

GIFT POWER COMPANY LTD.

QUARTER : 3rd (October -2025 to December-2025)

YEAR :-2025-26

Performa - SOP 001 : Fatal and Non-fatal accident report for quarter ending .

Sr. No.	Name of area	No.of accidents in the quarter					Cumulative since the first quarter of the current FY year		
		Departmental		Out side					
		FH	NFH	FH	FA	NFH	FH	FA	NFH
1	GIFT City	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0

Sr. V.P. Electrical

GIFT POWER COMPANY LTD

Performa SoP 003 B:

APPENDIX - B (already in the SoP regulation)

REGISTER FOR COMPILED THE COMPLAINTS CLASSIFICATIONWISE

Quarter of the year: (3rd) (October 2025- December 2025)

NAME OF OFFICE- GIFT City

Classification	Pending complaint of previous quarter	Complaints received during the quarter	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 time							
				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	0	0	0	0	0	0	0	0	Loose conn. from pole			
A(ii)	0	23	23	23	0	0	0	23	0	Int.due to line breakdown			
A(iii)	0	0	0	0	0	0	0	0	0	Interruption due to failure of transformer			
B(i)	0	0	0	0	0	0	0	0	0	Ordinary case, which requires no augmentation			
B(ii)	0	0	0	0	0	0	0	0	0	Where augmentation is required			
C(i)	0	0	0	0	0	0	0	0	0	Stopped/Defective Meters			
C(ii)	0	0	0	0	0	0	0	0	0	Billing on average basis for more than two bills			
D(i)	0	0	0	0	0	0	0	0	0	Loose Wires			
D(ii)	0	0	0	0	0	0	0	0	0	Inadequate ground clearance			
E(i)	0	0	0	0	0	0	0	0	0	For current bills where no additional information is required			
E(ii)	0	0	0	0	0	0	0	0	0	Where additional information relating to correctness of reading etc. is required			
F(i)	2	47	49	38	3	1	0	42	7	Where extension of mains is not required			
F(ii)	7	11	18	16	0	1	0	17	1	Where extension of mains is required			
F(iii)	1	3	4	4	0	0	0	4	0	Modification in connected load			
F(iv)	0	85	85	84	0	0	0	84	1	Name change/reconnection			
G	1	35	36	31	3	0	0	34	2	Refund of amount due in regard to temporary connection			
H	0	3	3	3	0	0	0	3	0	Others (Power Fail from GETCO)			
Total	11	207	218	199	6	2	0	207	11				

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Performa SoP 004 : Publicity Carried Out

1	2	3	4
1	Through Regular Energy Bills		Energy Bill

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Performa SoP 005 A: Action taken report by the Redressal Committee I

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QUARTER :-3rd (October-2025 to December-2025)

YEAR :-2025-26						
Performa SoP 005 B: Action taken report by the Redressal Committee II						
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	Nos of cases Disposed	Location of Hearing
1	Oct-25	Nil	Nil	Nil	Nil	GIFT City
			Nil	Nil	Nil	GIFT City
2	Nov-25	Nil	Nil	Nil	Nil	GIFT City
			Nil	Nil	Nil	GIFT City
3	Dec-25	Nil	Nil	Nil	Nil	GIFT City
			Nil	Nil	Nil	GIFT City

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QUARTER :- 3rd (October -2025 to December -2025)

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Performa SOP 006 : Failure of Distribution Transformer.

Sr. No.	Class	No. of existing Distribution transformer at the start of the quarter 01.10.2025	No. of Distribution transformers added during the quarter	Total number of Distribution transformers As on 31.12.2025	Total number of Distribution transformer failed during the quarter	% failure rate of Distribution transformer during the quarter
		A	B	C=A+B	D	H= (D) * 100/C
Transformer of GIFT Power						
1	11 KV / 0.415 KV	2	0	2	0	0.00
2	11 KV / 0.415 KV	9	0	9	0	0.00
3	33 KV / 0.415 KV	7	1	8	0	0.00
Transformer of Consumers						
4	11 KV / 0.415 KV	2	0	2	0	0.00
5	33 KV / 0.415 KV	5	0	5	0	0.00
6	33 KV / 0.415 KV	2	0	2	0	0.00
7	33 KV / 0.415 KV	2	0	2	0	0.00
8	33 KV / 0.415 KV	2	0	2	0	0.00
9	33 KV / 0.415 KV	1	0	1	0	0.00
10	33 KV / 0.415 KV	1	0	1	0	0.00
11	33 KV / 0.415 KV	2	0	2	0	0.00
12	33 KV / 0.415 KV	3	0	3	0	0.00
13	33 KV / 0.415 KV	1	0	1	0	0.00
14	33 KV / 0.415 KV	1	0	1	0	0.00
15	33 KV / 0.415 KV	0	2	2	0	0.00
16	33 KV / 0.415 KV	0	2	2	0	0.00
Total		40	5	45	0	0

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Performa - SOP 007 : Failure of Power Transformer

