

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

**PREPARED BY : "Torrent Power Limited, Dahej
License Area"**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited (Dahej)

Year : 2023-24

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cumulative since the first quarter of the current FY				
	Departmental		Outside		
	FH	NFH	FH	FA	NFH
Dahej License Area	-	-	-	-	-

FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal

Torrent Power Limited

Year : 2023-24

Performa SoP 003 B: Register For Compiling the complaints Classificationwise

Classification	Pending compliants 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)	
Dahej License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	-	-	-	-	-	-	-	-	-
A (ii)	Interruption in power supply-Interruption due to line break down	-	-	-	-	-	-	-	-	-
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	-	18	18	18	-	-	-	18	-
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	-	1	1	1	-	-	-	1	-
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	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-
F (v)	Service Connections-Others (Processing Related)	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	-	-	-	-	-	-	-	-
Total		-	19	19	19	-	-	-	19	-

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 year	Likely number of consumers influenced	Details about media
1	Website	Consumers at large	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		
	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)			
Dahej License Area			
2	Information boards Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	125 (At one office)	Information Boards
3	Banners Portal Connect information displayed at different locations	12	Displayed at Plot No. Z/21 office
4	Bills Front side :Portal Connect Information, Energy Saving Tips	122	Information about Call Centre Info, Portal Connect Information, Energy Saving tips, Redressal forum details, Tariff rate
	Back side : Call Centre Info, Portal Connect Information, Redressal forum details, Tariff rate	122	
5	Email - Billing	122	Email
6	Power Factor Awareness Programme	8 nos.	Consumer was guided for improvement of PF
	Personal Visit to HT, LTMD & LT Consumers		

Torrent Power Limited

Year : 2023-24

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.
Dahej License Area				
1	Apr-23	28-04-2023	-	-
2	May-23	26-05-2023	-	-
3	Jun-23	30-06-2023	-	-
4	Jul-23	27-07-2023	-	-
5	Aug-23	25-08-2023	-	-
6	Sep-23	29-09-2023	-	-
7	Oct-23	27-10-2023	-	-
8	Nov-23	24-11-2023	-	-
9	Dec-23	29-12-2023	-	-
10	Jan-24	25-01-2024	-	-
11	Feb-24	23-02-2024	-	-
12	Mar-24	29-03-2024	-	-

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

Torrent Power Limited

Year : 2023-24

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/year	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transfromer
	A	B	C=A+B	D	H= (D) * 100/C
Dahej License Area	8	-	8	-	0.000%

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/year	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transformer
	A	B	C=A+B	D	H= (D) * 100/C
Dahej License Area	8	-	8	-	0.00%

Torrent Power Limited

Year : 2023-24

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
Dahej License Area					
1	Apr-23	-	120	-	-
2	May-23	-	120	-	-
3	Jun-23	-	119	-	-
4	Jul-23	-	119	-	-
5	Aug-23	14	121	14	0.116
6	Sep-23	18	121	18	0.149
7	Oct-23	5	127	5	0.039
8	Nov-23	-	128	-	-
9	Dec-23	-	129	-	-
10	Jan-24	-	129	-	-
11	Feb-24	2	129	2	0.016
12	Mar-24	1	129	1	0.008

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 (HH: MM)	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	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
Dahej License Area							
1	Apr-23	00:00	0	00:00	120	00:00	00:00:00
2	May-23	00:00	0	00:00	120	00:00	00:00:00
3	Jun-23	00:00	0	00:00	119	00:00	00:00:00
4	Jul-23	00:00	0	00:00	119	00:00	00:00:00
5	Aug-23	00:08	14	01:52	121	01:52	00:00:56
6	Sep-23	00:08	18	02:39	121	02:39	00:01:19
7	Oct-23	00:07	5	00:35	127	00:35	00:00:17
8	Nov-23	00:00	0	00:00	128	00:00	00:00:00
9	Dec-23	00:00	0	00:00	129	00:00	00:00:00
10	Jan-24	00:00	0	00:00	129	00:00	00:00:00
11	Feb-24	00:12	2	00:24	129	00:24	00:00:11
12	Mar-24	00:09	1	00:09	129	00:09	00:00:04

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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	6=5/6
Dahej License Area							
1	Apr-23	-	-	-	120	-	-
2	May-23	-	-	-	120	-	-
3	Jun-23	1	6	6	119	6	0.05
4	Jul-23	-	-	-	119	-	-
5	Aug-23	-	-	-	121	-	-
6	Sep-23	-	6	-	121	-	-
7	Oct-23	-	-	-	127	-	-
8	Nov-23	-	-	-	128	-	-
9	Dec-23	-	-	-	129	-	-
10	Jan-24	1	3	3	129	3.00	0.023
11	Feb-24	1	1	1	129	1.00	0.008
12	Mar-24	-	-	-	129	-	-

Torrent Power Limited

Year : 2023-24

Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the year	No. of faulty meters added during the year	Total no. defective / faulty Meter	No. of faulty Meters repaired and replaced	No of faulty meters pending at the end of the year
Dahej License Area					
Single Phase	-	-	-	-	-
Three Phase	-	1	1	1	-

Torrent Power Limited

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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)
Dahej 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		