

Sr. No.	Recommendation	Response (Yes/No/NA)	Supporting Materials
181	Ensure that the regulator monitors reliability of supply and published information online	Yes	

URL: http://www.mgvcl.com/sop_rim.php
<http://www.mgvcl.com/Upload/StandardOfPerformance.pdf>
<http://www.dgvcl.com/dgvclweb/soprim.php>
<http://www.pgvcl.com/download/sop.php>
<http://www.ugvcl.com/regulation/SoP%20No-10of%202005.pdf>

MGVCL:



The screenshot shows the homepage of Madhya Gujarat Vij Company Limited. The navigation menu includes Home, About Us, Consumer Links, Tender, Career, Financial-Report, and Links. The 'Consumer Links' dropdown menu is open, highlighting '(SOP) & RIM'. Other menu items include Consumer Online Services, Consumer Corner, Service Showcase, Consumer Charter, Informations, Latest Technology, Pay Online Bill/Consumer Portal, Quick Pay Bill, Right to Information, Mobile Registration, GERC Chairperson, and Innovations. The 'Latest News' section is empty. Below the menu, there are portraits and names of key officials: Smt. Anandiben Patel (Hon'ble Chief Minister), Shri Saurabh Patel (Hon'ble Energy Minister), Shri Govindbhai Patel (Hon'ble Minister of state, Gujarat), and Shri S.B. Khyalia (Managing Director, M.G.V.C.L.).



The screenshot shows the 'SOP & RIM' page on the MGVCL website. The page title is 'SOP & RIM'. A red box highlights the link: 'GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC) Standard of Performance of Distribution Licensee Notification No. 10 of 2005'. Below this, there is a table listing various SOP and RIM documents:

1. Standart Of Performance (SOP)	1. Regulatory Information Report (RIM)
1. SoP April-June,2008	1. RIM April-June, 2008
1. SoP April-Sept,2008	1. RIM April-Sept, 2008
1. SoP Oct-DEC,2008	1. RIM Oct-DEC, 2008
1. SoP Jan-Mar,2009	1. RIM Jan-Mar, 2009
1. SoP April-Jun,2009	1. RIM April-Jun, 2009
1. SoP Jul-Sep,2009	1. RIM Jul-Sep, 2009
1. SoP Oct-DEC,2009	1. RIM Oct-DEC, 2009
1. SoP Jan-Mar,2010	1. RIM Jan-Mar, 2010

MGVCL - Madhya Gujarat x

www.mgvcl.com/sop_rim.php

1. SoP Apr-Jun, 2014	1. RIM Apr-Jun, 2014
1. SoP Jul-Sep, 2014	1. RIM Jul-Sep, 2014
1. SoP Oct-Dec, 2014	1. RIM Oct-Dec, 2014
1. SoP Jan-Mar, 2015	1. RIM Jan-Mar, 2015
1. SoP Apr-Jun, 2015	1. RIM Apr-Jun, 2015
1. SoP Jul-Sep, 2015	1. RIM Jul-Sep, 2015
1.	1. RIM Oct-Dec, 2015
1. Annual SOP For 2009-10	
1. Annual SOP For 2010-11	
1. Annual SOP For 2011-12	
1. Annual SOP For 2012-13	
1. Annual SOP For 2013-14	
1. Annual SOP For 2014-15	

MGVCL - Madhya Gujarat x StandardOfPerformance.p x

www.mgvcl.com/Upload/StandardOfPerformance.pdf

GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC)
Standard of Performance of Distribution Licensee
Notification No. 10 of 2005

In exercise of powers conferred under Section 181 read with Section 57, 58 and 43 of the Electricity Act, 2003 (Act 36 of 2003) and under Section 42 and 44 of the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003 (Gujarat Act 24 of 2003), and all powers enabling it in that behalf, the Gujarat Electricity Regulatory Commission hereby makes following Regulations, namely:-

CHAPTER I
PRELIMINARY

1. **Short Title Extent and Commencement**

1.1 These Regulations may be called the Gujarat Electricity Regulatory Commission (Standard of Performance of Distribution Licensee) Regulations, 2005

1.2 These Regulations shall be applicable to all Licensees engaged in distribution of electricity in the State of Gujarat.

