

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : APRIL 21 TO JUNE 21**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2021-22

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	-	-	9	6	7	-	-	9	6	7

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

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2021-22

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	1	-	-	1	1	1

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

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2021-22

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	
Ahmedabad License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	3	8,613	8,616	8,425	188	-	-	8,613	3
A (ii)	Interruption in power supply-Interruption due to line break down	110	24,571	24,681	24,531	23	-	-	24,554	127
A (iii)	Interruption in power supply-Interruption due to failure of transformers	1	19	20	19	-	-	-	19	1
A (iv)	Interruption in power supply-Others	42	16,622	16,664	16,603	-	-	-	16,603	61
B (i)	Quality of Power Supply-No augmentation required	-	73	73	73	-	-	-	73	-
B (ii)	Quality of Power Supply-Augmentation required	-	116	116	116	-	-	-	116	-
C (i)	Meters-Stopped / Defective / Burnt / No Display Meters	33	6,692	6,725	6,648	1	-	-	6,649	76
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	17	1,912	1,929	1,913	1	-	-	1,914	15
F (i)	Service Connections-Extension of mains is not required	-	-	-	-	-	-	-	-	-
F (ii)	Service Connections-Extension of mains is required	1	20	21	20	1	-	-	21	-
F (iii)	Service Connections-Modification in connected Load	3	-	3	3	-	-	-	3	-
F (iv)	Service Connections-Name Change/reconnection	-	23	23	23	-	-	-	23	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	10	931	941	932	-	-	-	932	9
Total		220	59,592	59,812	59,306	214	-	-	59,520	292

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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	
Surat License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	-	837	837	834	3	-	-	837	-
A (ii)	Interruption in power supply-Interruption due to line break down	2	2,108	2,110	2,107	1	-	-	2,108	2
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	-	1,460	1,460	1,460	-	-	-	1,460	-
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	-	1,843	1,843	1,839	1	-	-	1,840	3
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	9	678	687	685	-	-	-	685	2
F (i)	Service Connections-Extension of mains is not required	-	12	12	11	1	-	-	12	-
F (ii)	Service Connections-Extension of mains is required	-	3	3	3	-	-	-	3	-
F (iii)	Service Connections-Modification in connected Load	-	-	-	-	-	-	-	-	-
F (iv)	Service Connections-Name Change/reconnection	-	9	9	9	-	-	-	9	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	133	133	132	-	-	-	132	1
Total		11	7,083	7,094	7,080	6	-	-	7,086	8

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2021-22
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	3218572 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		Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	20 Lac Approx (across 6 locations)	
	Information boards for substation requirement	5.47 Lac Approx	
	SD and SLC Information Board	5.47 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.2 Lac Approx	
	Form Filling Assistance Board at CZO	0.79 Lac Approx	
	Form Filling Assistance Board at AZO	1.05 Lac Approx	
	Form Filling Assistance Board at GZO	0.33 Lac Approx	
	Form Filling Assistance Board at SNN	0.8 Lac Approx	
	Form Filling Assistance Board at Naroda	0.79 Lac Approx	
	Form Filling Assistance Board at Motera	0.26 Lac Approx	
	Form Filling Assistance Board at Prahlanagar	0.24 Lac Approx	
	Online Bill Payment Board	4.3 Lac approx (across all Plugpoints)	
	ATM Dropbox Payment Option Board	4.3 Lac approx (across all Plugpoints)	
Launch of new customer portal	4.3 Lac approx (across all Plugpoints)		
3	Information Booklets / Flyers / Letters / hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.47 lac Approx	
	Energy Conservation Flyer	20 Lac Approx	
	Electrical Safety Flyer	20 Lac Approx	
	Power Factor Improvement Flyer	35000 Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	5.47 lacs (across all Plugpoints) and overall publicity at 27 locations across A'bad	
4	Bills		Backside of the bill
	Front Side: 1. Whatsapp services 2. Mobile App Launch	10 LPM	
	Back Side: 1. New Tariff Structure 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	26718728	

