Uttar Gujarat Vij Company Ltd ,Mehsana
Performas for FY 2024-25

Performa No.	Particulars	Remarks/Report
SoP 001	Fatal & Non Fatal Accident Report	Qtrly FY 2024-25
SoP 003	Register for compiling the complaints classification wise	Qtrly FY 2024-25
SoP 004	Actions or steps carried out by UGVCL towards public awareness in the year	Qtrly FY 2024-25
SoP 005	Failure of Distribution Transformer.	Qtrly FY 2024-25
SoP 010 - A	System Average Interruption Frequency Index (SAIFI)	Qtrly FY 2024-25
SoP 011	System Average Interruption Duration Index (SAIDI)	Qtrly FY 2024-25
SoP 012	Momentary Average Interruption Frequency Index (MAIFI)	Qtrly FY 2024-25
SoP 013	Customer Average Interruption Duration Index (CAIDI)	Qtrly FY 2024-25
SoP 015	Meter Faults	Qtrly FY 2024-25
SoP 016	Compensation Details	Qtrly FY 2024-25
SoP 017	Individual Complaint where Compensation has been paid	Qtrly FY 2024-25
SoP 018	Unauthorised Use of electricity	Qtrly FY 2024-25
SoP 019	Theft of electricity	Qtrly FY 2024-25

Uttar Gujarat Vij Company Limited

Performa - SoP 001 : Fatal and Non-fatal Accident report

YEAR 2024-25 (Oct.-24 to Dec.-24)

Sr. No.	Name of Circle	No.of accidents during the quarter					Cumulative since the first quarter of the current FY				
		Departmental		Outside			Departmental		Outside		
		FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
1	Sabarmati	0	4	15	7	1	0	14	44	30	4
2	Mehsana	0	4	6	2	1	0	7	25	15	4
3	Palanpur	0	0	5	1	0	0	7	28	15	6
4	Himatnagar	0	0	1	4	0	0	2	19	33	2
	TOTAL	0	8	27	14	2	0	30	116	93	16

Uttar Gujarat Vij Company Limited
Year 2024-25 (Oct.-24 to Dec.-24)
Performa SoP 003 B:
APPENDIX - B
REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATION WISE

Classification	Pending complaints of previous Year	Complaints received during the Year	Total complaints	No.of complaints redressed during the month			Balance complaints to be redressed (4) - (9)	Classification of complaints
				Within stipulated time	Beyond stipulated time	Total		
1	2	3	4 = 2 + 3	5	6	7 = 5 + 6	8 = 7 - 4	9
A(I)	0	28420	28420	28367	53	28420	0	Loose connections at meter, MCB or service line or from pole
A(II)	0	13951	13951	13752	199	13951	0	Interruption due to line breakdown
A(III)	0	3360	3360	3343	17	3360	0	No power complaint on account of blowing of HT/ DropOut (DO)/ LT fuse
A(IV)	0	2682	2682	2658	24	2682	0	Interruption due to failure of transformer or distribution transformer MCB
A(V)	0	1144	1144	1117	27	1144	0	Load shedding/ schedule outages
B(I)	0	335	335	332	3	335	0	Ordinary case, which requires no augmentation
B(II)	0	452	452	443	9	452	0	Where augmentation is required
B(III)	0	66	66	66	0	66	0	Harmonics related issue
B(IV)	0	474	474	468	6	474	0	Neutral voltage related issue
B(V)	0	1369	1369	1341	28	1369	0	Voltage variations related issue
C(I)	0	6089	6089	5131	958	6089	0	Stopped/Defective Meters.
C(II)	0	469	469	467	2	469	0	Meter accuracy test (Fast/ Slow)
C(III)	0	926	926	900	26	926	0	Burnt Meter
C(IV)	0	58	58	58	0	58	0	Stolen Meter
C(V)	0	2146	2146	2107	39	2146	0	Billing on average basis for more than two bills
C(VI)	0	901	901	747	154	901	0	Meter boxes/ metering system
D(I)	0	1871	1871	1809	62	1871	0	Loose Wires
D(II)	0	202	202	202	0	202	0	Inadequate ground clearance
E(I)	0	878	878	878	0	878	0	For current bills where no additional information is required
E(II)	0	762	762	758	4	762	0	Where additional information relating to correctness of reading etc. is required
E(III)	0	63	63	62	1	63	0	Final bill for vacation of premises/ change of occupancy
E(IV)	0	185	185	164	21	185	0	Change of Tariff
F(I)	0	240	240	228	12	240	0	Where extension of LT line up to 150 Metre is required
F(II)	0	154	154	135	19	154	0	Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required
F(III)	0	225	225	225	0	225	0	Where erection of new distribution transformer is required
F(IV)	0	88	88	88	0	88	0	Where erection of new HT line and distribution transformer is required and/ or existing HT line network is required to be augmented
F(V)	0	8	8	8	0	8	0	Where EHT level line and/ or Sub-station is required to be erected and/ or augmented
F(VI)	0	1027	1027	1027	0	1027	0	Modification in connected load
F(VII)	0	1531	1531	1530	1	1531	0	Name change/reconnection/ change of category
F(VIII)	0	32	32	32	0	32	0	In case connection is denied after payment against demand note
F(IX)	0	204	204	185	19	204	0	Transfer of connection
G	0	555	555	537	18	555	0	Request for reconnection/ consumer wanting disconnection
H	0	210	210	209	1	210	0	Refund of amount due in regard to temporary connection
I	0	281	281	265	16	281	0	Street Light complaint
J	0	3549	3549	3506	43	3549	0	Others
Total	0	74907	74907	73145	1762	74907	0	

