

AGENDA NOTE

FOR

THE 17th MEETING OF THE STATE ADVISORY COMMITTEE

Date	16-04-2013
Time	11.00 AM
Venue	Circuit House Annexe, Shahibaugh Ahmedabad.

AGENDA ITEM NO.	NOTES ON AGENDA
1	Approval of the minutes of the 16 th Meeting of the State Advisory Committee held on 15 th October, 2012
2	Action Taken Report on the minutes of the 16 th Meeting of the State Advisory Committee
3	Tariff Order for FY 2013-14
4	Fuel Audit of GSECL and TPL power station
5	Comprehensive Third Party Audit of Annual Accounts of State Owned DISCOMs and TPL
6	Regulation on Demand Side Management
7	Amendment in Gujarat Electricity Regulatory Commission (Security Deposit) Regulations, 2005
8	Standard of Performance (SoP) and Monitoring of performance of CGRFs
9	Issues raised by the Members
10	Any other Item with the permission of Chair

Agenda Item No.1: Approval of the minutes of the 16th Meeting of the State Advisory Committee held on 15th October, 2012 at Ahmedabad.

The 16th Meeting of the State Advisory Committee was held on 15th October, 2012 at Ahmedabad. The minutes of the meeting were sent to all the members on 25th October, 2012. No comments were received from any of the members. The minutes may be approved.

Agenda Item No.2: Action Taken Report on the minutes of the 16th Meeting of The State Advisory Committee.

Item No. of the minutes	Detail of the Item	Action Taken Report
2-2(ii)	It was decided to hold meeting at Mehsana on 22/10/2012 by UGVCL regarding finalizing the scheme to compensate the damage caused to the farmers due to snapping of conductors etc. & outcome of the meeting shall be intimated to the Commission.	UGVCL sent the minutes of the meeting held at Mehsana on 22 nd October,2012 & also sent report on crop damage which is enclosed in Annexure-I -UGVCL informed that to facilitate proper and fair compensation on account of loss of standing crop due to electrical line faults and Accident without making a matter of litigation, UGVCL has finalized insurance policy with The Oriental insurance company Ltd. for one year which is effective from 06-02-2013.
2-6(2)	The Commission has instructed to the utilities to take up the issue of low voltage seriously and provide solution to the voltage problems faced by the consumers.	-UGVCL has informed that for voltage problems in patan area, the bifurcation of feeder is sanctioned and regarding issue of Damage to consumer appliances, the payment of concern Contractor is withheld. Necessary instructions to strengthen the supervisory work over contractor are issued to the field. - MGVCL has informed that there are no low voltage related complaints in MGVCL area. -DGVCL has informed that the issue of variation in 'Grid voltage', operational instruction have been framed by the GETCO and for the issue of low voltage at Distribution Level, during the year

		<p>2010-11, 419 nos. and during the year 2011-12, 157 nos. of Distribution Transformers were reviewed by DGVCL.</p> <p>-Torrent Power Ltd has informed that they carry out the periodic monitoring and preventive maintenance of its network to maintain the supply voltage within the required limits.</p> <p>-PGVCL informed that overall voltage profile has improved with the increase in Generation. During the year 2011-12,594 nos.of Distribution transformers and 142 nos.of feeders were bifurcated and during 2012-13(up to December, 2012) 199 nos. of Distribution transformers and 133 nos. of feeders were bifurcated by PGVCL.</p>
2-6(3)	GUVNL will have to conduct meeting with Prof.Harikrishna Mishra of Institute of Rural Management regarding toll free complaint booking through IVRS and other IT integrated services	-GUVNL has informed that because of pre-scheduled engagements of Prof. Harikrishna Mishra of Institute of Rural Management, GUVNL is not able to have meeting with him. Once, the meeting is held, GUVNL will submit ATR.
2-7	The Commission has instructed to the utilities to analyze the accidents over a period of three years on quarterly basis so as to pin point the real issues leading to electrical accidents and identify remedial measures.	<p>- UGVCL sent remarks on this issue which is enclosed in Annexure-II.</p> <p>- DGVCL sent remarks on this issue which is enclosed in Annexure-III.</p> <p>-MGVCL informed that it has noted this point and the remedial actions as proposed by the Committee on Accident are taken up as an ongoing process.</p> <p>-TPL has informed that Accidents to their employees and outsiders on their network have reduced over a period of three years and to create customers awareness on safety, they provide safety tips on Energy bill, Distribute booklets and also share information on their website.</p> <p>-PGVCL informed that based on</p>

		findings of committee, Company has initiated actions like maintenance of earthing of transformer centre by using PVC pipe, providing insulated/Arial bunch conductor in place of existing bare conductor etc. further PGVCL has provided details of cause wise comparison of last three years which is enclosed in Annexure-IV.
8(1)	It was suggested that GUVNL should hold detail discussion with Prof.Harikrishna Mishra of Institute of Rural Management for adopting communication technology to enhance the MIS and other requirements of the utilities and the public at large.	- GUVNL has informed that because of pre-scheduled engagements of Prof. Harikrishna Mishra of Institute of Rural Management, GUVNL is not able to held meeting with him. Once, the meeting is held, GUVNL will submit ATR.
8(3)	It was emphasized that the MDs of all the utilities should monitor the release of new connections as stipulated in the supply code continuously.	-DGVCL informed that MD-DGVCL is directly monitoring the release of connections periodically and company is trying to follows consumer charter as per supply code. -UGVCL informed that MD, UGVCL is regularly monitoring the issue of timely releasing new connections as per SOP and also monthly MIS reports are reviewed. - PGVCL informed that statuses of pending applications are being reviewed at various meetings by Managing Director and other senior officers of the Company.
7	Distribution companies were asked to concentrate on the various parameters of performance and ensured its improvements.	-UGVCL informed that though their SOP was better than most of other DISCOMS, regular efforts are being done to improve upon these indices. -MGVCL informed that the faulty Meters are being replaced regularly; however, progress is slow in tribal areas due to scattered areas. During 2 nd quarter the pending faulty meters to be replaced are reduced from 104656 to 86264 and the distribution transformer

