

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter : Q3 - October-December**  
**Year : 2021-22**

**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	-	-	7	-	1	-	-	28	6	8
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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	-	-	-	2	2	3

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

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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>Ahmedabad License Area</b>										
A(i)	Interruption in power supply- Loose connections from pole	-	5,644	5,644	5,633	11	-	-	5,644	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	152	18,526	18,678	18,487	9	-	-	18,496	182
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	33	34	33	-	-	-	33	1
A(IV)	Interruption in power supply- Others	67	11,369	11,436	11,372	-	-	-	11,372	64
B(i)	Quality of Power Supply- No Augmentation required	-	19	19	19	-	-	-	19	-
B(ii)	Quality of Power Supply- Augmentation required	-	28	28	28	-	-	-	28	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	56	4,536	4,592	4,567	1	-	-	4,568	24
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	19	1,489	1,508	1,496	-	-	-	1,496	12
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	3	3	3	-	-	-	3	-
F(iii)	Service Connections - Modification in connected load	23	6	29	9	-	-	-	9	20
F(IV)	Service Connections - Name Change/Reconnection	-	15	15	15	-	-	-	15	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	12	562	574	569	-	-	-	569	5
<b>Total</b>		<b>330</b>	<b>42,230</b>	<b>42,560</b>	<b>42,231</b>	<b>21</b>	<b>-</b>	<b>-</b>	<b>42,252</b>	<b>308</b>

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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>									
A(i)	Interruption in power supply- Loose connections from pole	-	604	604	603	1		604	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	1,890	1,890	1,890			1,890	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	1	1	1			1	-
A(iv)	Interruption in power supply- Others	1	1,063	1,064	1,064			1,064	-
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	2	1,064	1,066	1,066		-	1,066	-
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	1	487	488	485			485	3
F(i)	Service Connections - Extension of mains is not required	-	11	11	10	1		11	-
F(ii)	Service Connections - Extension of mains is required	-	1	1	1			1	-
F(iii)	Service Connections - Modification in connected load	-	-	-				-	-
F(iv)	Service Connections - Name Change/Reconnection	-	5	5	5			5	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-
H	Others	-	94	94	93			93	1
<b>Total</b>		<b>4</b>	<b>5,220</b>	<b>5,224</b>	<b>5,218</b>	<b>2</b>	<b>-</b>	<b>5,220</b>	<b>4</b>

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**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	<b>Website</b>	3464227 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	5.33 Lac Approx	
	SD and SLC Information Board	5.33 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.09 Lac Approx	
	Form Filling Assistance Board at CZO	0.78 Lac Approx	
	Form Filling Assistance Board at AZO	1.02 Lac Approx	
	Form Filling Assistance Board at GZO	0.41 Lac Approx	
	Form Filling Assistance Board at SNN	0.75 Lac Approx	
	Form Filling Assistance Board at Naroda	0.75 Lac Approx	
	Form Filling Assistance Board at Motera	0.23 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.25 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.06 Lac Approx	
	Online Bill Payment Board	5.33 Lac (across all Plugpoints)	
ATM Drop box Payment Option Board	5.33 Lac (across all Plugpoints)		
Launch of new customer portal	5.33 Lac (across all Plugpoints)		
3	<b>Information booklets / flyers/ Letters/Hoardings etc</b>		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.33 Lac Approx	
	Energy Conservation Flyer	0	
	Electrical Safety Flyer	5.33 Lac Approx	
	Power Factor Improvement Flyer	0.35 Lac Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	5.33 lacs (across all Plugpoints) and overall publicity at 26 locations across A'bad	
4	<b>Bills</b>		Backside of the bill
	<b>Front Side:</b> 1. Whatsapp services 2. Mobile App Launch	12 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	12 LPM	
5	<b>Power Alert Service</b>		SMS
	SMS related to Billing	22213235	

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**Performa SoP 004: Publicity carried out**