Sr. No.	Class	No. of existing Power transformer at the start of the quarter 01.10.2025	No.of Power transformers added during the quarter	Total number of Distribution transformers As on 31.12.2025	Total number of Distribution tranformer failed during the quarter	% failure rate of Distribution transformer during the quarter
Transformer of GIFT Power						
1	66KV/ 33 KV	4	0	4	0	0.00
2	33 KV / 11 KV	2	0	2	0	0.00
3	11 KV / 33 KV	3	0	3	0	0.00
Total		9	0	9	0	0.00

GIFT POWER COMPANY LIMITED
Perorma 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 (6) = (5)*100/(3)
LT consumers					
1	Domestic	0	2%	0	0
2	Commercial	60	2%	0	0
3	Industrial	1	2%	0	0
4	Agricultural	0	2%	0	0
5	Public water works	0	2%	0	0
HT consumers					
6	HT Industrial	77	2%	0	0

GIFT POWER COMPANY LIMITED
Performa SoP 009: Sample Test 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 (5) = (4)*100/(2)
Low Voltage	61	+6% to -6%	0	0
High Voltage	77	+6% to -6%	0	0
Extra High Voltage	0	+10% to -10%	0	0

GIFT POWER COMPANY LIMITED
Performa SoP 010: Sample Test result for Harmonics

Compliance Sample Test Report for Harmonics					
1	2	3	4	5	6
Sr. No	Category of consumers	Sample size (Numbers)	Limit or standard prescribed	Deviation of results from the sample test (Numbers)	%age compliance (6) = (5)*100/(3)
1	LT consumers	0	3.50%	0	0
2	HT consumers	0	3.00%	0	0
3	EHT consumers	0	3.00%	0	0

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SoP 011 - A : System Average Interruption Frequency Index (SAIFI)

Sr. No	Month	N _i - Number of Customers for each sustained interruptions (in numbers)	N _T - Total No of customers served (in Numbers)	CI=Σ N _i	SAIFI = $\sum N_i/N_t$ (Monthly SAIFI)
1	2	3	4	5	6=5/4
1	Oct-25	0	1945	0	0.000
2	Nov-25	447	1948	447	0.229
3	Dec-25	430	1960	430	0.219

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

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 = $\sum R_i * N_i$	SAIDI = $\sum R_i * N_i / N_t$ (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Oct-25	00:00:00	0	0:00:00	1945	0:00:00	0:00:00
2	Nov-25	00:15:00	447	0:15:00	1948	0:15:00	0:00:00
3	Dec-25	00:22:00	430	0:22:00	1960	0:22:00	0:00:01

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

Sr. No	Month	I _{Mi} = Number of Momentary interruptions for the month (in numbers)	N _{mi} = Total no of customers for each momentary interruptions (in numbers)	I _{Mi} = N _{mi} Number of customer Momentary interruptions (in numbers)	N _t - Total no of customers served (in numbers)	Customer Intt. $\sum I_{Mi} * N_{Mi}$	MAIFI = $\sum I_{Mi} * N_{Mi} / N_t$
1	2	3	4	5 = 3 * 4	6	7	8=7/6
1	Oct-25	2	606	1212	1945	1212	0.62
2	Nov-25	0	0	0	1948	0	0.00
3	Dec-25	2	623	623	1960	623	0.32

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Performa SoP 013: Meter faults

Consumer Category	No. of faulty meters at the start of the quarter / year	No. of faulty meters added during the quarter / year	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	0	0	0	0	0
Three Phase	0	0	0	0	0
HT	0	0	0	0	0

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Performa SoP 016 : Compensation details

COMPENSATION DETAILS

Sr. No.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt.of compensation paid (in Rs.)
1	Duty to provide supply	Rs.50 per day of delay from the limit specified in the performance regulations	...NIL...NIL.....
	a) New connection		...NIL...NIL.....
	b) Additional load		...NIL...NIL.....
	c) Temporary supply		...NIL...NIL.....
	d) Shifting service connection		...NIL...NIL.....
	e) Transfer of service connection		...NIL...NIL.....
	f) Change in tariff category of consumer		...NIL...NIL.....
2	Complaints in billing	Rs.50 for non reply within the period prescribed in Regulations	...NIL...NIL.....
3	Replacement of meters	LT Rs.25 per day of delay maximum Rs.2,500 and HT Rs. 250 per day of delay maximum of Rs. 5,000/-	...NIL...NIL.....
4	Interruption of supply	LT Rs.25 for every 6 hrs. of delay maximum of Rs.500 and HT Rs. 50 for every 6 hrs. delay maximum Rs. 1000	...NIL...NIL.....
5	Voltage fluctuations and complaints	Rs.50 for failure to visit or convey findings within the stipulated period	...NIL...NIL.....
6	Responding to consumers complaints	Rs. 25 for each day of delay maximum Rs. 500	...NIL...NIL.....
7	Grievance Handling	Rs. 25 for failure in handling grievance.	...NIL...NIL.....
	TOTAL :-		...NIL...NIL.....