

**ANNEXURE I OF ORDER NO: 2 OF 2007  
STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
QUARTER : APRIL 20 TO JUNE 20**

**PREPARED BY : "Torrent Power Limited,  
Ahmedabad/ Gandhinagar & Surat License  
Area"**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 001: Fatal and Non-fatal accident report**

Name of Area/Circle	No. of Accidents in 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
Ahmedabad License Area	1	-	2	1	1	1	-	2	1	1
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 001: Fatal and Non-fatal accident report**

Name of Area/Circle	No. of Accidents in 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
Surat License Area	-	-	1	-	-	-	-	1	-	-
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 003 B: Register For Compiling the complaints Classification wise**

Classification	Pending complaints of previous quarter	Complaints received during the Quarter	Total complaints	No. of complaints redressed during the quarter					Balance Complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9	10	
<b>Ahmedabad License Area</b>										
A (i)	Interruption in power supply-Loose Connection from Pole	3	6,323	6,326	6,233	91	-	-	6,324	2
A (ii)	Interruption in power supply-Interruption due to line break down	36	19,221	19,257	19,200	4	-	-	19,204	53
A (iii)	Interruption in power supply-Interruption due to failure of transformers	1	29	30	28	-	-	-	28	2
A (iv)	Interruption in power supply-Others	35	12,836	12,871	12,839	-	-	-	12,839	32
B (i)	Quality of Power Supply-No augmentation required	-	42	42	42	-	-	-	42	-
B (ii)	Quality of Power Supply-Augmentation required	-	111	111	111	-	-	-	111	-
C (i)	Meters- Stopped / Defective / Burnt / No Display Meters	207	4,878	5,085	4,770	3	-	-	4,773	312
C (ii)	Meters- Billing on average basis for more than two bill	-	-	-	-	-	-	-	-	-
D (i)	Overhead Lines-Loose Wires	-	-	-	-	-	-	-	-	-
D (ii)	Overhead Lines-Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E (i)	Bills-For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E (ii)	Bills-Additional information + site visit required	467	367	834	764	-	-	-	764	70
F (i)	Service Connections-Extension of mains is not required	-	-	-	-	-	-	-	-	-
F (ii)	Service Connections-Extension of mains is required	-	-	-	-	-	-	-	-	-
F (iii)	Service Connections-Modification in connected Load	115	-	115	70	-	-	-	70	45
F (iv)	Service Connections-Name Change/reconnection	-	12	12	12	-	-	-	12	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	14	516	530	508	-	-	-	508	22
<b>Total</b>		<b>878</b>	<b>44,335</b>	<b>45,213</b>	<b>44,577</b>	<b>98</b>	<b>-</b>	<b>-</b>	<b>44,675</b>	<b>538</b>

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 003 B: Register For Compiling the complaints Classification wise**

Classification	Pending complaints of previous quarter	Complaints received during the Quarter	Total complaints	No. of complaints redressed during the quarter					Balance Complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9	10	
<b>Surat License Area</b>										
A (i)	Interruption in power supply-Loose Connection from Pole	-	449	449	447	2	-	-	449	-
A (ii)	Interruption in power supply-Interruption due to line break down	-	1,474	1,474	1,471	3	-	-	1,474	-
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	1	1	1	-	-	-	1	-
A (iv)	Interruption in power supply-Others	-	1,067	1,067	1,067	-	-	-	1,067	-
B (i)	Quality of Power Supply-No augmentation required	-	-	-	-	-	-	-	-	-
B (ii)	Quality of Power Supply-Augmentation required	-	-	-	-	-	-	-	-	-
C (i)	Meters- Stopped / Defective / Burnt / No Display Meters	-	2,636	2,636	2,582	5	-	-	2,587	49
C (ii)	Meters- Billing on average basis for more than two bill	-	-	-	-	-	-	-	-	-
D (i)	Overhead Lines-Loose Wires	-	-	-	-	-	-	-	-	-
D (ii)	Overhead Lines-Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E (i)	Bills-For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E (ii)	Bills-Additional information + site visit required	2	1,608	1,610	1,595	-	-	-	1,595	15
F (i)	Service Connections-Extension of mains is not required	-	4	4	2	-	-	-	2	2
F (ii)	Service Connections-Extension of mains is required	-	-	-	-	-	-	-	-	-
F (iii)	Service Connections-Modification in connected Load	-	-	-	-	-	-	-	-	-
F (iv)	Service Connections-Name Change/reconnection	-	1	1	-	-	-	-	-	1
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	447	447	441	-	-	-	441	6
<b>Total</b>		<b>2</b>	<b>7,687</b>	<b>7,689</b>	<b>7,606</b>	<b>10</b>	<b>-</b>	<b>-</b>	<b>7,616</b>	<b>73</b>

