

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR:APRIL 21 TO MARCH 22**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited

Year : 2021-22

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	31	7	9

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

Torrent Power Limited

Year : 2021-22

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Surat License Area	-	-	4	2	4

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

TORRENT POWER LTD

2021-22

SoP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED

1	2	3	4	5	6	7	8	9
SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURENCE OF SUCH ACCIDENT
Ahmedabad License area								
1	Jayeshbhai Babubhai Rawal Service No. 100322865, House no. 8, F.F., Purshottamnagar, Daxini Soc, Maninagar	14-Apr-21	FHO	<p>Fatal Electrical accident occurred to Mr. Jayeshbhai Babubhai Rawal, Suidha Park Society, Nr. Purshottamnagar, Daxini Soc., Maninagar on 14.04.2021 @ 11.00 hrs. Information regarding the accident was received by Torrent Power Limited on 19.04.2021 at 13.41 hrs. (service no. 100322865).</p> <p>TPL team reached at location of the incident on 19.04.2021 at 15.30 hrs and disconnected the power supply of service no. 100322865. During visit, it was observed that consumer side wiring was loose, hanging and in unsafe condition. No ELCB/RCCB mounted in circuit. As stated by witness (Mrs. Seemaben Yadav), victim (Mr. Jayeshbhai Babubhai Rawal) felt dizziness while working on water drainage pipe which is used for water outlet of bathroom. After seeing IP hanging on metallic rope which is used for drying out clothes, she shouted for help and other family member rushed to IP for help. Then they shifted IP to LG hospital for treatment, where doctor on duty declared him dead.</p> <p>Joint site visit was carried out with AEI S G Patel & TPL representatives on 22.04.2021 at 10.30 hrs. During visit it was observed that consumer side wiring was loose, hanging and in unsafe condition. Electrical casing capping wiring is passing from behind the water drainage pipeline. IP was working on drainage pipeline and was trying to open the metallic clamp of drainage pipe with metallic hand tool. During this repairing suddenly, water drainage pipe burst open leading to water leakages from pipe to wall as well as on IP. Hence possibility is that he might have gotten electric shock and got electrocuted.</p> <p>Upon checking electrical wiring of premises, No ELCB / RCCB found mounted in circuit. Hence consumer was informed to rectify the faulty unsafe wiring and install ELCB/RCCB in circuit. TPL side SA cable and earthing found in order.</p> <p>It appears that due to unsafe wiring and no ELCB/RCCB having been mounted in circuit, when IP came in contact with wet metal clamp of drainage pipe, he might have got electric shock and got electrocuted. PM report is not available.</p>	Joint investigation was carried out by the team of TPL & EI on 22-Apr-2021 @ 10.30 hrs.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
2	Anil Sharma HT service no. 8001012, M/s J B Packaging, Plot No. 123/B, G.I.D.C. Phase-I, Vatva	25-Apr-21	NFHO	<p>Information about Non-fatal accident which took place on 25.04.2021 at 03.30 AM at M/s J B Packaging was received by Torrent Power Ltd through No Power Complaint from customer representative.</p> <p>Joint visit with GEI and TPL representatives was conducted on 26.04.2021, where as reported by the victim Mr. Anil Sharma, who works as wireman in HT service M/s J B Packaging, got information regarding power failure in machines from plant operator Mr. Pratap Singh Sekhawat on 25.04.2021 at 03.00 AM. He immediately rushed to site to check power in LT main panel of connected machinery. Later, he inspected LT main panel through multimeter after switching off main panel power and found that B-phase HRC fuse was in blown condition. After that he replaced the faulty fuse with new HRC fuse of 315A and switched on the main power. However, power was not restored after replacement also. Later he opened 400 A main panel box and started checking power supply through multimeter with main power in on condition. While checking power, suddenly all 3-phase fuse was blown off with immediate flash in panel. Due to sudden flash in panel box, he got electric shock and burns in both hands. He was taken to nearest hospital for treatment.</p> <p>During joint site visit, there is no ELCB/RCCB installed on switch from where switch/HRC fuse was connected. During the test performed through Megger on cables in panel, results were not found within permissible limits. It appears that cable was short on R and Y phase, parts were not properly insulated. Victim might have got electric shock due to leakage current which passed through uninsulated / short electric cable portion while operating the switch or checking the same through multimeter. Victim received 2nd degree burn on his left arm and some portion of right hand. Actual cause of flashover is unknown.</p>	Joint investigation was carried out by the team of TPL & EI on 26-Apr-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	Faulty Switch and LT cable was isolated.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
3	Jasodaben Mahendrabhai Prajapati Service No. 3001989, Mota Thakor vas, Kocharab, Paldi	5-May-21	NFHO	<p>Shock complaint number 1005859970 was registered on 05.05.2021 at 10.51 hrs by service no. 68526. TPL personnel visited the site. On visit, it was found that there was leakage power in earthing of 3 to 4 services. He was informed that Ms Jashodaben Mahendrabhai Prajapati had received mild shock and had fallen on ground while plugging immersion heater in plug. TPL personnel immediately made power off by removing HRC from Anil Kunj FSP 1 Ckt. 3. IP was shifted to Surya hospital for preliminary treatment. The victim got discharged within 2 hrs after providing preliminary treatment.</p> <p>After investigation, it was found that service cable was healthy but earthing of 10/2c branch cable was open due to underground cable fault. Cable fault in branch cable network might have caused leakage current in earthing. It was suspected that IP might have gotten mild electric shock due to this leakage current while holding immersion heater in hand and plugging in the socket. In downstream network, fuse was found blown in one OTDP due to this underground fault. Some portion of branch cable is found encroached by extended premises.</p> <p>It is observed that sanctioned load of victim service connection is 0.5 KW but connected load is >2 KW. ELCB was not installed at consumer premises. Use of unauthorized load (more than sanction) is also observed in surrounding service connections. The residents will be explained and served notice to regularize their load and install ELCB. The cable fault might have occurred due to digging activity in the past and due to penetration of water / moisture deterioration of insulation took place.</p> <p>Supply was restored temporarily. Network improvement work to upgrade existing network is planned. Electrical inspector, Govt. of Gujarat, Ahmedabad was informed about incident on 06.05.2021</p>	Due to Pandemic situation (COVID-19), joint visit was not carried out by team of TPL & EI.	During visit of TPL team, the consumers were intimated to go for load regularization of their service connections.	Yes	Noitces were served to the consumers to regularise the load.
4	Cow Service No. 100491240, Street light pole no NM 1115, Near Block No. 140/3352 GHB colony, Behind New mental hospotal, Asarwa - Meghaninagar	16-May-21	FAO	<p>Information of fatal electric accident of one cow near AMC street light pole no. NM 1115, GHB colony, Asarwa was received at about 21:46 hrs on 16.05.2021. TPL team had visited site and disconnected the electric circuit of streetlight pole no. NM 1115 from main power supply. At the time of visit, one cow was found dead near pole NM 1115. During further inspection & testing of cable between pole no. NM 1114 to NM 1115, it was found that cable had very low megger value. The streetlight service no. 100491244 was disconnected. No ELCB was provided by customer. TPL network earthing was found in order.</p> <p>Assistant Electrical Inspector, Government of Gujarat was informed and joint site visit was carried out on 18.05.2021.</p> <p>During the joint site visit with AEI Mr. Harshad Patel and Torrent Power team on 18.05.2021 at 02.15 PM, insulation resistance test of cable between streetlight pole no. NM 1114 to NM 1115 & from NM 1115 to NM 1116 was carried out. It was found that cable from NM 1114 to NM 1115 was having very low megger value and B&R phase found short. From NM 1115 to NM 1116, all three phase, neutral wire of cable was found short with each other.</p> <p>Considering above mentioned facts & observation, it might be possible that cow might have been electrocuted due to leakage current from faulty cable of streetlight pole NM 1115. However, in absence of any post mortem report of cow exact cause of death could not be ascertained.</p> <p>Representative of M/s Citelum (AMC streetlight vendor) were advised on 18.05.2021 to get wiring of place of accident repaired and tested by Government approved license electric contractor.</p>	Joint investigation was carried out by the team of TPL & AEI on 18-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
5	Cow Service No. 100439914, Baliyadev na tekra, Jivanwadi Road, Nicol	17-May-21	FAO	Information regarding fatal electric accident of cow at Baliyadev na tekra, Nicol was received at about 23:34 hrs on 17.05.2021. TPL team had visited the site and cow was found dead in consumer's premises. At the time of visit, atmospheric condition was wet due to continuous rain whole evening. TPL team found that consumer side wiring was faulty as shock observed on metallic roof. Also they found that chattering sound between metallic roof & iron rod where cow was tied. For further verification, they switched off the consumer side main switch & chattering between metallic roof & iron rod at which cow was tied, was not there. TPL team disconnected the power supply of S/ 100439914. TPL network earthing was found in order. Assistant electrical inspector, Government of Gujarat was informed, and joint site visit was done on 18.05.2021. During the joint site visit with AEI and Torrent Power team on 18.05.2021 at around 03:30 PM, it was found that consumer side wiring was faulty in bathroom. One lamp holder was found in damaged condition and insulation of wire which was in holder was also found in damaged condition. Conductor was found in exposed condition and was very near to metallic roof. Switch of the lamp holder might be in ON condition at the time of incident. There was gap observed at roof of bathroom. On 17.05.2021 atmosphere was wet due to heavy rain. It might be possible that rainy water fell on damaged lamp holder. Cow was tied with pole of metallic shed behind residential premises (service no. 100439914). Residential premises was having metallic roof and the roof was in contact with metallic shed and iron rod was supporting that shed. It might be possible that open phase wire touched the metallic roof of bathroom & due to that leakage current passed on metallic roof to metallic shed to iron rod where cow was tied. It might be possible that when cow came in contact with the iron rod, the leakage current flew through it & hence got electrocuted. Considering above mentioned facts & observation, it might be possible that cow might have been electrocuted due to leakage current flowing from bathroom to metallic roof to iron rod at which cow was tied. However, in absence of post mortem report of cow the cause of death could not be ascertained. The owner of the place of accident was advised to get wiring of the place of accident repaired and tested by Government approved license electric contractor.	Joint investigation was carried out by the team of TPL & AEI on 18-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
6	Cow - 02 nos. Service no. 2162137, Street Light Pole No. SA-7041 near Sujata Flat, Shahibaug	17-May-21	FAO	Information of fatal electric accident to two cows near AMC street light pole no. SA-7041, Near Sujata Flat, Shahibaug was received at about 20:58 hrs on 17.05.2021. TPL team had visited site immediately and found that electric circuit of streetlight pole no. SA-7041 was disconnected by removing cut out by someone from main power supply & two unknown cows were found dead near pole Sa-7041. TPL team had disconnected the main supply of S/2162137. During the inspection & testing, service found in healthy condition & TPL side network earthing was found in order. Assistant electrical inspector, Government of Gujarat was informed, and joint visit was carried out on 18.05.2021. During the joint visit with AEI and Torrent Power team on 18.05.2021 at around 05:00 PM, insulation test of consumer's power cable to pole no. Sa-7041 was carried out. It was found that insulation resistance of cable was not within permissible limit. Considering above mentioned facts & observation, it may be possible that two cows might have been electrocuted due to leakage current from faulty cable of street light pole SA-7041. However, in absence of post mortem report of cows, exact cause of death could not be ascertained. The street light vendor team were available at the place of accident on 18.05.2021 & were advised to get wiring of the place of accident repaired and tested by Government approved license electric contractor.	Joint investigation was carried out by the team of TPL & AEI on 18-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
7	Jigneshbhai Natvarsinh Bariya Service No. 2101277, Plot NO. 279, Shrey Colour Chem, Phase-2, Opp. Vatva railway Station, Vatva	17-May-21	FHO	The information about fatal accident which took place on 17.05.2021, 12.30 PM at Shrey color chem, Plot No.279, Phase-2, G.I.D.C Vatva, was received by Torrent Power Ltd from EI through letter of GIDC Vatva Police Station on 20.05.2021, at 14:30 Hrs. Joint site visit was carried out with Electrical Inspector on 23.06.2021, 13:30 hrs. As reported by Mrs. Savitaben Sanjaybhai Viswakarma, while opening the dumper valve of the blender machine, Savitaben got into trouble and asked Mr. Jigneshbhai Natvarsinh Bariya for help in pulling the valve from the dumper. Jigneshbhai got frozen there and was immediately taken to Civil hospital for further treatment, where doctor on duty declared him dead. Site was inspected. Victim was working in isolated zone. Consumer side installation & wiring was tested and found OK. ELCB was installed and was found in working condition. Confirmed reason of cause of electric shock was not found. TPL installation was also checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 23-Jun-2021	During the site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
8	Virendra Singh Yadav HT Service No. 8000916, Plot No 3401/5, KAD Udhyog, G.I.D.C., Phase - IV, Vatva	18-May-21	FHO	Information about fatal accident which took place on 18.05.2021, 03:00 PM at M/s KAD Udyog was received by Torrent Power from EI through letter of GIDC police station. Preliminary visit conducted by TPL CS-KAM team and joint visit at accident site with Government Electrical Inspector conducted on 21.05.2021. As per information received from eye-witness Mr. Muzzafar Ali, Supervisor of KAD Udhyog, it was learnt that victim Mr. Virendra Singh was putting plastic cover on SS coils in factory premises to protect from rain water. Further reported that, around 3 PM he heard the noise of victim and immediately rushed to location where victim was working. He saw that victim had got electrical shock and fallen condition with upper head stick with iron waste material. They tried to remove his head from iron waste material through wooden stick, but they also felt electric shock. So then they immediately switched off the power of factory from LT main panels. Further they immediately called 108 for medical emergency and victim was admitted to VS hospital, where he was declared dead by on duty doctor. During visit, it was found that ELCB or RCCB was not installed in the LT network and 2 open switch board with improper wiring were found on walls near accident area. On date of accident 18.05.2021 there was heavy rain at area due to cyclone, so it appears that victim might be electrocuted when he came in contact with iron waste material in which electrical current was passing through hanging wires of switch board. Actual cause of fatal accident is unknown due to non availability of post mortem report.	Joint investigation was carried out by the team of TPL & EI on 21-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
9	Vijay (Sunny) Rameshbhai Rathod Service No. 2214500, Girdharnagar Muncipal Qtrs, B/S Pritampura, Shahibaug	19-May-21	NFHO	Information regarding electric shock to Mr. Vijay Rameshbhai Rathod at B/s Block no. 1, Chhapra, B/s Pritampura, Girdharnagar was received at around 15:07 hrs on 19.05.2021 vide electric shock complaint no. 1005908356. TPL NCP team had visited the site immediately and during visit, electric shock was observed on iron roof of service no. 2214500 due to consumer side faulty wiring. During further investigation it was found that loose wire of consumer was touching iron roof & upon switching ON power supply of switch, iron roof might have got charged and victim might have got electric shock. TPL team immediately disconnected power supply of service no. 2214500. At the time of investigation, service apparatus and TPL earthing of service no. 2214500 was found in order. Electrical Inspector, Government of Gujarat was informed on 19.05.2021 and joint visit of the place of accident was carried out on 20.05.2021. During the joint site visit with JEI and Torrent Power team on 20.05.2021, around 11:30 AM, insulation test of consumer side wiring was carried out with the help of megger. It was found that some of consumer side wiring was loose & hanging. In consumer wiring, red & black color wire which was used to supply power to the toilet was open from one switch board, loose, hanging & pressed by iron roof. To further investigate, when wire was opened from both end, it was found that red color phase wire's insulation was peeled off and conducting wire was open where it was pressed by iron roof & also the wire had some joint in it. It might be the probable reason for cause of accident. During the joint site visit statements of eye witness Mr. Umeshbhai Kantilal Chauhan, Premises Owner Mr. Maheshbhai Rameshbhai Vaghela were taken & site Panchnama was carried out. As per eye witness Mr. Umeshbhai Kantilal Chauhan, on 19.05.2021 at about 03:00 PM, Mr Vijay Rameshbhai Rathod was trying to climb on roof to arrange plastic & he climbed through streetlight pole which was near to his house. When Mr. Vijay put his leg on iron roof at that time, he got electric shock. People gathered from around & separated him with the help of wooden rod. Due to that Mr. Vijay fell from roof & got injury on his head & blood came out from his head. Mr. Vijay (Sunny) Rathod was taken at Civil hospital, Asarwa by auto rickshaw for further treatment and came back home same evening post treatment (stiches on his head) at around 8 pm. As per premises owner, Mr Maheshbhai Vaghela, he was on his work at Shahpur on 19.05.2021 around 3 pm. His daughter called him to inform that IP got electric shock while climbing on streetlight pole to arrange plastic on his roof. At the time of joint visit, IP was present at his place, but he was not able to give any statement. Customer of service number 2214500 was advised to get his wiring of the place of accident repaired and tested by Government approved licensed electrical contractor.	Joint investigation was carried out by the team of TPL & AEI on 20-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
