

**STANDARD OF PERFORMANCE  
COMPLIANCE REPORT**

**QUARTER : October 24 TO December 24**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter: Q3- October - December**  
**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	-	-	3	-	-	-	-	22	3	9

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

**Torrent Power Limited**  
**Quarter: Q3- October-December**  
**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					11		2

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

**TORRENT POWER LTD**  
**Quarter: Q3- October - December**  
**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	By		Total	Balance complaints to be redressed	
				Within stipulated time	Beyond Stipulated time			
	1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)
<b>Ahmedabad Licence Area</b>								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	1	5,620	5,621	5,621		5,621	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	10	18,206	18,216	18,208		18,208	(8)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	2	865	867	866		866	(1)
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	12	12	12		12	-
A(v)	Interruption in power supply- Load Shedding/schedule outages	-	-	-			-	-
B(i)	Quality of Power Supply-Ordinary case, which requires no augmentation	-	12	12	12		12	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	36	36	36		36	-
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	49	3,156	3,205	3,192		3,192	(13)
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	62	62	62		62	-
C(iii)	Meters-Burnt Meter	2	554	556	556		556	-
C(iv)	Meters-Stolen Meter	-	-	-			-	-
C(v)	Meters-Billing on average basis for more than two bills	-	1	1	1		1	-
C(vi)	Meters-Meter boxes/metering system	-	50	50	50		50	-
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	458	466	460		460	(6)
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-			-	-
E(iv)	Bills-Change of Tariff	12	1,033	1,045	1,038		1,038	(7)
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	6	22	28	6		6	(22)
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	11	11	11		11	-
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(x)	Service Connections-Transfer of connection	-	-	-			-	-
G	Request for reconnection/consumer wanting disconnection	-	43	43	43		43	-
H	Refund of amount due in regard to temporary connection	-	-	-			-	-
I	Street Light compliant	-	-	-			-	-
J	Others	73	14,145	14,218	14,151		14,151	(67)
	<b>Total</b>	<b>163</b>	<b>44,286</b>	<b>44,449</b>	<b>44,325</b>	<b>-</b>	<b>44,325</b>	<b>(124)</b>

**TORRENT POWER LTD**  
**Quarter: Q3- October-December**  
**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
<b>Surat Licence Area</b>								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	426	426	426		426	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	2,436	2,438	2,437		2,437	(1)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	213	213	213		213	-
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 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	-	201	201	201		201	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	1	947	948	948		948	-
C(iii)	Meters-Burnt Meter	-	307	307	306		306	(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	478	479	479		479	-
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	-	2	2	2		2	-
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	1	1,185	1,186	1,185		1,185	(1)
<b>Total</b>		<b>5</b>	<b>6,197</b>	<b>6,202</b>	<b>6,199</b>	<b>-</b>	<b>6,199</b>	<b>(3)</b>

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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	<b>Website</b>	3424640	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			
<b>Ahmedabad Licence Area</b>			
2	<b>Information Boards</b>		Information Boards
	Grievance redressal options (Internal / consumer redresal forum)	21.53 Lac Approx	
	Information boards for substation requirement	3.46 Lac Approx	
	SD and SLC Information Board	3.46 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	73821 Approx	
	Form Filling Assistance Board at Dudheshwar	39337 Approx	
	Form Filling Assistance Board at Amraiwadi	51013 Approx	
	Form Filling Assistance Board at Gandhinagar	16741 Approx	
	Form Filling Assistance Board at Vasna	46239 Approx	
	Form Filling Assistance Board at Naroda	41677 Approx	
	Form Filling Assistance Board at Motera	14885 Approx	
	Form Filling Assistance Board at Prahladnagar	16459 Approx	
	Form Filling Assistance Board at Vinzol	7562 Approx	
	Form Filling Assistance Board at Narol	9559 Approx	
	Online Bill Payment Board	3.46 Lac approx (across all Plugpoints)	
Dropbox Payment Option Board	3.46 Lac approx (across all Plugpoints)		
Customer portal	3.46 Lac approx (across all Plugpoints)		
3	<b>Information Booklets / Flyers / Letters / hoardings etc</b>		Information Booklets and Flyers , outdoor media etc
	Information related to web portal / posters / danglers / hoardings / banners etc.	3.46 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	
4	<b>Bills</b>		Front & Backside of the bill
	<b>Front Side:</b> 1. Whatsapp services 2. Change Your Name in Electricity Bill <b>Back Side:</b> 1. DO not overload your electrical connection, regularize it today 2. Installation of ELCB/RCCB ensure Electrical Safety 3. Convenience at your fingertips 4. Uttrayan Safety	12.57 Lacs/Month	
5	<b>Power Alert Service</b>		SMS
	SMS related to Billing	24892291	
6	<b>Newspaper advertisements / Radio etc</b>		
	News paper Advt	21.53 Lac Approx	