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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	Web Site	3218572 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 schedul			
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	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	News Digital Services, ELCB importance, Portal, Mobile App, WhatsApp & Helpline number information	Consumers at large	News Paper
4	Bills Front side : Monsoon Safety Tips, Mobile App & WhatsApp info	6.23 lakh / month	Energy Bill
	Back side : Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details	6.23 lakh / month	
5	SMS - Application, Billing , Meter, Company Services Awareness.	10598117	SMS
6	Bill Envelopes to HT-LTMD customers (Power Factor importance, Digital Services & Monsoon Safety Tips)	2600 Consumer/Month	Bill Envelopes
7	Information booklets / Flyers / Letters		
8	ELCB letters to all LTMD Customers, UAE awareness to all NRGPs customers, Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy Calculator, Office Addresses, Online Payment Services Reactive Power Management , Consumer Charter, etc.	175000	Pamphlets & Booklets
9	Booklet (GERC Regulations & Application Processing Charges)	9	Booklet
10	Radio - Digital services Awareness on six radio station for ten days	Consumers at large	Radio
11	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	19 consumers	On virtual Platform – Zoom Meeting
12	Power Factor Awareness Programme Personal Visit to LTMD & LT Consumers	94	Personal Interaction

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Performa SoP 005 B : 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.
Ahmedabad License Area				
A	1st Month of the Quarter	0	NIL	NIL
B	2nd Month of the Quarter	0	NIL	NIL
C	3rd Month of the Quarter	0	NIL	NIL

**Consumers can walk in for redressal of grievance*

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Performa SoP 005 B : 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	07.04.2021, 12.04.21 & 20.04.2021	1	Nil
B	2nd Month of the Quarter	10.05.2021 , 20.05.2021 & 25.05.2021	2	Nil
C	3rd Month of the Quarter	10.06.2021, 18.06.2021 & 21.06.2021	2	Nil

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

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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 transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C	D	E= (D) * 100/C
Ahmedabad License Area	8,914	54	8,968	14	0.16%

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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 transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C	D	E= (D) * 100/C
Surat License Area	2,673	10	2,683	-	0.00%

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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	203	3	206	-	0.00%

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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
Surat License Area	65	-	65	-	0.00%

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 (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
Ahmedabad License Area					
1	Apr-21	1,43,487	20,06,639	1,58,000	0.079
2	May-21	2,09,929	20,08,319	2,31,647	0.115
3	Jun-21	2,30,385	20,12,978	2,51,397	0.125

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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 (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
Surat License Area					
1	Apr-21	18,632	6,21,771	18,632	0.030
2	May-21	18,952	6,21,234	18,952	0.031
3	Jun-21	15,668	6,21,896	15,668	0.025

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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
Ahmedabad License Area							
1	Apr-21	0:34	1,43,487		20,06,639	69,235	00:02
2	May-21	0:42	2,09,929		20,08,319	1,62,414	00:05
3	Jun-21	0:29	2,30,385		20,12,978	1,27,700	00:04

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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
Surat License Area							
1	Apr-21	00:35	18,632		6,21,771	9,128	00:01
2	May-21	00:41	18,952		6,21,234	6,655	00:01
3	Jun-21	00:46	15,668		6,21,896	9,830	00:01

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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
Ahmedabad License Area							
1	Apr-21	4	8,334		20,06,639	8,334	0.004
2	May-21	3	7,304		20,08,319	7,304	0.004
3	Jun-21	2	421		20,12,978	842	0.000

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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	$\sum IMiNmi$	MAIFI = $\frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=7/6
Surat License Area							
1	Apr-21	-	-	-	6,21,771	-	-
2	May-21	-	-	-	6,21,234	-	-
3	Jun-21	-	-	-	6,21,896	-	-

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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)
Ahmedabad License Area					
Single Phase	-	8639	8,639	8639	-
Three Phase	-	1879	1,879	1879	-

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

Remarks	
Single Phse	70
Three Phase	290

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

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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)
Surat License Area					
Single Phase	30	2,015	2,045	1,993	52
Three Phase	10	483	493	484	9

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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)
Ahmedabad License Area				
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.	-	-
TOTAL			-	-

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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)
Surat License Area				
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.	-	-
TOTAL			-	-