

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q3 - October-December
Year : 2023-24

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 (Out side)		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	-	1	2	-	-	21	7	5
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	-	-	1	-	-	-	-	5	-	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	2	4,805	4,807	4,798	9	-	-	4,807	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	257	18,391	18,648	18,372	2			18,374	274
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	3	4	3				3	1
A(iv)	Interruption in power supply- Others	84	10,802	10,886	10,808				10,808	78
B(i)	Quality of Power Supply- No Augmentation required	-	7	7	7	-	-	-	7	-
B(ii)	Quality of Power Supply- Augmentation required	1	24	25	24	-	-	-	24	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	61	5,262	5,323	5,291				5,291	32
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	130	1,764	1,894	1,718				1,718	176
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required		10	10	10				10	-
F(iii)	Service Connections - Modification in connected load	86	70	156	2				2	154
F(iv)	Service Connections - Name Change/Reconnection	-	2	2	2	-	-	-	2	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	13	431	444	429				429	15
Total		635	41,571	42,206	41,464	11	-	-	41,475	731

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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				Total	Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time			
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Surat License Area										
A(i)	Interruption in power supply- Loose connections from pole	1	634	635	634	1	-	-	635	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	2,306	2,306	2,304	-	-	-	2,304	2
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	1	1	1	-	-	-	1	-
A(IV)	Interruption in power supply- Others	-	1,044	1,044	1,043	-	-	-	1,043	1
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	1,621	1,623	1,621	-	-	-	1,621	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	-	460	460	458	-	-	-	458	2
F(i)	Service Connections - Extension of mains is not required*	3	12	15	15	-	-	-	15	-
F(ii)	Service Connections - Extension of mains is required	-	3	3	2	-	-	-	2	1
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
F(IV)	Service Connections - Name Change/Reconnection	-	2	2	2	-	-	-	2	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	69	69	69	-	-	-	69	-
Total		6	6,152	6,158	6,149	1	-	-	6,150	8

*Opening for F(i) has been corrected.

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	3916756 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 Plugpoints)	Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	5.50 Lac	
	Information boards for substation requirement	5.50 Lac (across all Plugpoints)	
	SD and SLC Information Board	1.07 Lac Approx	
	Form Filling Assistance Board at Naranpura	0.90 Lac Approx	
	Form Filling Assistance Board at Dudheshwar	0.81 Lac Approx	
	Form Filling Assistance Board at Amraiwadi	0.30 Lac Approx	
	Form Filling Assistance Board at Gandhinagar	0.65 Lac Approx	
	Form Filling Assistance Board at Vasna	0.63 Lac Approx	
	Form Filling Assistance Board at Naroda	0.20 Lac Approx	
	Form Filling Assistance Board at Motera	0.27 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.21 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.17 Lac Approx	
	Form Filling Assistance Board at Narol	5.50 Lac (across all Plugpoints)	
	Online Bill Payment Board	5.50 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.50 Lac (across all Plugpoints)	
New customer portal	5.50 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc	5.50 lacs (across all Plugpoints) and overall publicity at 24 locations	Information Booklets and Flyers , outdoor media etc
	Information related to web portal / posters / danglers / hoardings / banners etc.		
4	Bills	11.98 LPM	Front and Backside of the bill
	Front Side: 1. Whatsapp services 2. Change Your Name in Electricity Bill 3. Monsoon Safety Tips 4. Do you feel your bill amount is higher than usual? Back Side: 1. Power outage checking tips 2. Utrayan Safety 3. Convenience at your fingertips		
5	Power Alert Service	48863283	SMS
6	Newspaper advertisements / Radio etc	21 Lac Approx	
	News paper Advertisements		

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Performa SoP 004: Publicity carried out

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1	Website	3916756 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 / Safety Tips / Conservation Tips/Precautions /Portal Connect Info/Theft deterrence etc.	Consumer at large	Boards at consumer centres
3	ELCB letters to all LTMD Customers, UAE awareness to all NRGPs 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.	650	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	4	Booklet
4	News News Paper-Shut down information,Digital Service, ELCB importance, Portal, Mobile App, WhatsApp & Helpline number information, Senior Citizen door step service	Consumers at large	News Paper
5	Bills Front side : WhatsApp information, Payment options, ELCB/RCCB information, QR Code for online Payment, Online Name transfer Information Company office and Collection Centre address	6.35 lakh / month	Energy Bill
	Back side : Call Centre Information, Complaint related information, Online Energy payment option, Office address, E Mail ID for Complaint, Redressal forum & Ombudsman details, Online New and load alteration application information	6.35 lakh / month	
6	SMS - Application, Billing, Meter, Company Services Awareness, Energy Conservation SMS,Outage messages	4750889	SMS
	WhatsApp Messages	87060	WhatsApp
7	Bill Envelopes to HT -Bill Received through Courier for Customers (Digital Services)	6150 Consumers in three month	Bill Envelopes
8	Consumer Meet		
	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	288 consumers	Three on Customer premises and one at company premises
	Personal Visit to LTMD & HT Consumers	192	Personal Interaction
	School Program for Energy conservation and safety	145	3 Nos. program at SMC School
	Torrent Power Apne Dware Program	Consumers at large	On different location 10 Camps
	S and S Ghandhi Engineering College	415	Quiz program and Elocution program and ELCB Demonstration
	Torrent Power Vastadevdi Road	50	Rally on Energy Conservation day for awareness
9	New Customer Service Centre Started At Varachha Location for Customers	Consumers at large	

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

Sr. No.	Month	Date and Time of Meeting conducted (5pm to 6 pm)	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	10.10.2023, 20.10.2023	-	NIL
B	2nd Month of the Quarter	10.11.2023, 20.11.2023	-	NIL
C	3rd Month of the Quarter	11.12.2023, 20.12.2023	-	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	10.10.2023,28.10.2023	2	1
B	2nd Month of the Quarter	10.11.2023,21.11.2023	3	1
C	3rd Month of the Quarter	09.12.2023,21.12.2023	2	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	9,418	33	9,451	0	0.00%

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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	2,850	20	2,870	1	0.03%

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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	240	-	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	Oct-23	159,770	2,086,576	167,241	0.080
2	Nov-23	113,006	2,088,048	113,428	0.054
3	Dec-23	210,668	2,089,959	257,959	0.123

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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	Oct-23	10,715	633,145	14,774	0.023
2	Nov-23	3,285	631,673	3,285	0.005
3	Dec-23	32,638	631,730	32,638	0.052

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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	Oct-23	0:27	159,770		2,086,576	76,550	0:02
2	Nov-23	0:28	113,006		2,088,048	55,205	0:02
3	Dec-23	0:24	210,668		2,089,959	102,267	0:03

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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	Oct-23	0:29	10,715		633,145	7,070	0:01
2	Nov-23	0:28	3,285		631,673	1,458	0:01
3	Dec-23	0:30	32,638		631,730	13,467	0:01

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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)
Ahmedabad License Area							
1	Oct-23	1	1		2,086,576	1	0.000
2	Nov-23	1	1		2,088,048	1	0.000
3	Dec-23	1	1		2,089,959	1	0.000

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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	Oct-23	1	1	-	633,145	1	0
2	Nov-23	-	-	-	631,673	-	-
3	Dec-23	-	-	-	631,730	-	-

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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	8	1,090	1,098	1,090	8
Three Phase	2	342	344	342	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	60	2,467	2,527	2,477	50
Three Phase	14	413	427	414	13

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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				