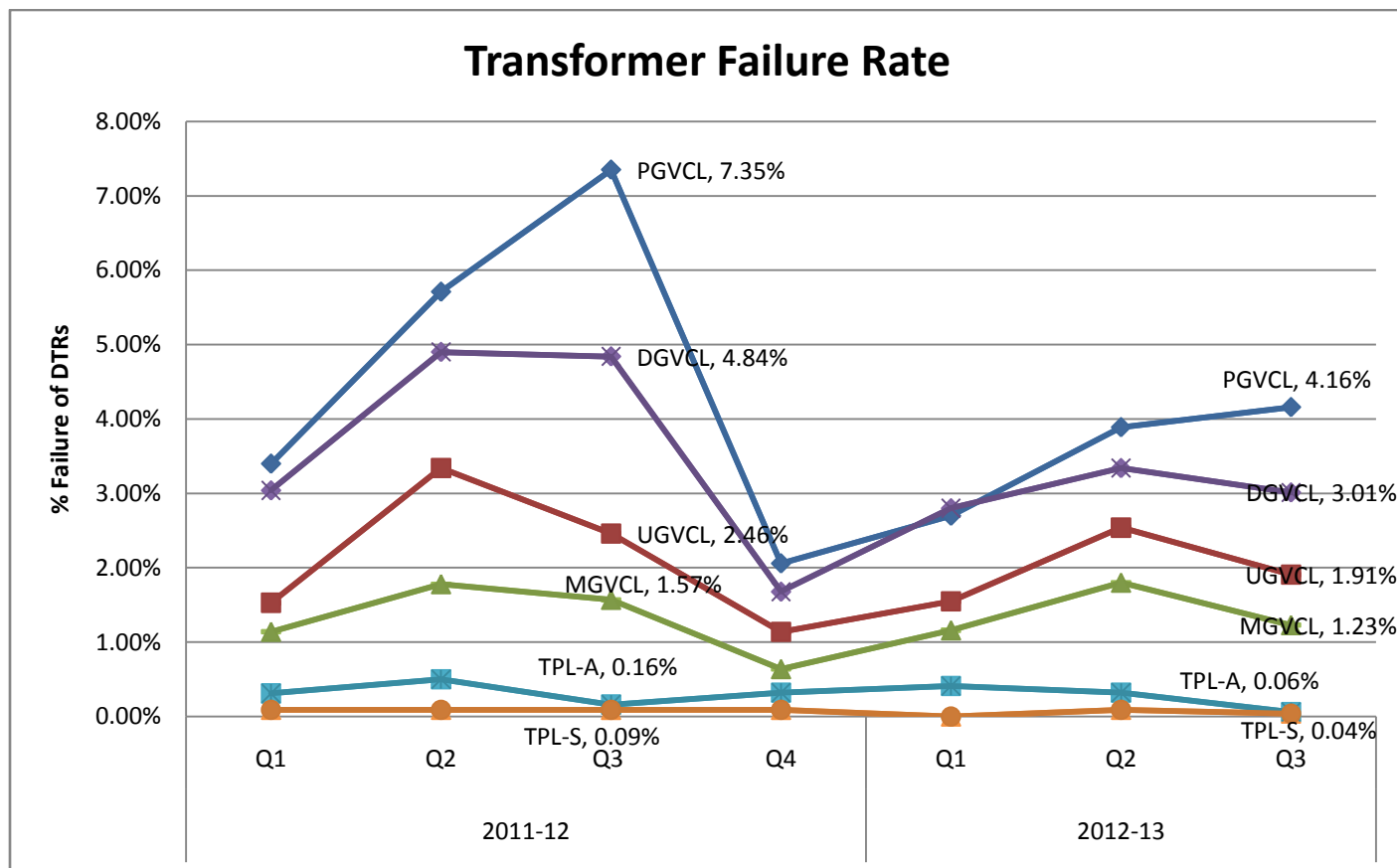
- Total Electrical Accidents in all DISCOMs have been increased in Q3 of 2012-13 compared to same quarter of previous year except PGVCL & MGVCL.
- UGVCL: FH has been increased in Q3 of 12-13 compared to Q3 of 11-12.
- Non Fatal Human Accidents have been increased for PGVCL, DGVCL & TPL(A)

