

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter : Q2 - July-September**  
**Year : 2020-21**

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

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY		Cummulative since the first quarter of the FY (Out side)		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	16	8	2	1	-	18	9	3
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2020-21**

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

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY		Cummulative since the first quarter of the FY		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat License Area	-	-	3	1	1	-	-	4	1	1

**FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal**

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2020-21**

**Performa SoP 003B: Register For Compiling The Complaints Classificationwise**

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter				Total	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			
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
<b>Ahmedabad License Area</b>										
A(i)	Interruption in power supply- Loose connections from pole	2	7,919	7,921	7,856	64	-	-	7,920	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	53	28,950	29,003	28,949	6	-	-	28,955	48
A(iii)	Interruption in power supply- Interruption due to failure of transformer	2	21	23	21	-	-	-	21	2
A(IV)	Interruption in power supply- Others	32	17,919	17,951	17,919	-	-	-	17,919	32
B(i)	Quality of Power Supply- No Augmentation required	-	40	40	40	-	-	-	40	-
B(ii)	Quality of Power Supply- Augmentation required	-	70	70	70	-	-	-	70	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	312	12,808	13,120	12,801	107	-	-	12,908	212
C(ii)	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-
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	70	2,600	2,670	2,630	1	-	-	2,631	39
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	11	11	8	-	-	-	8	3
F(iii)	Service Connections - Modification in connected load	45	2	47	45	-	-	-	45	2
F(IV)	Service Connections - Name Change/Reconnection	-	78	78	78	-	-	-	78	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	22	1,107	1,129	1,104	-	-	-	1,104	25
<b>Total</b>		<b>538</b>	<b>71,525</b>	<b>72,063</b>	<b>71,521</b>	<b>178</b>	-	-	<b>71,699</b>	<b>364</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**Performa SoP 003B: Register For Compiling The Complaints Classificationwise**

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 = total 5 to 8	10 = (4-9)	
<b>Surat License Area</b>										
<b>A(i)</b>	Interruption in power supply- Loose connections from pole	-	751	751	749	2	-	-	751	-
<b>A(ii)</b>	Interruption in power supply- Interruption due to line breakdown	-	2,631	2,631	2,631	-	-	-	2,631	-
<b>A(iii)</b>	Interruption in power supply- Interruption due to failure of transformer	-	-	-	-	-	-	-	-	-
<b>A(IV)</b>	Interruption in power supply- Others	-	2,305	2,305	2,305	-	-	-	2,305	-
<b>B(i)</b>	Quality of Power Supply- No Augmentation required	-	-	-	-	-	-	-	-	-
<b>B(ii)</b>	Quality of Power Supply- Augmentation required	-	-	-	-	-	-	-	-	-
<b>C(i)</b>	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	49	3,330	3,379	3,331	41	-	-	3,372	7
<b>C(ii)</b>	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-
<b>D(i)</b>	Overhead lines - Loose wires	-	-	-	-	-	-	-	-	-
<b>D(ii)</b>	Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-	-	-
<b>E(i)</b>	Bills - For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
<b>E(ii)</b>	Bills - Additional information + site visit required	15	1,154	1,169	1,165	-	-	-	1,165	4
<b>F(i)</b>	Service Connections - Extension of mains is not required	2	12	14	13	-	-	-	13	1
<b>F(ii)</b>	Service Connections - Extension of mains is required	-	-	-	-	-	-	-	-	-
<b>F(iii)</b>	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
<b>F(IV)</b>	Service Connections - Name Change/Reconnection	1	10	11	10	1	-	-	11	-
<b>G</b>	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
<b>H</b>	Others	6	509	515	509	-	-	-	509	6
<b>Total</b>		<b>73</b>	<b>10,702</b>	<b>10,775</b>	<b>10,713</b>	<b>44</b>	<b>-</b>	<b>-</b>	<b>10,757</b>	<b>18</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**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>	3847498 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>	20 Lac Approx (across all Plugpoints)	Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	5.65 Lac	
	Information boards for substation requirement	5.65 Lac (across all Plugpoints)	
	SD and SLC Information Board	1.31 Lac Approx	
	Form Filling Assistance Board at NZO	0.88 Lac Approx	
	Form Filling Assistance Board at CZO	1.12 Lac Approx	
	Form Filling Assistance Board at AZO	0.45 Lac Approx	
	Form Filling Assistance Board at GZO	0.75 Lac Approx	
	Form Filling Assistance Board at SNN	0.66 Lac Approx	
	Form Filling Assistance Board at Naroda	0.21 Lac Approx	
	Form Filling Assistance Board at Motera	0.27 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	5.65 Lac (across all Plugpoints)	
	Online Bill Payment Board	5.65 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.65 Lac (across all Plugpoints)	
Launch of new customer portal	5.65 Lac (across all Plugpoints)		
3	<b>Information booklets / flyers/ Letters/Hoardings etc</b>		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.65 lac Approx	
	Energy Conservation Flyer	0	
	Electrical Safety Flyer	0	
	Power Factor Improvement Flyer	0.35 Lac Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	5.65 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	
4	<b>Bills</b>		Backside of the bill
	<b>Front Side: 1. Easy Pay Outlets (For the area of each group) 2. Mobile App Launch</b>	10 LPM	
	<b>Back Side: 1. New Tariff Structure 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions</b>	10 LPM	
5	<b>Power Alert Service</b>		SMS
	SMS related to Billing	26010186	