10	Cow - 02 nos. Service No. 1352299, Street light pole no: DS-6138, Near Manav Mandir, Axar bag Soc, Daxini, Maninagar	19-May-21	FAO	Information of an electrocution of cow at streetlight pole no. DS-6138 near Axar Bag Soc., Maninagar was received by NPC department, Torrent Power LTD through TPL call center on 19.05.2021 at 10:07 PM. NPC personnel visited the site immediately and found that dead cows were lying near streetlight pole DS-6138. Electric leakage current was observed on AMC streetlight pole no. DS-6138 as well as on cow and ELCB was not found installed. Power supply of service no. 1352299 from which electric supply was given to the streetlight pole was disconnected. Land near streetlight pole was wet due to rain. AMC vendor M/s Citelum's engineer Mr. Wasim was informed. Assistant Electrical Inspector, Government of Gujarat, Mr Harshad Patel was informed and joint visit with TPL officials was carried out on 20.05.2021. During testing using megger, Y-phase circuit of the electric pole was found faulty. As reported by owner of cow Mr. Baldevbhai Desai, his cow got electrocuted by streetlight pole DS-6138 on 19.05.2021 at around 10:07 PM. TPL earthing at service apparatus of service no. 1352299 was found in order. However, on dated 19.05.2021 TPL representative found leakage on pole during site visit and ELCB was not installed. It is suspected that cow might have electrocuted when it came in contact with streetlight pole having leakage current on its surface due to faulty circuit.	Joint investigation was carried out by the team of TPL & AEI on 20-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
11	Manisha Vaghela Service No. 2226852, Plot No-176, Dabba Nagar, Nr. Shanker Jamadar Chali, Meghananagar	24-May-21	NFHO	Information of electric shock complaint was received on 24.05.21 at 22:13 hrs for service no. 2226852 of Plot no. 176, Dabbanagar, Meghananagar with complaint no. 1005928996.TPL , NPC team had visited the site immediately & during investigation they found that consumer side wiring was defective, loose & hanging. Additionally, yellow earthing wire of consumer side wiring was found in contact with the armor of TPL cable & service apparatus & not connected to the earth terminal provided on service apparatus. During testing TPL NPC team found that tester glow while touching yellow customer earthing open wire & vanish when they switch off the main switch of power supply of customer. On investigation, they found that one switch board, which is nearer to main gate of this service having two 5-Amp pin socket & 4 switch & on opening of that switchboard, it was found that phase to phase link between switches were without insulation & one yellow color wire was not connected in switch board. All such site finding including customer side wiring which was found faulty was informed to the customer & power supply was disconnected at the site & customer was informed not to change any wiring without visit of AEI. At the time of visit, service apparatus & TPL earthing of service no. 2226852 was found in order. EI, GOG was informed on 25.05.21 & joint visit of the place of accident was carried out on 25.05.21 & 26.05.21. During the joint visit on 25.05.21 at around 12:30 PM, it was found customer had changed & rectified his wiring of service no. 2226852 & self reconnected the power supply. As service was found self-reconnected, TPL team disconnected the power supply of that service again. During joint visit, it was observed customer had changed the house wiring & installed new earthing wire in sintex box. Switch board which was near to entrance was found in half open condition & its wiring also changed by customer. Additionally, customer had removed his loose & hanging wires & installed new switchboard. During second visit with Mr. Akash Kapadiya & Torrent Power team on 26.05.2021, statement of eyewitness, statement of injured person & Panchanama carried out. As per eyewitness Mr Pravinbhai, Kantaben, Jashiben & Hetalben on 24.05.2021 at about 20:00 hrs, they found that Ms Manisha Vaghela got shock on her right hand's palm & finger when she accidentally came in contact with consumer earth wire which was found touching to cable armor of meter sintex box, hence IP started shouting & Mr Pravinbhai separated her from cable by wooden patiya. Further they took IP for first aid treatment at Dr. Sanjay Patni's clinic which was near to their house. Around 10:30 PM Torrent Power technician visited accident site & during his testing of yellow wire, which was coming out from customer premises, tester bulb was glowing while touching the yellow color wire & vanished when making consumer main switch off. In addition to that technician removed the consumer earth wire & disconnected the power supply of service no. 2226852. . It is understood that when the power supply to customer main switch was made off the leakage current was stopped in the customer earth wire. Thus it may be concluded that the customer side wiring was defective / faulty & the earth wire was loosely connected to the cable armor & not connected by the customer to the earth terminal provided in the service apparatus by TPL, which might have led to the incident. The service apparatus, earthing & earth terminal was found Ok. Customer - S. no. 2226852 was advised to get his wiring of the place of accident repaired & tested by Government approved licensed electrical contractor	Joint investigation was carried out by the team of TPL & AEI on 25-May-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
12	Pratiksha Kantibhai Solanki Service No. 100038688, Punjabi ni Chali, Gandhi Vas, Motera, Sabarmati	28-May-21	NFHO	Information of Non fatal accident to Ms Pratiksha Kantibhai Solanki, age approx. 10 years, which occurred at about 10:25 AM on 28.05.201 at TP no. 176, Panjabi ni Chali, Motera was received at about 10:32 AM on 28.05.2021 from Call centre. TPL personnel visited the place of accident and disconnected the source of electric supply to the place of accident. TPL team had immediately isolated power supply from MSP. Joint visit with Asst. Electrical Inspector, Government of Gujarat was carried out on 31.05.2021. On reaching at site, owner of house informed that his daughter Ms Pratiksha Solanki was hanging a mop on cotton string which was tied between PVC insulated service cable and plastic water tap near wash area. Suddenly she might have received mild electric shock on her hand, and got burnt injury on her left hand palm. IP was taken to Matru Krupa clinic for primary treatment for the burnt injury on her left palm. Since there was no defect noticed in company service apparatus, it seems that IP might have received electric hock due to leakage current from any other source of supply. There is no technical fault found during the visit. However, cause of accident could not ascertain in absence of any evidence.	Joint investigation was carried out by the team of TPL & AEI on 31-May-2021	During the site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
13	Lalman Ramnayan yadav Service No. 1324437, House No. 19, Midha Sheth ni chali, Ramnagar, Bhilwada, B/H Ambika floor factory, Amraiwadi	27-May-21	FHO	Information of human fatal electric accident dated 27.05.2021 to Mr. Lalman Ramnayan Yadav, Age about 54 yrs. at House No. 19, Midha Sheth ni chali; B/H- Ambika floor Factory, Ramnagar, Bhilwada, Amraiwadi, Ahmedabad was received by Torrent power, Amraiwadi plug point on 29.05.2021 at around 06:30 PM through a written letter of Assistant Head Constable of Amraiwadi Police station for opinion on above mentioned fatal electrical accident. On receiving such request, same was informed to Government Electrical Inspector, on 30.05.2021 for Joint site visit at the Place of accident. On receiving written request, TPL NPC team had visited the site immediately on 29.05.2021 and during investigation, they found that customer side & his neighbor side wiring was loose, hanging & faulty. They also found that while switching on fan of Neighbor house, leakage current flow in metallic roof of both the houses since metallic roofs of both the houses were connected. They immediately disconnected the power supply of S/1324437 & S/1324436. TPL Service apparatus and TPL earthing were found in order. Joint visit with Electrical Inspector, Government of Gujarat and Team of Torrent Power, was carried out on 01./06.2021 at about 11:30 AM. During joint site visit, electrical wiring of place of accident was inspected and Eyewitness Ms. Dikshaben Arjunbhai Takur's statement was taken. During joint site visit, wiring of the place of accident was inspected. It was found that at IP's place, one Tube light wire was in loose, hanging & damaged condition. Additionally, same wire was wrapped to the iron rod which was supporting the metallic roof of the house. Further on opening that damaged wire from both the end, it was found that insulation of wire was peeled. While taking megger of that wire from peeled point to conductor, it was showing very low value. In addition to that, during visit of Police authorities, they have captured material which includes metallic wire & other wire which was used for lighting the Bathroom outside the house. As per Eyewitness Ms. Dikshaben Arjunbhai Takur, on date 27.05.2021 at 9 pm, she saw that her father Mr. Lalman Rayamalbhai Yadav & Mother Ns. Durgaben Lalman Yadav were lying outside her house. Mr. Lalman was having an iron wire in his hand and was shivering as if he had been electrocuted. The iron wire was broken from the bathroom and was attached at the metallic roof on the other side of the house. When she tried to touch the wire, she got an electric shock and was thrown away and then she ran outside & shouted for help from neighbor. A neighbor came for help and turned Off the main switch of house service number 1324437 and iron wire was released from her father's hand. She then called 108 ambulance and after about 20 minutes, 108 ambulance had arrived. The on-duty staff had given first aid treatment to her father but no response was received from her father and then on-duty staff had declared him dead. She also realized that when her mother was trying to save her father, she was also electrocuted and was thrown away. Her father had burnt injuries on both hands. In few minutes, police authorities have came & postmortem was carried out. Considering above mentioned facts & observations, it might be possible that IP might have been electrocuted due to leakage current flowing from faulty wire of tube light to iron rod to metallic roof, through metallic roof to iron wire which was stuck between metallic roof to bathroom's wall through fastener. Customer of service number S-1324437 & S-1324436 were advised to get his wiring of the place of accident repaired and tested by Government approved licensed electrical contractor.	Joint investigation was carried out by the team of TPL & EI on 01-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
14	Rameshbhai Rathod Service No. 382989, Tekrawali Chali, Near Asarwa railway station, Naroda Road, Asarwa	7-Jun-21	NFHO	<p>Information regarding electric shock to Mr. Rameshbhai Chhanabhai Rathod age about 49 years at Tekrawali Chali, Opp- Arvind Mill, Naroda Road, Ahmedabad was received at around 13:09 hrs. on 07.06.2021 with complaint no. 1005973275. TPL NPC Team had visited the site immediately and during site visit they got information from IP's family member's that 49 - year old person (Mr. Rameshbhai Chhanabhai Rathod) got mild electric shock when he touched metal grill and metal angle near main door at IP's house and fallen on the floor. IP was taken to civil Hospital for treatment. During the testing, NPC team found that wiring of complaint service no. - 100364284 was in order & consumer side wiring of his neighbor having service no - 382989 was found hanging and burnt at iron Roof & ELCB was not installed in-Service No- 382989. TPL team immediately disconnected Power supply of Service No. 382989. At the time of visit, Service apparatus and TPL earthing of Service No. 382989 & 100364284 was found in order.</p> <p>Electrical Inspector, Government of Gujarat was informed on 07.06.2021 and joint visit of the place of accident was carried out on 08.06.2021.</p> <p>During the joint site visit with junior Assistant Electrical Inspector, Government of Gujarat and Torrent power team on 08.06.2021, around 11:00 AM, insulation test of consumer side (Service No: 382989) wiring was carried out with the help of megger. It was found that consumer side wiring was loose & hanging. In consumer side wiring, red & yellow color flexible wire was used to feed power supply to his toilet from one switch board, which was open, loose, hanging, burnt & pressed by iron roof. On further investigation, we have taken megger of that burnt wire, which was showing very low value & it was broken in-between as flexible wire was Burnt . This might be the probable reason for cause of accident. During the joint site visit, Panchanama was carried out. At the time of joint visit, information received from IP's Wife that IP was admitted in Civil Hospital, Asarwa for further medical treatment..</p> <p>Considering above mentioned facts & observation, it might be possible that IP might have got mild electric shock due to leakage current flowing from faulty wire to iron roof to metal angle on which IP got electric shock. However, in absence of any medical report for IP, exact cause of electric shock could not be ascertained.</p> <p>Customer of service number 382989 was advised to get wiring of the place of accident repaired and tested by Government approved licensed electrical contractor.</p>	Joint investigation was carried out by the team of TPL & AEI on 01-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
15	Dog - 02 nos. Service No. 2162186, Streetlight Pole No. SP-8017 Kureshi Chowk, Nr Oriental School, Mirzapur	16-Jun-21	FAO	<p>Information of fatal electric accident to two unknown Dogs near AMC streetlight pole No. SP- 8017, Opp- Oriental school, Nr- Kureshi chowk, Mirzapur, Ahmedabad was received at around 22:28 Hrs. on dated 16.06.2021. Our NPC team had visited the site immediately. At site two unknown Dogs were found dead near pole SP- 8017 & incident place was wet due to heavy rain. During further investigation, leakage current was observed on streetlight pole SP -8017 while testing with tester & it vanished when main supply of S-2162186 was disconnected. Due to above observation, TPL NPC team disconnected the power supply of S-2162186 immediately. The TPL service was found in healthy condition & company side network earthing was also found in order.</p> <p>Joint site visit was conducted with Junior Assistant Electrical Inspector along with TPL officials & AMC Street light team on 17.06.2021 at around 03:30 PM & insulation test of customer's power feeding cable from Junction box of pole SP- 8017 to LED bulb of pole no: SP- 8017 was carried out with the help of megger. It was found that insulation resistance of cable was not within permissible limit. ELCB / RCCB was not available in streetlight installation. At the time of joint visit, Area was wet due to heavy rain. During joint site visit, Eyewitness statement was taken on site.</p> <p>During the second joint site visit with Jr. Assistant Electrical Inspector on date 18/06/2021, the wires of streetlight fixtures were removed from Street Light Pole No. SP-8017 & was inspected again. During inspection, insulation of the wires were found in damaged condition. Insulation test of Power feeding cables of LED bulb of pole no: SP- 8017 was carried out with the help of megger & it was found very low. Further, by removing cables from inside pole, it was found that cable had many joints & its insulation was peeled off from one spot & that spot was found burnt.</p> <p>Considering above mentioned facts & observation, it might be possible that the damaged wires might be in contact with metallic streetlight pole & leakage current might have flown to streetlight pole at the time of accident. Two Dogs might have been electrocuted due to leakage current from faulty cable of Street light pole SP- 8017. However, in absence of any postmortem report of unknown dogs, exact cause of death could not be ascertained.</p> <p>The streetlight team members were advised to get wiring of the place of accident repaired & tested by Government approved license electric contractor.</p>	Joint investigation was carried out by the team of TPL & AEI on 17-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
16	Harshil Haritbhai Trivedi Service No. 1366920, A/17- Manohar Corporation, Opp.Gigev park, Nicol road	16-Jun-21	FHO	<p>Information about human fatal electric accident on dated 16.06.2021 to Mr. Harshil Haritbhai Trivedi, Age about 25 yrs. at A/ 17- MANOHAR CORPORATION, OPP. GIGEV PARK, NR. RAMNAGAR, NICOL GAM ROAD, AHMEDABAD was received by Torrent Power, through complaint no. 1006011138 (service no. 1366913) at 22:54 Hrs. from his neighbor Girishbhai. On receipt of the Complaint, TPL NPC team had visited the site immediately on 16.06.2021, at around 23:30 Hrs. & during their site visit TPL team came to know that fatal accident that occurred in premise of S/1366920. During TPL NPC team site visit premise of S/1366920 was found closed & locked. The neighbors surrounding the place of accident have informed that victim got electrocuted while drying the clothes on metallic wire at Gallery of his house. NPC team had disconnected the power supply of S/1366920. TPL Service apparatus & TPL earthing were found in order.</p> <p>Joint site visit with Electrical Inspector & Team of Torrent Power was carried out on 21.06.2021 at around 12:45 PM since the premise was locked & family members were out of station from 16.06.2021 to 20.06.2021. During joint site visit, electrical wiring of place of accident was Inspected & verbal discussion done with eyewitness Mr. Kajalbhai.</p> <p>During Joint site visit, it was found that building is of 4 floors & the location of accident was at fourth floor & terrace was located above the 4th floor. Water accumulation was observed on terrace due to rain. Walls of the house were found in wet condition due to water ingress. At the location of accident (at gallery of house), a metallic wire was tied for drying clothes (one end at wall using nail & other end was on outdoor unit of air conditioner). ELCB was not installed In consumer wiring. During inspection, the reason for electric shock to the victim was not identified. However, as informed by witness Mr. Kajalbhai (friend of the victim), he was living with Mr. Harshilbhai & Harshilbhai's mother at above mentioned premise. On 16.06.2021, both Harshilbhai & Kajalbhai reached at home around 20:00 hrs. They were in wet condition due to rain. Mr. Kajalbhai was in drawing room, while the victim Mr. Harshilbhai went to gallery of house to hang his Raincoat on metallic wire. Suddenly Mr. Kajalbhai heard screaming sound of his friend Mr. Harshilbhai. He saw, Mr. Harshilbhai had fallen down on floor & he was holding metallic wire In his hand which got broken from one end. While trying to save Mr. Harshilbhai, Mr. Kajalbhai also got electric shock. Kajalbhai switched off main switch of the house using wooden stick (belan), after switching off main switch of the house, Kajalbhai approached to the victim. The victim Mr. Harshilbhai was shifted to SVP hospital for further treatment where doctor on duty declared him dead.</p> <p>During the joint inspection, the reason for shock to the victim was not identified. However, as Informed by witness Mr. Kajalbhai, when he approached the victim, he felt electric shock, but after switching off main switch of the house, he didn't feel electric shock when he came in contact with the victim. It appears that due to faulty wiring & wet condition of wall, leakage current might have flown to metallic wire through wet wall. The victim got electrocuted when he came in contact with metallic wire. Customer of service number S-1366920 were advised to get his wiring of the place of accident repaired & tested by Government approved licensed electrical inspector.</p>	Joint investigation was carried out by the team of TPL & EI on 21-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