		<p>failure rate is reduced in Q-II. No Ombudsman order is pending in MGVCL.</p> <p>-Information of DGVCL is enclosed in Annexure-V.</p> <p>-PGVCL informed that various parameters of standard of Performance report, order issued by Hon'ble Ombudsman are being reviewed at various meetings by Managing Director and other senior officers of the Company.</p>
9(2)	<p>It was instructed to Discoms to devise a roadmap for replacement of old electro-mechanical meters with electronic meters in a phased manner.</p>	<p>-UGVCL informed that all its pending Electro-mechanical meters will be replaced within 4 years up to 2015-16 and about 4.5 lacs old meters are to be replaced annually.</p> <p>-DGVCL informed that from 2003-04 to 2011-12, they have replaced 11, 96,216 old meters and the balance old meters are 86,399 which have been planned to be replaced during the current year 2012-13.</p> <p>-MGVCL informed that the old meters are replaced along with defective meters by new meters. During April-September,2012,Total 27,778 nos.old meters are replaced.</p> <p>-PGVCL informed that there are about 15lacs nos. of electro mechanical meters in operation it is planned to replace 2.5 lacs electro mechanical every year. Accordingly company shall replace all electro mechanical meters by 2018-19.</p>
9(5)	<p>Torrent Power Ltd has to revise its billing format and provide information about existing security deposit amount of the consumer.</p>	<p>- Torrent Power Ltd has informed that they have started showing security deposit amount on customers' bill from 1st Nov, 2012.</p>

Agenda Item No.3: Tariff Orders 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 around 1st April of 2013.

Agenda Item No. 4: 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 is submitted by PWC. The Commission is analyzing the report.

Agenda Item No. 5 : 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.

Agenda Item No. 6: Regulations on Demand Side Management

The Commission has notified the GERC (Demand Side Management) Regulations, 2012 on dated 08/05/2012. The copy of the Notification has been sent to all the utilities, members of the Co-ordination Forum, members of the State Advisory Committee. The regulation stipulates constitution of DSM cell to carry out various functions of DSM activities. It is a fact 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 the 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.7: Amendment to GERC (Security Deposit) Regulations, 2005

The Commission has received several complaints from consumers regarding review of Security Deposit. Keeping them in view, the Commission desires to amend the Regulations. Instead of reviewing Security Deposit once in every year based on the average unit consumption for the period representing 12 (twelve) months from April to March of the previous year, the Commission now contemplates amendments to the time period for the review of Security Deposit i.e. once in every two years for HT Consumers and once in every five years for LT Consumers. The Commission also wants to add a new clause regarding Bank Guarantee for the cases where total amount of Security Deposit exceeds Rs. 10 Lacs and specifying the amount of existing Security Deposit on Electricity Bill of Consumers of all

categories. But before that the Commission would like to take the views of the Members of the State Advisory Committee on the practicability of the amendments.

Agenda Item No. 8: 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 Q I and Q II of F.Y. 2012-13 and Three quarters of the previous year with Commission's observation are kept as Annexure -VI

Monitoring report of CGRF for Q I, Q II and Q III of F Y 2012-13 are kept as Annexure – VII.

Agenda Item No. 9 : Issues raised by the Members
As per Annexure-VIII

Agenda Item No. 10 : Any other Item with the permission of Chair

Annexure – I

Agenda Item No. 2, Item No.

2-2(ii) of ATR

ANNEXURE - I

SUB. : Minutes of Meeting held at Mehsana on 22nd October, 2012 for compensation in Crop Burning Issue.

RO MSH 0911

REF.: Instructions in 16th State Advisory Committee Meeting.

A meeting was held on 22nd October, 2012 at Conference hall R&C Corporate office Mehsana, under the Chairmanship of MD UGVCL who is also the Chairman of committee constituted by GUVNL for formulating a scheme for compensation towards crop damage. The meeting was held as decided in 16th State Advisory Committee held on 15th October, 2012.

Following members were present in the meeting.

Sr. No.	Name of Person	Representing Organization	Remarks
1	Shri N Shrivastava	UGVCL	Chairman Of Committee
2	Shri DC Parmar	CE, UGVCL	Member Secretary
3	Shri RB Kothari	GM(F), UGVCL	
4	Shri PN Gandhi	Chief Elect. Inspector	Member of Committee
4	Shri YD Bhrambhatt	I/c CE(Tech.), GUVNL	Member of Committee
5	Shri MG Bhavsar	I/c ACE(Tech.), UGVCL	
6	Shri NV Thakkar	Sup. Engineer, MGVCL	
7	Shri BG Prajapati	Dy. CEI	
8	Shri JC Patel	Sr. Divisional Manager	Oriental Insurance Company
9	Shri RM Parmar	Assistant Manager	Oriental Insurance Company
10	Shri N Dinker	Member State Advisory Committee	Member of Committee
11	Shri Maganbhai Patel	Bhartiya Kisan Sangh	Member of Committee
12	Shri Mangalji Mali	Bhartiya Kisan Sangh	
13	Shri JN Patel	GCCI	
14	Shri GK Prajapati	GCCI	

Hon'ble Chairman of Crop Burning committee Shri N Shrivastava greeted all the members and asked for a brief introduction of all.