SoP 3 : Consumer Complaints Redressal

DISCOMs	Year	Qtr	Total Complaints	No. of complaints redressed in Quarter	% of Complain Redressed
PGVCL	2011-12	Q1	253672	199186	78.52%
		Q2	209747	150821	71.91%
		Q3	148606	148207	99.73%
		Q4	134502	133787	99.47%
	2012-13	Q1	131091	130364	99.45%
		Q2	170695	170451	99.86%
Q3		128872	128860	99.83%	
UGVCL	2011-12	Q1	65581	65581	100.00%
		Q2	102325	102325	100.00%
		Q3	80496	80496	100.00%
		Q4	62088	62088	100.00%
	2012-13	Q1	77635	77635	100.00%
		Q2	99679	99679	100.00%
Q3		75358	73368	97.36%	
MGVCL	2011-12	Q1	89604	89600	100.00%
		Q2	109795	109773	99.98%
		Q3	67676	67676	100.00%
		Q4	67679	67676	100.00%
	2012-13	Q1	94979	94979	100.00%
		Q2	115586	115586	100.00%
Q3		83539	83101	99.47%	
DGVCL	2011-12	Q1	110749	110749	100.00%
		Q2	119265	119265	100.00%
		Q3	101032	101032	100.00%
		Q4	102400	100937	98.57%
	2012-13	Q1	116063	116063	100.00%
		Q2	150987	150987	100.00%
Q3		101155	101155	100.00%	
TPL A	2011-12	Q1	124740	124570	99.86%
		Q2	119678	119377	99.75%
		Q3	69301	69092	99.70%
		Q4	68882	68247	99.08%
	2012-13	Q1	96316	96153	99.83%
		Q2	99499	99358	99.86%
Q3		66729	66647	99.88%	
TPL S	2011-12	Q1	5138	5129	99.82%
		Q2	5909	5902	99.88%
		Q3	4611	4608	99.93%
		Q4	4261	4247	99.67%
	2012-13	Q1	5395	5385	99.81%
		Q2	5406	5399	99.87%
Q3		3881	3865	99.59%	

Majority of Complain have been: 1) Power Interruptions (*Loose Connections, Line Break downs and Failure of Transformer*), 2) Defective/Stop Meters and 3) Billing queries

SOP 6 : Failure of Distribution Transformers

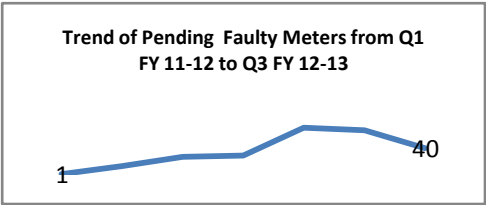
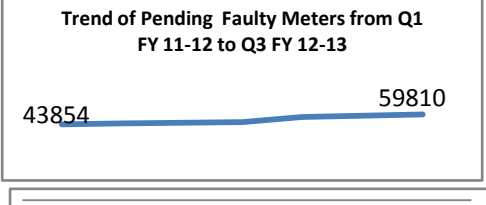
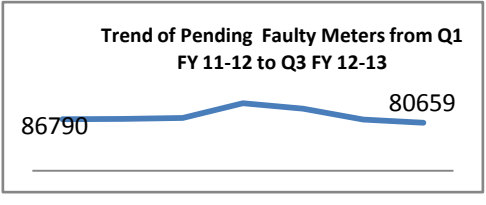
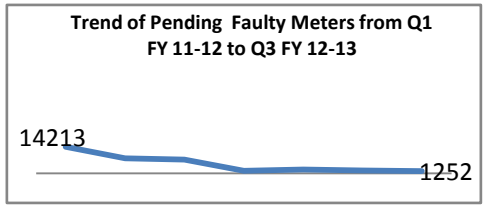
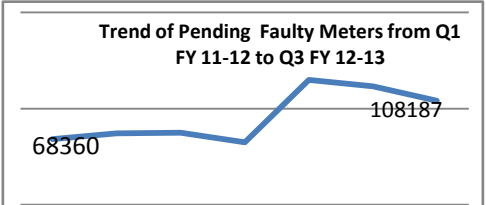


