

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

**PREPARED BY : "Torrent Power Limited, Dahej  
License Area"**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

## Torrent Power Limited (Dahej)

Year : 2021-22

### Performa SoP 001: Fatal and Non-fatal accident report

| Name of Area/Circle | Cumulative since the first quarter of the current FY |     |         |    |     |
|---------------------|--|-----|---------|----|-----|
|                     | Departmental   |     | Outside |    |     |
|                     | FH   | NFH | FH      | FA | NFH |
| Dahej License Area  | -  | -   | -       | -  | -   |

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



**Torrent Power Limited**

**Year : 2021-22**

**Performa SoP 003 B: Register For Compiling the complaints Classificationwise**

| Classification            | Pending compliants 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)                       |   |
| <b>Dahej License Area</b> |  |                                     |                  |   |                        |                                  |                                      |                  |                                    |   |
| A (i)                     | Interruption in power supply-Loose Connection from Pole                  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| A (ii)                    | Interruption in power supply-Interruption due to line break down         | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| A (iii)                   | Interruption in power supply-Interruption due to failure of transformers | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| A (iv)                    | Interruption in power supply-Others                                      | -                                   | 30               | 30  | 29                     | 1                                | -                                    | -                | 30                                 | - |
| B (i)                     | Quality of Power Supply-No augmentation required                         | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| B (ii)                    | Quality of Power Supply-Augmentation required                            | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| C (i)                     | Meters- Stopped / Defective / Burnt / No Display Meters                  | -                                   | 1                | 1   | 1                      | -                                | -                                    | -                | 1                                  | - |
| C (ii)                    | Meters- Billing on average basis for more than two bill                  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| D (i)                     | Overhead Lines-Loose Wires   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| D (ii)                    | Overhead Lines-Inadequate ground clearance                               | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| E (i)                     | Bills-For current bills where no additional information is required      | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| E (ii)                    | Bills-Additional information + site visit required                       | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| F (i)                     | Service Connections-Extension of mains is not required                   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| F (ii)                    | Service Connections-Extension of mains is required                       | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| F (iii)                   | Service Connections-Modification in connected Load                       | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| F (iv)                    | Service Connections-Name Change/reconnection                             | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| F (v)                     | Service Connections-Others (Processing Related)                          | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| G                         | Refund of amount due in regard to temporary connection                   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| H                         | Others   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | - |
| <b>Total</b>              |  | -                                   | <b>31</b>        | <b>31</b>                                   | <b>30</b>              | <b>1</b>                         | -                                    | -                | <b>31</b>                          | - |

# 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 year   | Likely number of consumers influenced | Details about media  |
|--|--|---------------------------------------|--|
| 1  | <b>Website</b>   | Consumers at large                    | Web Site www.torrentpower.com & portal<br>https://connect.torrentpower.com   |
|  | Bill Glossary  |                                       |  |
|  | New Tariff   |                                       |  |
|  | Consumption Calculator   |                                       |  |
|  | Procedural Guidance  |                                       |  |
|  | Payment Options  |                                       |  |
|  | Contact details  |                                       |  |
|  | Call Center details and numbers  |                                       |  |
|  | 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) |  |                                       |  |
| <b>Dahej License Area</b>                  |  |                                       |  |
| 2  | <b>Information boards</b><br>Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges | 116 (At one office)                   | Information Boards   |
| 3  | <b>Banners</b><br>Portal Connect information displayed at different locations  | 12                                    | Displayed at Plot No. Z/21 office  |
| 4  | <b>Bills</b><br><b>Front side</b> :Portal Connect Information, Energy Saving Tips  | 116                                   | Information about Call Centre Info, Portal Connect Information, Energy Saving tips, Redressal forum details, Tariff rate |
|  | <b>Back side</b> : Call Centre Info, Portal Connect Information, Redressal forum details, Tariff rate  | 116                                   |  |
| 5  | <b>Email - Billing</b>   | 116 nos.                              | Email  |
| 6  | <b>Power Factor Awareness Programme</b>  | 5 nos.                                | Consumer was guided for improvement of PF  |
|  | Personal Visit to HT, LTMD & LT Consumers  |                                       |  |

