

| Uttar Gujarat Vij Company Ltd ,Mehsana | | |
|--|--|-----------------------|
| Performas for FY 2025-26 | | |
| <u>Performa No.</u> | <u>Particulars</u> | <u>Remarks/Report</u> |
| SoP 001 | Fatal & Non Fatal Accident Report | Qtrly FY 2025-26 |
| SoP 003 | Register for compiling the complaints classification wise | Qtrly FY 2025-26 |
| SoP 004 | Actions or steps carried out by UGVCL towards public awareness in the year | Qtrly FY 2025-26 |
| SoP 005 | Failure of Distribution Transformer. | Qtrly FY 2025-26 |
| SoP 010 - A | System Average Interruption Frequency Index (SAIFI) | Qtrly FY 2025-26 |
| SoP 011 | System Average Interruption Duration Index (SAIDI) | Qtrly FY 2025-26 |
| SoP 012 | Momentary Average Interruption Frequency Index (MAIFI) | Qtrly FY 2025-26 |
| SoP 013 | Customer Average Interruption Duration Index (CAIDI) | Qtrly FY 2025-26 |
| SoP 015 | Meter Faults | Qtrly FY 2025-26 |
| SoP 016 | Compensation Details | Qtrly FY 2025-26 |
| SoP 017 | Individual Complaint where Compensation has been paid | Qtrly FY 2025-26 |
| SoP 018 | Unauthorised Use of electricity | Qtrly FY 2025-26 |
| SoP 019 | Theft of electricity | Qtrly FY 2025-26 |

Uttar Gujarat Vij Company Limited

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

YEAR 2025-26 (Apr.-25 to June-25)

| 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 | 1 | 4 | 10 | 19 | 2 | 1 | 4 | 10 | 19 | 2 |
| 2 | Mehsana | 1 | 4 | 10 | 12 | 1 | 1 | 4 | 10 | 12 | 1 |
| 3 | Palanpur | 0 | 1 | 8 | 9 | 5 | 0 | 1 | 8 | 9 | 5 |
| 4 | Himatnagar | 1 | 3 | 5 | 20 | 4 | 1 | 3 | 5 | 20 | 4 |
| | <u>TOTAL</u> | 3 | 12 | 33 | 60 | 12 | 3 | 12 | 33 | 60 | 12 |