A brief note of committee members along with correspondence with Director Insurance and MOM of 15th Meeting of SAC held on 26th April, 2012 were provided to all present.

Member Secretary Shri DC Parmar gave the brief update of progress till date.

Shri Maganbhai Patel raised the issue of old cases and the outcome/progress therein.

CEI explained Shri Maganbhai that as the old policy was faulty and the procedures therein were clumsy we have stressed for the present policy which is devoid of any legal complication and is farmer friendly.

Shri Maganbhai insisted for details of old pending cases. A total of 72 cases detected for crop damage in UGVCL since 2006-07 were provided with remarks. It showed that out of the 72 cases for 1 case civil suit is filed and for 7 cases claim is lodged with United India Insurance Company. It was explained that in absence of appropriate procedures to be followed as per policy & IRDA norms fruitful outcome could not be achieved in above 7 cases. It was assured that all efforts will be put to see that farmers can be helped out but it is a difficult task as procedures as required are not followed by affected farmers.

Chairman requested present members to understand the developments in obtaining present policy and finalise on the issue and leave aside the 7 pending cases as also reported to GERC. It was also clarified that as per MOM of 15th SAC meeting only Shri N Dinker as SAC member was a part of Committee and he was called in the earlier meetings for deciding damage to be paid for crop compensation. Other members were to be apprised after the outcome of the finalised scheme for suggestions.

Member Secretary that as per scheme for compensation for crop damage following is decided.

1. Compensation will be given for standing crop only and not to the stacked crop below the line.
2. To avail compensation the affected farmer has to report to concerned Sub Division office within 24 hours of the incident along with 7/12 utara which should contain his name.
3. Concerned SDO(Sub Division Officer) will thereafter immediately visit the site and carry out survey and prepare site panchnama.
4. It is the responsibility of SDO to inform the stakeholders of policy i.e. Insurance Company & CEI's representative and arrange for a combined visit to decide the compensation eligibility and amount.
5. The compensation will be decided based on latest available ANAVARI of GoG and area of standing crop.
6. Direct compensation without any legal formalities will be paid to the farmer based on a 3 member committee report within 30 days of receipt of papers by Insurance Company.
7. The beneficiary is required to give an undertaking for accepting payment as full and final and also not proceeding before court or any other forum for compensation.

Shri Maganbhai raised the issue for considering only standing crop as small farmers with a limited land area is forced to stack his ready crop below the line. He was explained that it is the responsibility of farmer to take care of stacking the ready crop. He is to be educated accordingly. In specific cases Committee will look into the realities and committee's report shall be binding to all.

It was suggested by Shri Maganbhai that besides the 3 member committee additional one village ~~reputed~~ Agevan, mutually decided by SDO & affected farmer should form the part of committee. It was decided that available reputed village person will be called as witness and for guidance to decide on damage quantity and amount.

Shri Maganbhai and Shri Mangalji mali argued that ANAVARI is not available for all locations and therefore based on nearby standing crop, a 10x10 feet area be considered and accordingly compensation amount should be decided.

Insurance officer argued that without any government authorised documentation, compensation will be difficult. Also it was argued by them regarding authenticity of it being damage due to electric fault. It was explained that CEI's representative is an authorised person to confirm an electrical accident.

Many other issues like irresponsible behaviour of farmers by removing stays, lack of maintenance and many such issues were discussed as reasons for such line faults and sparks resulting into crop damage. Chairman requested that instead of blaming each other it is in the larger interest of all the farmers to move ahead with the present suggestions so that scheme can be finalised soon and its benefit can be reaped at the earliest.

Insurance authorities asked regarding the amount of compensation and numbers of cases to be insured for finalisation of premium amount. CEI intervened and said that it is for DISCOMs(Distribution Company) and Insurance authorities to decide on that based on past records.

Shri Maganbhai asked the time limit for releasing compensation. It was clarified by Insurance officers that after receiving complete papers, applicable amount will be released in maximum 30 days which is also as per IRDA norms. Minimum documents required for same are as under :

1. Timely intimation of incident to be confirmed by SDO,
2. Site Panchnama of SDO
3. 7/12 Utara
4. Committee's Report etc.,

It was clarified that in case the name of affected farmer is not appearing in 7/12 utara, proper pedhinama or other documents proving the authenticity of ownership is must for approval of the claim.

Insurance authorities suggested that approved insurance claim will be reimbursed to DISCOM but it was unanimously decided that claim should go to farmers account only for early settlement.

Chairman expressed satisfaction over unanimous agreement to all the points and clarified that the said insurance policy will be uniformly applicable to all the four DISCOMs of Gujarat and it is being enforced through Director (Insurance), GoG. All

the DISCOMs were required to give the number of probable claims with amount for deciding the premium.

