

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

**PREPARED BY : "Torrent Power Limited,
Dahej 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 |
| Dahej Licence Area | - | - | - | - | - | - | - | - | - | - |
| Total | - | - | - | - | - | - | - | - | - | - |

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

TORRENT POWER LTD
Quarter : Q2- July -September
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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 |
|--|--|--|------------------|------------------------|------------------------|--------------|------------------------------------|
| Dahej Licence Area | | | | | | | |
| 1 | 2 | 3 | 4=2+3 | 5 | 6 | 7=5+6 | 8 = (7-4) |
| A(i) Interruption in power supply- Loose connections at meter, MCB or Service line or from pole | - | - | - | - | - | - | - |
| A(ii) Interruption in power supply- Interruption due to line breakdown | - | - | - | - | - | - | - |
| A(iii) Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse | - | 6 | 6 | 6 | - | 6 | - |
| A(iv) Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB | - | - | - | - | - | - | - |
| A(v) Interruption in power supply- Load Shedding/schedule outages | - | - | - | - | - | - | - |
| B(i) Quality of Power Supply-Ordinary case, which 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 Voltage related issue | - | - | - | - | - | - | - |
| B(v) Quality of Power Supply- Voltage variations related issue | - | - | - | - | - | - | - |
| C(i) Meters - Stopped/ Defective meters | - | - | - | - | - | - | - |
| C(ii) Meters -Meter accuracy test (Fast/Slow) | - | - | - | - | - | - | - |
| C(iii) Meters-Burnt Meter | - | 1 | 1 | 1 | - | 1 | - |
| 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. | - | 1 | 1 | 1 | - | 1 | - |
| E(iii) Bills-Final bill for vacation of premises/change of occupancy | - | - | - | - | - | - | - |
| E(iv) Bills-Change of Tariff | - | - | - | - | - | - | - |
| 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 | - | - | - | - | - | - | - |
| 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 | - | - | - | - | - | - | - |
| H Refund of amount due in regard to temporary connection | - | - | - | - | - | - | - |
| I Street Light compliant | - | - | - | - | - | - | - |
| J Others | - | - | - | - | - | - | - |
| Total | - | 8 | 8 | 8 | - | 8 | - |

Torrent Power Limited
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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) |
|--|--|--|---|
| Dahej Licence Area | | | |
| 1 | Web Site | Consumers at large | Web Site www.torrentpower.com & portal |
| | 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) | | | |
| 2 | Information Boards Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges | 9 (At one office) | Information Board |
| 3 | Banners Portal Connect information displayed at different locations | 10 | Displayed at Plot No. Z/21 office |
| 4 | Bills Front side :Portal Connect Information, Energy Saving Tips | 136 | Information about Call Centre Info, Portal Connect Information, Energy Saving tips, Redressal forum |
| | Back side : Call Centre Info, Portal Connect Information, Redressal forum details, Tariff rate | 136 | |
| 5 | Email - Billing | 136 | Email |
| 6 | Power Factor Awareness Programme | | |
| | Personal Visit to HT, LTMD & LT Consumers | 2 nos. | Consumer was guided for improvement of PF |

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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 |
| Dahej Licence Area | 8 | 0 | 8 | 0 | 0.00% |

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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 |
| Dahej Licence Area | 8 | - | 8 | - | 0.00% |

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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= $\sum(Ai \times Ni)/Nt$ |
|---------------------------|--------|--|--|---|--|--------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6)= $\sum(3 \times 4)$ | (7)=(6)/(5) |
| Dahej Licence Area | | | | | | |
| A | Jul-24 | 0 | 0 | 141 | 0 | - |
| B | Aug-24 | 0 | 0 | 144 | 0 | - |
| C | Sep-24 | 0 | 0 | 144 | 0 | - |

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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 = $\frac{\sum (Ri \times Ni)}{Nt}$ |
|---------------------------|--------|--|-----------------------|---|--|--|---|--|--|
| | | Nos | Hr : Min | Hr : Min | Nos | Hr : Min | Nos | Hr : Min | Hr :Min |
| (1) | (2) | (3) | (4) | (5)=(4)/(3) | (6) | (7) = (5) * (6) | (8) | (9) = $\sum(5 \times 6)$ | (10) = (9)/(8) |
| Dahej Licence Area | | | | | | | | | |
| A | Jul-24 | 0.00 | 00:00 | 00:00 | 0 | | 141 | 00:00 | - |
| B | Aug-24 | 0.00 | 00:00 | 00:00 | 0 | | 144 | 00:00 | - |
| C | Sep-24 | 0.00 | 00:00 | 00:00 | 0 | | 144 | 00:00 | - |

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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 =∑(Imi x Nmi) | MAIFI = ∑(Imi x Nmi)/ Nt |
|---------------------------|--------|--|--|--|---------------------------------|--|--------------------------|
| (1) | (2) | (3) | (4) | (5) = (3) * (4) | (6) | (7) = Total of (5) | (8)= (7)/ (6) |
| Dahej Licence Area | | | | | | | |
| A | Jul-24 | 2 | 3 | 6 | 141 | 6 | 0.043 |
| B | Aug-24 | - | - | - | 144 | - | - |
| C | Sep-24 | - | - | - | 144 | - | - |

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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 |
|---------------------------|--------|--|---|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) = (4 x 5) / (3 x 5) |
| Dahej Licence Area | | | | | |
| A | Jul-24 | 0 | 0 | 0 | - |
| B | Aug-24 | 0 | 0 | 0 | - |
| C | Sep-24 | 0 | 0 | 0 | - |

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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) |
|---------------------------|---|---|---|---|---|
| Dahej Licence Area | | | | | |
| Single Phase | - | - | - | - | - |
| Three Phase | - | 1 | 1 | 1 | - |

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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.) |
| Dahej 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 | 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. | | | | |
| 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 | |

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SoP 17: Individual Compliant 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 |
|--------------------|---------------|---|---|---------------------|-----------------------------------|------------------------------|--|--|
| Dahej Licence Area | | | | | | | | |
| NIL | | | | | | | | |

Torrent Power Limited
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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 |
|----------------------------|--|---|--|--|
| Dahej Licence Area | | | | |
| NIL | | | | |

Note: The format shall include individual consumer wise details

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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 |
|---------------------------|---|---|---|---|
| Dahej Licence Area | | | | |
| NIL | | | | |

Note: The format shall include individual consumer wise details