

**STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : JULY 24 TO SEPTEMBER 24**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter: Q2- July - September
Year : 2024-25

Performa SoP 001: Fatal and Non-fatal accident report

Number of accidents for the quarter										
Name of Area/Circle	Number of Accident in the Quarter					Cumulative since the first quarter of the current FY				
	Departmental		Out side			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad Licence Area	-	-	13	1	6	-	-	19	3	9
Total	-	-	13	1	6	-	-	19	3	9

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

Torrent Power Limited
Quarter: Q2- July - September
Year : 2024-25

Performa SoP 001: Fatal and Non-fatal accident report

Number of accidents for the quarter										
Name of Area/Circle	Number of Accident in the Quarter					Cumulative since the first quarter of the current FY				
	Departmental		Out side			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat Licence Area			3		1			8		2
Total										

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

TORRENT POWER LTD
Quarter: Q2- July - September
Year : 2024-25

Performa SoP 003B: Register For Compiling The Complaints - Classification wise

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed
				5	6		
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)
Ahmedabad Licence Area							
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	1	8,055	8,056	8,055	8,055	(1)
A(ii)	Interruption in power supply- Interruption due to line breakdown	61	29,762	29,823	29,813	29,813	(10)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	1,762	1,762	1,760	1,760	(2)
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	14	14	14	14	-
A(v)	Interruption in power supply- Load Shedding/schedule outages	-	3	3	3	3	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-	20	20	20	20	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	56	56	56	56	-
B(iii)	Quality of Power Supply- Harmonics related issue	-	-	-	-	-	-
B(iv)	Quality of Power Supply- Neutral Volatge related issue	-	-	-	-	-	-
B(v)	Quality of Power Supply- Voltage variations related issue	-	-	-	-	-	-
C(i)	Meters - Stopped/ Defective meters	103	6,297	6,400	6,351	6,351	(49)
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	63	63	63	63	-
C(iii)	Meters-Burnt Meter	2	850	852	850	850	(2)
C(iv)	Meters-Stolen Meter	-	-	-	-	-	-
C(v)	Meters-Billing on average basis for more than two bills	-	-	-	-	-	-
C(vi)	Meters-Meter boxes/metering system	-	61	61	61	61	-
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 - where additional information relating to correctness of reading etc. is required.	8	581	589	581	581	(8)
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	9	1,245	1,254	1,242	1,242	(12)
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	6	10	16	10	10	(6)
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	-	-	-	-	-
F(iii)	Service Connections - Where erection of new distribution transformer is required	-	-	-	-	-	-
F(iv)	Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-	-	-	-	-	-
F(v)	Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-	-	-	-	-	-
F(vi)	Service Connections-Modification in connected load	-	-	-	-	-	-
F(vii)	Service Connections-Name Change/reconnection/change of category	-	-	-	-	-	-
F(viii)	Service Connections-In case connection is denied after payment against demand note	-	-	-	-	-	-
F(ix)	Service Connections-Transfer of connection	-	-	-	-	-	-
G	Request for reconnection/consumer wanting disconnection	-	48	48	48	48	-
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-
J	Others	159	22,214	22,373	22,300	22,300	(73)
Total		349	71,041	71,390	71,227	71,227	(163)

TORRENT POWER LTD
Quarter: Q2- July - September
Year : 2024-25

Performa SoP 003B: Register For Compiling The Complaints - Classification wise

Classification		Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed
Surat Licence Area								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	625	625	625		625	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	3,503	3,503	3,501		3,501	(2)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	357	357	357		357	-
A(IV)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer	-		-			-	-
A(V)	Interruption in power supply- Load Shedding/schedule outages	-		-			-	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-		-			-	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-		-			-	-
B(iii)	Quality of Power Supply- Harmonics related issue	-		-			-	-
B(IV)	Quality of Power Supply- Neutral Volatge related issue	-		-			-	-
B(V)	Quality of Power Supply- Voltage variations related issue	-		-			-	-
C(i)	Meters - Stopped/ Defective meters	-	252	252	252		252	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	1	1,271	1,272	1,271		1,271	(1)
C(iii)	Meters-Burnt Meter	1	320	321	321		321	-
C(iv)	Meters-Stolen Meter	-		-			-	-
C(v)	Meters-Billing on average basis for more than two bills	-		-			-	-
C(vi)	Meters-Meter boxes/metering system	-		-			-	-
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 - where additional information relating to correctness of reading etc. is required	3	477	480	479		479	(1)
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-		-			-	-
E(iv)	Bills-Change of Tariff	-	2	2	2		2	-
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	-		-			-	-
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required	-		-			-	-
F(iii)	Service Connections - Where erection of new distribution transformer is required	-		-			-	-
F(iv)	Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-		-			-	-
F(v)	Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-		-			-	-
F(vi)	Service Connections-Modification in connected load	-		-			-	-
F(vii)	Service Connections-Name Change/reconnection/change of category	-	6	6	6		6	-
F(viii)	Service Connections-In case connection is denied after payment against demand note	-		-			-	-
F(x)	Service Connections-Transfer of connection	-		-			-	-
G	Request for reconnection/consumer wanting disconnection	-		-			-	-
H	Refund of amount due in regard to temporary connection	-		-			-	-
I	Street Light compliant	-		-			-	-
J	Others	2	1,765	1,767	1,766		1,766	(1)
Total		7	8,578	8,585	8,580	-	8,580	(5)