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

Performa SoP 004

Sr. No.	Actions or steps carried out by UGVCL towards public awareness in the quarter	Likely number of consumers influenced	Details about the media
1	Display board of SOP at circle, Division & S/Dn	122636	Notice Board
2	Display board of Name of information officers under RTI Act 2005 at Circle,Division,Sub- division offices.	237826	Notice Board
3	Consumer care centers at various places	229493	Verbal & Notice Board at CCC
4	Advertisement through Daily News papers	248664	Daily News papers
5	Pamphlets distributed among public	301269	Pamphlets
6	Advertisement through slide in TV / Banners	187270	T V Channels
7	On Web site of Uttar Gujarat Vij Company Limited	310814	Internet
8	Through Regular Energy Bills	2780714	Energy Bill
9	Others	300	CD

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct-24 to Dec.-24)

Performa SoP 005 : Failure of Distribution Transformer.

Sr. No.	No. of existing Distribution transformer at the start of the Quarter	No.of Distribution transformers added during the Quarter	Total number of Distribution transformers	Total number of Distribution transformer failed during the Quarter	% failure rate of Distribution transformer
	A	B	C=A+B	D	E = (D) * 100/C
1	435321	410	435731	8264	1.90
Total	**435321**	**410**	**435731**	**8264**	1.90

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct-24 to Dec.-24)

SoP 010 - A : System Average Interruption Frequency Index (SAIFI) for AG. Dominant Category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σ (Ai x Ni)	SAIFI = Σ (Ai x Ni) / Nt
1	2	3	4	5	6 = Σ (3 x 4)	7 = 6 / 5
1	Oct-24	10130	539106	668410	2024223	3.03
2	Nov-24	17696	410146	677000	1261714	1.86
3	Dec-24	20783	573607	688365	4769940	6.93
	Total	48609	1522859	2033775	8055877	3.96

SoP 011 : System Average Interruption Duration Index (SAIDI) for AG. Dominant category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = Σ (Ri x Ni)	SAIDI = Σ (Ri x Ni) / Nt
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7 = 5 * 6	8	9 = Σ (5 x 6)	10 = 9 / 8
1	Oct-24	10130	12281:54	1:12:45	539106	12281:54:00	668410	2403390:54	3:35
2	Nov-24	17696	5841:09	0:19:48	410146	5841:09:00	677000	1133854:17	1:40
3	Dec-24	20783	18948:21	0:54:42	573607	18948:21:00	688365	4066678:12	5:54
	Total	48609	37071:24	0:45:46	1522859	37071:24:00	2033775	7603923:23	3:44

SoP 012 : Momentary Average Interruption Frequency Index (MAIFI) for AG. Dominant category

Sr. No	Month	Total Number of Momentary interruptions = Imi	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = Nmi	Number of Customer Momentary Interruptions = IMi * Nmi	Total Number of Customers Served for the Areas = Nt	Cumulative Momentary Customer Interruptions = Σ (Imi x Nmi)	MAIFI = Σ (IMi x Nmi)/ Nt
1	2	3	4	5 = 3 * 4	6	7 = Σ (3 x 4)	8=7/6
1	Oct-24	18895	627060	11848298700	668410	4295656	6.43
2	Nov-24	17696	556114	9840993344	677000	4042580	5.97
3	Dec-24	36041	636102	22925752182	688365	8802305	12.79
	Total	72632	1819276	132137654432	2033775	17140541	8.43

SoP 013 – : Customer Average Interruption Duration Index (CAIDI) for AG. Dominant category

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = Σ Ai	Total Restoration time for Interruption Events = Σ Ri	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σni	CAIDI=Σ (Ri x Ni) / Σ (Ai x Ni) = SAIDI/ SAIFI
1	2	3	4	5	6 = (4 x 5) / (3 x 5)
1	Oct-24	10130	12281:54	539106	1:11
2	Nov-24	17696	5841:09	410146	0:53
3	Dec-24	20783	18948:21	573607	0:51
	Total	48609	37071:24	1522859	0:56