| Uttar Gujarat Vij Company Limited | | | | | | | | |
|---|--|--|---------------------|--|-------------------------------|-----------|--|---|
| Year 2025-26 (Apr.-25 to June-25) | | | | | | | | |
| Performa SoP 003 B: | | | | | | | | |
| APPENDIX - B | | | | | | | | |
| REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATION WISE | | | | | | | | |
| Classi fication n | 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 stipulat ed time | Total | | |
| 1 | 2 | 3 | 4 = 2 + 3 | 5 | 6 | 7 = 5 + 6 | 8 = 7 - 4 | 9 |
| A(I) | 0 | 34126 | 34126 | 33902 | 224 | 34126 | 0 | Loose connections at meter, MCB or service line or from pole |
| A(II) | 0 | 9129 | 9129 | 9017 | 112 | 9129 | 0 | Interruption due to line breakdown |
| A(III) | 0 | 8106 | 8106 | 7791 | 315 | 8106 | 0 | No power complaint on account of blowing of HT/ DropOut (DO)/ LT fuse |
| A(IV) | 0 | 2093 | 2093 | 2078 | 15 | 2093 | 0 | Interruption due to failure of transformer or distribution transformer MCB |
| A(V) | 0 | 695 | 695 | 695 | 0 | 695 | 0 | Load shedding/ schedule outages |
| B(I) | 0 | 284 | 284 | 267 | 17 | 284 | 0 | Ordinary case, which requires no augmentation |
| B(II) | 0 | 144 | 144 | 142 | 2 | 144 | 0 | Where augmentation is required |
| B(III) | 0 | 51 | 51 | 51 | 0 | 51 | 0 | Harmonics related issue |
| B(IV) | 0 | 501 | 501 | 493 | 8 | 501 | 0 | Neutral voltage related issue |
| B(V) | 0 | 579 | 579 | 541 | 38 | 579 | 0 | Voltage variations related issue |
| C(I) | 0 | 5404 | 5404 | 5327 | 77 | 5404 | 0 | Stopped/Defective Meters. |
| C(II) | 0 | 561 | 561 | 553 | 8 | 561 | 0 | Meter accuracy test (Fast/ Slow) |
| C(III) | 0 | 839 | 839 | 809 | 30 | 839 | 0 | Burnt Meter |
| C(IV) | 0 | 6 | 6 | 6 | 0 | 6 | 0 | Stolen Meter |
| C(V) | 0 | 1393 | 1393 | 1350 | 43 | 1393 | 0 | Billing on average basis for more than two bills |
| C(VI) | 0 | 591 | 591 | 560 | 31 | 591 | 0 | Meter boxes/ metering system |
| D(I) | 0 | 2742 | 2742 | 2729 | 13 | 2742 | 0 | Loose Wires |
| D(II) | 0 | 155 | 155 | 155 | 0 | 155 | 0 | Inadequate ground clearance |
| E(I) | 0 | 623 | 623 | 602 | 21 | 623 | 0 | For current bills where no additional information is required |
| E(II) | 0 | 1190 | 1190 | 1157 | 33 | 1190 | 0 | Where additional information relating to correctness of reading etc. is required |
| E(III) | 0 | 89 | 89 | 79 | 10 | 89 | 0 | Final bill for vacation of premises/ change of occupancy |
| E(IV) | 0 | 257 | 257 | 236 | 21 | 257 | 0 | Change of Tariff |
| F(I) | 0 | 420 | 420 | 404 | 16 | 420 | 0 | Where extension of LT line up to 150 Metre is required |
| F(II) | 0 | 159 | 159 | 150 | 9 | 159 | 0 | Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required |
| F(III) | 0 | 807 | 807 | 784 | 23 | 807 | 0 | Where erection of new distribution transformer is required |
| F(IV) | 0 | 417 | 417 | 412 | 5 | 417 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | Where EHT level line and/ or Sub-station is required to be erected and/ or augmented |
| F(VI) | 0 | 1593 | 1593 | 1583 | 10 | 1593 | 0 | Modification in connected load |
| F(VII) | 0 | 1665 | 1665 | 1633 | 32 | 1665 | 0 | Name change/reconnection/ change of category |
| F(VIII) | 0 | 45 | 45 | 45 | 0 | 45 | 0 | In case connection is denied after payment against demand note |
| F(IX) | 0 | 291 | 291 | 271 | 20 | 291 | 0 | Transfer of connection |
| G | 0 | 962 | 962 | 921 | 41 | 962 | 0 | Request for reconnection/ consumer wanting disconnection |
| H | 0 | 470 | 470 | 470 | 0 | 470 | 0 | Refund of amount due in regard to temporary connection |
| I | 0 | 244 | 244 | 244 | 0 | 244 | 0 | Street Light complaint |
| J | 0 | 5703 | 5703 | 5630 | 73 | 5703 | 0 | Others |
| Total | 0 | 82334 | 82334 | 81087 | 1247 | 82334 | 0 | |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 | 133674 | Notice Board |
| 2 | Display board of Name of information officers under RTI Act 2005 at Circle,Division,Sub- division offices. | 105718 | Notice Board |
| 3 | Consumer care centers at various places | 110075 | Verbal & Notice Board at CCC |
| 4 | Advertisement through Daily News papers | 296432 | Daily News papers |
| 5 | Pamphlets distributed among public | 145409 | Pamphlets |
| 6 | Advertisement through slide in TV / Banners | 98786 | T V Channels |
| 7 | On Web site of Uttar Gujarat Vij Company Limited | 152798 | Internet |
| 8 | Through Regular Energy Bills | 2675234 | Energy Bill |
| 9 | Others | 0 | CD |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.- 25 to June-25)

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 | 441099 | 5790 | 446889 | 7845 | 1.76 |
| <u>Total</u> | 441099 | 5790 | 446889 | 7845 | 1.76 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 = $\Sigma (Ai \times Ni)$ | SAIFI = $\Sigma (Ai \times Ni) / Nt$ |
|--------|--------|--|--|---|---|--------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 = $\Sigma (3 \times 4)$ | 7 = 6 / 5 |
| 1 | Apr-25 | 27873 | 596221 | 695937 | 7195062 | 10.34 |
| 2 | May-25 | 54543 | 667743 | 698616 | 13398682 | 19.18 |
| 3 | Jun-25 | 49759 | 660937 | 701234 | 12877965 | 18.36 |
| | Total | 132175 | 1924901 | 2095787 | 33471709 | 15.97 |