1.3 These Regulations shall come in force from the date of their publication in the Gazette.

StandardOfPerformance.pdf 13 / 32 SAIF 1 of 2

CHAPTER VII RELIABILITY OF THE SYSTEM

7.1 The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices from 2002-03 onwards:

- (a) **System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value according to the formula and methodology specified below.
- (b) **System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value according to the formula and methodology specified below.
- (c) **Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value according to the formula and methodology specified below.

Method to compute Distribution System Reliability Indices

7.2 The Indices shall be computed for the Discom as a whole by stacking for

Name of Distribution Licensee: M G V C L
 Year : April'2014-March'2015
 Year: 2014-15
 SoP 011 -A: System Average Interruption Frequency Index (SAIFI)

Sr. No	Month	N_i - Total no of customers for each momentary interruptions	N_T - Total no of customers served	$CF = \sum N$	$SAIFI = \frac{CF}{N_T}$
1	2	3	4	5	(6) = (5) / (4)
1	Apr-14	2629042	2775836	11259797	4.06
2	May-14	2724609	2781548	13912855	5.00
3	Jun-14	2724360	2788435	19377722	6.95
4	Jul-14	2739258	2793543	24484258	8.76
5	Aug-14	2687151	2799054	16696412	5.97
6	Sep-14	2718773	2793543	17144634	6.14
7	Oct-14	2670199	2799053	10685043	3.82
8	Nov-14	2678021	2805070	10386103	3.70
9	Dec-14	2677838	2811201	9864295	3.51
10	Jan-15	2743812	2817198	8882714	3.15
11	Feb-15	2705998	2822881	5653020	2.00
12	Mar-15	2716789	2825800	11087743	3.92
13	Annual	32415850	33613162	159434596	4.74

MG COVER PAGE | MG SoP 01 | SoP 002 | SoP 003A | MG SoP 03B | MG SoP 04 | SoP 005 A | MG SoP 05B | MG SoP 06 | SoP007 | SoP008 | SoP010 | SoP009 | MG SoP 11A | MG SoP 11B | MG SoP 011C | SoP 012 | MG SoP



Name of Distribution Licensee: M G V C L
 Year : April'2014-March'2015
 Year: 2014-15

SoP 011 - B System Average Interruption Duration Index (SAIDI)

Sr. No	Month	ri=Restoration Time for each interruption event	Ni= No of Interrupted customers for each sustained Interruption	N _T - Total no of customers served	Customer Interruption Duration $CM = \sum r_i N_i$	SAIDI = $\frac{CMI}{N_t}$	
						MINS.	HRS.
1	2	3	4	5	6	6=4/3	7
1	Apr-14	484453	2629042	2775836	857895650	309	5.09
2	May-14	646400	2724609	2781548	1221397816	439	7.19
3	Jun-14	728306	2724360	2724360	1432876017	514	8.34
4	Jul-14	614989	2739258	2793543	1228799071	440	7.20
5	Aug-14	384839	2687151	2799054	791041253	283	4.43
6	Sep-14	396798	2718773	2793543	827321582	296	4.56
7	Oct-14	431721	2670199	2799053	756412307	270	4.30
8	Nov-14	607246	2678021	2805070	1090907995	389	6.29
9	Dec-14	587186	2677838	2811201	1100670530	392	6.32
10	Jan-15	216530	2743812	2817198	451294109	160	2.40
11	Feb-15	153140	2705998	2822881	319049256	113	1.53
12	Mar-15	284515	2716789	2825800	532149835	188	3.08
	Annual	5536123	32415850	33549087	10609815421	316	5.16

MG COVER PAGE | MG SoP 01 | SoP 002 | SoP 003A | MG SoP 03B | MG SoP 04 | SoP 005 A | MG SoP 05B | MG SoP 06 | SoP007 | SoP008 | SoP010 | SoP009 | MG SoP 11A | MG SoP 11B | MG SoP 011C | SoP 012 | MG SoP

Name of Distribution Licensee: M G V C L
 Year : April'2014-March'2015
 Year: 2014-15

SoP 011 - C: Momentary Average Interruption Frequency Index (MAIFI)

