

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR:APRIL 23 TO MARCH 24**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited

Year : 2023-24

Performa 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	-	-	24	7	5

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

Torrent Power Limited

Year : 2023-24

Performa 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	-	-	6	-	1

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

Torrent Power Limited

Year : 2023-24

Performa 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	24,236	24,237	24,194	42			24,236	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	208	86,180	86,388	86,084	20			86,104	284
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	50	51	50				50	1
A(iv)	Interruption in power supply- Others	72	52,422	52,494	52,399	19			52,418	76
B(i)	Quality of Power Supply- No Augmentation required	-	28	28	28				28	-
B(ii)	Quality of Power Supply- Augmentation required	1	136	137	136				136	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	19	20,568	20,587	20,567	1			20,568	19
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	10	7,698	7,708	7,510	4			7,514	194
F(i)	Service Connections - Extension of mains is not required	-	1	1	1				1	-
F(ii)	Service Connections - Extension of mains is required		63	63	63				63	-
F(iii)	Service Connections - Modification in connected load		253	253	4				4	249
F(iv)	Service Connections - Name Change/Reconnection	-	13	13	13				13	-
G	Refund of amount due in regard to temporary connection	-								-
H	Others	14	1,916	1,930	1,912	1			1,913	17
Total		326	1,93,564	1,93,890	1,92,961	87	-	-	1,93,048	842

Torrent Power Limited

Year : 2023-24

Performa 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	-	3,058	3,058	3,043	15	-	-	3,058	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	1	10,016	10,017	10,013	3	-	-	10,016	1
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	1	1	1	-	-	-	1	-
A(iV)	Interruption in power supply- Others	-	4,520	4,520	4,520	-	-	-	4,520	-
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	6,945	6,947	6,944	-	-	-	6,944	3
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	-	1,862	1,862	1,859	-	-	-	1,859	3
F(i)	Service Connections - Extension of mains is not required	2	43	45	43	1	-	-	44	1
F(ii)	Service Connections - Extension of mains is required	1	3	4	4	-	-	-	4	-
F(iii)	Service Connections - Modification in connected load	-	1	1	1	-	-	-	1	-
F(iV)	Service Connections - Name Change/Reconnection	-	15	15	15	-	-	-	15	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	331	331	331	-	-	-	331	-
Total		6	26,795	26,801	26,774	19	-	-	26,793	8

Torrent Power Limited

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	17558697 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 (across all Plugpoints)	
	Information boards for substation requirement	5.63 Lac Approx	
	SD and SLC Information Board	5.63 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	1.13 Lac Approx	
	Form Filling Assistance Board at Dudheshwar	0.86 Lac Approx	
	Form Filling Assistance Board at Amraiwadi	0.83 Lac Approx	
	Form Filling Assistance Board at Gandhinagar	0.29 Lac Approx	
	Form Filling Assistance Board at Vasana	0.67 Lac Approx	
	Form Filling Assistance Board at Naroda	0.66 Lac Approx	
	Form Filling Assistance Board at Motera	0.22 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.27 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.20 Lac Approx	
	Form Filling Assistance Board at Narol	0.17 Lac Approx	
	Online Bill Payment Board	5.63 Lac (across all Plugpoints)	
ATM Drop box Payment Option Board	5.63 Lac (across all Plugpoints)		
Customer portal	5.63 Lac (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	5.63 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. Mobile App Launch 3. Load Regularisation 4. Bill amount Guidance 5. Monsoon Safety Tips 6. G20 Summit information 7. Change your name in Electricity Bill 8. Do you feel your bill amount is higher than usual?	12.11 LPM	
	Back Side: 1. Power outage checking tips 2. CGRF Details 3. 24X7 Helpline Number 4. Customer awareness on fraudulent SMS 5. Uttarayan Safety 6. Convenience at your fingertips 7. DO not overload your electrical connection, regularize it today 8. Installation of ELCB/RCCB ensure Electrical Safety	12.11 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	18,48,59,897	
6	Newspaper advertisements / Radio etc		
	News paper Advt	21.18 Lac Approx	

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Performa SoP 004: Publicity carried out