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 = $\Sigma (Ri \times Ni)$ | SAIDI = $\Sigma (Ri \times Ni) / Nt$ |
|--------|--------|--|-----------------------|---|--|--|---|--|--------------------------------------|
| | | 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 = $\Sigma (5 \times 6)$ | 10 = 9 / 8 |
| 1 | Apr-25 | 27873 | 31022:45 | 1:06:47 | 596221 | 663596:08:00 | 695937 | 6902500:40 | 9:55 |
| 2 | May-25 | 54543 | 68426:38 | 1:15:16 | 667743 | 837713:27:47 | 698616 | 15253295:48 | 21:50 |
| 3 | Jun-25 | 49759 | 49028:19 | 0:59:07 | 660937 | 651231:30:23 | 701234 | 11492587:53 | 16:23 |
| | Total | 132175 | 148477:42 | 1:07:24 | 1924901 | 2152541:06:11 | 2095787 | 33648384:21 | 16:03 |

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 = $\Sigma (Imi \times Nmi)$ | MAIFI = $\Sigma (IMI \times Nmi) / Nt$ |
|--------|--------|---|---|--|---|---|--|
| 1 | 2 | 3 | 4 | 5 = 3 * 4 | 6 | 7 = $\Sigma (3 \times 4)$ | 8=7/6 |
| 1 | Apr-25 | 38712 | 655954 | 25393291248 | 695937 | 9735440 | 13.99 |
| 2 | May-25 | 53518 | 671072 | 35914699725 | 698616 | 13946767 | 19.96 |
| 3 | Jun-25 | 54634 | 665597 | 36364526017 | 701234 | 14576092 | 20.79 |
| | Total | 146865 | 1992623 | 292646278002 | 2095787 | 38258299 | 18.25 |

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

| Sr. No | Month | Total Number of Sustained Interruptions during the Reporting Period = ΣAi | Total Restoration time for Interruption Events = ΣRi | Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = ΣNi | CAIDI= $\Sigma (Ri \times Ni) / \Sigma (Ai \times Ni)$ = SAIDI/ SAIFI |
|--------|--------|---|--|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 = (4 x 5) / (3 x 5) |
| 1 | Apr-25 | 27873 | 31022:45 | 596221 | 0:57 |
| 2 | May-25 | 54543 | 68426:38 | 667743 | 1:08 |
| 3 | Jun-25 | 49759 | 49028:19 | 660937 | 0:53 |
| | Total | 132175 | 148477:42 | 1924901 | 1:00 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 = $\sum (Ai \times Ni)$ | SAIFI = $\frac{\sum (Ai \times Ni)}{Nt}$ |
|--------|--------|--|--|---|---|--|
| 1 | 2 | 3 | 4 | 5 | 6 = $\sum (3 \times 4)$ | 7 = 6 / 5 |
| 1 | Apr-25 | 3806 | 1621025 | 2228088 | 6860207 | 3.08 |
| 2 | May-25 | 11325 | 2106636 | 2232703 | 23318721 | 10.44 |
| 3 | Jun-25 | 8657 | 2047458 | 2247076 | 17570009 | 7.82 |
| Total | | 23788 | 5775119 | 6707867 | 47748937 | 7.12 |

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 = $Ri \times Ni$ | Total Number of Customers Served for the Areas = Nt | Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$ | SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$ |
|--------|--------|--|-----------------------|---|--|---|---|--|--|
| | | 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 = $\sum (5 \times 6)$ | 10 = 9 / 8 |
| 1 | Apr-25 | 3806 | 3854:29 | 1:00:46 | 1621025 | 3854:29:00 | 2228088 | 6697942:43 | 3:00 |
| 2 | May-25 | 11325 | 9750:36 | 0:51:40 | 2106636 | 9750:36:00 | 2232703 | 19565594:14 | 8:45 |
| 3 | Jun-25 | 8657 | 6944:35 | 0:48:08 | 2047458 | 6944:35:00 | 2247076 | 13584730:14 | 6:02 |
| Total | | 23788 | 20549:40 | 0:51:50 | 5775119 | 20549:40:00 | 6707867 | 39848267:11 | 5:56 |

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 = $Imi \times Nmi$ | Total Number of Customers Served for the Areas = Nt | Cumulative Momentary Customer Interruptions = $\sum (Imi \times Nmi)$ | MAIFI = $\frac{\sum (Imi \times Nmi)}{Nt}$ |
|--------|--------|---|---|---|---|---|--|
| 1 | 2 | 3 | 4 | 5 = 3 * 4 | 6 | 7 = $\sum (3 \times 4)$ | 8=7/6 |
| 1 | Apr-25 | 7597 | 2034184 | 15453695848 | 2228088 | 16307863 | 7.32 |
| 2 | May-25 | 13769 | 2121588 | 29212145172 | 2232703 | 29940633 | 13.41 |
| 3 | Jun-25 | 13173 | 2147696 | 28291599408 | 2247076 | 28439044 | 12.66 |
| Total | | 34539 | 6303468 | 217715481252 | 6707867 | 74687540 | 11.13 |