17	Dhaval Shaileshbhai Nai HT service No. 100569474, The Green Environment Services Co-operative Society Ltd , Survey No-392/P, Phase-2, GIDC Vatva	21-Jun-21	FHO	Information about the fatal accident which took place on 21.06.2021 at The Green Environment Services Cooperative Society Ltd, Vatva was received from Government Electrical Inspector through telephone on 22.06.2021 around 18:15 hrs. A joint visit with EI & TPL representatives was conducted on 23.06.2021, where as reported, by the eye-witness Mr Samir Arvindbhai Soni who work as a project manager in XH2O Solutions P. Ltd (Project development agency for HT service The Green Environment Services Cooperative Society Ltd), on date 21.06.2021. Mr. Dhaval Nayi (victim) who worked as electrician in XH2O Solutions P. Ltd was informed that there was sparking in temporary cable laid in entry of factory premises which was giving power to the high mast lights. Victim immediately rushed to site along with another team member for resolution of the same. Further, he informed another team member to disconnect the power supply from main panel for checking the cable sparking, However victim got in contact with cable before power disconnection by another team member and got electrical shock and fell down as reported. Victim taken to LG hospital by private vehicle, however later declared dead by on duty doctor. During joint site visit, it was observed that there is no ELCB/ELR installed on switch from where cable was connected from which victim got electrical shock. During the test performed through Megger on cable, results of R-phase were not found within permissible limits. It appears that cable was short on R phase and victim came in contact with the same. Victim might have got electric shock due to leakage current passed through short electric cable portion while operating or checking the same through hands. However, actual cause of accident is unknown.	Joint investigation was carried out by the team of TPL & EI on 21-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	Faulty cable was removed from the location.
18	Kalpesh Gamjibhai Ganava Service No. 100443201, Dawat Properties Trust, Vora na Roja, Saraspur	21-Jun-21	FHO	Information about fatal accident which took place on 21.06.2021, 08:30 hrs at Dawat Properties Trust, Saraspur was received by Torrent Power Ltd on 30.06.2021 through EI office who in turn received information from Kotada Police Station. Service was immediately disconnected by TPL NPC team. Joint site inspection was carried out by Electrical Inspector, Government of Gujarat along with Torrent Power team at 12:30 hrs. on 01.07.2021. Insulation test of water pump was carried out through Megger and water pump was found OK. ELCB was found but earthing was not provided to water pump. Customer was instructed to rectify loose and hanging wiring, provide RCCB of proper rating in every circuit and also to secure earthing connection on every metallic structure, frame, main switch body and wherever applicable. Actual cause of accident is not identified. TPL installation checked and found in order.	Joint investigation was carried out by the team of TPL & AEI on 01-Jul-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
19	Cow Service No. 1401278, Sewage Pump, Near Hirabag, in between Uttamnagar Rajeshwari Canal, Maninagar	22-Jun-21	FAO	Information about fatal animal accident which took place on 22.06.2021, 17:47 Hrs at AMC Drainage Pump, Hirabag, Nr. Canal, Maninagar was received by Torrent Power at NPC section. On receipt of information, Torrent Power Team reached at site and it was found that one street cow was dead near structure of Drainage Pump and service was immediately disconnected. A joint visit by the team comprising TPL representatives and Asst Electrical Inspector, Government of Gujarat was conducted on 28.06.2021, 13:30 Hrs. Insulation test of customer wiring and drainage pump was carried out through Megger. During the testing of customer wiring, R & Y phase was found shorted with steel chain which was used to hang drainage pump in sump and ELCB/ELR installed but earthing was not provided to drainage pump. Customer was instructed to clear the fault, provide proper insulation with structure of drainage pump, and provide proper mechanical protection for all live cables. Also to ensure earthing connection where applicable. TPL installation was checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 28-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
20	Maheshbhai Sursangji Thakor and Gulabji Sursangi Thakor and Kinjalben Gulabji Thakor Service No. 2252780, Makaan no-3 Kacha chapra, Near canal, opp.Umiyadham society. Naroda	23-Jun-21	FHO / NFHO	<p>Information regarding electric shock Complaint received from complaint no - 1006036057 for service no – 2009294 at House no 5, Opp- Umiyadham society, near new Navyug school, on canal, Naroda on 23.06.2021 at 21:20 Hrs. On receipt of such complaint, TPL NPC team had visited the site immediately on 23.06.2021 at 22:22 Hrs and during their visit they came to know that Mr. Gulabji Thakor got electric shock while touching the iron wire outside his house while hanging mosquito net. To rescue Gulabji, his brother Maheshbhai Sursangji Thakor (44 years old) accidentally touched the iron wire which was hanging from iron roof to wooden pole outside his house and Kinjalben Gulabji Thakor also got electric shock. Maheshbhai was unconscious and taken to Civil hospital with the help of 108. After investigation, on duty doctor has declared Maheshbhai Sursinghi Thakor as dead. Gulabji (on his left hand) and his daughter (on her right hand) were given home treatment since they were having minor injury. Nearby electrician had cut the iron wire (in which leakage current passed) which was tied between metallic roof to wooden pole. NPC team had immediately disconnected the power supply of S/2252780 from which leakage current passed to iron wire. TPL Service apparatus and TPL earthing were found in order.</p> <p>Joint visit with Electrical Inspector, GOG and Team of TPL was carried out on 25.06.2021 at about 12:45 PM. During joint site visit, electrical wiring of place of accident was inspected and Statement of Injured Person Mr. Gulabji Thakore was taken. During the joint visit of site, it was found that a ceiling fan lying in room of house no. 5 was connected to iron supporting rod via iron hook. The iron rod was supporting the metallic roof of house. The metallic wire was tied between the metallic roof & outside wooden pole of the house, which was found removed at the time of visit. Further investigation revealed that phase wire of power feeding wire for lamp was open as insulation of wire was exposed. The conductor of exposed wire was directly connected to the ceiling fan iron hook. The lamp was in ON condition at the time of incident. As per statement of Injured person Mr. Gulabji, on 23.06.2021 at 9:30 pm, he went to hang a mosquito net on an iron wire and got electric shock outside his house. Due to electric shock, Gulabji shouted and his daughter Kinjal and his younger brother Maheshbhai ran to rescue him. Kinjalben also got electric shock but Gulabji kicked her so she fell on the ground & separated from wire. Gulabji tried hard & separated himself from iron wire, but Maheshbhai was stuck with holding the iron wire. Someone switched off the main switch of Maheshbhai's house and released Maheshbhai from the iron wire with the help of a wooden stick. Mr. Maheshbhai was then taken to the civil hospital by 108 ambulance service where on duty doctor has declared Maheshbhai as dead. Mr. Gulabji's left arm was not properly raised and there was a burn mark on the paw of his right foot.</p> <p>Considering above mentioned facts & observations, it is possible that the leakage current may have flown from damaged wire of lamp to the iron hook, through iron hook to iron rod, through iron rod to metallic roof & metallic roof to iron wire which was tied between metallic roof & wooden pole outside the house. When Gulabji came in contact with this wire, he got electric shock & while trying to rescue him, his daughter Kinjal and his brother Maheshbhai also got electric shock. Customer of service number S-2252780 was advised to get his wiring of the place of accident repaired and tested by Government approved licensed electrical contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 25-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
21	Surendrabhai Babulal Kurmi Service No. 1431092, 39- Nilkanth Estate, L Type, GIDC, Odhav.	23-Jun-21	FHO	<p>Information about Earthing related issue wide complaint no: 1006037088 for Service No: 1431093 (40-NILKANTH ESTATE) was received on 24.06.2021 at about 10:13 Hrs. On receipt of the complaint our NPC team had visited the site immediately on 24.06.2021 at around 10:37 Hrs. IP was taken to star hospital, Bapunagar and then at civil hospital where on duty doctor had declared him dead. The power supply of service number 1431092 was disconnected immediately by NPC. However, the reason for shock to the victim was not identified during NPC visit. Power supply of other nearest service 1431093 was also disconnected as the said service was found in the same premises that of 1431092 and not having earthing. TPL Service apparatus and TPL earthing were found in order for both the services.</p> <p>The information of the electric accident was informed to Government Electrical Inspector on 24.06.2021 for joint site visit at the place of accident.</p> <p>Joint site visit with Electrical Inspector, Government of Gujarat and Team of Torrent power, was carried out on 25.06.2021 at around 01:15 PM. During joint site visit, electrical wiring of place of accident was inspected and verbal discussion done with Eyewitness Mr. Ganpatbhai.</p> <p>During Joint site visit, electrical wiring of place of accident was inspected. Insulation resistance value of cable & 3 phase Motor were taken with the help of megger. Insulation resistance of cables & motor were found in order.</p> <p>As per verbal discussion with Mr. Ganpatbhai, on 23/06/2021, at 07:45 AM When Mr. Surendra Babulal Kurmi went for switching on the main switch, he became unconscious, so IP was taken to star hospital, Bapunagar and then to Civil Hospital where on duty doctor had declared him as dead.</p> <p>During the joint inspection visit, the reason for shock to the victim was not identified & in absence of postmortem report of Mr. Surendrabhai Kurmi, exact cause of death could not be ascertained.</p> <p>Customer of service number S-1431092 was advised to get his wiring of the place of accident checked & tested by Government approved licensed electrical contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 25-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
22	Roshan Manjibhai Udharejiya Service No. 3259403, Jagabhai ni chai, opp. Post Office, Dharmnagar, Sabarmati	27-Jun-21	NFHO	<p>Information of Non fatal accident to Roshan Manjibhai Udharejiya, age approx. 08 years, occurred at about 09:52 PM on 27.06.2021 at Jagabhai ni chali, opp. Post office, Dharmnagar, Sabarmati was received at about 09:53 PM on 27.06.2021 from call centre. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3259403, the source of electric supply to the place of accident. Supply of nearby service no. 100114306 was also disconnected due to unsafe hanging wiring.</p> <p>Joint visit with Asst. Electrical Inspector, Government of Gujarat was carried out on 28.06.2021.</p> <p>On reaching at site, it was observed that Master Roshan felt electric shock on metallic ladder, which is further connected through metallic roof, IP was taken to Pukhraj Hospital for primary treatment on 27.06.2021.</p> <p>It seems that IP might have got electric shock due to leakage current from faulty wiring of service no. 3259403. There is no technical fault found during the joint site visit as all electrical wiring was removed at the time of inspection. Exact cause of accident could not be ascertained in absence of any evidence.</p>	Joint investigation was carried out by the team of TPL & AEI on 28-Jun-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
23	Jitendrasingh Pratapsingh Ravat Service no. 100638283, Sub Plot 5, H S Weigh Bridge Gali, Opposite Gulabnagar, Suez Farm Road.	4-Jul-21	FHO	Fatal Electrical Accident occurred to Mr. Jitendrasingh Pratapsingh Ravat, Sub Plot No.5, H S Weigh Bridge Gali, Opp. Gulabnagar, Suez Farm, Narol, Ahmedabad on 04.07.2021 @ 11:30 Hrs. Information regarding the accident was received by Torrent Power limited dated 05.07.2021 at 17:57 Hrs. (Service Number 100638283) from E.I Office, Joint site visit with Government EI & TPL representatives was done at location of the incident on 07-July-2021 at 16:30 hrs. During visit, it was observed that consumer side wiring was loose, hanging & in unsafe condition. Hanging flexible wires was being used for the power supply of fans. Also, the switch used to provide the power supply to fan was found Neutral Cut-Off. No ELCB/RCCB mounted in circuit. As stated by Occupier, Mr. Uveshbhai on behalf of eyewitness MR. Harjisingh (eyewitness-out of town) at around 16:30 Hrs on Dt.07.07.2021. Victim (Mr. Jitendrasingh Pratapsingh Ravat) got electric shock on dated 04 07.2021 @ 11:30 hrs. while doing repairing of fan he got electric shock & fell on floor. Then IP was taken to L.G Hospital for treatment, where on duty doctor declared him Dead. After joint inspection, Government EI guided customer to rectify unsafe hanging wiring and install ELCB/RCCB in circuit for safety purpose. TPL side SA, Cable, Earthing found in Order. It appears that due to unsafe, loose & hanging wiring and no ELCB/RCCB mounted in circuit and control switch of fan found without neutral connection. IP might have come in contact with live wire at the time of doing repairing work of fan and got electrocuted. Further cause of death shall be identified based on the PM Report which is awaited.	Joint investigation was carried out by the team of TPL & EI on 06-Jul-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
24	Pravinbhai Govindbhai Patani and Chandaben Govindbhai Patani Service No. 3028925, 437, Sanjay Nagar, Marwadi ni Chhali, Naranpura	11-Jul-21	FHO	A fatal incident to humans outsider occurred at House No. 437, Sanjay Nagar, Marwadi ni Chhali, Naranpura on 11.07.2021. TPL received Complaint no. 1006105004 from another Service No. 3026168 regarding incident on 11.07.2021 at 21.46 Hrs. Information of Fatal accident to Pravinbhai Govindbhai Patni, Age 30 years and Chandaben Govindbhai Patni, Age Approx. 60 Years, occurred at about 09:00 PM on 11.07.2021 at 437, Sanjaynagar, Marwadi ni Chali, Sola Road, Naranpura, Ahmedabad 380013 was received at about 09:46 PM on 11.07.2021 from TPL Call center. TPL personnel visited the place of accident and disconnected electric supply of service No 3028925. Joint visit with Electrical Inspector, Government of Gujarat, Ahmedabad was carried out on 13.07.2021. During joint visit at the place of accident, leakage current observed in iron grill door and nearby wall due to faulty wiring. On further investigation no earthing found in customer wiring installation, ELCB was also not installed at site. Land Surface of incident area had become wet due to rain. As per information received during joint visit, victims, Pravinbhai Govindbhai Patni and Chandaben Govindbhai Patni felt electric shock on metallic grill door, victims were taken to Sola Civil Hospital on 11.07.2021. It seems that Victim might have got electric shock when they came into contact with wet metallic grill door due to leakage current from faulty wiring of service no 3028925. However, exact cause of accident could not be ascertained in absence of any evidence.	Joint investigation was carried out by the team of TPL & EI on 13-Jul-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
25	Dipakkumar Fulchand Chamar Opposite H S Kanta, Suez Farm Road, Raniwal Farm	11-Jul-21	FHO	An fatal incident to human outsider occurred at Opposite H S Kanta, Suez Farm Road, Raniwal Farm on 11.07.2021. TPL received information about incident from Danilimda Police station on 13.07.2021 at 14.54 hrs. TPL team reached the site on 13-Jul-2021 at 16:50 hrs. Unidentified private flexible wire-cut found laid under ground near accident location. No Torrent Power Limited network found at the place of accident. Joint site visit was carried out with EI & TPL representatives dated 14.07.2021 at 16:30 hrs. As state dby eyewitness (Mr Rohit kumar Banvarialal Gautam) on dated 11.07.2021 at around 20:30 hrs to 21:00 hrs. He along with victim (Mr Dipakkumar) was going to gali, Opp. H S Kanta bridge for liquor drinking. The area was water logged due to rain fall. While Mr. Dipakkumar was going, suddenly he fell into water and looked like he got electric shock. To save him Mr. Rohitkumar along with the help of other gathered people tried to pull out the victim (Mr Dipakkumar) from the water with the help of wooden bamboo. Victim was pulled out from the water and then they have shifted IP through private vehicle to SVP hospital for treatment where he was declared dead. At the place of incident, private wire pieces were seen laid on the land. Torrent Power Limited's MSP and network was approx. 08 meter away from the place of incident and no under ground TPL network was found extended in the direction of incident place. Nearby Torrent Power Limited Network was checked and found in order. It is suspected that when victim came in contact with unidentified private wires in water logging area. He might have got electric shock and got electrocuted.	Joint investigation was carried out by the team of TPL & EI on 14-Jul-2021	NA - illegal private wires of unknown user were observed at location of incident	NA	NA

