ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR:APRIL 22 TO MARCH 23

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

SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY COMMISSION

Torrent Power Limited

Year : 2022-23

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	-	-	25	6	9

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

Torrent Power Limited

Year : 2022-23

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	-	1	5	1	4

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

TORRENT POWER LTD

FY 2022-23

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 RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License area								
1	Surajkumar Babulal Meena Shed No. 17, Kaliyabai Estate, Shreenathnagar, Amraiwadi	06.04.2022	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 06-Apr-2022 @ 23:30 hrs. at Shed No. 17 (LTMD service no. 1407605), Kaliyabai Estate, Shreenathnagar, Amraiwadi. Incident information was received by TPL through letter from Amraiwadi Police Station on 07-Apr-2022. Information about human fatal accident which took place on 06.04.2022, at about 23:35 hrs at 17, Kaliya Bai Estate, Shreenathnagar, Nr. Ghanti bus stop, Amraiwadi, Ahmedabad was received by Torrent Power Limited on 07.04.2022, 12:58 hrs. through Amraiwadi Police Station. Immediately our NPC team had visited the site and supply of the service no. 1407605 was disconnected on 07.04.2022, 14:18 hrs. Further joint site investigation was carried out by Mr. Amrish Suthar (AM-KA), Mr Prakash Kalvinkar (AM-EHS) & Mr. Mahendra Zala (Exe-NPC) on 07.04.2022, 17:00 hrs. As reported by Mr. Poonamchand Namdev Koshti (tenant), Mr. Surajkumar Meena was standing on plastic extruder machine and might be doing some work in electric switch installed near machine. Through CCTV footage, it seems that he fell from the machine. He might have received the shock, Immediately he was being shifted to L G Hospital, Maninagar for preliminary treatment where doctor on duty declared him dead. Exact cause of victim's death could not be identified. Consumer side loose and hanging wiring was observed. ELCB found installed but might not be covering all the circuits. However, TPL installation checked and found in order.	Site visit was carried out by the team of TPL on 07-Apr-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.
2	Ishika Dipakbhai Raval Parijat Heights, Vatva-Gamdi Road.	07.05.2022	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 07-May-2022 @ 20:00 hrs. at Common Place (Common Service No. 100542355), Parijat Heights, Vatva-Gamdi Road. Incident information was received by TPL through EI office on 09-May-2022. Information about fatal accident which took place on 07.05.2022, 20:00 hrs at Orange Developers, Parijat Heights, opp. Rice mill, Vatva Gamdi Road, Vatva was received by Torrent Power Limited on 09.05.2022, 12:10 hrs at Safety department through EI office who in turn received information from Police station. NPC team visited the site at around 13:00 hrs. Service was disconnected by KA Dept at the time of joint visit. Joint site inspection was carried out by Mr. V K Purohit, Electrical Inspector, Government of Gujarat along with Ms Siddhi Shah (M-KAM), Mr. Prakash Kalvinkar (AM-Safety) Torrent Power Limited at 18:00 hrs. on 09.05.2022. During site investigation, it came to knowledge that Ishika Dipakbhai Raval (Age-13 yrs.) was playing in the garden area along with other children and suddenly she fell near plantation area. Garden soil was wet at that time. Cable giving supply to society office was saddled on the compound wall which was near the area where the incident occurred. One open twisted wire also found 10 meters away from the incident place. Testing an checking of each cable were done but nothing could be concluded from the investigation. Exact cause of victim's death could not be identified. TPL installation checked and found in order, however consumer side loose and hanging wiring is observed. ELCB found installed nut not covering all the circuits. The customer was guided to apply for a separate common service for each block and a separate service for firefighting equipment. Service was reconnected on 09.05.2022, 21:00 hrs. for bore and lift usage after taking corrective actions by customer regarding ELCB and submission of the Test Report.	Joint investigation was carried out by the team of TPL & EI on 09-May-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
3	Prabhunath Gaud Vinny Overseas Limited., B/h International Hotel, Narol Isanpur Road, Narol	11-May-22	NFHO	An Electrical non fatal incident to human outsider at consumer installation occurred on 11-May-2022 @ 10:30 hrs. at Vinny Overseas Limited (HT Service No.8000787), B/h International Hotel, Narol Isanpur Road, Narol. Incident information was received by TPL through EI office on 12-May-2022. Information about non-fatal incident which took place on 11.05.2022, 10:30 AM at Vinny Overseas Limited, b/h International Hotel, Narol-Isanpur Road, Narol was received by Mr. Prakash Kalvinkar (AM-EHS) of Torrent Power Ltd, from Mr. Chandavat (EI) through letter of Narol Police station on dated 12.05.2022, 12:00 hrs. Joint site visit was carried out by Safety department officer Mr. Prakash Kalvinkar (AM) and Key Accounts HT department Mr. Narsinh Vanzara (Executive) and Mr. Dhiren Modi (Executive) DATED 12.05.2022 AT 04:00 pm. As reported by Mr. Munirbhai (Manager at Vinny Overseas), during the activity of installation of ACB switch (L&T) in LT panel after consumer side HT breaker making Off, Mr. Prabhunath was carrying the ACB switch from the rear side and made accidental contact with the busbar. Post this incident, Mr. Prabhunath fainted and was unconscious for a few minutes. He was immediately taken to Shree sardar Patel hospital for further treatment by Mr. Munirbhai where Dr. Anil Maheshwari advised to admit the patient (Mr. Prabhunath) in ICU. He was discharged from the hospital on 12.05.2022 at 10:30 AM. As per statement of Mr. Sandeepbhai (mechanical) & Mr. Amaratbhai (Electrician), the victim was working in electrically isolated zone. However as per site observation noted by Torrent Power team, the reason of this incident could be feed-back power from capacitor bank that is installed near the LT panel. However confirmed reasoning regarding cause of electric shock was not found. We have disconnected the power supply of said service. TPL installation has been checked and is found in order.	Joint investigation was carried out by the team of TPL & EI on 25-May-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.
4	Shaileshbhai Ramjibhai Thakor 2-B, Ashokvatika, Opp Ashokvatika BRTS Station, Ambali Bopal Road	25-May-22	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 25-May-2022 @ 13:30 hrs. at House No. 2-B (LTMD Service No. 492223), Ashok Vatika, Ambli-Bopal Road, Ahmedabad. Incident information was received by TPL from AEI Mr. L K Chandavat on 26-May-2022 @ 12:45 hrs. Information about fatal accident which took place on 25.05.2022, 13:30 hrs. at 2-B, Ashok Vatika, opp. Ashokvatika BRTS Bus stop, Bopal-Ambali Road, Ahmedabad was received by Torrent Power Limited on 26.05.2022 at Safety department through EI office who in turn received information from Police station. Joint site inspection was carried out with representative of Electrical Inspector office, Government of Gujarat along with Mr. Amrish Suthar (AM-KAM), Mr. Prakash Kalvinkar (AM-Safety) Torrent Power Limited at 16:00 hrs. on 26.05.2022. As communicated by Mr. Rahul Gangaji Patidar, servant of the house, 3 persons were doing job of water tank cleaning. Suddenly he heard the noise and went on the place and saw Mr. Shaileshbhai Thakor (age-33 years) was inside the tank and he might be get electric shock. Exact cause of death could not be identified. During joint investigation TPL installation is checked and found in order. Customer side ELCB found installed.	Joint investigation was carried out by the team of TPL & EI on 26-May-2022	During the site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected. However supply wires of water pump was isolated by consumer.

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	Vaishnavi Mishra 905, Bhimnath Soc (Bhimnathni chali), Nr.Margha Farm, B/h Gujarat Offset, Vatva	29.05.2022	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 29-May-2022 @ 07:45 hrs. at House No. 905 (service no. 638268), Bhimnath ni Chali, Near Margha Farm, Behind Gujarat Offset, Vatva. Incident information was received by TPL from Vatva police Station on 30-May-2022 @ 11:30 hrs. Fatal Electrical Accident was occurred to Ms Vaishnavi Mishra at 905-Bhimnath Soc., Nr. Margha Farm, B/h Gujarat Offset, Vatva, Ahmedabad on dated 29.05.2022 @ 07:45 AM. Information regarding the accident was received from Vatva Police station through Police letter on dated 30.05.2022 at around 11:32 hrs. (service number 638268). An electrical fatal incident to human outsider at consumer installation occurred on 29-May-2022 at around 07:45 AM on Service No. 638268 located at 905-Bhimnath Soc., Nr. Margha Farm, B/h Gujarat Offset, Vatva, Ahmedabad. NPC team of Torrent Power Ltd (TPL) visited the site on dated 30.05.2022 at around 16:00 hrs. and disconnected the power supply of the said service. Joint site visit with Government AEI Mr. L K Chandavat & TPL officials Mr Hardik Patel (Executive-CS BE-MU AZ), Mr Naranbhai Gohil (Technician-CS BE-MU AZ) & Mr. Prakash Kalvinkar (Asst. Manager-EHS) was done at location of the incident on 31.05.2022 at around 12:15 hrs. During the joint site visit, it was observed that No ELCB/RCCB installed in customer wiring, Tapped joint found on supply wire of water pump as well as load wire near meter box. Earthing wire of customer installation detached from TPL meter box. During testing water pump was found faulty. Water observed inside terminal box of motor during visit with Govt. AEI. IP got electrocuted while changing pipe connection with motor output for UG & OH water tank filling work in running water condition. While pipe connection work, water filled in terminal box of the motor & its wiring hence motor became faulty. As a result of which motor body & wiring got shorted and IP got electric shock and got electrocuted. During joint site visit TPL side SA, cable, earthing found in order. After joint inspection, Government AEI guided customer to rectify the wiring and install ELCB/RCCB for electrical safety purpose. As stated by witness Mr. Manishdev Mishra (IP's uncle) - IP (Ms. Vaishnavi Mishra) shouted outside home near water pump motor. He came outside and observed that IP had fallen near motor and her hand was in contact with the motor body. Immediately he had disconnected the power supply of the motor from switch board. Other family member also came outside and they took her (IP) inside home. Later IP was taken to L G Hospital by 108 emergency service. Where doctor on duty declared her dead.	Joint investigation was carried out by the team of TPL & EI on 31-May-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.
7	Kaushik Bhailal Patel H.No-4/2439, Moti Begamwadi, Salabatpura, Surat	12.11.2022	FHO	As per the Information Received, the victim was electrocuted while he was inspecting the sound system cable on 12/11/2022 at H. No-4/2439, 4/2453, Moti Begamwadi, Salabatpura Surat. During our visit on 14/11/2022 it was observed that multiples temporary LT cables/Wires and sound system cables laid at backside of dome-1,dome-2 and dome-3 for power supply to Air conditioner, lighting and music system. It is also found that multiple joints in LT cables/wires near installed outdoor air conditioner unit at incident sport. while conversation with witness, it is informed that the victim was found unconscious and lying on the floor at the backside of Dom1 &2. Also informed that the victim was carry out inspection of sound system cable before he found unconscious. Victim might have got electric shock while coming in contact with poorly insulated joint in electrical wiring. No evidence and causes of shock could be uncertain	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	Temporary connection was disconnected permanently on 15/11/2022.
8	Devkaran Sukhdev Luhar Plot No-3, Somnath Nagar Society, A K Road, Surat	24-Nov-22	FHO	As per the Information Received, the victim was electrocuted with electrode cable of welding machine while carrying out the welding work at Plot-3, Somnath Nagar Society, A K Road, Surat. During our site inspection on 13.12.2022 a welding machine and cutter machine was found at the accident place. The insulation of welding machine body and its accessories are found ok. However multiple joints in the power supply cable of the welding machine was found. Voltage between electrode cable and earth cable found in order. No evidence or cause of the shock could be ascertained. Victim might have got shock due to the accidental contact with the live electricity	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor.

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
9	Tushar Chhatrapal Patel Flat No-5, Block- B/3, SMC Quarters (Avas), City Light Road, Panas, Surat	27-Nov-22	FHO	As per the Information Received, the victim had got electric shock while repairing electronics devices at Flat-5, Block-B/3, SMC Quarters (Awas), City light road, Panas, Surat. During our site inspection on 13/12/2022, exact evidence for electric shock to a victim could not be ascertained however it was observed during site visit that many electronic devices such as drivers, inverters, converters, extension board, PCB, wires, electronics spares etc. were in a scattered manner on the floor and victim might have got accidental electric shock during the repairing work.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor. The power supply has been restored after getting the fresh test report from LEC with testing of installed ELCB and earthing.
10	Dharmesh Prajivandas Rana H. No-4/489, AB, Vadwalisheri, Ground Floor, Begampura, Surat	14-Dec-22	NFHO	As per the Information Received, the victim got electric shock on jari Twisting machine during work at H. No-4/489, AB, Vadwalisheri, Ground floor, Begampura, Surat. During our site inspection on 15.12.2022, it was observed that Jari Twisting Machine's body was connected to the earthing wire, but the earthing wire was not connected with the earthing terminal of the meter box. The wiring of consumer premises was also found to be in deteriorated condition. The leakage current might have flown from the deteriorated wiring of consumer premises to the metal body of jari Twisting machine and further to the body of the victim and to the earth which resulted in the electric shock to a victim	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor. The power supply has been restored after getting the fresh test report from LEC with testing of installed ELCB and earthing.
11	Dhansukhbhai Virani Sanghvi Exports Pvt. Ltd Opp-Prannath Hospital, Ved Road, Surat	4-Mar-23	NFHO	As per the Information Received, a victim (an Outsider) got burn injury while he was trying to operate consumer side HT breaker for switching OFF the power supply at Sanghvi Export Pvt. Ltd. Opp-Prannath Hospital, Ved Road, Surat. No Power complaint received from NPC section and analysing, feeder F-402 found tripped. During sectionalization of fault by HT Cell on 04/03/2023, it was observed that TPL side breaker and Sanghvi Export (HT) breaker found tripped. After inspecting the consumer side HT room, it was observed that flashover was occurred in consumer side HT breaker. During the site visit and conversation with witness, it was observed that the victim was trying to operate consumer HT circuit breaker to switch off power supply and at that same time flashover occurred and victim got burn injury.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited.			