Torrent Power Limited
Quarter : Q2-July-September
Year : FY 2024-25

Performa SoP 004: Publicity carried out while displaying the contact details of Consumers complaints centers

Sr. No. (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about media (4)
1	Website	2380995	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 Licence Area			
2	Information Boards	3.86 Lac approx (across all Plugpoints)	Information Boards
	Grievance redressal options (Internal / consumer redresal forum)		
	Information boards for substation requirement		
	SD and SLC Information Board		
	Form Filling Assistance Board at Naranpura		
	Form Filling Assistance Board at Dudheshwar		
	Form Filling Assistance Board at Amraiwadi		
	Form Filling Assistance Board at Gandhinagar		
	Form Filling Assistance Board at Vasna		
	Form Filling Assistance Board at Naroda		
	Form Filling Assistance Board at Motera		
	Form Filling Assistance Board at Prahladnagar		
	Form Filling Assistance Board at Vinzol		
	Form Filling Assistance Board at Narol		
Online Bill Payment Board			
Dropbox Payment Option Board			
Customer portal			
3	Information Booklets / Flyers / Letters / hoardings etc	3.86 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	Information Booklets and Flyers , outdoor media etc
	Information related to web portal / posters / danglers / hoardings / banners etc.		
4	Bills	12.61 Lacs/Month	Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Change Your Name in Electricity Bill Back Side: 1. DO not overload your electrical connection, regularize it today 2. Installation of ELCB/RCCB ensure Electrical Safety 3. Convenience at your fingertips		
5	Power Alert Service	20124196	SMS
	SMS related to Billing		
6	Newspaper advertisements / Radio etc	21.50 Lac Approx	
	News paper Advt		

Torrent Power Limited
Quarter : Q2-July-September
Year : FY 2024-25

Performa SoP 004: Publicity carried out while displaying the contact details of Consumers complaints centers

Sr. No. (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about media (4)
1	Website	2380995	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 Licence Area			
2	Information Boards Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges,	Consumers 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. List and address of Bill Collection Centre, Safety Card, Consumer charter, Solar information, Filled application form	Consumers at large	Boards at consumer centre
3	Information booklets / Flyers / Letters 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.	1400	Pamphlets & Booklets
4	News Paper - shutdown Information, Digital Services, 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 Code for online Payment, Company office, Monsoon Safety, Online Name change application promotion and Collection Center address.	6.37 lakh / month	Energy Bill
	Back side : Call Centre Information, WhatsApp number, Complaint related information, Online Energy payment option, Office address,E Mail ID for Complaint , Redressal forum & Ombudsman details, IVR Awareness for registration of alternate Number,ELCB/RCCB Information.	6.37 lakh / month	
6	Digital SMS SMS - Application, Billing , Meter, Company Services Awareness, energy Conservation SMS,Outage messages, SMS for online payment and application promotion	7095526	SMS
	WhatsApp Messages	378989	WhatsApp messages
7	Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)	5000 Consumers in three month	Bill Envelopes
8	Consumer Meets Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	188 consumers	4 No. at consumer premises
	Personal Visit to LTMD & HT Consumers	186	Personal Interaction
	School Program for Safety and Energy conservation	530	5 Nos of School
	Torrent Power Apne Dware Program	Consumers at large	On different location - 3 Nos.Camps

Torrent Power Limited
Quarter : Q2-July-September
Year :2024-25

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter /year	No. of Distribution Transformers added during the quarter/year	Total number of Distribution Transformers	Total Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Ahmedabad Licence Area	9,563	46	9,609	3	0.03%

Torrent Power Limited
Quarter : Q2-July-September
Year :2024-25

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter /year	No. of Distribution Transformers added during the quarter/year	Total number of Distribution Transformers	Total Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Surat Licence Area	2,918	4	2,922	0	0.00%

Torrent Power Limited
Quarter :Q2-July-September
Year :2024-25

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter/year	No. of Power Transformers added during the quarter/year	Total number of Power Transformers	Total number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Ahmedabad Licence Area	259	-	259	-	0.00%

Torrent Power Limited
Quarter :Q2-July-September
Year :2024-25

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter/year	No. of Power Transformers added during the quarter/year	Total number of Power Transformers	Total number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Surat Licence Area	65	2	67	-	0.00%

Torrent Power Limited
Quarterly : Q2-July-September
Year :2024-25

Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period= A_i	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period = N_i	Total no of customers served for the Areas= N_t	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(A_i \times N_i)$	SAIFI= $\sum(A_i \times N_i)/N_t$
Ahmedabad Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	July	95	1,35,184	21,10,021	1,54,415	0.073
B	Aug	85	1,44,472	21,11,743	1,72,692	0.082
C	Sept	80	1,45,804	21,12,892	1,65,849	0.078