RO MSH 0911

Insurance authorities assured that this policy being a contingency policy and tailor made one at least about 30 days are required to finalise in all respects. All the members expressed satisfaction on today's proceedings and the meeting was ended in a hope for early finalisation of scheme .

The meeting ended with vote of thanks to the chair.


Chief Engineer (OP)
UGVCL : Mehsana

Annexure – II

Agenda Item No. 2, Item No.

2-7 of ATR

ANNEXURE - II

Item No.2-7 : Analysis of electrical accident data.

As per suggestions of Safety Committee various actions are taken to reduce accidents and from the comparison of 2nd Qtr. report of FY 2011-12 & FY 2012-13 it can be seen that the various steps taken by UGVCL has helped in reducing the accidents in this Qtr. from 101 (FH-25+FA-64+NFH-12) to 77 (FH-17+FA-45+NFH-15). Details attached as per Annexure-"A".

As asked by GERC the detailed quarter wise analysis for last three years is attached herewith as Annexure-"B".

UGVCL is committed to reduce its accidents with every quarter by proper maintenance and supervision and necessary instructions and follow up is being done with the field regularly for the same.

UGVCL

ANNEXURE 'A'

Analysis of cause of accidents occurred in last three years during Monsoon period.

Sr.No	Particulars	Second Quarter i.e. July to Sept. 2010						Second Quarter i.e. July to Sept. 2011						Second Quarter i.e. July to Sept. 2012					
		Departmental		Out Sider Human		FA	Total	Departmental		Out Sider Human		FA	Total	Departmental		Out Sider Human		FA	Total
		FH	NFH	FH	NFH			FH	NFH	FH	NFH			FH	NFH	FH	NFH		
1	Safety rules not observed	0	2	0	0	0	2	0	1	0	0	0	1	0	2	0	0	0	2
2	Lack of supervision	0	1	0	0	0	1	0	2	0	0	0	2	0	1	0	0	0	1
3	Defecive appliances/wiring	0	0	14	3	26	43	0	0	9	1	6	16	0	1	8	0	6	15
4	Victim at fault/Accidental contact with live electric equipment	0	0	10	1	0	11	0	0	13	1	0	14	0	3	6	4	0	13
5	Snapping of conductor	0	0	1	1	27	29	0	0	1	1	33	35	0	0	1	0	25	26
6	Un authorized work/ illegal construction	0	0	2	1	0	3	0	1	2	4	1	8	0	0	1	4	0	5
7	Lack of Maintenance	0	0	0	0	17	17	0	1	0	0	24	25	1	0	0	0	14	15
	Total	0	3	27	6	70	106	0	5	25	7	64	101	1	7	16	8	45	77

UGVCL

ANNEXURE ' B '

Analysis of cause of accidents occurred for last 3 years

Sr.No	Cause of Accidents	FY 2009-10						FY 2010-11						FY 2011-12					
		Departmental		Out Sider Human		FA	Total	Departmental		Out Sider Human		FA	Total	Departmental		Out Sider Human		FA	Total
		FH	NFH	FH	NFH			FH	NFH	FH	NFH			FH	NFH	FH	NFH		
1	Safety rules not observed	2	10	0	0	0	12	1	8	0	0	0	9	0	11	0	0	0	11
2	Lack of supervision	1	3	7	8	0	19	0	4	0	1	0	5	1	4	1	1	1	8
3	Defective appliances/wiring	0	0	20	3	14	37	0	0	26	3	28	57	0	0	17	1	41	59
4	Victim at fault/Accidental contact with live electric equipment	1	1	11	5	1	19	0	2	32	9	18	61	0	1	17	2	0	20
5	Snapping of conductor	0	0	3	3	47	53	0	0	3	2	45	50	0	0	1	2	38	41
6	Un authorized work/ illegal construction	0	1	15	6	0	22	0	0	4	4	0	8	0	1	13	16	1	31
7	Lack of Maintenance	0	1	2	0	42	45	0	0	0	1	22	23	0	0	1	0	6	7
	Total	4	16	58	25	104	207	1	14	65	20	113	213	1	17	50	22	87	177

Annexure – III

**Agenda Item No. 2, Item No.
2-7 of ATR**

ANNEXURE - III

Item no.2 - 7: No reduction is found in Electrical Accidents. Chairman GERC instructed to analyze the accidents over a period of three years on quarterly basis to pin point the real issues leading to such accident & identify remedial measures

Reasons for Electrical Accident –Year wise							
Sr. No.	Reasons for Accident	2007-08	2008-09	2009-10	2010-11	2011-12	Total
1	Snapping of conductor	75	49	63	78	68	333
2	Accidental contact with live Electric wire / Equipment	53	45	57	65	80	300
3	Violation /neglect of safety measures/ lack of supervision	21	6	21	27	23	92
4	Defective appliances/ apparatus / Tools	7	3	10	12	9	41
5	Inadequate / Lack of maintenance	2	0	0	0	0	2
6	Unauthorized work	30	26	13	38	27	134
7	Any other reason	35	30	25	53	33	176
Total		223	159	189	273	240	1078

% Wise, Year wise Analysis Of Electrical Accident						
Sr.No.	Reasons for Accident	2007-08	2008-09	2009-10	2010-11	2011-12
1	Snapping of conductor	33.63	30.82	33.33	28.57	28.33
2	Accidental contact with live Electric wire / Equipment	23.77	28.30	30.16	23.81	33.33
3	Violation /neglect of safety measures/ lack of supervision	9.42	3.77	11.11	9.89	9.58
4	Defective appliances/ apparatus / Tools	3.14	1.89	5.29	4.40	3.75
5	Inadequate / Lack of maintenance	0.90	0.00	0.00	0.00	0.00
6	Unauthorized work	13.45	16.35	6.88	13.92	11.25
7	Any other reason	15.70	18.87	13.23	19.41	13.75

(P.T.O.)