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1	<b>Website</b>	3464227 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 Sample form for new application/Tariff/Call Centre Services/ Solar process & require documents/ Portal Connect Info, etc.	Consumer at large	Boards at consumer centres
3	<b>News</b>		
	News Paper- Door step service for Senior Citizen & physically challenged, Digital Services, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information	Consumers at large	News Paper
4	<b>Bills</b>		
	<b>Front side</b> : ELCB info, Capacitor Awareness, Payment Options & WhatsApp info <b>Back side</b> : Bill language Option, Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details	6.25 lakh / month 6.25 lakh / month	Energy Bill
5	<b>SMS</b> - Diwali Safety Tips, Energy Conservation, Application, Billing , Meter, Company Services Awareness.	7846670	SMS
6	<b>Bill Envelopes to HT-LTMD customers</b> ( Power Factor Importance, Energy Conservation Message, & Safety Tips on Kite Flying)	2600 Consumer/Month	Bill Envelopes
7	<b>Consumer Meet</b>		
	Awareness on Company Services, Safety, Conservation, Etc	74 consumers	Company & Consumer Premises
8	<b>Power Factor Awareness Programme</b>		
	Personal Visit to LTMD & LT Consumers	89	Personal Interaction
9	<b>Information booklets / Flyers / Letters</b>		
	ELCB letters to all LTMD Customers, Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, etc. Booklet (GERC Regulations & Application Processing Charges)	150000 10	Pamphlets & Booklets Booklet
10	<b>Banners, Posters &amp; Rangoli</b> - Energy Conservation	Consumers at large	Banners, Posters & Rangoli
11	<b>WhatsApp</b> - Energy Conservation, Diwali, New Year Greetings & Services	1316517	WhatsApp
12	<b>Video on App &amp; Display at Plug point(Consumer Centre)</b> - ELCB importance on Navratri,E bill for Environment protection	Consumers at large	Video
13	<b>School Programme</b> - Elocution competition on Energy conservation theme	23 Students	School Programme

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
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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 registerd 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	06-10-2021, 12-10-2021, 19-10-2021, 26-10-2021	8	0
<b>B</b>	2nd Month of the Quarter	02-11-2021, 09-11-2021, 16-11-2021, 23-11-2021, 30-11-2021	1	0
<b>C</b>	3rd Month of the Quarter	07-12-2021, 14-12-2021, 21-12-2021, 28-12-2021	4	0



**Torrent Power Limited**  
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**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.
<b>Surat License Area</b>				
<b>A</b>	1st Month of the Quarter	11-10-2021, 20-10-2021 & 28-10-2021	2	Nil
<b>B</b>	2nd Month of the Quarter	10-11-2021 & 22-11-2021	Nil	Nil
<b>C</b>	3rd Month of the Quarter	10-12-2021 & 20-12-2021	1	1

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

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
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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
Ahmedabad License Area	9,000	24	9,024	9	0.10%

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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
	<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>	2,692	26	2,718	1	0.04%

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
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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	207	11	218	-	0.00%

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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
<b>Surat License Area</b>	65	-	65	-	-

**Torrent Power Limited**  
**Year : 2021**

**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
	<b>LT Consumers</b>				
1	Domestic	7,190	2%	-	0.00%
2	Commercial	629	2%	-	0.00%
3	Industrial	56	2%	-	0.00%
4	Agricultural	-	2%	-	0.00%
5	Public Water works	-	2%	-	0.00%
	<b>HT Consumer</b>				
6	HT Industrial	0	2%	-	
	<b>Total</b>	<b>7,875</b>		-	<b>0.00%</b>

**Torrent Power Limited**  
**Year : 2021**

**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
	<b>LT consumers</b>				
1	Domestic	3,119	2%	-	0.00%
2	Commercial	696	2%	-	0.00%
3	Industrial	2,493	2%	-	0.00%
4	Agricultural		2%		0.00%
5	Public water works		2%		0.00%
	<b>HT consumers</b>				
6	HT industrial		2%		0.00%
<b>Total</b>		<b>6,308</b>		-	<b>0.00%</b>

