

**AGENDA NOTE  
FOR  
THE 13<sup>TH</sup> MEETING OF THE CO-ORDINATION FORUM**

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Date	18 <sup>th</sup> July, 2013
Time	11:00 AM
Venue	GERC Office, GIFT City, Gandhinagar

ITEM NO.	NOTES ON AGENDA
1.	Approval of the minutes of the 12 <sup>th</sup> Meeting of the Co-Ordination Forum held on 17 <sup>th</sup> October, 2012
2.	Action Taken Report on the minutes of the 12 <sup>th</sup> Meeting of the Co-Ordination Forum
3.	Petitions for Business Plan Review –
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.	Standard of Performance (SoP) and Monitoring of performance of CGRFs
8.	Discussion Paper on determination of tariff for procurement of power by distribution licensees and others from biomass based power projects and bagasse based co-generation projects for the state of Gujarat.
9.	Renewable Purchase Obligation
10.	Status of Transmission Projects
11.	Status of RPO - Presentation by GEDA
12.	Presentation on Power Sector Scenario by GUVNL
13.	Any other Item with the permission of Chair

**Agenda Item No. 1**

**Approval of the minutes of the 12<sup>th</sup> Meeting of the Co-Ordination Forum held on 24<sup>th</sup> April, 2013**

GERC vide its letter no GERC/VHT/Co-Ordi/1133/2013 dated 03/06/2013 circulated minutes of the 12<sup>th</sup> Meetings of Co-ordination forum held on 24<sup>th</sup> April 2013 at Ahmedabad. Since, no comments have been received from the members, Minutes of the 12<sup>th</sup> Meeting may be treated as approved.

**Agenda Item No. 2**

Action Taken Report on the minutes of the 12<sup>th</sup> Meeting of the Co-Ordination Forum:

<b>Item No. of the minutes</b>	<b>Detail of the Item</b>	<b>Action Taken Report</b>
Item 2 (Item No. 2 (6))	<p>It was advised to Chief Electrical Inspector to come up with a circular of safety guidelines to be implemented to reduce accidents due to TV and Internet cables being carried on electric lines.</p> <p>All DISCOMs were asked to identify such locations for further actions as per guidelines issued by CEI.</p>	<p>MGVCL stated that the field offices are directed to carry out survey and prepare a list of such locations so that on receipt of the guidelines from CEI, the activities can be taken up.</p> <p>DGVCL: Action taken to improve safety, create awareness to cable operators, give public notice etc.:</p> <ol style="list-style-type: none"> <li>1. Field offices are instructed to <ul style="list-style-type: none"> <li>➤ Create awareness amongst cable operators</li> <li>➤ Issue notices to cable operators to remove cables.</li> <li>➤ DGVCL company has instructed to all CEO&amp;SE</li> </ul> </li> </ol>

		<p>[O&amp;M] that to take legal action against Broadband operators and other communication network operators hanging with their cable on overhead electrical poles.</p> <p>➤ All field officers are instructed to identify locations where TV &amp; internet cables are on poles so that actions may be taken as per guide line of CEI .</p> <p><b><u>SAFETY MEASURES TAKEN:</u></b></p> <p>safety awareness campaign were organized by distributing safety pamphlets during exhibitions.</p> <ul style="list-style-type: none"> <li>• Wide publicity regarding electrical safety precautions given on FM Radio and news papers during kite festival during safety week.</li> <li>• Sheri natak /road shows were performed by Company staff to educate public at large regarding safety.</li> <li>• Video CD of film AJVALA was distributed to educate line staff and engineers.</li> <li>• Fencing provided to 1830 nos. of distribution transformer centres in urban and in highly populated area up to month of March-</li> </ul>
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		<p>2013.</p> <ul style="list-style-type: none"> <li>• Spread safety message to public at large and safety pamphlets were distributed.</li> <li>• Pamphlets containing precautions for safety were distributed during the Ganesh Visarjan programmed at Surat , Bahruch ,Ankleshwar , Navsari , Valsad etc.</li> <li>• Street hawkers and vehicle owners were educated against encroaching near transformers installations. Also they were served notices not to encroach the same.</li> <li>• Safety booklet and message from our M.D. Containing safety precautions were distributed to all line staff and engineers during safety week.</li> <li>• Neck Belt were distributed during the kite festival for general safety as a part of corporate social responsibility.</li> <li>• Total 133 nos. of hoardings regarding informing safety awareness is provided on thickly populated area as well as sub division – division offices.</li> </ul>
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		<ul style="list-style-type: none"> <li>• Company has made campaign at Smt. Rukamni Devi Rungata School and New Union High School, Bharuch. In Bharuch campaign , about 120 nos. of students were educated about safety rules and regulations. In Surat school will be decided and students will be educated very soon.</li> <li>• DGVCL has provided 175827 nos of earth terminal to the installations up till month of May-2013</li> </ul> <p>PGVCL stated that Information was provided at the time of meeting and subsequently detail report has been submitted vide letter dated 21<sup>st</sup> June, 2013.</p> <p>Regarding removal of TV and Communication cables from electric poles reply of PGVCL is identical to the reply of MGVCL.</p> <p>UGVCL identified Total 35859 locations to be rectified. Out of that as on May, 2013 total 12429 locations are rectified. Detail report attached herewith as <b>Annexure A.</b></p> <p>Actions taken report from CEI</p>
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		and TPL is awaited.
Item No. 2 (Item 2 (9))	PGVCL was advised to take concrete steps for high loss areas for speedy reduction of losses and submit a report in the next meeting	PGVCL stated that for reduction of distribution loss, it took major steps on reduction of technical and commercial loss. Steps taken are briefly described in <b>Annexure B</b> . Status of Distribution loss as of April, 2013 is kept <b>Annexure C</b> .
Item No. 7	<p>GUVNL and CEI were advised to discuss and prepare draft guidelines with consideration of connectivity standards for distributed generation resources for voltage level below 33 kV prepared by CEA/ CERC for connectivity and submit suggestions to the Commission.</p> <p>GEDA was advised to submit a report and analysis of solar roof top plants.</p>	Action taken reports from GUVNL, CEI and GEDA is awaited.
Item No. 8	<p>CEI was advised to submit report on role and responsibility of licensed electrical contractors.</p> <p>DISCOMs were required to give suggestions for inspection of installation before release of new connections with regards to safety aspect.</p>	PGVCL and MGVCL stated that prior to commencement of power to the consumer by the Licensee, the Licensed Electrical Contractor, authorized by the Chief Electrical Inspector, verify the connected load, carry out testing of installation, certify it and the certificate is conveyed to the licensee through the Consumer, However, it may be possible that in some cases, the test certificate is issued by licensed contractor,