Looking to above figures it seems that there are mainly five to six reasons for occurring accidents. Main reason for that is snapping of conductors, accidental contact with live wires, neglecting of safety rules, defective equipments etc. In the year 2009-10 snapping of conductor is 33.33% whereas it is 28.33% in the year 2011-12.



Annexure – IV

**Agenda Item No. 2, Item No.
2-7 of ATR**

ANNEXURE-IV

Annexure- A
PASCHIM GUJARAT VIJ COMPANY LIMITED
 Corporate Office Rajkot

Cause wise Quarter wise accidents occurred under PGVCL (Network + Private Premises)

Cause of Accident	2009-10				2010-11				2011-12				2012-13			
	Q I	Q II	Q III	Total	Q I	Q II	Q III	Total	Q I	Q II	Q III	Total	Q I	Q II	Q III	Total
Snapping of conductors	28	67	19	114	28	69	32	129	25	67	32	124	31	56	22	109
Accidental contact with live electric wire / equipment	85	141	29	255	114	243	81	438	66	211	40	317	66	115	68	249
Violation / neglect of safety measures / lack of supervision	8	6	22	36	16	25	13	54	12	18	6	36	16	18	5	39
Defective appliances / apparatus / tools.	10	20	2	32	22	26	8	56	24	30	14	68	15	24	11	50
Inadequate / lack of maintenance	23	35	2	60	4	35	8	47	1	28	0	29	5	20	1	26
Unauthorized Work	6	22	4	32	9	14	4	27	10	20	11	41	11	21	4	36
Any other reason	43	79	21	143	47	74	31	152	45	72	33	150	37	53	30	120
Total of Quarters	203	370	99	672	240	486	177	903	183	446	136	765	181	307	141	629
Mechanical Accd out of above	15	9	8	32	15	11	11	37	13	12	9	34	18	11	13	42
In private Premises out of above	28	57	11	96	50	86	43	179	72	96	35	203	43	63	49	155
Total of All Quarters	672				903				765				629			

Annexure- B
PASCHIM GUJARAT VIJ COMPANY LIMITED
 Corporate Office Rajkot

Cause wise Quarter wise accidents occurred under PGVCL (Network + Private Premises)

Cause of Accident	2009-10					2010-11					2011-12					2012-13			
	Q I	Q II	Q III	Q IV	Total	Q I	Q II	Q III	Q IV	Total	Q I	Q II	Q III	Q IV	Total	Q I	Q II	Q III	Total
Snapping of conductors	28	67	19	9	123	28	69	32	5	134	25	67	32	18	142	31	56	22	109
Accidental contact with live electric wire / equipment	85	141	29	24	279	114	243	81	27	465	66	211	40	24	341	66	115	68	249
Violation / neglect of safety measures / lack of supervision	8	6	22	4	40	16	25	13	5	59	12	18	6	5	41	16	18	5	39
Defective appliances / apparatus / tools.	10	20	2	10	42	22	26	8	9	65	24	30	14	11	79	15	24	11	50
Inadequate / lack of	23	35	2	0	60	4	35	8	1	48	1	28	0	1	30	5	20	1	26
Unauthorized Work	6	22	4	12	44	9	14	4	7	34	10	20	11	7	48	11	21	4	36
Any other reason	43	79	21	40	183	47	74	31	29	181	45	72	33	27	177	37	53	30	120
Total of Quarters	203	370	99	99	771	240	486	177	83	986	183	446	136	93	858	181	307	141	629
Mechanical Accd out of	15	9	8	10	42	15	11	11	12	49	13	12	9	10	44	18	11	13	42
In private Premises out of above	28	57	11	44	140	50	86	43	22	201	72	96	35	21	224	43	63	49	155
Total of All Quarters	771					986					858					629			

Annexure –V

Agenda Item No. 2, Item No.

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ANNEXURE - V

Item No. 9: Standard of Performance (SoP)

DGVCL is making all efforts to ensure proper compliance of SoP and the Consumer Grievances are redressed in time.

The latest update in SoP as mentioned below: ----

PERIOD	FH	FA	NFH	Number And % complaints Redressed within stipulated Time	Nature Of Majority Of Complaints	Number and % Faulty Meters replaced during Quarter	Failure of DTR NO.OF T/C FAILED/ POPULATION & % FAILURE
QTR I 2011-12	12	22	16	110749 & 100%	<ul style="list-style-type: none"> • Interruption in Power supply. • Defective meters • Billing 	4488 & 9.28%	(1645/54170) 3.04%
QTR I 2012-13	18	17	29	116063 & 100%		16636 & 23.1%	(1699/60997) 2.80%
QTR II 2011-12	25	54	32	119265 & 100%		11176 & 19.17%	(2282/54786) 4.90%
QTR II 2012-13	26	49	21	150987 & 100%		20097 & 36.20%	(2068/61849) 3.34%

==Replacement of faulty meters are increased considerably .