Sr. No	Month	Number of Momentary interruptions lmi	N _{mi} - Total no of customers for each momentary interruptions	N _T - Total no of customers served	$\sum IMNmi$	MAIFI = $\frac{\sum IMNmi}{N_t}$
						7
1	2	3	4	5	6	7
1	Apr-14	19541	2580855	2775836	53782704	19.38
2	May-14	20564	2643357	2781548	54717187	19.67
3	Jun-14	24329	2650148	2788435	62886609	22.55
4	Jul-14	27433	2704267	2793543	72332693	25.89
5	Aug-14	23829	2625912	2799054	62512801	22.33
6	Sep-14	23216	2606844	2793543	60902517	21.80
7	Oct-14	22990	2597667	2799053	58179494	20.79
8	Nov-14	19438	2592915	2805070	50167419	17.88
9	Dec-14	16477	2573878	2811201	41544992	14.78
10	Jan-15	19732	2717014	2817198	54735294	19.43
11	Feb-15	15151	2583466	2822881	37458500	13.27
12	Mar-15	22600	2641527	2825800	55887982	19.78
13	Annual			33613162	665108192	19.79

MG COVER PAGE | MG SoP 01 | SoP 002 | SoP 003A | MG SoP 03B | MG SoP 04 | SoP 005 A | MG SoP 05B | MG SoP 06 | SoP007 | SoP008 | SoP010 | SoP009 | MG SoP 11A | MG SoP 11B | MG SoP 011C | SoP 012 | MG SoP

DGVCL:

www.dgvcl.com/dgvclweb/index.php

DGVCL residential consumers, under DELP programme to be launched on 20th May, will avail upto 10 LED bulbs on subsidized rates of Rs. 80 in cash and Rs. 85 in OBF. DGVCL's other than residential consumers will avail LED lamps rates of Rs. 90.60 in cash only. Details available at advertisement section.

Candidates who applied for the post of VS-JE(Elect) held at 04.09.2015 kindly visit advertisement section.

DGVCL is ranked number one DISCOM in the country bagging A+ Rating for its

- » RAPDRP Post Go Live Reports **NEW**
- » Lok Darbar **NEW**
- » Lok Samvad **NEW**
- » Advertisement **NEW**
- » Solar Pump Set Scheme 2014-15 **NEW**
- » Photo Gallery
- » Urja Jyot(E-magazine)
- » Circulars
- » GERC Supply Code **NEW**

Consumer Corner

- » Planned Shutdown/Outages **NEW**
- » Report Energy Misuse
- » Urja Suraksha Setu **NEW**
- » AG pending application **NEW**
- » Do's & Donts
- » CGRF
- » Register Your Complaint Through SMS
- » Consumer Address Detail

Way Forward

- » DSM Programme **NEW**
- » SCADA implementation in Surat.
- » DGVCL's customer care center.
- » Project cell vision - 2016.
- » ABC/XLPE Conductor proposed on JGY Feeders & Urban slum areas.

May I Help You?

- » Regulations notified by GERC
- » Right to Information
- » Electricity Act
- » Public information Officer
- » Quality Policy & Objective
- » Bill Collection Centers
- » ATP centers
- » **SOP & RIMS**
- » FAQs

