

GIFT POWER COMPANY LTD.

Annual : (April-2023 to March-2024)

YEAR :-2023-24

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	FA	NFH
		FH	NFH	FH	FA	NFH			
1	GIFT City	0	0	0	0	0	0	0	
	TOTAL	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 2023- March 2024)

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				Total (5) to (8)	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			
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	53	53	0	53	0	0	53	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	3	3	3	0	0	0	3	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)	4	360	364	290	59	2	0	351	13	Where extension of mains is not required
F(ii)	1	54	55	39	8	1	5	53	2	Where extension of mains is required
F(iii)	0	75	75	72	2	1	0	75	0	Modification in connected load
F(iv)	0	17	17	17	0	0	0	17	0	Name change/reconnection
G	3	104	107	97	8	0	0	105	2	Refund of amount due in regard to temporary connection
H	0	1	1	0	1	0	0	1	0	Others (Power Fail from GETCO)
Total	8	667	675	518	131	4	5	658	17	

GIFT POWER COMPANY LTD

Annual : (April-2023 to March-2024)

YEAR :-2023-24

Performa SoP 004 : Publicity Carried Out

1	2	3	4
1	Through Regular Energy Bills		Energy Bill

GIFT POWER COMPANY LTD.
Annual :-(April-2023 to March-2024)
YEAR :-2023-24

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	12-04-2023 10:00AM TO 12:00PM	Nil	26-04-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	10-05-2023 10:00AM TO 12:00PM	Nil	24-05-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	14-06-2023 10:00AM TO 12:00PM	Nil	28-06-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	05-07-2023 10:00AM TO 12:00PM	Nil	19-07-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	09-08-2023 10:00AM TO 12:00PM	Nil	23-08-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	06-09-2023 10:00AM TO 12:00PM	Nil	20-09-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	11-10-2023 10:00AM TO 12:00PM	Nil	25-10-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	08-11-2023 10:00AM TO 12:00PM	Nil	22-11-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	13-12-2023 10:00AM TO 12:00PM	Nil	27-12-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	03-01-2024 10:00AM TO 12:00PM	Nil	17-01-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	07-02-2024 10:00AM TO 12:00PM	Nil	15-02-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	06-03-2024 10:00AM TO 12:00PM	Nil	20-03-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	

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Annual :- (April-2023 to March-2024)

YEAR :- 2023-24

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-23	12-04-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		26-04-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
2	May-23	10-05-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		24-05-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
3	Jun-23	14-06-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		28-06-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
4	Jul-23	05-07-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		19-07-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
5	Aug-23	09-08-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		23-08-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
6	Sep-23	06-09-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		20-09-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
7	Oct-23	11-10-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		25-11-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
8	Nov-23	08-10-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		22-11-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
9	Dec-23	13-12-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		27-12-2023 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
10	Jan-24	03-01-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		17-01-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
11	Feb-24	07-02-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		15-02-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
12	Mar-24	06-03-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		20-03-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City

GIFT POWER COMPANY LTD.

Annual :- (April -2023 to March -2024)

YEAR :-2023-24

Performa SOP 006 : Failure of Distribution Transformer.

Sr. No.	Class	No. of existing Distribution transformer at the start of the Year 01.04.2023	No.of Distribution transformers added during the Year	Total number of Distribution transformers As on 31.03.2024	Total number of Distribution transformer 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	1	2	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	3	3	0	0.00
Total		32	4	36	0	0.00

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Annual :- (April -2023 to March -2024)

YEAR :-2023-24

Performa - SOP 007 : Failure of Power Transformer

Sr. No.	Class	No. of existing Power transformer at the start of the Year 01.04.2023	No.of Power transformers added during the Year	Total number of Distribution transformers As on 31.03.2024	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	172	2%	0	0
3	Industrial	4	2%	0	0
4	Agricultural	0	2%	0	0
5	Public water works	0	2%	0	0
	HT consumers				
6	HT Industrial	46	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	176	+6% to -6%	0	0
High Voltage	46	+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-2023 to March-2024)
YEAR :-2023-24

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

Sr. No	Month	N _i - Number of Customers for each sustained interruptions (in numbers)	N _T - Total No of customers served (in Numbers)	CI=Σ Ni	SAIFI = Σ Ni/Nt (Monthly SAIFI)
1	2	3	4	5	6=5/4
1	Apr-23	26	888	26	0.029
2	May-23	48	893	48	0.054
3	Jun-23	26	902	26	0.029
4	Jul-23	86	902	86	0.095
5	Aug-23	0	911	0	0.000
6	Sep-23	921	925	921	0.996
7	Oct-23	0	934	0	0.000
8	Nov-23	449	945	449	0.475
9	Dec-23	0	960	0	0.000
10	Jan-24	56	969	56	0.058
11	Feb-24	900	1118	900	0.805
12	Mar-24	0	1171	0	0.000

