

Achievements

1) Connections released during last four years

Category	FY(2011-12)	FY(2012-13)	FY(2013-14)	FY(2014-15)	Total
AG. Normal+Tatkal	45051	56551	45200	54870	201672
Zupadpatti	15647	13605	31262	25145	85659
HT Industrial	428	331	399	446	1595
LT Industrial	12050	7344	4933	4823	1604
Lighting	94296	110703	119506	104092	29150
Water Works	550	912	883	639	428597
SCSP	3040	3207	3421	2807	12475
RGVY	27250	-	-	-	27250
TOTAL	198312	192653	205604	192822	789391

2) Infrastructure Strengthening during last four years

- Coastal Area Network Rectification:- Under the “Sagar Khedu Sarvangi Vikas Yojna”, we carried out various system strengthening works amounting Rs 148.22 crore.
- 9837 km of old deteriorated conductor replaced under Sagar Khedu and SI & RAPDRP scheme
- 255 no. of 11 KV Ag. feeders converted from LVDS to HVDS
- 1012 no of 11 KV Feeders Bifurcated and new link line created
- 2057 no of Distribution Transformer Centres Load reviewed
- 309 km of Underground cable work done
- 14996 KM Aerial Bunch cable provided
- 801 circuit km of conductor augmented from 55 sq.mm to 100 sq. mm
- 14302 no of Small capacity 5 KVA Dist. Transformer installed
- 1421633 no of 1-Ph energy meters replaced
- 161508 no of 3-ph energy meter replaced

3) Status of Distribution Loss in the FY (14-15) as compared to last year.

- Distribution loss of PGVCL as a whole For Other than Ag category reduced from 17.10% to 15.77% ie (1.33 % reduction)
- Distribution loss of the Urban category feeders reduced from 16.57% to 15.40% (1.17 % reduction)
- Distribution loss of the Jyotigram category feeders reduced from 40.51% to 38.28% (2.23 % reduction)
- Distribution loss of the Agriculture category feeders increased from 27.04% to 34.83% (7.79 % increase)
- Distribution loss of PGVCL as a whole increased from 20.55% to 22.77% (2.22 % increase)

The reason of increase in distribution loss of PGVCL mainly amounts to erratic and irregular rainfall during the year resulting in abnormal drawl in agriculture sector.

4) Recruitment in all Cadre during last four years

Details of Appointments during last three years including recruitment under GSO 295					
Sr. No.	Name of cadre	2011-12	2012-13	2013-14	2014-15
1	General Manager (F&A)	1			
2	Chief Finance Manager	1			
3	Deputy Engineer (Civil)	1			
4	Vidyut Sahayak(Junior Engineer)	110	68	73	205
5	Vidyut Sahayak(Junior Engineer)- Civil	10		4	
6	Vidyut Sahayak(Junior Engineer)-IT	17			
7	Junior Programmer			3	1
8	Senior Technician	4			
9	Vidyut Sahayak(Electrical Assistant)	987	426	203	175
10	Vidyut Sahayak(Junior Assistant)	256	410	193	505
11	Peon	11	21	29	
12	Kamdar			4	
13	Dy Suptd(Acctts0				28
Total		1398	925	509	914

5) New Infrastructure--New Offices sanctioned during last four years

Sub division	Division	Circle	Division Store office	Meter testing laboratory	Installation checking squad
Verad S/Dn. (Jamnagar Circle)	Jetpur Division (Rajkot Rural Circle) Devbhumi Dwarka Division (Jamnagar Circle)	Gandhidham CO(Proposed)	Porbandar City Division store (Porbandar Circle)	Bhavnagar city 2 division (Bhavnagar Circle)	Jasdan Division (Rajkot Rural Circle)
Ronki Rural S/Dn. (Rajkot Rural Circle)			Jamjodhpur Division Store (Jamnagar Circle)	Keshod division (Porbandar circle)	Jamjodhpur Division (Jamnagar Circle)
Kuvadva Rural S/Dn. (Rajkot Rural circle)			Gandhidham Division store (Bhuj Circle)	Limdi division (Surendra nagar circle)	Nakhatrana Division (Bhuj Circle)
Gariyadhar-2 S/Dn.(Bhavnagar Circle)			Junagadh city division store (Junagadh Circle)		Bhachau Division (Bhuj Circle)
Kumbharvada S/Dn.(Bhavnagar Circle)			Limdi Division store (Surendranagar Circle)		
Ghogha S/Dn. (Bhavnagar Circle)					
Rajula Rural S/Dn.(Amreli Circle)					
Tramba Sdn(Rajkot Rural Circle)					
Jam kandorna Sdn(Rajkot Rural Circle)					
Rana kandornaSdn(Porba ndar circle)					
Kukma Sdn(Bhuj Circle)					
Amaran Sdn(Jamnagarcircle)					

