

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q3 - October-December
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 | - | - | 3 | - | 3 | 1 | - | 21 | 9 | 6 |
| FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal | | | | | | | | | | |

Torrent Power Limited
Quarter : Q3 - October - December
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 | - | - | 1 | - | - | - | - | 5 | 1 | 1 |
| | | | | | | | | | | |
| FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal | | | | | | | | | | |

Torrent Power Limited
Quarter : Q3 - October - December
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 | | | | | 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) | |
| Ahmedabad License Area | | | | | | | | | | |
| A(i) | Interruption in power supply- Loose connections from pole | 1 | 6,263 | 6,264 | 6,224 | 38 | - | - | 6,262 | 2 |
| A(ii) | Interruption in power supply- Interruption due to line breakdown | 48 | 19,536 | 19,584 | 19,507 | 5 | - | - | 19,512 | 72 |
| A(iii) | Interruption in power supply- Interruption due to failure of transformer | 2 | 14 | 16 | 15 | - | - | - | 15 | 1 |
| A(IV) | Interruption in power supply- Others | 32 | 12,045 | 12,077 | 12,047 | - | - | - | 12,047 | 30 |
| B(i) | Quality of Power Supply- No Augmentation required | - | 23 | 23 | 23 | - | - | - | 23 | - |
| B(ii) | Quality of Power Supply- Augmentation required | - | 32 | 32 | 32 | - | - | - | 32 | - |
| C(i) | Meters - Stopped/ Defective meters/ Burnt/ No Display Meters | 212 | 6,787 | 6,999 | 6,951 | 2 | - | - | 6,953 | 46 |
| 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 | 39 | 2,159 | 2,198 | 2,177 | - | - | - | 2,177 | 21 |
| F(i) | Service Connections - Extension of mains is not required | - | - | - | - | - | - | - | - | - |
| F(ii) | Service Connections - Extension of mains is required | 3 | 4 | 7 | 7 | - | - | - | 7 | - |
| F(iii) | Service Connections - Modification in connected load | 2 | 6 | 8 | - | - | - | - | - | 8 |
| F(IV) | Service Connections - Name Change/Reconnection | - | 4 | 4 | 4 | - | - | - | 4 | - |
| G | Refund of amount due in regard to temporary connection | - | - | - | - | - | - | - | - | - |
| H | Others | 25 | 752 | 777 | 769 | - | - | - | 769 | 8 |
| Total | | 364 | 47,625 | 47,989 | 47,756 | 45 | - | - | 47,801 | 188 |

Torrent Power Limited
Quarter : Q3 - October - December
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 | | | | | 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) | |
| Surat License Area | | | | | | | | | | |
| A(i) | Interruption in power supply- Loose connections from pole | - | 559 | 559 | 558 | 1 | - | - | 559 | - |
| A(ii) | Interruption in power supply- Interruption due to line breakdown | - | 1,880 | 1,880 | 1,879 | 1 | - | - | 1,880 | - |
| A(iii) | Interruption in power supply- Interruption due to failure of transformer | - | - | - | - | - | - | - | - | - |
| A(iv) | Interruption in power supply- Others | - | 1,191 | 1,191 | 1,191 | - | - | - | 1,191 | - |
| B(i) | Quality of Power Supply- No Augmentation required | - | - | - | - | - | - | - | - | - |
| B(ii) | Quality of Power Supply- Augmentation required | - | - | - | - | - | - | - | - | - |
| C(i) | Meters - Stopped/ Defective meters/ Burnt/ No Display Meters | 7 | 1,765 | 1,772 | 1,763 | - | - | - | 1,763 | 9 |
| 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 | 4 | 762 | 766 | 759 | - | - | - | 759 | 7 |
| F(i) | Service Connections - Extension of mains is not required | 1 | 19 | 20 | 19 | 1 | - | - | 20 | - |
| F(ii) | Service Connections - Extension of mains is required | - | 5 | 5 | 5 | - | - | - | 5 | - |
| F(iii) | Service Connections - Modification in connected load | - | 1 | 1 | - | - | - | - | - | 1 |
| F(iv) | Service Connections - Name Change/Reconnection | - | 10 | 10 | 10 | - | - | - | 10 | - |
| G | Refund of amount due in regard to temporary connection | - | - | - | - | - | - | - | - | - |
| H | Others | 6 | 153 | 159 | 152 | - | - | - | 152 | 7 |
| Total | | 18 | 6,345 | 6,363 | 6,336 | 3 | - | - | 6,339 | 24 |