## Torrent Power Limited

Year : 2021-22

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

| Sr. No.                   | Month  | Date and Time* of Meeting Conducted | No. of complaints registered at the meeting | No. of complaints pending at the end of the meeting. |
|---------------------------|--------|-------------------------------------|---|--|
| <b>Dahej License Area</b> |        |                                     |   |  |
| 1                         | Apr-21 | 30-Apr-2021                         | -   | -  |
| 2                         | May-21 | 28-May-2021                         | -   | -  |
| 3                         | Jun-21 | 25-Jun-2021                         | -   | -  |
| 4                         | Jul-21 | 30-Jul-2021                         | -   | -  |
| 5                         | Aug-21 | 27-Aug-2021                         | -   | -  |
| 6                         | Sep-21 | 24-Sep-2021                         | -   | -  |
| 7                         | Oct-21 | 29-Oct-2021                         | -   | -  |
| 8                         | Nov-21 | 26-Nov-2021                         | -   | -  |
| 9                         | Dec-21 | 31-Dec-2021                         | -   | -  |
| 10                        | Jan-22 | 28-Jan-2022                         | -   | -  |
| 11                        | Feb-22 | 25-Feb-2022                         | -   | -  |
| 12                        | Mar-22 | 25-Mar-2022                         | -   | -  |

\* 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/year | Total number of distribution transformer | Total no of Distribution transformer Failed | % failure rate of Distribution transformer |
|--------------------|---|---|--|---|--|
|                    | A   | B   | C=A+B                                    | D   | H= (D) * 100/C                             |
| Dahej License Area | 8   | -   | 8  | -   | 0.000%                                     |

## 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/year | Total number of Power transformer | Total no of Power transformer Failed | % failure rate of Power transformer |
|--------------------|--|--|-----------------------------------|--------------------------------------|-------------------------------------|
|                    | A  | B  | C=A+B                             | D                                    | H= (D) * 100/C                      |
| Dahej License Area | 8  | -  | 8                                 | -                                    | 0.00%                               |



**Torrent Power Limited (Dahej Distribution)**  
**Year : 2021**

**SoP 008: Sample Test result for Neutral Voltage**

| <b>Compliance Sample Test Report for Neutral Voltage</b> |                      |                       |                                  |   |  |
|--|----------------------|-----------------------|----------------------------------|---|--|
| (1)  | (2)                  | (3)                   | (4)                              | (5)   | (6)  |
| Sr. No.  | Category of Consumer | Sample Size (Numbers) | Standard Specified in Regulation | Deviation of the results from sample test (Numbers) | % age of non compliance<br>(6)=(5)*100/(3) |
|  | <b>LT Consumers</b>  |                       |                                  |   |  |
| 1  | Domestic             | -                     | 2%                               | -   | -  |
| 2  | Commercial           | 5                     | 2%                               | -   | 0  |
| 3  | Industrial           | 7                     | 2%                               | -   | 0  |
| 4  | Agricultural         | -                     | 2%                               | -   | -  |
| 5  | Public Water Works   | -                     | 2%                               | -   | -  |
|  | <b>HT Consumers</b>  |                       |                                  | -   |  |
| 6  | HT Industrial        | -                     | 2%                               | -   | -  |
| <b>Total</b>   |                      | <b>12</b>             |                                  | -   | <b>0.00%</b>                               |

**Torrent Power Limited (Dahej Distribution)**  
**Year : 2021**

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

| <b>Compliance Sample Test Report for Voltage Variation</b> |                              |   |  |  |
|--|------------------------------|---|--|--|
| <b>(1)</b>   | <b>(2)</b>                   | <b>(3)</b>                              | <b>(4)</b>   | <b>(5)</b>                                     |
| <b>Voltage Level</b>                                       | <b>Sample Size (Numbers)</b> | <b>Standard Specified in Regulation</b> | <b>Deviation of the results from sample test (Numbers)</b> | <b>% age of non compliance (5)=(4)*100/(2)</b> |
| Low Voltage  | 12                           | +6% to -6%                              | 0  | <b>0%</b>                                      |
| High Voltage   | 13                           | +6% to -9%                              | 0  | <b>0%</b>                                      |
| Extra High Voltage   | 4                            | +10% to -12.5%                          | 0  | <b>0%</b>                                      |

**Torrent Power Limited (Dahej Distribution)**  
**Year : 2021**

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

| <b>Compliance Sample Test Report for Harmonics</b> |                      |                          |  |  |   |
|--|----------------------|--------------------------|--|--|---|
| (1)  | (2)                  | (3)                      | (4)                                    | (5)  | (6)   |
| Sr. No.  | Category of Consumer | Sample Size<br>(Numbers) | Standard<br>Specified in<br>Regulation | Deviation of the<br>results from<br>sample test<br>(Numbers) | % age of non<br>compliance<br>$(6)=(5)*100/(3)$ |
| 1  | LT Consumers         | 12                       | 3.5%                                   | -  | 0%  |
| 2  | HT Consumers         | 13                       | 3%                                     | -  | 0%  |
| 3  | EHT Consumers        | 4                        | 3%                                     | -  | 0%  |