Sapar Sdn(Jamnagar Circle)					
Nikava Sdn(Jamnagar Circle)					
Nagar seem Sdn(Jamnagar circle)					
Samana Sdn(Jamnagar circle)					
Lakhatar Sdn(Surendranagar Circle)					
Talaja 2 Sdn(Bhavnagar Circle)					
Gadhada Rural 2 Sdn(Bhavnagar Circle)					
Babra Rural (Amareli circle)					
Gir gadhada(Amareli Circle)					

• Growth in HT/LT network in last four years

- Distribution Transformer centre (Nos) increased from **2.67 lacs** to **4.87 lacs** nos. (Increase of 2.2 lacs nos of DTC)
- HT Line(Ckt Km) increased from **108288** to **143551** Km (Increased by 35263 Km)
- LT Line(Ckt Km) increased from **127602** to **1278763** Km(increased by 1161 Km)
- Hence the HT:LT Ratio is decreased from **1:1.18** to **1:0.90**
- 11 KV Feeder Quantity increased from 4366 to 5319 nos. (Increased by 953 nos)

6) Revenue Growth

<u>Particular</u>	<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>	<u>2014-15</u>	<u>% Rise compared to Year 2011-12</u>	<u>% Rise compared to last year</u>
<u>Assessment (Rs Cr)</u>	<u>7129.14</u>	<u>8476.21</u>	<u>9521.72</u>	<u>11009.43</u>	<u>29.90</u>	<u>15.62</u>
<u>Collection (Rs Cr)</u>	<u>7092.19</u>	<u>8624.36</u>	<u>9470.06</u>	<u>11088.51</u>	<u>28.57</u>	<u>17.09</u>

7) Steps taken towards Revenue management :

1 Revenue Management activities carried out

- a) Pre billing activities
 - Meter Replacement
 - Master Creation & Correction
 - CRM Interface Error
 - Payment updation
 - Adjustments
 - Billing Control
 - Hand Held Equipments
- b) Post billing activities
 - Timely assessment
 - Daily collection Monitoring
 - Ensure pre-requisites for collection
 - Arrears Follow up (Live and PDC)
 - Follow up of Unauthorized use and Power Theft Consumers
 - Monitoring of collection of Temporary Consumers

2. Real time HT Billing and Collection

Real time HT billing and collection has been developed with the help ERP. This has enabled the real time data availability as well monitoring of the HT Billing as well as collection activities. Locations lagging behind in the billing and collection activity can be viewed at the centralized level and accordingly they are geared up and guided to move ahead.

8) New initiatives for consumers

- **Advanced intimation for planned shutdown of power through SMS**
 - PGVCL has started informing consumer through SMS for the planned shut down of 11 kv feeders for more than 3 hrs before 48 hrs of the scheduled date of the shut down.
- **SMS facility**
 1. SMS facility put in place to help the consumers whenever required. Consumer can lodge the complaint by sending SMS on **8469155333**. In response, the consumer gets the SMS with its registered complaint Service Request no. On attending complaint by PGVCL, SMS for the closure of the complaint is received.
 2. If the consumer don't know how to register the complaint, consumer can send the SMS with "HELP" to above said no. and the consumer will get the procedure of sending complaint with the complaint codes as defined by the state energy regulatory commission.
 3. To resolve the complaint faster, the SMS to the field offices of lodged complaints with complete details will be implemented soon.

4. The Registered consumers gets the SMS for any type of online payments as soon as the payment made. The registered consumers gets the SMS next day for payments made on cash windows of PGVCL.

- **ECS payment facility (Electronic Clearing System)**

1. Consumer should contact SDO and fill up ECS Mandate form with cancelled MICR cheque and last copy of Bill
2. Signature verification & ECS Registration with Bank will be carried out by M/s Bill Desk.
3. Energy bill deduction via ECS will be commenced by next bill from the activation of ECS
4. Bill amount will be deducted approximately after 5 days from the date of bill.

- **Online payment facility**

1. LT / HT consumers can make payment through PGVCL web portal or Insta Pay facility provided by consumer's banker.
2. Payment by net banking / Insta Pay is free of cost. Payment on web portal by Debit / Credit card is chargeable. Detail is available on web site.

- **RTGS for HT consumers**

1. HT Consumers may approach to concern Circle Office to avail RTGS payment facility.
2. Consumer can transfer payment as per the Bank Detail Provide.
3. Consumer should intimate concern Circle / Division Office with unique code for successful RTGS.
4. On confirmation of the same, payment will be acknowledged and credited to consumer's account.