==Transformer failures are found reduced in both Qtrs compared to pr. Year

SAIFI - SAIDI - MAIFI COMPARISION

MONTH	SAIFI		SAIDI		MAIFI	
	2011-12	2012-13	2011-12	2012-13	2011-12	2012-13
APRIL	5.46	5.56	5.11	5.10	10.41	12.64
MAY	8.35	6.26	7.08	4.80	15.39	14.24
JUN	13.93	8.53	17.54	8.99	23.80	18.38
JULY	11.84	11.70	13.50	11.01	21.62	18.25
AUGUST	11.21	10.29	12.85	10.08	22.09	17.03
SEPT .	9.49	10.09	11.00	8.20	19.27	16.20

SAIFI ===Compare to pr. Year SAIFI are found increased in April & Sept where as for rest months it is found reduced .

SAIDI===Compare to pr. Year For all months from April to Sept SAIDI are found reduced

MAIFI===Compare to pr. Year MAIFI are found reduced for all months except April .

(P.T.O.)

Performance Report of CGRF [Qtr-I: 2011-12]

Particulars	Qtr-IV of 2011-12	Qtr-I of 2012-13	Qtr-II of 2012-13
Grievances pending at the end of the Previous Qtr. [A]	4	1	5
Grievances received during this Qtr. [B]	46	43	43
Total Grievances: [C] = [A]+[B]	50	44	48
Grievances attended during this Quarter [D]	49	37	30
Balance Grievances to be attended [E] = [C]-[D]	1	7	18
Grievances redressed during this Quarter	Within 45 days	47	36
	After 45 days	2	1
Grievances in the process of redressal	1	7	18
Grievances pending for more than 45 days	0	0	1 **
No. of seating of the CGRF	8	10	13

* : Reasons for Grievances redressed after 45 Days in Quarter - II of 2012-13

1. Case No. 28/2012: Shri Hariom Agro Food Processors, Kamrej - delay of 3 days as three hearings were arranged & requirement of more documents.
2. Case No. 29/2012: Shri Mohammad Suleman Kazi, Kosamba - delay of 3 days as three hearings were arranged as the Consumer remained absent in 2 hearings.
3. Case No. 52/2012: S&J Granulates Solutions Pvt. Ltd., Vapi - delay of 4 days as one more hearing & time was given by Forum to EE[Rural], Vapi for proper maintenance work.
4. Case No. 49/2012: Batliboi Ltd., Pandesara - delay of 11 days as the Case heard as per Order of the Hon'ble High Court and due to complexity of case, 4 hearings were arranged, in between both parties asked time & made further submissions.

** : Reasons for Grievances pending for more than 45 Days in Quarter - II of 2012-13

1. Case No. 60/2012: M/s Raj Silk Mills Pvt. Ltd., Palod - delay of 4 days as two hearings & also time given to both parties for submission of old records/ documents in support.

Annexure –VI

Agenda Item No. 8

SoP Report of PGVCL

YEA R	Qrt	FH	FA	NFH	Number and % Complai nts Redress ed within Stipulat ed Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter	Failure of DTR (%)
2011 -12	Q2	40	258	52	209747 & 72%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	40027 & 35%	5.71%
	Q3	33	30	38	147540 & 99 %	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	49600 & 39.77%	<u>7.35%</u>
	Q4	18	19	36	133777 & 99.5%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	78457 & 54.66%	2.06%
2012 -13	Q1	27	51	57	129688 & 98.92%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	65171 & 33.41%	2.70%
	Q2	47	136	61	90759 & 99.07%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	59136 & 32.41%	3.89%
	Q3	22	29	42	128860 & 99.83%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	103390 & 48.86%	<u>4.16%</u>

SoP Report of UGVCL								
YEAR	Qrt.	FH	FA	NFH	Number and % Complaints Redressed within Stipulated Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter	Failure of DTR (%)
2011-12	Q2	25	64	12	102325 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	38852 & 82.88%	3.34%
	Q3	9	6	8	80496 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	33372 & 81.76%	2.46%
	Q4	4	5	8	62088 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	22933 & 94.15%	1.14%
2012-13	Q1	14	15	12	77635 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	18481 & 89.9%	1.55%
	Q2	17	45	15	99679 & 100%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	16972 & 91.54%	2.54%
	Q3	23	5	6	73368 & 97.36%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	17469& 93.13%	1.91%

SoP Report of MGVCL								
YEAR	Qrt.	FH	FA	NFH	Number and % Complaints Redressed within Stipulated Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter	Failure of DTR (%)
2011-12	Q2	32	60	40	109773 & 99.97%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	23539 & 21.31%	1.78%
	Q3	11	1	10	67672 & 99.99%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	14533 & 14.05%	1.57%
	Q4	14	15	19	67679 & 100%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	32227 & 24.9%	0.64%
2012-13	Q1	16	21	21	94979 & 100%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	33520 & 26.67%	1.16%
	Q2	10	47	21	115586 & 100%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	28068 & 24.55%	1.8%
	Q3	6	5	10	83101 & 99.47%	a) Interruption in Power supply b) defective meters c) Billing d) Reconnection	45046 & 35.83%	1.23%