## 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              |
| <b>Dahej License Area</b> |        |   |                                 |               |                    |
| 1                         | Apr-21 | -   | 113                             | -             | -                  |
| 2                         | May-21 | -   | 113                             | -             | -                  |
| 3                         | Jun-21 | 1   | 115                             | 1             | 0.01               |
| 4                         | Jul-21 | -   | 116                             | -             | -                  |
| 5                         | Aug-21 | 2   | 116                             | 2             | 0.017              |
| 6                         | Sep-21 | 28  | 116                             | 28            | 0.241              |
| 7                         | Oct-21 | 7   | 116                             | 7             | 0.060              |
| 8                         | Nov-21 | 1   | 116                             | 1             | 0.009              |
| 9                         | Dec-21 | -   | 116                             | -             | -                  |
| 10                        | Jan-22 | -   | 117                             | -             | -                  |
| 11                        | Feb-22 | -   | 117                             | -             | -                  |
| 12                        | Mar-22 | -   | 117                             | -             | -                  |

## 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 (HH: MM) | Ni=no of interrupted customers for each sustained interruption event (in numbers) | ri*Ni- Total customer interruption Duration (Cust-Hrs.) | Nt-Total no of customers served | Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.) | SAIDI=CMI/Nt (HH : MM) |
|---------------------------|--------|--|---|---|---------------------------------|---|------------------------|
| 1                         | 2      | 3  | 4   | 5=3*4   | 6                               | 7=Total of 5  | 8=7/6                  |
| <b>Dahej License Area</b> |        |  |   |   |                                 |   |                        |
| 1                         | Apr-21 | 0:00   | 0   | 0:00  | 113                             | 0:00  | 0:00:00                |
| 2                         | May-21 | 0:00   | 0   | 0:00  | 113                             | 0:00  | 0:00:00                |
| 3                         | Jun-21 | 0:07   | 1   | 0:07  | 115                             | 0:07  | 0:00:04                |
| 4                         | Jul-21 | 0:00   | 0   | 0:00  | 116                             | 0:00  | 0:00:00                |
| 5                         | Aug-21 | 0:20   | 2   | 0:40  | 116                             | 0:40  | 0:00:21                |
| 6                         | Sep-21 | 0:07   | 28  | 3:18  | 116                             | 3:18  | 0:01:42                |
| 7                         | Oct-21 | 0:41   | 7   | 4:47  | 116                             | 4:47  | 0:02:28                |
| 8                         | Nov-21 | 0:31   | 1   | 0:31  | 116                             | 0:31  | 0:00:16                |
| 9                         | Dec-21 | 0:00   | 0   | 0:00  | 116                             | 0:00  | 0:00:00                |
| 10                        | Jan-22 | 0:00   | 0   | 0:00  | 117                             | 0:00  | 0:00:00                |
| 11                        | Feb-22 | 0:00   | 0   | 0:00  | 117                             | 0:00  | 0:00:00                |
| 12                        | Mar-22 | 0:00   | 0   | 0:00  | 117                             | 0:00  | 0:00:00                |

## Torrent Power Limited

Year : 2021-22

### Performa Sop 011C: Momeuntary Average Interruption Frequency Index (MAIFI)

| Sr. No.                   | Month  | Number of Momentary interruptions IMi | Nmi-Total no of customers for each momentary interruptions | Imi*Nmi Number of customer Momentary interruptions | Nt-Total no of customers served | $\sum IMiNmi$  | MAIFI = $\frac{\sum IMiNmi}{Nt}$ |
|---------------------------|--------|---------------------------------------|--|--|---------------------------------|----------------|----------------------------------|
| 1                         | 2      | 3                                     | 4  | 5 = 3 * 4  | 6                               | 7 = Total of 5 | 6=5/6                            |
| <b>Dahej License Area</b> |        |                                       |  |  |                                 |                |                                  |
| 1                         | Apr-21 | -                                     | -  | -  | 113                             | -              | -                                |
| 2                         | May-21 | -                                     | -  | -  | 113                             | -              | -                                |
| 3                         | Jun-21 | -                                     | -  | -  | 115                             | -              | -                                |
| 4                         | Jul-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 5                         | Aug-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 6                         | Sep-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 7                         | Oct-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 8                         | Nov-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 9                         | Dec-21 | -                                     | -  | -  | 116                             | -              | -                                |
| 10                        | Jan-22 | -                                     | -  | -  | 117                             | -              | -                                |
| 11                        | Feb-22 | -                                     | -  | -  | 117                             | -              | -                                |
| 12                        | Mar-22 | -                                     | -  | -  | 117                             | -              | -                                |