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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)
1	<b>Website</b>	3424640	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			
<b>Surat Licence Area</b>			
2	<b>Information Boards</b> 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	<b>Information booklets / Flyers / Letters</b> 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 and Theft related information etc.	26400	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	3	Booklet
5	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
6	<b>Bills</b> <b>Front side</b> : WhatsApp information, Payment options Code for online Payment, Company office,Online Name change application promotion, Energy Saving Tips and Collection Center address.	6.37 lakh / month	Energy Bill
	<b>Back side</b> : 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,RCD and ELCB/RCCB Information,Digital Services Promotion,Safety Tips for Kite Flying festival	6.37 lakh / month	
7	<b>Digital SMS</b> SMS - Application, Billing, Meter, Company Services Awareness, Capacitor Switched OFF SMS during Diwali Vacation, energy Conservation SMS,Outage messages, SMS for online payment and application promotion	5533613	SMS
	WhatsApp Messages	80129	WhatsApp messages
8	<b>Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)</b>	5050 Consumers in three month	Bill Envelopes
9	<b>Consumer Meets</b>	180	2 inhouse and 2 at Customer doorstep
	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	188	4 Nos.at customer premises
	Personal Visit to LTMD & HT Consumers	176	Personal Interaction
	School Program for Safety and Energy conservation	1560	6 Nos of School
	Torrent Power Apne Dware Program	Consumers at large	On different location - 18 Nos.Camps

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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	9,609	57	9,666	3	0.03%



**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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
<b>Surat Licence Area</b>	2,922	29	2,951	0	0.00%

**Torrent Power Limited**  
**Quarter :Q3-October-December**  
**Year :2024-25**

**Performa SoP 006: Failure of Power Transformer**

	<b>No. of existing Power Transformer at the start of the quarter/year</b>	<b>No. of Power Transformers added during the quarter/year</b>	<b>Total number of Power Transformers</b>	<b>Total number of Power Transformers failed</b>	<b>% Failure rate of Power Transformer</b>
	<b>A</b>	<b>B</b>	<b>C = A+B</b>	<b>D</b>	<b>E = (D) * 100/C</b>
<b>Ahmedabad Licence Area</b>	259	2	261	-	0.00%

**Torrent Power Limited**  
**Quarter :Q3-October-December**  
**Year :2024-25**

**Performa SoP 006: Failure of Power Transformer**

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

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2024-25**  
**SoP 007: Sample Test result for Neutral Voltage**

Ahmedabad Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					$(6) = (5) * 100 / (3)$
	<b>LT Consumers</b>				
1	Domestic	6,774	2%	6,774	100%
2	Commercial	586	2%	586	100%
3	Industrial	57	2%	57	100%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial	0	2%		
	<b>Total</b>	<b>7,417</b>		<b>7,417</b>	<b>100%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2024-25**  
**SoP 007: Sample Test result for Neutral Voltage**