Torrent Power Limited
Quarterly : Q2-July-September
Year :2024-25

Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period=Ai	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period =Ni	Total no of customers served for the Areas=Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(Ai \times Ni)$	SAIFI= $\sum(Ai \times Ni)/Nt$
Surat Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	July	9	14,207	6,35,127	14,208	0.022
B	Aug	5	9,754	6,35,060	9,754	0.015
C	September	13	31,293	6,35,107	31,293	0.049

Torrent Power Limited
Quarter : Q2-July -September
Year: 2024-25

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
Ahmedabad Licence Area									
(1)	(2)	Nos (3)	Hr : Min (4)	Hr : Min (5)=(4)/(3)	Nos (6)	Hr : Min (7) = (5) * (6)	Nos (8)	Hr : Min (9) = $\sum(5 \times 6)$	Hr :Min (10) = (9)/(8)
A	July	95	41:06	0:26	1,54,415		21,10,021	68,268	00:02
B	Aug	85	40:11	0:28	1,72,692		21,11,743	84,409	00:02
C	Sept	80	42:35	0:32	1,65,849		21,12,892	73,944	00:02

Torrent Power Limited
Quarterly: Q2-July-September
Year: 2024-25

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
Surat Licence Area									
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr:Min:SS
(1)	(2)	(3)	(4)	(5)=(4)/(3)	(6)	(7) = (5) * (6)	(8)	(9) = $\sum(5 \times 6)$	(10) = (9)/(8)
A	July	9	03:56	00:26	14,208		6,35,127	6,925	00:00:39
B	August	5	01:27	00:17	9,754		6,35,060	2,984	00:00:17
C	Sept	13	06:25	00:30	31,293		6,35,107	14,231	00:01:21

Torrent Power Limited
Quarterly: Q2-July-September
Year: 2024-25

Performa SoP 012: Momentary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions = $\sum(I\text{mi} \times N\text{mi})$	MAIFI = $\frac{\sum(I\text{mi} \times N\text{mi})}{Nt}$
Ahmedabad Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	July	4	6647		21,10,021	6647	0.003
B	Aug	6	3720		21,11,743	3720	0.002
C	Sept	1	1		21,12,892	1	0.000

Torrent Power Limited
Quarterly : Q2-July-September
Year: 2024-25

Performa SoP 012: Momeuntary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions = $\sum(I\text{mi} \times N\text{mi})$	MAIFI = $\frac{\sum(I\text{mi} \times N\text{mi})}{N\text{t}}$
Surat Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	July	1	2,087		6,35,127	2,087	0.003
B	Aug	-	-		6,35,060	-	-
C	Sept	-	-		6,35,107	-	-

Torrent Power Limited
Quarterly : Q2-July-September
Year : 2024-25

Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	$CAIDI = \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Ahmedabad Licence Area					
(1)	(2)	(3)	(4)	(5)	(6)= $(4 \times 5) / (3 \times 5)$
A	July	95	68,268	1,54,415	00:27
B	Aug	85	84,409	1,72,692	00:29
C	Sept	80	73,944	1,65,849	00:27

Torrent Power Limited
Quarterly : Q2-July-September
Year : 2024-25

Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	$CAIDI = \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Surat Licence Area					
(1)	(2)	(3)	(4)	(5)	(6)= $(4 \times 5) / (3 \times 5)$
A	July	9	6,925	14,208	00:29
B	Aug	5	2,984	9,754	00:18
C	Sept	13	14,231	31,293	00:27

Torrent Power Limited
Quarter:Q2-July-September
Year: 2024-25

Performa SoP 015: Meter Faults

Consumer Category	No.of faulty meters at the start of the quarter / year (1)	No. of faulty meters added during the quarter / year (2)	Total no. 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 Licence Area					
Single Phase	14	1,535	1,549	1,542	7
Three Phase	6	548	554	549	5

Torrent Power Limited
Quarter: Q2-July-September
Year:2024-25

Performa SoP 015: Meter Faults

Consumer Category	No.of faulty meters at the start of the quarter / year (1)	No. of faulty meters added during the quarter / year (2)	Total no. 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 Licence Area					
Single Phase	43	2,797	2,840	2,804	36
Three Phase	15	610	625	610	15

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
Ahmedabad Licence Area							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant.	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in existing premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises	Rs. 50 for each day of default.					
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures						
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/-for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/-for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.						
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer						
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage						
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

NIL

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
Surat Licence Area							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises	Rs. 50 for each day of default.					
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures						
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/-for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/-for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT consumer.					
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer						
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

NIL

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 17: Individual Complaint where Compensation has been paid

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid
Ahmedabad Licence Area								
NIL								

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 17: Individual Complaint where Compensation has been paid

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid
Surat Licence Area								
NIL								

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 18: Unauthorised Use of electricity

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
Ahmedabad Licence Area				
23	23	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 18: Unauthorised Use of electricity

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
Surat Licence Area				
689	689	-	-	-

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 019: Theft of electricity

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
Ahmedabad Licence Area				
1155	688	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q2-July-September
Year : 2024-25

SoP 019: Theft of electricity

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
Surat Licence Area				
88	34	0	0	0

Note: The format shall include individual consumer wise details