## Torrent Power Limited (Dahej Distribution)

Year : 2021-22

### Performa SoP 012: System Losses at EHT/11 KV & Below

| Losses in 11 KV System and Connected Equipment |   |                                |        |
|--|---|--------------------------------|--------|
| i  | Total Energy Delivered (Mus)                        | A                              | 677.39 |
| ii   | Energy Sold (Billed). EHT direct sales (Mus)        | B                              | 341.19 |
| iii  | Energy Sold (Billed ) in the HT & LT system ( MUs ) | C                              | 318.19 |
| iv   | Total Sales ( Mus)                                  | (B+C)                          | 659.37 |
| v  | Distribution Loss (Mus)                             | D                              | 3.00   |
| vi   | Energy input at EHV Substation (Mus)                | E                              | 662.38 |
| vii  | % Distribution Loss                                 | $(D) \times 100 / (E)$         | 0.45%  |
| viii   | Total Losses(including EHV/Transmission) (Mus)      | {A-(B+C)}                      | 18.01  |
| ix   | % Total Losses(including EHV/Transmission)          | $\{A-(B+C)\} \times 100 / (A)$ | 2.66%  |

## Torrent Power Limited

Year : 2021-22

### Performa SoP 013: Meter Faulty

| Consumer category         | No. of faulty meters at the start of the year | No. of faulty meters added during the year | Total no. defective / faulty Meter | No. of faulty Meters repaired and replaced | No of faulty meters pending at the end of the year |
|---------------------------|---|--|------------------------------------|--|--|
| <b>Dahej License Area</b> |   |  |                                    |  |  |
| Single Phase              | -   | -  | -                                  | -  | -  |
| Three Phase               | -   | -  | -                                  | -  | -  |



## Torrent Power Limited (Dahej Distribution)

Year : 2021-22

### Performa SoP 014: Statement showing ATC losses, collection efficiency and Billing efficiency

| Quarter | Months    | Unit Input (MUs) | Unit Billed (MUs) | Billing Efficiency | Revenue Billed (Rs. Crs) | Revenue Collected (Rs. Crs) | Collection Efficiency % | Business Efficiency % | ATC Loss % * |
|---------|-----------|------------------|-------------------|--------------------|--------------------------|-----------------------------|-------------------------|-----------------------|--------------|
|         |           | A                | B                 | $C=(B/A)*100$      | D                        | E                           | $F=(E/D)*100$           | $G=(C*F)/100$         | $H = 100-G$  |
| I       | April     | 50               | 50                | 99.61              | 23                       | 23                          | 97.91                   | 97.53                 | 2.47         |
|         | May       | 50               | 50                | 99.57              | 23                       | 23                          | 97.93                   | 97.51                 | 2.49         |
|         | June      | 54               | 54                | 99.61              | 25                       | 24                          | 93.98                   | 93.62                 | 6.38         |
| II      | July      | 53               | 53                | 99.57              | 23                       | 25                          | 105.82                  | 105.37                | (5.37)       |
|         | August    | 56               | 55                | 99.52              | 24                       | 23                          | 96.31                   | 95.85                 | 4.15         |
|         | September | 57               | 57                | 99.51              | 25                       | 24                          | 97.86                   | 97.38                 | 2.62         |
| III     | October   | 56               | 56                | 99.48              | 27                       | 25                          | 93.08                   | 92.60                 | 7.40         |
|         | November  | 54               | 54                | 99.54              | 26                       | 27                          | 103.63                  | 103.15                | (3.15)       |
|         | December  | 60               | 60                | 99.54              | 28                       | 26                          | 91.39                   | 90.97                 | 9.03         |
| IV      | January   | 57               | 57                | 99.56              | 32                       | 28                          | 87.70                   | 87.32                 | 12.68        |
|         | February  | 53               | 53                | 99.57              | 30                       | 32                          | 106.30                  | 105.84                | (5.84)       |
|         | March     | 60               | 60                | 99.51              | 33                       | 30                          | 90.50                   | 90.05                 | 9.95         |
|         |           | 662              | 659               | 99.55              | 320                      | 309                         | 96.54                   | 96.11                 | 3.89         |

