

1.1. Preamble

1.1.1. In the Tariff Order issued by GERC on 17th January 2009, the Hon'ble Commission has provided certain directives to the PGVCL. Current status of compliance/ action taken by the PGVCL for the directive are reported here under.

1.2. Compliance to Old Directives

As regards to the observations of the Hon'ble Commission in the matter of compliances submitted by PGVCL, following are the submissions of PGVCL in the same matter:

Directive-1: Consumption by Agricultural Pumpsets

Commission's comments:

A realistic consumption by agricultural pumpsets could be obtained only by providing meters at distribution transformers and properly noting LT losses on the LT network below distribution transformers.

The progress on this is very poor. Only 4867 transformers are metered out of the target of 71644 transformers. The metering of distribution transformers should be expedited.

Wherever meters are provided at the distribution transformers, the consumption by the pump sets under these transformers may be assessed and furnished to the Commission by reading the meters regularly. A report for the year 2008-09 may be furnished by May 2009.

Company's reply:

Company is growing very fast. Particularly in Ag. sector, growth in nos. of connections is more than 5% on year on year basis while in terms of load, the growth rate is more than 7%. Company has decided to go for High Voltage Distribution System particularly while releasing new Agricultural Connections. Therefore, transformer Population of Ag. category has also increased and has crossed 1.2 Lacs.

Up till now, Company has installed about 7799 Nos. meters on Ag category transformers. A comprehensive reading report of the meters which has been provided since more than a year has been submitted to the Hon'ble Commission.

It is further to add that M/S Feedback Ventures Limited has been engaged for studying the consumption of Agricultural pump set of all four Distribution Companies.

Company has planned to provide meters at all Distribution Transformer Centers by December'10.

Directive No. 2: Energy Audit

Commission's comments:

PGVCL shall intensify the energy audit in urban areas where there is scope for reduction and the results could be obtained quickly. The loss reduction in Bhavanagar and Rajkot is very marginal. Even without GIS, Energy Audit has given good results elsewhere. Considering distribution transformers and the services fed by transformers, the company shall take up Energy Audit in all urban areas without waiting for GIS.

Company's reply:

Feeder wise energy audit has already been carried out by the Company, Technical and Commercial Losses are segregated from the total loss and is reported to various authorities. Based on consumer category catered by the feeder, feeder category is created and category wise losses are also worked out. For example feeders catering Power Supply to Urban areas are segregated from total feeders and, thereby, urban losses are worked out. Company is installing meters on Agriculture Transformer Centers as well as on other category transformers. Other than Ag. Categories, 67% transformer centers have been provided with the meter while that Ag. Category, 7% transformers have been provided with the meter.

Company has initiated Energy Audit, particularly in urban areas. However, looking to the quantum of work and nos. of consumers, it is bit difficult for the Company to take the full advantage of Energy Audit without I. T. Support. Company has taken up work on hand as a pilot project in one of the Urban Sub divisions with the help of present I.T. Infrastructure. Out come of the pilot project has been analyzed and required modification has also been carried out like consumer indexing etc. On satisfactory implementation of the project the same shall be applied to other subdivision also.

Directive No. 3: Distribution Losses

Commission's comments

Though losses during 2006-07 are considerably reduced, the same level of achievement is not there during 2007-08. The PGVCL shall concentrate on changing all old electro magnetic meters with static meters, which will give good results. At the same time, the DISCOM shall concentrate on curbing theft/pilferage of energy. The company shall draw out a programme to reduce the losses upto 15%.

Company's reply:

Company takes various steps, narrated as under, for reduction of Distribution Loss. Company takes all out efforts for reduction of Distribution losses and ensures that Loss reduction targets as proposed and approved by the Hon'ble Commission be achieved.

Company has proposed CAPEX accordingly.

Distribution Losses;

Technical loss reduction activities:-

- Providing Coated Conductor in theft prone area and replacement of deteriorated conductor with optimum size.
- Bifurcation of feeders
- Proper maintenance i. e. removal of joints/ crossings and rejumping etc.
- Installations of APFC panels.
- Installation of Amorphous Transformer.
- Lowering of LT/HT ratio through HVDS.

Commercial loss reduction activities:-

- Replacement of all conventional three phase meters by static meters. 21300 nos. Of three phase meters have been replaced during 2008-09 and 14142 nos. upto Sep.'09.
- Replacement of single phase meters by high quality/statics meters. 2.64 Lacs single phase meters have been replaced during 2008-09 09 and 44957 nos. upto Sep.'09.
- Enhanced vigilance activity. Creation of Checking Squad upto Divisional Level. Separate Checking squads for High Tension Consumers. More than 9 Lacs nos. of consumers' installations were checked during 2008-09 and about 4.6 Lacs upto Sep.'09.
- Review of Consumers having zero consumption, lock bills, less consumptions.