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

| Sr. No | Month | Total Number of Sustained Interruptions during the Reporting Period = $\sum Ai$ | Total Restoration time for Interruption Events = $\sum Ri$ | Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum Ni$ | CAIDI = $\frac{\sum (Ri \times Ni)}{\sum (Ai \times Ni)}$ = SAIDI / SAIFI |
|--------|--------|---|--|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 = $(4 \times 5) / (3 \times 5)$ |
| 1 | Apr-25 | 3806 | 3854:29 | 1621025 | 0:58 |
| 2 | May-25 | 11325 | 9750:36 | 2106636 | 0:50 |
| 3 | Jun-25 | 8657 | 6944:35 | 2047458 | 0:46 |
| Total | | 23788 | 20549:40 | 5775119 | 0:50 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 = $\sum (Ai \times Ni)$ | SAIFI = $\sum (Ai \times Ni) / Nt$ |
|--------|--------|--|--|---|---|------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 = $\sum (3 \times 4)$ | 7 = 6 / 5 |
| 1 | Apr-25 | 1624 | 871332 | 1480475 | 2701760 | 1.82 |
| 2 | May-25 | 4438 | 1104698 | 1486683 | 7677783 | 5.16 |
| 3 | Jun-25 | 3300 | 976624 | 1491441 | 4921499 | 3.30 |
| Total | | 9362 | 2952654 | 4458599 | 15301042 | 3.43 |

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 = $\sum (Ri \times Ni)$ | SAIDI = $\sum (Ri \times Ni) / Nt$ |
|--------|--------|--|-----------------------|---|--|--|---|--|------------------------------------|
| | | 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 = $\sum (5 \times 6)$ | 10 = 9 / 8 |
| 1 | Apr-25 | 1624 | 2158:19 | 1:19:44 | 871332 | 2158:19:00 | 1480475 | 2462591:54 | 1:39 |
| 2 | May-25 | 4438 | 4168:30 | 0:56:21 | 1104698 | 4168:30:00 | 1486683 | 5098620:15 | 3:25 |
| 3 | Jun-25 | 3300 | 3290:49 | 0:59:50 | 976624 | 3290:49:00 | 1491441 | 3126428:34 | 2:05 |
| Total | | 9362 | 9617:38 | 1:01:38 | 2952654 | 9617:38:00 | 4458599 | 10687640:43 | 2:23 |

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 = $\sum (Imi \times Nmi)$ | MAIFI = $\sum (Imi \times Nmi) / Nt$ |
|--------|--------|---|---|--|---|---|--------------------------------------|
| 1 | 2 | 3 | 4 | 5 = 3 * 4 | 6 | 7 = $\sum (3 \times 4)$ | 8=7/6 |
| 1 | Apr-25 | 2196 | 1000619 | 2197359324 | 1480475 | 3677428 | 2.48 |
| 2 | May-25 | 3671 | 1195545 | 4388845695 | 1486683 | 7444469 | 5.01 |
| 3 | Jun-25 | 3324 | 2147696 | 7138941504 | 1491441 | 5712561 | 3.83 |
| Total | | 9191 | 4343860 | 39924417260 | 4458599 | 16834458 | 3.78 |

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 = $\sum Ai$ | Total Restoration time for Interruption Events = $\sum Ri$ | Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum Ni$ | CAIDI= $\sum (Ri \times Ni) / \sum (Ai \times Ni)$ = SAIDI/ SAIFI |
|--------|--------|---|--|---|--|
| 1 | 2 | 3 | 4 | 5 | 6 = $(4 \times 5) / (3 \times 5)$ |
| 1 | Apr-25 | 1624 | 2158:19 | 871332 | 0:54 |
| 2 | May-25 | 4438 | 4168:30 | 1104698 | 0:39 |
| 3 | Jun-25 | 3300 | 3290:49 | 976624 | 0:38 |
| Total | | 9362 | 9617:38 | 2952654 | 0:41 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 = $\sum (Ai \times Ni)$ | SAIFI = $\sum (Ai \times Ni) / Nt$ |
| 1 | 2 | 3 | 4 | 5 | 6 = $\sum (3 \times 4)$ | 7 = 6 / 5 |
| 1 | Apr-25 | 33303 | 3088578 | 4404500 | 16757029 | 3.80 |
| 2 | May-25 | 70306 | 3879077 | 4418002 | 44395186 | 10.05 |
| 3 | Jun-25 | 61716 | 3685019 | 4439751 | 35369473 | 7.97 |
| Total | | 165325 | 10652674 | 13262253 | 96521688 | 7.28 |