- **24 x7 Customer Care Helpline-(1800-233-155333):-**

Complaint can be logged on Centralised Customer Care Center on Toll free no. 1800-233-155333. Consumer can log the complaints on **IVRS** (Interactive Voice Response System). On which consumer is asked with some predefined recorded voices details about complaint and consumer no. and the call is logged. If consumer is not acquainted with IVRS, he can talk to Customer center representative on above toll free no. and can register the complaint

- **Consumer portal <http://pgvcl.in> :-**
 Consumer portal <http://pgvcl.in> is developed wherein consumer can log in and get all the detail on line about their bills, payments, applications, complaints and answers of the FAQs. Complaint can be logged through PGVCL's consumer portal <http://pgvcl.in> where in consumer can log the complaint without consumer no. and if he has consumer no. and consumer is registered on consumer portal, he can log the complaint from his login and track the status of the same.
- **NABL accredited meter testing laboratory :-**
 PGVCL has obtained **NABL** Accreditation for Hi-tech meter testing and calibration laboratory and developed a new, laboratory for CTPT testing at **Rajkot and Bhavnagar** as a part of improving quality and service delivery to its customers.
- **Day time power supply to Agricultural consumers in Gir Forest Area**
 Presently 11520 nos of Agriculture consumers spread over 70 villages connected on 26 nos of Ag feeders are supplied Day time power supply in Gir forest area due to threat of wild animals in forest area during night time.
- **Use of Polymer Insulators**
 In order to improve quality of power supply and to reduce interruption due to failure of ceramic insulators in coastal area due to corrosion, PGVCL intends to use polymer insulators in HT network.
- **Provision of Tower ladder vehicle for sub division offices**
 In order to improve reliability of power supply and to increase safety of employee and for reduction of accidents to line staff due to falling from poles, PGVCL corporate office has approved tower ladder vehicle for all urban, semi urban and rural sub divisions.
- **Use of FRP Made V X arm**
 In order to improve quality of power supply and to reduce interruption due to failure of V X arm in coastal area due to corrosion, PGVCL intends to use V X arm made from FRP material in HT network.
- **Provision of Non contact type High voltage detector with telescopic rod**
 In order to improve safety of staff while working on HT/LT line and transformer centre to ensure isolation of line, and to confirm absence of voltage in line, 44 nos of special non-contact type high voltage detectors with telescopic rod are purchased and provided to 44 sub division line staff team. This instrument is intended to use for safety purpose for line staff to ensure the safe guard of their lives against presence of high voltage in the network.

9) **RAPDRP (Restructured Accelerated Power Development and Reform programme)**

- **Centralized Customer Care Centre** established from 2011 to facilitate the consumer to lodge complaint/quarry on a single Toll free Number as well as through SMS for all the consumer of PGVCL
- **Consumer portal** is developed and is operational since Aug-2011 where consumer can make on line payment ,
- **On line application** (New connection, load change, shifting etc) are developed for Consumers
- **SMS facility** developed for Consumer regarding billed and payment information. prior information of Power Shut Down and same is under trial base
- As per RAPDRP Scheme total **36 Towns** and **85 S/dn** and **14.73 lacs consumers** are covered.
- The **augmentation and up gradation of the distribution network** is carried out under RAPDRP Town to give uninterrupted power supply to the consumers. The total expense up to March-15 is **391.32 crore.** (Rs 70.99 crore expense under 2014-15)
- For giving more customer satisfaction and quality power supply, PGVCL is going to commission **SCADA** (Supervisory Control and Data Acquisition) project under three towns (Rajkot, Jamnagar, Bhavnagar) by real time monitoring and control of the Distribution System.
- Out of 36 towns under part A RAPDRP ,36 towns are declared GO LIVE.
- Data availability is 80%.
- 100% Asset mapping and consumer indexing is completed in all 36 towns.
- AT&C losses has been reduced from baseline loss level in 35 towns.
- 6 nos of 66 KV sub stations are commissioned under RAPDRP part B and 1 nos of s/s are under progress.
- Under the RAPDRP project 313 km of under ground cable has been laid in various town as part of distribution system strengthening.