24x7 Customer Care Center Toll Free Number 1800-233-3003

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CIN U40102GJ2003SGC042909

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DGVCL SOP RIMS Reports

SR.NO.	Reports
1	DGVCL SOP/RIMS Report for the Quarter – IV of FY 2015-2016 (Jan-2016 to Mar-2016)
2	DGVCL SOP/RIMS Report for the Quarter – III of FY 2015-2016 (Oct-2015 to Dec-2015)
3	DGVCL SOP/RIMS Report for the Quarter – II of FY 2015-2016 (July-2015 to Sept-2015)
4	DGVCL SOP/RIMS Report for the Quarter – I of FY 2015-2016 (Apr-2015 to Jun-2015)
5	DGVCL SOP/RIMS Report for the Quarter – IV of FY 2014-2015 (Jan-2015 to Mar-2015)
6	DGVCL SOP/RIMS Report for the Quarter – II of FY 2014-2015 (July-2014 to Sept-2014)
7	DGVCL SOP/RIMS Report for the Quarter – III of FY 2014-2015 (Oct-2013 to Dec-2013)
8	DGVCL SOP/RIMS Report for the Quarter – I of FY 2014-2015 (Apr-2014 to Jun-2014)
9	DGVCL SOP/RIMS Report for the Quarter – IV of FY 2013-2014 (Jan-2014 to Mar-2014)
10	DGVCL SOP/RIMS Report for the Quarter – III of FY 2013-2014 (Oct-2013 to Dec-2013)
11	DGVCL SOP/RIMS Report for the Quarter – II of FY 2013-2014 (July-2013 to Sept-2013)
12	DGVCL SOP/RIMS Report for the Quarter – I of FY 2013-2014 (Apr-2013 to Jun-2013)
13	DGVCL SOP/RIMS Report for the Quarter – IV of FY 2012-2013 (Jan-2013 to Mar-2013)
14	DGVCL SOP/RIMS Report for the Quarter – III of FY 2012-2013 (Oct-2012 to Dec-2012)

www.dgvcl.com/dgvclweb/sopdetail.php?sid=26



www.dgvcl.com/dgvclweb/viewpdf.php?type=sop&filename=S_3_5_2016_sop11a.pdf

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PDF Viewer

SoP 011 – A System Average Interruption Frequency Index
Name of Distribution Licensee: DGVCL
Quarter : JAN'16-MAR'16
Year : 2015-16

SR.NO	Month	Number of Sustain Interruptions Ai	Ni- Total Number of affected customers due to sustained interruptions	Nt - total no of customers served	Total Customer Interruptions CI = $\sum Ai \times Ni$	SAIFI = CI / Nt
1	2	3	4	5	6	7 = 6 / 5
DGVCL						
AG	Jan'16	2579	136976	140067	1091978	7.80
	Feb'16	2676	135600	140824	1217270	8.64
	Mar'16	2676	138935	141022	1212888	8.60
JGY	Jan'16	2395	1169501	1203557	8444567	7.02
	Feb'16	2294	1141593	1193832	13002579	10.89
	Mar'16	2417	1173612	1203697	8370894	6.95
Other All	Jan'16	3058	1356659	1447629	9441692	6.52
	Feb'16	2399	1223667	1446492	5719442	3.95
	Mar'16	2498	1189919	1438393	5648931	3.93
Total	Jan'16	8030	2663118	2791253	18978201	6.80
	Feb'16	7369	2500860	2781148	14828255	5.33
	Mar'16	7591	2499466	2783112	15232713	5.47
RAPDRP	Jan'16	691	827823	902439	6499362	7.20
	Feb'16	400	68008	60635	775775	6.35
	Mar'16	400	35243	326	762594	6.35

SoP 011 – B System Average Interruption Duration Index (SAIDI)

Name of Distribution Licensee: DGVCL
Quarter : JAN'16-MAR'16
Year : 2015-16

Sr. No	Month	Number of Sustain Interruptions (Ai)	Total Outage Duration	Ri = Restoration Time for each interruption on event (in event)	Ni- Total Number of affected customers for sustained interruptions	Ri* Ni Total customer interruption Duration	Nt-Total Nos of Customers served (in numbers)	Cumulative Customer Interruptions Duration CMI = $\sum ri \times Ni$	SAIDI = $\sum ri \times Ni / Nt$
1	2	Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
DGVCL									
AG	Jan'16	2579	5087:38	09:54	136976	*****	140067	2607154:40	18:36
	Feb'16	2676	6421:24	08:11	138070	*****	140824	2868334:50	20:22
	Mar'16	2676	5188:04	07:15	137573	*****	141022	2348389:55	16:39
JGY	Jan'16	2395	4241:40	06:32	1169501	*****	1203009	13954905:46	11:36
	Feb'16	2294	4802:45	06:15	1164279	*****	1193832	16112221:21	13:29
	Mar'16	2417	2967:22	04:25	1185122	*****	1203697	9934921:31	08:15
Other All	Jan'16	3058	4951:22	06:44	1356659	*****	1447629	12764817:14	08:49
	Feb'16	2399	4862:23	08:12	1278289	*****	1446492	8713360:36	06:01
	Mar'16	2498	3202:17	05:06	1284084	*****	1438213	5163047:34	03:35
Total	Jan'16	8030	14278:40	06:47	2663118	*****	2790705	29326841:40	10:30
	Feb'16	7369	16086:32	08:21	2502660	*****	2781148	27693916:47	09:57
	Mar'16	7591	11357:43	05:31	2525420	*****	2782932	17446359:00	06:16
RAPDRP	Jan'16	691	914:01	05:16	827823	*****	902439	7309369:49	08:05
	Feb'16	400	680:08	06:35	775775	*****	880379	4114441:39	04:40
	Mar'16	400	352:43	03:26	762594	*****	888144	2737987:09	03:04