SoP Report of DGVCL								
YEAR	Qrt.	FH	FA	NFH	Number and % Complaints Redressed within Stipulated Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter	Failure of DTR (%)
2011-12	Q2	25	54	32	119265 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	11176 & 19.17%	4.90%
	Q3	7	11	21	101032 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	11400 & 19.65%	4.84%
	Q4	11	2	27	102400 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	15743 & 25%	1.68%
2012-13	Q1	18	17	29	116063 & 100%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	16636 & 23.1%	2.80%
	Q2	26	49	21	150987 & 100%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	20097 & 25.89%	3.34%
	Q3	8	17	24	101155 & 100%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	26831 & 30.97%	3.01%

SoP Report of TPL-Ahmedabad								
YEAR	Qrt.	FH	FA	NFH	Number and % Complaints Redressed within Stipulated Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter	Failure of DTR (%)
2011-12	Q2	19	4	3	119342 & 99.7%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	7588 & 100%	0.50%
	Q3	7	0	1	69080 & 99.68%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	8329 & 100%	0.16%
	Q4	4	0	0	56247 & 99.27%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	6448 & 100%	0.32%
2012-13	Q1	5	1	2	96314 & 99.81%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	6520 & 100%	0.41%
	Q2	19	0	10	99460 & 99.96%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	5716 & 100%	0.32%
	Q3	8	0	4	66647 & 99.88%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	6967 & 100%	0.06%

SoP Report of TPL-Surat								
YEAR	Qrt.	FH	FA	NFH	Number and % Complaints Redressed within Stipulated Time	Nature of Majority of Complaints	Number and % Meters Repaired during the Quarter*	Failure of DTR (%)
2011-12	Q2	3	0	5	5909 & 99.8%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	6333 & 99.8%	0.09%
	Q3	1	0	1	4607 & 99.99%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	5507 & 99.51%	0.09%
	Q4	1	0	0	4247 & 99.9%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	5043 & 99.42%	0.09%
2012-13	Q1	5	0	0	5385 & 99.81%	a) Interruption in Power supply b) defective meters c) Billing d)Reconnection	5253 & 98.66%	0.00%
	Q2	4	0	3	5406 & 100%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	5386 & 98.77%	0.09%
	Q3	3	0	0	3685 & 99.59%	a) Interruption in Power supply b) defective meters c)Billing d)Reconnection	4940 & 99.9%	0.04%

Reliability Indices:

SoP Report of PGVCL						
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks
2011-12	Q2	July	4.9	7.9	20.48	Showing some improvement in the reliability indices w.r.t Q3 11-12
		Aug.	3.41	5.11	24.68	
		Sept.	3.04	4.98	14.32	
	Q3	Oct.	3.029	3.6	15.98	
		Nov.	2.47	2.94	16.06	
		Dec.	2.335	2.29	12.4	
	Q4	Jan.	2.3	1.98	13.89	
		Feb.	1.76	1.74	11.24	
		Mar.	2.14	1.99	11.47	
	2012-13	Q1	Apr.	2.1	1.96	
May			1.59	1.64	10.29	
June			1.98	1.96	11.67	
Q2		July	3.88	4.04	3.76	
		Aug.	4.12	4.69	4.18	
		Sept.	3.76	4.18	15	
Q3		Oct.	2.18	2.07	12.39	
		Nov.	1.54	1.32	9.66	
		Dec.	1.39	1.19	8.5	

SoP Report of UGVCL						
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks
2011-12	Q2	July	2.21	3.05	10.07	Showing some improvement in the reliability indices w.r.t Q3 11-12
		Aug.	1.79	2.25	9.78	
		Sept.	1.36	1.75	8.97	
	Q3	Oct.	1.01	1.10	9.63	
		Nov.	0.41	0.02	6.92	
		Dec.	0.34	0.02	6.26	
	Q4	Jan.	0.41	0.50	6.21	
		Feb.	0.26	0.26	4.85	
		Mar.	0.29	0.32	5.34	
	2012-13	Q1	Apr.	0.49	0.51	
May			0.46	0.49	6	
June			1.3	1.50	7.53	
Q2		July	1.72	5.1	7.18	
		Aug.	1.24	1.33	7.35	
		Sept.	1.21	1.42	7.58	
Q3		Oct.	0.44	0.57	6.34	
		Nov.	0.5	0.55	5.9	
		Dec.	0.34	0.33	5.36	
SoP Report of MGVCCL						
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks
2011-12	Q2	July	5.61	48.67	25.98	Showing some improvement of SAIDI in the reliability indices w.r.t Q3 11-12
		Aug.	6.1	14.67	28.37	
		Sept.	4.54	22.5	18.91	
	Q3	Oct.	3.25	18.33	12.34	
		Nov.	2.65	14.23	10.64	
		Dec.	2.92	17.5	10.67	
	Q4	Jan.	4.92	23.68	25.84	
		Feb.	4.18	21.26	24.58	
		Mar.	3.89	14.68	18.33	
	2012-13	Q1	Apr.	2.42	2.25	
May			2.74	3.05	16.42	
June			4.61	4.32	18.58	
Q2		July	7.67	7.03	28.63	
		Aug.	6.75	5.5	28.02	
		Sept.	5.94	5.15	26.76	
Q3		Oct.	3.25	2.67	22.44	
		Nov.	2.22	1.83	18.56	
		Dec.	1.98	1.8	17.78	