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
6	Ajaysinh Vanzara Shop No. G-2, Ground floor, Time Square 2, Opp Mann Party Plot, Bodakdev	5-Jun-22	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 05-Jun-2022 @ 15:45 hrs. at Shop No. G-2 (service no. 100490687), Ground floor, Time Square 2, Opp Mann Party Plot, Bodakdev.. Incident information was received by TPL from Vastrapur police Station on 06-Jun-2022. Information about fatal accident which took place on 05.06.2022, 15:45 hrs. at Shop no. 2 GF, Times Square Arcade II, Opp. Mann Party Plot, Bodakdev, Ahmedabad was received by Torrent Power Limited on 06.06.2022 at Customer Service Centre (Plug Point) through Police station. Joint site inspection was carried out with representatives of Electrical Inspector, Government of Gujarat along with Mr. Devdatt Purohit (GM-EHS), mr. Amrish Suthar (AM-KAM) & Mr. Prakash Kalvinkar (AM-EHS) Torrent Power Ltd at 17:00 hrs on 07.06.2022. As communicated by Mr. Rohit Brijpal Sharma, Supervisor of rental premises, victim was standing on metal ladder and suddenly fell on floor while painting work in premises. He was shifted to nearby hospital where doctor on duty had declared him dead. Loose and hanging wires were lying on the floor nearby ladder. He might have got electrocuted through loose and hanging wires. Exact cause of death could not be identified. During joint investigation TPL installation is checked and found in order. Customer side ELCB found installed but not in working condition.	Joint investigation was carried out by the team of TPL & EI on 07-Jun-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.
7	Azad Singh Jotram Plot No. 218/2/A, Balaji textiles, Near Sudama Estate, Narol	17-Jun-22	FHO	An Electrical fatal incident to human outsider at consumer installation occurred on 17-Jun-2022 @ 11:00 hrs. at Plot No. 218/2/A, Balaji textiles, Near Sudama Estate, Narol. Incident information was received by TPL from consumer on 17-Jun-2022 @ 14:30 hrs. Information about fatal accident which took place on 17.06.2022, 11:00 hrs at Balaji Textiles, 218/2/A, Near Sudama Estate, Narol, Ahmedabad was received by Torrent Power Limited on 17.06.2022 at Key Account department through Consumer at 14:30 hrs. NPC team had visited the site at 15:00 hrs and supply was disconnected of service no. 2295035. Joint site inspection was carried out representatives of Electrical Inspector, Government of Gujarat along with Mr. Amrish Suthar (AM-KAM) & Mr. Prakash Kalvinkar (AM-EHS) Torrent Power Limited at 11:00 hrs on 20.06.2022. As communicated by Mr. Pravinbhai Bhimsinh Parmar, Plant operator at Balaji textiles, welding activity was carried out by victim nearby water pump line. Flexible 2 core wire was used to operate welding machine. During visit, it is found that welding rod handle wire was punctured and victim might have touched that live wire during his welding work and because of the same he might have got electric shock. He was shifted L G Hospital for preliminary treatment where doctor on duty declared him dead. During joint investigation TPL installation is checked and found in order. Customer side ELCB/ELR not installed. Loose and hanging wires also found at consumer premises.	Joint investigation was carried out by the team of TPL & EI on 20-Jun-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
8	Jayantilal Pannalal Modi House No. 6. Jayanand C. H. Society Ltd, Nr. Krishnanagar, Nr. Aroma School- Priya Cinema, Saijpur Naroda Road, Ahmedabad	19-Jun-22	FHO	Information about Electrical Fatal accident to human Mr. Jayantilal Pannalal Modi on 19/06/2022, At- 6 Jayanand C. H. Society LTD, Nr. Krishnanagar, Nr. Aroma School- Priya Cinema, Saijpur Naroda Road, Ahmedabad was received through newspaper article of Gujarat Samachar dated 22/06/2022. On the receipt of the newspaper article, Torrent Power NPC team had visited the site immediately on 22/06/2022 at around 02:00 PM. During the site visit, it was found that fatal electric accident to Mr. Jayantilal Pannalal Modi, Age about 33 years had happened on dated 19/06/2022, at around 17:30 hrs. at address - 06, Jayanand C. H. Society LTD, Nr. Krishnanagar, Nr. Aroma School- Priya Cinema, Saijpur Naroda Road, Ahmedabad. on service No: 394226. Victim Mr. Jayantilal Modi was taken to civil hospital, Asarwa where on duty doctor had declared him dead. The power supply of service number 394226 was disconnected immediately by Torrent Power NPC team. TPL Service apparatus and TPL earthing were found in order. The information of the electric accident was shared with Government Assistant Electrical Inspector, MR. Lekhraj K Chandavat on 22/06/2022 for joint site visit at the place of accident. Joint site visit with Electrical Inspector Mr. V K Purohit & Assistant Electrical Inspector Mr. Lekhraj k Chandavat, Government of Gujarat and Team of Torrent power officials including Mr. Manish Patel, Mr. Arpit Makwana, Mr. Venketex Chaudhary, Mr. Harsh Dave was carried out on 22/06/2022 at around 05:00 PM. During joint site visit, functioning of installed RCCB & MCB, electrical wiring of place of accident was inspected and statement of Eyewitness Mr. Bharat Sinh was taken. During Joint site visit, RCCB & MCB were connected on customer side installation, but 1st floor wiring was not protected by MCBs. On 1st floor, earthing wire was connected in switch board, but no earthing continuity was detected in any switch board. The victim was doing activity of installation of junction box & wiring connection of light in ceiling with the help of metallic ladder. Loose & hanging wires were found at the junction box on 1st floor gallery where victim was doing lighting & wiring work. The insulation of phase & neutral wire was found in exposed condition & several joints were found in neutral wire at the junction box. As per Statement of eyewitness Mr. Bharat Sinh, on 19/06/2022, at around 05:30 PM While he was doing painting work the home, Mr. Jayantilal Pannalal Modi was fitting junction box at 1st floor gallery. Mr. Bharat Sinh heard the scream of Mr. Jayantilal Pannalal Modi & he immediately went to 1st floor gallery & saw victim was working on metallic ladder stuck with electric wire. Eyewitness isolates victim from electric wire with the help of wooden stick.. Then after victim slowly fell from the ladder. Someone from the surrounding location, informed 108 ambulance service. Victim was taken to Civil hospital Asarwa in 108 ambulance, where on duty doctor has declared him dead.	Joint investigation was carried out by the team of TPL & EI on 22-Jun-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.
9	Cow Streetlight Pole No. C0704, Near Jain Derasar, Sector-7, Gandhinagar	2-Jul-22	FA	Information of fatal accident to animal (cow) at consumer installation occurred on 02-Jul-2022 @ 00:45 hrs. at Streetlight Pole No. C0704 (Service No. 1003419), Near Jain Derasar, Sector-7, Gandhinagar was received at 00:48 hrs on 02.07.2022 through TPL call centre. TPL personnel visited the place of accident and disconnected the electric supply of service no. 1003419 the source of electric supply to the place of accident. During joint site inspection along with Govt. Electrical Inspector & TPL officials the insulation of the wire from street light fixure to streetlight junction box was found damaged & conductor of the wire was found open & in exposed condition. The open conductor was in contact with metallic portion of streetlight pole. No ELCB installed at service location. Earthing wire was also not connected. So when cow came in contact with the street light pole might have been electrocuted due to leakage current flowing through streetlight pole. However, in absence of PM report, exact cause of death could not be ascertained. TPL earthing & service apparatus found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 02-Jul-2022	During site visit by representative of EI office, 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
10	Pooja Rohitbhai Patni, Harjivan ni chali, Bhil vas, Kailash nagar, Sabarmati	10-Jul-22	NFHO-CI	Information of Non-fatal accident to Mrs. Pooja Rohitbhai Patni, age approx. 21 years, occurred around 07:50 PM on 10.07.2022 at Om nagar, Harjivan chali, Bhil vas, Kailashnagar, Sabarmati, Ahmedabad was received at about 07:54 PM on 10.07.2022 from TPL call centre. TPL personnel visited the place of accident and immediately disconnected the electric supply of service no. 3284701, the source of electric supply to the place of accident. The IP got electric shock while came in contact with wet wall of the premises. It was observed that the customer's extended loose and hanging wire was in damaged condition and exposed conductor was in contact with angle of window. ELCB / RCCB was not installed in consumer wiring Loose & hanging wiring was observed at consumer installation. Earthing was not provided at consumer installation. TPL team observed leakage current on the metallic roof. As stated by Mr. Bharatbhai Patni (Father-in-law of victim), he has informed that Mrs. Pooja Rohitbhai Patni felt electric shock when she came in contact with wall of the house. The IP fell down on the floor and shouted for the help. The IP's father was present near by the location, as he heard noise, he came and switched off the power supply. The IP received injury on both the palms. Preliminary medical treatment was given to the victim at nearby hospital as victim received electric shock. It is suspected that the wall became electrically charged due to leakage current. The victim might have come in contact with electrically charged wall and electric current might have been passed through body of the IP. During joint visit, TPL earthing & service Apparatus found in order.	Site visit was carried out by the team of TPL on 10-Jul-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.
11	Jannat Husain Mo. Rafik Ansari, 53-Sur No.249, Tavakkalnagar V-1, Ilaben Farm, Danilimda	9-Jul-22	FHO-CI	Fatal Electrical Accident was occurred with Mr. Jannat Husain Mo. Rafik Ansari, at 53, SUR No.249, Tavakkal Nagar V-1, Ilabenfarm, Danilimda, Ahmedabad on dated.09.07.2022 @ 13:45 Hrs. Information regarding the accident was received from EI Office through Police letter on dated 12-July- 2022 at around 16:30 Hrs. (Service Number 100047723). An Electrical fatal incident with human outsider at consumer installation occurred on 09-July-2022 at around 13:45 Hrs. on Service No.100047723 registered on the name of Mr. Mohammed Khaliq Abdul Majid Shaikh in Torrent Power Ltd (TPL) records; located at 53, SUR No.249, Tavakkal Nagar V-1, Ilabenfarm, Danilimda, Ahmedabad. NPC team of TPL visited the site on dated.12-July-2022 at around 18:00 Hrs. and disconnected the Power Supply of the Said Service. Joint site visit with Government AEI Mr. L.K. Chandavat & TPL officials Mr. Hardik Patel (Executive- CS BE-MU AZ), Mr. Sunny Tiwari (Technician-CS BE-MU AZ) & TPL-EHS Team was done at location of the incident on 13-July-2022 at around 14:15 Hrs. During the joint site visit, it was observed that ELCB/RCCB was not installed in Customer wiring. Tapped joint was found on Supply wire of Sewing Machine along with Extension Board for Power Supply found in damaged condition. Earthing wire of Consumer installation not found at site. During testing of Sewing Machine, Motor was found faulty therefore, motor body & wiring were short hence IP got Electric Shock and got Electrocuted. During joint site visit, TPL side SA, Cable, Earthing found in Order. After joint inspection, Government AEI guided consumer (available at site) to rectify the wiring and install ELCB/RCCB for electrical safety purpose. As stated by witness, Ms. Shabnambanu Asif Mohammad Ansari (IP's Sister-in-law) — IP (Mr. Jannat Husain) had shouted while working on Sewing Machine on the day of accident. Immediately her sister came outside from Kitchen to the place of accident and observed that IP had got electric shock. While detaching IP from Machine, her sister also felt the shock. Immediately her sister disconnected the power supply of the motor from Switch board and removed the flexible wire which was used to take power supply from Extension Board. Then IP was taken to L.G. Hospital by 108 emergency service. Where doctor on duty declared him dead.	Joint investigation was carried out by the team of TPL & representative of EI office on 13-Jul-2022	During site visit by representative of EI office, 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
12	Amarji Devangbhai Patel,Plot No. 3 B, Kala Kanti Bungalow, , B/H Karnavati Club, Makarba, Ahmedabad	11-Jul-22	FHO-CI	Information about fatal accident which took place on 11.07.2022, 11:00 hrs at Plot No. 3-B, FP-640, B/h Karnavati Club, Makarba, Ahmedabad-380051 was received by Torrent Power Limited on 12.07.2022, 12:30 hrs at SNN plug point through Police station. Joint site inspection was carried out by representative of Electrical Inspector office, Government of Gujarat along with Mr. Devdatt Purohit (GM-EHS), Mr. Ujjaval Shah (AM-EHS), Amrish Suthar (AM-LTMD) Torrent Power Limited at 12:00 hrs. on 13.07.2022. As communicated by eyewitness Mr. Ramsukh Yadav, Security Guard, victim Mr. Amarji Devangbhai Patel climbed upon security cabin to clean the blockage of water way. After some time, Mr. Ramsukh Yadav had tried to communicate with him, but he did not respond. So, he called another person Mr. Jagdishbhai (driver) and Mr. Jagdishbhai had observed his hand through air ventilator duct. He informed this to owner Rushibhai. Immediately he was shifted to Shelby hospital where doctor on duty had declared him dead. During the joint visit, one bare wire was found on the roof top area of security cabin, which was connected to toilet switch board. It is suspected that he might have got electric shock due to bare wire. TPL installation is checked and found in order. Customer side ELCB/ ELR installed but not of proper rating (100mA) and not covering all circuits. Open wires with joints found at many places in the bungalow and garden area. Customer is being informed to take corrective action regarding open wires and ELCB installation.	Joint investigation was carried out by the team of TPL & representative of EI office on 13-Jul-2022	During the site visit by representative of EI office, 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	Service was not disconnected as the faulty circuit was already isolated by consumer. Verification of the Test Report was done.
13	Bishwajit Mohanta Samanta 1014\3, Khijada Ni Pole, Sankdi Sheri, Khadia	12-Jul-22	FHO-CI	Information of human fatal accident to Mr. Bishwajit Mohanta Samanta, at Khijda ni pole, Sankdi Sheri, Khadia, Ahmedabad on dated 12-07-2022 was received through newspaper article of Gujarat Samachar dated 14-07-2022. On the receipt of such information via newspaper article, Torrent Power NPC team had visited the site immediately on 14-07-2022 at around 11:30 AM. During the site visit of NPC team, they came to know that fatal electric accident to Mr. Bishwajit Mohanta Samanta (Age-36 years) happened when victim was drying his clothes on metallic wire on date 12-07-2022, at around 10:30 hrs. During their further investigation, NPC team had observed that MCB's of MCB distribution board were in wet condition & leakage current was observed on the customer side MCB distribution board. The power supply of service number 2105961 was disconnected immediately by Torrent Power NPC team. During NPC visit, TPL service apparatus and TPL earthing were found in order. The information of the fatal electric accident was shared with Government of Gujarat, Assistant Electrical Inspector, Mr. Lekhraj K Chandavat on 14/07/2022 for joint site visit at the place of accident. Joint site visit with Electrical Inspector Mr. V K Purohit & Assistant Electrical Inspector Mr. Lekhraj K Chandavat, Government of Gujarat and team of Torrent Power officials including Mr. Arpit Makwana, Mr. Venketex Chaudhary & Mr. Yash Prajapati was carried out on 14-07-2022 at around 03:30 PM. During joint site visit wiring at the place of accident was inspected and statement of eyewitness Mr. Rajubhai Khamaru was taken. During joint site visit, wiring of the place of accident was inspected. Wiring was found loose, hanging & defective at some portion of the customer premise. Leakage current was observed on the customer side MCB distribution board & MCB's were found in wet condition. The megger value of phase to neutral was found very low due to MCB's were in wet condition. It was found that one LED light fixture was mounted on metallic grill with 2 loose, damaged & flexible hanging wires. Additionally, leakage current was observed on insulation of flexible wire. Further on opening that damaged flexible wire from both the end, we had found that insulation of wires was peeled off from some of the places. The wire which was used for drying the clothes was tied with this metallic grill to metallic water pipe which was found removed during our site visit. As per eyewitness Mr. Raju Khamaru, on date 12-07-2022, Mr. Bishwajit Samanta, age-36 years, went for drying clothes and during that time he felt electric shock. Mr. Raju switched off the power supply from main switch & after that Mr. Bishwajit was lay down & people from surrounding shop called the 108 Ambulance. Mr. Bishwajit was shifted to LG hospital, Maninagar but he was declared dead during the transitory period (before admitting to hospital). From the above-mentioned facts & observations, it might be possible that victim got electrocuted due to	Joint investigation was carried out by the team of TPL & representative of EI office on 14-Jul-2022	During site visit by representative of EI office, 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
14	Cow, Namdev Industrial Estate, Isanpur	13-Jul-22	FA	Information of an electrocution of cow at Namdev Industrial Estate, Ahmedabad was received by NPC department through TPL call center on dated 13.07.2022 at 18:20 hrs. of S/100269353. NPC team visited the site immediately and found that dead cow was lying near streetlight pole AMI/5103. Leakage current was observed on AMC streetlight pole no. AMI/5103 and ELCB was not found installed. An electrical fatal incident to cow at Namdev Industrial Estate, Isanpur, Ahmedabad occurred on dated 13.07.2022 at around 18:00 hrs on service no. 100269353 registered on the name of Patel Maheshkumar Kantilal as per company's records. NPC team of Torrent Power Ltd visited the site on dated 13.07.2022 at around 18:27 hrs. and disconnected the power supply of the said service. As per NPC visit, leakage current as not observed on street light pole (getting power supply from AMC streetlight connection and was already in Off condition) after disconnection of the said service. Joint site visit with Government AEI Mr L K Chandavat & TPL officials Mr. Hardik Patel (Executive-CS Be-MU AZ), mr. Naresh Darji (Technician-CS BE-MU AZ) & TPL EHS team was done at location of the incident on 14.07.2022 at around 17:00 hrs. Durng joint site visit, it was observed that ELCB/RCCB was not installed in consumer wirin. Consumer load main cable (extending supply to other part of premise) was laid under ground through the route of place of accident. During testing, underground cable was found shorted. Place of accident was wet due to heavy rain at site. Leakage current was flowing on wet place (water logged area) due to faulty cable (in consumer installation) and same was observed on street light pole (which was already in power off condition) during NPC visit. Due to leakage current from consumer's underground cable, cow might have got electric shock and got electrocuted. During joint site visit, TPL site SA, Cable, Earthing found in order. After jint inspection, Government AEI guided customer to rectify the wiring, faulty cable and install ELCB / RCCB for electrical safety purpose. As stated by witness, Mr. Gauravbhai Paramsukhbhai Prajapati - cow came running fast towards his work place entrance at around 18:00 hrs. Suddenly cow fell on ground and found dead on the spot. At the same time, a lady working in witness premise also felt shock at thesame place while crossing that wet place.	Joint investigation was carried out by the team of TPL & representative of EI office on 14-Jul-2022	During site visit by representative of EI office, 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	Alok Rai,MP Industries, GIDC Phase-I, Vatva	13-Jul-22	FHO-CI	Information of a fatal incident which took place on 13.07.2022 at around 3:00 PM at MP industries (HT service No. 8001086), Plot no. 10/2, GIDC, Phase-1, Near Vatva Railway Crossing, Ahmedabad - 382445 was received by Mr. Amrish Suthar (AM, LTMD) of Torrent Power Ltd., from Mr. Chandavat (AEI) through WhatsApp which had a soft copy of letter from GIDC Vatva Police Station to Electrical Inspector Office on 14.07.2022 at around 12:15 PM. joint site inspection was carried out by representative of Electrical Inspector office, govt. of Gujarat along with representatives of Torrent Power Ltd. Mr. Dasrat (EHS-AM), Mr. Yash (EHS-Exe), Mr. Kartik (NPC-Exe), Mr. Mr. Narsinh (KA-HT-Exe) and mr. Hemant (KA-HT-Exe) on 14.07.2022 at around 5:30 PM. As per the information given by Mr. Gyanmadi Rai, incharge of the activity of installation of new electrical panel in the transformer room of MP Industries, at around 3:00 PM, he went to take the capacitor banks from plant and his nephew Mr. Alok Rai (victim) who just accompanied Mr. Gyanmadi was standing near the transformer room. Mr. Alok Rai was not an electrical worker and had only came along with Mr. Gyanmadi. While going to the plant for taking capacitor banks, Mr. Gyanmadi instructed Mr. Alok Rai not to enter the transformer room and stay away. Suddenly Mr. Gyanmadi heard shouting of nearby people and subsequently found Mr. Alok Rai fainted near the transformer room gate. The victim was immediately taken to Satnami hospital where he was declared dead. The postmortem report is awaited from the hospital. Exact reason of accident was not identifiable. However, as per the discussion during the joint visit, Mr. Gyanmadi had told that the victim had a mark on the right hand which shows that he might have got electrocuted by accidental touch to the neutral wire or a charged capacitor bank. TPL installation was checked and was found in order. Power Supply was disconnected by Torrent Power Ltd on 14.07.2022 at around 01:00 PM and the representative of MP Industries was instructed to get the wiring checked and submit a Test report for reconnection of supply.	Joint investigation was carried out by the team of TPL & representative of EI office on 15-Jul-2022	During site visit by representative of EI office, 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	Shyam Solanki, 39/2, Nishal vas (Raval Vas), New Wadaj village, Ahmedabad	15-Jul-22	FHO-CI	The information about incident was received through news paper article and from Wadaj police station on 18.07.2022 of Shyam Bharatbhai Solanki, age approx. 16 years occurred around 19:00 hrs. on 15.07.2022 at 539/2, Nishal vas (Raval vas), New Wadaj village, Ahmedabad. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3027696, the source of electric supply to the place of accident. Joint visit with Asst. Electrical Inspector, Government of Gujarat was conducted on 19.07.2022. During visit, switch board was found in open and hanging condition. Customer side earthing not connected and ELCB also not available. Customer wiring found loose and hanging condition. Ceiling fan hanging with hook without Rubber bushing. TPL earthing found in order. As stated by Mr. Sanket Shah (owner of shop-Dipak selection), on 15.07.2022 at around 18:50 hrs. the material collection work from the nearby store house was assigned to Mr. Shyam Solanki (victim). As he did not return back to shop till 19:00 hrs., he went to store house. At store house he saw Mr. Shyam Solanki was lying on floor near the switch board area in unconscious condition. IP was taken to nearby Gayatri hospital, where doctors on duty declared him dead. In absence of post mortem report and conclusive evidence, exact cause of death could not be ascertained.	Joint investigation was carried out by the team of TPL & representative of EI office on 19-Jul-2022	During site visit by representative of EI office, 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.	NA	Service is still disconnected.
17	Cow - 02 Nos. (FA) & Cow - 01 No. (NFA) Street light Pole number C/3009, Opp Inquiry office, Near shopping centre, Sector 30, Gandhinagar	20-Jul-22	FA / NFA	Information of fatal accident to animal (cow) at consumer installation occurred on 20-Jul-2022 @ 09:07 hrs at Street light Pole number C/3009 & 3008 (Service No. 1001019), Near shopping centre, Sector 30, Gandhinagar was received at 09:17 hrs on 20.07.2022 through TPL call center. TPL personnel visited the place of accident and disconnected the electric supply of service no. 1001019 the source of electric supply to the place of accident. During joint site inspection along with Govt. Electrical Inspector & TPL officials and while testing streetlight pole no. C-3009 & C-3008, the leakage current was observed on the body of streetlight pole. Due to leakage current on streetlilght pole, two cow's get electrocuted as they came in contact with streetlight pole and further observed that near pole no. C-3008, one cow was unconsious as it might have been received electric shock. Therefore, on-site medical treatment provided by veterinary doctor. it seems that, when cow came in contact with the street light pole and might have been electrocuted due to the leakage current passing through streetlight poles. No ELCB installed at service location. Earthing wire was also not connected. TPL earthing & service apparatus found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 20-Jul-2022	During site visit by representative of EI office, 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.
18	Cow Street light pole no CH7/3076 near defence colony, Sector 30, Gandhinagar	25-Jul-22	FA	Information of fatal accident to animal (cow) at consumer installation occurred on 25-Jul-2022 @ 09:45 hrs. at Street light pole no CH7/3076 (Service No. 1001022), Near defence colony, Sector 30, Gandhinagar was received at 10:00 hrs om 25.07.2022 through Divya Bhaskar reporter. TPL personnel visited the place of accident and disconnected the electric supply of service no. 1001022 the source of electric supply to the place of accident. Joint site inspection of Govt. Electrical Inspector & TPL officials was done on the same day i.e. 25.07.2022. While testing streetlight pole no. CH7-3076, Y and B phase were found short with neutral and body earth. Loose and hanging wires observed inside the streetlight junction box. It seems that, when cow came in contact with the street light pole, it might have been electrocuted due to leakage current passing through streetlight poles. No ELCB installed at service location. Earthing wire was also not connected. TPL earthing & service apparatus found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 25-Jul-2022	During site visit by representative of EI office, 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
19	Pintoo Shankarbhai,Plot No. 225/1, BABA Textile Processors, New Kashiram mill Compound, Behind Asopalav Hotel, Narol	25-Jul-22	FHO-CI	Information of a fatal incident which took place on 25.07.2022 at around 2:15 AM at Baba Textile Processors (HT Service No-100212247, Plot No. 225/1, New Kashiram mill Compound, Behind Asopalav Hotel, Narol, Ahmedabad) was received by Mr. Amrish Suthar (KA-LTMD-AM) of Torrent Power Ltd from Mr. Chandavat (AEI) through WhatsApp which had a soft copy of letter from Danilimda Police Station to Electrical Inspector office on 25.07.2022 at around 05:45 PM. Joint site inspection was carried out by representative of Electrical Inspector Office, Govt. of Gujarat along with representatives of Torrent Power Ltd Mr. Kshitij (EHS-Exe), Mr. Dhrimal (EHS-AM), Mr. Dhiren (KA-HT-Exe) and Mr. Vishal (KA-HT-Manager) on 26.07.2022 at around 3:30 PM. As per the information given by Mr. Rajeshbhai Yadav, aged 30 years and a dry machine operator of the mill, the victim Mr. Pintookumar Shankarbhai had gone to the control panel of the dyeing machine for speed adjustment. The control panel which the victim tried to access was placed just behind the machine on which Rajeshbhai Yadav was operating. As soon as the victim touched the speed controller, he got electrocuted and got in contact with Mr. Rajeshbhai Yadav who was operating in front of the panel. Mr. Rajeshbhai also got an electric shock and he immediately got himself isolated at a safe distance. Mr. Rajeshbhai immediately shouted and called for help and Mr. Sanjaykumar Nishad, who was working on the adjacent machine, managed to isolate the victim through a wooden stick. The victim was immediately rushed to L G Hospital wherein the doctor incharge had declared him dead. The Postmortem report is awaited from the hospital. Exact reason of accident was not identifiable. However, as per the discussion during the joint visit, it was informed that the victim was in wet condition and operated the panel with bear hands and because of that he might have got electrocuted by current in the adjustment knob of the control panel. TPL installation was checked and was found in order. Power Supply was disconnected by Torrent Power Ltd on 25.07.2022 at around 07:00 PM and the representative of Baba Textile Processors was instructed to get the wiring checked and submit a Test report for reconnection of supply.	Joint investigation was carried out by the team of TPL & representative of EI office on 26-Jul-2022	During site visit by representative of EI office, 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.
20	Punjilal Nanema Near MSP No. Q/0333/001, Maruti Complex. Gopi Dairy, Near Metro pillar no-118, Vastral, Ahmedabad	9-Aug-22	NFHO-WCS	An Electrical non fatal incident to human outsider with Company System occurred on 09-Aug-2022 @ 10:40 hrs. Near MSP No. Q/0333/001, Maruti Complex. Gopi Dairy, Near Metro pillar no-118, Vastral, Ahmedabad. The incident information was received through No Power complaint no. 1007395672 on 09-Aug-2022 @ 10:44 hrs. Mr. Punjilal Nanema met with a Non-fatal Electrical accident at Maruti Nandan Complex, Nr. Gopi Dairy, Metro pillar no 118, Vastral, Ahmedabad dated 09.08.2022 at 10:40 hrs. We had not received any shock complaint regarding this incident. Only No Power Complaint from Shri Maruti Nandan Co. H/ Soc. received through Torrent Power mobile application on 09.08.2022 at 10:44 hrs. An Electrical Non-fatal incident to human outsider with company system occurred on 09.08.2022 at around 10:40 hrs. near MSP no. Q/0333/001 located at Maruti Complex, Nr. Gopi Dairy, Metro Piller no. 118, Vastral, Ahmedabad. Mr. Dharmendra Patel (VI-NPC) of Torrent Power Ltd(TPL) visited the site on 09.08.2022 at around 11:30 hrs and disconnected the power supply of damaged LT cable & MSP No. Q/0333/001. During the site visit, it was observed that while carrying out private excavation work for drainage line of Maruti Nandan Complex, the power supply of road breaker machine was taken from nearby store of complex, by victim with the help of extension board. The point from where supply was taken didn't have ELCB / RCCB protection. It was observed that power cable of road breaker machine had temporary joints which were tapped by insulating tape. As informed by local public and one eyewitness who is also a Co-worker (Mr. Harish Nanema) of the victim, while doing road breaking activity metal bit of road breaker machine penetrated in LT cable which resulted into flashover because of which Mr. Punjilal Nanema felt the jerk on his right hand, and he got frightened. Mr. Apurva Patel (Manager-LV PSC), Mr. Brijesh Gupta (AM-LV Capital), Mr. Dasrat Maheshwari (AM-EHS), Mr. Dhrimal Shah (AM-EHS) & Mr. Kartik Kanzariya (Exe-VI-NPC) accompanied Government AEI Vaishali Prajapati for t site visit, which was done at the said location on 10.08.2022 at around 13:30 Hrs. As stated by witness, Mr. Harish Nanema (Co-worker), maintenance work of drainage line of Maruti Nandan complex was allocated to Mr. Harish Nanema & Mr. Punjilal Nanema (victim). So, they had started working around 09:30 hrs with necessary tools like trikam and road breaker machine. While Mr. Punjilal Nanema was doing excavation near MSP, 120 sq. mm, 3.5 core cable got punctured by road breaker machine and flashover occurred and he felt jerk on right hand. He was taken to L.G.Hospital, Maninagar through 108 emergency service, where doctor on duty declared him Fit.	Joint investigation was carried out by the team of TPL & EI on 10-Aug-2022	The undergroung inclined cable got damaged due to use of road breaker machine by external person. Cable to be protected.	Yes	UG LT cable made isolated & repaired. Protective muffings were provided on UG cable.