YEAR	2011-12				2012-13		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PGVCL	3.40%	5.71%	7.35%	2.06%	2.70%	3.89%	4.16%
UGVCL	1.53%	3.34%	2.46%	1.14%	1.55%	2.54%	1.91%
MGVCL	1.14%	1.78%	1.57%	0.64%	1.16%	1.80%	1.23%
DGVCL	3.04%	4.90%	4.84%	1.68%	2.80%	3.34%	3.01%
TPL-A	0.31%	0.50%	0.16%	0.32%	0.41%	0.32%	0.06%
TPL-S	0.09%	0.09%	0.09%	0.09%	0.00%	0.09%	0.04%

Failure rate of transformers for all the DISCOMs have been reduced in Q3 of 2012-13 compared with same quarter of previous year.

SoP 13 : Faulty Meters

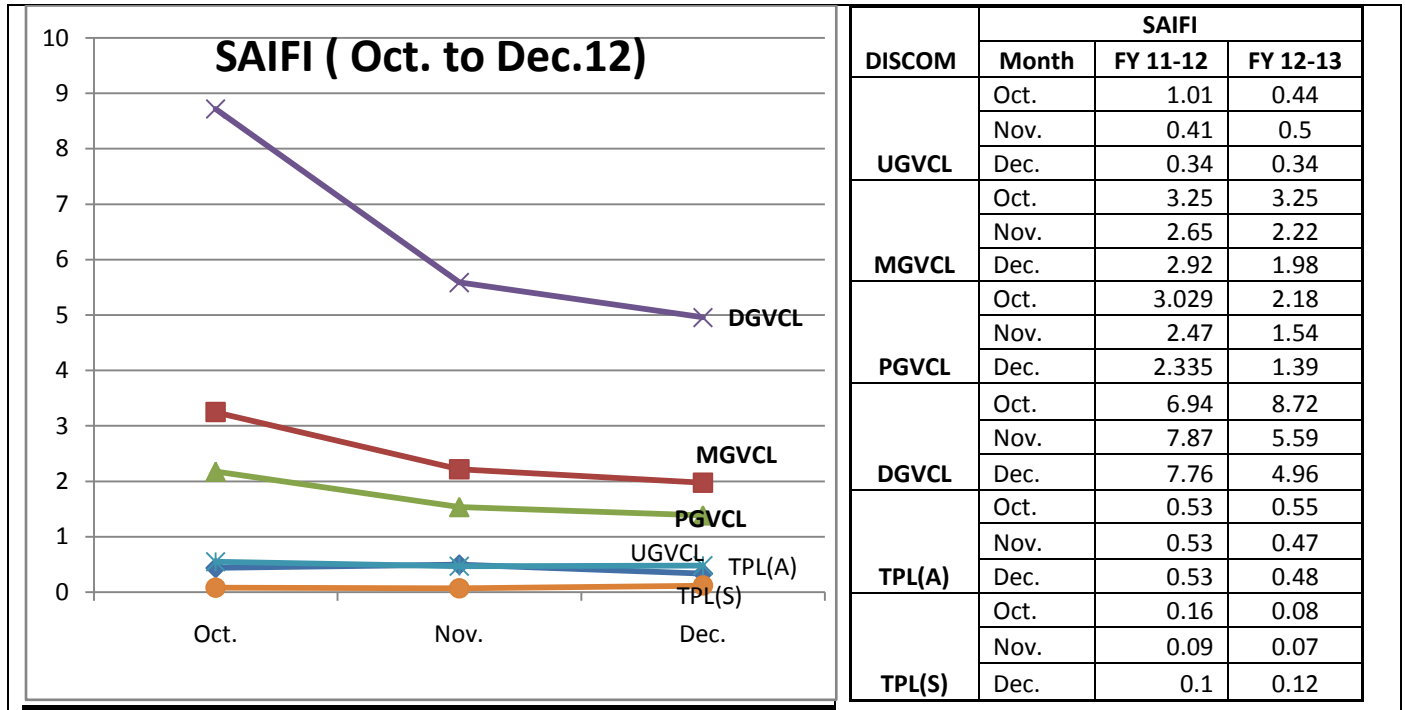
DISCOM	Year	Qtr	Faulty Meter added during Quarter	Faulty/Defective Meters Replaced	Pending For Replacement
PGVCL	2011-12	Q1	35716	34570	68360
		Q2	46204	40027	74537
		Q3	50182	49600	75119
		Q4	68407	78457	65069
	2012-13	Q1	122525	65171	129877
		Q2	52565	59136	123306
UGVCL	2011-12	Q1	24454	25919	14213
		Q2	32663	38852	8024
		Q3	32692	33372	7444
		Q4	16913	22933	1424
	2012-13	Q1	19135	18481	2078
		Q2	16475	16972	1581
MGVCL	2011-12	Q1	14503	12734	86790
		Q2	25668	25316	87142
		Q3	16287	14533	88896
		Q4	40516	15423	113989
	2012-13	Q1	11280	20613	104656
		Q2	9676	28068	86264
DGVCL	2011-12	Q1	5934	4488	43854
		Q2	8856	11176	45382
		Q3	12633	11400	46615
		Q4	15725	15743	47358
	2012-13	Q1	24759	16636	55481
		Q2	22103	20097	57528
TPL A	2011-12	Q1	7525	7525	0
		Q2	7588	7588	0
		Q3	8329	8329	0
		Q4	6448	6448	0
	2012-13	Q1	6520	6520	0
		Q2	5716	5716	0
TPL S	2011-12	Q1	6136	6142	1
		Q2	6345	6333	13
		Q3	5521	5507	27
		Q4	5036	5034	29
	2012-13	Q1	5295	5253	71
		Q2	5384	5386	67
		Q3	4980	4940	40



