

Save Energy for Benefit of Self and Nation



**UGVCL obtains ISO 9001:2000 Certification
for
“Management and Performance Enhancement of Electricity
Distribution Operations”**



Pursuant to reforms in the Power Sector initiated by the Government, Uttar Gujarat Vij Company Limited (UGVCL) is incorporated under the Companies Act, 1956 as a power distribution utility, created in pursuance of unbundling of erstwhile Gujarat Electricity Board, assigned with the function of distribution of electricity in the northern parts of Gujarat.

As per the provision of Indian Electricity Act, 2003, this Company has made stride in respect of transmission and distribution loss reduction, revenue enhancement consumer service through reliable and quality power to its consumers. As a part of providing electricity to the agriculturist, it accounts 60 % consumption on the farm sector.

The Company has been awarded Bronze Shield by the Ministry of Power and the Central Electricity Authority for Meritorious Performance in Electricity Distribution during the year 2005-06 and this is the first public sector utility to receive. .2..

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With a view to achieving greater heights through implementation in letters and spirit of the devised processes thereby ensuring functional transparency while keeping in view the Missions, Vision and Objectives including Smart Goals of the Company as also the future competition in the Electricity Industry, the Company has applied for ISO 9001:2000 Certification so that best practices can be followed thereby resulting into good governance and consumer-friendly image of the Company.

The Company has recently obtained **ISO Standard 9001:2000 Certification** on 23rd December, 2008 for all Circle/Division/Sub Division Offices (in 2007, the Certification was obtained for its Corporate Office and Mehsana and Sabarmati Circle Offices) from Bureau Veritas Certification (India) Private Limited (an authority for ISO 9001:2000 Certification) for **“Management and Performance Enhancement of Electricity Distribution Operations”**.

The Company has built a good Quality Management System where each and every activity is clearly defined and documented, ensuring employee participation in management decision making resulting in to achievement of **“Customer satisfaction through service excellence”**, the goal of the Company. UGVCL, now equipped with ISO Certification, is able to meet with the expectations of its customers and all stakeholders through continual improvement, excellent services and deployment of policies.

The Company has also implemented e-Urja project and has a credit to maximum usage among all distribution Companies. Moreover, this Company is having NABL accredited Meter Tasting Laboratory at Sabarmati-Ahmedabad. All this is first of its kind in public sector distribution Company in Gujarat.