		<ol style="list-style-type: none"> <li>1) Even though the consumer installation is not ready and incomplete</li> <li>2) Without carrying out testing of installation as per norms</li> <li>3) Use of non standard materials against that of BIS standards for wiring etc.</li> <li>4) Safety apparatus/devices like ELCB/MCB are not used as per norms etc.</li> </ol> <p>With effective monitoring mechanism by the CEI, such practices can be prevented.</p> <p>In case when the consumers install and operate generating sets and if requisite safety apparatus are either not installed or not in working condition, or isolation of grid connectivity is not done, it create safety hazard for the line staff of Licensee working on the distribution network. The surveillance of such installations operating without safety measures may be brought under the ambit of monitoring activities of CEI and the sphere of responsibility of licensed Electrical Contractor may be extended appropriately.</p> <p>DGVCL, over and above the</p>
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		<p>view expressed by MGVCL, stated that blank Test Reports signed by contractors are available in market. In view of this contractor should also be held responsible.</p> <p>Action taken report from CEI is awaited.</p>
<p>Item No.9 B</p>	<p>All DISCOMs were suggested that SoP and compliance of CGRF and Ombudsman orders should be reviewed at MD level in all DISCOMs in a regular manner.</p>	<p>PGVCL and MGVCL stated that the performance review and monitoring of field offices is regularly carried out by MD during monthly meetings. The performance parameters up to sub division level are critically analyzed. Implementation of orders of CGRF and Ombudsman are also reviewed by MD, MGVCL. At present no order of CGRF or Ombudsman is pending for implementation.</p> <p>DGVCL stated that Generally company is processing all applications and releasing all connection within time limit. Few nos. of application remains pending for more than three months which may be due to certain specified reasons. in fact MD DGVCL is monitoring the releasing of connection every month.</p> <p>DGVCL is making all efforts to</p>



		<p>ensure proper compliance of SoP and the Consumer Grievances are redressed in time. Latest update in SoP is also submitted by DGVCL, in case of raising on of claim for compensation same will be entertained after dully scrutinised.</p> <p>UGVCL stated that SoP, compliance of CGRF and Ombudsman orders are being reviewed by Chief Engineer &amp; MD regularly.</p> <p>Action taken report of TPL is awaited.</p>
<p>Item No.10</p>	<p>All DISCOMs were advised to give more emphasis on the issue of providing meters and energy audit.</p>	<p>PGVCL and MGVCL stated that the point is noted. The field offices are instructed to install meters on all the new distribution transformers and to gear up the clearance of backlog. The progress is discussed during weekly meetings and performance review meetings and it is emphasized that analysis of energy accounting at DTR level is useful to take up focused activities at the critical areas. Senior officers of Corporate Office, MGVCL are nominated circle wise to monitor the progress.</p> <p>DGVCL stated that out of 72909</p>

		<p>transformers meters are provided only on 31054 locations i.e. progress of 42.6 % up till now. All field officers are instructed to speed up the process of installation of meters on distribution transformer, the work will be completed within two years.</p> <p>UGVCL stated that Metering status along with details of existing position DT meters is attached at <b>Annexure D.</b></p>
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**Agenda Item No. 3**

**Petitions for Review of Business Plan**

As per Regulation 16.2 and 21.1 of GERC (Multi-Year Tariff) Regulations, 2011, the Utilities may seek review of the Business Plan and review of trajectory , 3 months prior to filing of Petitions for truing up for second year of the control period i.e. FY 2012-13.

Further, as per the provision stipulated in Regulation 29.8 of GERC (Multi-Year Tariff) Regulations, 2011, every utility is required to file their petition for truing up of FY 2012-13 and determination of tariff for FY 2014-15 latest by 30<sup>th</sup> November 2013.

Accordingly, the petition for mid-term review of the business Plan and review of trajectory may be submitted to the Commission latest by 30<sup>th</sup> August 2013. A separate letter has also been sent to each utility for submission of Business Plan Review and Trajectory Review Petition, if it is found necessary for them.

#### **Agenda Item No. 4**

##### **Regulation on Demand Side Management**

The Commission has notified the GERC (Demand Side Management) Regulation 2012 on 8<sup>th</sup> May 2012. According to Regulation, the distribution licensee has to form DSM Cell and prepare DSM plan according to available technical potential of DSM in the licensee supply area. The meeting was held on 6<sup>th</sup> May 2013 at GERC Office, Ahmedabad with MD, GUVNL and MDs of DISCOMs to review DSM activities. MD, GUVNL on behalf of all DISCOMs informed that all Four State owned DISCOMs have already established DSM Cell and TERI has been appointed as a consultant for identification of technical potential and preparation of DSM Plan. DISCOMs have started collecting baseline data asked by TERI. TPL has also formed DSM cell and started collecting DT meters data for consumption analysis. The Commission had approved Four Month Time Limit for submission of DSM Plan i.e. up to 06/09/2013 for State owned DISCOMs and TPL. As regards Deemed distribution licensees i.e. SEZs submitted that they are at nascent stage of Distribution Licensee operation. They will carry out and follow the DSM activities as prescribed in the Regulations with available resources with them.

#### **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**

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

Utility wise SOP reports for the year 2012-13 along with reports of previous year with Commission's observation are kept as **Annexure – E**. The numbers of Fatal and Non Fatal Human accidents shows that DISCOMs should arrange mass public awareness programmes for Safety. Failure rate of Distribution transformers reduced in all DISCOMs except UGVCL and MGCVCL for which it was marginally increased. Reliability Indices calculations discussed in detail by the Commission with DISCOMs in meeting held on 21<sup>st</sup> May 2013. It was decided in the meeting that Plant Shut Downs of electric lines carried out by DISCOMs for O&M activities also be included in calculation of SAIFI and SAIDI. DISCOMs have to resubmit indices report for 2012-13.

Monitoring report of CGRFs for all four quarters of year 2012-13 is kept at **Annexure- F**.