10) **Subsidy provided to Ag. and Water works consumers**

Subsidy	Yr 2013-14 In Crore	Yr 2014-15 In crore
H.P.Based	438.31	438.67
Tariff Compensation(GERC)	412.91	421.37
FPPPA Subsidy	665.36	871.52
(A) Total AG Subsidy	1516.58	1731.62
(B) Water Works Subsidy	182.17	205.79
Total Subsidy A+B	1698.75	1937.41

11) Lok adalat and Pre litigation lok adalat

During the year 2014-15, total 1594 nos of lok adalats and pre litigation lok adalats were held in which 164179 nos of cases were put up and out of that, 18144 nos of cases settled having amount of Rs 17.96 crs

12) Lok Smvad setu(Lok darbar)

For timely resolution of consumer grievances in time limit .and to avoid difficulty to consumer for reaching various offices,Lok samvad setu (Lok darbar) were arranged at taluka level from August 2014.

The Lok samvad setu were arranged at Babra,Bagasara,Rajula,Kunkavav,Jafrabad, Sutrapada, Veraval, Talala Gandhidham, Abadasa, Mandavi, Bhuj, Mundra, Anjar, Bhachau, Barvala, Gadhada, Botad, Porbandar, Ranavav, Kutiyana, CHotila, Muli, Lakhatar, Wadhawan, Ranpur, Dhandhuka and Dasada talukas.

13) High Voltage Distribution System-KHUSHY

HVDS is the system of power distribution in which 11 KV HT line is erected up to the Ag consumer's door step and at consumer end, small capacity transformer converts the supply of 3 phase, 433 volts.

This arrangement improves the voltage profile and thereby reliability of power supply to consumer.

This arrangement of HVDS is named "KHUSHY" (Kisan Hit Urja Shakti Yojna) from year 2008.

From FY(2008-09) to FY(2014-15), total **325** Nos. of Feeders have been completed by converting **7602.7** KM line in to HVDS and erecting **46347** Nos. of small capacity Transformers at an expenditure of **Rs. 504.41 Cr.** under AG HVDS.

Also PGVCL is releasing all new Connection of Agriculture are for Pump set electrification through HVDS only since year 2008-09. Up till **2,72,170** nos of Ag connection released through HVDS.

Benefit of HVDS:-

- Improved voltage profile
- Consumers' problem of Burning of Motor due to low voltage is eliminated through HVDS.
- Energy savings due to improved efficiency of pump sets consequent to better voltage profile.
- Reduction in Transformer failure.
- Reliable power supply for better consumer services.
- Arrest of commercial losses by avoiding unauthorized connections and elimination of theft of energy. As well as reduction in technical losses at LV lines
- Reduction in capital investment for transformer due to reduction in installed capacity.

14) **Solar water pump-pilot project**

PGVCL has installed Six (6) Solar Water Pumps at various locations of PGVCL, Out of Six pumps, 2 Pumps installed at Junagadh Agriculture University and 4 pumps installed at Krishi Vigyan Kendra functioning under Junagadh Agri. University i.e. at Porbandar, Nanakandhasar, Jamnagar and Amreli during the month of Oct-2013 as a pilot project.

From the Output of the water discharge quantity and availability of good solar irradiation and Day time power for farming, the solar water pumping systems are advisable to install in the PGVCL area.

15) **Ag wells electrification through solar water pump**

Based on the good results of solar water pump installed at pilot locations under PGVCL, and as per GoG scheme of Ag wells electrification with solar water pump ,PGVCL will install 1453+ 1500 = 2953 nos of Solar Ag pumps of 3 HP and 5HP capacities approved during the coming year.

16) **Smart village**

- PGVCL has developed a Smart Village with distributed energy generation having Smart Grid component.
- The village Nanakandhasar near to Shapur of Junagadh district is selected for the pilot smart village.
- The project cost is Rs. 5 Crore through the grant from the Govt. of Gujarat
- Major component of the project is **480 KW Solar PV plant, Solar water pump, Energy management centre**, Weather station, Smart meters and control system.
- **The envisaged benefits of the Smart village are as under**
 - Use of clean -Distributed Renewable Sources
 - Demonstrate the a show case model for smart grid building blocks
 - Build public and corporate awareness of the economic and environmental benefits
 - To get Energy Security & Energy Efficiency
 - To improve Customer Satisfaction and operational Efficiency

Present status of Smart Village :

- Solar PV plant of 480 Kw capacity has been erected and commissioned .
- Solar water pumps of 5 HP and 7.5 hp capacity for water works is commissioned.
- Weather station is installed.
- Energy management center is constructed
- Smart meters providing work is on hand.
- System improvement work are being done for the village.

17) Electrification of village Shiyalbet through marine cable

- Shiyalbet Island having population of **5096** will get grid power supply.
- Under this project PGVCL will provide power supply through 6 km x 4 single core marine cable. Total length **24 km under sea bed**.
- A/T issued on dtd.18.12.2013 with Amt.Rs.14.89 Crores.
- Work is under progress and likely to complete by end of year -2015
- Presently department work of 13 km 11 kv line from 66 kv Vanger s/s to chanch bandar and HT LT and TC network on shiyalbet island is completed .