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

SoP 010 - A : System Average Interruption Frequency Index (SAIFI) for JGY Dominant Category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σ (Ai x Ni)	SAIFI = Σ (Ai x Ni) / Nt
1	2	3	4	5	6 = Σ (3 x 4)	7 = 6 / 5
1	Oct-24	2309	1573768	2206011	4413258	2.00
2	Nov-24	1079	1008302	2220967	2293645	1.03
3	Dec-24	3436	1624947	2218864	6465292	2.91
	Total	6824	4207017	6645842	13172195	1.98

SoP 011 : System Average Interruption Duration Index (SAIDI) for JGY Dominant category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = Σ (Ri x Ni)	SAIDI = Σ (Ri x Ni) / Nt
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7 = 5 * 6	8	9 = Σ (5 x 6)	10 = 9 / 8
1	Oct-24	2309	2053:17	0:53:21	1573768	2053:17:00	2206011	3727861:15	1:41
2	Nov-24	1079	739:43	0:41:08	1008302	739:43:00	2220967	1541765:22	0:41
3	Dec-24	3436	2874:33	0:50:12	1624947	2874:33:00	2218864	5012311:29	2:15
	Total	6824	5667:33	0:49:50	4207017	5667:33:00	6645842	10281938:06	1:32

SoP 012 : Momentary Average Interruption Frequency Index (MAIFI) for JGY Dominant category

Sr. No	Month	Total Number of Momentary interruptions = Imi	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = Nmi	Number of Customer Momentary Interruptions = IMi * Nmi	Total Number of Customers Served for the Areas = Nt	Cumulative Momentary Customer Interruptions = Σ (Imi x Nmi)	MAIFI = Σ (IMi x Nmi)/ Nt
1	2	3	4	5 = 3 * 4	6	7 = Σ (3 x 4)	8=7/6
1	Oct-24	6020	2131171	12829649420	2206011	12985830	5.89
2	Nov-24	4302	1848495	7952225490	2220967	10390475	4.68
3	Dec-24	7912	2089502	16532139824	2218864	17777758	8.01
	Total	18234	6069168	110665209312	6645842	41154063	6.19

SoP 013 – : Customer Average Interruption Duration Index (CAIDI) for JGY Dominant category

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = Σ Ai	Total Restoration time for Interruption Events = Σ Ri	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σni	CAIDI=Σ (Ri x Ni) / Σ (Ai x Ni) = SAIDI/ SAIFI
1	2	3	4	5	6 = (4 x 5) / (3 x 5)
1	Oct-24	2309	2053:17	1573768	0:50
2	Nov-24	1079	739:43	1008302	0:40
3	Dec-24	3436	2874:33	1624947	0:46
	Total	6824	5667:33	4207017	0:46

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

SoP 010 - A : System Average Interruption Frequency Index (SAIFI) for other than Ag & JGY Dominant Category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σ (Ai x Ni)	SAIFI = Σ (Ai x Ni) / Nt
1	2	3	4	5	6 = Σ (3 x 4)	7 = 6 / 5
1	Oct-24	1264	740159	1410224	1887498	1.34
2	Nov-24	720	582001	1426641	1211645	0.85
3	Dec-24	1463	759437	1433287	2602706	1.82
	Total	3447	2081597	4270152	5701849	1.34

SoP 011 : System Average Interruption Duration Index (SAIDI) for other than Ag & JGY Dominant category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = Σ (Ri x Ni)	SAIDI = Σ (Ri x Ni) / Nt
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7 = 5 * 6	8	9 = Σ (5 x 6)	10 = 9 / 8
1	Oct-24	1264	877:10	0:41:38	740159	877:10:00	1410224	845737:23	0:35
2	Nov-24	720	535:17	0:44:36	582001	535:17:00	1426641	536646:37	0:22
3	Dec-24	1463	990:17	0:40:37	759437	990:17:00	1433287	1082482:13	0:45
	Total	3447	2402:44	0:41:49	2081597	2402:44:00	4270152	2464866:13	0:34

SoP 012 : Momentary Average Interruption Frequency Index (MAIFI) for other than Ag & JGY Dominant category

Sr. No	Month	Total Number of Momentary interruptions = Imi	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = Nmi	Number of Customer Momentary Interruptions = IMi * Nmi	Total Number of Customers Served for the Areas = Nt	Cumulative Momentary Customer Interruptions = Σ (Imi x Nmi)	MAIFI = Σ (IMi x Nmi)/ Nt
1	2	3	4	5 = 3 * 4	6	7 = Σ (3 x 4)	8=7/6
1	Oct-24	1844	1028662	1896852728	1410224	2975723	2.11
2	Nov-24	1565	966646	1512800990	1426641	3002354	2.10
3	Dec-24	2497	2089502	5217486494	1433287	5753365	4.01
	Total	5906	4084810	24124887860	4270152	11731442	2.75