### **Agenda item No. 8**

#### **Discussion Paper on determination of tariff for procurement of power by distribution licensees and others from biomass based power projects and bagasse based co-generation projects for the state of Gujarat.**

The Commission has issued discussion paper on 24.06.2013 determination of tariff for biomass based power generation and bagasse based co-generation in the State 24.06.2013. The discussion paper is placed on the Commission's website (www.gercin.org) for inviting suggestions/comments from the stakeholders upto 15.07.2013. The Commission will hear the stakeholders and others on 26/07/ 2013 at 11:30 A.M. After considering all comments and suggestions from the stakeholders the final order will be issued thereafter.

The above discussion papers are for deciding third tariff orders for biomass and bagasse based power generation projects of the State. The control period for new tariff orders will commence from 1 August, 2013 and shall expire on 31 March, 2016. The Commission has considered the various normative parameters based on the data available from various resources, orders of the SERCs, CERC. The normative parameters will be decided by the Commission based on the orders of various SERCs, CERC and the inputs given by GEDA and State Government, the Commission will come out with orders on above non-conventional based resources within short time. The order will build confidence in the project developers to establish the plants and become useful to tap the energy generation from such Non-conventional Resources. It will be helpful on socio-economic aspects also.

The Commission has proposed the tariff for the new control period of Biomass based power project and Bagasse based co-generation projects as under:

<b>Parameters</b>	<b>Biomass based Power Projects with Water-Cooled Condensers</b>	<b>Biomass based Power Projects with Air-Cooled Condensers</b>	<b>Bagasse based Co-generation Projects</b>
<b>Tariff Proposed for next control period (FY 2013-2014 to FY 2015-2016)</b>	<p><b>Tariff without AD benefit:</b></p> <p>Levelised fixed component of tariff - Rs. 1.75 /kWh for 20 years</p> <p>And *variable component of tariff for FY 2013-14 - Rs.3.22/kWh, FY 2014-15 - Rs. 3.39/kWh, FY 2015-16 - Rs.</p>	<p><b>Tariff without AD benefit:</b></p> <p>Levelised fixed component of tariff - Rs. 1.86 /kWh for 20 years</p> <p>And *variable component of tariff for FY 2013-14 - Rs.3.35/kWh, FY 2014-15 - Rs. 3.52/kWh, FY 2015-16 - Rs. 3.69/kWh</p>	<p><b>Tariff without AD benefit:</b></p> <p>Levelised fixed component of tariff - Rs. 1.83 /kWh for 20 years</p> <p>And *variable component of tariff for FY 2013-14 - Rs.2.42/ kWh, FY 2014-15 - Rs. 2.54/kWh, FY 2015-16 - Rs.</p>

	3.55/kWh		2.67/kWh
	<b>Tariff with AD benefit:</b>	<b>Tariff with AD benefit:</b>	<b>Tariff with AD benefit:</b>
	Levelised fixed component of tariff - Rs. 1.46 /kWh for 20 years	Levelised fixed component of tariff - Rs. 1.55 /kWh for 20 years	Levelised fixed component of tariff - Rs. 1.51 /kWh for 20 years
	And *variable component of tariff for FY 2013-14 - Rs.3.22/kWh, FY 2014-15 - Rs. 3.39/kWh, FY 2015-16 - Rs. 3.55/kWh	And *variable component of tariff for FY 2013-14 - Rs.3.35/kWh, FY 2014-15 - Rs. 3.52/kWh, FY 2015-16 - Rs. 3.69/kWh	And *variable component of tariff for FY 2013-14 - Rs.2.42/ kWh, FY 2014-15 - Rs. 2.54/kWh, FY 2015-16 - Rs. 2.67/kWh

(\* Commission will revisit the cost of biomass / bagasse at the end of control period and re-determine the variable component of tariff for the new control period.)

### **Agenda item No. 9**

#### **Renewable Purchase Obligation**

The Commission notified Regulations on Procurement of Energy from Renewable Sources, 2010. The above Regulations provide the total R.P.O for FY 2012-2013 as 7%. Gujarat Urja Vikas Nigam Limited has filed petition No. 1307 of 2013 and Torrent Power Ltd. has also filed petition No. 1312 of 2013 before the Commission to waive the shortfall in meeting the carried forward Renewable Purchase Obligation (RPO) during FY 2012-13 and requirement of transferring funds to the Designated Account for FY 2012-13 as shortfall was on account of supply constraint under “Other” and “Wind” sub-categories because of non-availability of capacity for signing the PPAs under Preferential Tariff. The Commission

has admitted the petition No. 1307/2013 vide order dated 15.06.2013 and directed to the Gujarat Urja Vikas Nigam Ltd. to join Gujarat Energy Development Agency, Gandhinagar and other distribution licensees joined as a party to the petitioner and provide copy of the petition to them. The above entities are directed to furnish their submissions with the details of RPO compliance for FY 2012-13 to the Commission with a copy to the GEDA by 25.6.2013. The Commission will decide the compliance of R.P.O by the distribution licensee based on the submissions by the parties and in accordance with the provisions of Regulations.

**Agenda Item No.10**

**Status of Transmission Projects**

GETCO shall make a presentation of status of Transmission Projects.

**Agenda Item No. 11**

Status of RPO - Presentation by GEDA

**Agenda Item No. 12**

Presentation on Power Sector Scenario by GUVNL

**Agenda Item No. 13**

Any other Item with the permission of Chair

DETAILS OF ILLEGAL CABLES REMOVED AS ON 31.5.2013														Annexure A (Agenda Item No. 2-2(6))	
Sr No.	Name of circle	Total Location Identified for Removal of Cables/Hoardings etc.		Notice issued to cable operators	Channel /internet/broadband Cables removed from (No. of Poles)		Hoardings removed (No. of Poles)		Telephone Cables removed (No. of poles)		Total Work done		Work under progress For removal of Channel /internet/broadband Cables from No.of Pole		
		HT	LT		HT	LT	HT	LT	HT	LT	HT	LT	HT	LT	
1	Himatnagar	2416	2099	25	16	26	35	37	6	9	57	72	2359	2027	
2	Palanpur	1361	1199	78	298	362	87	142	234	174	619	678	742	521	
3	Mehsana	5218	5778	64	1122	1586	31	50	0	0	1153	1636	4065	4142	
4	Sabarmati	9274	8514	109	3286	3433	577	629	137	152	4000	4214	5274	4300	
	<b>UGVCL-Grand total</b>	18269	17590	276	4722	5407	730	858	377	335	5829	6600	12440	10990	