MGVCL, PGVCL and DGVCL have more Faulty Meters pending for replacement.

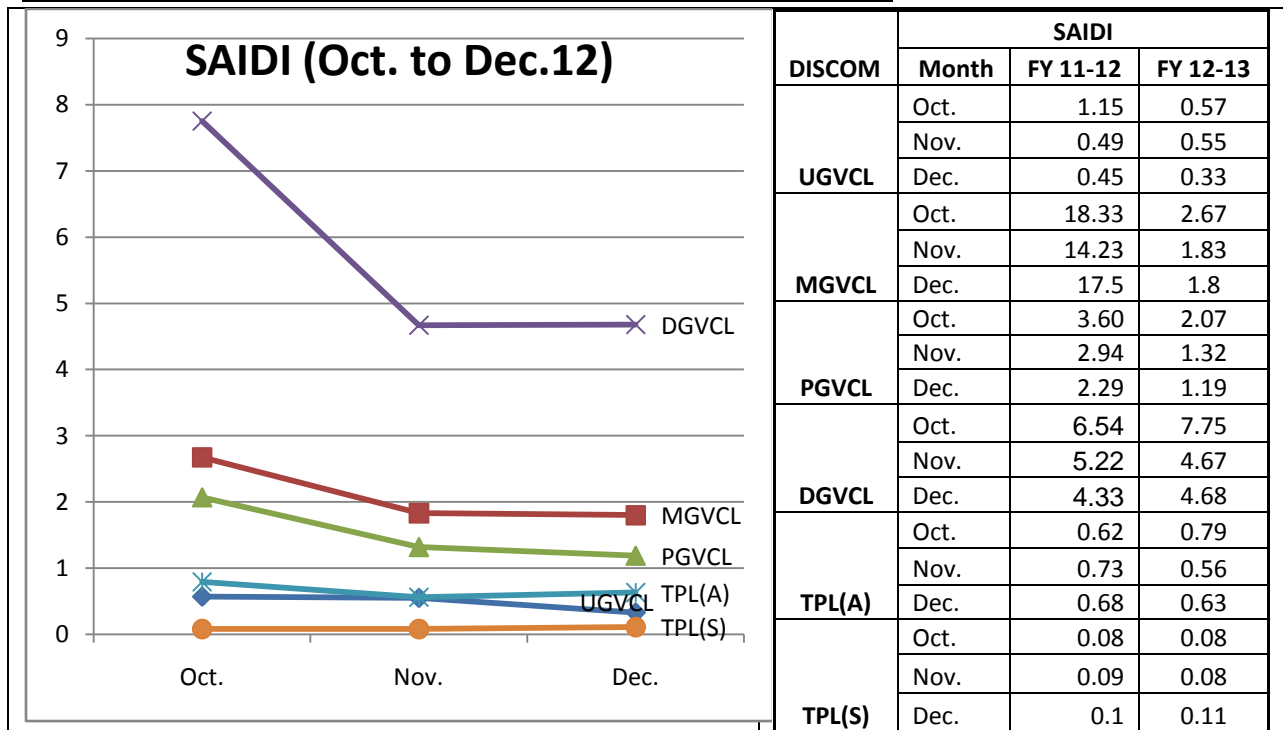
SoP 11 : Reliability Indices

SoP 011-A: System Average Interruption Frequency Index(SAIFI)