SoP Report of DGVCL						
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks
2011-12	Q2	July	11.84	13.50	21.62	Showing some improvement in the reliability indices w.r.t Q3 11-12
		Aug.	11.21	12.85	22.09	
		Sept.	9.49	11.00	19.27	
	Q3	Oct.	6.94	6.60	18.12	
		Nov.	7.87	5.17	13.96	
		Dec.	7.76	4.33	11.13	
	Q4	Jan.	10.49	7.33	14.09	
		Feb.	7.2	5.50	10.11	
		Mar.	7.58	4.90	11.26	
2012-13	Q1	Apr.	5.56	5.10	12.64	
		May	6.26	4.80	14.24	
		June	8.53	8.99	18.38	
	Q2	July	11.75	11.01	18.25	
		Aug.	10.29	10.15	17.03	
		Sept.	10.09	8.33	16.2	
	Q3	Oct.	8.72	7.75	19.15	
		Nov.	5.59	4.67	12.52	
		Dec.	4.96	4.68	12.1	

SoP Report of TPL-Ahd.						
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks
	Q2	July	0.75	0.98	0.09	Showing some improvement in the reliability indices w.r.t Q3 11-12
		Aug.	0.58	0.81	0.04	
		Sept.	0.52	0.74	0.3	
	Q3	Oct.	0.53	0.62	0.02	
		Nov.	0.53	0.73	0.03	
		Dec.	0.53	0.68	0.14	
	Q4	Jan.	0.71	0.91	0.35	
		Feb.	0.42	0.71	0.14	
		Mar.	0.8	0.80	0.03	
2012-13	Q1	Apr.	0.52	0.71	0.06	
		May	0.97	0.96	0.02	
		June	1.01	1.16	0.19	
	Q2	July	0.67	0.88	0.08	
		Aug.	0.65	0.75	0.19	
		Sept.	0.67	0.8	0.24	
	Q3	Oct.	0.55	0.79	0.03	
		Nov.	0.47	0.56	0.2	
		Dec.	0.48	0.63	0.08	

SoP Report of TPL-Surat							
Year	Qtr	Month	SAIFI	SAIDI	MAIFI	Remarks	
	Q2	July	1.4	2.47	0.00	Showing some improvement in the reliability indices w.r.t Q3 11-12	
		Aug.	0.15	0.12	0.00		
		Sept.	0.06	0.08	0.00		
	Q3	Oct.	0.16	0.08	0.00		
		Nov.	0.09	0.09	0.00		
		Dec.	0.1	0.10	0.00		
	Q4	Jan.	0.08	0.11	0.00		
		Feb.	0.57	0.23	0.00		
		Mar.	0.16	0.07	0.00		
	2012-13	Q1	Apr.	0.08	0.07		0.00
			May	0.15	0.12		0.00
			June	0.12	0.10		0.00
Q2		July	0.09	0.08	-		
		Aug.	0.07	0.08	-		
		Sept.	0.11	0.08	-		
Q3		Oct.	0.08	0.08	-		
		Nov.	0.07	0.08	-		
		Dec.	0.12	0.11	-		

Annexure –VII

Agenda Item No. 8

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 Sittings
						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 Sittings
						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

Annexure –VIII

Agenda Item No. 9

Issues raised by the Members

Annexure – VIII

Issues raised by the Members

Details of the suggestions received from the members:

Sr. No.	Name of the Member	Brief details of the suggestions
1	Chief Electrical Engineer, Western Railway, Mumbai (As per letter dated 21-02-2013)	<p>1-Electric Traction Tariff should be reduced to the cost of supply level. Status quo should be maintained on the proposal to hike MD charges from Rs.160 per KVA to Rs.320 per KVA for traction.</p> <p>2-Rebate of 10% should be allowed in Energy charges for new Railway traction projects for period of 5 years from the date of new connection.</p> <p>3-It is proposed that Railways should be reimbursed interest on the amount of monthly advance payment being made.</p> <p>4-It is proposed that demand charges should be based on simultaneous maximum demand.</p> <p>5- It is proposed that power factor rebate should be enhanced to rates as 1.5% of Energy charge for PF from 0.95 to 0.96,2% for 0.96 to 0.97,3% for 0.97 to 0.98,5% for 0.98 to 0.99 and 7% for PF above 0.99.</p> <p>6-It is proposed to permit rebate for utilization of Energy during OFF peak load.</p> <p>7-It is proposed to increase EHV rebate.</p> <p>8-Ceiling should be fixed for increase in FCA charges.</p>
2	Rajkot Engineering Association (As per letter dated.27-02-2013)	<p>1-To purchase Solar Energy on APCC rate, more PPA should be made.</p> <p>2-Only for the Agriculture use, when in Energy Exchange Electricity is available on low cost, DISCOM should purchase Electricity.</p> <p>3-DISCOM & GERC should jointly made</p>

		<p>proposal to Government for providing subsidies for solar panel for agriculture purpose.</p> <p>4-Periodic repairing of feeder/transformer should be done and this should be done by proper technical staff.</p> <p>5-In case of animal accident, compensation should be made as per market rate and cost of neutral earthing should be decided at the time of accident.</p> <p>6- In case of not full-filling time limit, performance of standard as per the citizen charter, penalty should be imposed.</p> <p>7- Incase of Electricity accident, action should be taken against the responsible person of the DISCOM and DISCOM should also take care of the defective report given by electrical inspector.</p> <p>8-Pending Electricity connection in PGVCL Region should be disposed immediately.</p> <p>9-Provision should be made in supply code for giving notice to here the customer in case of Electricity theft.</p>
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