GIFT POWER COMPANY LTD.

Annual : (April-2022 to March-2023)

YEAR :-2022-23

Performa - SOP 001 : Fatal and Non-fatal accident report for quarter ending .

Sr. No.	Name of area	No.of accidents in the quarter					Cumulative since the first quarter of the current FY year		
		Departmental		Out side					
		FH	NFH	FH	FA	NFH	FH	FA	NFH
1	GIFT City	0	0	0	0	0	0	0	0
	TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

GIFT POWER COMPANY LTD

Performa SoP 003 B:

APPENDIX - B (already in the SoP regulation)

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATIONWISE

Annual Report: (April 2022- March 2023)

NAME OF OFFICE- GIFT City

Classification	Pending complaint of previous quarter	Complaints received during the quarter	Total complaints	No.of complaints redressed during the Qtr					Balance complaints to be redressed (4) - (9)	Classification of complaint
				In stipulated time		Beyond stipulated time				
				Within 50% of stipulated time	Within stipulated time	Upto double the stipulated time	More than double the stipulated time	Total (5) to (8)		
1	2	3	4	5	6	7	8	9	10	11
A(i)	0	0	0	0	0	0	0	0	0	Loose conn. from pole
A(ii)	0	46	46	0	46	0	0	46	0	Int.due to line breakdown
A(iii)	0	0	0	0	0	0	0	0	0	Interruption due to failure of transformer
B(i)	0	0	0	0	0	0	0	0	0	Ordinary case, which requires no augmentation
B(ii)	0	0	0	0	0	0	0	0	0	Where augmentation is required
C(i)	0	5	5	5	0	0	0	5	0	Stopped/Defective Meters
C(ii)	0	0	0	0	0	0	0	0	0	Billing on average basis for more than two bills
D(i)	0	0	0	0	0	0	0	0	0	Loose Wires
D(ii)	0	0	0	0	0	0	0	0	0	Inadequate ground clearance
E(i)	0	0	0	0	0	0	0	0	0	For current bills where no additional information is required
E(ii)	0	0	0	0	0	0	0	0	0	Where additional information relating to correctness of reading etc. is required
F(i)	2	194	196	174	13	4	1	192	4	Where extension of mains is not required
F(ii)	1	36	37	25	10	1	0	36	1	Where extension of mains is required
F(iii)	0	92	92	90	1	1	0	92	0	Modification in connected load
F(iv)	0	80	80	80	0	0	0	80	0	Name change/reconnection
G	2	134	136	133	0	0	0	133	3	Refund of amount due in regard to temporary connection
H	0	3	3	0	3	0	0	3	0	Others (Power Fail from GETCO)
Total	5	590	595	507	73	6	1	587	8	

GIFT POWER COMPANY LTD

Annual : (April-2022 to March-2023)

YEAR :-2022-23

Performa SoP 004 : Publicity Carried Out

1	2	3	4
1	Through Regular Energy Bills		Energy Bill

GIFT POWER COMPANY LTD.

Annual :-(April-2022 to March-2023)

YEAR :-2022-23

Performa SoP 005 A: Action taken report by the Redressal Committee I

Name of the complaint	Complaint Unique Number	Complaint Classification	Time & Date of 1st meeting	Details of Redressal procedure carried out	Time & Date of 2nd meeting	Details of Redressal procedure carried out	Time & Date of 3rd meeting	Details of Redressal procedure carried out	Oredr in favour of Con /DL
Nil	Nil	Nil	06-04-2022 10:00AM TO 12:00PM	Nil	20-04-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	11-05-2022 10:00AM TO 12:00PM	Nil	25-05-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	08-06-2022 10:00AM TO 12:00PM	Nil	22-06-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	08-07-2022 10:00AM TO 12:00PM	Nil	22-07-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	10-08-2022 10:00AM TO 12:00PM	Nil	24-08-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	09-09-2022 10:00AM TO 12:00PM	Nil	23-09-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	12-10-2022 10:00AM TO 12:00PM	Nil	28-10-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	09-11-2022 10:00AM TO 12:00PM	Nil	23-11-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	07-12-2022 10:00AM TO 12:00PM	Nil	21-12-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	11-01-2023 10:00AM TO 12:00PM	Nil	25-01-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	08-02-2023 10:00AM TO 12:00PM	Nil	22-02-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	10-03-2023 10:00AM TO 12:00PM	Nil	24-03-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	

GIFT POWER COMPANY LTD.