- Frequent reading of heavy consumption/seasonal consumers.
- Providing Automatic Meter Reading Facility to HT Consumers and high valued (Seasonal/ High Consumption) LT consumers. 2277 nos. High Tension Consumers have been provided with Automatic Meter Reading facility and 1495 nos. of high valued Low Tension Consumers have been provided with Automatic Meter Reading facility.
- Providing MMB & sealing of single phase consumers. More than 2.92 Lacs single phase consumers and 24338 nos. of three phase consumers have been provided with the Meter Box during the year 2008-09. Similarly, upto Sep.'09 1.18 Lacs nos. of Single Phase and 12081 nos. of three phase consumers have been provided with Meter Box.
- Maximising the release of new connection particularly in the rural areas for reducing losses of JGY feeders.
- Providing of insulated/Arial bunch conductor in theft prone area.

Directive No. 4: Jyotigram Feeder Loss

Commission's comments:

Jyotigram is a laudable scheme. All possible measures such as providing Aerial bunched cables, implementing high voltage distribution etc., to curb tapping of lines, replacement of old meters etc. shall be undertaken in a planned manner to reduce losses.

Company's reply:

JGY Category loss has large contribution in overall loss of the Company and, therefore, reduction in JGY Losses is the prime task of the Company. Company has taken up this task in the phased manner, whereby, high losses feeders have been assigned to various officers for close monitoring.

Due to enhanced vigilance activity and intensive efforts JGY category losses have reduced by more than 5% during the year 2008-09 and about 2.5% during the current year upto Sep.'09.

Distribution Loss of JGY Category for the year 2007-08, 2008-09 and 2009-10 upto Sep.'09 is as under.

Sr. No.	Year	Unit sent out [MUs]	Unit sold out [MUs]	% Loss
1	2007-08	3248.89	1099.90	65.84
2	2008-09	3333.16	1334.69	59.70
3	2009-10 (Upto Sep.'09)	1775	759	57.26

Different activities those have been under taken for reduction of Distribution Loss for JGY Category feeders during the year 2008-09 and upto Sep.'09 are summarized here under.

Particulars		Phase - 1	Phase - 2	Phase - 3	Total
Nos of Feeder	Nos.	176	213	190	579
No of Village	Nos.	1571	1614	985	4170
Meter provided on No of T/C	Nos.	4682	4813	3009	12504
11kv Crossing removal	Nos.	2333	2707	1795	6835
Old/defective Meter Replacement	1ph	114428	121600	73240	309268
	3ph	2644	2096	1027	5767
Cumm. MMB Provided	1ph	104131	115508	64619	284258
	3ph	1866	1737	844	4447
Cumm. Sealing done	1ph	142196	148847	84906	375949
	3ph	2709	2223	1109	6041
Cumm. Coated Conductor to be provided in LT line		3438.18	4673.133	3877.604	11988.92
1 ph 2 w / 3 w LT line to be provided where no 3ph conn		350.35	453.1	853.831	1657.281
Deaugmentation of Village Transformer		990	714	304	2008
Nos of Drive carried out		1961	1614	1903	5478
Nos. of connection released		49848	33539	19389	102776

Directive No. 5: Effective metering, billing and revenue collection

Commission's comments:

Action taken is noted on replacing old meters with static meters. Handheld meter reading instruments shall be introduced, if not already done, to take meter readings, generate bills and deliver to the consumer on the spot. This will eliminate human errors to some extent and also improves revenue realization. Spot billing with hand held machines is to be implemented. A report may be submitted to the Commission by June 2009.

Company's reply:

Replacement of existing Electro Magnetic meters by high precision quality meters have been taken up from the year 2003-04. From the year 2004-05, new connections are released by installing quality/static meters on such installations.

Sr. No.	Name of Circle	No. of conventional meters replaced by static / quality meters in FY:					
		2005-06	2006-07	2007-08	2008-09	2009-10 (upto Sep'09)	Total
1	Rajkot City	19345	5531	12071	12737	18207	98186
2	Rajkot Rural	18943	20703	42483	34775	17635	182182
3	Porbandar	13134	18642	30709	30093	18726	154714
4	Jamnagar	14294	17321	31893	45651	20082	166814
5	Bhuj	11122	10257	22679	16329	7679	97149
6	Junagadh	13554	17382	28942	31650	20936	152000
7	Bhavnagar	12040	16720	25398	49390	28081	165356
8	Amreli	7899	21219	56384	41577	17305	182070
9	Surendranagar	11991	10645	18208	22292	10448	99650
10	PGVCL Total	122323	138421	268767	284494	159099	1298121

Company has further planning for replacement of meter is given here under.

Planning for the replacement of the meters by Static / Quality meters			
Sr. No.	Name of Circle	During year FY: 2009-10.	During year FY: 2010-11.
1	Rajkot City	13374	14310
2	Rajkot Rural	36514	39070
3	Porbandar	31598	33809
4	Jamnagar	47934	51289
5	Bhuj	17145	18346
6	Junagadh	33233	35559
7	Bhavnagar	51860	55490
8	Amreli	43656	46712
9	Surendranagar	23407	25045
10	PGVCL Total	298719	319629

Company has already introduced billing through Handheld Instruments in the selected areas. At present more than 6 Lacs consumers are billed through Hand Held Instruments. Additionally, Consumers of District head quarter, except Amreli, are billed through Outsourcing and with the Hand held equipments only. Thus, out of about 34.50 Lacs metered consumers more than 15 Lacs are billed through Hand Held Instruments. This has largely eliminated human errors, has ensured billing period consistency and increased Billing efficiency and accuracy. . Further, a specific clause has also

been incorporated in the terms and conditions of the Contract for deviation in the scheduled Billing Program this will help in adhering the Billing Program.