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	Kesho Gaud, Kamal Process, Survey No. 320, Opposite Weigh-bridge, Piplaj Road, Shahwadi	18-Aug-22	FHO-CI	Information regarding the accident was received by Torrent Power Limited from Mr. Jay Trivedi (AEI) through WhatsApp message which contained a letter of Narol Police Station on 22.08.2022 14:00 hrs. Joint site visit was carried out by Asst. Electrical Inspector Ms Vaishali along with TPL representatives Mr. Kshitij (Exe-EHS), Mr. Vishal Shah (Manager-KA), Mr. Dhiren Modi (Executive-KA) and Mr. Mehul Parmar (J.Exe-KA) dated 22.08.2022 at 05:00 PM. As per statement of Mr. Arun Yadav (worker at Kamal Processors), while working on the stenter machine due to trapping of fabric in the machine, the machine got stopped. To remove the trapping, the victim Mr. Kesho Gaud could have gone at the incident place. As the machine did not start even after appx. 10 mins, Mr. Arun went at the incident place and saw that Mr. Kesho was sitting with no response. Mr. Arun with the help of another fellow worker took the victim out of the incident place. The victim was able to walk with support at that time and had some water and coffee. He was then taken to hospital for further checkup where the on-duty doctor had suggested for MRI and condition of victim is serious. Megger values of Phase-Body and Neutral-body of probable motor was also checked and found in order. Customer was asked to submit a test report and till the time test report is submitted, need to keep the machine isolated. Exact cause of the incident is not identified. However, TPL installation checked and found in order. Later, information regarding the accident case being fatal was received on 20.09.2022 by Torrent Power Limited representative Mr. Prakash (AM-EHS) from mr. Jay Trivedi (AEI) through WhatsApp message which contained a letter of Narol Police Stataion dated 29.08.2022.	Joint investigation was carried out by the team of TPL & representative of EI office on 22-Aug-2022	During site visit by representative of EI office, 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	Service was not disconnected. However affected equipment was isolated, which was made ON after submission of test report..
22	Cow, Street light pole PAS/43631, Thakor Vas, Ful Kuvo, Nr. Sarkhej Gam Bus Stop, Sarkhej	23-Aug-22	FA	An electrical fatal incident to animal took place at consumer installation near streetlight pole (No. PAS/43631), Thakor vas, Ful kuvo, Near Sarkhej Gam bus stand, Near Panchayat office, Sarkhej gam, Ahmedabad. Information of fatal accident to animal (cow) at consumer installation at Thakor vas, Ful kuvo, Near Sarkhej Gam bus stand, Near Panchayat office, Sarkhej gam, Ahmedabad was received at 10:10 PM on 23.08.2022 through TPL call center. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3334254, the source of electric supply to the place of accident. Joint site inspection along with Government Assistant Electrical Inspector & TPL officials were carriedout on 24.08.2022.While testing streetlight pole no. PAS/43631, it was observed that phase and earth wires are short. During digging the ground where cow was dead, street light cable found in fired condition. ELCB installaed in consumer installation found faulty during testing. As state by local person (Mr. Hirenbhai), cow was dead near his house at around 07:45 PM on 23.08.2022, he had lodged complaint to streetlight department of AMC few days ago for non-working of streelights and on 23.08.2022, streetlight persons had attended this compaint for repairing streetlights. They had done done their job around 07:30 PM, after 15 minutes of repairing at around 07:45 PM, one cow had received electric shock near streetlight pole no. PAS/43631. TPL earthing was found in order. It is probable that current might have leaked in surrounding wet ground of streetlight pole due to faulty underground streetlight cable laid by consumer for electrification of streetlight pole no. PAS/43631 and when passing through this wet ground, cow might have been electrocuted. However, in absence of PM report, exact cause of death could not be ascertained.	Joint investigation was carried out by the team of TPL & representative of EI office on 24-Aug-2022	During site visit by representative of EI office, 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
23	Reshmaben Hemantbhai Valera Khodiyar Mata's chali, Near Narsinh nagar, Ramapir's tekro, Wadaj	5-Sep-22	FHO-CI	Information of fatal accident of Ms Reshmaben Hemantbhai Valera, age approx. 35 years occurred around 07:20 hrs on 05.09.2022 at 518, Khodiyar mata chali, near Narsihnagar, Ramapir no tekro, Wadaj, Ahmedabad was received at 08:55 hrs on 05.09.2022 through TPL call centre. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3034212, the source of electric supply to the place of accident. Joint visit with Asst. Electrical Inspector Government of Gujarat was conducted on 22.09.2022. The victim Ms Reshmaben Hemantbhai Valera was using a mono block pump and during the operation of mono block pump, she got electrocuted. Earthing was not provided to the mono block pump. Male connector was connected at source side of the cable of the mono block pump. Loose, hanging and unsafe wiring was observed at consumer premises. Improper route of electrical wiring was observed at consumer premises. Loose wires were tied with metallic roof. ELCB was not installed. As stated by Ms Padmaben, neighbor of victim on 05.09.2022 at around 07:20 hrs., she saw Ms Reshmaben Hemantbhai Valera (victim) was lying on floor, so she tried to help her. For helping her, while touching to the victim, she felt electric shock and she creamed for help. After hearing of screaming nearby resident, Mr Jayantibhai Balavantbhai Kanodiya (neighbor of victim), rushed at incident location and he immediately switch off the power supply from MCB of service No. 3034212. As stated by him, at the time of the incident he saw the cable of mono block pump was in the victim's hand. It is suspected that the victim, while connecting the power supply of mono block pump from the male-female connector, switch might have in ON condition and she came in contact with live part of male connector and electric current might have passed through the body of the victim. TPL earthing was found in order. IP was taken to nearby Life Care 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 & representative of EI office on 22-Aug-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.
24	Poonamben Modi 4-FF Janishram Soc., Sahajanand College, Ambawadi	10-Sep-22	NFHO-CI	Information of Non fatal accident to Poonam Snehalbhai Modi, age approx. 32 years, occurred around 08:15 AM on 10.09.2022 at 4-FF Janvishram society, b/h Sahajanand College, Ambawadi, Ahmedabad was received at about 09:09 AM on 10.09.2022 from TPL call centre. TPL personnel visited the place of accident and immediately disconnected the electric supply of service no. 245516, the source of electric supply to the place of accident. The IP got electric shock while she came in contact with metallic wire for hanging wet clothes at back side of the house. A ceiling fan of shop (outside of house) found short, phase wire of electric ceiling fan was directly touched with bunch of wire which was used to hanging ceiling fan with roof. Cable connection (channel wire for TV) was passed through this roof of the shop and it is further touched with metallic wire which was used for hanging wet clothes. Current passed from ceiling fan through metal roof and further passed through channel wire. No RCCB / ELCB installed in premise. As stated by Mrs. Hina Modi (sister-in law of the victim) she informed that Mrs. Poonam Snehalbhai Modi felt electric shock when she came in contact with metallic wire for hanging wet clothes. Mrs. Poonam had shouted for help and all family members rushed at the place of accident to help her. Poonam was stuck with metallic wire. Her mother-in-law had separated her from live wire with wooden stick. They have called 108 ambulance van. Preliminary medical treatment was given to the victim at nearby Artham Hospital as victim received mild electric shock. TPL earthing & service apparatus found in order.	Site visit was carried out by the team of TPL on 10-Sep-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.