Annual :-(April-2022 to March-2023)

YEAR :-2022-23						
Performa SoP 005 B: Action taken report by the Redressal Committee II						
Sr. No.	**Month**	**Date and time meeting conducted**	**No. of complaints registered at the meeting**	**No. of complaints pending at the end of the meeting**	**Nos of cases Disposed**	**Location of Hearing**
1	**Apr-22**	06-04-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		20-04-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
2	**May-22**	11-05-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		25-05-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
3	**Jun-22**	08-06-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		22-06-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
4	**Jul-22**	08-07-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		22-07-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
5	**Aug-22**	10-08-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		24-08-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
6	**Sep-22**	09-09-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		23-09-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
7	**Oct-22**	12-10-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		28-10-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
8	**Nov-22**	09-11-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		23-11-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
9	**Dec-22**	07-12-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		21-12-2022 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
10	**Jan-23**	11-01-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		25-01-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
11	**Feb-23**	08-02-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		22-02-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
12	**Mar-23**	10-03-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		24-03-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City

GIFT POWER COMPANY LTD.

Annual :- (April -2022 to March -2023)

YEAR :-2022-23

Performa SOP 006 : Failure of Distribution Transformer.

Sr. No.	Class	No. of existing Distribution transformer at the start of the Year 01.04.2022	No.of Distribution transformers added during the Year	Total number of Distribution transformers As on 31.03.2023	Total number of Distribution tranformer failed during the Year	% failure rate of Distribution transformer during the Year
		A	B	C=A+B	D	H= (D) * 100/C
Transformer of GIFT Power						
1	11 KV / 0.415 KV	2	0	2	0	**0.00**
2	11 KV / 0.415 KV	9	0	9	0	**0.00**
3	33 KV / 0.415 KV	5	0	5	0	**0.00**
Transformer of Consumers						
4	11 KV / 0.415 KV	2	0	2	0	**0.00**
5	33 KV / 0.415 KV	5	0	5	0	**0.00**
6	33 KV / 0.415 KV	2	0	2	0	**0.00**
7	33 KV / 0.415 KV	1	0	1	0	**0.00**
8	33 KV / 0.415 KV	2	0	2	0	**0.00**
9	33 KV / 0.415 KV	1	0	1	0	**0.00**
10	33 KV / 0.415 KV	1	0	1	0	**0.00**
11	33 KV / 0.415 KV	2	0	2	0	**0.00**
12	33 KV / 0.415 KV	0	1	1	0	**0.00**
Total		**32**	**1**	**33**	**0**	**0.00**

GIFT POWER COMPANY LTD.

Annual :- (April -2022 to March -2023)

YEAR :-2022-23

Performa - SOP 007 : Failure of Power Transformer

Sr. No.	Class	No. of existing Power transformer at the start of the Year 01.04.2022	No.of Power transformers added during the Year	Total number of Distribution transformers As on 31.03.2023	Total number of Distribution tranformer failed during the Year	% failure rate of Distribution transformer during the Year
Transformer of GIFT Power						
1	66KV/ 33 KV	4	0	4	0	**0.00**
2	33 KV / 11 KV	2	0	2	0	**0.00**
3	11 KV / 33 KV	3	0	3	0	**0.00**
Total		**9**	**0**	**9**	**0**	**0.00**

GIFT POWER COMPANY LIMITED

Performa SoP 008: Sample Test result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage					
1	**2**	**3**	**4**	**5**	**6**
Sr. No	**Category of consumers**	**Sample Size (Numbers)**	**Standard specified in regulation**	**Deviation of results from the sample test (Numbers)**	**% age compliance (6) = (5)*100/(3)**
	LT consumers				
1	Domestic	0	2%	0	#DIV/0!
2	Commercial	90	2%	0	0
3	Industrial	2	2%	0	0
4	Agricultural	0	2%	0	0
5	Public water works	0	2%	0	0
	HT consumers				
6	HT Industrial	32	2%	0	0

GIFT POWER COMPANY LIMITED

Performa SoP 009: Sample Test result for Voltage variations

Compliance Sample Test Report for voltage variations				
1	**2**	**3**	**4**	**5**
Voltage Level	**Sample Size (numbers)**	**Limit or prescribed standard**	**Deviation of results from the sample test (Numbers)**	**% age compliance (5) = (4)*100/(2)**
Low Voltage	92	+6% to -6%	0	0
High Voltage	32	+6% to -6%	0	0
Extra High Voltage	0	+10% to -10%	0	0

GIFT POWER COMPANY LIMITED

Performa SoP 010: Sample Test result for Harmonics

Compliance Sample Test Report for Harmonics					
1	**2**	**3**	**4**	**5**	**6**
Sr. No	**Category of consumers**	**Sample size (Numbers)**	**Limit or standard prescribed**	**Deviation of results from the sample test (Numbers)**	**%age compliance (6) = (5)*100/(3)**
1	LT consumers	0	3.50%	0	0
2	HT consumers	0	3.00%	0	0
3	EHT consumers	0	3.00%	0	0