18) Demand Side Management projects

- Under the DSM project,75000 nos of star rated energy efficient Fans will be provided to various Govt schools ,Primary health center,Community health center, Govt Anganvadi and Govt hospitals under PGVCL area with provision of Rs 16 cr.
- To encourage Ag consumers to utilise electrical energy efficiently ,PGVCL has planned a programme under DSM to insist for installation of star rated energy efficient pumps upfront while releasing the connections .The differential cost between the energy efficient pump and the conventional pump shall be compensated by PGVCL to such consumers. Overall estimated value of this programme is 23 cr covering 25000 nos of Ag connections.

19) Power Supply

Power demand met at 100 % level without load shedding during FY 2014-15 with the peak demand of 4598 MW on 15th Oct 2014.

20) Reschedulling of Power supply to Agriculture consumers

Agriculture consumers are supplied eight hours schedule in 52 groups , majority groups getting power supply in early morning hours ,evening hours and night hours and few during peak hours. This schedule was interchanged every week.So ,no group was given power supply during day time to maintain grid security and load optimization.

After frequent representation from various level for day time power supply schedule and also apparent discrimination among the same category of cosumers,power supply schedule is reworked out by making four time schedules for each group.For better load optimization , Ag feeders have been re-grouped in 64 groups instead of 52 groups.By this way ,each agriculture consumer will be having different power supply schedules for four week s and at least one week purely day time power supply is given.

For example ,E11 group of Bhavnagar circle is supplied power for 04-15 to 12-15 hrs in week1, 20-15 to 04-15 in week 2 ,10-15 to 18-15 in week 3 and 22-15 to 06-15 in week4 . Thus for week3 group is getting pure pay time power supply for eight hours continuously. This arrangement is functional since 4th April 2015 .

21) IT initiatives

In-house soft wares were developed by PGVCL for effective monitoring and reporting tools for various activities.

1. Daily Activity:

This software consist of 41 daily activity carried out by sub division offices for feeders, maintenance, billing etc. Against the Target, daily progress of sub division offices is monitored. Various reports generated for management reviews.

2. Cross Verification:

When daily activity carried out by office and entered in to Daily Activity, same is inspected and verified by higher offices/authorities and entered in to this application with remarks. Various office wise, count wise report generated in system.

3. Theft Register:

This application designed to maintain theft register uniformly under section 126 & 135 across PGVCL. Sub division office enters the theft cases with basic information. As case progress, offices can enter further details accordingly till the case become close. Report can be retrieve excel format.

4. Feeder Interruption:

This application used to monitor feeder interruption and maintenance. When any feeder interrupts, same is recorded in the application for further analysis by number of occurrences, duration etc. various report generated like TT more than five, SF more than two etc. Also the Feeder maintenance planning is done on the basis of above analysis and planning and maintenance of the feeder is entered in the module.

5. Inward Registry:

This application used to track each incoming letters in office. Inward Jr. Assistant employee makes entry in to software and assign letter to concern department. Concern department employee received document and make entry of whom that letter handed over for further needful action in to matter.

22) **National level performance recognition during last three years:-**

- PGVCL's Corporate office has obtained the ISO 9001:2008 on dt 17-12-2012
- PGVCL bagged the India power Awards-2012 in the category of the Energy Efficiency and conservation issued by the Council of Power Utilities.
- PGVCL bagged the India power Awards-2012 in the category of the Innovative I.T. and metering applications issued by the Council of Power Utilities.
- The Ministry of Power issued 'A+' grade integrated rating to PGVCL in March-2013 with 4th position in the ranking among the power utilities of India
- PGVCL bagged the India power Awards-2013 in the category of the Demand side Management issued by the Council of Power Utilities.
- **PGVCL has been awarded "Best DISCOM " IPPAI power Award for the year 2014 from the Independent Power Producers Association of India.**
- Best practices implemented by PGVCL selected for publication and recommended to be followed and implemented in other utilities in journal of IUKAN (India Utility Knowledge And Networking Forum) 2014 Best practice awards for following :
 1. PGVCL through its vision" Customers' satisfaction through Service Excellence" implemented various I.T. initiatives and Technological up gradation to serve better to its consumers.
 2. PGVCL- a DISCOM having India's largest coastal area supplying reliable power to all its consumers through best practices of Operation and Maintenance.
 3. PGVCL succeeded to reduce Distribution loss through comprehensive loss reduction plan.
 4. PGVCL has undertaken various innovative initiatives for improvement of utility's performance.