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
25	Faizan Ajmeri 585, Shantabaug Soc., Nr. Ice Factory, Opp. Vishala Hotel, Vasna-Juhapura	01-Jun-22 (Considered in Sep-22)	FHO-CI	An Electrical fatal incident to human outsider at Consumer Installation occurred on 01-Jun-2022 @ 14:30 hrs. at 585, Shantabaug Soc., Nr. Ice Factory, Opp. Vishala Hotel, Vasna-Juhapura. The incident information was received from EI office on 02-Jun-2022. During joint visit with EI, No evidence regarding electric shock to the victim was found. Hence Incident was not considered as Electrical Incident as instructed by AEI at that time. PM report of the victim (cause of death: due to cardio respiratory arrest as a result of electrocution) was received from AEI on 08-Sep-2022, the incident is considered as Electrical Incident. Information about fatal accident which took place on 01.06.2022, 14:30 hrs. at 585 Shantabaug Soc., Opp. Vishala hotel, Vasna, Ahmedabad-380055 was received by Torrent Power Limited on 02.06.2022 to Mr. Prakash Kalvinkar (AM-EHS) by Electrical Inspector office on 16:00 hrs. Joint site inspection was carried out with representative of Electrical Inspector, Government of Gujarat along with Mr. Amrish Suthar (AM-KAM) & Mr. Prakash Kalvinkar (AM-EHS) Torrent Power Limited at 17:30 hrs. on 02.06.2022. As communicated by Mr. Ramzan -Owner of the factory, mr. Faizan Ajmeri was operating roller machine and stretching copper strips as a product. During joint site inspection, no evidence regarding electric shock to the victim was found. Hence incident was not considered as electrical incident as per AEI's instruction. He was shifted to V S hospital where doctor on dury declared him death. As discussed with AEI Mr. L K Chandavat and PM report of the victim (cause of death: due to cardiorespiratory arrest because of electrocution) was received from AEI on 08-Sep-2022, the incident is to be considered as electrical incident. During joint investigation TPL installation is checked and found in order. Customer side ELCB and earthing found OK.	Joint investigation was carried out by the team of TPL & representative of EI office on 02-Jun-2022	During the site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected.
26	Prakashchandra Damor Pushkar Apartment, Near St Xavier's corner, Navrangpura	8-Sep-22	FHO-CI	Information of fatal accident of Ms. Prakashchnadra Veljibhai Damor, age approx. 22 years occurred around 03:30 hrs on 08.09.2022 at Pushkar apartment, Nr. St. Xavier's corner, Navrangpura, Ahmedabad-380006 was received at 13:30 hrs. on 20.09.2022 through letter from Police station. TPL personnel visited the place of accident and disconnected the electric supply of service no. 100654641, the source of electric supply to the place of accident. Joint visit with Asst. Electrical Inspector, Government of Gujarat was conducted on 22.09.2022. Fatal accident occurred at lift cabin on terrace of construction site of Pushkar apartment. Victim received electric shock while he was charging his mobile by extended board through loose and hanging flexible wire supplied from fourth floor. Loose and hanging wire was observed during joint inspection. earthing not provided in wiring installation. ELCB was found installed during visit. It was observed that flexible wire was in hand of the victim at the time of receiving electric shock. As stated by Mr. Ramabhai Desai (caretaker of construction site) on 08.09.022 at around 03:30 hrs midnight, he was sleeping at ground floor of premises, suddenly table fan was found off due to power off for unknown reason. He woke up and power made ON from main switch of distribution board near meter box area. After that at around 06:30 hrs, some labors came and informed him that victim Prakashchandra Damor received electric shock at terrace. He contacted to civil supervisor, and they had called police station. IP was taken to Civil hospital, where doctors on duty declared him 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 & representative of EI office on 22-Sep-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.
27	Vaibhavsinh Chauhan, Tomani Industries, 64 GIDC Ph-1, Opp. Kalupur bank, Vatva.	7-Sep-22	FHO-CI	Information about fatal accident which took place on 07.09.2022, 18:20 hrs. at Tomani Industries, 64 GIDC Ph-1, Opp. Kalupur bank, Vatva, Ahmedabad 382445 was received by Torrent Power Limited on 20.09.2022 at 13:51 hrs by Electrical Inspector office. Joint site inspection was carried out by representative of Electrical Inspector office, Government of Gujarat along with Mr. Dhrimal shah (AM-EHS), Mr. Kshitij Raval (executive-EHS), Mr. Amrish Suthar (AM-LTMD) Torrent Power Limited at 11:45 hrs. on 23.09.2022. As communicated by Mr. Devendra Amrutlal Parmar (Supervisor at Tomani Industries), Vaibhav Singh was instructed by Mr. Devendra Parmar to fix the hanging cable on 07.09.2022 at around 18;10 hrs. After some time, Mr. Devendra Parmar heard noise and noticed that Mr. Vaibhav Singh Chauhan found fallen near metallic rack and he saw blood coming from nose and mouth. At that place recently EOT crane was installed and its busbars are exposed at the bottom side. Height of metallic rack of store where the accident took place is around 8.5 feet. it might be possible that his hand would have touched EOT crane busbar and due to sudden shock, he might have fell. He was shifted to L G Hospital on 07.09.2022 where doctor on duty had given him preliminary treatment and refer him to Civil hospital for further treatment. Mr. Vaibhav Singh was declared dead during treatment on 08.09.2022 morning. Exact cause of death could not be identified. During joint investigation, TPL installation checked and found in order. Customer side ELCB found installed at the time of joint site visit but it was not installed at the time of accident.	Joint investigation was carried out by the team of TPL & representative of EI office on 23-Sep-2022	Exact cause of death of the victim could not be identified	NA	Service was not disconnected. However the power to the affected area 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 SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
28	Bansilal Motilal Parmar E/28, Ayojannagar, Vasna.	19-Sep-22	FHO-CI	Information of fatal accident of Mr. Bansilal Motilal Parmar, age approx. 27 years occurred around 15:15 hrs on 19.09.2022 at E-28 Ayojannagar Society, Nr. Shreyas crossing, Ahmedabad was received at 17:10 hrs. on 22.09.2022 through letter from EI office which has been sent by Police station. TPL personnel visited the place of accident and disconnected the electric supply of faulty submersible water pump. During visit, submersible water pump pulled out from underground tank for testing purpose. Megger test was performed on water pump which was found shorted between phase and body. Water pump found in faulty condition. It was found connected without ELCB. Victim might have received electric shock while he was working in underground water tank at outside the premise. TPL earthing found in order. As stated by Mr. Rajubhai (another labor), on 19.09.2022 at around 15;15 hrs., himself and victim Bansilal Parmar were present for cleaning work of underground water tank. Victim Bansilal went into tank, he felt electric shock and stuck there. He had shouted for help and other persons gathered at the place of accident. Power supply was made off from main switch. He was pulled out from underground tank with the help of security guard of society. IP was taken to Jivraj Mehta Hospital, where doctors on duty declared him dead. In absence of Postmortem report and conclusive evidence, exact cause of death could not be ascertained.	Site visit was carried out by the team of TPL on 10-Sep-2022	Exact cause of death of the victim could not be ascertained.	NA	Service was not disconnected. However the power to thefaulty suspected submersible pump from circuit was isolated.
29	Bholabhai Antala (Patel) M/s. Krishna Casting P. Ltd., 318-2-30. 76. Jaylaxmi compound, Agrawal estate, Nr. Memco 4 rd., Naroda,	23-Aug-22 (reported in Sep-22)	FHO-CI	Information about fatal accident which took place on 23.08.2022, 02:00 PM at 318-2-30, 76, Jaylaxmi compound, Agrawal Estate, Near Memco char Rasta, Ahmedabad - 382345 was received by Torrent Power Limited on 26.09.2022 at 16:35 hrs by Electrical Inspector Office. Joint site inspection was carried out with representative of Electrical Inspector, Government of Gujarat along with Mr. Amrish Suthar (AM-KAM) & Mr. Prakash Kalvinkar (AM-EHS) Torrent Power Limited at 13:15 hrs on 27.09.2022. As communicated by Mr. Abhaykumar Makardhvaj Kurvah, Machine operator, Mr. Parth was dismantling faulty CNC machine. CNC machine side connection was removed by him but while opening connection from supply board his right hand met live part. Mr. Parth shouted and immediately Mr. Abhaykumar had switched off main supply. Mr. Parth fell on the floor. He was shifted to Anand Surgical hospital where doctor on duty had declare him death. During joint investigation TPL installation is checked and found in order. At the time of joint site visit board found removed from site. Loose and hanging wires found at consumer premises. Earth wire was not in a good condition. Customer side ELCB found installed on partial load.	Joint investigation was carried out by the team of TPL & representative of EI office on 27-Sep-2022	During site visit by representative of EI office, 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
30	Dinubhai Badrubhai Dharasiya Ser No. 596440, Panchbhai Ni Pole, Gheekanta, Ahmedabad	6-Oct-22	FHO-CI	The complaint of Human fatal accident near S/138715 was received from Police Constable Mr. Vinodbhai to Torrent Power call centre with complaint ID: 1007612885 at 08:31 PM on 06-10-2022. On receiving such complaint, Torrent Power NPC team had visited site immediately on 06-10-2022 at around 09:00 PM. During their site visit, they came to know that fatal accident was occurred to Mr. Dinubhai Badrubhai Garasiya, at service number S/596440 with address 937/1, Panchbhai ni pole na nake, Opp. Sarvjanik Dispensary, Ghee Kanta road, Ahmedabad at around 06:30 PM on 06-10-2022. During their further investigation, NPC team had observed that construction activity was going on in the premises. Loose & hanging wires were used to provide power supply to the concrete mixture machine & vertical lift. Loose & hanging wires were found in wet condition due to rainy weather & rain was falling in the evening on 06-10-2022. The electric motor of mixture machine was found in wet condition due to rainy water coming from upper part of machine. Due to mob gathering & darkness at night, Torrent Power NPC team had decided to visit the premises on next day to identify the cause of accident. The Power supply of service number S/596440 was disconnected immediately on 06-10-2022 at around 09:00 PM by Torrent Power NPC team during site visit. During the NPC team site visit, TPL service apparatuses were found in damaged condition due to ongoing construction activity and TPL earthing was found in order. On date 07-10-2022, Torrent Power Technical team had jointly visited the site for further inspection. By taking insulation resistance test of motor of mixture machine with the help of megger found zero (motor shorted) & it was also observed that terminal box wiring of mixture machine's motor was burnt & shorted with each other. Premise was locked by Zaverivad Police Chowki due to human fatal accident. The information of the fatal electric accident was shared with the Government of Gujarat, Jr. Assistant Electrical Inspectoron 07/10/2022 for joint site visit at the place of accident. As the premise was locked & nobody was available at site, joint site visit with Jr. Assistant Electrical Inspector and Team of Torrent Power officials was carried out on 13-10-2022 at around 05:00 PM. During the joint site visit wiring at the place of accident & condition of mixture machine of motor was inspected . As nobody was present on site, statement of Eyewitness was not taken. During joint site visit, wiring of the place of accident was inspected. loose, hanging & defective wiring found at some of the places of customer premise. Wiring inside terminal box of mixture machine's motor found burnt & shorted with each other. From the above mentioned facts & observations, it might be possible that victim got electrocuted when leakage current might have been flown through Metallic surface of mixture machine through the body of the victim. However, the exact cause of death could not be ascertained as actual condition at the time of incident was not inspected. No witness was available and postmortem report of victim is not available. Customer of service number 596440 was advised to get his wiring of the place of the accident rectified & through proper connection of ELCB/RCCB tested by Government approved licensed electrical contractor. He was also advised to submit the test report certified by Government approved License Electrical contractor at Torrent Power Office, Ahmedabad for reconnection of the supply of service no 596440.	Joint investigation was carried out by the team of TPL & representative of EI office on 13-Oct-2022	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still disconnected.
	Dinubhai Badrubhai Dharasiya Ser No. 596440, Panchbhai Ni Pole, Gheekanta, Ahmedabad	6-Oct-22	FHO-CI					
31	Geetaben Raval Service No. 1011487, Plot No. 3, Gokulpura, Sector No. 14, Gandhinagar	12-Oct-22	FHO-CI	Information of fatal accident to Human outsider which occurred on 12-Oct-2022 @ 12:31 hrs at plot No. 3, Gokulpura (service no. 1011487), Sector-14, Gandhinagar was received at 12:35 hrs. on 12.10.2022 through Mr. Vikaram Raval (Technician of M/s Vivek Enterprise). TPL personnel visited the place of accident and disconnected the electric supply of service no. 1011487 on 12-Oct-2022 at 13:30 hrs. During joint site inspection along with Govt. Electrical Inspector & TPL officials on 14.10.2022, it has been observed that the fan was fitted on the metallic roof and twin wires were routed through metallic body of ceiling fan. It is suspected that while drying the clothes on metallic wire which was energized due to faulty wiring of ceiling fan, she might have come in contact with energized metallic wire and electric current might have been passed through the body of the victim. However the exact cause of death could not be ascertained as actual condition at the time of incident was not inspected / verified & postmortem report of victim is not available.	Joint investigation was carried out by the team of TPL & representative of EI office on 14-Oct-2022	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.