GIFT POWER COMPANY LTD

Annual :- (April-2022 to March-2023)

YEAR :-2022-23

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

Sr. No	Month	Ni - Number of Customers for each sustained interruptions (in numbers)	N_T - Total No of customers served (in Numbers)	CI=∑ Ni	SAIFI = ∑ Ni/Nt (Monthly SAIFI)
1	2	3	4	5	6=5/4
1	**Apr-22**	772	772	772	1.000
2	**May-22**	0	787	0	0.000
3	**Jun-22**	0	797	0	0.000
4	**Jul-22**	39	825	39	0.047
5	**Aug-22**	0	827	0	0.000
6	**Sep-22**	52	829	52	0.063
7	**Oct-22**	1319	838	1319	1.574
8	**Nov-22**	22	843	22	0.026
9	**Dec-22**	0	851	0	0.000
10	**Jan-23**	1278	860	1278	1.486
11	**Feb-23**	0	870	0	0.000
12	**Mar-23**	857	875	857	0.979

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

Sr. No	Month	Ri = Restoration Time for each sustained interruption event (in hours)	Ni - Number of interrupted Customers for each sustained interruption event (in numbers)	Ri* Ni - Total customer interrution Duration	N_T - Total No of customers served (in Numbers)	Customer Intt. Duration CMI = ΣRi*Ni	SAIDI = ΣRi*Ni/Nt (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	**Apr-22**	90:04:00	772	90:04	772	90:04	0:07:00
2	**May-22**	00:00:00	0	0:00	787	0:00	0:00:00
3	**Jun-22**	0:00:00	0	0:00:00	797	0:00:00	0:00:00
4	**Jul-22**	17:15:27	39	17:15	825	17:15	0:01:15
5	**Aug-22**	00:00:00	0	0:00	827	0:00	0:00:00
6	**Sep-22**	15:59:24	52	15:59:24	829	15:59:24	0:01:09
1	**Oct-22**	00:47:00	1319	0:47	838	0:47	0:00:03
2	**Nov-22**	00:20:54	22	0:20	843	0:20	0:00:01
3	**Dec-22**	00:00:00	0	0:00:00	851	0:00:00	0:00:00
10	**Jan-23**	251:55:41	1278	251:55	860	251:55	0:17:35
11	**Feb-23**	00:00:00	0	0:00	870	0:00	0:00:00
12	**Mar-23**	101:19:32	857	101:19:32	875	101:19:32	0:06:57

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

Sr. No	Month	IM_i = Number of Momentary interruptions for the month (in numbers)	N_{mi} = Total no of customers for each momentary interruptions (in numbers)	$Im_i = N_{mi}$ Number of customer Momentary interruptions (in numbers)	N_t - Total no of customers served (in numbers)	Customer Intt. ΣImi*Nmi	MAIFI=ΣImi*Nmi/Nt
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	**Apr-22**	0	0	0	772	0	0.00
2	**May-22**	0	0	0	787	0	0.00
3	**Jun-22**	1	25	25	797	25	0.03
4	**Jul-22**	1	39	39	825	39	0.05
5	**Aug-22**	0	0	0	827	0	0.00
6	**Sep-22**	0	0	0	829	0	0.00
7	**Oct-22**	0	0	0	838	0	0.00
8	**Nov-22**	1	480	480	843	480	0.57
9	**Dec-22**	2	943	943	851	943	1.11
10	**Jan-23**	0	0	0	860	0	0.00
11	**Feb-23**	0	0	0	870	0	0.00
12	**Mar-23**	0	0	0	875	0	0.00

YEARLY (April 22 to March 23)				
SOP 012- CALCULATION OF SYSTEM LOSSES AT EHT / 33KV				
1	**Losses in 33KV system and connected Equipment**			
	i.	Energy Delivered into EHT/33KVand LT Distribution System from EHT/11KV SSs (MUs)	A	37.64
	ii.	Energy Sold billed. EHT Direct sales (MUs)	B	24.20
	iii.	Energy Sold (Billed) in the 33/11KV	C	12.29
	iv.	Total sales (Mus)	(B+C)	36.49
	v.	Losses(MUs)	{(A)-(B+C)}	1.15
	vi.	% Losses	{(A)-(B+C)} x 100 / (A)	3.06%

GIFT POWER COMPANY LIMITED

Performa SoP 013: Meter faults

Consumer Category	No. of faulty meters at the start of the quarter / year	No. of faulty meters added during the quarter / year	Total no. of defective / faulty Meter	No. of faulty Meters repaired and replaced	No of faulty meters pending at the end of the quarter/year
	1	**2**	**(3)=(2)+(1)**	**4**	**(5)=(3)-(4)**
Single Phase	0	0	0	0	0
Three Phase	0	5	5	5	0
HT	0	0	0	0	0

GIFT POWER COMPANY LIMITED

Annual Report: (April-22 to March-23)

GIFT POWER COMPANY LTD.