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

Sr. No	Month	R _i = Restoration Time for each sustained interruption event (in hours)	N _i - Number of interrupted Customers for each sustained interruption event (in numbers)	R _i * N _i - Total customer interruption Duration	N _T - Total No of customers served (in Numbers)	Customer Intt. Duration CMI = ΣR _i *N _i	SAIDI = ΣR _i *N _i /Nt (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Apr-23	11:23:22	56	11:23:22	888	11:23:22	0:00:46
2	May-23	11:31:00	900	11:31	893	11:31	0:00:46
3	Jun-23	4:47:18	857	4:47:18	902	4:47:18	0:00:19
4	Jul-23	30:38:00	86	30:38:00	902	30:38:00	0:02:02
5	Aug-23	00:00:00	0	0:00	911	0:00	0:00:00
6	Sep-23	208:44:03	921	208:44:03	925	208:44:03	0:13:32
1	Oct-23	00:00:00	0	0:00:00	934	0:00:00	0:00:00
2	Nov-23	21:49:22	449	69:49	945	69:49	0:04:26
3	Dec-23	00:00:00	0	0:00:00	960	0:00:00	0:00:00
10	Jan-24	12:19:49	56	12:19:49	969	12:19:49	0:00:46
11	Feb-24	22:07:30	900	94:07	1118	94:07	0:05:03
12	Mar-24	00:00:00	0	0:00:00	1171	0:00:00	0:00:00

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. ΣIm _i *N _{mi}	MAIFI=ΣIm _i *N _{mi} /Nt
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Apr-23	0	0	0	888	0	0.00
2	May-23	0	0	0	893	0	0.00
3	Jun-23	0	0	0	902	0	0.00
4	Jul-23	0	0	0	902	0	0.00
5	Aug-23	0	0	0	911	0	0.00
6	Sep-23	0	0	0	925	0	0.00
7	Oct-23	0	0	0	934	0	0.00
8	Nov-23	0	0	0	945	0	0.00
9	Dec-23	0	0	0	960	0	0.00
10	Jan-24	0	0	0	969	0	0.00
11	Feb-24	0	0	0	1118	0	0.00
12	Mar-24	0	0	0	1171	0	0.00

YEARLY (April 23 to March 24)				
SOP 012- CALCULATION OF SYSTEM LOSSES AT EHT / 33KV				
	Losses in 33KV system and connected Equipment			
	i.	Energy Delivered into EHT/33KV and LT Distribution System from EHT/11KV SSs (MUs)	A	45.55
	ii.	Energy Sold billed. EHT Direct sales (MUs)	B	28.25
	iii.	Energy Sold (Billed) in the 33/11KV	C	16.11
	iv.	Total sales (Mus)	(B+C)	44.36
	v.	Losses(MUs)	{(A)-(B+C)}	1.18
	vi.	% Losses	{(A)-(B+C)} x 100 / (A)	2.60%

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	1	1	1	0
Three Phase	0	2	2	2	0
HT	0	0	0	0	0

GIFT POWER COMPANY LIMITED
Annual Report: (April-23 to March-24)
GIFT POWER COMPANY LTD.
Performa SoP 014

Quarter	Months	Units input	Units Billed	Billing	Revenue Billed	Revenue Collected	Collection	Business	ATC Loss%
		(MUs)	(MUs)	Efficiency	(Rs. Lacs)	(Rs. Lacs)	Efficiency %	Efficiency	
		A	B	C = (B/A)*100	D	E	F = (E/D)*100	G = (C*F)/100	H = 100 - G
I	Apr-23	3.49	3.41	97.68	287.12	255.17	88.87	86.81	13.19
	May-23	7.65	7.49	97.92	635.57	584.98	92.04	90.12	9.88
	Jun-23	11.80	11.55	97.89	983.82	904.66	91.95	90.01	9.99
II	Jul-23	16.01	15.67	97.87	1347.02	1246.99	92.57	90.60	9.40
	Aug-23	20.09	19.64	97.77	1690.93	1557.94	92.14	90.08	9.92
	Sep-23	24.07	23.54	97.78	2039.84	1879.88	92.16	90.12	0.00
III	Oct-23	28.02	27.39	97.77	2376.90	2208.41	92.91	90.84	9.16
	Nov-23	31.34	30.64	97.76	2667.17	2476.98	92.87	90.79	9.21
	Dec-23	34.64	33.86	97.75	2957.44	2751.05	93.02	90.93	9.07
IV	Jan-24	38.03	37.11	97.58	3237.18	3007.90	92.92	90.67	9.33
	Feb-24	41.51	40.46	97.47	3524.62	3275.18	92.92	90.57	9.43
	Mar-24	45.55	44.36	97.39	3854.82	3594.30	93.24	90.81	9.19

Performa SoP 015: Release of New Connection status 2023-24

GIFT City, Gandhinagar	Consumer category	Total no. of consumers connected at the beginning of 2023-24	Pending at the Beginning of the of the 2023- 24	New Applications received during the 2023-24	No. of connections released during the 2023-24	No. of applications pending at the end of half-year 2023-24	Total no. of consumers connected at the end of half-year 2023-24
1st Half	Domestic	304	0	1	1	0	291
	Commercial	538	4	110	105	5	597
	Industrial LT	7	0	0	0	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	26	1	7	4	4	30
	Total	875	5	118	110	9	925
2nd Half	Domestic	291	0	194	181	13	472
	Commercial	597	5	98	95	1	657
	Industrial LT	7	0	0	0	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	30	4	4	2	1	35
	Total	925	9	296	278	15	1171
Annual	Domestic	304	0	195	182	13	472
	Commercial	538	4	208	200	1	657
	Industrial LT	7	0	0	0	0	7
	Agriculture (Total)	0	0	0	0	0	0
	Industrial HT	26	1	11	6	1	35
	Total	875	5	414	388	15	1171

GIFT POWER COMPANY LTD

Annual : (April-2023 to March-2024)

YEAR :-2023-24

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 within 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.....