**Annexure B (Agenda item No. 2-2(9))**

<b>Activities carried out for Loss Reduction during 2012-13</b>					
<b>Sr No.</b>	<b>Activities</b>	<b>Unit</b>	<b>Planning</b>	<b>Achievement</b>	<b>% Achievement</b>
<b>TECHNICAL ACTIVITY</b>					
<b>1</b>	Feeder bifurcation & link line	No	200	232	116
<b>2</b>	Review of Dist. Transformer centre	No	500	521	104.20
<b>3</b>	Replacement of Conductor	KM	3500	3607	103.06
<b>4</b>	Augmantation of conductor from 55 mm sq to 100 mm sq	KM	1550	1395	90
<b>5</b>	Installation of 5 KVA transformer	No	4500	5024	111.6
<b>6</b>	Providing of AB Cable	KM	4000	6284	157.1
<b>7</b>	AG HVDS	No	110	71	65
<b>COMMERCIAL ACTIVITY</b>					
<b>1</b>	1-phase Meter Replacement	No.	300000	338894	100.57
<b>2</b>	3-phase Meter Replacement	No.	30000	33837	154.32
<b>3</b>	Nos. of connections checked	No	1000000	1274926	127.49
	Nos of connection detected	No	-	139970	-

**Annexure C (Agenda Item No. 2-2(9))**

<b>% Distribution Losses</b>						
<b>Category</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>Apr-12</b>	<b>Apr-13</b>
<b>1</b>	HT Industrial	1.64	1.89	1.97	-0.62	0.86
<b>2</b>	LT Industrial	2.47	2.60	2.29	-0.09	-0.78
<b>3</b>	GIDC	2.03	2.98	2.51	-0.90	5.78
<b>4</b>	Urban	19.56	18.55	18.35	24.36	19.50
<b>5</b>	Jyoti Gram	52.34	49.17	45.88	49.81	38.68
<b>6</b>	Ag Dom	31.53	36.26	39.80	45.58	35.00
<b>7</b>	Overall	25.72	26.54	27.63	31.02	23.24
<b>8</b>	Other than Ag	22.56	20.93	19.64	22.78	17.19

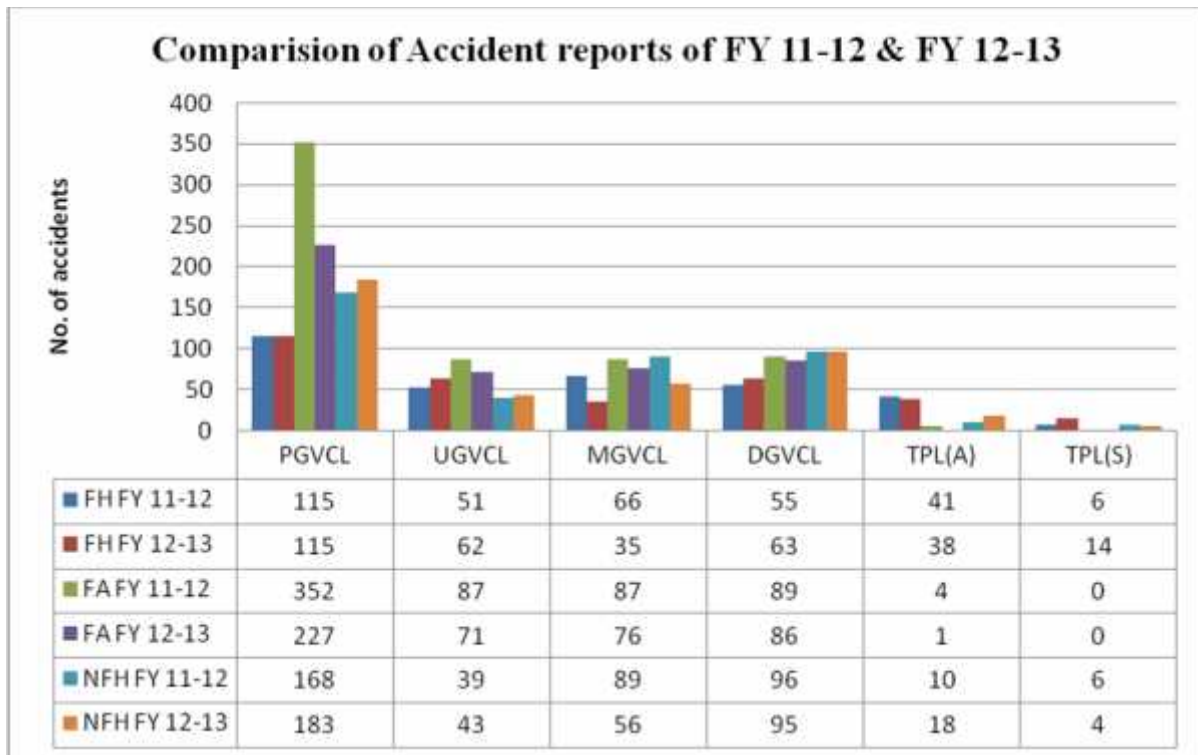
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**Distribution Transformer Metering****Annexure D (Agenda Item No. 2-2(10))****May-13**