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**  
**Performa SoP 004: Publicity carried out**

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	<b>Website</b>	3345996 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
	Safety Tips		
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Ahmedabad License Area</b>			
2	<b>Information Boards</b>		Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	20 Lac Approx (across all Plugpoints)	
	Information boards for substation requirement	3 Lac	
	SD and SLC Information Board	3 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	0.80 Lac Approx	
	Form Filling Assistance Board at CZO	0.35 Lac Approx	
	Form Filling Assistance Board at AZO	0.60 Lac Approx	
	Form Filling Assistance Board at GZO	0.25 Lac Approx	
	Form Filling Assistance Board at SNN	0.30 Lac Approx	
	Form Filling Assistance Board at Naroda	0.40 Lac Approx	
	Form Filling Assistance Board at Motera	0.11 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.12 Lac Approx	
	Online Bill Payment Board	3 Lac (across all Plugpoints)	
	ATM Dropbox Payment Option Board	3 Lac (across all Plugpoints)	
	Launch of new customer portal	3 Lac (across all Plugpoints)	
3	<b>Information Booklets / Flyers / Letters / hoardings etc</b>		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	3 Lac Approx	
	Energy Conservation Flyer	0	
	Electrical Safety Flyer	0	
	Power Factor Improvement Flyer	0.35 Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	3 lacs (across all Plugpoints) and overall publicity at 25 locations across A'bad	
4	<b>Bills</b>		Backside of the bill
	<b>Front Side:</b> 1. Easy Pay Outlets (For the area of each group) 2. Mobile App Launch	10 LPM	
	<b>Back Side:</b> 1. New Tariff Structure 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 LPM	
5	<b>Power Alert Service</b>		SMS
	SMS related to Billing	27808274	

**Torrent Power Limited**  
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**Performa SoP 004: Publicity carried out**

Sr. No.	Actions or steps carried out by the distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	<b>Web Site</b>	3345996 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
Energy Conservation tips			
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Surat License Area</b>			
2	<b>Information Boards</b>		
	Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	Consumers at large	Boards at Consumer Centers
	Sample form for new application/Tariff/Call Centre Services Amazon Offer / Safety Tips / Conservation Tips/ Precautions / Portal Connect Info/Theft deterrence etc.	Consumers at large	Boards at consumer centres
3	<b>News</b>		
	News Paper - ELCB importance, Portal, Mobile App & Helpline number	Consumers at large	News Paper
4	<b>Bills</b>		
	Front side : Safety tips, Submit meter reading service	6.20 LPM	Energy Bill
Back side : Mobile App, Tariff ,Call Centre Info, Energy payment option, Redressal forum & Ombudsmen details	6.20 LPM		
5	SMS - Application, Billing , Meter, Company services	13404444	SMS
6	Bill Envelopes to HT-LTMD customers ( Energy Saving Tips, Portal & Safety tips on Monsoon)	2600 Consumer/Month	Bill Envelopes

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
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**Performa SoP 005 B : Action taken reported by the Redressal Committee**

<b>Sr. No.</b>	<b>Month</b>	<b>Date and Time of Meeting Conducted*</b>	<b>No. of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting.</b>
<b>Ahmedabad License Area</b>				
<b>A</b>	1st Month of the Quarter	0	NIL	NIL
<b>B</b>	2nd Month of the Quarter	0	NIL	NIL
<b>C</b>	3rd Month of the Quarter	0	NIL	NIL

*\*Meeting could not be conducted due to COVID-19 lockdown*



**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 005 B : Action taken reported by the Redressal Committee**

<b>Sr. No.</b>	<b>Month</b>	<b>Date and Time* of Meeting Conducted</b>	<b>No. of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting.</b>
<b>Surat License Area</b>				
<b>A</b>	1st Month of the Quarter	0	Nil	Nil
<b>B</b>	2nd Month of the Quarter	0	Nil	Nil
<b>C</b>	3rd Month of the Quarter	10-06-2020, 22-06-2020	Nil	Nil

No meeting in April & May 2020 due to Covid-19 lockdown.