SoP 011 – C: Momentary Average Interruption Frequency Index (MAIFI)

Name of Distribution Licensee: **DGVCL**

Quarter : **JAN'16-MAR'16**

Year : **2015-16**

Sr. No	Month	Total Number of Momentary interruptions (Imi)	Nmi - Total no of customers affected due to momentary interruptions	IMi * Nmi Number of customer Momentary interruptions	N _T - Total no of customers served	Cumulative Momentary Customer Interruptions = Σ Imi x Nmi	MAIFI = $\frac{\sum IMi \times Nmi}{N_T}$
1	2	3	4	5	6	7	8 = 7 / 6
DGVCL							
AG	Jan'16	7946	138504	*****	140067	3696639	26.39
	Feb'16	8068	139817	*****	140824	3870928	27.49
	Mar'16	8936	138916	*****	141022	4358993	30.91
JGY	Jan'16	7239	1196747	*****	1203557	25899813	21.52
	Feb'16	6245	1187224	*****	1193832	21586031	18.08
	Mar'16	7715	1189202	*****	1203697	26426672	21.95
Other All	Jan'16	3441	1317177	*****	1447629	13262082	9.16
	Feb'16	2770	1225351	*****	1446492	7122749	4.92
	Mar'16	2712	1225098	*****	1438393	7395367	5.14
Total	Jan'16	18626	2652428	*****	2791253	42858534	15.35
	Feb'16	17083	2544536	*****	2781148	32283875	11.61
	Mar'16	19363	2553216	*****	2783112	38181032	13.72
RAPDRP	Jan'16	980	799135	*****	902439	7542183	8.36
	Feb'16	511	734630	*****	880379	3485316	3.96
Total	Mar'16	559	726770	*****	888144	3788379	4.27

PGVCL:



PASCHIM GUJARAT VIJ COMPANY LIMITED
CIN : U40102GJ2003SGC042908
(LEADING ELECTRICITY DISTRIBUTOR IN WESTERN REGION OF GUJARAT IN INDIA)

AN ISO 9001:2008 Certified Company

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SOP
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Send SMS to book your consumer no. for e.g. call it to 8469155333. To know more click here

What's New

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YEAR 2014-15		
SOP MIS 2014-15 QUARTER I		View / Download
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Address bar: www.pgvc.com/download/SOP/PGVCL%20SOP%20MIS%2015-16.htm

SoP 011 - A : System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), Momentary Average Interruption Frequency Index (MAIFI)

Qtr.	Month	Category of feeder	SAIFI	SAIDI	MAIFI
1	APR-15	total	6.93	11.13	9.07
		ag dom	12.21	24.10	13.82
		inc	3.25	6.22	3.16
		urban	4.42	6.30	5.58
	MAY-15	jgy	7.52	10.54	11.11
		total	6.38	11.44	7.50
		agom	12.06	24.54	13.17
		inc	3.50	5.55	3.02
	JUN-15	urban	3.93	7.13	4.26
		jgy	6.70	11.06	8.78
		total	11.12	19.03	12.36
		agom	20.61	47.17	19.28
2	JUL-15	inc	6.07	9.34	4.02
		urban	7.25	9.45	7.32
		jgy	11.51	17.32	15.34
		total	10.34	16.39	12.04
	AUG-15	ag dom	21.76	50.00	21.93
		inc	4.77	12.05	3.59
		urban	5.63	72.00	6.21
		jgy	10.87	14.01	14.62
	total	10.53	18.46	12.22	
	agom	19.76	49.01	20.97	
	inc	4.98	9.38	4.27	
	urban	6.17	8.36	6.49	
	jgy	11.64	17.22	15.18	
	total	9.52	15.24	11.60	
	agom	18.67	42.54	19.79	