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 = $Ri \times Ni$ | Total Number of Customers Served for the Areas = Nt | Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$ | SAIDI = $\sum (Ri \times Ni) / Nt$ |
|--------|--------|--|-----------------------|---|--|---|---|--|------------------------------------|
| | | 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 = $\sum (5 \times 6)$ | 10 = 9 / 8 |
| 1 | Apr-25 | 33303 | 37035:33 | 1:06:43 | 3088578 | 37035:33:00 | 4404500 | 16063035:17 | 3:38 |
| 2 | May-25 | 70306 | 82345:44 | 1:10:16 | 3879077 | 82345:44:00 | 4418002 | 39917510:17 | 9:02 |
| 3 | Jun-25 | 61716 | 59263:43 | 0:57:37 | 3685019 | 59263:43:00 | 4439751 | 28203746:41 | 6:21 |
| Total | | 165325 | 178645:00 | 1:04:50 | 10652674 | 178645:00:00 | 13262253 | ##### | 6:20 |

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 = $Imi \times Nmi$ | Total Number of Customers Served for the Areas = Nt | Cumulative Momentary Customer Interruptions = $\sum (Imi \times Nmi)$ | MAIFI = $\sum (Imi \times Nmi) / Nt$ |
|--------|--------|---|---|---|---|---|--------------------------------------|
| 1 | 2 | 3 | 4 | 5 = 3 * 4 | 6 | 7 = $\sum (3 \times 4)$ | 8=7/6 |
| 1 | Apr-25 | 48505 | 3690757 | 179020168285 | 4404500 | 29720731 | 6.75 |
| 2 | May-25 | 70958 | 3988205 | 282996645672 | 4418002 | 51331869 | 11.62 |
| 3 | Jun-25 | 71131 | 4960989 | 352882341004 | 4439751 | 48727697 | 10.98 |
| Total | | 190595 | 12639951 | 2409109564852 | 13262253 | 129780297 | 9.79 |

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

| Sr. No | Month | Total Number of Sustained Interruptions during the Reporting Period = $\sum Ai$ | Total Restoration time for Interruption Events = $\sum Ri$ | Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum Ni$ | CAIDI= $\sum (Ri \times Ni) / \sum (Ai \times Ni)$ = SAIDI/ SAIFI |
|--------|--------|---|--|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 = $(4 \times 5) / (3 \times 5)$ |
| 1 | Apr-25 | 33303 | 37035:33 | 3088578 | 0:57 |
| 2 | May-25 | 70306 | 82345:44 | 3879077 | 0:53 |
| 3 | Jun-25 | 61716 | 59263:43 | 3685019 | 0:47 |
| Total | | 165325 | 178645:00 | 10652674 | 0:52 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 | 3769 | 24962 | 28731 | 20168 | 8563 |
| Three Phase | 4741 | 8230 | 12971 | 8121 | 4850 |
| HT | 0 | 0 | 0 | 0 | 0 |
| <u>Total</u> | 8510 | 33192 | 41702 | 28289 | 13413 |

| Uttar Gujarat Vij Company Limited | | | | | | | |
|---|---|---|--------------|--------------|---|----------------------|-------------------|
| Year 2025-26 (Apr.-25 to June-25) | | | | | | | |
| 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 | Nil | | Nil | | |
| 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 | Rs. 50 for each day of default. | | | | | |
| 7 | Shifting of LT/HT lines | | | | | | |
| 8 | Shifting of Transformer structures | | | | | | |
| 9 | Settlement of amount for refunding of excess amount after completion of work. | Rs. 50 for each day of default. | | | | | |
| 10 | Transfer of Service Connection with respect to change of name or change of ownership | | | | | | |
| 11 | Application from consumer requesting Change in Tariff Class/Category. | Rs. 50 for each day of default. | | | | | |
| 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 2025-26 (Apr.-25 to June-25) | | | | | | | | |
| 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 2025-26 (Apr.-25 to June-25)

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 |
|----------------------------|--|---|--|--|
| 1344 | 1344 | 1 | 0 | 1 |

Uttar Gujarat Vij Company Limited

Year 2025-26 (Apr.-25 to June-25)

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 |
|----------------------------|--|--|--|--|
| 3336 | 3336 | 0 | 0 | 0 |