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
32	Ashaben Valand Service No. 100102716, House No. 16, Nr. Laduma Flat, Borij, Gandhinagar	14-Oct-22	NFHO-CI	Information of Non-Fatal accident to Human outsider which occurred on 14-Oct-2022 @ 10:00 hrs. at House no. 16, Near Laduma Flat, Borij (Service No. 100102716), Gandhinagar was received at 15:31 hrs. on 14.10.2022 through TPL call centre. TPL personnel visited the place of accident and disconnected the electric supply of service no. 100102716 on 14-Oct-2022 at 15:55 hrs. During joint site inspection along with Government Assistant Electrical Inspector & TPL officials on 15.10.2022, we have observed that there was hanging and unsafe wiring inside consumer's premises and insulation of consumer wiring was also damaged and in exposed condition. Consumer earth wire was not connected to TPL earth terminal provided at meter box. At the time of incident, Mr. Devabhai (neighbor of IP) was present at the incident location, and he saw that Ms. Ashaben Valand felt electric shock, so he took immediate action and isolated the IP from metallic string with a wooden stick. The IP was taken to the civil hospital by 108 Ambulance for the treatment. After getting treatment, the IP was discharged from Hospital on 14-Oct-2022 at 14:00 hrs. It is suspected that, while drying the clothes, metallic string was energized due to leakage current from the consumer's damaged wiring which was routed through the metallic roof to faulty wiring. When, she came in contact with energized metallic string, electric current might have been passed through the body of the victim and got the electric shockand after that she got injured. No ELCB was found installed at service location. Earthing wire was also not connected with TPL earth terminal provided at meter box. TPL earthing & service apparatus found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 15-Oct-2022	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.
33	Nagendra Mani Tripathi Service No:2252243, Hamid Scrap - AI, Gujarat Weigh Bridge, Suez Farm, Narol-Danilimda	20-Oct-22	FHO-CI	Information about fatal accident which took place on 20.10.2022, 14:00 hrs at Hamidscrap-AI, Gujarat Weigh Bridge, Suez Farm, Pirana Rd, Ahmedabad - 380022 was received by Torrent Power Limited on 21.10.2022 at 18:15 hrs. by Electrical Inspector office. Joint site inspection was carried out by representative of Electrical Inspector office, Government of Gujarat along with Torrent Power Limited at 12:15 hrs. on 28.10.2022. As communicated by Mr. Mohamed Rafik Hamidbhai Nagar - Factory owner, Mr. Nagendra Mani Tripathi was working on plastic extruder machine and trying to change plate. Looking at the CCTV footage, it is clearly seen that while loosening nut bolt, he suddenly felt electric shock. He was shifted to LG hospital where doctor on duty had declared him dead. Through CCTV footage, it clearly seems that loose and hanging wires were present and no proper earth wires were installed. Later, customer had modified his wiring. During our NPC team visit dated 21.10.2022, ELCB was found missing on site. Later, customer has installed RCCB on site. However, TPL installation is checked and found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 28-Oct-2022	During the site visit by representative of EI office, 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.

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
34	Ravibhai Navik Service No. 714531, House No. 2, G/F, Manilal Dudhwala ni chali, Nr. Prajapati Vas, Odhav	28-Oct-22	FHO-CI	The complaint of Human Fatal accident near S/704156 was received at Torrent Power call center vide complaint Id: 1007679939 at around 09:21 AM on 28-10-2022. On receipt of the complaint, Torrent Power NPC team had visited site immediately on 28-10-2022 at around 09:42 AM. During their site visit, they came to know that a fatal accident had occurred to Mr. Ravikumar Dharmendrabhai Navik at the location of service no. S/100155536 with address 2, G/F, Manilal Dudhwala ni chali, Nr. Prajapati vas, Odhav, Ahmedabad - 382350 at around 09:00 AM on 28-10-2022. During the site visit by NPC team, they have noticed that the roof of the house where the fatal accident took place and the roof of the houses surrounded are connected to each other. The iron rods used in the concrete of these roof were also connected to each other. The iron ladder where the fatal accident took place was connected to the iron rod of this roof. At the time of the incident, leakage electric current observed on the iron ladder of S/100155536, which did not vanish even after switching off the MCBs of S/704156 & S/100155536. During further investigation, looking at this house from the front, our NPC team had inspected the wiring of the fifth house on the right side, in which S/714531 was given by the Torrent power. The ceiling fan which was installed in the premises of S/714531 was hung on an iron rod of the roof through iron chain. The power supply of ceiling fan was given by two flexible wires which were directly inserted in the switch board without any socket. The wires used to provide power supply to this ceiling fan were loose, hanging and tapped. The place from which this wire covered with Tape was found open, hence the bare conductor wire was attached to the iron rods of the roof. The iron rods of roof of S/704156 and iron rod of the roof rods of S/100155536 were connected to each other in the concrete slab. Iron ladder of S/100155536 was attached to the iron rod of roof. During visit of the NPC team, it was found that by removing power feeding wires of ceiling fan from switchboard of S/714531, leakage electric current vanished from metallic ladder of S/100155536. NPC team had removed the faulty wire from the site. The power supply of service numbers S/100155536, S/714531 & S/716520 were disconnected immediately on 28-10-2022 at around 09:50 AM by Torrent Power NPC team. During the NPC team site visit, TPL service apparatuses & earthing were found in order. The information of the fatal electric accident was shared with the Government of Gujarat, Jr. Assistant Electrical Inspector on 28/10/2022 for joint site visit at the place of accident.	Joint investigation was carried out by the team of TPL & representative of EI office on 01-Nov-2022	During the site visit by representative of EI office, 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.
	Ravibhai Navik Service No. 714531, House No. 2, G/F, Manilal Dudhwala ni chali, Nr. Prajapati Vas, Odhav	28-Oct-22	FHO-CI	A joint site visit with Jr. Assistant Electrical Inspector and team of Torrent Power officials was carried out on 01-11-2022 at around 03:00 PM. During the joint site visit the condition of the damaged wires of S/714531 were inspected. The interconnection between the iron rod to metallic ladder was assessed & the statement of eyewitness Mr. Dharmendra Tilakdhari Navik was taken. As per eyewitness Mr. Dharmendra Tilakdhari Navik, on date 28-10-2022 at 9 AM, he was on the 1st floor of the house at that time he heard the scream of Mr. Ravikumar & his other 2 sons Mr. Ankit & Mr. Rahul who went to rescue Mr. Ravi from metallic ladder who got electric shock. Mr. Dharmendra jumped immediately & switch off the main switch of his house, but still electric current observed on Mr. Ravi, Mr. Ankit & Mr. Rahul. Mr. Dharmendra also got electric shock while rescuing his 3 sons. However, he released them from the metallic ladder and at that time Mr. Ravi was in an unconscious condition while Mr. Rahul & Mr. Ankit were in a conscious condition. Immediately they took Mr. Ravi to nearby Shree Ram hospital, Odhav for medical treatment. On duty doctor at Shree Ram hospital referred him to Bapunagar General hospital, where doctor of Bapunagar General hospital declared him dead. From the above mentioned facts & observations, it seems that leakage current might have flown from the damaged wires of ceiling fan of S/714531 to iron rod of roof and from iron rod of roof to metallic ladder where this incident took place. Mr. Ravi got electric shock when came in contact with this metallic ladder, & while trying to rescue him, his father Dharmendra & brother Ankit & Rahul also got mild electric shock. Customer of S/714531, S/100155536 & S/716520 were advised to get their wiring of the place of the accident rectified & through proper connection of ELCB/RCCb tested by Government approved licensed electrical contractor. They were also advised to submit the Test report certified by the Government approved licensed electrical contractor at Torrent Power Office, Ahmedabad for reconnection of the supply of service no. 714531, 100155536 & 716520.				