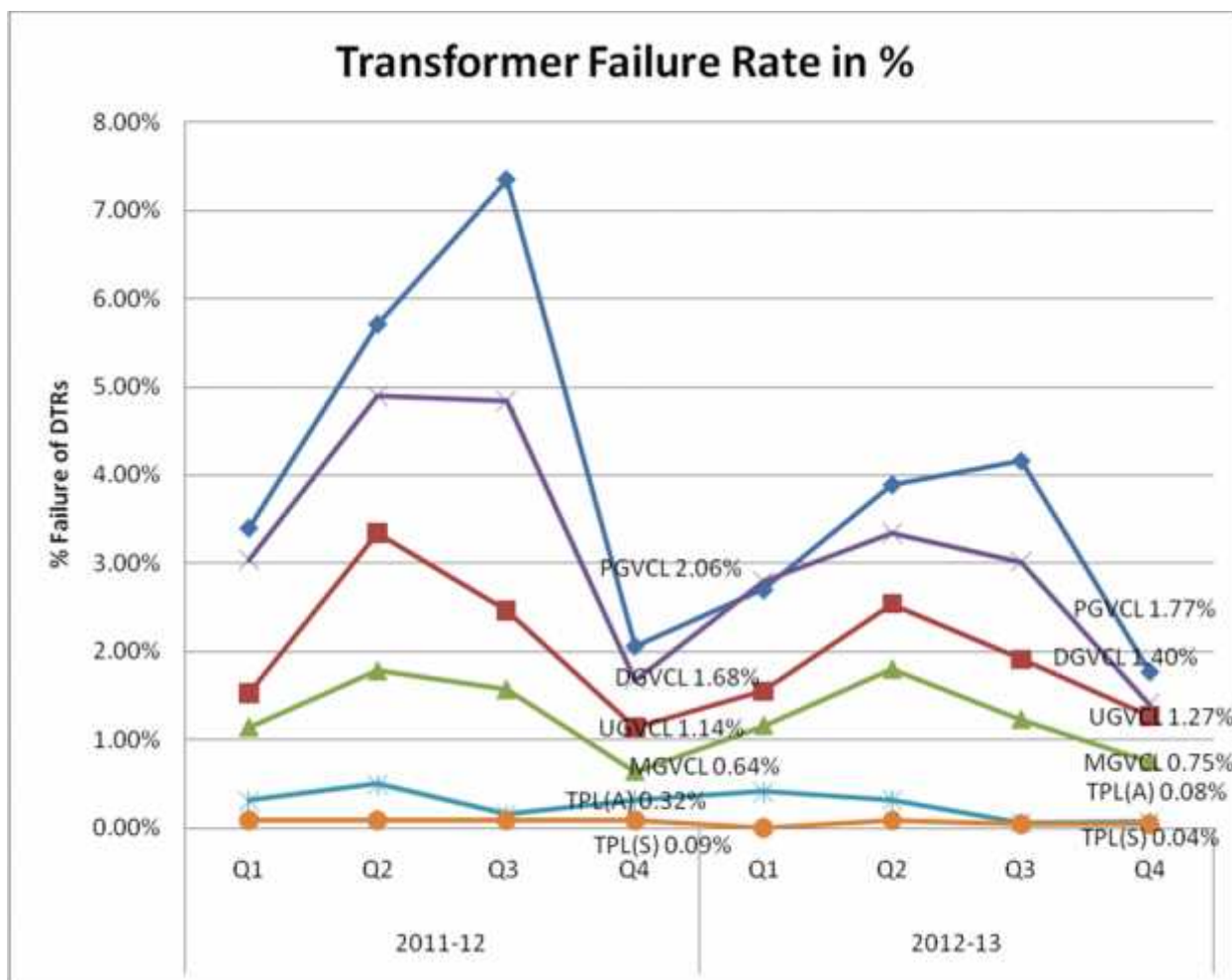
Circle	Distribution Transformer Metering				Remarks
	No. of DTs	No. of DTs metered	No. of DTs. with Electronic Meters and Communication Facility (Out of col. 2)	% metering Completed	
	1	2	3	4	
<b>Sabarmati</b>	28017	27375	4636	97.71%	
<b>Mehsana</b>	31662	31662	1729	100.00%	
<b>Palanpur</b>	55428	30866	850	55.69%	
<b>Himatnagar</b>	36890	29389	2207	79.67%	
<b>Total</b>	<b>151997</b>	<b>119292</b>	<b>9422</b>	<b>78.48%</b>	

**SoP 1 : Accidents Report**

	YEAR	2011-12				2012-13			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Fatal Human(FH)	PGVCL	24	40	33	18	28	46	23	18
	UGVCL	13	25	9	4	14	17	23	8
	MGVCL	09	32	11	14	16	10	6	3
	DGVCL	12	25	7	11	18	26	8	11
	TPL-A	11	19	7	4	5	19	8	6
	TPL-S	1	3	1	1	5	4	3	2
Fatal Animal(FA)	PGVCL	45	258	30	19	52	136	29	10
	UGVCL	12	64	6	5	15	45	5	6
	MGVCL	11	60	1	15	21	47	5	3
	DGVCL	22	54	11	2	17	49	17	3
	TPL-A	0	4	0	0	1	0	0	0
	TPL-S	0	0	0	0	0	0	0	0
Non Fatal Human(NFH)	PGVCL	42	52	38	36	59	61	40	23
	UGVCL	11	12	8	8	12	15	6	10
	MGVCL	20	40	10	19	21	21	10	4
	DGVCL	16	32	21	27	29	21	24	21
	TPL-A	6	3	1	0	2	10	4	2
	TPL-S	0	5	1	0	0	3	0	1



**SOP 6 : Failure of Distribution Transformers**

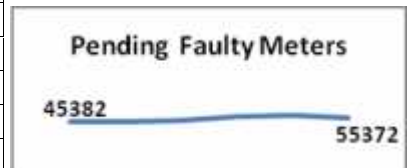


YEAR	2011-12				2012-13			
Qtr.	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PGVCL	3.40%	5.71%	7.35%	2.06%	2.70%	3.89%	4.16%	1.77%
UGVCL	1.53%	3.34%	2.46%	1.14%	1.55%	2.54%	1.91%	1.27%
MGVCL	1.14%	1.78%	1.57%	0.64%	1.16%	1.80%	1.23%	0.75%
DGVCL	3.04%	4.90%	4.84%	1.68%	2.80%	3.34%	3.01%	1.40%
TPL-A	0.31%	0.50%	0.16%	0.32%	0.41%	0.32%	0.06%	0.08%
TPL-S	0.09%	0.09%	0.09%	0.09%	0.00%	0.09%	0.04%	0.04%

- In all DISCOMs Failure rate of transformer was reduced in PGVCL, DGVCL, TPL (A) and TPL(S) while increase marginally in MGVCL and UGVCL in FY 12-13 compared to FY 11-12.
- Failure Rate of DT : PGVCL > DGVCL > UGVCL > MGVCL > TPL(A) > TPL (S)

