

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q2 - (July- September)
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	-	-	14	4	2	-	-	21	6	3
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

Torrent Power Limited
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Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY		Cummulative since the first quarter of the FY		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat License Area	-	-	3	-	1	-	-	4	-	1

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

Torrent Power Limited
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Performa SoP 003B: Register For Compiling the Complaints Classificationwise

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Ahmedabad License Area										
A(i)	Interruption in power supply- Loose connections from pole	4	6,598	6,602	6,585	15	-	-	6,600	2
A(ii)	Interruption in power supply- Interruption due to line breakdown	302	25,316	25,618	25,355	6	-	-	25,361	257
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	12	13	12	-	-	-	12	1
A(IV)	Interruption in power supply- Others	103	15,329	15,432	15,348	-	-	-	15,348	84
B(i)	Quality of Power Supply- No Augmentation required	-	10	10	10	-	-	-	10	-
B(ii)	Quality of Power Supply- Augmentation required	1	40	41	40	-	-	-	40	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	71	7,786	7,857	7,796	-	-	-	7,796	61
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	49	2,447	2,496	2,362	4	-	-	2,366	130
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	20	20	20	-	-	-	20	-
F(iii)	Service Connections - Modification in connected load	55	31	86	-	-	-	-	-	86
F(IV)	Service Connections - Name Change/Reconnection	-	3	3	3	-	-	-	3	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	12	615	627	613	1	-	-	614	13
Total		598	58,207	58,805	58,144	26	-	-	58,170	635

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Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Surat License Area										
A(i)	Interruption in power supply- Loose connections from pole	-	822	822	815	6	-	-	821	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	2,782	2,784	2,783	1	-	-	2,784	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	-	-	-	-	-	-	-	-
A(iv)	Interruption in power supply- Others	1	1,262	1,263	1,263	-	-	-	1,263	-
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	2	2,294	2,296	2,294	-	-	-	2,294	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	-	478	478	478	-	-	-	478	-
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	-	-	-	-	-	-	-	-
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
F(iv)	Service Connections - Name Change/Reconnection	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	86	86	86	-	-	-	86	-
Total		5	7,724	7,729	7,719	7	-	-	7,726	3

Torrent Power Limited
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Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	4487459 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	21 lac Approx (across all plugpoint)	Information Boards
	Grievance redressal options (Internal / consumer redresal forum)		
	Information boards for substation requirement	5.81 Lac Approx	
	SD and SLC Information Board	5.81 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	1.21 Lac Approx	
	Form Filling Assistance Board at Dudheshwar	0.91 Lac Approx	
	Form Filling Assistance Board at Amraiwadi	0.96 Lac Approx	
	Form Filling Assistance Board at Gandhinagar	0.33 Lac Approx	
	Form Filling Assistance Board at Vasana	0.72 Lac Approx	
	Form Filling Assistance Board at Naroda	0.69 Lac Approx	
	Form Filling Assistance Board at Motera	0.22 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.31 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.22 Lac Approx	
	Form Filling Assistance Board at Narol	0.17 Lac Approx	
	Online Bill Payment Board	5.81 Lac (across all Plugpoints)	
Drop box Payment Option Board	5.81 Lac (across all Plugpoints)		
Customer Portal	5.81 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Information related to web portal on posters / danglers / hoardings / banners etc	5.81 lacs (acorss all Plugpoints) and overall publicity at 24 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. G20 summit information 3. Monsoon safety Tips	11.77 LPM	
	Back Side: 1. Power Outage checking tips 2. CGRF Details 3. 24X7 Helpline Number	11.77 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	39586019	
6	Newspaper Advertisements/ Radio etc		
	Newspaper Advertisement	21 lac Approx	

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Performa SoP 004: Publicity carried out

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1	Website	4487459 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
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,Safety Card,Consumer charter,Solar information	Consumer at large	Boards at consumer centres
	Information Booklets/ Flyers/ Letters		
4	UAE awareness to all NREGP 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	500	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	6	Booklet
5	News Paper - Digital Services, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service	Consumers at large	News Paper
	Bills		
5	Front side : WhatsApp information, Payment options,ELCB/RCCB information,Monsoon Safety Tips,Code for online Payment, Company and Collection Center address	6.34 lakh / month	Energy Bill
	Back side : Tariff, Call Centre Information, Complaint related information, Online Energy payment option,Office address,E Mail ID for Complaint , Redressal forum & Ombudsman details, Beware of fraudulent SMS and Calls,Nearby Collection centre	6.34 lakh / month	
6	Digital SMS		
	SMS - Application, Billing , Meter, Company Services Awareness,energy Conservation SMS	4788829	SMS
7	WhatsApp Messages	108855	Whatsapp
	Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)	5625 Consumers in three month	Bill Envelopes
8	Customer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	160 consumers	Four on Customer premises
9	Power Factor Awareness Programme		
	Personal visit to LTMD and HT consumers	183	Personal Interaction
	School Program for Energy conservation and safety	110	Two program at SMC School
	Technical Awareness and Energy saving program on engineering college	50	One program on SCET Engineering College
	Torrent Power Apne Dware program	Consumers at large	On different location 10 Camps

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

Sr. No.	Month	Date and Time of Meeting conducted	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
A	1st Month of the Quarter	10.07.2023, 20.07.2023	0	NIL
B	2nd Month of the Quarter	10.08.2023, 21.08.2023	0	NIL
C	3rd Month of the Quarter	11.09.2023, 20.09.2023	0	NIL

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

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
A	1st Month of the Quarter	14.07.2023,20.07.2023	1	Nil
B	2nd Month of the Quarter	10.08.2023,22.08.2023	4	1
C	3rd Month of the Quarter	09.09.2023,23.09.2023	4	1

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

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	9,383	35	9,418	7	0.07%

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	2,830	20	2,850	-	0.00%

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	238	2	240	-	0.00%

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	65	-	65	-	-

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
Ahmedabad License Area					
1	Jul-23	151,108	2,081,162	163,277	0.078
2	Aug-23	74,673	2,083,407	81,393	0.039
3	Sep-23	128,205	2,085,063	141,618	0.068

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
Surat License Area					
1	Jul-23	15,226	631,741	15,226	0.024
2	Aug-23	10,483	632,018	10,483	0.017
3	Sep-23	14,518	633,266	14,518	0.023

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

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
Ahmedabad License Area							
1	Jul-23	0:28	151,108		2,081,162	70,446	0:02
2	Aug-23	0:28	74,673		2,083,407	38,629	0:01
3	Sep-23	0:24	128,205		2,085,063	56,666	0:02

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

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI = CMI/Nt (8) = (7)/(6)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
Surat License Area							
1	Jul-23	0:19	15,226		631,741	5,668	0:01
2	Aug-23	0:27	10,483		632,018	5,055	0:01
3	Sep-23	0:32	14,518		633,266	7,391	0:01

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

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Ahmedabad License Area							
1	Jul-23	6	7,069		2,081,162	7,149	0.0034
2	Aug-23	-			2,083,407	-	-
3	Sep-23	-			2,085,063	-	-

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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	Jul-23	-	-	-	631,741	-	-
2	Aug-23	-	-	-	632,018	-	-
3	Sep-23	-	-	-	633,266	-	-

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Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	6	1,430	1,436	1,428	8
Three Phase	7	509	516	514	2

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Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Surat License Area					
Single Phase	39	2,203	2,242	2,182	60
Three Phase	16	387	403	389	14

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SoP 16: Compensation Details

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

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Performa SoP 16: Compensation Details

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