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	Ajay Ashokbhai Dataniya Service No. 3265375, Shop No-B/G.F.-07, Satya Priya Reality P. Ltd, Nr. Mamta Complex, Ghatlodia.	20-Oct-2022 (reported in Nov-22)	FHO-CI	Information of fatal accident to Mr. Ajay Ashokbhai Dataniya, age approx. 29 years which occurred around 19:30 hrs. on 20.10.2022 at Shop No. B/GF-07, Satya Priya Reality Pvt. Ltd., Sola Road, Ghatlodia, Ahmedabad was received at 13:40 hrs. on 07.11.2022 from EI office quoting reference of Police station letter. TPL personnel visited the place o f accident and disconnected electric supply of service No. 3265375, the source of electric supply to the place of accident. Joint visit with Assistant Electrical Inspector, Government of Gujarat was conducted on 09.11.2022. During visit, Megger test was performed on Monoblock pump and compressor which were found in order. Some accessories of consumer's side wiring like switch board and distribution board were found repaired. Electric supply of office found through ELCB however, wiring of workshop found without ELCB. TPL earthing found in order. As stated by Mr. Jaydeep Patel (worker of Mahalaxmi bikes), on 20.10.2022 at around 19:30 hrs., he was cleaning surface at garage of Mahalaxmi bikes, victim Ajay Dataniya was also cleaning surface with the help of water pipe. Suddenly victim Mr. Ajay Dataniya had shouted for seeking help. Workers rushed at the accident place and observed that Mr. Ajay Dataniya had fallen on ground. Surface area which was wet due to use of water for cleaning work. IP was taken to Sola Civil Hospital, where doctors on duty declared him 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 & representative of EI office on 09-Nov-2022	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.

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	Hasmukh Patni & Nikhil Patni	20-Dec-22	NFHO-CI	Information regarding electric shock to human from nearby location of Service No. 1427289 was received by Torrent Power call center wide complaint no. 1007810602 at around 10:32 AM on date 20/12/2022. On receipt of the said complaint, our NPC team had visited the site immediately at around 10:50 AM & during their site visit they discussed the said incident with Mr. Suraj Patni & Mr. Kapil Patni. According to them, Mr. Nikhil Patni & Mr. Hasmukh Patni got electric shock while they were playing on Iron roof of Service no. 1325382 at around 10:00 AM on 20/12/2022. During investigation of the NPC team, no electric shock was observed at the said location as well as on iron roof of nearby services. At the time of visit, Service apparatus and TPL earthing of service no. 1325382 was found in order. The information of the non fatal electric accident was shared with Government of Gujarat on 20/12/2022 for joint site visit at the place of accident. Joint site visit with Jr. Assistant Electrical Inspector and team of Torrent Power official was carried out on 21-12-2022 at around 11:30 AM. During joint site visit, wiring of the place of accident was inspected. Wiring was found in order & no electric shock was observed on the iron roof. In addition to that iron roof of nearby house were found interconnected. No ELCB/RCCB was installed at consumer side wiring hence our team had advised customer to install ELCB/RCCB. In addition to that, statement of eyewitness Mr. Kapilbhai Govindbhai Patni was taken. As per eyewitness Mr. Kapilbhai Govindbhai Patni, when he was in his room, he heard the scream of people. After coming out from his room, Mr. Kapilbhai Govindbhai Patni saw that Mr. Nikhil Patni got electric shock from iron roof & his mother Gitaben rescued Mr. Nikhil Patni. After sometime, Mr. Hasmukh Patni, who was moving on metallic roof of houses for kite, got electric shock. After switching off the main switch of nearby houses, Mr. Hashmukh Patni was rescued by nearby people. Mr. Hasmukh Patni was taken to Civil hospital & further shifted to private hospital for primary treatment. On duty doctor, found Mr. Hashmukh Patni in stable condition & gave 3 day medicine as treatment. From the above mentioned facts & observations, it might be possible that leakage current might have flown through damaged wire of any row house which was connected to iron roof of the house. It might be possible that when leakage current passed through the iron roof of the house, victim Mr. Nikhil & Hasmukh Patni came in contact with iron roof & got mild electric shock. However, the exact cause of electric shock could not be ascertained as actual condition at the time of incident & on site condition at the time of site visit were different. Customer of service number 1325382 was advised to get his wiring rectified & through proper connection of ELCB / RCCB tested by Government approved Licensed electrical contractor.	Joint investigation was carried out by the team of TPL & representative of EI office on 21-Dec-2022	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	NA	Service was not disconnected as cause of electric shock is unconcluded.
37	Ms. Ifra Anju Streetlight Service no. 100523357, Maheboob Duplex, Nabi Nagar, Danilimda	9-Jan-23	NFHO-CI	Non fatal electrical accident occurred to 7 yrs. old girl named Ms Ifra Anju near Mehboob Duplex, S.No. 264 Paiki Al-Sana Park Soc., Danilimda, Ahmedabad on dated 09.01.2023 @ 19.45 hrs. Information regarding the accident was received on Torrent Power Limited helpline number dated 09-Jan-2023 at 20:56 hrs basis complaint registered on service number 100225259. TPL personnel received information about shock on 09-Jan-2023 @ 20:56 hrs. In ref. of shock, site visit done by NPC team around 21:10 hrs. During Site visit, it was found that leakage current was observed in wet area from underground cable of AMC streetlight. The power supply of service number 100523357 was disconnected at site at around 21:10 hrs. as per preliminary information received from NPC. Joint site visit done with AEI & TPL representatives at the location of the incident on 11-Jan-2023 at around 15:45 hrs. During joint site visit, it was observed that No ELCB/RCCB installed in customer wiring. Current leakage in joint of streetlight cable laid at very low depth (approx. 0.5 feet) at incident location. Wet area was also observed around leakage in joint. Street light cable was found faulty during megger testing & hence, leakage current might have flown on surface of wet area resulting into mild electric shock to Ms Ifra Anju. Victim was returning home from shop with bare foot, while passing through the wet surface which was energized by leakage current from cable joint of streetlight. When she put her foot on the wet area (near faulty cable joint), she felt mild electric shock in both legs & then fell on ground. During this visit the earthing & service apparatus provided to service no. 100523357 by Torrent Power Ltd was found in order. It appears that due to leakage in streetlight joint, improper streetlight cable depth & ELCB/RCCB not connected in circuit, victim got mild electric shock when she came in contact in wet area where leakage current might have flown.	Joint investigation was carried out by the team of TPL & representative of EI office on 11-Jan-2023	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.

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	Ms Palakdevi Rajput Service No. 719809, House No. 27, Pathan ni chali, Bhilwada, Amraiwadi	16-Jan-23	NFHO-CI	Information regarding electric shock at service no. 719809 was received by Call centre of Torrent Power with complaint number 1007875909 at around 09:36 AM on date 17/01/2023. On receipt of the said complaint, NPC team visited the site immediately at around 09:52 AM. During their site visit the incident of shock was discussed with Mrs. Miraben Rajput (mother of Palakdevi). According to Mrs. Miraben her daughter Ms Palakdevi Rajput got electric shock on 16/01/2023 at around 07:00 AM from water pump motor at the location of S. No. 719809. During further investigation by NPC team, they observed that power supply of electric water pump motor was given by 2 pin plug instead 3 pin plug. No earthing was connected to the water pump motor. The disconnection switch installed for switching operations of water pump motor was found connected on Neutral wire in switchboard instead of phase wire. Due to this improper/incorrect wiring water pump motor was getting charged even if the switch of water pump motor is in off condition. Torrent Power NPC team immediately disconnected the power supply of service number 719809. Service apparatus and TPL earthing of service was found in order. The information of the non fatal electrical accident was shared with Government of Gujarat on 17/01/2023 for joint site visit at the place of accident. Joint site visit with Jr. Assistant Electrical Inspector and team of Torrent Power officials was carried out on 18/01/2023 at around 11:00 AM. During joint site visit, we found that customer had hired a electrician for repairing of wiring. That electrician reconnected the power supply on its own without informing TPL officials. Hence team again disconnected the power supply of S/719809. During visit, wiring of the place of accident was inspected, insulation resistance of water pump motor was tested with the help of megger & statement of victim Ms Palakdevi Rajput was taken. As per statement of Ms Palakdevi Rajput, on 16/01/2023, at around 07:00 AM while she was going for bath there was no water available from tap, hence she tried to re-arrange the water pump motor, during this process she got electric shock. She fell down and stuck with water pump. After hearing the scream of Ms. Palakdevi, her mother (Miraben) unplugged the 2 pin plug of the water pump motor for 5A socket of switchboard. Hence Ms Palakdevi was released from the water pump. After 30 min primary treatment given at home, Ms Palakdevi was taken to LG hospital via 108 ambulance service. On duty doctor discharged Ms. Palakdevi after 2 days treatment in hospital. During joint visit, electric wiring of the place of accident was inspected & found that power supply of electric water pump motor was given by 2 pin plug instead of 3 pin plug. No earthing wire was connected to the water pump motor. The disconnection switch installed for switching operations of water pump motor was found connected on Neutral wire in switchboard instead of phase wire. Due to this improper/incorrect wiring water pump motor was getting charged even if the switch of water pump motor is in Off condition. During insulation resistance testing of water pump motor, it is found that insulation resistance between body of electric motor and wire of winding terminal of water motor pump was very low. From the above mentioned information, facts and evidences, it is possible that leakage current might have flown through victim Ms Palakdevi Rajput when she came in contact with the body of electric water pump motor & got electric shock.Customer of service number 719809 was advised to get his wiring of the place of the accident rectified & through proper connection of ELCB/RCCB tested by Government approved licensed electrical contractor. He was also advised to submit the Test report certified by Government approved License Electrical contractor at Torrent Power Office, Ahmedabad for reconnection of the supply of service no. 719809.	Joint investigation was carried out by the team of TPL & representative of EI office on 18-Jan-2023	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.

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	Master Fauji Rajput & Master Karan Rajput	17-Jan-23	NFHO-WCS	132KV Nikol-2 to Vastral F1 got tripped on Pilot protection on B phase-Ground element on 17-Jan-2023 @ 12:41 hrs. During patrolling of line, patrolman Mr. Nilesh Patel (M/s Shivam Electricals-EHV lines) came to know about the incident & flash over which had occurred between tower no. 40 & 41 on B phase conductor. 132 KV Nikol 2-Vastral feeder No. 1 tripped on pilot protection on B phase to ground element on 17-01-2023 at 12:41 PM. During patrolling of line, information was given by patrolman Mr. Nilesh Patel about the accident on dt. 17-01-2023 @ 01:16 PM stating that flashover occurs on B phase conductor and ground between tower location no. 40-41. Department joint site visit was carried out on 17-01-2023 @ 04:20 PM. 132 KV Nikol 2-Vastral feeder No. 1 tripped on pilot protection on B phase-Ground element on 17th January 2023 at 12:41 PM. During patrolling of line, information was given by patrolman Mr. Nilesh Patel about the accident @ 01:16 PM stating that flashover occurred between tower no. 40 to 41 on B phase conductor and ground. Due to flashover IP was injured / burned. It is suspected that the flash over might have occurred due to conductive kite thread which came in induction zone with the line conductor and IP might be flying the kite with conductive thread. The distance between the two points where flash marks observed (one on the conductor and another on the ground) is more than 11 meter. IP was immediately hospitalized at Civil hospital Asarwa about 01:10 PM. IP was admitted in ICU (burn) ward at Civil hospital. As per civil hospital's report IP (Mr. Fauji) was about 20-25% burns on face, both forearm and right leg. The flash marks (2 spot) were observed in B phase conductor on 132 KV Nikol 2 - Vastral feeder no. 1 and no further damage found, so the said feeder was normalized at 01:24 PM on 17-01-2023.	Joint investigation was carried out by the team of TPL & representative of EI office on 18-Jan-2023	NA. Use of conductive kite threads, magnetic tapes etc.	NA	NA
40	COW Street light service no. 1011469, near Street light pole J/34A13., Opp. Sanskruti Kunj, Near Sarita Udhyan, Gandhinagar	20-Mar-23	FA-CI	Information of fatal accident to animal (cow) at consumer installation occurred on 20-Mar-2023 @ 00:40 hrs. at Streetlight pole no. J/34A13 (service no. 1011469), Near Sarita Udhyan, Opp Sanskruti Kunj, Gandhinagar was received at 00:40 hrs on 20.03.2023 through TPL call centre. TPL personnel visited the place of accident and disconnected the electric supply of service no. 1011469 the source of electric supply to the place of accident. During joint site inspection along with Govt. Asst. Electrical Inspector & TPL officials on 20-March-2023, while testing the streetlight pole no. J/34A13, consumer side cable found shorted from Meter to streetlight pole. Meggering was performed of streetlight electrical installation. During the investigation, the leakage current was observed on the body of metallic streetlight pole due to faulty electrical network. No ELCB was installed at consumer installation. Earthing was not provided to the metallic body of streetlight pole. Considering above facts and observations, it might be possible that when unknown cow came in contact with street light pole, cow might have been electrocuted due to leakage current in the body of metallic streetlight pole. However in absence of post mortem report of unknown cow exact cause of death could not be ascertained. TPL earthing & service apparatus found in order.	Joint investigation was carried out by the team of TPL & representative of EI office on 20-Mar-2023	During the site visit by representative of EI office, it was suggested that the electric wiring at the consumer premises shall be 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.

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

FY 2022-23

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	(1) Pathan Armish Banu (2) Anisha Mohmmad Khalil House No.3/3093, Pathanwad Tekra, Surat	08.04.2022	NFHO	On 08/04/2022 at 13.30 Hours, complaint was received at Call Center regarding a shock to a lady at House No.3/3093 Pathanwada tekra, It was found during site visit that there is a leakage current on the metallic ladder. An unauthorized wire was found connected between the meter box earthing terminal and metallic channel of house No.3/3093 at Pathanwada tekra, Chalamwad. This unauthorized wire was directly touching with the metallic ladder where incident was occurred. Unauthorized wire was disconnected by Company's officials and then no leakage current was found on the said metallic ladder. As a safety precaution, Service cable of size 2 core and 25 sq. mm was also disconnected from the source LT Mini Section Pillar. From the above site observations, it is observed that the said incident was occurred on account of unauthorized connection of wire by consumer with earthing terminal of the meter box and metallic channel.	Awaited	Awaited		**(1)** Reactivation earthing arrangement of all the seven services feeding from the branch cable **(2)** Identification and removal of unauthorized network in the area of incident **(3)** Rectification of branch line cable fault
2	Manishkumar Nepalsing Sabita Sy. No.7/35, Near Rayli Press, Lal Darwaja, Surat	26.05.2022	FHO	As per news published in the daily newspaper “Sandesh” dated 27th May 2022, victim was electrocuted while coming in contact with iron roof when he was taking the basket from the roof for preparation of water pancake (Pani-Puri). The case was reported to the Electrical Inspector and joint site visit with the Electrical Inspector was done on 30th May 2022.Electrical wiring of the customer’s premise was deteriorated. Temporary unsafe joints were made in the flexible wires used for the power supply to the portable fan. Live and unsafe wiring was in contact with the iron roof resulted into the leakage current on it. Victim might be electrocuted while taking basket from the iron roof. Earthing was missing in haphazardly extended flexible wiring through the iron roof where incident occurred. No provision of appropriate protection (MCBs, Fuses, ELCB) was made in the electrical wiring of premise.	Awaited	Awaited		Customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor.