SoP 013 – : Customer Average Interruption Duration Index (CAIDI) for other than AG & JGY Dominant category

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = Σ Ai	Total Restoration time for Interruption Events = Σ Ri	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σni	CAIDI=Σ (Ri x Ni) / Σ (Ai x Ni) = SAIDI/ SAIFI
1	2	3	4	5	6 = (4 x 5) / (3 x 5)
1	Oct-24	1264	877:10	740159	0:26
2	Nov-24	720	535:17	582001	0:26
3	Dec-24	1463	990:17	759437	0:24
	Total	3447	2402:44	2081597	0:25

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

SoP 010 - A : System Average Interruption Frequency Index (SAIFI) for Overall Dominant Category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σ (Ai x Ni)	SAIFI = Σ (Ai x Ni) / Nt
1	2	3	4	5	6 = Σ (3 x 4)	7 = 6 / 5
1	Oct-24	13703	2853033	4284645	8324979	1.94
2	Nov-24	19495	2000449	4324608	4767004	1.10
3	Dec-24	25682	2957991	4340516	13837938	3.19
	Total	58880	7811473	12949769	26929921	2.08

SoP 011 : System Average Interruption Duration Index (SAIDI) for Overall Dominant category

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = Σ (Ri x Ni)	SAIDI = Σ (Ri x Ni) / Nt
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7 = 5 * 6	8	9 = Σ (5 x 6)	10 = 9 / 8
1	Oct-24	13703	15212:21	1:06:37	2853033	15212:21:00	4284645	6976989:32	1:37
2	Nov-24	19495	7116:09	0:21:54	2000449	7116:09:00	4324608	3212266:16	0:44
3	Dec-24	25682	22813:11	0:53:18	2957991	22813:11:00	4340516	10161471:54	2:20
	Total	58880	45141:41	0:46:00	7811473	45141:41:00	12949769	20350727:42	1:34

SoP 012 : Momentary Average Interruption Frequency Index (MAIFI) for Overall Dominant category

Sr. No	Month	Total Number of Momentary interruptions = Imi	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = Nmi	Number of Customer Momentary Interruptions = IMi * Nmi	Total Number of Customers Served for the Areas = Nt	Cumulative Momentary Customer Interruptions = Σ (Imi x Nmi)	MAIFI = Σ (IMi x Nmi)/ Nt
1	2	3	4	5 = 3 * 4	6	7 = Σ (3 x 4)	8=7/6
1	Oct-24	26759	3786893	101333469787	4284645	20257209	4.73
2	Nov-24	23563	3371255	79436881565	4324608	17435409	4.03
3	Dec-24	46450	4815106	223661673700	4340516	32333428	7.45
	Total	96772	11973254	1158675736088	12949769	70026046	5.41

SoP 013 – : Customer Average Interruption Duration Index (CAIDI) for Overall category

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = Σ Ai	Total Restoration time for Interruption Events = Σ Ri	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Σni	CAIDI=Σ (Ri x Ni) / Σ (Ai x Ni) = SAIDI/ SAIFI
1	2	3	4	5	6 = (4 x 5) / (3 x 5)
1	Oct-24	13703	15212:21	2853033	0:50
2	Nov-24	19495	7116:09	2000449	0:40
3	Dec-24	25682	22813:11	2957991	0:44
	Total	58880	45141:41	7811473	0:45

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct-24 to Dec.-24)
Performa SoP 015 : Meter faults

Consumer Category	No. of faulty meters at the start of the Quarter	No. of faulty meters added during the Quarter	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	25930	51668	77598	72592	5006
Three Phase	2962	8182	11144	7033	4111
HT	0	0	0	0	0
Total	**28892**	**59850**	**88742**	**79625**	**9117**

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

Performa SoP 016 : Compensation details

COMPENSATION DETAILS

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises						
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures	Rs. 50 for each day of default.					
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.	Nil		Nil		
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs.1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter. etc.	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT consumer.					
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer						
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

Uttar Gujarat Vij Company Limited

Year 2024-25 (Oct.-24 to Dec.-24)

Performa SoP 017: Individual Complaint where Compensation has been paid

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid
					Nil			

Uttar Gujarat Vij Company Limited				
Year 2024-25 (Oct.-24 to Dec.-24)				
Performa SoP 018: Unauthorised Use of electricity				
No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
1882	1882	3	1	0

Uttar Gujarat Vij Company Limited				
Year 2024-25 (Oct.-24 to Dec.-24)				
SoP 019: Theft of electricity				
No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
5291	5291	0	0	0