Company has also planned to provide Handheld equipments to all meter readers of Company.

2277 nos. High Tension Consumers out of 2433 nos and 1495 nos. of high valued (Seasonal/ High Consumption) LT consumers have been provided with Automatic Meter Reading facility. This has resulted in accurate, timely billing of important consumers besides saving in time and certain expenses. Consumer related information is being furnished on the back of the bill. Tariff related information related and other relevant information related to payment of the bills is already being indicated on the back of bill.

Directive No. 6: Consumer Services

Commission's comments:

Action taken is noted. Working of consumer forums need to be substantially improved.

Company's reply:

Three nos. Consumer Grievances Redressal Forum are functioning under PGVCL and in each of the Forum an Independent Member has been nominated by Hon'ble Commission. At the end of every quarter a report has been submitted to Hon'ble Commission by all three forums.

Directive No. 7: Cent percent metering

Commission's comments:

Consumers may be convinced on the need for energy accounting by the utility and providing metering for balance un-metered services may be expedited.

Company's reply:

Status of metering at various level as on Sep.'09 is given here under.

Sr. No.	Description	% Completed
1	11KV/22 KV Feeders	100%.
2	Distribution Transformer on AG. dominant feeders	6.92%
3	Distribution Transformer on other than Agriculture dominant feeders	67.66%
4	Individual Consumers other than AG. Consumer	100%
5	AG. Consumers	36%

Company is educating consumers on the issue of providing meters at presently un metered Ag installations. Since the large quantum work is there and being resisted by Kishan sangh etc. At the same time Company has started processing of pending Agricultural Applications expeditiously and with the enhanced targets. All new connections are released with meters and thereby Company is increasing its metering ratio.

Directive No. 8: Business Plan

Commission's comments:

Preparation of Business Plan including techno-economic justifications of the proposed schemes shall be got expedited.

Company's reply:

Business plan is submitted separately.

Directive No. 11: Distribution Transformer Failures

Commission's comments:

The distribution transformers failure rate is still high. Efforts should be made to bring down the transformer failures to less than 10%.

Company's reply:

Company is taking all possible measures to reduce the Distribution Transformer Failure rate by way of stringent maintenance, reviewing loading of existing Distribution Transformer Center under System Improvement Scheme etc. Additionally, Company has adopted a High Voltage Distribution System particularly for new Agricultural consumer which will further reduce the Transformer failure rate.

Year wise Transformer Failure rate is given here under for last three years.

Year	Total nos. of Transformers	Nos. of failed Transformers	%'age failure
2006-07	113451	27429	24.18
2007-08	127226	27430	21.56
2008-09	148127	29317	19.79
2009-10(upto Sep.'09)	160111	18399	11.49

1.3. Compliance to New Directives

Directive 1: Purchase of Power from Renewable Energy Sources (RES)

PGVCL is at present purchasing about 442 MU, about 2% of total energy purchase, from Renewable Energy Sources mainly wind energy. The Distribution licensee has to purchase power from renewable sources in accordance with the Regulations in force from time to time.

Company's reply:

The purchase of energy for PGVCL is arranged by GUVNL. The following table indicates that GUVNL purchases energy from Renewable Sources more than what is specified in RPO.

The data for the energy purchased from the Renewable Energy Sources during the year 2007-08 and 2008-09 is given hereunder:

Year	Renewable Power Obligation, RPO	Energy purchased by GUVNL from the Renewable Energy Sources
	[MUs]	[MUs]
2007-08	350	508
2008-09	698	1317

PGVCL's renewable purchase obligation was 2% of total consumption for the year 2008-09. Consumption of PGVCL for the year 2008-09 was 12250 MUs and, therefore, Renewable Purchase Obligation was 245 MUs against this PGVCL has purchased 471 MUs for the year 2008-09. Even during the current Financial Year also Company shall cross Renewable Purchase Obligation. Thus, PGVCL meets its RPO.

Directive 2: Timely Meter Reading and Billing

There is a need for timely reading of meter promptly on the due date so that slab overlap does not put the consumer to loss. All the licensees to provide relevant consumer related information on the spare space in the bill or along with the bill.

Company's reply:

Company endeavors very hard to adhere the billing periodicity. Except three phase consumers all L.T. Category Consumers are billed bi-monthly and Units consumption slabs are adjusted accordingly. For increasing metering efficiency

and billing efficiency, actions taken by the company has been narrated above while complying the Directive no. 5. Generally billing periodicity is maintained and as a matter of fact, Company's Collection Efficiency has also improved substantially. Other Directive of the Hon'ble commission regarding consumer related information on the spare space in the bill is noted