Torrent Power Limited
Quarter : Q3 - October - December
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 | Website | 3466412 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 | | | |
| Ahmedabad License Area | | | |
| 2 | Information boards | 20 Lac Approx (across all Plugpoints) | Information Boards |
| | Grievance redressal options (Internal / consumer redresal forum) | 4.88 Lac | |
| | Information boards for substation requirement | 4.88 Lac (across all Plugpoints) | |
| | SD and SLC Information Board | 1.09 Lac Approx | |
| | Form Filling Assistance Board at NZO | 0.70 Lac Approx | |
| | Form Filling Assistance Board at CZO | 0.88 Lac Approx | |
| | Form Filling Assistance Board at AZO | 0.40 Lac Approx | |
| | Form Filling Assistance Board at GZO | 0.71 Lac Approx | |
| | Form Filling Assistance Board at SNN | 0.72 Lac Approx | |
| | Form Filling Assistance Board at Naroda | 0.18 Lac Approx | |
| | Form Filling Assistance Board at Motera | 0.20 Lac Approx | |
| | Form Filling Assistance Board at Prahladnagar | 3.70 Lac (across all Plugpoints) | |
| | Online Bill Payment Board | 3.70 Lac (across all Plugpoints) | |
| | ATM Drop box Payment Option Board | 3.70 Lac (across all Plugpoints) | |
| Launch of new customer portal | 3.70 Lac (across all Plugpoints) | | |
| 3 | Information booklets / flyers/ Letters/Hoardings etc | 4.88 Lac Approx | Information Booklets and Flyers , outdoor media etc |
| | Power Alert Service Flyer | 0.35 Lac Approx | |
| | Power Factor Improvement Flyer | 4.88 Lac (across all Plugpoints) and overall publicity at 24 locations across A'bad | |
| | Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc | | |
| 4 | Bills | 10 LPM | Backside of the bill |
| | Front Side: 1. Easy Pay Outlets (For the area of each group) 2. Mobile App Launch | 10 LPM | |
| 5 | Power Alert Service | 49978358 | SMS |
| | SMS related to Billing | | |
| 6 | Newspaper advertisements / Radio etc | | |
| | News paper Advertisements | 20 Lac Approx | |

Torrent Power Limited
Quarter : Q3 - October - December
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 | Website | 3466412 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 | | | |
| Surat License Area | | | |
| 2 | Information Boards | | |
| | 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 | News | | |
| | News Paper- ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information | Consumers at large | News Paper |
| 4 | Bills | | |
| | Front side : Safety Tips, Submit meter reading service & WhatsApp info | 6.23 lakh / month | Energy Bill |
| Back side : Kite Flying Safety Tips, Mobile App, Call Centre Info, Energy payment option, Redressal forum & Ombudsmen details | 6.23 lakh / month | | |
| 5 | SMS - Diwali Safety Tips, Application, Billing, Meter, Company Services | 18756378 | SMS |
| 6 | Bill Envelopes to HT-LTMD customers (Power Factor Importance, Energy Conservation Message, & Safety Tips on Kite Flying) | 2600 Consumer/Month | Bill Envelopes |
| 7 | Consumer Meet | | |
| | Awareness on Company Services, Safety, Conservation, Etc | 24 consumers | On virtual Platform – Zoom Meeting |
| 8 | Power Factor Awareness Programme | | |
| | Personal Visit to LTMD & LT Consumers | 43 | Personal Interaction |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