Surat Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
	<b>LT Consumers</b>				
1	Domestic	1,527	2%	1,527	100.00%
2	Commercial	816	2%	816	100.00%
3	Industrial	1,294	2%	1,294	100.00%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial		2%		
	<b>Total</b>	<b>3,637</b>		<b>3,637</b>	<b>100.00%</b>

**Torrent Power Limited**  
**Half Yearly:**  
**Year: 2024-25**  
**SoP 008: Sample Test result for Voltage variations**

Ahmedabad Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance  (6) = (5)*100/(3)
1	Low Voltage	6844	+6% to -6%	6844	100.00%
2	High Voltage	1566	+6% to -6%	1566	100.00%
3	Extra High Voltage	-	+10% to -12.5%	-	
	<b>Total</b>	<b>8410</b>		<b>8410</b>	<b>100.00%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2024-25**  
**SoP 008: Sample Test result for Voltage variations**

Surat Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance  (6) = (5)*100/(3)
1	Low Voltage	3637	+6% to -6%	3637	100.00%
2	High Voltage		+6% to -6%		
3	Extra High Voltage		+10% to -12.5%		
	<b>Total</b>	<b>3637</b>		<b>3637</b>	<b>100.00%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year:2024-25**  
**SoP 009: Sample Test result for Harmonics**

Ahmedabad Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance  (6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	4054	3.50%	4054	100.00%
2	HT Consumers	1423	3.00%	1423	100.00%
3	EHT Consumers	-	3.00%	-	



**Torrent Power Limited**  
**Half Yearly**  
**Year: 2024-25**  
**SoP 009: Sample Test result for Harmonics**

Surat Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance  (6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	164	3.50%	164	100.00%
2	HT Consumers	11	3.00%	11	100.00%
3	EHT Consumers		3.00%		

**Torrent Power Limited**  
**Quarterly : Q3-October-December**  
**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= $\sum(Ai \times Ni)/Nt$
<b>Ahmedabad Licence Area</b>						
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)=<math>\sum(3 \times 4)</math></b>	<b>(7)=(6)/(5)</b>
A	Oct	95	1,83,734	21,15,229	1,96,523	0.093
B	Nov	51	1,09,925	21,14,928	1,22,882	0.058
C	Dec	98	1,90,725	21,16,214	2,20,489	0.104

**Torrent Power Limited**  
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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= $\sum(Ai \times Ni)/Nt$
<b>Surat Licence Area</b>						
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)=<math>\sum(3 \times 4)</math></b>	<b>(7)=(6)/(5)</b>
A	Oct	14	18,117	6,35,761	18,315	0.029
B	Nov	5	3,213	6,34,810	3,213	0.005
C	Dec	8	8,964	6,35,014	8,964	0.014

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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 = $\frac{\sum (Ri \times Ni)}{Nt}$
<b>Ahmedabad Licence Area</b>									
		<b>Nos</b>	<b>Hr : Min</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Hr :Min</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)=(4)/(3)</b>	<b>(6)</b>	<b>(7) = (5) * (6)</b>	<b>(8)</b>	<b>(9) = <math>\sum(5 \times 6)</math></b>	<b>(10) = (9)/(8)</b>
A	Oct	95	45:02	0:28	1,96,523		21,15,229	86,066	00:02
B	Nov	51	20:49	0:24	1,22,882		21,14,928	48,371	00:01
C	Dec	98	49:15	0:30	2,20,489		21,16,214	1,14,459	00:03

**Torrent Power Limited**  
**Quarterly: Q3-October-December**  
**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 = $\frac{\sum (Ri \times Ni)}{Nt}$
<b>Surat Licence Area</b>									
		<b>Nos</b>	<b>Hr : Min</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Hr:Min:SS</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)=(4)/(3)</b>	<b>(6)</b>	<b>(7) = (5) * (6)</b>	<b>(8)</b>	<b>(9) = <math>\sum(5 \times 6)</math></b>	<b>(10) = (9)/(8)</b>
<b>A</b>	Oct	14	05:14	00:22	18,315		6,35,761	7,824	00:00:44
<b>B</b>	Nov	5	02:23	00:29	3,213		6,34,810	1,446	00:00:08
<b>C</b>	Dec	8	03:24	00:26	8,964		6,35,014	3,171	00:00:18