- SAIFI Index Comparison among DISCOMs from Poor to Better (Lowest Index is better)
- DGVCL > MGVCL > PGVCL > UGVCL > TPL (A) > TPL (S)

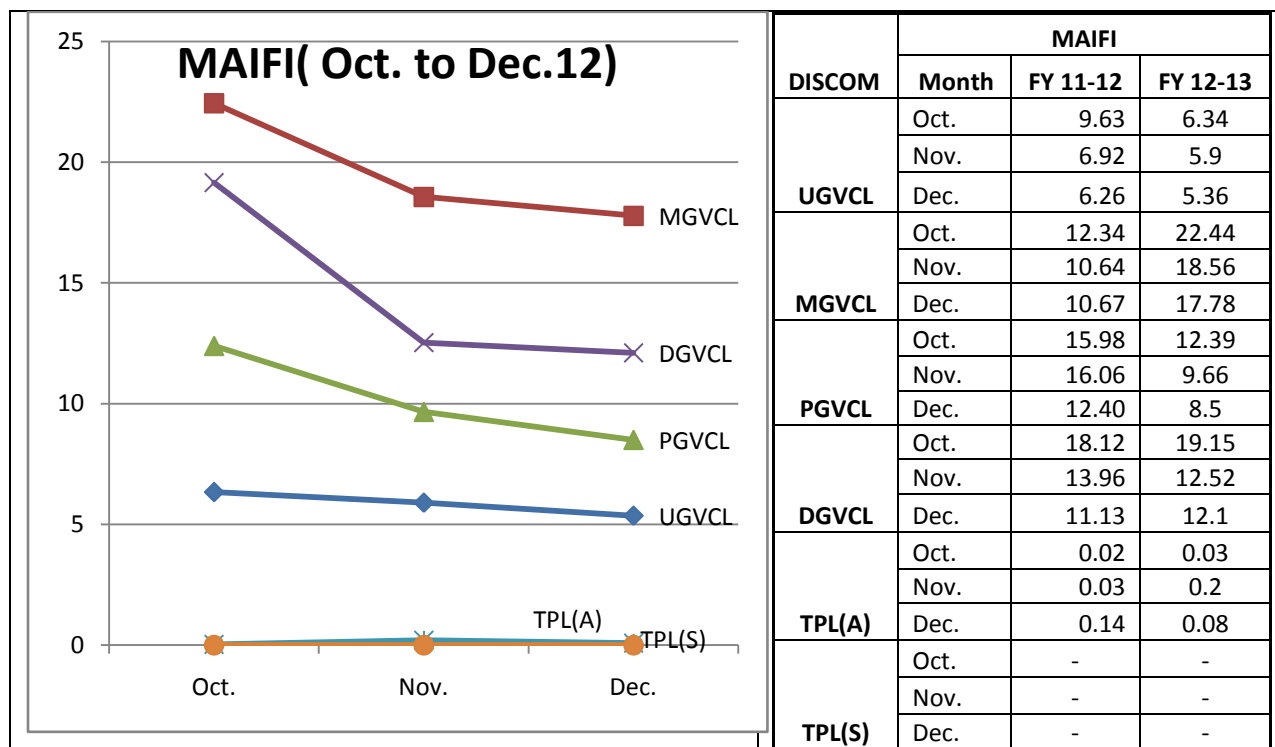
SoP 011-B: System Average Interruption Duration Index (SAIDI)