Banner | 001 | 002 | 3B | 004 | 005B | 006 | 007 | 008 | 009 | 010 | 11 | 012 | 013 | 014 | 015 | 016



www.pgvc.com/download/SOP/PGVCL%20SOP%20MIS%2015-16.htm

3	SEP-15	jgy	11.64	17.22	15.18
		total	9.52	15.24	11.60
		agom	18.67	42.54	19.79
	OCT-15	ind	4.06	5.49	3.90
		urban	5.34	6.00	6.40
		jgy	10.45	14.21	14.18
	NOV-15	total	5.42	9.09	8.12
		ag dom	10.67	20.05	13.04
		ind	2.13	4.01	3.10
		urban	3.35	5.49	5.05
		jgy	5.54	8.11	9.65
		total	6.34	11.01	8.50
DEC-15	agom	12.44	23.59	13.71	
	ind	2.32	5.06	3.07	
	urban	3.92	7.02	4.92	
	jgy	6.54	9.59	10.54	
	total	4.89	7.14	8.53	
	agom	10.20	17.46	14.36	
4	JAN-16	ind	2.04	3.12	3.09
		urban	2.88	3.54	5.24
		jgy	4.88	6.25	9.88
	FEB-16	total	7.43	12.00	10.16
		ag dom	11.44	24.10	12.96
		ind	4.41	6.44	3.83
		urban	6.45	8.37	9.15
		jgy	6.87	10.41	10.22
		total	6.34	11.02	8.28
	MAR-16	agom	11.63	23.26	13.11
		ind	3.88	6.48	4.29
		urban	4.17	6.58	5.56
jgy		6.54	10.20	9.32	
total		6.48	9.56	9.00	
agom		12.18	25.19	14.32	
MAR-16	ind	3.95	4.45	4.29	
	urban	4.06	5.16	5.66	
	jgy	6.81	8.40	10.58	

Banner | 001 | 002 | 3B | 004 | 005B | 006 | 007 | 008 | 009 | 010 | 11 | 012 | 013 | 014 | 015 | 016

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Details of C		Updated status as on 26/11/2015	
Sr. No.		Notification Number	Date of Notification
	National Electricity Policy		
	The Electricity Act 2003		
	The Electricity (Amendment) Act 2007		
	Regulations Notified By GERC		
01	Grid Code	05 of 2004	25/08/2004
02	Distribution Code	06 of 2004	25/08/2004
02A	Distribution code (R	GERC/T-1/2296/2006	26/10/2006
03	Procedure for filing	Authority Regulations	01 of 2005
04	Fees, fines and Cha		06 of 2005
05	Power System Man		07 of 2005
06	Security Deposit Re		08 of 2005
06A	Security Deposit (R	2008)	01 of 2008
06B	Security Deposit (R		5 of 2010
06C	Security Deposit Regulations (Second Amendment)		3 of 2015
07	Licensee's Power to recover expenditure incurred in providing supply and Miscellaneous charges		09 of 2005
08	Standard of Performance of Distribution Licensee		10 of 2005
09	Electricity Supply code and related matters		530 of 2015
10	Terms and Conditions of Tariff		12 of 2005
11	Power Procurement from Co-generation and Renewable Sources by Distribution Licensee		15 of 2005
12	Multi Year Tariff Regulations, 2011		1 of 2011
13	CGRF & Ombudsman Regulations, 2011		2 of 2011
14	Open Access Regulations		3 of 2011
15	Demand Side Management Regulations		1 of 2012
15A	DSM Objectives		-



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Details of GERC Regulations (Updated status as on 26/11/2015)

