

TPL AHMEDABAD - BEST PRACTICES IN T&D

REDUCTION IN LOSSES

- Energy accounting using audit meters.
- Consumer indexing & mapping with DT
- Slum electrification drive
- Reactive Power Compensation

IMPROVED CUSTOMER SATISFACTION

- TPL is one of the best utilities where customer enjoys over 99% power reliability.
- TPL Endeavors to provide value added services to its customer.
- TPL was one of the first few utilities in India to suo moto propose customer service benchmarks. Some of the customer service initiatives include:

1. 24X7 Customer Care Helpline

- TPL has state of the art 24 X 7 Call Center since 2002.

2. M-link (Mobile Vans)

- Launched in 2004 to provide ease in bill payment to the customers.

Mobile Van:



3. Customer Service Camp

- Service camps have been started in different areas of Ahmedabad and Gandhinagar city to provide doorstep service to the customers.
- In Service camps, customers can apply for New Connection, Extension of load, Shifting of Service, etc.
- All the transactions being processed online and the acknowledgement receipt is issued on site.
- Quick complaint resolution has been provided on the site

Customer Service Camp:



4. Power Alert Service – Brand Name: Power Alert

- This is a unique service that was launched for customers to help them get information related to their bill via SMS on mobile
- Four different type of informative SMS are sent to customer
 - Bill information
 - Due date reminder
 - Payment acknowledgement

5. Web Site

- www.torrentpower.com
- Customers can see daily Shutdown Notices on Outage section
- Customers can download forms at their convenience
- Customer Guidance and Awareness through web site
- Customer Feedback
- Various Payment Options are available to customers with detail procedures
- M-link schedule available on site
- Online Payment with Credit Card, Debit Card and Net Banking

6. Bill Payment Options

Apart from TPL's Zonal offices and collection centers, customer has the following payment options:

- Online : Through Credit/Debit card and Internet Banking
- ATM Drop Box: Customer can drop his bill payment cheque at any of the Axis, HDFC or ICICI bank ATMs available in Ahmedabad and Gandhinagar City.
- Mobile Van: Mobile vans provide bill payment options at customer's door steps.
- ECS (Electronic clearing service): Customer can opt for easy and hassle free ECS option.

TECHNOLOGICAL INNOVATION & ADOPTION THEREOF:

- SCADA implemented in majority of EHV SS
- SAP implementation- Integrated all techno- commercial functions including consumer billing and complaints
- Replacement of oil type switchgears by VCB & SF6 Switchgears
- Replacement of conventional relays by numerical relays in EHV SS
- Implementation of GIS under progress
- GIS Substation –Introductory stage

CUSTOMER EDUCATION AND GUIDANCE

Number of initiatives are undertaken to help educate the customers and guide them with respect to the various procedures and services offered by the company.

They are as follows;

- Information Boards at Zonal Offices
- Information Flyers
- Information Booklets
- GERC Booklets
- Consumer Charters
- Power Alert Flyers
- Letters to the customers for tariff change and PF improvement

Special tips / information for consumer awareness printed in Electricity bills

- Information on Safety
- Bill Collection Centers
- Tariff rates
- Energy consumption Calculation
- Energy Saving
- Helpline number of TPL (Regular basis)

AWARENESS ON SAFETY

Safety Awareness program

- Through advertizing, publishing safety instructions in news papers, pamphlets distribution in service camps, hoardings & radio shows for general safety & special safety during monsoon & kite flying days.

- Safety Ad campaign during kite flying festival on radio, Local TV and Newspapers



- Electrical Safety Campaign during monsoon



torrent POWER ટોરેન્ટ પાવર લિમિટેડ

વરસાદી વાતાવરણમાં વીજ અકસ્માતો ઝિવારવા નીચેના પગલાં લેવા જોઈએ.

1. શોર્ટ સર્કીટ અથવા આગના કિસ્સામાં મેઈન સ્વીચ તાત્કાલિક બંધ કરો. આ સંજોગોમાં આપ સહેલાઈથી મેઈન સ્વીચ સુધી પહોંચી વીજપુરવટી બંધ કરી શકાય તેવી ચોકસાઈ રાખો.
2. વીજળીના આંચકા લાગવાથી બચવા ELCB લગાવો. ELCB તેમાં આપેલી સુરના પ્રમાણે ઠેકાટ કરાવવી જરૂરી છે.
3. આપના વિદ્યેઈયધરમાં યોગ્ય અર્થીજ કરાવો અને તેની સતત જાણવણી કરો. અર્થીજ પાણીની ધાઈપ કે અગાચીના થાંભલા કે ધાળા ઉપરના કોઈ ધાતુના સળીયા સાથે જોડવું નહીં.
4. તમારા ઘરની અંદરના વીજળીના વાયરોમાં રબરનું અથવા પી.વી.સી.નું ઈન્સ્યુલેશન બગડેલું હોય તો વાયરો તાત્કાલિક બદલાવો.
5. વીજળીના થાંભલા અથવા સ્ટ્રીટ લાઈટના થાંભલા પર ધાતુના વાયર બાંધી કપડા સુકવવા નહીં.
6. ૩ પીન પ્લગવાળા ઉપકરણો વાયરો અને તેમને ૩ પીનવાળા સોકેટમાં નાંખો.
7. પ્લગને સોકેટમાં નાંખતી વખતે ધાતુની પીનને આંગળી અડે નહીં તેની ખાસ કાળજી રાખો.
8. બોંધકામ કરતી વખતે ઓવરહેડ લાઈન અને થાંભલા જોડે સલામત અંતર રાખવું.
9. ISI માકવાળા વીજ સાંપનો જ વાપરો.
10. અધિકૃત વ્યક્તિ પાસેથી જ વીજ સાંપનો સમારકામ તેમજ તમારા વીજઉપકરણોને યોગ્ય સમયાંતરે સર્વિસ કરાવો.
11. સંઘામી રીપેરીંગ કરવું નહીં અથવા જાતે રીપેરીંગ કરવું નહીં.
12. તુટેલી સ્વીચો અથવા પ્લગ તાત્કાલિક બદલી નાંખવા.

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IMPROVEMENT IN PLANNING, DESIGN, CONSTRUCTION & O&M ACTIVITIES & INSTITUTIONAL MEASURES ADOPTION TO ACHIEVE THE OBJECTIVE OF A WELL ESTABLISHED EFFICIENT, SAFE & SECURE POWER SYSTEM

- SOPs (standard operating procedures) for all activities.
- Standardization of equipments to optimize inventory and ease in operation.
- Condition based preventive maintenance of assets

LOAD & DEMAND MANAGEMENT MEASURES

- Load monitoring of 11 kV feeders, DT & LT distributors
- HV & LV network development for ready to serve network having spare capacity to cater future loads and unforeseen or transferred load under faults
- Staggering of weekly holidays for non continuous industrial customers so as to have equitable relief in system demand for all seven days a week