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1	Website	17558697 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 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, Monsoon Safety Tips, Mobile App, Portal & WhatsApp info,QR Code for Online Payment, Load regularization, Gujarat Election Awareness, beware of fraudulent SMS, Online name Transfer Information, Company and Collection Centre address	6.35 lakh / month	Energy Bill
Back side : Bill language Option, Tariff, Call Centre Info, Energy payment option, Email ID for Compliant, Redressal forum & Ombudsman details through leaflet attachment, Portal information, Awareness of Fraudulent Message,Nearby Collection Centre	6.35 lakh / month		
5	SMS - Application, Billing , Meter, Company Services Awareness.	17054641	SMS
		407097	Whatsapp
6	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion)	6389 Consumer/ three Months	Bill Envelopes
7	Consumer Meet Awareness on Company Services, Safety, Conservation, Etc	648 consumers	Company & Consumer Premises
8	Power Factor Awareness Programme		
	Personal Visit to LTMD & HT Consumers	737	Personal Interaction
	Technical Awareness and Energy saving program on engineering college	50	One program on SCET Engineering College
	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
	Participation in Udyog 2024	Consumers at large	Quiz program and energy conservation program, ELCB Demonstration and Panels for explanation to customers ,Leaflet ,Booklet distribution
9	Information booklets / Flyers / Letters		
	ELCB letters to all LTMD Customers , 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.	100650	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	20	Booklet
	Tariff Petition Copy	2	Booklet
10	Safety awareness programme at School	370	PPT
11	Torrent Power Apne Dware Program	Consumers at large	On different location 40 Camps
12	New customer service center started at Varachha Location for customers	Customer at large	

Torrent Power Limited

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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				
1	Apr-23	04-04-2023,11-04-2023,18-04-2023,25-04-2023	-	-
2	May-23	02-05-2023,09-05-2023,18-05-2023	2	-
3	Jun-23	07-06-2023,20-06-2023	1	1
4	Jul-23	10-07-2023,20-07-2023	-	-
5	Aug-23	10-08-2023,21-08-2023	-	-
6	Sep-23	11-09-2023,20-09-2023	-	-
7	Oct-23	10-10-2023,20-10-2023	-	-
8	Nov-23	10-11-2023,20-11-2023	-	-
9	Dec-23	11-12-2023,20-12-2023	-	-
10	Jan-24	10-01-2024,19-01-2024	-	-
11	Feb-24	09-02-2024,20-02-2024	-	-
12	Mar-24	11-03-2024,20-03-2024	-	-

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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				
1	Apr-23	27-04-2023	2	0
2	May-23	10-05-2023,22-05-2023	3	0
3	Jun-23	10-06-2023,20-06-2023	1	0
4	Jul-23	14-07-2023,20-07-2023	1	0
5	Aug-23	10-08-2023,22-08-2023	4	1
6	Sep-23	09-09-2023,23-09-2023	4	1
7	Oct-23	10-10-2023,28-10-2023	2	1
8	Nov-23	10-11-2023,21-11-2023	3	1
9	Dec-23	09-12-2023,21-12-2023	2	1
10	Jan-24	10-01-2024,20-01-2024	2	1
11	Feb-24	10-02-2024,20-02-2024	3	1
12	Mar-24	09-03-2024,20-03-2024	2	2

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

Torrent Power Limited

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	9,327	190	9,517	27	0.28%

Torrent Power Limited

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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	2,809	88	2,897	4	0.14%

Torrent Power Limited

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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	229	29	258	-	0.00%

Torrent Power Limited

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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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

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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	Apr-23	1,58,817	20,73,714	1,71,743	0.083
2	May-23	2,73,732	20,75,770	2,96,263	0.143
3	Jun-23	1,85,009	20,78,289	2,02,777	0.098
4	Jul-23	1,51,108	20,81,162	1,63,277	0.078
5	Aug-23	74,673	20,83,407	81,393	0.039
6	Sep-23	1,28,205	20,85,063	1,41,618	0.068
7	Oct-23	1,59,770	20,86,576	1,67,241	0.080
8	Nov-23	1,13,006	20,88,048	1,13,428	0.054
9	Dec-23	2,10,668	20,89,959	2,57,959	0.123
10	Jan-24	1,44,660	20,92,185	1,59,642	0.076
11	Feb-24	1,77,650	20,94,624	1,97,091	0.094
12	Mar-24	1,28,674	20,98,968	1,35,961	0.065