Sr. No.	Name of Regulation	Notification Number	Date of Notification
01	Grid Code	05 of 2004	25/08/2004
02	Distribution Code	06 of 2004	25/08/2004
02A	Distribution code (First Amendment)	GERC/T-1/2296/2006	26/10/2006
03	Procedure for filing Appeal before the Appellate Authority Regulations	01 of 2005	07/01/2005
04	Fees, fines and Charges Regulations	06 of 2005	30/03/2005
05	Power System Management Standards	07 of 2005	30/03/2005
06	Security Deposit Regulations	08 of 2005	31/03/2005
06A	Security Deposit (Removal of Difficulties order of 2008)	01 of 2008	11/04/2008
06B	Security Deposit Regulations (First Amendment)	5 of 2010	21/08/2010
06C	Security Deposit Regulations (Second Amendment)	3 of 2015	15/07/2015
07	Licensee's Power to recover expenditure incurred in providing supply and Miscellaneous charges	09 of 2005	31/03/2005
08	Standard of Performance of Distribution Licensee	10 of 2005	31/03/2005
09	Electricity Supply code and related matters	530 of 2015	24/09/2015
10	Terms and Conditions of Tariff	12 of 2005	31/03/2005
11	Power Procurement from Co-generation and Renewable Sources by Distribution Licensee	15 of 2005	29/10/2005
12	Multi Year Tariff Regulations, 2011	1 of 2011	07/04/2011
13	CGRF & Ombudsman Regulations, 2011	2 of 2011	07/04/2011
14	Open Access Regulations	3 of 2011	01/06/2011
15	Demand Side Management Regulations	1 of 2012	08/05/2012
15A	DSM Objectives	-	06/08/2012

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CHAPTER VII
RELIABILITY OF THE SYSTEM

7.1 The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices from 2002-03 onwards:

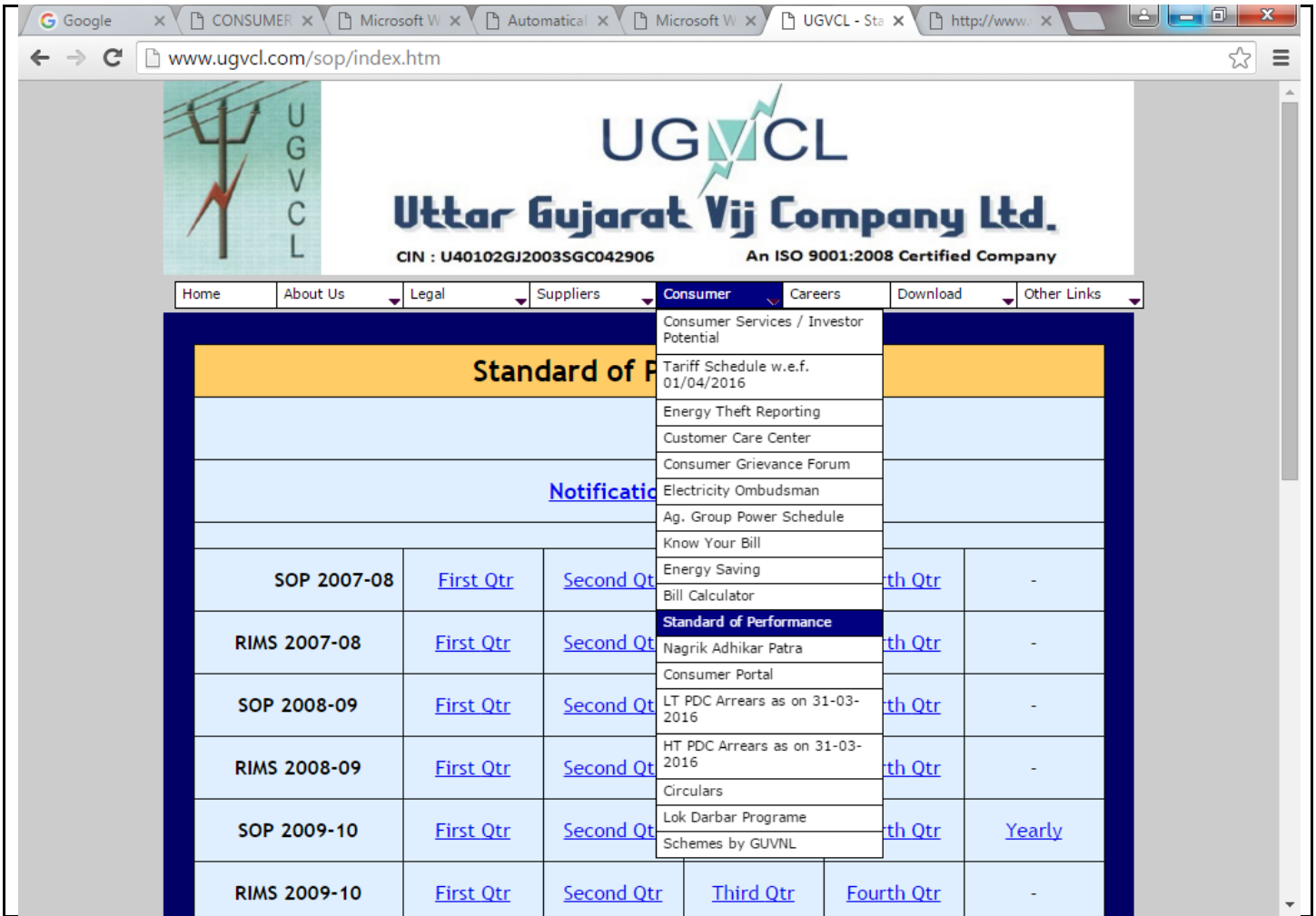
- (a) **System Average Interruption Frequency Index (SAIFI):**
The Licensee shall calculate the value according to the formula and methodology specified below.
- (b) **System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value according to the formula and methodology specified below.
- (c) **Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value according to the formula and methodology specified below.