Performa SoP 014

Quarter	Months	Units input (MUs)	Units Billed (MUs)	Billing Efficiency	Revenue Billed (Rs. Lacs)	Revenue Collected (Rs. Lacs)	Collection Efficiency %	Business Efficiency	ATC Loss%	Remarks
		A	B	C = (B/A)*100	D	E	F = (E/D)*100	G = (C*F)/100	H = 100 - G	
I	Apr-22	3.09	2.99	96.70	224.63	203.27	90.49	87.51	12.49	
	May-22	6.65	6.47	97.24	490.74	445.24	90.73	88.22	11.78	
	Jun-22	10.20	9.96	97.62	760.48	699.00	91.92	89.73	10.27	
II	Jul-22	13.55	13.20	97.43	1016.88	938.16	92.26	89.89	10.11	
	Aug-22	16.84	16.41	97.43	1267.31	1173.20	92.57	90.19	9.81	
	Sep-22	20.25	19.70	97.28	1524.37	1391.79	91.30	88.82	11.18	
III	Oct-22	23.40	22.70	96.99	1759.94	1610.73	91.52	88.77	11.23	
	Nov-22	26.30	25.50	96.97	1983.04	1810.84	91.32	88.55	11.45	
	Dec-22	29.06	28.20	97.04	2199.36	2003.38	91.09	88.39	11.61	
IV	Jan-23	31.64	30.69	96.97	2409.07	2188.40	90.84	88.09	11.91	
	Feb-23	34.32	33.29	96.98	2626.98	2389.34	90.95	88.21	11.79	
	Mar-23	37.64	36.49	96.95	2888.85	2618.37	90.64	87.87	12.13	

Performa SoP 015: Release of New Connection status 2022-23

GIFT City, Gandhinagar	Consumer category	Total no. of consumers connected at the beginning of 2022-23	Pending at the Beginning of the of the 2022-23	New Applications received during the 2022-23	No. of connections released during the 2022-23	No. of applications pending at the end of half-year 2022-23	Total no. of consumers connected at the end of half-year 2022-23
1st Half	Domestic	305	0	0	0	0	304
	Commercial	445	3	117	112	7	493
	Industrial LT	7	0	0	0	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	24	0	2	2	0	26
	Total	781	3	119	114	7	830
2nd Half	Domestic	304	0	0	0	0	304
	Commercial	493	7	108	111	4	538
	Industrial LT	7	0	1	1	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	26	0	2	0	1	26
	Total	830	7	111	112	5	875
Annual	Domestic	305	0	0	0	0	304
	Commercial	445	3	225	223	4	538
	Industrial LT	7	0	1	1	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	24	0	4	2	1	26
	Total	781	3	230	226	5	875

GIFT POWER COMPANY LTD

Annual : (April-2022 to March-2023)

YEAR :-2022-23

Performa SoP 016 : Compensation details

COMPENSATION DETAILS

Sr. No.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt.of compensation paid (in Rs.)
1	Duty to provide supply	Rs.50 per day of delay from the limit specified in the performance regulations	**...NIL...**	**.....NIL.....**
	a) New connection		**...NIL...**	**.....NIL.....**
	b) Additional load		**...NIL...**	**.....NIL.....**
	c) Temporary supply		**...NIL...**	**.....NIL.....**
	d) Shifting service connection		**...NIL...**	**.....NIL.....**
	e) Transfer of service connection		**...NIL...**	**.....NIL.....**
	f) Change in tariff category of consumer		**...NIL...**	**.....NIL.....**
2	Complaints in billing	Rs.50 for non reply within the period prescribed in Regulations	**...NIL...**	**.....NIL.....**
3	Replacement of meters	LT Rs.25 per day of delay maximum Rs.2,500 and HT Rs. 250 per day of delay maximum of Rs. 5,000/-	**...NIL...**	**.....NIL.....**
4	Interruption of supply	LT Rs.25 for every 6 hrs. of delay maximum of Rs.500 and HT Rs. 50 for every 6 hrs. delay maximum Rs. 1000	**...NIL...**	**.....NIL.....**
5	Voltage fluctuations and complaints	Rs.50 for failure to visit or convey findings wihin the stipulated period	**...NIL...**	**.....NIL.....**
6	Responding to consumers complaints	Rs. 25 for each day of delay maximum Rs. 500	**...NIL...**	**.....NIL.....**
7	Grievance Handling	Rs. 25 for failure in handling grievance.	**...NIL...**	**.....NIL.....**
	TOTAL :-		**...NIL...**	**.....NIL.....**