**SoP 13 : Faulty Meters**

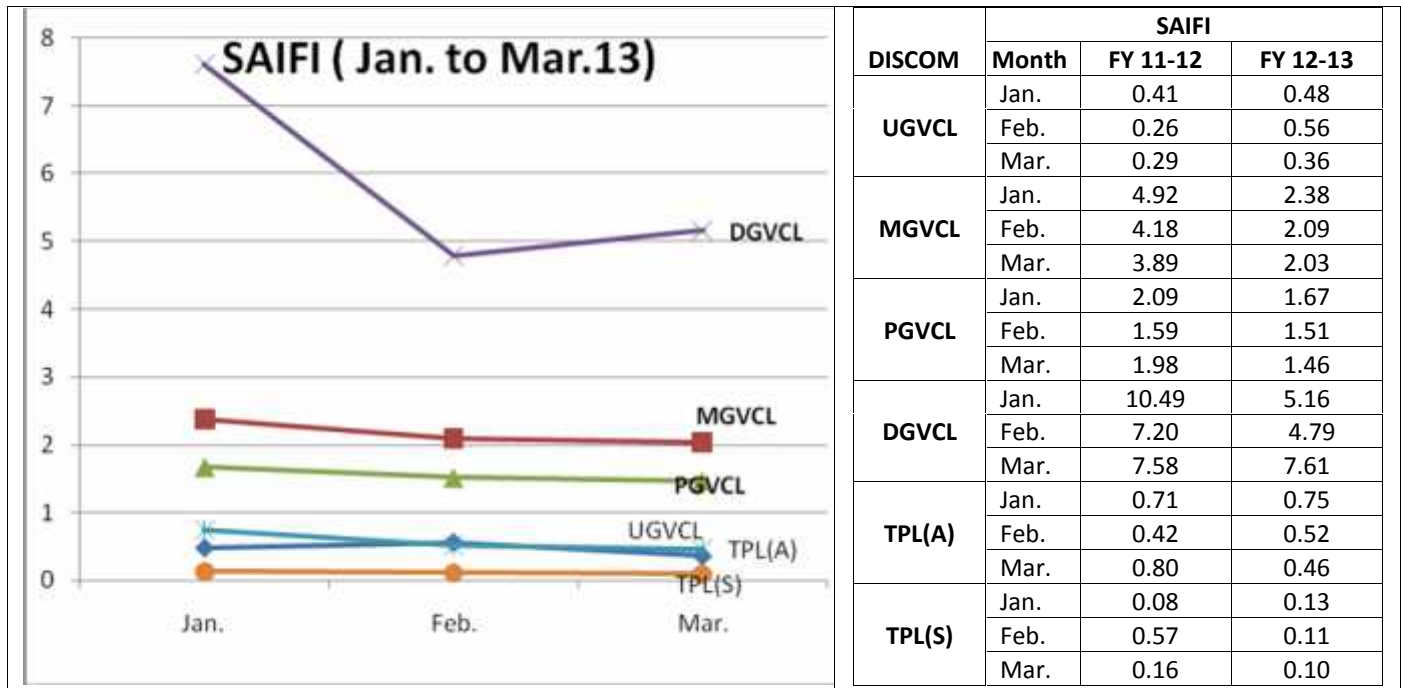
DISCOM	Year	Qtr	Faulty Meters added during Quarter	Faulty/ Defective Meters Replaced	Pending For Replacement
PGVCL	2011-12	Q2	46204	40027	74537
		Q3	50182	49600	75119
		Q4	68407	78457	65069
	2012-13	Q2	52565	59136	123306
		Q3	89927	107431	105802
		Q4	133354	147032	92124
UGVCL	2011-12	Q2	32663	38852	8024
		Q3	32692	33372	7444
		Q4	16913	22933	1424
	2012-13	Q2	16475	16972	1581
		Q3	18721	17469	1252
		Q4	16257	16474	987
MGVCL	2011-12	Q2	25668	25316	87142
		Q3	16287	14533	88896
		Q4	40516	15423	113989
	2012-13	Q2	9676	28068	86264
		Q3	125705	45046	80659
		Q4	17845	47191	51313
DGVCL	2011-12	Q2	8856	11176	45382
		Q3	12633	11400	46615
		Q4	15725	15743	47358
	2012-13	Q2	22103	20097	57528
		Q3	86641	26831	59810
		Q4	21565	24118	55372
TPL A	2011-12	Q2	7588	7588	0
		Q3	8329	8329	0
		Q4	6448	6448	0
	2012-13	Q2	5716	5716	0
		Q3	6967	6967	0
		Q4	2481	2481	0
TPL S	2011-12	Q2	6345	6333	13
		Q3	5521	5507	27
		Q4	5036	5034	29
	2012-13	Q2	5384	5386	67
		Q3	4980	4940	40
		Q4	3908	3921	27



- **Pendency for Faulty Meter more at PGVCL, DGVCL and TPL(S) in Q4 of 2012-13 in comparison to Q4 of 2011-12**
- **Faulty Meters Pending : PGVCL > DGVCL > MGVCL > UGVCL > TPL (S) > TPL(A)**