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

| Sr. No. | Month | Date and Time of Meeting conducted | No. of complaints registerd at the meeting | No. of complaints pending at the end of the meeting. |
|-------------------------------|--------------------------|---|---|---|
| Ahmedabad License Area | | | | |
| A | 1st Month of the Quarter | - | NIL | NIL |
| B | 2nd Month of the Quarter | - | NIL | NIL |
| C | 3rd Month of the Quarter | - | NIL | NIL |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

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

| Sr. No. | Month | Date and Time of Meeting conducted* | No. of complaints registered at the meeting | No. of complaints pending at the end of the meeting. |
|---------------------------|--------------------------|--|--|---|
| Surat License Area | | | | |
| A | 1st Month of the Quarter | 12-10-2020, 20-10-2020 & 29-10-2020 | 2 | Nil |
| B | 2nd Month of the Quarter | 10-11-2020 & 20-11-2020 | Nil | Nil |
| C | 3rd Month of the Quarter | 10-12-2020 & 21-12-2020 | 1 | Nil |

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

Torrent Power Limited
Quarter : Q3 - October - December
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 Transformers | Number of Distribution Transformers failed | % Failure rate of Distribution Transformer |
|-------------------------------|--|---|---|--|--|
| | A | B | C = A+B | D | H = (D) * 100/C |
| Ahmedabad License Area | 8,828 | 47 | 8,875 | 8 | 0.09% |

Torrent Power Limited
Quarter : Q3 - October - December
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 Transformers | Number of Distribution Transformers failed | % Failure rate of Distribution Transformer |
|---------------------------|--|---|---|--|--|
| | A | B | C = A+B | D | H = (D) * 100/C |
| Surat License Area | 2,638 | 15 | 2,653 | 1 | 0.04% |

Torrent Power Limited
Quarter : Q3 - October - December
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 | 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 | 199 | (5) | 194 | - | 0.00% |

Torrent Power Limited
Quarter : Q3 - October - December
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 | 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 |
| Surat License Area | 65 | - | 65 | - | - |

Torrent Power Limited
Year : 2020-21

SoP 008: Sample Test result for Neutral Voltage

| Compliance Sample Test Report for Neutral Voltage | | | | | |
|---|----------------------|-----------------------|----------------------------------|---|--|
| Ahmedabad License Area | | | | | |
| Sr. No | Category of Consumer | Sample Size (Numbers) | Standard specified in regulation | Deviation of results from the sample test (Numbers) | % age of non compliance (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| | LT Consumers | | | | |
| 1 | Domestic | 8,541 | 2% | 2 | 0.02% |
| 2 | Commercial | 600 | 2% | - | 0.00% |
| 3 | Industrial | 61 | 2% | - | 0.00% |
| 4 | Agricultural | | 2% | | 0.00% |
| 5 | Public Water works | | 2% | | 0.00% |
| | HT Consumer | | | | |
| 6 | HT Industrial | | 2% | | |
| | Total | 9,202 | | 2 | 0.02% |

Torrent Power Limited
Year : 2020-21

SoP 008: Sample Test result for Neutral Voltage

| Compliance Sample Test Report for Neutral Voltage | | | | | |
|--|-----------------------|-----------------------|----------------------------------|---|---|
| Surat License Area | | | | | |
| Sr. No | Category of consumers | Sample Size (Numbers) | Standard specified in regulation | Deviation of results from the sample test (Numbers) | % age non compliance (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| | LT consumers | | | | |
| 1 | Domestic | 2,685 | 2% | - | 0.00% |
| 2 | Commercial | 640 | 2% | - | 0.00% |
| 3 | Industrial | 1,704 | 2% | - | 0.00% |
| 4 | Agricultural | | 2% | | 0.00% |
| 5 | Public water works | | 2% | | 0.00% |
| | HT consumers | | | | |
| 6 | HT industrial | | 2% | | 0.00% |
| Total | | 5,029 | | - | 0.00% |