**Torrent Power Limited**  
**Year : 2021**

**SoP 009: Sample Test result for Voltage variations**

<b>Compliance Sample Test Report for voltage variations</b>					
<b>Ahmedabad License Area</b>					
<b>Sr. No</b>	<b>Voltage Level</b>	<b>Sample Size (Numbers)</b>	<b>Limit or prescribed standard</b>	<b>Deviation of results from the sample test (Numbers)</b>	<b>% age of non compliance</b>  (6) = (5)*100/(3)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	LT Consumers	7596	+6% to -6%	0	0.00%
2	HT Consumers	491	+6% to -6%	0	0.00%
3	EHT Consumers	0	+10% to -10%	0	
	<b>Total</b>	<b>8087</b>		<b>0</b>	<b>0.00%</b>



**Torrent Power Limited**  
**Year : 2021**

**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	6,308	+6% to -6%	46	0.73%
2	High Voltage	263	+6% to -6%	-	0.00%
3	Extra High Voltage		+10% to -10%	-	0.00%
	<b>Total</b>	<b>6,571</b>		<b>46</b>	<b>0.70%</b>

**Torrent Power Limited**  
**Year : 2021**

**SoP 010: Sample Test result for Harmonics**

<b>Compliance Sample Test Report for Harmonics</b>					
<b>Ahmedabad License Area</b>					
<b>Sr. No</b>	<b>Category of Consumer</b>	<b>Sample size (Numbers)</b>	<b>Limit or standard prescribed</b>	<b>Deviation of results from the sample test (Numbers)</b>	<b>% age of non compliance</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	LT Consumers	3226	3.50%	0	0.00%
2	HT Consumers	441	3.00%	0	0.00%
3	EHT Consumers	0	3.00%	0	

**Torrent Power Limited**  
**Year : 2021**

**SoP 010: Sample Test result for Harmonics**

<b>Compliance Sample Test Report for Harmonics</b>					
<b>Surat License Area</b>					
<b>Sr. No</b>	<b>Category of consumers</b>	<b>Sample size (Numbers)</b>	<b>Limit or standard prescribed</b>	<b>Deviation or results from the sample test (Numbers)</b>	<b>%age non compliance (6) = (5)*100/(3)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	LT consumers	200	3.5%	5	2.50%
2	HT consumers	8	3.0%	-	0.00%
3	EHT consumers	-	3.0%	-	0.00%

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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	Oct-21	150,748	2,023,600	160,924	0.080
2	Nov-21	136,233	2,024,964	149,049	0.074
3	Dec-21	243,323	2,026,689	269,523	0.133

**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	Oct-21	29,538	623,856	29,538	0.047
2	Nov-21	26,254	624,008	26,546	0.043
3	Dec-21	27,204	623,117	31,593	0.051

**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	Oct-21	0:31	150,748		2,023,600	81,621	0:02
2	Nov-21	0:30	136,233		2,024,964	70,872	0:02
3	Dec-21	0:26	243,323		2,026,689	113,473	0:03

**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>Surat License Area</b>							
1	Oct-21	0:34	29,538		623,856	11,490	0:02
2	Nov-21	0:47	26,254		624,008	15,803	0:02
3	Dec-21	0:25	27,204		623,117	12,178	0:01

**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	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Ahmedabad License Area</b>							
1	Oct-21	1	1,094		2,023,600	1,094	0.001
2	Nov-21	3	1,992		2,024,964	1,992	0.001
3	Dec-21	-	-		2,026,689	-	-



**Torrent Power Limited**  
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**Year : 2021-22**

**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	Oct-21	-	-	-	623,856	-	-
2	Nov-21	-	-	-	624,008	-	-
3	Dec-21	-	-	-	623,117	-	-

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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	-	1,266	1,266	1,261	5
Three Phase	-	433	433	431	2

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

<b>Remarks</b>	
Single Phase	743
Three Phase	523

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

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
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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	29	2,564	2,593	2,068	525
Three Phase	10	564	574	500	74

**Torrent Power Limited**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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**  
**Quarter : Q3 - October - December**  
**Year : 2021-22**

**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>				