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
26	Musiralam Rajput Service No. 737903, Shed no. 17, Bhikhabhai ni chali, Lal mill, Opp.Monogram mill, Rakhiyal road	18-Jul-21	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred on 18-Jul-2021 @ 11:00 hrs. at Sadab Furniture, Shed no. 17 (service no. 737903), Bhikhabhai ni chali, Lal mill, Opposite Monogram mill, Rakhiyal. TPL received information about the incident from Gujarat Samachar Newspaper dtd. 22-Jul-2021. On the receipt of the message, Torrent Power NPC team had visited the site immediately on 22.07.2021 at around 11:00 AM. During the site visit, it was found that fatal electric accident to Mr. Mushir Aalam Anam mulla khan Rajput, Age about 30 years had happened on 18.07.2021, at around 11:00 hrs. on service no. 737903. IP was taken to civil hospital where on duty doctor had declared him dead. The power supply of service number 737903 was disconnected immediately by Torrent Power NPC team. However the reason for shock to the victim was not identified during visit. During visit Torrent Power team met eyewitness, Mr. Mohd. Tahir Ansari on 22.07.2021 & as per eyewitness, IP tried to operate drill by using extended two core cord wires & suddenly got electric shock around 11:00 AM on 18.07.2021 at above mentioned location. ELCB was not installed at place of accident. TPL service apparatus & TPL earthing were found in order. Joint site visit with Electrical Inspector & team of Torrent Power officials was carried out on 27.07.2021 at around 12:00 PM. During joint site visit, Insulation resistance of drill machine, electrical wiring of place of accident was inspected & statement of Eyewitness Mr. Mohd. Tahir Abdul Majid Ansari was taken. During joint site visit, Insulation resistance of Drill machine was taken with the help of megger. Insulation resistance value of Dill machine was found in order. Drill machine connected through black colour power feeding cable which had a joint between & extended with white colour cable. The joint was covered by insulated tape on it. Insulation resistance of that cable was found in order. As per statement of eyewitness Mr. Mohd. Tahir Abdul Majid Ansari, on 18.07.2021, at around 11:00 AM while he was working in factory, Mr. Mushir Aalam anam mulla khan Rajput was fitting nut bolt of hand lorry with drill machine. After completion of his work, IP told eyewitness to switch off the power supply from switch board & same switch board was supplying power to drill machine. Power supply was switched off by eyewitness & found that IP had fallen near hand lorry.</p> <p>During the joint inspection visit on 27.07.2021, the reason for shock to the victim was not identified. Customer of service number S-737903 was advised to get his wiring of the place of accident checked & tested by Government approved licensed electrical contractor. Customer was also advised to submit the Test report of the same to office of Electrical Inspector, Government of Gujarat, Apna Bazar, Lal Darwaja, Ahmedabad to get NOC for reconnection of electric supply to the place of accident.</p>	Joint investigation was carried out by the team of TPL & EI on 27-Jul-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
27	Mayaram Parshuram Service No. 100595036, House No. 25, Bhagwat Villa, Opp. Parijat Residency, Vatva-Gamdi Road.	08-Jul-21 (reported on 27-Jul-2021)	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred on 08-July-2021 at 16:00 Hrs at Service No.100595036, 25, Bhagwat Villa, Opp. Parijat Residency, Vatva-Gamdi Road, Ahmedabad. TPL received information about incident from EI Office on 27-July-2021 at 16:00 Hrs. NPC team visited the site on 27-July-2021 at 18:30 Hrs. and disconnected the power supply of the said service as corrective action. Subsequently, Joint site visit with Government EI & TPL representatives was done at location of the incident on 29-July-2021 at 12:30 Hrs.</p> <p>As stated by eyewitness, Mr. Hitesh Panchal at around 12:30 Hrs on 29-July-2021, victim Mr. Mayaram Kalkubhai Parshuram got electric shock on dated 08-July-2021 at around 16:00 Hrs while doing POP internal wiring work on first floor. IP was working with electric drill by standing on a metallic ladder. He got electric shock & fell on the floor. Then IP has shifted to LG Hospital, where he received First-aid and was admitted to Civil Hospital for further treatment, where he died after 3 days on 11-July-2021.</p> <p>During visit, it was observed that consumer side wiring was loose, hanging & in unsafe condition. Distribution junction of Ground Floor was connected through ELCB/RCCB, but Distribution junction of First Floor was connected without ELCB/RCCB from where power supply of electric drill was taken. Insulation of flexible wire which was used for the power supply of electric drill was found damaged with exposed live wire.</p> <p>It appears that electric drill's flexible live wire with damaged insulation, it might have come in contact with metallic ladder underneath and as no ELCB/RCCB installed/connected for First Floor distribution circuit, IP got electrocuted while doing wiring work of POP. Further cause of death shall be identified based on the PM Report which is awaited.</p> <p>After joint inspection, Government EI guided customer to rectify unsafe hanging wiring and install ELCB/RCCB in all circuits for safety purpose. TPL side SA, Cable, Earthing found in Order.</p>	Joint investigation was carried out by the team of TPL & EI on 29-Jul-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
28	Dasrathbhai Jaluji Ninama Service No. 291864, House No. 36/664, Shivanandnagar, Nr Nagarvel Hanuman, Amraiwadi, Ahmedabad, 380023.	31-Jul-21	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 31-Jul-2021 @ 10:00 hrs. at House No. 36/664, Shivanandnagar, Nr Nagarvel Hanuman, Amraiwadi. TPL received information about the incident from EI on 01-Aug-2021 @ 09:35 hrs. Information of fatal electric accident dated 31/07/2021 to Mr. Dashrathbhai Jaluji Ninama, Age about 45 yrs., was received by Government Electrical Inspector office, Apna bazar, A'bad, through a request letter of A.S.I. of Amaraiwadi Police station for providing their opinion on above mentioned fatal electrical accident. The said matter was informed by Electrical Inspector to Torrent power official on 01/08/21 via WhatsApp. On the receipt of the WhatsApp Message TPL NPC team had visited the site on 01.08.21 at around 10:08 am. During the site visit, it was observed that fatal electric accident happened to Mr. Dashrathbhai Jaluji Ninama, Age about 45 yrs. on 31/07/2021, at 36/664 SHIVANANDNAGAR, NR NAGARVEL HANUMAN AMRAIWADI, AHMEDABAD on service No: 291864. Victim was taken to L G hospital, Trauma ward for further treatment where on duty doctor had declared him dead. The power supply of service number 291864 was disconnected immediately by Torrent Power NPC team & its nearer service numbers S-291863 & S-291865 were also disconnected due to unsafe installation. ELCB was not installed at the place of accident. TPL earthing was found in order & TPL Service apparatus found in good condition but due to renovation work of house, Customer uprooted the SA from its original place & did not install it properly. Joint site visit with Electrical Inspector & Team of TPL officials was carried out on 02/08/2021 at around 16:00 Hrs. During joint site visit, Insulation resistance of Cutter Machine, Extension cable of cutter machine was inspected & statement of Eyewitness Mr. Akashbhai Gajanandbhai Khatik was taken. During Joint site visit, Insulation resistance of Cutter machine was taken with the help of megger & it was found in order, but earthing bar was missing in its connecting top. Cutter machine was connected through black colour power feeding cable, which had a Joint in between & extended with white color cable. The joint was covered by insulated tape on it at the time of visit on 02/08/2021 but as per verbal discussion & eyewitness statement, cutting machine having supply cord with Defective (poorly insulated) joint for extension of supply wire at the time of accident (on Date: 31/07/2021), which was corrected after the incident. Hence, Actual condition of joint at the time of incident was not possible to be inspected by EI & TPL team at the time of visit. Insulation resistance of that Extension cable was found in order. During joint visit, eyewitness Mr. Akashbhai Gajanandbhai Khatik stated that "At above address, the renovation work of the said premise was going on since last two to three months. Mr. Kishore Prajapati was appointed as a contractor for the said work. On 31.07.2021 at around 9:30 a.m., while reaching at above premise, one of the contractor person was working to straighten the iron rods while another was working on the iron rod cutting machine. Suddenly victim fell & Mr. Akash went to lift the victim & at the same time Mr. Akash also experienced an electric shock. Hence, Mr. Akash immediately ran & closed the MCB & then took victim to LG Hospital." Customer of service number 291864 was advised to get his wiring of the place of accident repaired & tested by Government approved licensed electrical contractor. Customer also advised to submit the Test report of the same to office of Electrical Inspector, Government of Gujarat, Apna Bazar, Lal Darwaja, Ahmedabad for getting Electric wiring testing report for reconnection of Electric supply to the place of accident.	Joint investigation was carried out by the team of TPL & EI on 01-Aug-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service removed
29	Mukeshbhai Parmar Gita krupa Society, Near Mangleshwar Mahadev, Canal Road, Ghodasar.	3-Sep-21	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 03-Sep-2021 @ 14:00 hrs. at Gita krupa Society, Near Mangleshwar Mahadev, Canal Road, Ghodasar. TPL received information about the incident through Sandesh Newspaper on 04-Sep-2021 @ 10:00 hrs. An electrical fatal incident to human outsider occurred near Gitakrupa society, Nr. Mangleshwar Mahadev, Ghodasar Canal road (nearest service no. 1305855). Fatal incident information received by Torrent Power Limited from Newspaper cutting (Sandesh Newspaper - page no. 2 dated 04-Sep-2021). NPC team had visited the site on 04-Sep-2021 at 11:00 hrs. for disconnection of said service for safety purpose and further process as per routine practice. During visit, owner of service no. 1305855 (Mr. Shankarbhai Makwana) did not allow Torrent Power team to disconnect the power supply. As stated by Mr Shankarbhai Makwana maintenance of AMC water pipeline was in progress by AMC contractor near his residence. Temporary supply was taken from S/1305855 without informing the customer, also the owner was not present at home and only his daughter was at home while taking power. After NPC visit, same was conveyed to Government EI by call and as per guidance of EI, NPC team had informed consumer to install ELCB for safety purpose. Subsequently, joint site visit with Government EI & TPL representatives was carried out at location of the incident on 06-Sep-2021 at 12:00 hrs. During visit, insulation of extended flexible wire was found damaged with exposed live wire. Victim might have come in contact with damaged flexible wire and got electric shock while doing connection of electric drill. Actual cause of death shall be ascertained based on the PM report which is awaited. During joint site visit, TPL side SA, Cable, earthing found in order. As stated by eyewitness Mr. Dipakbhai Salambhai Nayak (Labour), at around 14:15 hrs., victim Mr. Mukeshbhai Shivabhai Parmar was connecting drill to extended flexible wire having female connector. During connection, victim got electric shock and fell on ground & his head got injured by nearby wall while falling. Other labour, Mr. Vipulbhai Shivabhai Solanki immediately switched off the plug of power supply. Victim was given first aid treatment by 108 emergency service and was taken to L G hospital for further treatment where on duty doctor declared him dead.	Joint investigation was carried out by the team of TPL & EI on 06-Sep-2021	During the site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
30	Ramkishan Ghisilal Kumavat Service No. 264294, Om Textile, 20 Amarnath Estate, Nr. Ajod Dairy, Sukhramnagar	3-Sep-21	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 03-Sep-2021 @ 20:00 hrs. at Om Textile, 20 Amarnath Estate, Nr. Ajod Dairy, Sukhramnagar. TPL received information about the incident from EI on 08-Sep-2021. Service was immediately disconnected by NPC Dept. Joint site inspection was carried out by Electrical Inspector, Government of Gujarat alongwith representatives of Torrent Power Ltd at 12:45 hrs. on 09.09.2021. While TPL NPC team visited the site on 08.09.2021, they observed Power loom no. 10 was in operating condition and found in order. Probabale cause of electric shock to the victim was not observed. ELCB was found in consumer installation for power loom. But it seems that the ELCB might be installed / replaced after incident. Healthiness of ELCB was not checked due to disconnection of power supply at the time of joint inspection. It is suspected that the victim might have come in contact with live part while operating power loom machine and got electrocuted. Loose, hanging and unsafe wiring was observed in consumer installation. However, due to late information and unavailability of evidence, exact cause of death of the victim could not be identified. Service will be reconnected once all installation related correction will be done by customer and NOC is received from EI office. TPL installation checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 09-Sep-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
31	Rahul Bharathari FSP of Hotel Edan PMT, Nr. Gurudwara, SG Highway, Thaltej	7-Sep-21	FHO-WCS	TPL received information about the incident through Complaint No. 1006303991 (service no. 850482) on 07-Sep-2021 @ 09:19 hrs. about electrical fatal incident occurred to human outsider Mr. Rahul Bharathari With Company System at FSP of Hotel Eden PMT, Near Gurudwara, S G Road, Thaltej. On 7-Sep-21 at 09:19 AM, complaint was received by call centre from nearby customer of Mondeal Business Park about fatal accident at Hotel Eden PMT, Near Gurudwara, Thaltej. At 09:32 AM, TPL NPC team reached the site. They observed that upper part of vinctim's body was inside FSP of Hotel Eden PMT. Immediately power supply was made Off from HV breaker of PMT. Police was already available at site when NPC team visited. Also, 108 ambulance was called by police, who declared that the person was dead. The victim's body was sent for post-mortem by policeat 11:45 AM. Power supply was restored at 12:00 PM. Informtaion of incident conveyed to EI office at 10:AM and joint visit was carriedout with EI at 04:00 PM. The PMT is surrounded by three side walls and FSP is located in the extreme corner. Hence, there is no chance of accidental access to the FSP. It is believed that there is intentional opening of the FSP door for unknown reason (could be stealing HRC fuses). Exact cause of death is not known. PM report is awaited.	Joint investigation was carried out by the team of TPL & EI on 07-Sep-2021	NA - Unathorised access to asset. Intentional opening of the FSP door for unknown reason.	NA	NA
32	Himayatali Ansari Service No. 100514111, A-41, Madninarag, Opp. Shahjaha Park, Nr. Bibi Talav, Vatva.	9-Sep-21	FHO	An Electrical fatal incident occured to human outsider at consumer installation occurred on 09.09.2021 at 17:30 Hrs. on Service No.100514111 located A-41, Madni Nagar, Opp. Shahjaha Park, Nr Bibi Talav, Vatva, Ahmedabad. NPC team of Torrent Power Ltd (TPL) visited the site on 12.09.2021 at 09:30 Hrs. and disconnected the power supply of the said service. Joint site visit with Government E.I & TPL officials was done at location of the incident on 13.09.2021 at 16:00 Hrs. During the joint site visit, it was observed that no ELCB/RCCB was installed in customer wiring. Flexible wires used for extension board was without plug socket. Also, customer side earthing was not found. It appears that while taking power supply for extension board from main switchboard, flexible wire connection might have interchanged. So, extension board might have worked as neutral cut-off. Actual cause of death shall be ascertained based on the PM Report which is awaited. During joint site visit, TPL side SA, Cable, Earthing found in Order. After joint inspection, Government E.I guided customer to rectify the wiring and install ELCB/RCCB for electrical safety purpose. As stated by eyewitness - Mrs. Aarefabanu Nadirkhan Pathan - victim (Mr. Himayatali Ansari) got electric shock on 09.09.2021 at around 17:30 Hrs. while repairing hand drill. IP had taken power supply for hand drill by extension board through open flexible wire. After connecting the hand drill to extension board IP found that hand drill was not working. So, IP switched off the hand drill supply from switch of extension board and tried to repair the hand drill by opening its back cover. IP took the flexible wire of hand drill in his mouth to remove the insulation tape. IP got electrocuted and fell to ground. His head collided with nearby wall while falling. One of the neighbours turned off the MCB of TPL service. 108 Emergency service was called for First aid treatment, but IP was found deceased on inspection by its staff. He was then shifted to L.G Hospital.	Joint investigation was carried out by the team of TPL & EI on 13-Sep-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
33	Altaf Gulamnabi Shekh Service No. 100638221, A-44, S.NO: 779/2, Ajajnagar, Saiyadwadi, Vatva	21-Sep-21	FHO	An Electrical fatal accident to human outsider occurred at A-44, S.No.779/2, Ajajnagar, Saiyadwadi, Vatva, Ahmedabad, the said premises was getting supply from service no. 100638221. Fatal incident information received by Torrent Power Limited from Govt. EI office on date 22.09.2021 at 13:57 Hrs. NPC team had visited the site on 22.09.2021 at around 16:30 Hrs. and disconnected the power supply of the said service. During the site visit, NPC team observed that power supply was used for Construction work in a nearby flat by unauthorised extension from Service No.100638221 registered in name of Mr. Azgarkhan Rehmatkhan Pathan. Joint site visit with Government E.I & TPL representatives was carried out at location of the incident on 23.09.2021 at 12:00 Hrs. During the joint site visit, it was observed that loose, hanging wiring and temporary switchboard was used for power supply at the location where fatal accident took place. Premises was under construction and had electrically unsafe wiring. Water pump at the place of incident was found faulty while testing through Megger. Victim might have got shock while removing open flexible wire of pump from plug of temporary switchboard. Actual cause of death shall be ascertained based on the PM Report which at this juncture is awaited. After joint inspection, Government E.I advised TPL to take appropriate action on concerned neighbouring customer for unauthorised use of electricity and as a part of suggested corrective action. TPL concerned team immediately visited and removed unauthorised supply and served the notice to registered customer of service no 100638221 under The Electricity Act 2003 Section no 126. Recipient of the notice assured that he will not give power supply to any one from his service henceforth. As stated by eyewitness - Mr. Sher Mohammad Ramzanbhai Pathan - victim (Mr. Altaf Gulamnabi Shekh) got electric shock on dated 21.09.2021 at around 13:30 Hrs. while removing flexible wire of water pump from temporary switchboard. Switch of temporary switchboard was in on condition when IP tried to remove the flexible wire. One core of flexible wire was in switchboard and other core was in IP's hand. IP got electric shock and fell on floor. Mr. Sher Mohammad Ramzanbhai Pathan immediately switched off the plug of temporary switchboard. Victim was given first aid treatment by other workers and was taken to LG Hospital by 108 ambulance for further treatment where on duty doctor declared him dead.	Joint investigation was carried out by the team of TPL & EI on 23-Sep-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