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	Dineshbhai R. Ninama 11, Mohan Nagar, Near MSP No. 44/1458, of Kamal Industrial, L. H. Road, Varachha, Surat	01.06.2022	NFHD	on 01/06/2022 work of new service cable connection from MSP No.44/1458 was allocated to Mr. Dinesh R Ninama.The new service connection was to be given at plot-11, Mohan Nagar. He was about to initiate the work of LT cable connection in fuse type Mini Section Pillar. For the connection of cable in Mini Section Pillar No.44/1458, Isolation was to be done by removing HRC fuses. For this purpose he had placed the rubber insulation mat and while positioning himself on rubber insulated mat, suddenly he lost the balance and slipped due to which his forehead and hand came in contact with live busbar in Mini Section Pillar. Accidentally, he got electric shock and injury on forehead and face. He was immediately isolated from live Mini Section Pillar by his co-worker using rubber insulated hand gloves. CPR was given to victim at site and he was shifted to P. P. Savani Heart institute, Kapodara, Surat.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	Awaited		Proposed to evaluate the OCP training process for employees of company and contractors and carry out changes to enhance training effectiveness . Comprehensive training plan to be prepared by 31st July 2022 and to be implemented.
4	Resaben Ravibhai Parmar Plot No-15/A, Adarsh Pachhat Varg Society, Athwalilnes, Ghod dod Road, Surat	06.07.2022	FHO	As reported, victim was electrocuted while came in contact with the wet wall in the course of taking support of the wall at construction workplace of adjoining house. During our site inspection on 07/07/2022 it was observed that wall of the house found in wet condition due to rainy water leakage from roof. Wiring found in deteriorated and danger condition in the house. No evidence or cause of the shock could be ascertained but the leakage current might have flown from the deteriorated wiring to wet wall through the body of the victim to the earth and victim might got electrocuted. The accident took place in the consumer's installation.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.
5	1 Goat H. No-1/1961, Jamrukh Gali, Nanpura Surat	08.07.2022	FA	As reported, a goat was electrocuted while coming in contact with gas pipeline on consumer installation at H. No-1/1961, Jamrukh Gali, Nanpur, Surat. During our site visit, it was observed that consumer side loose electric wire was wrapped over the gas pipeline and its insulation observed in deteriorated condition. The current might have flown from damaged electric wire to gas pipeline to earth through the body of the goat and it might get electrocuted.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			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	1. Prem Ravin Nikumbe-Male 2. Sureka Pravin Nikumbe-Female	17.08.2022	NFHO	As reported victims got electric shock while coming in contact with metal staircase of metal structured premises on consumer installation. During our site visit MCB switches are found in off condition. Subsequently, the MCB switches made on one by one by our team and detected leakage current on metal staircase. Consumer house wiring was found in deteriorated condition and without earthing arrangement. The leakage current might have flown from the deteriorated house wiring of consumer to metal channel to metal staircase through the body of the victim to the earth and victims might got shocked.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			The power supply has been restored after getting the fresh test report of LEC. with testing of new installed ELCB and earthing.
7	Kaushik Bhailal Patel H.No-4/2439, Moti Begamwadi, Salabatpura, Surat	12.11.2022	FHO	As per the Information Received, the victim was electrocuted while he was inspecting the sound system cable on 12/11/2022 at H. No-4/2439, 4/2453, Moti Begamwadi, Salabatpura Surat. During our visit on 14/11/2022 it was observed that multiple temporary LT cables/Wires and sound system cables laid at backside of dome-1,dome-2 and dome-3 for power supply to Air conditioner, lighting and music system. It is also found that multiple joints in LT cables/wires near installed outdoor air conditioner unit at incident sport. while conversation with witness, it is informed that the victim was found unconscious and lying on the floor at the backside of Dom1 &2. Also informed that the victim was carrying out inspection of sound system cable before he was found unconscious. Victim might have got electric shock while coming in contact with poorly insulated joint in electrical wiring. No evidence and causes of shock could be uncertain	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	Temporary connection was disconnected permanently on 15/11/2022.
8	Devkaran Sukhdev Luhar Plot No-3, Somnath Nagar Society, A K Road, Surat	11/24/2022	FHO	As per the Information Received, the victim was electrocuted with electrode cable of welding machine while carrying out the welding work at Plot-3, Somnath Nagar Society, A K Road, Surat. During our site inspection on 13.12.2022 a welding machine and cutter machine was found at the accident place. The insulation of welding machine body and its accessories are found ok. However multiple joints in the power supply cable of the welding machine was found. Voltage between electrode cable and earth cable found in order. No evidence or cause of the shock could be ascertained. Victim might have got shock due to the accidental contact with the live electricity	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor.

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
9	Tushar Chhatrapal Patel Flat No-5, Block- B/3, SMC Quarters (Avas), City Light Road, Panas, Surat	11/27/2022	FHO	As per the Information Received, the victim had got electric shock while repairing electronics devices at Flat-5, Block-B/3, SMC Quarters (Awas), City light road, Panas, Surat. During our site inspection on 13/12/2022, exact evidence for electric shock to a victim could not be ascertained however it was observed during site visit that many electronic devices such as drivers, inverters, converters, extension board, PCB, wires, electronics spares etc. were in a scattered manner on the floor and victim might have got accidental electric shock during the repairing work.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor. The power supply has been restored after getting the fresh test report from LEC with testing of installed ELCB and earthing.
10	Dharmesh Prajivandas Rana H. No-4/489, AB, Vadwalisheri, Ground Floor, Begampura, Surat	12/14/2022	NFHO	As per the Information Received, the victim got electric shock on jari Twisting machine during work at H. No-4/489, AB, Vadwalisheri, Ground floor, Begampura, Surat. During our site inspection on 15.12.2022, it was observed that Jari Twisting Machine's body was connected to the earthing wire, but the earthing wire was not connected with the earthing terminal of the meter box. The wiring of consumer premises was also found to be in deteriorated condition. The leakage current might have flown from the deteriorated wiring of consumer premises to the metal body of jari Twisting machine and further to the body of the victim and to the earth which resulted in the electric shock to a victim	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply was disconnected, and the customer was intimated to install and maintain the electrical wiring and earthing in healthy condition and submit the fresh test report of the electrical wiring through licensed electrical contractor. The power supply has been restored after getting the fresh test report from LEC with testing of installed ELCB and earthing.
11	Dhansukhbhai Virani Sanghvi Exports Pvt. Ltd Opp-Prannath Hospital, Ved Road, Surat	3/4/2023	NFHO	As per the Information Received, a victim (an Outsider) got burn injury while he was trying to operate consumer side HT breaker for switching OFF the power supply at Sanghvi Export Pvt. Ltd. Opp-Prannath Hospital, Ved Road, Surat. No Power complaint received from NPC section and analysing, feeder F-402 found tripped. During sectionalization of fault by HT Cell on 04/03/2023, it was observed that TPL side breaker and Sanghvi Export (HT) breaker found tripped. After inspecting the consumer side HT room, it was observed that flashover was occurred in consumer side HT breaker. During the site visit and conversation with witness, it was observed that the victim was trying to operate consumer HT circuit breaker to switch off power supply and at that same time flashover occurred and victim got burn injury.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited.			

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 : 2022-23

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	1	27,110	27,111	26,986	124			27,110	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	187	88,214	88,401	88,159	34			88,193	208
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	65	66	65				65	1
A(iV)	Interruption in power supply- Others	68	57,248	57,316	57,244				57,244	72
B(i)	Quality of Power Supply- No Augmentation required	-	59	59	59				59	-
B(ii)	Quality of Power Supply- Augmentation required	-	208	208	207				207	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	19	25,222	25,241	25,220	1		1	25,222	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	10	7,194	7,204	7,186	5	3		7,194	10
F(i)	Service Connections - Extension of mains is not required	-	5	5	5				5	-
F(ii)	Service Connections - Extension of mains is required		68	68	68				68	-
F(iii)	Service Connections - Modification in connected load	28	52	80	80				80	-
F(iV)	Service Connections - Name Change/Reconnection	-	38	38	38				38	-
G	Refund of amount due in regard to temporary connection	-								-
H	Others	3	2,332	2,335	2,320	1			2,321	14
Total		**317**	**207,817**	**208,134**	**207,639**	**165**	**3**	**1**	**207,808**	**326**

Torrent Power Limited

Year : 2022-23

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)
Surat License Area										
A(i)	Interruption in power supply- Loose connections from pole	-	2,805	2,805	2,790	15	-	-	2,805	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	9,512	9,512	9,508	3	-	-	9,511	1
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	4	4	4	-	-	-	4	-
A(iV)	Interruption in power supply- Others	-	4,825	4,825	4,825	-	-	-	4,825	-
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	-	5,732	5,732	5,729	-	1	-	5,730	2
C(ii)	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-
D(i)	Overhead lines - Loose wires	-	-	-	-	-	-	-	-	-
D(ii)	Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E(i)	Bills - For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E(ii)	Bills - Additional information + site visit required	-	1,691	1,691	1,691	-	-	-	1,691	-
F(i)	Service Connections - Extension of mains is not required	-	39	39	37	-	-	-	37	2
F(ii)	Service Connections - Extension of mains is required	-	2	2	1	-	-	-	1	1
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
F(iV)	Service Connections - Name Change/Reconnection	-	22	22	21	1	-	-	22	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	1	309	310	310	-	-	-	310	-
Total		**1**	**24,941**	**24,942**	**24,916**	**19**	**1**	**-**	**24,936**	**6**

Torrent Power Limited

Year : 2022-23

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**	16613367 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 redresal forum)	20 Lac Approx (across all Plugpoints)	
	Information boards for substation requirement	5.40 Lac Approx	
	SD and SLC Information Board	5.40 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.10 Lac Approx	
	Form Filling Assistance Board at CZO	0.78 Lac Approx	
	Form Filling Assistance Board at AZO	0.89 Lac Approx	
	Form Filling Assistance Board at GZO	0.28 Lac Approx	
	Form Filling Assistance Board at SNN	0.70 Lac Approx	
	Form Filling Assistance Board at Naroda	0.74 Lac Approx	
	Form Filling Assistance Board at Motera	0.22 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.30 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.16 Lac Approx	
	Form Filling Assistance Board at Narol	0.14 Lac Approx	
	Online Bill Payment Board	5.40 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.40 Lac (across all Plugpoints)	
	Launch of new customer portal	5.40 Lac (across all Plugpoints)	
3	**Information booklets / flyers/ Letters/Hoardings etc**		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.40 Lac Approx	
	Energy Conservation Flyer	20 Lac Approx	
	Electrical Safety Flyer	20 Lac Approx	
	Power Factor Improvement Flyer	0.35 Lac Approx	
	ELCB Awareness	0.40 Lac Approx	
	Information related to web portal on flyers / tent cards / posters / visitng cards / danglers / hoardings / banners etc	5.40 lacs (acorss 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	137,059,058	
6	**Newspaper advertisements / Radio etc**		
	News paper Advt	20 Lac Approx	

Torrent Power Limited

Year : 2022-23

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**	16613367 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	Consumer at large	Boards at consumer centres
	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 , Monsoon tips, Mobile App, WhatsApp & Helpline number information	Consumers at large	News Paper
4	**Bills**		
	Front side : ELCB/RCCB, Energy Conservation,Payment options, Azadi ka Amrut Mahotsav, Monsoon Safety Tips, Mobile App, Portal & WhatsApp info, Load regularization, Gujarat Election Awareness, beware of fraudulent SMS	6.29 lakh / month	Energy Bill
	Back side : Bill language Option, Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details through leaflet attachment, Portal information, Awareness of Fraudulent Message, Save paper	6.29 lakh / month	
5	**SMS** - Application, Billing , Meter, Company Services Awareness.	23405073	SMS
	Whatsapp messages	573227	Whatsapp
6	**Bill Envelopes to HT-LTMD customers** (Power Factor Importance, Digital Payment Promotion)	5040 Consumer/Month	Bill Envelopes
7	**Consumer Meet**		
	Awareness on Company Services, Safety, Conservation, Etc	746 consumers	Company & Consumer Premises
8	**Power Factor Awareness Programme**		
	Personal Visit to LTMD & HT Consumers	695	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.	790000	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	20	Booklet
10	**Safety awareness programme at School**	455	PPT
11	**Torrent Power Apne Dware Program**	Consumers at large	On different location 33 Camps
12	**Digital Services and safety Promotion camp**	50	Power point presentation on site 1 school
13	New customer service center started at Varachha Location for customers	Customer at large	
14	Meeting with builder for new connection, safety awareness	23	Company Premises

Torrent Power Limited

Year : 2022-23

SoP 005B: Action taken reported by the Redressal Committee

Sr. No.	Month	Date and Time of Meeting conducted	No. of complaints registerd at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
1	Apr-22	07-04-2022,12-04-2022,20-04-2022, 26-04-2022	4	-
2	May-22	03-05-2022, 10-05-2022	2	-
3	Jun-22	14-06-2022, 21-06-2022,28-06-2022	2	-
4	Jul-22	05-07-2022,14-07-2022,19-07-2022,28-07-2022	5	-
5	Aug-22	02-08-2022, 09-08-2022, 16-08-2022, 23-08-2022,30-08-2022	-	-
6	Sep-22	06-09-2022, 13-09-2022, 20-09-2022, 27-09-2022	-	-
7	Oct-22	07-10-2022, 11-10-2022, 18-10-2022	2	-
8	Nov-22	01-11-2022, 08-11-2022, 15-11-2022, 22-11-2022, 29-11-2022	-	-
9	Dec-22	06-12-2022, 13-12-2022, 20-12-2022, 27-12-2022	-	-
10	Jan-23	03-01-2023, 10-01-2023, 17-01-2023, 24-01-2023	-	-
11	Feb-23	07-02-2023, 14-02-2023, 21-02-2023,28-02-2023	-	-
12	Mar-23	07-03-2023, 14-03-2023, 21-03-2023, 28-03-2023	-	-

