

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : APRIL 23 TO JUNE 23**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2023-24

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	No. of Accidents in the quarter					Cumulative since the first quarter of the current FY				
	Departmental		Outside			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	7	2	1	-	-	7	2	1
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2023-24

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	No. of Accidents in the quarter					Cumulative since the first quarter of the current FY				
	Departmental		Outside			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat License Area	-	-	1	-	-	-	-	1	-	-
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2023-24

Performa SoP 003 B: Register For Compiling the complaints Classification wise

Classification	Pending complaints of previous quarter	Complaints received during the Quarter	Total complaints	No. of complaints redressed during the quarter					Balance Complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9	10	
Ahmedabad License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	1	8,126	8,127	8,107	16	-	-	8,123	4
A (ii)	Interruption in power supply-Interruption due to line break down	208	24,926	25,134	24,824	8	-	-	24,832	302
A (iii)	Interruption in power supply-Interruption due to failure of transformers	1	22	23	22	-	-	-	22	1
A (iv)	Interruption in power supply-Others	72	16,246	16,318	16,215	-	-	-	16,215	103
B (i)	Quality of Power Supply-No augmentation required	-	6	6	6	-	-	-	6	-
B (ii)	Quality of Power Supply-Augmentation required	1	54	55	54	-	-	-	54	1
C (i)	Meters-Stopped / Defective / Burnt / No Display Meters	19	4,576	4,595	4,523	1	-	-	4,524	71
C (ii)	Meters- Billing on average basis for more than two bill	-	-	-	-	-	-	-	-	-
D (i)	Overhead Lines-Loose Wires	-	-	-	-	-	-	-	-	-
D (ii)	Overhead Lines-Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E (i)	Bills-For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E (ii)	Bills-Additional information + site visit required	10	1,959	1,969	1,920	-	-	-	1,920	49
F (i)	Service Connections-Extension of mains is not required	-	1	1	1	-	-	-	1	-
F (ii)	Service Connections-Extension of mains is required	-	17	17	17	-	-	-	17	-
F (iii)	Service Connections-Modification in connected Load	-	55	55	-	-	-	-	-	55
F (iv)	Service Connections-Name Change/reconnection	-	2	2	2	-	-	-	2	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	14	505	519	507	-	-	-	507	12
Total		326	56,495	56,821	56,198	25	-	-	56,223	598

Torrent Power Limited
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Year : 2023-24

Performa SoP 003 B: Register For Compiling the complaints Classification wise

Classification	Pending complaints of previous quarter	Complaints received during the Quarter	Total complaints	No. of complaints redressed during the quarter					Balance Complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9	10	
Surat License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	-	1,099	1,099	1,091	8	-	-	1,099	-
A (ii)	Interruption in power supply-Interruption due to line break down	1	2,745	2,746	2,742	2	-	-	2,744	2
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	-	1,377	1,377	1,376	-	-	-	1,376	1
B (i)	Quality of Power Supply-No augmentation required	-	-	-	-	-	-	-	-	-
B (ii)	Quality of Power Supply-Augmentation required	-	-	-	-	-	-	-	-	-
C (i)	Meters-Stopped / Defective / Burnt / No Display Meters	2	2,004	2,006	2,004	-	-	-	2,004	2
C (ii)	Meters- Billing on average basis for more than two bill	-	-	-	-	-	-	-	-	-
D (i)	Overhead Lines-Loose Wires	-	-	-	-	-	-	-	-	-
D (ii)	Overhead Lines-Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E (i)	Bills-For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E (ii)	Bills-Additional information + site visit required	-	453	453	453	-	-	-	453	-
F (i)	Service Connections-Extension of mains is not required	2	6	8	8	-	-	-	8	-
F (ii)	Service Connections-Extension of mains is required	1	-	1	1	-	-	-	1	-
F (iii)	Service Connections-Modification in connected Load	-	-	-	-	-	-	-	-	-
F (iv)	Service Connections-Name Change/reconnection	-	6	6	6	-	-	-	6	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	113	113	113	-	-	-	113	-
Total		6	7,803	7,809	7,794	10	-	-	7,804	5