34	Ayan Majidbhai Malek Service No. 100037269, Plot No. 49/50/2, Survey No. 116, Al Fazal Industrial Estate, Near Chirag Park, Danilimda-Chandola	29-Sep-21	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 29.09.2021 at 06:00 Hrs. on Service No. 100037269 located 49/50/2 Survey No-116, AL Fazal Ind. Estate, Nr. Chirag Park, B/H Old Aoktroi Naka, Danilimda, Ahmedabad. NPC team of Torrent Power Ltd (TPL) visited the site on 29.09.2021 at around 10:30 Hrs. and disconnected the power supply of the said service. During the site visit, NPC team observed that power supply was used for Garage workshop by unauthorised extension from Service No.100037269 registered in name of Mr. Hafizunnishan Munnabhai Shah. Joint site visit with Government E.I & TPL officials was done at location of the incident on 30.09.2021 at around 14:00 Hrs. During the joint site visit, it was observed that garage had loose, hanging wiring and was without earthing wire. Also, no ELCB/RCCB was installed in both Garage and premises of TPL service no. 100037269. It appears that connecting wire of foam-wash machine was damaged and insulation tape was used for temporary connection. Phase and earth wire might have got shorted and IP might have got electrocuted by metal body of foam-wash machine. Actual cause of death shall be ascertained based on the PM Report which is awaited. After joint inspection, Government E.I advised TPL to take appropriate action on concerned neighbouring customer for unauthorised use of electricity and as a part of suggested corrective action TPL concern team has immediately visited and removed unauthorised supply and serve the notice to registered customer of service no 100638221 under The Electricity Act 2003 clause no 126. Recipient of the notice assured that he will not give power supply to any one from his service henceforth. Government E.I also guided customer to rectify the wiring and install ELCB/RCCB for electrical safety purpose. As stated by eyewitness - Mrs. Kulsumbibi Abdulrahim Shaikh - victim (Mr. Ayan Majidbhai Malek) got electric shock on dated 29.09.2021 at around 06:00 Hrs. while using foam-wash machine. After starting the foam-wash machine, IP had the gun of machine in his hand. IP immediately got electrocuted and fell on the ground. He shouted for help, eyewitness immediately reached the garage and turned off the switch of the plug used for providing power supply to foam-wash machine. IP was taken to V.S. Hospital by private vehicle, where on duty doctor declared him dead.	Joint investigation was carried out by the team of TPL & EI on 30-Sep-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
35	Maheshbhai Kalabhai Thakor Service No. 100173194, Plot No.6/2. Sun Polycast, Juni Bhagol, B/h Shankar Bhagwan Mandir, Piplaj	5-Oct-21	FHO	Information about fatal accident which took place on 05.10.2021 at 19:40 hrs at Khodabhai Surabhai BHarwad, 6/2, Juni Bhagol, B/h Shankar Bhagwan Mandir, Pirana Road, Piplaj Gam was received by Torrent Power Limited on 06.10.2021 at LT section through EI office who in turn received information from Narol Police station. Service was immediately disconnected by NPC dept. Joint site inspection was carried out by Electrical Inspector, Government of Gujarat along with TPL representatives at 12:00 hrs on 07.10.2021. Mr. Maheshbhai Kalabhai Thakor (age-28 yrs.) got electric shock on dated 05.10.2021 @ 19:40 hrs. while operating main switch & fell on ground. Consumer side earthing not found & ELCB was not installed at the time of joint visit. As per detail investigation "Y" phase out going wire touched Main switch metal body part & so Main switch became live. Due to live body part of Main switch, he might have received electric shock. Service will be reconnected once all required safety measures will be done by customer and NOC is received from Electrical Inspector. TPL installation checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 07-Oct-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
36	Shakti Nareshbhai Bodana Service No. 612163, Alpesh Industries, Naklangpura, Nr-Ramdev pir, Mahedikuva, Opp-Madhupura police chowky, Dudheshwar road, Ahmedabad	20-Sep-21 (Considered in Oct-21)	FHO	<p>Fatal Electrical Accident occurred to Mr. Shakti Nareshbhai Bodana at Alpesh Industries, Naklangpura, Nr-Ramdev pir, Mahedikuva, Opp- Madhupura police chowky, Dudheshwar road, Ahmedabad on 20.09.2021 at 13:30 Hrs. Information regarding the accident was received from Madhupura Police Station on dated 21.09.2021 at 11:15 Hrs. No evidence regarding electric shock to the victim was observed during visit of TPL team on 21.09.2021 and Joint visit with EI on 22.09.2021. Hence EI informed that this incident is not to be considered as electrical incident at present. Postmortem report of victim was received on 1st week of October 21 through EI office which states cause of death is cardiorespiratory arrest due to electric shock injury. Hence this incident is considered as an electrical incident in Oct-21.</p> <p>Information of fatal electric accident dated 20/09/2021 to Mr. Shakti Nareshbhai Bodana was received from GEI office, Apna bazar, Ahmedabad, through a request letter of A.S.I. of Madhupura Police station for providing their opinion on above mentioned fatal electrical accident. The said matter was informed by A.S.I. of Madhupura Police station to Torrent Power official on 21/09/2021. On the receipt of such letter, Torrent Power NPC team had visited the site on 21/09/2021 at around 11:42 am. During the site visit, it was observed that fatal electric accident happened to Mr. Shakti Nareshbhai Bodana. Victim was taken to Bharti Vallabh Hospital for further treatment where on duty doctor declared him dead. The power supply of service number 612163 was disconnected immediately by Torrent Power NPC team. During the site visit it was observed that customer side installed ELCB was in by-passed condition & no evidence of Electrocutation was found at the place of accident. TPL earthing was found in order and TPL Service apparatus found in good condition.</p> <p>Joint site visit was carried out on 22/09/2021 at around 11:00 Hrs with EI and Team of Torrent power officials. During joint site visit, Insulation resistance of Shearing Machine (Iron plate Cutter Machine), Wiring at the place of accident were inspected and statement of Eyewitness Mr. Jagdishbhai Govindbhai Vaghela was taken.</p> <p>During joint visit, eyewitness Mr. Jagdishbhai Govindbhai Vaghela stated that "On September 20th, 2021, at about 1 o'clock in the afternoon, Victim & eyewitness started working on the shearing machine after the lunch time. At about 1:30 PM, Victim suddenly screamed and stand with holding clamp in his hand. Assuming something went wrong, Eyewitness went inside to get some clothes. Seeing victim's condition, people gathered around had turned off the main switch of the factory and saw that victim was slowly falling to the ground.</p> <p>During Joint site visit, Insulation resistance of Shearing Machine was taken with the help of megger & it was found in order. Some of the wiring at the place of accident was found loose & hanging. During inspection of these loose & hanging wires, we had found that flexible wire which was feeding power to tube light had peeled off insulation. Bare conductor was connected the iron hook of ceiling which is supported by iron plate. It seems that wall at place of accident was wet due to heavy rainfall on that day & day before accident. However, during joint investigation of EI & TPL Team, no evidence of electric shock to the victim was found on site. Hence, EI instructed that this incident is not to be considered as electrical incident at present. It will be considered as electrical incident based on cause of death of the victim in PM report.</p> <p>Postmortem report of Victim was received in 1st week of October'21 through EI office via WhatsApp. From the above-mentioned details, facts & Postmortem report of Victim, it might be possible that due to rainy weather, the wall being wet and the flow of electricity from the defective joint (Poorly insulated) wire of tube-light or any other electrical leakage current of faulty wiring might have passed through the iron hook to iron support, from iron support to the wet wall & from wet wall to the iron sheet on which victim was standing. It might be possible that electric current might have passed through body of the victim when he came in contact with iron sheet. However, the exact cause of leakage current flowing through victim's body could not be ascertained but as per PM report of victim, Cause of death is cardiorespiratory arrest due to electric shock injury.</p> <p>Customer of service number 612163 was advised to get his wiring of the place of the accident rectified, proper connection through ELCB and tested by Government approved licensed electrical contractor. Customer was also advised to submit the Test report of the same to office of Electrical Inspector, Government of Gujarat, Apna Bazar, Lal Darwaja, Ahmedabad for getting Electric wiring testing report for reconnection of Electric supply to the place of accident.</p>	Joint investigation was carried out by the team of TPL & EI on 22-Sep-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
37	Nareshbhai Ramjibhai Ninama Service No. 233649, M/s Matrix Pharma Chem , Plot No. 90/1, G.I.D.C Odhav.	11-Oct-21 (Reported on 21-Oct-21)	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred on 11-Oct-2021 @ 11:15 hrs. at M/s Matrix Pharma Chem (Service No. 233649), Plot No. 90/1, G.I.D.C Odhav. TPL received information about the incident from EI on 21-Oct-2021. Information about fatal accident which took place on 11.10.2021, 11:15 hrs at Matrix Pharma Chem, Plot No. 90/1, GIDC Odhav was received by Torrent Power Limited on 21.10.2021 at LT section through EI office who in turn received information from Odhav Police station. Service was immediately disconnected by NPC dept.</p> <p>Joint site inspection was carried out by Electrical Inspector, Government of Gujarat along with officers of Torrent Power Limited at 11:45 hrs. on 22.10.2021 and they interacted with Mr. Jagdish Patel (Owner of M/s Matrix Pharma Chem), Mr. Ashish Patel (Manager) & Mr. Abhayjeet Yadav (wireman). During interaction, Mr. Abhayjeet Yadav (wiremen) informed that he had checked Dryer m/c after incident and no abnormalities were noticed. They used dryer m/c for 2 days after incident and no abnormality was observed in dryer m/c.</p> <p>Further investigation was carried out and CCTV footage was taken from the consumer. In CCTV footage, it was observed that while the victim Mr. Nareshbhai Ninama was tightening bolt for door of Dryer m/c, another coworker Mr. Jasvantbhai operated the control panel of Dryer m/c. While he switched ON Dryer m/c the victim Mr. Naresh bhai (who was in contact with metallic body of Dryer m/c) fell down.</p> <p>It appears that due to fault in Dryer m/c, leakage current had flown to metallic body of Dryer m/c and the victim was in contact with dryer m/c, he got electrocuted.</p> <p>It is also suspected that the fault in dryer m/c might be rectified after incident and machine kept in use after incident also. Consumer side earthing not found & ELCB was not connected at the time of joint visit.</p> <p>Service will be reconnected after correction at site will be done by customer and NOC is received from Electrical Inspectorate. However, TPL installation checked and found in order.</p>	Joint investigation was carried out by the team of TPL & EI on 22-Oct-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
38	Jayshree Rajubhai Reger Service No. 666855, B-21, Shiv Park, B/h Gayatri Soc., Ramrajanagar, Vastral Road.	3-Nov-21	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred on 03-Nov-2021 @ 17:00 hrs. at B 21, Shiv Park, B/h Gayatri Soc., Ramrajanagar, Vastral Road. TPL received information about the incident from EI Office on 08-Nov-2021. Information of fatal electric accident was received from GEI office through a request letter of A.S.I. of Ramol Police station for providing their opinion on above mentioned fatal electrical accident. The said matter was informed by Mr. M A Pathan, AEI, Govt. Gujarat to torrent power official on 09/11/2021. On the receipt of the said information, Torrent Power NPC team had visited the site on 09/11/2021 at around 01:30 PM. During the site visit, it was observed that fatal electric accident happened to Ms. Jayshree Regar, at service No: 666855 on date 3/11/2021 at around 17:00 hours. Victim was taken to LG Hospital for further treatment where on duty doctor declared her dead. The power supply of service number 666855 was immediately disconnected by Torrent Power NPC team. During the site visit, it was observed that No ELCB/RCCB was installed at customer installation. Power cable in consumer premise was feeding power to Motor pump (Water pump) which was 3 core wires, but socket plug was used of 2 pin in which earthing wire was not connected. During visit it was observed that water motor pump was disconnected from electric network by removing plug socket from switch board, & power not found in switch board from where power was taken for water motor pump while power was available at remaining switch boards. In some switch boards, switch mechanism was found faulty. TPL earthing was found in order and TPL Service apparatus found in order. Joint site visit was carried out on 09/11/2021 at around 15:00 Hrs. with Electrical Inspector and Team of Torrent power officials.</p> <p>During Joint site visit, Insulation resistance of Water motor pump was taken with the help of megger & it was found in order. Power cable in consumer premise was feeding power to water motor pump which was 3 core wire but socket plug was used of 2 pin in which earthing wire was not connected. Additionally, no earthing wire was observed in feeding switch board. The terminal box of water pump motor was in open condition & no earthing wire of cord was connected to earthing terminal of water pump. The place where water pump motor was operating was very narrow, underground water tank was beside this water pump and water accumulated on the floor. Some of the wiring at the place of accident was found loose & hanging. During the site visit it was observed that ELCB/RCCB was not installed at customer side. From the above-mentioned facts & observations, it might be possible that in 2-pin socket, open earthing wire may come in contact with the phase wire & leakage current might have flown through this wire to the body of water pump & It might be possible that electric current might have passed through body of the victim when she came in contact with water pump. However, the exact cause of death could not be ascertained as actual condition at the time of incident was not inspected & postmortem report of victim is not available. Customer of service number 666855 was advised to get his wiring of the place of the accident rectified, remove loose & hanging wire, proper connection through ELCB/RCCB and tested by Government approved licensed electrical contractor. Customer was also advised to submit the Test report of the same to office of Electrical Inspector, Government of Gujarat, Apna Bazar, Lal Darwaja, Ahmedabad for getting Electric wiring testing report for reconnection of Electric supply to the place of accident.</p>	Joint investigation was carried out by the team of TPL & EI on 08-Nov-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
39	Kundansinh Darasinh Rajput Service No. 2101281, Plot Number 49/2/12, Mahadevpura, Gamdi Road, Vatva.	30-Oct-21 (Reported on 10-Nov-21)	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred 30-Oct-2021 at 12:30 hrs.at Plot Number 49/2/12, Mahadevpura, Gamdi Road, Vatva. TPL received information about incident from EI on 10-Nov-2021. Fatal Electrical Accident occurred to Mr. Kundansingh Darasinh Rajput at location 49/2/12 121-121, Nr. Narvara na Kuva, Gamdi Road, Vatva, Ahmedabad on 30.10.2021 at around 12:30 Hrs. Information regarding the accident was received from E.I office through Police Letter on dated.10.11.2021 at around 13.50 Hrs.</p> <p>An Electrical fatal incident to human outsider at consumer installation occurred on 30.10.2021 at around 12:30 Hrs. on Service No.2101281 located 49/2/12 121-121, Nr. Narvara na Kuva, Gamdi Road, Vatva, Ahmedabad. NPC team of Torrent Power Ltd (TPL) visited the site on 10.11.2021 at 18:30 hrs and disconnected the power supply of the said service.Joint site visit with Government E.I & TPL officials was done at location of the incident on 11.11.2021 at around 12:00 Hrs.</p> <p>During the joint site visit, it was observed that no ELCB/RCCB was installed in customer wiring. Flexible wires with multiple temporary joints with insulation tape were used for Power Supply of Water pump motor which is used for Bike washing in Garage. Terminal box found open which is mounted on motor body. Capacitor connected with motor terminals on motor body by temporary joints which is exposed and touched, and slide welded with motor body. Supply given by 2 core flexible wire found without 2-pin plug. So, Phase and Neutral might be interchanged. Also, customer side earthing was not found. It appears that while connecting water pipe with motor pump outlet pipe IP might have come in contact with the live contacts of the motor as a result of which he might have got electric shock & got electrocuted.</p> <p>During joint site visit, TPL side SA, Cable, Earthing found in Order. After joint inspection, Government E.I guided customer to rectify the wiring and install ELCB/RCCB for electrical safety purpose.</p> <p>As stated by first known person of this incident (witness), - Mrs. Rajuben Kunvarbhai Bharwad - IP (Mr. Kundansingh Rajput) fell in Water tank along with motor while connecting water pipe to water pump motor at around 12.30 Hrs. She shouted for help and one person came from garage and immediately disconnect the power supply of Motor from Switchboard. Then IP was taken out from water tank. IP was taken to L.G. Hospital by 108 emergency service., where doctor on duty declared him dead.</p>	Joint investigation was carried out by the team of TPL & EI on 11-Nov-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