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**Performa SoP 004: Publicity carried out**

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1	<b>Website</b>	3847498 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	Consumer at large	Boards at consumer centres
	Sample form for new application/Tariff/Call Centre Services Amazon Offer / Safety Tips / Conservation Tips/Precautions /Portal Connect Info/Theft deterrence etc.	Consumer at large	Boards at consumer centres
3	<b>News</b> News Paper- Monsoon Safety Tips, ELCB importance, Portal , Mobile App & Helpline number information	Consumers at large	News Paper
4	<b>Bills</b>		
	<b>Front side</b> : Safety Tips, Submit meter reading service	6.21 lakh / month	Energy Bill
<b>Back side</b> : Mobile App, Call Centre Info, Energy payment option, Redressal forum & Ombudsmen details	6.21 lakh / month		
5	<b>SMS</b> - Application, Billing, Meter, Company Services	6669455	SMS
6	<b>Bill Envelopes to HT-LTMD customers</b> ( Monsoon Safety Tips, ELCB Importance & Mobile App info )	2600 Consumer/Month	Bill Envelopes
7	<b>Radio</b> Monsoon Safety Tips, Customer Portal & Mobile App Awareness on six radio stations for four days	Consumers at large	Radio

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**Performa SoP 005B: 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	02-09-2020, 16-09-2020	1	NIL



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**Performa SoP 005B: 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	10-07-2020, 20-07-2020	Nil	Nil
<b>B</b>	2nd Month of the Quarter	10-08-2020, 20-08-2020	Nil	Nil
<b>C</b>	3rd Month of the Quarter	07-09-2020, 10-09-2020, 21-09-2020	3	Nil

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

**Torrent Power Limited**  
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**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 Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
<b>Ahmedabad License Area</b>	8,785	43	8,828	15	0.17%

**Torrent Power Limited**  
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**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 Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
<b>Surat License Area</b>	2,634	4	2,638	-	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 Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	195	4	199	-	0.00%

**Torrent Power Limited**  
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**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 Transformers</b>	<b>Number of Power Transformers failed</b>	<b>% Failure rate of Power Transformer</b>
	<b>A</b>	<b>B</b>	<b>C = A+B</b>	<b>D</b>	<b>H = (D) * 100/C</b>
<b>Surat License Area</b>	65	-	65	-	-

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Ahmedabad License Area</b>					
1	Jul-20	1,89,077	19,86,448	2,07,146	0.104
2	Aug-20	1,70,243	19,88,642	1,99,735	0.100
3	Sep-20	2,73,386	19,89,660	2,86,471	0.144

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Surat License Area</b>					
1	Jul-20	16,447	6,20,555	16,447	0.027
2	Aug-20	13,403	6,20,819	14,174	0.023
3	Sep-20	1,784	6,20,401	1,784	0.003

**Torrent Power Limited**  
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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>Ahmedabad License Area</b>							
1	Jul-20	0:38	1,89,077		19,86,448	1,15,944	00:04
2	Aug-20	0:45	1,70,243		19,88,642	1,47,200	00:04
3	Sep-20	0:41	2,73,386		19,89,660	1,75,247	00:05



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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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 (8) = (7)/(6)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
<b>Surat License Area</b>							
1	Jul-20	00:27	16,447		6,20,555	8,236	00:01
2	Aug-20	00:32	13,403		6,20,819	7,026	00:01
3	Sep-20	00:25	1,784		6,20,401	768	00:01

**Torrent Power Limited**  
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**Performa SoP 011C: Momeuntary 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>Ahmedabad License Area</b>							
1	Jul-20	3	7,693		19,86,448	7,693	0.004
2	Aug-20	3	12,563		19,88,642	12,563	0.006
3	Sep-20	-	-		19,89,660	-	-

**Torrent Power Limited**  
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**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	$\Sigma IMiNmi$	$MAIFI = \frac{\Sigma IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7) / (6)
<b>Surat License Area</b>							
1	Jul-20	-	-	-	6,20,555	-	-
2	Aug-20	-	-	-	6,20,819	-	-
3	Sep-20	-	-	-	6,20,401	-	-

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**Performa SoP 013: Meter Faults**

<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 number of 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 quarter (5) = (3)-(4)</b>
<b>Ahmedabad License Area</b>					
Single Phase	-	9,365	9,365	9,365	-
Three Phase	-	2,260	2,260	2,260	-

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

<b>Remarks</b>	
Single Phase	103
Three Phase	149

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

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

<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 number of 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 quarter (5) = (3)-(4)</b>
<b>Surat License Area</b>					
Single Phase	40	3,259	3,299	3,238	61
Three Phase	17	738	755	742	13

**Torrent Power Limited**  
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**SoP 16: 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	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	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	-	-
10	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/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
<b>TOTAL</b>				

**Torrent Power Limited**  
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**Performa SoP 16: 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	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	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	-	-
10	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/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
<b>TOTAL</b>				