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The screenshot shows the website of Uttar Gujarat Vij Company Ltd. (UGVCL) with a navigation menu and a table of Standard Operating Procedures (SOP) and Regulatory Information (RIMS) indexed by quarter.

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Standard of Performance		Consumer Services / Investor Potential			
Standard of Performance		Tariff Schedule w.e.f. 01/04/2016			
		Energy Theft Reporting			
		Customer Care Center			
		Consumer Grievance Forum			
		Electricity Ombudsman			
		Ag. Group Power Schedule			
		Know Your Bill			
SOP 2007-08	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-
RIMS 2007-08	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-
SOP 2008-09	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-
RIMS 2008-09	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-
SOP 2009-10	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2009-10	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-

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SOP 2010-11	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2010-11	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	-
SOP 2011-12	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2011-12	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	
SOP 2012-13	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2012-13	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	
SOP 2013-14	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2013-14	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	
SOP 2014-15	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Yearly
RIMS 2014-15	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	
SOP 2015-16	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	
RIMS 2015-16	First Qtr	Second Qtr	Third Qtr		

www.ugvcl.com/sop/Final SOP 3rd QTR-15-16.pdf

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UGVCL
Uttar Gujarat Vij Company Ltd.

QUARTER :-3rd (Oct-15 to Dec-15)
YEAR :-2015-16

SoP 011 - A : System Average Interruption Frequency Index (SAIFI) for AG. Dominant Category

Sr. No	Month	N _i - Number of Customers for each sustained interruptions (in numbers)	N _T - Total No of customers served (in Numbers)	C _I =Σ Ni	SAIFI = Σ Ni/N _T (Monthly SAIFI)
1	2	3	4	5	6=5/4
1	Oct-15	316542	409432	1277648	3.12
2	Nov-15	280411	411717	962029	2.34
3	Dec-15	300012	412255	1102615	2.67

SoP 011 - B : System Average Interruption Duration Index (SAIDI) for AG. Dominant Category

Sr. No	Month	R _i = Restoration Time for each sustained interruption event (in hours)	N _i - Number of interrupted Customers for each sustained interruption event (in numbers)	R _i * N _i - Total customer interruption Duration	N _T - Total No of customers served (in Numbers)	Customer Intt. Duration CMI = ΣR _i *N _i	SAIDI = ΣR _i *N _i /N _T (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Oct-15	11301:15	316542		409432	2274165:33	5:33
2	Nov-15	8162:04	280411		411717	1651637:45	4:00
3	Dec-15	12651:52	300012		412255	2177326:06	5:16

SoP 011 - C : Momentary Average Interruption Frequency Index (MAIFI) for AG. Dominant Category