40	Shaynabanu Shaikh Service No. 1449584, House No. 617/2 - Trust ni Chawl, Nr. Bag-E-Husen Society, Opposite Shama Raw House, Ramol	14-Nov-21	FHO	<p>An Electrical fatal incident to human outsider at consumer installation occurred on 14-Nov-2021 @ 07:30 hrs. at House No. 617/2 - Trust ni Chawl, Nr. Bag-E-Husen Society, Opposite Shama Raw House, Ramol. TPL received information about the incident through complaint no. 1006506299 on 14-Nov-2021 @ 19:00 hrs. Fatal Electrical Accident happened to Ms. Shaynabanu Mohmad Jamshed Shaikh at location 617/2 – Trust ni chawl, Nr. Bag-e husen soc, opp. Shama row house, Ramol, Ahmedabad on 14.11.2021 at around 19:30 Hrs. Information regarding the accident was received by Call Centre to NPC (Complaint No. 1006506299) at around 19:00 Hrs. on dated. 14.11.2021.</p> <p>An Electrical fatal incident to human outsider occurred on 14.11.2021 at around 19:30 Hrs. on Service No.1449584 . NPC team of Torrent Power Ltd (TPL) visited the site on 14.11.2021 at 19:38 Hrs. and disconnected the power supply of the said service. NPC team observed loose and hanging wiring without earthing wire. No ELCB/RCCB observed at site.</p> <p>Joint site visit with Government E.I. & TPL officials was done at location of the incident on 16.11.2021 at around 12:00 Hrs.</p> <p>During the joint site visit, it was observed that flexible wires with temporary joints without proper insulation tape were used for Power Supply of Water pump motor. Terminal box mounted on motor body was found open. Capacitor was connected to motor terminal by temporary joint without proper insulation tap. Further it was observed that it might be possible while taking power supply from switchboard by 2-pin plug socket, phase & neutral might have interchanged. Hence, Exposed wire on motor body might have worked as live wire. Further IP might have come in contact with the live contacts of the motor body with wet hands, hence she might have got electric shock & got electrocuted. During joint site visit, TPL side SA, Cable, Earthing found in Order.</p> <p>Unsafe wiring rectified before E.I. visit and ELCB was also installed on site. As stated by first known person of this incident (witness), - Mr. Mohmad Rizwan Shaikh - IP (Ms. Shaynabanu Shaikh) seems to be trying to connect water pipe into water outlet of motor in running condition of the pump. After some time at 7:45 Hrs witness came out from his house and observed that IP was on the floor unconscious in the pool of water & her hand was in contact with motor body. On seeing this, he tried to help her by shaking her hand. While doing so, he also felt the shock and he switch off the power supply of the motor immediately. After that he took her inside the Home. Then IP was taken to L.G. Hospital by 108 emergency service where doctor on duty declared her brought dead.</p>	Joint investigation was carried out by the team of TPL & EI on 16-Nov-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
41	Viraj Bhil Service No. 3258162, Om nagar, Chhara nagar, Sabarmati	28-Nov-21	NFHO	<p>An Electrical Non fatal incident to human outsider at consumer installation occurred on 28-Nov-2021 @ 10:35 hrs. at Service No. 3258162, Om nagar, Chhara nagar, Sabarmati. TPL received information about the incident through complaint no. 1006539253 on 28-Nov-2021.</p> <p>Information of Non fatal accident to Viraj Shaileshbhai BHil, age approx. 06 years, which occurred around 10:35 AM on 28.11.2021 at Omnagar, B/h Chharanagar, Sabarmati, Ahmedabad was received about 10:37 AM on 28.11.2021 from call center. TPL personnel visited the place of accident and immediately disconnected the electric supply of service no. 3258162.</p> <p>Joint visit with Asst. EI was carried out on 30.11.2021. The IP got electric shock when he came in contact with metallic angle of meter box. It was observed that insulation of the customer's outgoing wire (meter box of consumer main switch) was in damaged condition and exposed conductor was in contact with the metallic angle of meter box. No medical treatment was given to the victim, as victim received minor burn injury on his right hand middle finger. ELCB / RCCB was not installed at consumer installation. Loose & hanging wiring was also observed at consumer installation. Earthing was not provided at consumer installation. Multiple joints were observed at consumer wiring.</p> <p>As per statement of Ms Narmadaben Kalubhai Bhil (grandmother of victim) informed that Master Viraj Shaileshbhai felt electric shock when he came in contact with metallic angle of Meter box. She saw her grandson shouting near meter box, she rushed towards meter box and tried to pull the victim as he was shouting. While pulling the victim, she also felt the sensation of electric shock. She suddenly pulled out her grandson and both fell on the ground.</p> <p>It seems that due to damaged load wire of consumer, leakage current might have flown to angle of meter box. The IP received electric shock when he came in contact with metallic angle of meter box.</p> <p>During joint visit, TPL earthing & service apparatus was found in order.</p>	Joint investigation was carried out by the team of TPL & EI on 30-Nov-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
42	Kamlesh Kalubhai Bhuriya Service No 3099590, 25- Noor E Elahi Society, Nr. Al Vahid Masjid, Juhapura, Ahmedabad.	17-Dec-21	FHO	<p>Information of Fatal accident to Kamlesh Kalubhai Bhuriya, age approx. 13 years, occurred around 12:15 on 17.12.2021 at 25-Noor E Elahi Society, Nr. Al Vahid Masjid, Juhapura, Ahmedabad was received at 14:50 on 20.12.2021 through Vejalpur Police station. TPL personnel visited the place of accident and disconnected the electric supply of service No 3099590, the source of electric supply to the place of accident.</p> <p>Joint visit with Electrical Inspector, Government of Gujarat, Ahmedabad was carried out on 21.12.2021. The civil construction work was in progress at location of incident. The victim was outsider and was working as a labor for construction activity at said location. The victim received electric shock while using water pump for filling water in barrels.</p> <p>Victim Mr. Kamlesh shouted and fell near water pump. Floor area was wet at the time of incident. Supply for water pump was taken from extension board using three pin top. During inspection of three pin top, earth wire was found in detached condition and was in contact with neutral wire in pin top. Earth wire was found connected with metallic body of water pump. Supply of extension board was taken from main switch board located near meter box. In switch board phase was direct connected, while neutral was through switch. Switch board was found in damaged condition. It appears that body of water pump might got electrically charged as phase was made direct from main switch board and loose earth wire might have come in contact with neutral in three pin top of water pump.</p> <p>The victim might have gotten electrocuted while he came in contact of metallic body of water pump. Insulation resistance of water pump was found in order. ELCB was not installed in consumer installation. During joint visit, TPL earthing & Service Apparatus was found in order.</p>	Joint investigation was carried out by the team of TPL & EI on 21-Dec-2021	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
43	Satishbhai Jain Service No: 403586, House No. 163/1/6, Krushna Society, Naroda Road, Amdupura, Ahmedabad.	6-Jan-22	FHO	<p>Information of electric shock with complaint no: 1006627949 was received on 6 January 2022. Where victim fell down in bathroom because of electric shock, at address:163/1/6, KRUSHNA SOCIETY, AMDUPURA, NARODA ROAD, AHMEDABAD. Our NPC Team had visited the site immediately and during the site visit, it was observed that fatal electric accident happened to Mr. Satishbhai Shantilal Jain (Victim). Victim was taken to Civil Hospital for further treatment where on duty doctor declared him dead. The power supply of service number 403586 was immediately disconnected by TPL NPC team. During the site visit, it was observed that No ELCB/RCCB was installed on customer side installation. Three loose wires were used in three pin plug for supply of water pump. Loose and hanging wiring was observed in adjoining rooms where renovation & electrical wiring work was in progress. Floor area of bathroom where victim fell was in wet condition & water had accumulated where water pump was lying. S/22193 & S/154646 were also disconnected due to common premise with affected service. At the time of visit, Service apparatus and TPL earthing of Service No. 403586 was found in order. Joint site visit with Assistance EI and Team of Torrent power officials was carried out on 10/01/2022 at around 03:15 PM. During joint site visit, electrical wiring of place of accident was inspected. During Joint site visit, Insulation resistance of Water pump was taken with the help of megger & it was found in order. Power cable in consumer premise was feeding power to water pump having 3 loose wires. The terminal box of water pump motor was in closed condition. Loose & hanging wiring was found at the place of accident. Loose and hanging wiring was observed in adjoining rooms where renovation work & electrical wiring work was in progress. S/403586, S/22193 & S/154646 were lying in common premise. During the site visit it was observed that ELCB/RCCB was not installed at customer side installation.</p> <p>During joint visit, said incident was verbally discussed with Mr. Shantilal Jain, Father of victim. According to him, he was not present at the place & time of the incident but as per him probably when victim was trying to attach pipe to the water pump outlet, victim felt electric shock. The Eyewitness Mr. Jayantibhai Govindbhai Parmar, the neighbor of Victim, stated that on 06/01/2022 at around 07:00AM to 07:15 AM, he heard the scream of Mr. Satish & ran toward victim's home. Due to main door at the place of accident in closed condition, he, and other people of chawl went inside via another door of front shop. When they entered premise, victim was lying in bathroom & water pump was in contact of victim's legs. In addition to that, water was accumulated where water pump was lying & 3 loose wires were used to supply the water pump. He assumed that victim got electric shock and hence called 108 Ambulance & fire brigade. 108 Ambulance took victim to civil hospital for further treatment where on duty doctor declared victim as dead. On the day of accident & previous day of accident, mild rain was there. From the above-mentioned facts & observations, it might be possible that water had got spread on water pump terminal box and leakage current might be flown to the metallic body of the water pump. It might be possible that electric current might have passed through body of the victim when he came in contact with water pump. However, the exact cause of death could not be ascertained as actual condition at the time of incident was not inspected & postmortem report of victim is not available.</p> <p>Customer of service number 403586, 22193 & 154646 was advised to get his wiring of the place of the accident rectified, remove loose & hanging wire, proper connection through ELCB/RCCB and tested by Government approved licensed electrical contractor. Customer was also advised to submit the Test report of the same to office of Electrical Inspector for getting Electric wiring testing report for reconnection of Electric supply to the place of accident.</p>	Joint investigation was carried out by the team of TPL & EI on 10-Jan-2022	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
44	Dog - 06 nos. Service No. 2234872, Nilkanth (Narol) C.O. Shops & OFF. S.L, Transportnagar, Narol	12-Feb-22	FAO	Information about animal fatal accident which took place on 12.02.2022, approx. 07:00 AM at NILKANTH(NAROL) C.O. SHOPS & OFF. S.L, 229/1, OPP-GOKULESH PETROL PUMP, NEAR TRANSPORT NAGAR - NAROL was received by Torrent Power Limited on 13.02.2022 via newspaper. Immediately we have visited the site and supply was disconnected by NPC Dept. at 11:30 AM. During investigation, we found loose and hanging wiring on site & ELCB was also not installed. Subsequently, Customer has taken corrective actions regarding safety at his end and based on the request letter for reconnection of supply along with LEC's test report received from customer, we have reconnected the supply on 16.02.2022.	Joint investigation was carried out by the team of TPL & EI on 02-Mar-2022	During the site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
45	Chandrabhan Kallu Yadav Service No. 100281022, G/4 Safa Park, Fatehwadi, Sarkhej	20-Feb-22	FHO	Information of Fatal accident to Chandrabhan Kallu Yadav, age approx. 25 years, occurred around 08:00 on 20.02.2022 at G-4, Safa Park, Opp. Tahura Flat Near Lokhandwala Party Plot , Fatehwadi , Ahmedabad was received at 15:00 Hrs on 21.02.2022 Through Sarkhej Police station. TPL personnel visited the place of accident and disconnected the electric supply of service No 100281022, the source of electric supply to the place of accident. During visit, power supply was drawn in unsafe manner with loose and hanging wiring from common service – 100281022 from customer side installation. ELCB was not available. Earthing wire not Connected. Electric water heater tested with megger and body was found short, at the time of inspection. The victim might have been electrocuted while he came in contact of water bucket in bathroom where electric water heater was placed. TPL earthing & Service Apparatus found in order. As per the information received from roommates of victim, at around 08:00 Hrs on 20.02.2022 victim was taking shower in bathroom. He had put electric water heater in water bucket. He received electric shock and shouted while he contact with water bucket. He fell down in bathroom. His brother had broken the door of bathroom to rescue him. Victim's brother also felt electric shock while he touched victim's body. Victim was taken to nearby Aamena Khatun hospital in autorickshaw where doctors on duty declared him dead. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.	As premises was locked, joint investigation was not carried out by team of TPL & EI.	During the site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected
46	Anita Manishbhai Makwana Service No. 921687, House No. 518, Jay Chamunda Chali, Ramapir Tekro, Wadaj	21-Feb-22	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 21-Feb-2022 @ 17:50 hrs. at House No. 518, Jay Chamunda Chali, Ramapir Tekro, Wadaj. TPL received information about the incident through complaint at Torrent Power Call center on 21-Feb-2022 @ 17:52 hrs. TPL personnel visited the place of accident and disconnected the electric supply of service No 921687, the source of electric supply to the place of accident. Joint visit with Electrical Inspector, Government of Gujarat was conducted on 22.02.2022. During visit, Consumer ceiling fan found faulty and insulation rubber of fan hook was found damaged. Hook of fan was connected with the metal roof of house. One metal wire was connected with the iron roof. Ceiling fan was tested and it was found that leakage current flows through body of faulty ceiling fan. Customer side earthing not available and ELCB also not available. TPL earthing found in order. Victim received electric shock while trying to hang wet clothes on metal wire which was connected with iron roof and further connected to ceiling fan hook. As per information received from local person Jayeshbhai Makwana, he informed that on 21.02.2022 around 17:50 Hrs. Anitaben was hanging wet clothes on metal wire, she received electric shock and shouted for help. Her father-in-law rushed and tried to escape her from metal wire. He also received electric shock and fell down. Then, Manishbhai (Husband of victim) had her hit with wooden stick on metal wire and separated her. Anitaben got unconscious and fell down. IP was taken to nearby Gayatri hospital, where doctors on duty declared her dead. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.	Joint investigation was carried out by the team of TPL & EI on 22-Feb-2022	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
47	Ramjibhai Khat Service No. 100032854, Outside House No. 04, Murlidhar Row House, Inside Murlidhar Apartment, Khodiyar Temple, Nicol.	11-Mar-22	NFHO	<p>An Electrical non fatal incident to human outsider at consumer installation occurred on 11-Mar-2022 @ 13:30 hrs. at Outside House No. 04, Murlidhar Row House, Inside Murlidhar Apartment, Khodiyar Temple, Nicol. TPL received information through Complaint No. 1006776223 (service no. 100032854) on 11-Mar-2022 @ 14:07 hrs. During the site visit of our NPC team, Mr. Jamnadas Manjhi Bhai Patel was available at the site and informed that the male victim named Ramjibhai Jamabhai Khat got an electric shock at around 13:30 PM on 11/03/2022 while doing work of terrace filling outside house no. 04-Murlidhar Raw House. According to Mr. Jamnadas, Mr. Ramjibhai Jitmalbhai Khat got an electric shock when the ceiling fan was switched on of Service no: 10032854. Victim was admitted at Khodiyar hospital, Near Khodiyar temple, Nikol village for further treatment. Ceiling fan of first floor of adjoining house No. 5 was in running condition before incident. As the incident occurred, ceiling fan got stopped and it was found non-operational after incident during NPC team visit. Hence it was suspected that there was some defect in the fan's wiring & the power of customer no. 100032854 was immediately turned off. During the site visit, it was observed that No ELCB/RCCB was installed on customer side installation and TPL side Service apparatus and earthing was found in order. On receipt of the complaint, same was informed to Assistant Electrical Inspector, Government of Gujarat on 12/03/2022 via Telephone.</p> <p>Joint site visit with Assistance Electrical Inspector and Team of Torrent power officials was carried out on 15/03/2022 at around 01:00 PM. During joint site visit, insulation resistance of Fan & electrical wiring of house No:5 was inspected and the statement of the eyewitness Shri Dineshbhai Balubhai Parmar was taken & verbal discussion carried out with member of house no:5. During Joint site visit, the first-floor fan of the customer was seen in not installed condition & ELCB was installed at customer premise. Insulation resistance of uninstalled fan was taken with the help of megger & its value was very low & earthing was not found in some of the installed switch boards. On further investigation, the uninstalled fan was previously attached to hook of ceiling via suspension rod where outer metallic body of suspension rod was in contact with hook. The work of terrace filling on second floor of adjacent house no-4 was completed and it was filled with water.</p> <p>As per verbal discussion with member of house no-5, there is common wall between house no 4 & 5. Construction rod was used in terrace to join house no-4 & house no. 5. A vertical metallic elevator was created for lifting the concrete material from ground. This elevator was in contact with the rod of terrace of house no-4.</p> <p>During the joint visit, the Eyewitness Mr. Dineshbhai Balubhai Parmar, stated that on 11/03/2022, around 01:00 PM to 01:30 PM, he came out of his house and found that the work of filling the terrace of house no-4 (adjacent house) was going on. Ramjibhai Khat was working as a labor on site while he got electric shock. At the time of this incident, the terrace of house no-4 was in wet condition. The fan in first floor of house no.5 was in running condition which stopped working operationally after the incident. From the above-mentioned information, observation, and facts, it might be possible that leakage current flew from 1st floor fan to suspension rod, suspension rod to iron hook of ceiling, iron hook to iron rod, iron rod to metallic elevator. It might be possible that when victim came in contact with metallic elevator, electric current passed through him. However, the exact cause of the accident could not be ascertained due actual condition at the time of incident was different than the onsite visit condition.</p> <p>Customer of service number 100032854 was advised to get his wiring of the place of the accident rectified & proper connection through ELCB/RCCB and tested by Government approved licensed electrical contractor& was also advised to submit Test report of the same to Torrent Power office, Ahmedabad for reconnection.</p>	Joint investigation was carried out by the team of TPL & EI on 15-Mar-2022	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside, GEI- Govt. Electrical Inspector