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2023-24
Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	5023339 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
	Safety Tips		
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Ahmedabad License Area			
2	Information Boards		Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	21 Lac Approx	
	Information boards for substation requirement	5.69 Lac Approx	
	SD and SLC Information Board	5.69 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.16 Lac Approx	
	Form Filling Assistance Board at CZO	0.87 Lac Approx	
	Form Filling Assistance Board at AZO	0.83 Lac Approx	
	Form Filling Assistance Board at GZO	0.23 Lac Approx	
	Form Filling Assistance Board at SNN	0.69 Lac Approx	
	Form Filling Assistance Board at Naroda	0.67 Lac Approx	
	Form Filling Assistance Board at Motera	0.24 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.28 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.22 Lac Approx	
	Form Filling Assistance Board at Narol	0.16 Lac Approx	
	Online Bill Payment Board	5.69 Lac approx (across all Plugpoints)	
	ATM Dropbox Payment Option Board	5.69 Lac approx (across all Plugpoints)	
Customer portal	5.69 Lac approx (across all Plugpoints)		
3	Information Booklets / Flyers / Letters / hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.69 lac approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	5.69 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1.Whatsapp services 2. Load Regularization 3. Bill Amount Guidance 4. Monsoon Safety	12.20 LPM	
	Back Side: 1. Power outage checking tips 2. CGRF Details 3. 24X7 Helpline Number 4. Customer awareness on fraudulent SMS	12.20 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	41774470	
6	Newspaper advertisements / Radio etc		
	News paper Advt	21 Lac Approx	

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Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by the distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Web Site	5023339 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	Consumers at large	Boards at Consumer Centers
	Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges		
3	Sample form for new application/Tariff/Call Centre Services / Safety Tips / Conservation Tips/ Precautions / Portal Connect Info/Theft deterrence etc. List and address of Bill collection centre	Consumers at large	Boards at consumer centres
	News paper	Consumers at large	News Paper
Digital Services, ELCB importance, Portal, Mobile App, WhatsApp & Helpline number information, Senior citizen door step service			
4	Bills	6.33 lakh / month	Energy Bill
	Front side : WhatsApp info,Payment options, Load regularization, Seasonal Variation information, Company and Collection centre address		
5	Back side : Tariff, Call Centre Info, Compliant related information, Online Energy payment option, Office address, E-mail ID for Compliant, Redressal forum & Ombudsman details, beware of fraudulent SMS and Calls	6.33 lakh / month	
	SMS - Application, Billing , Meter, Company Services Awareness, energy conservation SMS	3302057	SMS
6	WhatsApp Messages	109538	WhatsApp
	Bill Envelopes to HT-LTMD bill received through courier for customers (Digital Services)	6280 Consumer in three month	Bill Envelopes
7	Information booklets / Flyers / Letters		
8	UAE awareness to all NRGP customers, Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy Calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, Information of New Service Centre, etc.	97500	Pamphlets & Booklets
9	Booklet (GERC Regulations & Application Processing Charges)	7	Booklet
10	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	90 consumers	One on Customer premises and one on company premises
11	Power Factor Awareness Programme		
12	Personal Visit to LTMD & HT Consumers	175	Personal Interaction
	Torrent Power Apne Dware Program	Consumers at large	On different location 12 Camps

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

Sr. No.	Month	Date and Time* of Meeting Conducted	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
A	1st Month of the Quarter	04-04-2023,11-04-2023,18-04-2023, 25-04-2023	0	0
B	2nd Month of the Quarter	02-05-2023, 09-05-2023,18-05-2023	2	0
C	3rd Month of the Quarter	07-06-2023, 20-06-2023	1	1