**Torrent Power Limited**  
**Quarterly: Q3-October-December**  
**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 = $\frac{\sum(I\text{mi} \times N\text{mi})}{N\text{t}}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Ahmedabad Licence Area</b>							
A	Oct	1	310		21,15,229	310	0.000
B	Nov	1	1		21,14,928	1	0.000
C	Dec	-	-		21,16,214	-	-

**Torrent Power Limited**  
**Quarterly : Q3-October-December**  
**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 = $\frac{\sum(I\text{mi} \times N\text{mi})}{N\text{t}}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Surat Licence Area</b>							
A	Oct	-	-		6,35,761	-	-
B	Nov	-	-		6,34,810	-	-
C	Dec	-	-		6,35,014	-	-

**Torrent Power Limited**  
**Quarterly : Q3-October-December**  
**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
<b>Ahmedabad Licence Area</b>					
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)=<math>(4 \times 5) / (3 \times 5)</math></b>
A	Oct	95	86,066	1,96,523	00:26
B	Nov	51	48,371	1,22,882	00:24
C	Dec	98	1,14,459	2,20,489	00:31



**Torrent Power Limited**  
**Quarterly : Q3-October -December**  
**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
<b>Surat Licence Area</b>					
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6) = (4 x 5) / (3 x 5)</b>
A	Oct	14	7,824	18,315	00:26
B	Nov	5	1,446	3,213	00:27
C	Dec	8	3,171	8,964	00:21

**Torrent Power Limited**  
**Quarter:Q3-October-December**  
**Year: 2024-25**

**Performa SoP 015: Meter Faults**

<b>Consumer Category</b>	<b>No.of faulty meters at the start of the quarter / year (1)</b>	<b>No. of faulty meters added during the quarter / year (2)</b>	<b>Total no. of defective /faulty meter (3) = (2) + (1)</b>	<b>No. of faulty Meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Ahmedabad Licence Area</b>					
Single Phase	7	1,182	1,189	1,187	2
Three Phase	5	436	441	441	0

**Torrent Power Limited**  
**Quarter: Q3-October-December**  
**Year:2024-25**

**Performa SoP 015: Meter Faults**

<b>Consumer Category</b>	<b>No.of faulty meters at the start of the quarter / year (1)</b>	<b>No. of faulty meters added during the quarter / year (2)</b>	<b>Total no. of defective /faulty meter (3) = (2) + (1)</b>	<b>No. of faulty Meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Surat Licence Area</b>					
Single Phase	36	2,824	2,860	2,829	31
Three Phase	15	416	431	417	14

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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.)
<b>Ahmedabad Licence Area</b>							
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						
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures	Rs. 50 for each day of default.					
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 : Q3-October-December**  
**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.)
<b>Surat Licence Area</b>							
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						
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures	Rs. 50 for each day of default.					
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	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 : Q3-October-December**  
**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								
<b>NIL</b>								

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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								
<b>NIL</b>								

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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
<b>Ahmedabad Licence Area</b>				
12	12	1	0	0

Note: The format shall include individual consumer wise details



**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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
<b>Surat Licence Area</b>				
524	524	-	-	-

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter : Q3-October -December**  
**Year : 2024-25**

**SoP 019: Theft of electricity**

<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgment delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of Consumer</b>
<b>Ahmedabad Licence Area</b>				
1255	548	1	1	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter : Q3-October-December**  
**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
<b>Surat Licence Area</b>				
84	35	0	0	0

Note: The format shall include individual consumer wise details