TORRENT POWER LTD

2021-22

SoP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED

1	2	3	4	5	6	7	8	9
Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
Surat License area								
1	Goat Hawra Palace, Nagoriwad, Rampura, Surat	18.05.2021	FAO	As per the information received, the victim got electrocuted while coming in contact with earth wire of consumer side meter installation at "Hawra Palace", Nagoriwad, Rampura, Surat. During our site inspection on 18.05.2021, the load/ main wire feeding to Flat No.-201 of Hawra Palace was found in damaged condition. The current might have flown from damaged load/ main wire to earth wire through the body of the victim and goat might have gotten electrocuted.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.
2	Dharaben Hasmukhbhai Paramar Plot No.-108, Gayatri Society, L.H.Road, Varachha, Surat.	18.05.2021	NFHO	As per the information received, victim got shock while coming in contact with metal grill of window besides staircase while climbing the stairs at Plot No.-108, Gayatri Society, L.H.Road, Varachha, Surat. During our site inspection on 18.05.2021, it was observed that, scrap metal wire was lying on the ground near Meter installation. As per information received from the tenant of the premises, one end of the said metal wire was connected with grill and other end might be in touch with live wire of the consumer's installation. The current might have flown through the said metal wire to the metal grill of window and earth through the victim's body and victim may have got shock.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI / EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
3	Jignesh Balvant Rana House No. 3/3360/A, Amdavadi Sheri, Golwad, Surat.	05.06.2021	FHO	As per the information received, victim might have received electric shock while switching off the power supply or working with Jari Machine with raw material i.e thread (scrap metal lace) which might have come in contact with live terminal above the motor body. During our site inspection on 07.06.2021, there is no leakage current found on Jari (bobbin) machine, but as per information received from brother of the victim, while handling the Jari machine, Jari thread (scrap metal lace) might have come in contact with live terminal cover of the motor of Jari (bobbin) machine. The current might have flown from live terminal to metal lace, through the body of the victim to the earth and victim might got electrocuted. No evidence or cause of the shock could be ascertained.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.
4	Aasefabibi Rahim Saiyed H.No.-1/1300-34, Khanderavpura, Nanpura, Surat.	24.07.2021	NFHO	As per the information received, victim may have received shock while hanging the wet clothes on metallic string on terrace at consumer premises H.No.-1/1300-34, Khanderavpura, Nanpura, Surat. During our site inspection on 26.07.2021, it was observed that, metallic string was tied with metal wire used as TV Channel cable support. But as reported by victim, the current might have flown through the said metal wire to the metallic string and earth through the victim's body and victim got electrocuted. No evidence or cause of the shock could be ascertained.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.
5	Kishanshing Samandarshing Rajput New Canteen (Mayoor), Opp. New Medical college, Civil Hospital Compound, Surat.	14.09.2021	NFHO	As per the information received, victim got shock while coming in contact with bare terminal wire of MCB while switching ON the MCB, in consumer premises at New Canteen (Mayoor), Opp. New Medical college, Civil Compound, Surat. During our site inspection on 16.09.2021, it was observed that, terminal wire of MCB was in bare condition in open distribution box. While switching ON the MCB, the current might have flown from bare wire to earth through the victim's body and victim got electrocuted.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting the fresh test report of LEC. with testing of installed ELCB and earthing.

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI / EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
6	Rahul Dadarao Patil Janvi LGD Private Ltd. Old Gujarat Plastic Compound, A K Road, Surat	26.09.2021	FHO	As per the information received, victim was cleaning the underground water tank with cleaning equipment (Pressure Pump) connected to temporary electrical wire and victim might have got electric shock. During our site visit on 28/09/2021 we came to know that the victim was assigned the work of cleaning underground water tank and for that victim utilized cleaning equipment (Pressure pump) which is connected with temporary wire. The cleaning machine might be faulty and current might have flown from the faulty equipment body to the ground through the victim's body and victim might have gotten electrocuted	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	Power supply has been restored after getting the fresh test report of LEC. with testing of installed ELCB and earthing.
7	Buffalo (3 Nos) Village Dabholi, Singanpore, Surat- Near 220 KV D/C Sugan-Ved Line, Tower No-93	06.10.2021	FAO	As per the information received, The victim got electrocuted near external fencing provided to tower number 93 of 220 KV D/C Sugan-Ved line behind Dabholi SS, Dabholi, Surat on 06.10.2021. During our site inspection nothing was found suspicious. Two buffaloes were tied with cotton rope and one buffalo was tied with metal chain to external fencing of tower No 93 in dead condition. Leakage current was measured on external fencing and tower structure. No leakage current was observed. Earthing connections of tower are found intact at location. Tower earthing resistance measurement was done and found 0.11 Ohm. As per details it is concluded that our installation of the Tower and the line is in good healthy condition and safe hence the death of three buffaloes was not due to our installation.	Joint investigation was carried out by team of TPL & EI and report submitted to EI office in prescribed format.	Recommendation from CEI is awaited	NA	NA

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI / EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
8	Ashaben Rajubhai Rathi House No-278, Pachashilnagar, Bhathena-1, Surat	20.01.2022	FHO	As per the information received, the victim was electrocuted while climbing down through the metal staircase of the metal structure of the premises . During our site visit on 24/01/2022, there was no leakage current found on the metal staircase. As per statement of the wireman, leakage current on the staircase had stopped after switching off the power of adjacent premises and it was found that live damaged wire of tube light was coming in contact with metal channel of adjacent metal structure premises. We also found connectivity between metal channel of adjacent premises and the staircase of accident premises. The leakage current might have flown from live damaged wire of the tube light to metal structure of adjacent premises to metal staircase through the body of the victim to the earth and victim got electrocuted.	Joint investigation was carried out by team of TPL & EI and report submitted to EI office in prescribe format.	Recommendation from CEI is awaited	NA	Power supply has been restored after getting the fresh test report of LEC. with testing of installed ELCB and earthing.
9	Ravi Bhikhubhai Jadav Building E, Malbar Hill Complex, Somnath Mahadev Road, Athwalines, Surat	12.02.2022	NFHO	On 12/02/2022 we received complaint of No power and small flash at mentioned location. During site visit we observed that 1. R&Y phase fuse were already blown. 2. Flashover mark found near HRC fuse.3.Isolating switch is there but not operated by wireman	Joint investigation was carried out by team of TPL & EI and report submitted to EI office in prescribe format.	Recommendation from CEI is awaited	NA	Power supply has been restored after getting the fresh test report of LEC. with testing of installed ELCB and earthing.
10	Rinkukumar Ramlal Gautam 02nd floor, 82A, Sahyog Ind. Society, Ved Road, Surat	30.03.2022	FHO	As per the information received, The Victim got electrical shock while coming in contact with metal body of washing machine in wet condition while washing clothes at Sahyog Society, Ved Road, Surat During. On our site inspection, it has been observed that the damaged phase wire of the washing machine was found wrapped with nonstandard insulation tape (Plastic tape) at the bottom of the washing machine. Earthing was not provided to metal body of washing machine and wiring in premises. The leakage current might have flown from live damaged phase wire of the washing machine to metal body of washing machine through the body of the victim to the earth and victim might have got electrocuted.	Joint investigation was carried out by team of TPL & EI and report submitted to EI office in prescribe format.	Recommendation from CEI is awaited	NA	Power supply has been restored after getting the fresh test report of LEC. with testing of installed ELCB and earthing.

