

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER:JANUARY 22 TO MARCH 22**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q4 - January - March
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	-	-	3	1	1	-	-	31	7	9
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

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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	-	-	2		1	-	-	4	2	4
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

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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)	
Ahmedabad License Area										
A(i)	Interruption in power supply- Loose connections from pole	-	5,587	5,587	5,570	16	-	-	5,586	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	182	17,849	18,031	17,833	11	-	-	17,844	187
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	18	19	18	-	-	-	18	1
A(IV)	Interruption in power supply- Others	64	10,939	11,003	10,935	-	-	-	10,935	68
B(i)	Quality of Power Supply- No Augmentation required	-	12	12	12	-	-	-	12	-
B(ii)	Quality of Power Supply- Augmentation required	-	24	24	24	-	-	-	24	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	24	3,403	3,427	3,408	-	-	-	3,408	19
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	12	1,495	1,507	1,495	2	-	-	1,497	10
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	16	16	16	-	-	-	16	-
F(iii)	Service Connections - Modification in connected load	20	8	28	-	-	-	-	-	28
F(IV)	Service Connections - Name Change/Reconnection	-	7	7	7	-	-	-	7	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	5	549	554	551	-	-	-	551	3
Total		308	39,907	40,215	39,869	29	-	-	39,898	317

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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)
Surat License Area									
A(i)	Interruption in power supply- Loose connections from pole	-	575	575	575			575	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	1,899	1,899	1,898	1	-	1,899	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	1	1	1			1	-
A(iv)	Interruption in power supply- Others	-	1,067	1,067	1,067			1,067	-
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	-	807	807	806	1	-	807	-
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	3	846	849	849			849	-
F(i)	Service Connections - Extension of mains is not required	-	11	11	11	-		11	-
F(ii)	Service Connections - Extension of mains is required	-	-	-	-			-	-
F(iii)	Service Connections - Modification in connected load	-	-	-	-			-	-
F(iv)	Service Connections - Name Change/Reconnection	-	4	4	4			4	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-
H	Others	1	77	78	77			77	1
Total		4	5,287	5,291	5,288	2	-	5,290	1

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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	3376306 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 all Plugpoints)	
	Information boards for substation requirement	5.14 Lac Approx	
	SD and SLC Information Board	5.14 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.09 Lac Approx	
	Form Filling Assistance Board at CZO	0.73 Lac Approx	
	Form Filling Assistance Board at AZO	1.00 Lac Approx	
	Form Filling Assistance Board at GZO	0.3 Lac Approx	
	Form Filling Assistance Board at SNN	0.72 Lac Approx	
	Form Filling Assistance Board at Naroda	0.73 Lac Approx	
	Form Filling Assistance Board at Motera	0.22 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.265 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.082 Lac Approx	
	Online Bill Payment Board	5.14 Lac (across all Plugpoints)	
ATM Drop box Payment Option Board	5.14 Lac (across all Plugpoints)		
Launch of new customer portal	5.14 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.14 Lac Approx	
	Energy Conservation Flyer	20 Lac Approx	
	Electrical Safety Flyer	20 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	5.14 lacs (across all Plugpoints) and overall publicity at 26 locations across A'bad	
4	Bills		Backside of the bill
	Front Side: 1. Whatsapp services 2. Mobile App Launch	12 LPM	
	Back Side: 1. New Tariff Structure effective from 24th April 2019 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	12 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	29908115	
6	Newspaper advertisements / Radio etc		SMS
	News paper Advt	20 Lac Approx	
	FM Radio - Uttarayan Campaign	20 Lac Approx	

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Performa SoP 004: Publicity carried out

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1	Website	3376306 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 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	News		
	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	Bills		
	Front side : ELCB info, Capacitor Awareness, Payment Options & WhatsApp info Back side : Bill language Option, Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details through leaflet attachmen	6.26 lakh / month 6.26 lakh / month	Energy Bill
5	SMS - Kite Safety , Application, Billing , Meter, Company Services Awareness.	7379912	SMS
6	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion & Kite Flying Safety Tips	2800 Consumer/Month	Bill Envelopes
7	Consumer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	184 consumers	Company & Consumer Premises
8	Power Factor Awareness Programme		
	Personal Visit to LTMD & LT Consumers	62	Personal Interaction
9	Information booklets / Flyers / Letters		
	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.	150000	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	12	Booklet
10	Banners, Posters & Kite Safety leaflets	Consumers at large	Leaflets Distribution
11	WhatsApp - Kite Safety Awareness New Year Greetings & Services	550358	WhatsApp
12	Video on App & Display at Plug point(Consumer Centre) - ELCB importance , E bill for Environment protection, Safety Tips	Consumers at large	Video
13	Radio - Kite Flying Safety tips four days, Cable TV Scrolling four days, Mobile van announcement 15 days.	Consumers at large	Radio, Cable TV Scrolling, Mobile Van

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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 registerd at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
A	1st Month of the Quarter	04-01-2022, 11-01-2022, 18-01-2022, 25-01-2022	0	0
B	2nd Month of the Quarter	08-02-2022, 15-02-2022, 22-02-2022	0	0
C	3rd Month of the Quarter	01-03-2022, 08-03-2022, 15-03-2022, 22-03-2022	1	0

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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.
Surat License Area				
A	1st Month of the Quarter	-	Nil	Nil
B	2nd Month of the Quarter	11-02-2022 & 21-02-2022	2	Nil
C	3rd Month of the Quarter	11-03-2022 & 29-03-2022	3	1

* 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 Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	9,024	66	9,090	4	0.04%

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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
Surat License Area	2,718	22	2,740	1	0.04%

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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	218	1	219	-	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 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	-	-

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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)
Ahmedabad License Area					
1	Jan-22	214,257	2,031,592	246,066	0.121
2	Feb-22	188,511	2,034,781	213,681	0.105
3	Mar-22	157,148	2,038,438	170,398	0.084

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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)
Surat License Area					
1	Jan-22	10,605	624,078	10,605	0.017
2	Feb-22	16,995	624,575	18,353	0.029
3	Mar-22	23,435	625,478	23,435	0.037

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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)
Ahmedabad License Area							
1	Jan-22	0:26	214,257		2,031,592	112,165	0:03
2	Feb-22	0:31	188,511		2,034,781	93,916	0:03
3	Mar-22	0:28	157,148		2,038,438	79,528	0:02

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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	Jan-22	0:19	10,605		624,078	3,370	0:01
2	Feb-22	0:32	16,995		624,575	9,432	0:01
3	Mar-22	0:27	23,435		625,478	9,864	0:01

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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)
Ahmedabad License Area							
1	Jan-22	2	4,482		2,031,592	4,482	0.002
2	Feb-22	3	2,991		2,034,781	2,991	0.001
3	Mar-22	3	1,739		2,038,438	1,739	0.001

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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	Jan-22	-	-	-	624,078	-	-
2	Feb-22	2	996	-	624,575	996	0.002
3	Mar-22	-	-	-	625,478	-	-

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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	5	1,151	1,156	1,153	3
Three Phase	2	369	371	369	2

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

Remarks	
Single Phase	628
Three Phase	42

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

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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	28	1,794	1,822	1,791	31
Three Phase	11	432	443	433	10

* The no. of faulty meters repaired and replaced in Q3 has been corrected to 2565 for single phase and 563 for three phase.

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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)
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				

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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)
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				