Torrent Power Limited
Year : 2020

SoP 009: Sample Test result for Voltage variations

| Compliance Sample Test Report for voltage variations | | | | | |
|--|---------------|--------------------------|------------------------------------|--|---|
| Ahmedabad License Area | | | | | |
| Sr. No | Voltage Level | Sample Size (Numbers) | Limit or prescribed standard | Deviation of results from the sample test (Numbers) | % age of non compliance (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | LT Consumers | 9327 | +6% to -6% | 17 | 0.18% |
| 2 | HT Consumers | 459 | +6% to -6% | 0 | 0.00% |
| 3 | EHT Consumers | 0 | +10% to -10% | 0 | |
| | Total | 9786 | | 17 | 0.17% |

Torrent Power Limited
Year : 2020

SoP 009: Sample Test result for Voltage variations

| Compliance Sample Test Report for voltage variations | | | | | |
|---|----------------------|----------------------------------|---|--|---------------------------------|
| Surat License Area | | | | | |
| Sr. No | Voltage Level | Sample Size (numbers) | Limit or prescribed standard | Deviation of results from the sample test (Numbers) | % age non compliance |
| | | | | | (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Low Voltage | 5,036 | +6% to -6% | 37 | 0.73% |
| 2 | High Voltage | 254 | +6% to -6% | - | 0.00% |
| 3 | Extra High Voltage | | +10% to -10% | - | 0.00% |
| | Total | 5,290 | | 37 | 0.70% |

Torrent Power Limited
Year : 2020

SoP 010: Sample Test result for Harmonics

| Compliance Sample Test Report for Harmonics | | | | | |
|---|----------------------|-----------------------|------------------------------|---|--|
| Ahmedabad License Area | | | | | |
| Sr. No | Category of Consumer | Sample size (Numbers) | Limit or standard prescribed | Deviation of results from the sample test (Numbers) | % age of non compliance (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | LT Consumers | 4296 | 3.50% | 0 | 0.00% |
| 2 | HT Consumers | 402 | 3.00% | 0 | 0.00% |
| 3 | EHT Consumers | 0 | 3.00% | 0 | |

Torrent Power Limited
Year : 2020

SoP 010: Sample Test result for Harmonics

| Compliance Sample Test Report for Harmonics | | | | | |
|--|------------------------------|------------------------------|-------------------------------------|--|--|
| Surat License Area | | | | | |
| Sr. No | Category of consumers | Sample size (Numbers) | Limit or standard prescribed | Deviation of results from the sample test (Numbers) | %age non compliance (6) = (5)*100/(3) |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | LT consumers | 184 | 3.5% | 3 | 1.63% |
| 2 | HT consumers | 3 | 3.0% | - | 0.00% |
| 3 | EHT consumers | - | 3.0% | - | 0.00% |

Torrent Power Limited
Quarter : Q3 - October - December
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) |
| Ahmedabad License Area | | | | | |
| 1 | Oct-20 | 3,33,624 | 19,91,023 | 3,68,287 | 0.185 |
| 2 | Nov-20 | 1,47,247 | 19,95,181 | 1,55,990 | 0.078 |
| 3 | Dec-20 | 2,40,288 | 19,97,703 | 2,46,950 | 0.124 |

Torrent Power Limited
Quarter : Q3 - October - December
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) |
| Surat License Area | | | | | |
| 1 | Oct-20 | 12,827 | 6,18,565 | 12,827 | 0.021 |
| 2 | Nov-20 | 2,956 | 6,19,098 | 2,956 | 0.005 |
| 3 | Dec-20 | 20,839 | 6,18,775 | 23,318 | 0.038 |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