- SAIDI Index Comparison among DISCOMs from Poor to Better (Lowest Index is better).

- DGVCL > MGVCL > PGVCL TPL(A) > UGVCL > TPL (S)

SoP 011-C: Momentary Average Interruption Frequency Index (MAIFI)



- MAIFI Index Comparison among DISCOMs from Poor to Better (Lowest Index is better)
- MGVCL > DGVCL > UGVCL > PGVCL > TPL (A) > TPL (S).

SoP 14 : AT & C Losses (Half Yearly Apr to Sep 2012)

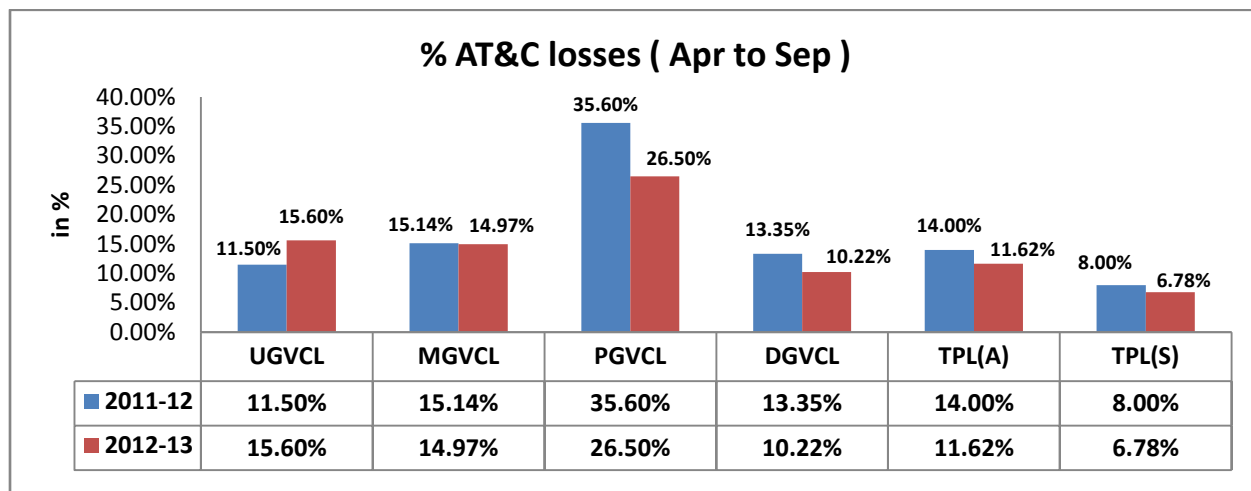


Fig. 14.1 : Comparison of % AT & C Losses (PGVCL has reported for Apr-Aug 2012 period)

- AT & C Losses of UGVCL has increased and for MGVCL, PGVCL, DGVCL, TPL(A) and TPL(S) it has been reduced compared to same period of previous year.