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	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	Apr-23	36,874	6,30,937	36,874	0.058
2	May-23	22,076	6,30,961	22,580	0.036
3	Jun-23	11,119	6,31,659	11,119	0.018
4	Jul-23	15,226	6,31,741	15,226	0.024
5	Aug-23	10,483	6,32,018	10,483	0.017
6	Sep-23	14,518	6,33,266	14,518	0.023
7	Oct-23	10,715	6,33,145	14,774	0.023
8	Nov-23	3,285	6,31,673	3,285	0.005
9	Dec-23	32,638	6,31,730	32,638	0.052
10	Jan-24	11,173	6,32,829	13,403	0.021
11	Feb-24	20,183	6,33,790	20,183	0.032
12	Mar-24	27,334	6,34,636	27,334	0.043

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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	Apr-23	0:25	1,58,817		20,73,714	71,446	00:02
2	May-23	0:27	2,73,732		20,75,770	1,30,974	0:04
3	Jun-23	0:24	1,85,009		20,78,289	77,977	00:02
4	Jul-23	0:28	1,51,108		20,81,162	70,446	00:02
5	Aug-23	0:28	74,673		20,83,407	38,629	00:01
6	Sep-23	0:24	1,28,205		20,85,063	56,666	00:02
7	Oct-23	0:27	1,59,770		20,86,576	76,550	00:02
8	Nov-23	0:28	1,13,006		20,88,048	55,205	00:02
9	Dec-23	0:24	2,10,668		20,89,959	1,02,267	00:03
10	Jan-24	0:28	1,44,660		20,92,185	73,214	00:02
11	Feb-24	0:25	1,77,650		20,94,624	84,461	00:02
12	Mar-24	0:26	1,28,674		20,98,968	61,340	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	00:29	36874		630937	12518	00:02
2	May-23	00:26	22076		630961	8673	00:01
3	Jun-23	00:35	11119		631659	7724	00:01
4	Jul-23	00:19	15226		631741	5668	00:01
5	Aug-23	00:27	10483		632018	5055	00:01
6	Sep-23	00:32	14518		633266	7391	00:01
7	Oct-23	00:29	10715		633145	7070	00:01
8	Nov-23	00:28	3285		631673	1458	00:01
9	Dec-23	00:30	32638		631730	13467	00:01
10	Jan-24	00:29	11173		632829	5610	00:01
11	Feb-24	00:28	20183		633790	8310	00:01
12	Mar-24	00:25	27334		634636	12710	00:01

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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	Apr-23	6	8,620		20,73,714	8,620	0.004
2	May-23	6	16,359		20,75,770	16,359	0.008
3	Jun-23	7	12,020		20,78,289	12,020	0.006
4	Jul-23	6	7,069		20,81,162	7,149	0.003
5	Aug-23	-	-		20,83,407	-	-
6	Sep-23	-	-		20,85,063	-	-
7	Oct-23	1	1		20,86,576	1	0.000
8	Nov-23	1	1		20,88,048	1	0.000
9	Dec-23	1	1		20,89,959	1	0.000
10	Jan-24	-	-		20,92,185	-	-
11	Feb-24	-	-		20,94,624	-	-
12	Mar-24	-	-		20,98,968	-	-

Torrent Power Limited

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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	$\Sigma IMiNmi$	$MAIFI = \frac{\Sigma IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Surat License Area							
1	Apr-23	-	-	-	6,30,937	-	-
2	May-23	-	-	-	6,30,961	-	-
3	Jun-23	-	-	-	6,31,659	-	-
4	Jul-23	-	-	-	6,31,741	-	-
5	Aug-23	-	-	-	6,32,018	-	-
6	Sep-23	-	-	-	6,33,266	-	-
7	Oct-23	1	1	-	6,33,145	1	0
8	Nov-23	-	-	-	6,31,673	-	-
9	Dec-23	-	-	-	6,31,730	-	-
10	Jan-24	-	-	-	6,32,829	-	-
11	Feb-24	-	-	-	6,33,790	-	-
12	Mar-24	-	-	-	6,34,636	-	-

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Performa 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	2	4,651	4,653	4,648	5
Three Phase	4	1,575	1,579	1,579	-

Torrent Power Limited

Year : 2023-24

Performa 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	8,708	8,739	8,708	31
Three Phase	10	1,585	1,595	1,581	14

Torrent Power Limited

Year : 2023-24

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 : 2023-24

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				