

Uttar Gujarat Vij Company Ltd ,Mehsana

QUARTER :-4th January-08 to March-08

YEAR :-2007-08

Performa SoP 003 B:

APPENDIX - B (already in the SoP regulation)

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATIONWISE

Classification	Pending complaint of previous month	Complaints received during the month	Total complaints	No. of complaints redressed during the Qtr				Total (5) to (8)	Balance complaints to be redressed (4) - (9)	Classification of complaint
				In stipulated time		Beyond stipulated				
				Within 50% of stipulated time	Within stipulated time	Upto double the stipulated time	More than double the stipulated time			
1	2	3	4	5	6	7	8	9	10	11
A(i)	0	19744	19744	6915	12829	0	0	19744	0	Loose conn. from pole
A(ii)	0	8924	8924	4771	4153	0	0	8924	0	Int.due to line breakdown
A(iii)	0	2083	2083	1059	1024	0	0	2083	0	Interruption due to failure of transformer
B(i)	0	652	652	310	342	0	0	652	0	Ordinary case, which requires no augmentation
B(ii)	0	313	313	108	205	0	0	313	0	Where augmentation is required
C(i)	0	9073	9073	3470	5603	0	0	9073	0	Stopped/Defective Meters
C(ii)	0	1451	1451	659	792	0	0	1451	0	Billing on average basis for more than two bills
D(i)	0	1701	1701	747	954	0	0	1701	0	Loose Wires
D(ii)	0	135	135	51	84	0	0	135	0	Inadequate ground clearance
E(i)	0	1672	1672	788	884	0	0	1672	0	For current bills where no additional information is required
E(ii)	0	1558	1558	588	970	0	0	1558	0	Where additional information relating to correctness of reading etc. is required
F(i)	0	1059	1059	464	595	0	0	1059	0	Where extension of mains is not required
F(ii)	0	352	352	92	260	0	0	352	0	Where extension of mains is required
F(iii)	0	568	568	172	396	0	0	568	0	Modification in connected load
F(iv)	0	771	771	331	440	0	0	771	0	Name change/reconnection
G	0	190	190	60	130	0	0	190	0	Refund of amount due in regard to temporary connection
H	0	2567	2567	411	2156	0	0	2567	0	Others
Total	0	52813	52813	20996	31817	0	0	52813	0	

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Performa SoP 004

Sr. No.	Actons or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influrenced	Details about media
1	2	3	
1	Display board of SOP at circle, Division & S/Dn	105230	Notice Board
2	Display board of Name of information officers under RTI Act 2005 at Circle,Division,Sub- division offices.	75840	Notice Board
3	Consumer care centers at various 17 places	52310	Verbal & Notice Board at CCC
4	Advertisement through Daily News papers	29678	Daily News papers
5	Pamphlets distributed among public	25500	Pamphlets
6	Advertisement through slide in TV / Banners	35400	T V Channels
7	On Uttar Gujarat Vij Company Ltd Web site	150000	Internate
8	Through Regular Energy Bill	75400	Energy Bill
9	During Energy conservation week/UGVCL Magazine/CD etc	255500	Meeting & Phamplets

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Performa SoP 005 B: Action taken report by the Redressal Committee				
Sr. No.	Month	Date and time meeting conducted	No. of complaints registered at the meeting	NO. of complaints pending at the end of the meeting
1	Jan-08	31.01.2008 at 11.00 AM	6	0
2	Feb-08	7.02.2008 At 11.00 AM	2	0
3	Mar-08	24.03.2008 At 11.00 AM	5	0

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Performa SOP 006 : Failure of Distribution Transformer.

Sr. No.	No. of existing Distribution transformer at the start of the quarter / year 30.9.2007	No.of Distribution transformers added during the quarter / year (Oct-07 To Dec-07)	Tota number of Distribution transformers As on 31.12.2007	Total number of Distribution tranformer failed (Three months)	% failure rate of Distribution transformer
	A	B	C=A+B	D	H= (D) * 100/C
1	107316	2215	109531	1693	1.55

Uttar Gujarat Vij Company Ltd ,Mehsana

Yearly Submission

YEAR :-2007-08

Performa SoP 008 : Sample Test result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage

1	2	3	4	5	6
Sr.No	Category of consumers	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age compliance =5*100/3
	L T consumers				
1	Domestic	1881	2%	84	4.47
2	Commercial	935	2%	34	3.64
3	Industrial	635	2%	30	4.72
4	Agricultural	596	2%	29	4.87
5	Public water works	448	2%	22	4.91
	H T consumers				
6	HT industrial	171	2%	0	0.00

Uttar Gujarat Vij Company Ltd ,Mehsana

Yearly Submission

YEAR :-2007-08

Performa SoP 009 : Sample result for Voltage variations

Compliance Sample Test Report for Voltage variations

1	2	3	4	5
Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Deviation of results from the sample test (Numbers)	% age compliance =4*100/2
Low Voltage	1610	+6% to -6%'	95	5.90
High Voltage	330	+6% to -6%'	9	2.73
Extra High Voltage	10	+10% to -10%'	0	0.00