\* Time - 03:00 PM to 05:00 PM

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 006: Failure of Distribution Transformer**

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C	D	$E = (D) * 100/C$
<b>Ahmedabad License Area</b>	8,749	36	8,785	18	0.20%

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
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**Performa SoP 006: Failure of Distribution Transformer**

	<b>No. of existing Distribution Transformer at the start of the quarter</b>	<b>No. of Distribution Transformers added during the quarter</b>	<b>Total number of distribution transformer</b>	<b>Total no of Distribution transformer Failed</b>	<b>% failure rate of Distribution transformer</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E= (D) * 100/C</b>
<b>Surat License Area</b>	2,630	4	2,634	-	0.00%

**Torrent Power Limited**  
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**Performa SoP 007: Failure of Power Transformer**

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transformer
	A	B	C	D	H= (D) * 100/C
Ahmedabad License Area	193	2	195	-	0.00%

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 007: Failure of Power Transformer**

	<b>No. of existing Power Transformer at the start of the quarter</b>	<b>No. of Power Transformers added during the quarter</b>	<b>Total number of Power transformer</b>	<b>Total no of Power transformer Failed</b>	<b>% failure rate of Power transformer</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>H= (D) * 100/C</b>
<b>Surat License Area</b>	65	-	65	-	0.00%

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions ( in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
<b>Ahmedabad License Area</b>					
1	Apr-20	1,09,430	19,79,715	1,27,081	0.064
2	May-20	1,70,233	19,80,357	1,88,649	0.095
3	Jun-20	2,27,277	19,83,210	2,47,943	0.125

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions (in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
<b>Surat License Area</b>					
1	Apr-20	5,328	6,19,479	5,328	0.009
2	May-20	1,051	6,19,665	1,051	0.002
3	Jun-20	9,396	6,19,991	9,396	0.015

**Torrent Power Limited**  
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**Year : 2020-21**

**Performa Sop 011B: System Average Interruption Duration Index (SAIDI)**

Sr. No.	Month	ri=Restoration Time for each interruption event (in hours)	Ni=no of interrupted customers for each sustained interruption event (in numbers)	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served (in numbers)	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
<b>Ahmedabad License Area</b>							
1	Apr-20	1:8	1,09,430		19,79,715	1,16,991	00:04
2	May-20	0:38	1,70,233		19,80,357	1,28,368	00:04
3	Jun-20	0:40	2,27,277		19,83,210	1,49,356	00:05



**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
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**Performa Sop 011B: 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 event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
<b>Surat License Area</b>							
1	Apr-20	00:42	5,328		6,19,479	3,391	00:01
2	May-20	00:26	1,051		6,19,665	458	00:01
3	Jun-20	00:27	9,396		6,19,991	3,334	00:01

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
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**Performa Sop 011C: Momentary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Number of Momentary interruptions IMi (in numbers)	Nmi-Total no of customers for each momentary interruptions (in numbers)	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served (in numbers)	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=7/6
<b>Ahmedabad License Area</b>							
1	Apr-20	-	-		19,79,715	-	-
2	May-20	1	9,990		19,80,357	9,990	0.005
3	Jun-20	-	-		19,83,210	-	-

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa Sop 011C: Momentary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=7/6
<b>Surat License Area</b>							
1	Apr-20	-	-	-	6,19,479	-	-
2	May-20	-	-	-	6,19,665	-	-
3	Jun-20	-	-	-	6,19,991	-	-

**Torrent Power Limited**  
**Quarter : Q1 - (Apr - Jun)**  
**Year : 2020-21**

**Performa SoP 013: Meter Faulty**

Consumer category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total no. defective / faulty Meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No of faulty meters pending at the end of the quarter (5) = (3) - (4)
<b>Ahmedabad License Area</b>					
Single Phase	-	4748	4,748	4748	-
Three Phase	-	1074	1,074	1074	-

The details of the old age meter replacement under MMR are as follows

Remarks	
Single Phse	32
Three Phase	155

Note : The above includes defective meter replacements done at consumer premises

**Torrent Power Limited**  
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**Performa SoP 013: Meter Faulty**

<b>Consumer category</b>	<b>No. of faulty meters at the start of the quarter (1)</b>	<b>No. of faulty meters added during the quarter (2)</b>	<b>Total no. defective / faulty Meter (3) = (2) + (1)</b>	<b>No. of faulty Meters repaired and replaced (4)</b>	<b>No of faulty meters pending at the end of the quarter (5) = (3) - (4)</b>
<b>Surat License Area</b>					
Single Phase	46	1,451	1,497	1,457	40
Three Phase	10	453	463	446	17

**Torrent Power Limited**  
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**Performa SoP 016: Compensation Details**

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

**Torrent Power Limited**  
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**Performa SoP 016: Compensation Details**

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