Performance Reports Received from CGRFs for the Quarter I of FY 2012-13

Q1 (April to June 2012)

Forum Name	Grievance Pending at the end of previous Qtr. (A)	Grievance received during this Qtr. (B)	Total Grievances (C) = (A)+(B)	Grievances attended during this Qtr. (D)	Balance Grievances to be attended (E)= (C)-(D)	Grievances successfully redressed during this Quarter		Grievances in the process of Redressal	Grievances pending for more than 45 days	No. of Sitting s
						Within 45 days	After 45 days			
UGVCL	26	59	85	76	09	67	09	-	-	12
MGVCL	00	27	27	27	00	17	03	07		15
DGVCL	01	43	44	37	07	36	01	07	0	10
PGVCL (Bhuj)	03	11	14	05	09	01	04	09	06	02
PGVCL (Bhavnagar)	25	41	66	42	24	17	25	0	08	10
PGVCL (Rajkot)	09	66	75	71	04	54	17	04	01	09
TPL (Ahmedabad)	12	57	69	57	12	51	06	11	01	13
TPL (Surat)	00	03	03	03	00	-	-	03	Nil	12

Details of Cases before Ombudsman for Quarter I of 2012-13**Q1 (April to June 2012)**

Quarter	No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter	No. of Appeals Pending at the End of the Quarter	No. Of Seating for hearing proceedings
I	21	31	52	38	14	51

Performance Reports Received from CGRFs for the Quarter II of FY 2012-13

Q2 (July to Sept. 2012)

Forum Name	Grievance Pending at the end of previous Qtr. (A)	Grievance received during this Qtr. (B)	Total Grievances (C) = (A)+(B)	Grievances attended during this Qtr. (D)	Balance Grievances to be attended (E)= (C)-(D)	Grievances successfully redressed during this Quarter		Grievances in the process of Redressal	Grievances pending for more than 45 days	No. of Sitting s
						Within 45 days	After 45 days			
UGVCL	09	61	70	66	04	57	09	-	-	12
MGVCL*	07	31	38	34	04	24	00	09	01	13
DGVCL*	05	42	47	32	16	28	04	15	01	12
PGVCL (Bhuj)	09	11	20	15	05	06	09	05	00	05
PGVCL (Bhavnagar)	24	50	74	56	18	35	17	4	02	11
PGVCL (Rajkot)	04	121	125	80	45	65	15	45	01	14
TPL (Ahmedabad)	12	82	94	77	17	63	14	17	00	13
TPL (Surat)	03	46	49	45	04	44	01	04	Nil	12

Details of Cases before Ombudsman for Quarter II of 2012-13**Q2 (July to Sept. 2012)**

Quarter	No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter	No. of Appeals Pending at the End of the Quarter	No. Of Seating for hearing proceedings
I	14	42	56	42	14	66

Performance Reports Received from CGRFs for the Quarter III of FY 2012-13

Q3 (Oct. to Dec. 2012)

Forum Name	Grievance Pending at the end of previous Qtr. (A)	Grievance received during this Qtr. (B)	Total Grievances (C) = (A)+(B)	Grievances attended during this Qtr. (D)	Balance Grievances to be attended (E)= (C)-(D)	Grievances successfully redressed during this Quarter		Grievances in the process of Redressal	Grievances pending for more than 45 days	No. of Sittings
						Within 45 days	After 45 days			
UGVCL	04	29	33	29	04	27	02	0	1	09
MGVCL	14	30	44	42	02	14	11	15	02	14
DGVCL	14	61	75	64	11	30	34	05	06	12
PGVCL (Bhuj)	05	13	18	15	03	10	03	03	00	04
PGVCL (Bhavnagar)	22	52	74	57	17	35	22	0	02	10
PGVCL (Rajkot)	45	87	132	96	36	88	08	36	01	10
TPL (Ahmedabad)	17	43	60	45	15	34	11	15	00	12
TPL (Surat)	03	04	07	06	01	06		01	Nil	12

Details of Cases before Ombudsman for Quarter III of 2012-13**Q3 (Oct. to Dec. 2012)**

Quarter	No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter	No. of Appeals Pending at the End of the Quarter	No. Of Seating for hearing proceedings
I	14	33	47	37	10	46