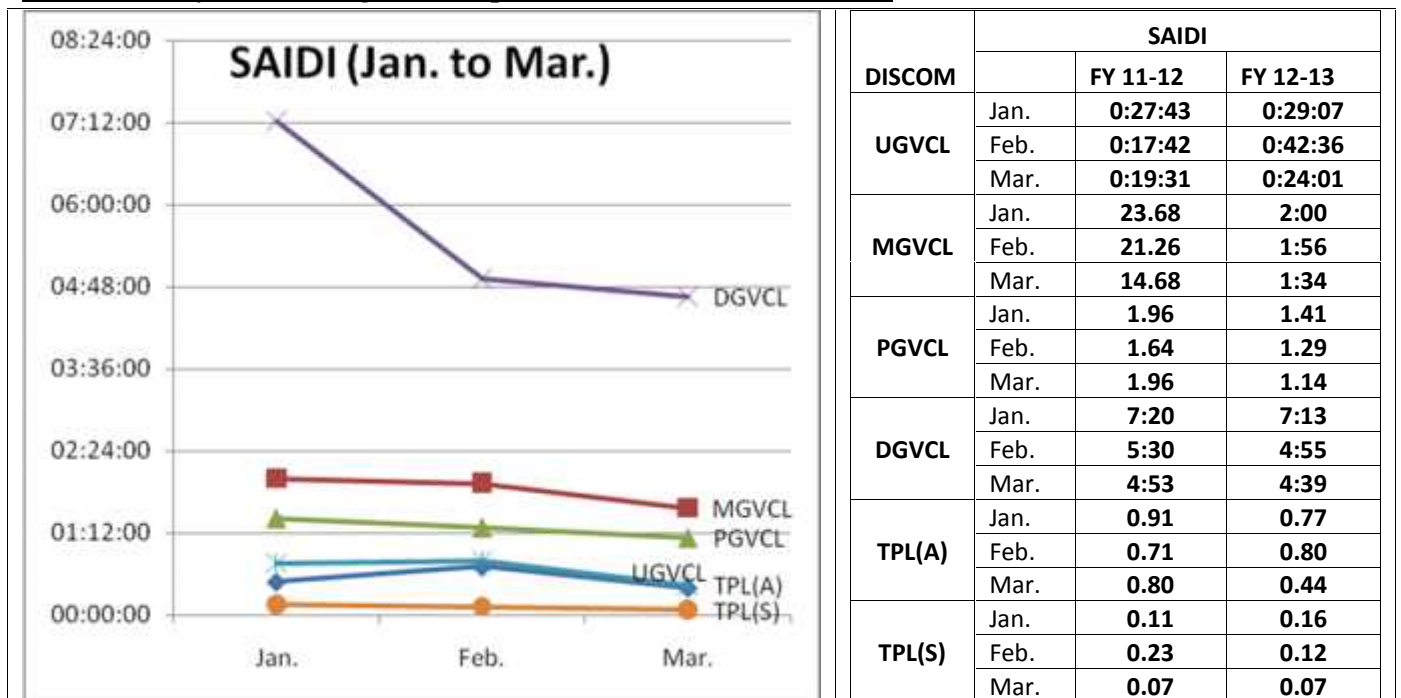
***SoP 11 : Reliability Indices ( Q4 of 2012-13)***

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



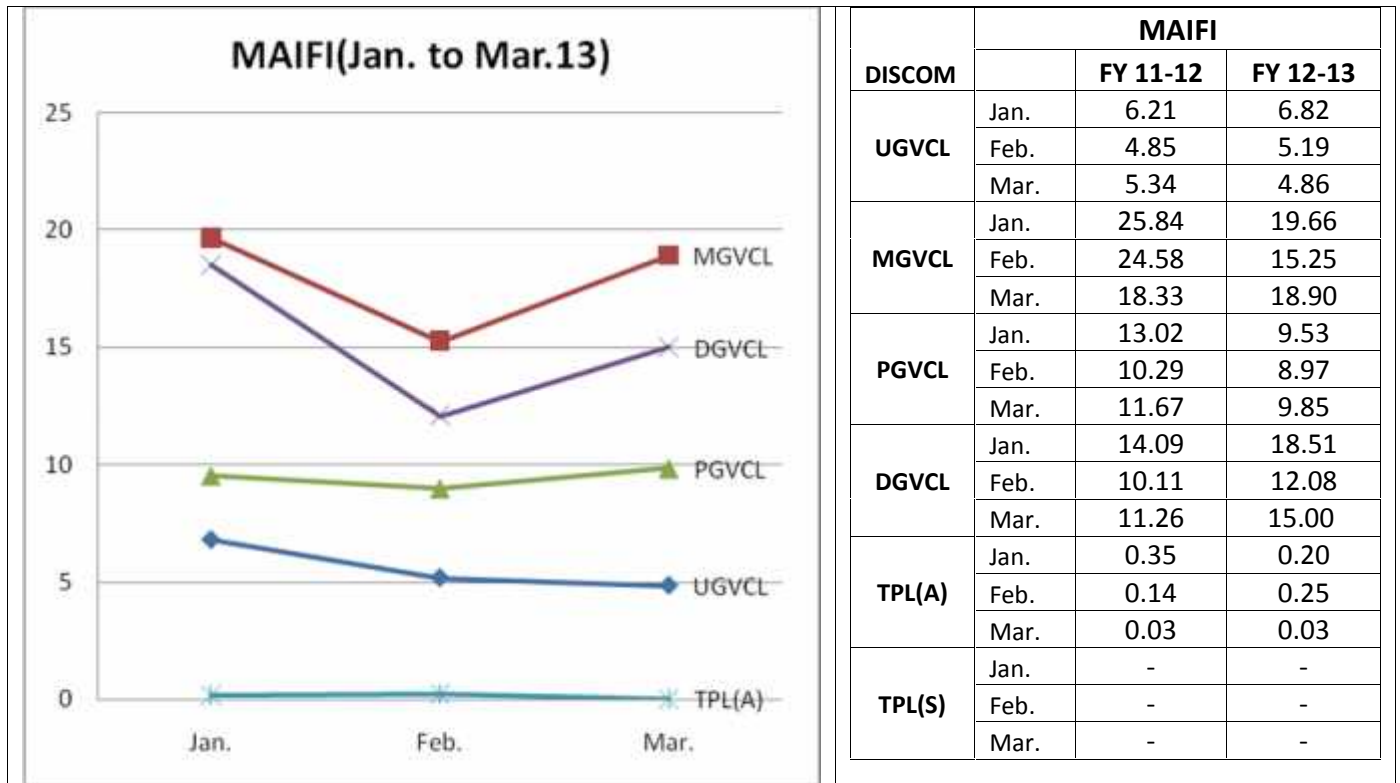
- SAIFI Index Comparison among DISCOMs from Poor to Better (Lowest Index is better)
- DGVCL > MGVCL > PGVCL > TPL (A) > UGVCL > TPL (S)

***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)***



DISCOM	MAIFI		
		FY 11-12	FY 12-13
UGVCL	Jan.	6.21	6.82
	Feb.	4.85	5.19
	Mar.	5.34	4.86
MGVCL	Jan.	25.84	19.66
	Feb.	24.58	15.25
	Mar.	18.33	18.90
PGVCL	Jan.	13.02	9.53
	Feb.	10.29	8.97
	Mar.	11.67	9.85
DGVCL	Jan.	14.09	18.51
	Feb.	10.11	12.08
	Mar.	11.26	15.00
TPL(A)	Jan.	0.35	0.20
	Feb.	0.14	0.25
	Mar.	0.03	0.03
TPL(S)	Jan.	-	-
	Feb.	-	-
	Mar.	-	-