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside

Torrent Power Limited

Year : 2021-22

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year					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	3	27,264	27,267	27,004	262	-	-	27,266	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	110	85,619	85,729	85,478	64	-	-	85,542	187
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	88	89	88	-	-	-	88	1
A(IV)	Interruption in power supply- Others	42	54,247	54,289	54,219	2.00	-	-	54,221	68
B(i)	Quality of Power Supply- No Augmentation required	-	133	133	133	-	-	-	133	-
B(ii)	Quality of Power Supply- Augmentation required	-	228	228	227	1	-	-	228	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	33	22,292	22,325	22,304	2	-	-	22,306	19
C(ii)	Meters - Billing on average basis for more than two bills	-	2	2	2	-	-	-	2	-
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	6,893	6,910	6,897	3	-	-	6,900	10
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	1	54	55	54	1	-	-	55	-
F(iii)	Service Connections - Modification in connected load	3	38	41	13	-	-	-	13	28
F(IV)	Service Connections - Name Change/Reconnection	-	54	54	54	-	-	-	54	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	10	3,008	3,018	3,015	-	-	-	3,015	3
Total		220	199,920	200,140	199,488	335	-	-	199,823	317

Torrent Power Limited

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Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year				Total	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			
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	-	2,760	2,760	2,754	6	-	-	2,760	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	8,121	8,123	8,121	2	-	-	8,123	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	4	4	4	-	-	-	4	-
A(IV)	Interruption in power supply- Others	-	4,945	4,945	4,945	-	-	-	4,945	-
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	-	5,157	5,157	5,155	2	-	-	5,157	-
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	9	2,583	2,592	2,592	-	-	-	2,592	-
F(i)	Service Connections - Extension of mains is not required	-	50	50	47	3	-	-	50	-
F(ii)	Service Connections - Extension of mains is required	-	6	6	5	1	-	-	6	-
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
F(IV)	Service Connections - Name Change/Reconnection	-	27	27	27	-	-	-	27	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	391	391	390	-	-	-	390	1
Total		11	24,044	24,055	24,040	14	-	-	24,054	1

Torrent Power Limited

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	13761520 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	5.51 Lac Approx	
	SD and SLC Information Board	5.31 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.13 Lac Approx	
	Form Filling Assistance Board at CZO	0.78 Lac Approx	
	Form Filling Assistance Board at AZO	1.08 Lac Approx	
	Form Filling Assistance Board at GZO	0.38 Lac Approx	
	Form Filling Assistance Board at SNN	0.80 Lac Approx	
	Form Filling Assistance Board at Naroda	0.80 Lac Approx	
	Form Filling Assistance Board at Motera	0.23 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.26 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.04 Lac Approx	
	Online Bill Payment Board	5.22 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.22 Lac (across all Plugpoints)	
Launch of new customer portal	5.22 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.51 Lac Approx	
	Energy Conservation Flyer	15 Lac Approx	
	Electrical Safety Flyer	16.33 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	5.31 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	1016.05 Lac	
6	Newspaper advertisements / Radio etc		SMS
	News paper Advt	20 Lac Approx	
	FM Radio - Uttarayan Campaign	20 Lac Approx	

Torrent Power Limited

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	10542948 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/ theft deterrence, 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 attachment	6.25 lakh / month 6.25 lakh / month	Energy Bill
5	SMS - Kite Safety , Diwali Awareness tips, Application, Billing , Meter, Company Services Awareness.	338.56 lac	SMS
6	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion & Kite Flying Safety Tips)	2650 Consumer/Month	Bill Envelopes
7	Consumer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	298 consumers	Company & Consumer Premises
8	Power Factor Awareness Programme		
	Personal Visit to LTMD & LT Consumers	323	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.	482700	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	36	Booklet
10	Banners, Posters & Kite Safety leaflets	Consumers at large	Leaflets Distribution
11	WhatsApp - Kite Safety Awareness New Year Greetings & Services, Energy Conservation, Diwali, New Year Greetings & Services	1866875	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
14	School Programme - Elocution competition in Energy Conservation Theme	23 students	School Programme

Torrent Power Limited

Year : 2021-22

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.
Ahmedabad License Area				
1	Apr-21	-	0	0
2	May-21	-	0	0
3	Jun-21	-	0	0
4	Jul-21	-	0	0
5	Aug-21	03-08-2021, 10-08-2021, 17-08-2021, 24-08-2021	1	0
6	Sep-21	01-09-2021, 07-09-2021, 14-09-2021, 21-09-2021, 28-09-2021	4	0
7	Oct-21	06-10-2021, 12-10-2021, 19-10-2021, 26-10-2021	8	0
8	Nov-21	02-11-2021, 09-11-2021, 16-11-2021, 23-11-2021, 30-11-2021	1	0
9	Dec-21	07-12-2021, 14-12-2021, 21-12-2021, 28-12-2021	4	0
10	Jan-22	04-01-2022, 11-01-2022, 18-01-2022, 25-01-2022	0	0
11	Feb-22	08-02-2022, 15-02-2022, 22-02-2022	0	0
12	Mar-22	01-03-2022, 08-03-2022, 15-03-2022, 22-03-2022	1	0

Torrent Power Limited

Year : 2021-22

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				
1	Apr-21	07.04.2021, 12.04.21 & 20.04.2021	1	0
2	May-21	10.05.2021 , 20.05.2021 & 25.05.2021	2	0
3	Jun-21	10.06.2021, 18.06.2021 & 21.06.2021	2	0
4	Jul-21	12.07.2021 & 20.07.2021	1	0
5	Aug-21	10.08.2021 & 20.08.2021	2	0
6	Sep-21	10.09.2021 & 20.09.2021	0	0
7	Oct-21	11-10-2021, 20-10-2021 & 28-10-2021	2	0
8	Nov-21	10-11-2021 & 22-11-2021	0	0
9	Dec-21	10-12-2021 & 20-12-2021	1	1
10	Jan-22	-	0	0
11	Feb-22	11-02-2022 & 21-02-2022	2	0
12	Mar-22	11-03-2022 & 29-03-2022	3	1

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

Torrent Power Limited

Year : 2021-22

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	8,914	176	9,090	33	0.36%

Torrent Power Limited

Year : 2021-22

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	2,673	67	2,740	2	0.07%

Torrent Power Limited

Year : 2021-22

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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	203	16	219	-	0.00%

Torrent Power Limited

Year : 2021-22

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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 : 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
	LT Consumers				
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%
	HT Consumer				
6	HT Industrial	-	2%	-	
	Total	7,875		-	0.00%

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
	LT consumers				
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%
	HT consumers				
6	HT industrial		2%		0.00%
Total		6,308		-	0.00%

Torrent Power Limited
Year : 2021

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	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	
	Total	8087		0	0.00%

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%
	Total	6,571		46	0.70%

Torrent Power Limited
Year : 2021

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
1	2	3	4	5	6
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

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	%age non compliance (6) = (5)*100/(3)
1	2	3	4	5	6
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

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)
Ahmedabad License Area					
1	Apr-21	143,487	2,006,639	158,000	0.079
2	May-21	209,929	2,008,319	231,647	0.115
3	Jun-21	230,385	2,012,978	251,397	0.125
4	Jul-21	150,087	2,015,604	154,746	0.077
5	Aug-21	148,153	2,018,912	153,582	0.076
6	Sep-21	168,591	2,021,183	180,262	0.089
7	Oct-21	150,748	2,023,600	160,924	0.080
8	Nov-21	136,233	2,024,964	149,049	0.074
9	Dec-21	243,323	2,026,689	269,523	0.133
10	Jan-22	214,257	2,031,592	246,066	0.121
11	Feb-22	188,511	2,034,781	213,681	0.105
12	Mar-22	157,148	2,038,438	170,398	0.084

Torrent Power Limited

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)
Surat License Area					
1	Apr-21	18,632	621,771	18,632	0.030
2	May-21	18,952	621,234	18,952	0.031
3	Jun-21	15,668	621,896	15,668	0.025
4	Jul-21	7,021	622,745	7,021	0.011
5	Aug-21	191	623,136	191	0.000
6	Sep-21	10,186	623,402	10,186	0.016
7	Oct-21	29,538	623,856	29,538	0.047
8	Nov-21	26,254	624,008	26,546	0.043
9	Dec-21	27,204	623,117	31,593	0.051
10	Jan-22	10,605	624,078	10,605	0.017
11	Feb-22	16,995	624,575	18,353	0.029
12	Mar-22	23,435	625,478	23,435	0.037

Torrent Power Limited

Year : 2021-22

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	Apr-21	0:34	143,487		2,006,639	69,235	0:02
2	May-21	0:42	209,929		2,008,319	162,414	0:05
3	Jun-21	0:29	230,385		2,012,978	127,700	0:04
4	Jul-21	0:31	150,087		2,015,604	73,837	0:02
5	Aug-21	0:30	148,153		2,018,912	77,265	0:02
6	Sep-21	0:35	168,591		2,021,183	90,600	0:03
7	Oct-21	0:31	150,748		2,023,600	81,621	0:02
8	Nov-21	0:30	136,233		2,024,964	70,872	0:02
9	Dec-21	0:26	243,323		2,026,689	113,473	0:03
10	Jan-22	0:26	214,257		2,031,592	112,165	0:03
11	Feb-22	0:31	188,511		2,034,781	93,916	0:03
12	Mar-22	0:28	157,148		2,038,438	79,528	0:02

Torrent Power Limited

Year : 2021-22

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	0:35	18,632		621,771	9,128	0:01
2	May-21	0:41	18,952		621,234	6,655	0:01
3	Jun-21	0:46	15,668		621,896	9,830	0:01
4	Jul-21	0:30	7,021		622,745	3,333	0:01
5	Aug-21	0:25	191		623,136	67	0:01
6	Sep-21	0:27	10,186		623,402	4,342	0:01
7	Oct-21	0:34	29,538		623,856	11,490	0:02
8	Nov-21	0:47	26,254		624,008	15,803	0:02
9	Dec-21	0:25	27,204		623,117	12,178	0:01
10	Jan-22	0:19	10,605		624,078	3,370	0:01
11	Feb-22	0:32	16,995		624,575	9,432	0:01
12	Mar-22	0:27	23,435		625,478	9,864	0:01

Torrent Power Limited

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	$\Sigma IMiNmi$	$MAIFI = \frac{\Sigma IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Ahmedabad License Area							
1	Apr-21	4	8,334		2,006,639	8,334	0.004
2	May-21	3	7,304		2,008,319	7,304	0.004
3	Jun-21	2	421		2,012,978	842	0.000
4	Jul-21	-	-		2,015,604	-	-
5	Aug-21	-	-		2,018,912	-	-
6	Sep-21	4	8,700		2,021,183	8,700	0.004
7	Oct-21	1	1,094		2,023,600	1,094	0.001
8	Nov-21	3	1,992		2,024,964	1,992	0.001
9	Dec-21	-	-		2,026,689	-	-
10	Jan-22	2	4,482		2,031,592	4,482	0.002
11	Feb-22	3	2,991		2,034,781	2,991	0.001
12	Mar-22	3	1,739		2,038,438	1,739	0.001

Torrent Power Limited

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)
Surat License Area							
1	Apr-21	-	-	-	621,771	-	-
2	May-21	-	-	-	621,234	-	-
3	Jun-21	-	-	-	621,896	-	-
4	Jul-21	-	-	-	622,745	-	-
5	Aug-21	-	-	-	623,136	-	-
6	Sep-21	-	-	-	623,402	-	-
7	Oct-21	-	-	-	623,856	-	-
8	Nov-21	-	-	-	624,008	-	-
9	Dec-21	-	-	-	623,117	-	-
10	Jan-22	-	-	-	624,078	-	-
11	Feb-22	2	996	-	624,575	996	0.0016
12	Mar-22	-	-	-	625,478	-	-

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2021-22

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	8,058.70
ii	Energy Sold (Billed). HT direct sales (Mus)	B	2,013.04
iii	Energy Sold (Billed) in the HT & LT system (MUs)	C	5,670.65
iv	Total Sales (Mus)	(B+C)	7,683.69
v	Distribution Loss (Mus)	D	334.29
vi	Energy input at EHV Substation (Mus)	E	8,017.98
vii	% Distribution Loss	$(D) \times 100 / (E)$	4.17%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	375.01
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	4.65%

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2021-22

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	3,491.37
ii	Energy Sold (Billed). HT direct sales (Mus)	B	416.07
iii	Energy Sold (Billed) in the HT & LT system (MUs)	C	2,920.97
iv	Total Sales (Mus)	(B+C)	3,337.03
v	Distribution Loss (Mus)	D	116.85
vi	Energy input at EHV Substation (Mus)	E	3,453.89
vii	% Distribution Loss	$(D) \times 100 / (E)$	3.38%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	154.34
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	4.42%

Torrent Power Limited

Year : 2021-22

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the year (1)	No. of faulty meters added during the year (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 year (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	-	19,490	19,490	19,487	3
Three Phase	-	4,672	4,672	4,670	2

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

Remarks	
Single Phase	2178
Three Phase	1015

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

Torrent Power Limited

Year : 2021-22

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the year (1)	No. of faulty meters added during the year (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 year (5) = (3)-(4)
Surat License Area					
Single Phase	30	8,418	8,448	8,417	31
Three Phase	10	1,980	1,990	1,980	10

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2021-22

Sop 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr.No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Crores)	Revenue Collected (Rs. Crores)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	APR	736	682	92.71	576	481	83.56	77.46	22.54
	MAY	719	636	88.51	545	574	105.27	93.17	6.83
	JUN	760	726	95.50	615	564	91.58	87.46	12.54
ii	JUL	804	725	90.20	615	621	101.05	91.14	8.86
	AUG	737	734	99.61	619	620	100.20	99.81	0.19
	SEP	724	702	96.99	586	599	102.18	99.11	0.89
iii	OCT	760	749	98.60	639	605	94.75	93.43	6.57
	NOV	519	580	111.81	500	571	114.25	127.74	(27.74)
	DEC	539	551	102.18	472	535	113.31	115.79	(15.79)
iv	JAN	507	481	94.87	430	474	110.29	104.64	(4.64)
	FEB	503	511	101.77	456	437	95.72	97.42	2.58
	MAR	710	604	85.12	521	483	92.72	78.92	21.08
		8,018	7,684	95.83	6,574	6,564	99.85	95.68	4.32

**The resultant figure based on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.*

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2021-22

Sop 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr.No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Crores)	Revenue Collected (Rs. Crores)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	APR	316	313	98.87	250	238	95.20	94.13	5.87
	MAY	263	255	96.99	207	252	121.77	118.10	(18.10)
	JUN	276	265	96.06	215	201	93.49	89.81	10.19
ii	JUL	304	287	94.43	231	219	95.00	89.72	10.28
	AUG	299	291	97.37	234	225	96.01	93.48	6.52
	SEP	309	301	97.37	241	232	96.33	93.80	6.20
iii	OCT	348	324	93.20	259	257	99.48	92.71	7.29
	NOV	217	227	104.36	185	231	124.74	130.18	(30.18)
	DEC	272	256	94.10	208	202	96.82	91.11	8.89
iv	JAN	260	253	97.17	207	206	99.42	96.61	3.39
	FEB	255	253	99.24	209	200	95.84	95.11	4.89
	MAR	335	313	93.42	254	228	89.49	83.60	16.40
		3,454	3,337	96.62	2,701	2,692	99.65	96.28	3.72

*The resultant figure based on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2021-22

Sop 015: Release of New Connection status

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the beginning of the half - year/year	Pending at the beginning of the Half year/year *	New Application received during the half-year/year	No. of connections released during the Half-year/year	No. of applications pending at the end of the Half - year/year *	Total no. of consumers connected at the end of the Half - year/year
1st Half	Residential	1543587	923	14811	18491	268	1553246
	Non -RGP	419820	295	7526	6798	124	423689
	LTMD	35567	21	437	423	13	36625
	Agricultural (Total)	313	0	2	0	0	304
	HT	1468	5	36	38	13	1504
	Other	5696	30	315	271	15	5885
	Total	2006451	1274	23127	26021	433	2021253
2nd Half	Residential	1553246	268	19359	18365	2625	1564056
	Non -RGP	423689	124	7615	8478	1341	429364
	LTMD	36625	13	557	530	192	37615
	Agricultural (Total)	304	0	6	2	6	296
	HT	1504	13	47	45	70	1546
	Other	5885	15	359	296	127	6035
	Total	2021253	433	27943	27716	4361	2038912
Annual	Residential	1543587	923	34170	36856	2625	1564056
	Non -RGP	419820	295	15141	15276	1341	429364
	LTMD	35567	21	994	953	192	37615
	Agricultural (Total)	313	0	8	2	6	296
	HT	1468	5	83	83	70	1546
	Other	5696	30	674	567	127	6035
	Total	2006451	1274	51070	53737	4361	2038912

Note: All the columns are independent.

* Pending applications exclude pendency due to consumer compliance and RO Permission

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2021-22

Sop 015: Release of New Connection status

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the beginning of the half - year/year	Pending at the beginning of the Half year/year *	New Application received during the half-year/year	No. of connections released during the Half-year/year	No. of applications pending at the end of the Half -year/year *	Total no. of consumers connected at the end of the Half - year/year
1st Half	Residential	417755	21	2635	2569	24	418506
	Non -RGP	189002	9	1420	1391	33	189163
	LTMD	14664	1	77	58	2	14816
	Agricultural (Total)	235	0	0	0	0	229
	HT	253	0	10	3	0	256
	Other	1863	0	20	20	0	1879
	Total	623772	31	4162	4041	59	624849
2nd Half	Residential	418506	24	2610	2627	5	419664
	Non -RGP	189163	33	1732	1725	5	189668
	LTMD	14816	2	132	123	0	15078
	Agricultural (Total)	229	0	1	2	0	221
	HT	256	0	11	7	1	262
	Other	1879	0	4	9	0	1968
	Total	624849	59	4490	4493	11	626861
Annual	Residential	417755	21	5245	5196	5	419664
	Non -RGP	189002	9	3152	3116	5	189668
	LTMD	14664	1	209	181	0	15078
	Agricultural (Total)	235	0	1	2	0	221
	HT	253	0	21	10	1	262
	Other	1863	0	24	29	0	1968
	Total	623772	31	8652	8534	11	626861

Note: All the columns are independent.

* Pending applications exclude pendency due to consumer compliance and RO Permission

Torrent Power Limited

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)
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

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)
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				