Torrent Power Limited

Year : 2022-23

SoP 005B: Action taken reported by the Redressal Committee

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registerd at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
1	Apr-22	26-04-2022	1	0
2	May-22	10/5/2022	1	0
3	Jun-22	10-06-2022 & 23-06-2022	2	0
4	Jul-22	08-07-2022, 15-07-2022, 20-07-2022	3	0
5	Aug-22	10-08-2022, 26-08-2022	2	0
6	Sep-22	13-09-2022, 20-09-2022	2	0
7	Oct-22	10-10-2022 & 20-10-2022	0	0
8	Nov-22	10-11-2022 & 21-11-2022	0	0
9	Dec-22	10-12-2022 & 20-12-2022	3	1
10	Jan-23	10-01-2023 & 20-01-2023	3	0
11	Feb-23	09-02-2023 & 20-02-2023	13	0
12	Mar-23	10-03-2023 & 20-03-2023	3	1

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

Torrent Power Limited

Year : 2022-23

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	9,090	237	9,327	29	0.31%

Torrent Power Limited

Year : 2022-23

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	2,740	69	2,809	1	0.04%

Torrent Power Limited

Year : 2022-23

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	219	10	229	-	0.00%

Torrent Power Limited

Year : 2022-23

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 : 2022

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	8,531	2%	-	0.00%
2	Commercial	859	2%	-	0.00%
3	Industrial	69	2%	-	0.00%
4	Agricultural	2	2%	-	0.00%
5	Public Water works	-	2%	-	0.00%
	HT Consumer				
6	HT Industrial	-	2%	-	
Total		**9,461**		**-**	**0.00%**

Torrent Power Limited
Year : 2022

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	3,636	2%	-	0.00%
2	Commercial	857	2%	-	0.00%
3	Industrial	2,734	2%	-	0.00%
4	Agricultural		2%		0.00%
5	Public water works		2%		0.00%
	HT consumers				
6	HT industrial		2%		0.00%
Total		**7,227**		**-**	**0.00%**

Torrent Power Limited
Year : 2022

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	Low Voltage	9033	+6% to -6%	0	0.00%
2	High Voltage	468	+6% to -6%	0	0.00%
3	Extra High Voltage	0	+10% to -10%	0	
	Total	**9501**		**0**	**0.00%**

Torrent Power Limited
Year : 2022

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	7,229	+6% to -6%	3	0.04%
2	High Voltage	-	+6% to -6%	-	0.00%
3	Extra High Voltage	-	+10% to -10%	-	0.00%
	Total	**7,229**		**3**	**0.04%**

Torrent Power Limited
Year : 2022

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**
					(6) = (5)*100/(3)
1	**2**	**3**	**4**	**5**	**6**
1	LT Consumers	4286	3.50%	0	0.00%
2	HT Consumers	405	3.00%	0	0.00%
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2022

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	179	3.5%	-	0.00%
2	HT consumers	25	3.0%	-	0.00%
3	EHT consumers	-	3.0%	-	0.00%

Torrent Power Limited
FY 2022-23
Year : 2022-23

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= ∑ni	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
Ahmedabad License Area					
1	Apr-22	213,832	2,039,686	242,638	0.119
2	May-22	286,651	2,042,011	321,852	0.158
3	Jun-22	267,911	2,045,381	334,824	0.164
4	Jul-22	168,252	2,048,820	184,866	0.090
5	Aug-22	98,180	2,053,599	102,731	0.050
6	Sep-22	148,862	2,057,428	171,656	0.083
7	Oct-22	124,442	2,060,801	128,932	0.063
8	Nov-22	121,103	2,061,863	135,135	0.066
9	Dec-22	198,464	2,063,834	235,291	0.114
10	Jan-23	144,944	2,065,699	174,409	0.084
11	Feb-23	122,989	2,067,222	155,668	0.075
12	Mar-23	109,871	2,070,235	114,481	0.055

Torrent Power Limited
FY 2022-23
Year : 2022-23

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= ∑ni	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
Surat License Area					
1	Apr-22	18,364	625,382	18,364	0.029
2	May-22	22,289	626,039	22,289	0.036
3	Jun-22	24,255	626,196	24,255	0.039
4	Jul-22	15,743	626,488	15,743	0.025
5	Aug-22	3,844	626,555	3,844	0.006
6	Sep-22	10,874	626,866	10,874	0.017
7	Oct-22	11,250	627,525	11,250	0.018
8	Nov-22	6,993	626,975	6,993	0.011
9	Dec-22	42,208	628,816	46,710	0.074
10	Jan-23	30,377	629,612	30,377	0.048
11	Feb-23	17,542	629,914	17,824	0.028
12	Mar-23	20,150	630,327	20,150	0.032

Torrent Power Limited
FY 2022-23
Year : 2022-23

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 = ∑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-22	0:38	213,832		2,039,686	99,216	0:03
2	May-22	0:27	286,651		2,042,011	135,933	0:04
3	Jun-22	0:34	267,911		2,045,381	147,859	0:04
4	Jul-22	1:6	168,252		2,048,820	228,082	0:07
5	Aug-22	0:25	98,180		2,053,599	40,790	0:01
6	Sep-22	0:27	148,862		2,057,428	74,434	0:02
7	Oct-22	0:41	124,442		2,060,801	141,813	0:04
8	Nov-22	0:24	121,103		2,061,863	51,973	0:02
9	Dec-22	0:25	198,464		2,063,834	93,080	0:03
10	Jan-23	0:26	144,944		2,065,699	69,476	0:02
11	Feb-23	0:25	122,989		2,067,222	60,870	0:02
12	Mar-23	0:26	109,871		2,070,235	53,166	0:02

Torrent Power Limited
FY 2022-23
Year : 2022-23

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 = ∑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-22	0:30	18364		625382	8959	0:01
2	May-22	0:35	22289		626039	11636	0:02
3	Jun-22	0:27	24255		626196	9562	0:01
4	Jul-22	0:28	15743		626488	8323	0:01
5	Aug-22	0:41	3844		626555	2052	0:01
6	Sep-22	0:18	10874		626866	2929	0:01
7	Oct-22	0:23	11250		627525	4556	0:01
8	Nov-22	0:25	6993		626975	3562	0:01
9	Dec-22	0:39	42208		628816	33502	0:03
10	Jan-23	0:27	30377		629612	12649	0:02
11	Feb-23	0:23	17542		629914	7197	0:01
12	Mar-23	0:24	20150		630327	11327	0:01

Torrent Power Limited
FY 2022-23
Year : 2022-23

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	∑IMiNmi	MAIFI = ∑IMiNmi / Nt
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Ahmedabad License Area							
1	Apr-22	3	9,087		2,039,686	9,087	0.004
2	May-22	4	5,928		2,042,011	5,928	0.003
3	Jun-22	2	4,173		2,045,381	4,173	0.002
4	Jul-22	11	18,749		2,048,820	20,847	0.010
5	Aug-22	5	2,594		2,053,599	4,735	0.002
6	Sep-22	2	3,634		2,057,428	3,634	0.002
7	Oct-22	5	13,037		2,060,801	13,037	0.006
8	Nov-22	4	8,136		2,061,863	8,136	0.004
9	Dec-22	1	2,949		2,063,834	2,949	0.001
10	Jan-23	7	10,646		2,065,699	11,262	0.005
11	Feb-23	8	5,690		2,067,222	6,746	0.003
12	Mar-23	2	264		2,070,235	264	0.000

Torrent Power Limited
FY 2022-23
Year : 2022-23

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	∑IMiNmi	MAIFI = ∑IMiNmi / Nt
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Surat License Area							
1	Apr-22	-	-	-	625,382	-	-
2	May-22	-	-	-	626,039	-	-
3	Jun-22	-	-	-	626,196	-	-
4	Jul-22	-	-	-	626,488	-	-
5	Aug-22	-	-	-	626,555	-	-
6	Sep-22	-	-	-	626,866	-	-
7	Oct-22	-	-	-	627,525	-	-
8	Nov-22	1	-	-	626,975	-	-
9	Dec-22	-	-	-	628,816	-	-
10	Jan-23	1	107	-	629,612	107	0.0002
11	Feb-23	2	566	-	629,914	566	0.0009
12	Mar-23	1	251	-	630,327	251	0.0004

Torrent Power Limited (AHMEDABAD)

Year : 2022-23

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	8,726.96
ii	Energy Sold (Billed). HT direct sales (Mus)	B	2,178.94
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	6,094.99
iv	Total Sales (Mus)	(B+C)	8,273.93
v	Distribution Loss (Mus)	D	321.33
vi	Energy input at EHV Substation (Mus)	E	8,595.25
vii	% Distribution Loss	(D) X 100/(E)	3.74%
viii	Total Losses(including EHV/Transmission) (Mus)	{(A)-(B+C)}	453.04
ix	% Total Losses(including EHV/Transmission)	{(A)-(B+C)} X 100/(A)	5.19%

Torrent Power Limited (SURAT)

Year : 2022-23

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	3,891.69
ii	Energy Sold (Billed). HT direct sales (Mus)	B	584.57
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	3,107.44
iv	Total Sales (Mus)	(B+C)	3,692.01
v	Distribution Loss (Mus)	D	121.05
vi	Energy input at EHV Substation (Mus)	E	3,813.06
vii	% Distribution Loss	(D) X 100/(E)	3.17%
viii	Total Losses(including EHV/Transmission) (Mus)	{(A)-(B+C)}	199.68
ix	% Total Losses(including EHV/Transmission)	{(A)-(B+C)} X 100/(A)	5.13%

Torrent Power Limited

Year : 2022-23

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	3	5,708	5,711	5,709	2
Three Phase	2	1,956	1,958	1,954	4

Torrent Power Limited

Year : 2022-23

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	31	8,810	8,841	8,810	31
Three Phase	10	2,437	2,447	2,437	10

Torrent Power Limited (AHMEDABAD)

Year : 2022-23

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. Cr.)	Revenue Collected (Rs. Cr.)	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	853	759	88.97	656	520	79.19	70.46	29.54
	MAY	954	826	86.52	734	666	90.75	78.52	21.48
	JUN	913	882	96.62	779	752	96.48	93.22	6.78
ii	JUL	760	771	101.44	697	758	108.85	110.41	(10.41)
	AUG	738	752	101.97	677	694	102.61	104.63	(4.63)
	SEP	784	733	93.57	663	670	101.19	94.68	5.32
iii.	OCT	682	712	104.42	655	650	99.30	103.68	(3.68)
	NOV	595	606	101.75	565	654	115.74	117.77	(17.77)
	DEC	564	580	102.88	542	594	109.47	112.63	(12.63)
iv.	JAN	525	507	96.46	498	594	119.16	114.94	(14.94)
	FEB	544	543	99.77	528	451	85.42	85.22	14.78
	MARCH	684	604	88.34	583	561	96.27	85.04	14.96
		8,595	**8,274**	**96.26**	**7,578**	**7,566**	**99.84**	**96.10**	**3.90**

*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.

Torrent Power Limited (SURAT)

Year : 2022-23

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. Cr.)	Revenue Collected (Rs. Cr.)	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	352	342	97.11	282	254	90.08	87.48	12.52
	MAY	349	338	96.72	286	295	102.90	99.53	0.47
	JUN	332	323	97.21	275	269	97.78	95.04	4.96
ii	JUL	318	303	95.43	261	272	104.21	99.44	0.56
	AUG	333	320	96.24	275	267	97.03	93.38	6.62
	SEP	354	338	95.62	290	283	97.72	93.44	6.56
iii.	OCT	302	311	102.77	273	291	106.70	109.65	(9.65)
	NOV	263	251	95.26	222	253	113.63	108.24	(8.24)
	DEC	305	286	93.72	251	241	95.70	89.69	10.31
iv.	JAN	277	270	97.74	246	251	102.19	99.88	0.12
	FEB	287	288	100.24	261	236	90.25	90.47	9.53
	MARCH	341	322	94.49	291	281	96.57	91.25	8.75
		3,813	**3,692**	**96.83**	**3,214**	**3,192**	**99.32**	**96.17**	**3.83**

*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.

Torrent Power Limited (AHMEDABAD)

April 22 - March 23
Year : 2022-23

Sop 015: Release of New Connection status

Name of Area/ Cirlce	Consumer Category	Total no. of consumers connected at the begining of the half - year/year	Pending at the begining 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	1564056	555	21762	21519	174	1576562
	Non -RGP	429364	202	7401	7193	96	434822
	LTMD	37615	25	696	627	23	38346
	Agricultural (Total)	296	0	0	0	0	291
	HT	1546	11	84	41	14	1555
	Other	6035	36	159	100	5	6031
	Total	**2038912**	**829**	**30102**	**29480**	**312**	**2057607**
2nd Half	Residential	1576562	174	16822	17176	388	1585137
	Non -RGP	434822	96	7831	6778	246	439015
	LTMD	38346	23	666	767	31	39113
	Agricultural (Total)	291	0	7	1	1	293
	HT	1555	14	96	88	8	1602
	Other	6031	5	92	60	6	6021
	Total	**2057607**	**312**	**25514**	**24870**	**680**	**2071181**
Annual	Residential	1564056	555	38584	38695	388	1585137
	Non -RGP	429364	202	15232	13971	246	439015
	LTMD	37615	25	1362	1394	31	39113
	Agricultural (Total)	296	0	7	1	1	293
	HT	1546	11	180	129	8	1602
	Other	6035	36	251	160	6	6021
	Total	**2038912**	**829**	**55616**	**54350**	**680**	**2071181**

Note: All the columns are independent.

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

Torrent Power Limited (SURAT)

Apr 22 - March 23
Year : 2022-23

Sop 015: Release of New Connection status

Name of Area/ Cirlce	Consumer Category	Total no. of consumers connected at the begining of the half - year/year	Pending at the begining 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	419664	5	2437	2318	27	420655
	Non -RGP	189668	5	1759	1685	39	189861
	LTMD	15078	-	116	97	7	15385
	Agricultural (Total)	221	-	1	1	-	210
	HT	262	1	16	8	1	268
	Other	1968	-	21	22	-	1972
	Total	**626861**	**11**	**4350**	**4131**	**74**	**628351**
2nd Half	Residential	420655	27	4096	4005	15	423328
	Non -RGP	189861	39	1731	1526	29	190354
	LTMD	15385	7	141	115	2	15555
	Agricultural (Total)	210	0	1	1	0	201
	HT	268	1	18	14	1	282
	Other	1972	0	20	11	0	1975
	Total	**628351**	**74**	**6007**	**5672**	**47**	**631695**
Annual	Residential	419664	5	6533	6323	15	423328
	Non -RGP	189668	5	3490	3211	29	190354
	LTMD	15078	-	257	212	2	15555
	Agricultural (Total)	221	-	2	2	0	201
	HT	262	1	34	22	1	282
	Other	1968	-	41	33	0	1975
	Total	**626861**	**11**	**10357**	**9803**	**47**	**631695**

Note: All the columns are independent.

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

Torrent Power Limited

Year : 2022-23

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 : 2022-23

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				