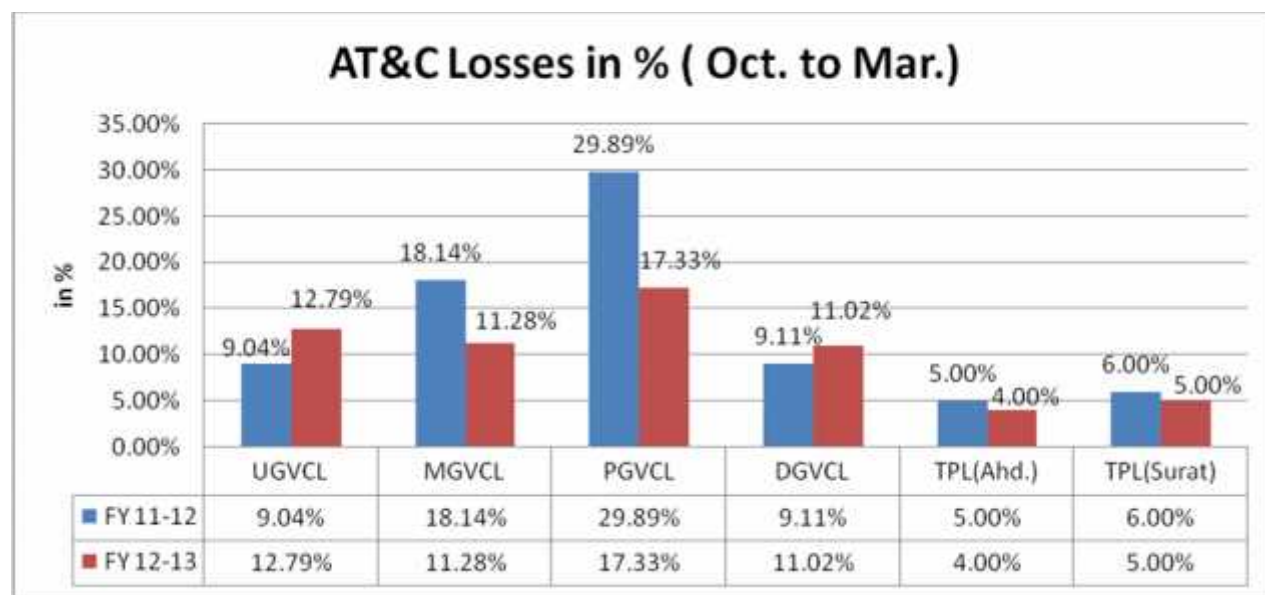
- MAIFI Index Comparison among DISCOMs from Poor to Better (Lowest Index is better)
- MGVCL > DGVCL > PGVCL > UGVCL > TPL (A) > TPL (S)



**SoP 14 : AT & C Losses ( Half Yearly Oct. 2012 to Mar.2013)**

<b>DISCOM</b>	<b>Units input (Mus)</b>	<b>Units Billed (Mus)</b>	<b>Billing Efficiency (%)</b>	<b>Revenue Billed (Rs. Crore)</b>	<b>Revenue Collected (Rs. Crore)</b>	<b>Collection Efficiency %</b>	<b>Business Efficiency (%)</b>	<b>AT &amp; C Loss %</b>
UGVCL	9764	8514	87.21	2757	3005	100.00	87.21	12.79
PGVCL	13097	9584	73.17	4157	4697	112.98	82.67	17.33
MGVCL	4526	3888	85.92	2087	2155	103.27	88.73	11.27
DGVCL	7446	6624	88.96	4556	4557	100.03	88.98	11.02
TPL (A)	2947	2794	94.81	1824	1848	101.33	96.06	03.94
TPL (S)	1545	1466	95.00	0915	921	101.00	95.00	05.00

UGVCL is Considering Collection Efficiency 100% if coll. eff. works out more than 100 %



- **AT & C Losses of UGVCL & DGVCL has increased compared to same period of previous year.**
- **AT & C Losses has reduced in MGVCL, PGVCL, TPL(A) and TPL(S) compared to same period of previous year.**
- **AT & C Losses : PGVCL > UGVCL > MGVCL > DGVCL > TPL(S) > TPL (S)**

## 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)**

<b>Quarter</b>	<b>No. of Appeals Pending at the Beginning of the Quarter</b>	<b>No. of Appeals Received During this Quarter</b>	<b>Total No. of Appeals</b>	<b>No. of Appeals Disposed Off During this Quarter</b>	<b>No. of Appeals Pending at the End of the Quarter</b>	<b>No. Of Seating for hearing proceedings</b>
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)**

<b>Quarter</b>	<b>No. of Appeals Pending at the Beginning of the Quarter</b>	<b>No. of Appeals Received During this Quarter</b>	<b>Total No. of Appeals</b>	<b>No. of Appeals Disposed Off During this Quarter</b>	<b>No. of Appeals Pending at the End of the Quarter</b>	<b>No. Of Seating for hearing proceedings</b>
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)**

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

## Review of Performance

### Performance Reports Received from CGRFs for the Quarter IV of FY 2012-13(Jan.13 –Mar.13)

Forum Name	No. of Grievances Outstanding at the Close of Previous Quarter	No. of Grievances Received during the Quarter	Total Grievances	No. of Grievances attended during this Quarter	Balance Grievances to be attended	Grievances Successfully Redressed during the quarter			No. of Grievances Pending for more than 45 days	No. of Sitzings of CGRF(s) in the Quarter
						Within 45 days	After 45 Days	Total		
UGVCL	04	46	50	35	15	33	02	35	0	09
MGVCL	19	54	73	61	12	41	20	61	02	11
DGVCL	11	44	55	42	13	29	13	42	01	08
PGVCL (Bhuj)	03	14	17	11	06	07	04	11	0	03
PGVCL (Bhavnagar)	17	75	92	57	35	21	30	51	05	10
PGVCL (Rajkot)	36	135	171	128	43	111	17	128	02	15
TPL (Ahmedabad)	15	65	80	73	07	68	05	73	0	13
TPL (Surat)	01	05	06	05	01	05	00	05	00	12



## Review of performance

### Details of Cases before Ombudsman for Quarter IV of 2012-13 (Jan. to Mar. 2013)

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 Sittings in the Quarter
				In favour of Appellant	In favour of Licensee	Others	Total		
IV	10	36	46	07	23	04	34	12	48