

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

**PREPARED BY : "Torrent Power Limited,  
Dahej License Area"**

**SUBMITTED TO : GUJARAT ELECTRICITY  
REGULATORY COMMISSION**

**Torrent Power Limited (Dahej)**  
**Quarter : Q2 - July-September**  
**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
Dahej License Area	-	-	-	-	-	-	-	-	-	-

FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal

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

**Performa SoP 003 B: Register For Compiling the complaints Classificationwise**

Classification	Pending compliants of previous month	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>Dahej License Area</b>										
A (i)	Interruption in power supply-Loose Connection from Pole	-	-	-	-	-	-	-	-	-
A (ii)	Interruption in power supply-Interruption due to line break down	-	-	-	-	-	-	-	-	-
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	-	16	16	15	-	1	-	16	-
B (i)	Quality of Power Supply-No augmentation required	-	5	5	5	-	-	-	5	-
B (ii)	Quality of Power Supply-Augmentation required	-	-	-	-	-	-	-	-	-
C (i)	Meters- Stopped / Defective / Burnt / No Display Meters	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-
F (iv)	Service Connections-Name Change/reconnection	-	-	-	-	-	-	-	-	-
F (v)	Service Connections-Others (Processing Related)	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	-	-	-	-	-	-	-	-
<b>Total</b>		-	<b>21</b>	<b>21</b>	<b>20</b>	-	<b>1</b>	-	<b>21</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>	Consumers at large	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		
	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)			
<b>Dahej License Area</b>			
2	<b>Information boards</b>	112 (At one office)	Information Boards
	Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges		
3	<b>Banners</b> Portal Connect information displayed at different locations	10	Displayed at Plot No. Z/21 office
4	<b>Bills</b>	112	Information about Call Centre Info, Portal Connect Information, Energy Saving tips, Redressal forum details, Tariff rate
	<b>Front side</b> :Portal Connect Information, Energy Saving Tips		
5	<b>Email - Billing</b>	112 nos.	Email
6	Bill Envelopes to all Dahej customers (Portal Connect & Mobile app Information, Safety Tips on monsoon, Energy conservation, Environmental day etc)	112 nos.	Consumer awareness through different messages
7	<b>Power Factor Awareness Programme</b>	1 nos.	Consumer was guided for improvement of PF
	Personal Visit to HT, LTMD & LT Consumers		

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**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>Dahej License Area</b>				
<b>A</b>	1st Month of the Quarter	21-07-2020	-	-
<b>B</b>	2nd Month of the Quarter	28-08-2020	-	-
<b>C</b>	3rd Month of the Quarter	25-09-2020	-	-

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

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**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/year	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C=A+B	D	H= (D) * 100/C
<b>Dahej License Area</b>	8	-	8	-	0.000%

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

**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/year	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transformer
	A	B	C=A+B	D	H= (D) * 100/C
Dahej License Area	7	-	7	-	0.00%

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

**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>Dahej License Area</b>					
1	Jul-20	16	112	16	0.143
2	Aug-20	-	112	-	-
3	Sep-20	-	112	-	-



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

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

Sr. No.	Month	ri=Restoration Time for each interruption event (HH: MM)	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	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>Dahej License Area</b>							
1	Jul-20	00:28	16		112	07:20	00:03:56
2	Aug-20	00:00	-		112	-	00:00:00
3	Sep-20	00:00	-		112	-	00:00:00

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

**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	6=5/6
<b>Dahej License Area</b>							
1	Jul-20	-	-	-	112	-	-
2	Aug-20	-	-	-	112	-	-
3	Sep-20	-	-	-	112	-	-

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

**Performa SoP 013: Meter Faulty**

<b>Consumer category</b>	<b>No. of faulty meters at the start of the quarter</b>	<b>No. of faulty meters added during the quarter</b>	<b>Total no. defective / faulty Meter</b>	<b>No. of faulty Meters repaired and replaced</b>	<b>No of faulty meters pending at the end of the quarter</b>
<b>Dahej License Area</b>					
Single Phase	-	-	-	-	-
Three Phase	-	-	-	-	-

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

**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>Dahej License Area</b>				
1	<b>Duty to provide supply</b>	Rs. 50 per day of delay from the limit specified in the performance regulations		
	<b>a) New Connection</b>			
	<b>b) Additional Load</b>			
	<b>c) Temporary supply</b>			
	<b>d) Shifting service connection</b>			
	<b>e) Transfer of service connection</b>			
	<b>f) Change in Tariff category of consumer</b>			
2	<b>Complaints in billing</b>	Rs 50 for non reply within the period prescribed in regulation		
3	<b>Replacement of meters</b>	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	<b>Interruption of supply</b>	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	<b>Voltage fluctuations and complaints</b>	Rs. 50 for failure to visit or convey findings within the stipulated period		
6	<b>Responding to consumer's complaints</b>	Rs. 25 for each day of delay maximum Rs.500		
7	<b>Grievance Handling</b>	Rs.25 for failure in handling grievance.		
<b>TOTAL</b>				