* Time - 05:00 PM to 06:00 PM

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

Sr. No.	Month	Date and Time* of Meeting Conducted	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
A	1st Month of the Quarter	4/27/2023	2	0
B	2nd Month of the Quarter	10-05-2023, 22.05.2023	3	0
C	3rd Month of the Quarter	10-06-2023 & 20-06-2023	1	0

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

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C	D	E= (D) * 100/C
Ahmedabad License Area	9,327	56	9,383	12	0.13%

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C	D	E= (D) * 100/C
Surat License Area	2,809	21	2,830	3	0.11%

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transformer
	A	B	C	D	H= (D) * 100/C
Ahmedabad License Area	229	9	238	-	0.00%

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transformer
	A	B	C	D	H= (D) * 100/C
Surat License Area	65	-	65	-	0.00%

Torrent Power Limited
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Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions (in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
Ahmedabad License Area					
1	Apr-23	158,817	2,073,714	171,743	0.083
2	May-23	273,732	2,075,770	296,263	0.143
3	Jun-23	185,009	2,078,289	202,777	0.098

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Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions (in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
Surat License Area					
1	Apr-23	36,874	630,937	36,874	0.058
2	May-23	22,076	630,961	22,580	0.036
3	Jun-23	11,119	631,659	11,119	0.018

Torrent Power Limited
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Performa Sop 011B: System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	ri=Restoration Time for each interruption event (in hours)	Ni=no of interrupted customers for each sustained interruption event (in numbers)	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served (in numbers)	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
Ahmedabad License Area							
1	Apr-23	0:25	158,817		2,073,714	71,446	00:02
2	May-23	0:27	273,732		2,075,770	130,974	00:04
3	Jun-23	0:24	185,009		2,078,289	77,977	00:02

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Performa Sop 011B: System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni=no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
Surat License Area							
1	Apr-23	0:29	36,874	-	630,937	12,518	0:02
2	May-23	0:26	22,076	-	630,961	8,673	0:01
3	Jun-23	0:35	11,119	-	631,659	7,724	0:01

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

Sr. No.	Month	Number of Momentary interruptions IMi (in numbers)	Nmi-Total no of customers for each momentary interruptions (in numbers)	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served (in numbers)	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=7/6
Ahmedabad License Area							
1	Apr-23	6	8,620		2,073,714	8,620	0.004
2	May-23	6	16,359		2,075,770	16,359	0.008
3	Jun-23	7	12,020		2,078,289	12,020	0.006

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

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	MAIFI = $\frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=7/6
Surat License Area							
1	Apr-23	-	-	-	630,937	-	-
2	May-23	-	-	-	630,961	-	-
3	Jun-23	-	-	-	631,659	-	-

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Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total no. defective / faulty Meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No of faulty meters pending at the end of the quarter (5) = (3) - (4)
Ahmedabad License Area					
Single Phase	2	1236	1,238	1232	6
Three Phase	4	424	428	421	7

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Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total no. defective / faulty Meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No of faulty meters pending at the end of the quarter (5) = (3) - (4)
Surat License Area					
Single Phase	31	1,998	2,029	1,990	39
Three Phase	10	452	462	446	16

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Performa SoP 016: 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	-	-
	a) New Connection		-	-
	b) Additional Load		-	-
	c) Temporary supply		-	-
	d) Shifting service connection		-	-
	e) Transfer of service connection		-	-
	f) Change in Tariff category of consumer		-	-
2	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
3	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	-	-
4	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/-	-	-
5	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
6	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
7	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL			-	-

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Performa SoP 016: 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	-	-
	a) New Connection		-	-
	b) Additional Load		-	-
	c) Temporary supply		-	-
	d) Shifting service connection		-	-
	e) Transfer of service connection		-	-
	f) Change in Tariff category of consumer		-	-
2	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
3	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	-	-
4	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/-	-	-
5	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
6	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
7	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL			-	-