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

**Torrent Power Limited (Dahej Distribution)**

**Year : 2021-22**

**SoP 015: Release of New Connection status**

| Name of Area/<br>Circle | Consumer Category    | Total no. of<br>consumers<br>connected at the<br>begining of the<br>half - year/year | Pending at the<br>begining of the<br>Half year/year * | New Application<br>received during<br>the half-year/year | No. of connections<br>released during<br>the Half-year/year | No. of applications<br>pending at the end<br>of the Half -<br>year/year * | Total no. of<br>consumers connected<br>at the end of the Half -<br>year/year |
|-------------------------|----------------------|--|---|--|---|---|--|
| 1 st Half               | Residential          | -  | -   | -  | -   | -   | -  |
|                         | Non -RGP             | 21   | -   | 1  | 1   | -   | 22   |
|                         | LTMD                 | 8  | -   | -  | -   | -   | 8  |
|                         | Agricultural (Total) | -  | -   | -  | -   | -   | -  |
|                         | HT                   | 62   | -   | 1  | 1   | -   | 63   |
|                         | Other                | 23   | -   | -  | -   | -   | 23   |
|                         | Total                | 114  | -   | 2  | 2   | -   | 116  |
| 2nd Half                | Residential          | -  | -   | -  | -   | -   | -  |
|                         | Non -RGP             | 22   | -   | -  | -   | -   | 22   |
|                         | LTMD                 | 8  | -   | -  | -   | -   | 8  |
|                         | Agricultural (Total) | -  | -   | -  | -   | -   | -  |
|                         | HT                   | 63   | -   | -  | -   | -   | 63   |
|                         | Other                | 23   | -   | 3  | 1   | -   | 24   |
| Total                   | 116                  | -  | 3   | 1  | -   | 117   |  |
| Annual                  | Residential          | -  | -   | -  | -   | -   | -  |
|                         | Non -RGP             | 21   | -   | 1  | 1   | -   | 22   |
|                         | LTMD                 | 8  | -   | -  | -   | -   | 8  |
|                         | Agricultural (Total) | -  | -   | -  | -   | -   | -  |
|                         | HT                   | 62   | -   | 1  | 1   | -   | 63   |
|                         | Other                | 23   | -   | 3  | 1   | -   | 24   |
| Total                   | 114                  | -  | 5   | 3  | -   | 117   |  |

**Note:** All the columns are independent.

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

## Torrent Power Limited

Year : 2021-22

### Performa SoP 016: Compensation Details

| Sr. No.                   | Event   | Compensation  | No. of cases where compensation was given (in numbers) | Amt of compensation paid in (Rs) |
|---------------------------|---|---|--|----------------------------------|
| <b>Dahej License Area</b> |   |   |  |                                  |
| 1                         | <b>Duty to provide supply</b>                   | Rs. 50 per day of delay from the limit specified in the performance regulations                             |  |                                  |
|                           | <b>a) New Connection</b>                        |   |  |                                  |
|                           | <b>b) Additional Load</b>                       |   |  |                                  |
|                           | <b>c) Temporary supply</b>                      |   |  |                                  |
|                           | <b>d) Shifting service connection</b>           |   |  |                                  |
|                           | <b>e) Transfer of service connection</b>        |   |  |                                  |
|                           | <b>f) Change in Tariff category of consumer</b> |   |  |                                  |
| 2                         | <b>Complaints in billing</b>                    | Rs 50 for non reply within the period prescribed in regulation  |  |                                  |
| 3                         | <b>Replacement of meters</b>                    | LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000     | -  | -                                |
| 4                         | <b>Interruption of supply</b>                   | LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT - Rs.50 for every 6 hrs delay maximum Rs. 1000/- |  |                                  |
| 5                         | <b>Voltage fluctuations and complaints</b>      | Rs. 50 for failure to visit or convey findings within the stipulated period                                 |  |                                  |
| 6                         | <b>Responding to consumer's complaints</b>      | Rs. 25 for each day of delay maximum Rs.500   |  |                                  |
| 7                         | <b>Grievance Handling</b>                       | Rs.25 for failure in handling grievance.  |  |                                  |
|                           |   | <b>TOTAL</b>  |  |                                  |