

# GIFT POWER COMPANY LTD.

QUARTER : 1st (April -2024 to June-2024)

YEAR :-2024-25

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	
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

## GIFT POWER COMPANY LTD

Performa SoP 003 B:

**APPENDIX - B (already in the SoP regulation )**

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATIONWISE

Quarter of the year: (1st) (April 2024- June 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	15	15	15	0	0	0	15	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	0	0	0	0	0	0	0	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)	13	250	263	252	2	1	0	255	8	Where extension of mains is not required
F(ii)	2	18	20	12	2	0	1	15	5	Where extension of mains is required
F(iii)	0	29	29	5	1	0	0	6	23	Modification in connected load
F(iv)	0	21	21	20	0	0	0	20	1	Name change/reconnection
G	2	18	20	12	1	1	0	14	6	Refund of amount due in regard to temporary connection
H	0	0	0	0	0	0	0	0	0	Others (Power Fail from GETCO)
<b>Total</b>	<b>17</b>	<b>351</b>	<b>368</b>	<b>316</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>325</b>	<b>43</b>	

# GIFT POWER COMPANY LTD

QUARTER :- 1st (April-2024 to June-2024)

YEAR :-2024-25

Performa SoP 004 : Publicity Carried Out

1	2	3	4
1	Through Regular Energy Bills		Energy Bill

**GIFT POWER COMPANY LTD.**  
**QUARTER : 1st (April -2024 to June-2024)**  
**YEAR :-2024-25**

**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	10-04-2024 10:00AM TO 12:00PM	Nil	24-04-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	08-05-2024 10:00AM TO 12:00PM	Nil	22-05-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	
Nil	Nil	Nil	05-06-2024 10:00AM TO 12:00PM	Nil	26-06-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	

**GIFT POWER COMPANY LTD.**

**QUARTER :-1st (April-2024 to June-2024)**

<b>YEAR :-2024-25</b>						
<b>Performa SoP 005 B: Action taken report by the Redressal Committee II</b>						
<b>Sr. No.</b>	<b>Month</b>	<b>Date and time meeting conducted</b>	<b>No. of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting</b>	<b>Nos of cases Disposed</b>	<b>Location of Hearing</b>
<b>1</b>	<b>Apr-24</b>	10-04-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		24-04-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
<b>2</b>	<b>May-24</b>	08-05-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		22-05-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
<b>3</b>	<b>Jun-24</b>	05-06-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City
		26-06-2024 10:00AM TO 12:00PM	Nil	Nil	Nil	GIFT City

# GIFT POWER COMPANY LTD.

**QUARTER :-1st (April-2024 to June-2024)**

**YEAR :-2024-25**

**Performa SOP 006 : Failure of Distribution Transformer.**

Sr. No.	Class	No. of existing Distribution transformer at the start of the quarter 01.04.2024	No.of Distribution transformers added during the quarter	Total number of Distribution transformers As on 30.06.2024	Total number of Distribution transformer failed during the quarter	% failure rate of Distribution transformer during the quarter
		<b>A</b>	<b>B</b>	<b>C=A+B</b>	<b>D</b>	<b>H= (D) * 100/C</b>
<b>Transformer of GIFT Power</b>						
1	11 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
2	11 KV / 0.415 KV	9	0	9	0	<b>0.00</b>
3	33 KV / 0.415 KV	5	0	5	0	<b>0.00</b>
<b>Transformer of Consumers</b>						
4	11 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
5	33 KV / 0.415 KV	5	0	5	0	<b>0.00</b>
6	33 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
7	33 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
8	33 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
9	33 KV / 0.415 KV	1	0	1	0	<b>0.00</b>
10	33 KV / 0.415 KV	1	0	1	0	<b>0.00</b>
11	33 KV / 0.415 KV	2	0	2	0	<b>0.00</b>
12	33 KV / 0.415 KV	3	0	3	0	<b>0.00</b>
<b>Total</b>		<b>36</b>	<b>0</b>	<b>36</b>	<b>0</b>	<b>0.00</b>

# GIFT POWER COMPANY LTD.

QUARTER :-1st (April-2024 to June-2024)

YEAR :-2024-25

## Performa - SOP 007 : Failure of Power Transformer

Sr. No.	Class	No. of existing Power transformer at the start of the quarter 01.04.2024	No.of Power transformers added during the quarter	Total number of Distribution transformers As on 30.06.2023	Total number of Distribution tranformer failed during the quarter	% failure rate of Distribution transformer during the quarter
<b>Transformer of GIFT Power</b>						
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
<b>Total</b>		<b>9</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0.00</b>

# GIFT POWER COMPANY LTD

QUARTER :- 1st (April-2024 to June-2024)

YEAR :-2024-25

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

Sr. No	Month	N <sub>i</sub> - Number of Customers for each sustained interruptions (in numbers)	N <sub>T</sub> - 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-24	459	1236	459	0.371
2	May-24	459	1285	459	0.357
3	Jun-24	918	1420	918	0.646

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

Sr. No	Month	R <sub>i</sub> = Restoration Time for each sustained interruption event (in hours)	N <sub>i</sub> - Number of interrupted Customers for each sustained interruption event (in numbers)	R <sub>i</sub> * N <sub>i</sub> - Total customer interruption Duration	N <sub>T</sub> - Total No of customers served (in Numbers)	Customer Intt. Duration CMI = ΣR <sub>i</sub> *N <sub>i</sub>	SAIDI = ΣR <sub>i</sub> *N <sub>i</sub> /Nt (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Apr-24	13:12:00	459	61:12:00	1236	61:12:00	0:02:58
2	May-24	5.2034375	459	124:52	1285	124:52	0:05:50
3	Jun-24	14:10:03	918	206:10:03	1420	206:10:03	0:08:43

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

Sr. No	Month	IM <sub>i</sub> = Number of Momentary interruptions for the month (in numbers)	N <sub>mi</sub> = Total no of customers for each momentary interruptions (in numbers)	Im <sub>i</sub> =N <sub>mi</sub> Number of customer Momentary interruptions (in numbers)	N <sub>t</sub> - Total no of customers served (in numbers)	Customer Intt. ΣIm <sub>i</sub> *N <sub>mi</sub>	MAIFI=ΣIm <sub>i</sub> *N <sub>mi</sub> /Nt
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Apr-24	0	0	0	1236	0	0.00
2	May-24	0	0	0	1285	0	0.00
3	Jun-24	0	0	0	1420	0	0.00



## 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
	1	2	$(3)=(2)+(1)$	4	$(5)=(3)-(4)$
Single Phase	0	1	1	1	0
Three Phase	0	1	1	1	0
HT	0	0	0	0	0

**GIFT POWER COMPANY LTD****QUARTER : 1st (April -2024 to June-2024)****YEAR :-2024-25****Performa SoP 016 : Compensation details****COMPENSATION DETAILS**

<b>Sr. No.</b>	<b>Event</b>	<b>Compensation</b>	<b>No. of cases where compensation was given (in numbers)</b>	<b>Amt.of compensation paid (in Rs.)</b>
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.....