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) |
| Ahmedabad License Area | | | | | | | |
| 1 | Oct-20 | 0:41 | 3,33,624 | | 19,91,023 | 2,01,675 | 00:06 |
| 2 | Nov-20 | 0:30 | 1,47,247 | | 19,95,181 | 73,893 | 00:02 |
| 3 | Dec-20 | 0:51 | 2,40,288 | | 19,97,703 | 1,34,533 | 00:04 |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

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) |
| Surat License Area | | | | | | | |
| 1 | Oct-20 | 00:32 | 12,827 | | 6,18,565 | 6,428 | 00:01 |
| 2 | Nov-20 | 00:35 | 2,956 | | 6,19,098 | 1,735 | 00:01 |
| 3 | Dec-20 | 00:32 | 20,839 | | 6,18,775 | 12,785 | 00:01 |

Torrent Power Limited
Quarter : Q3 - October - December
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 | $\Sigma IMiNmi$ | $MAIFI = \frac{\Sigma IMiNmi}{Nt}$ |
|-------------------------------|--------|---------------------------------------|--|---|---------------------------------|--------------------|------------------------------------|
| (1) | (2) | (3) | (4) | (5) = (3) * (4) | (6) | (7) = Total of (5) | (8)= (7)/ (6) |
| Ahmedabad License Area | | | | | | | |
| 1 | Oct-20 | 2 | 1,920 | | 19,91,023 | 1,920 | 0.001 |
| 2 | Nov-20 | 1 | 1,585 | | 19,95,181 | 1,585 | 0.001 |
| 3 | Dec-20 | 2 | 7957 | | 19,97,703 | 7,957 | 0.004 |

Torrent Power Limited
Quarter : Q3 - October - December
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) |
| Surat License Area | | | | | | | |
| 1 | Oct-20 | - | - | - | 6,18,565 | - | - |
| 2 | Nov-20 | - | - | - | 6,19,098 | - | - |
| 3 | Dec-20 | - | - | - | 6,18,775 | - | - |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

Performa SoP 013: Meter Faults

| Consumer Category | No.of faulty meters at the start of the quarter (1) | No.of faulty meters added during the quarter (2) | Total number of defective /faulty meter (3) = (2) + (1) | No. of faulty meters repaired and replaced (4) | No. of faulty meters pending at the end of quarter (5) = (3)-(4) |
|-------------------------------|--|---|--|---|---|
| Ahmedabad License Area | | | | | |
| Single Phase | - | 9,470 | 9,470 | 9,470 | - |
| Three Phase | - | 2,046 | 2,046 | 2,046 | - |

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

| Remarks | |
|----------------|-----|
| Single Phase | 139 |
| Three Phase | 26 |

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

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

Performa SoP 013: Meter Faults

| Consumer Category | No. of faulty meters at the start of the quarter (1) | No. of faulty meters added during the quarter (2) | Total number of defective/faulty meter (3) = (2) + (1) | No. of faulty meters repaired and replaced (4) | No. of faulty meters pending at the end of quarter (5) = (3)-(4) |
|---------------------------|---|--|---|---|---|
| Surat License Area | | | | | |
| Single Phase | 61 | 2,605 | 2,666 | 2,657 | 9 |
| Three Phase | 13 | 573 | 586 | 584 | 2 |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

SoP 16: Compensation Details

| Sr.no. | Event | Compensation | No. of cases where compensation was given (in numbers) | Amt of compensation paid in (Rs) |
|-------------------------------|--|--|--|----------------------------------|
| Ahmedabad License Area | | | | |
| 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. | - | - |
| TOTAL | | | | |

Torrent Power Limited
Quarter : Q3 - October - December
Year : 2020-21

Performa SoP 16: Compensation Details

| Sr.no. | Event | Compensation | No. of cases where compensation was given (in numbers) | Amt of compensation paid in (Rs) |
|---------------------------|--|--|--|----------------------------------|
| Surat License Area | | | | |
| 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. | - | - |
| TOTAL | | | | |