

**STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : JULY 25 TO SEPTEMBER 25**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter: Q2-July-September
Year : 2025-26

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					Cummulative 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	-	-	15	-	5	-	-	23	1	6

Torrent Power Limited
Quarter: Q2-July-September
Year : 2025-26

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					Cummulative 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	-	-	-	-	3	-	1

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

TORRENT POWER LTD
Quarter: Q2-July-September
Year : 2025-26

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
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	-	6,821	6,821	6,821	-	6,821	-
A(ii) Interruption in power supply- Interruption due to line breakdown	22	26,178	26,200	26,187	-	26,187	(13)
A(iii) Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	1	1,262	1,263	1,262	-	1,262	(1)
A(IV) Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	18	18	18	-	18	-
A(V) Interruption in power supply- Load Shedding/schedule outages	-	2	2	2	-	2	-
B(i) Quality of Power Supply-Ordinary case, which is requires no augmentation	-	4	4	4	-	4	-
B(ii) Quality of Power Supply- Where Augmentation is required	-	18	18	18	-	18	-
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	41	3,789	3,830	3,809	-	3,809	(21)
C(ii) Meters -Meter accuracy test (Fast/Slow)	-	73	73	73	-	73	-
C(iii) Meters-Burnt Meter	2	722	724	722	-	722	(2)
C(iv) Meters-Stolen Meter	-	-	-	-	-	-	-
C(v) Meters-Biling on average basis for more than two bills	-	4	4	4	-	4	-
C(vi) Meters-Meter boxes/metering system	-	38	38	38	-	38	-
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	12	-	12	12	-	12	-
E(ii) Bills - where additional information relating to correctness of reading etc. is required	6	380	386	381	-	381	(5)
E(iii) Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv) Bills-Change of Tariff	8	1,182	1,190	1,188	-	1,188	(2)
F(i) Service Connections - Where extension of LT line up to 150 Meters is required	36	20	56	32	-	32	(24)
F(ii) Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	3	3	3	-	3	-
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	-	53	53	52	-	52	(1)
H Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I Street Light compliant	-	-	-	-	-	-	-
J Others	174	18,962	19,136	19,039	-	19,039	(97)
Total	302	59,529	59,831	59,665	-	59,665	(166)

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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
1		2	3	4=2+3	5	6	7=5+6	8 = (7-4)
Surat Licence Area								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	1	535	536	536		536	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	3,358	3,358	3,357		3,357	(1)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	240	240	240		240	-
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	1	1	1		1	-
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	-	161	161	161		161	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	2	961	963	962		962	(1)
C(iii)	Meters-Burnt Meter	-	273	273	273		273	-
C(iv)	Meters-Stolen Meter	-	-	-			-	-
C(v)	Meters-Biling 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	-	428	428	428		428	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-			-	-
E(iv)	Bills-Change of Tariff	-	4	4	4		4	-
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	-	5	5	5		5	-
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	-	1	1	1		1	-
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	1,767	1,768	1,768		1,768	-
Total		4	7,734	7,738	7,736	-	7,736	(2)

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)
1	Website	3049521	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		Information Boards
	Grievance redressal options (Internal / consumer redresal forum)	21.65 Lac Approx	
	Information boards for substation requirement	3.30 Lac Approx	
	SD and SLC Information Board	3.30 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	95307 Approx	
	Form Filling Assistance Board at Dudheshwar	38765 Approx	
	Form Filling Assistance Board at Amraiwadi	39266 Approx	
	Form Filling Assistance Board at Gandhinagar	14497 Approx	
	Form Filling Assistance Board at Vasna	52532 Approx	
	Form Filling Assistance Board at Naroda	40333 Approx	
	Form Filling Assistance Board at Motera	14501 Approx	
	Form Filling Assistance Board at Prahladnagar	16547 Approx	
	Form Filling Assistance Board at Vinzol	8835 Approx	
	Form Filling Assistance Board at Narol	10365 Approx	
	Online Bill Payment Board	3.30 Lac approx (across all Plugpoints)	
	Dropbox Payment Option Board	3.30 Lac approx (across all Plugpoints)	
	Customer portal	3.30 Lac approx (across all Plugpoints)	
3	Information Booklets / Flyers / Letters / hoardings etc	3.30 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	12.75 Lacs/Month	Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Safety Tips Monoon 3. Safety Tips Diwali		
	Back Side: 1. Convenience at your fingertips		
5	Power Alert Service	20012318	SMS
	SMS related to Billing		
6	Newspaper advertisements / Radio etc	21.65 Lac Approx	
	News paper Advt		

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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	Website		
	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	3049521	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	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 and Theft related information etc.	500	Leaflet,Pamphlets & Booklets
4	Booklet (GERC Regulations & Application Processing Charges)	1	Booklet
5	News Paper - shutdown Information, Digital Services, RCCB/ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service.	Consumers at large	News Paper
6	Bills		
	Front side : WhatsApp information, Payment options Code for online Payment, Company office, Monsoon Safety Tips ,RCD information,Malariya Awareness, Collection Center address, information of different Channel of complaint	6.41 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, Safety tips during Ganesh Celebration,Beware of Frudant call/SMS inforamtion,Complint Process and Tips of basic cheking before complint registration,Mobile Application promotion,Save Paper -E bill promotion	6.41 lakh / month	
7	Digital SMS		
	SMS - Application, Billing , Meter, Company Services Awareness,Outage messages, SMS for online payment and application promotion	4951066	SMS
	WhatsApp Messages	119431	WhatsApp messages
8	Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)	3600 Consumers in three month	Bill Envelopes
9	Consumer Meets		
	Customer Meet	93	1 Inhouse & 1 at consumer premises
	Personal Visit to LTMD & HT Consumers	184	Personal Interaction

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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
Ahmedabad Licence Area	9,777	63	9,840	4	0.04%

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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
Surat Licence Area	2,992	7	2,999	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
Ahmedabad Licence Area	267	(4)	263	-	0.00%

Torrent Power Limited
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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
Surat Licence Area	68	-	68	-	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= 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	Jul	86	1,58,820	21,30,092	1,75,184	0.082
B	Aug	89	1,57,366	21,33,823	1,66,354	0.078
C	Sept	113	1,98,384	21,36,235	2,12,019	0.099

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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= $\sum(Ai \times Ni)/Nt$
Surat Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	Jul	10	17,494	6,38,138	17,494	0.027
B	Aug	10	25,381	6,38,580	25,381	0.040
C	Sept	10	30,127	6,39,566	31,625	0.049

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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 = $\frac{\sum (Ri \times Ni)}{Nt}$
Ahmedabad Licence Area									
		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)
A	Jul	86	44:49	00:31	1,75,184		21,30,092	93,443	00:03
B	Aug	89	37:41	00:25	1,66,354		21,33,823	68,052	00:02
C	Sept	113	52:10	00:28	2,12,019		21,36,235	96,523	00:03

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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 = $\frac{\sum (Ri \times Ni)}{Nt}$
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	Jul	10	04:41	00:28	17,494		6,38,138	7,688	00:00:43
B	Aug	10	05:15	00:32	25,381		6,38,580	13,921	00:01:18
C	Sept	10	04:33	00:27	31,625		6,39,566	14,440	00:01:21

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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 =Σ(Imi x Nmi)	MAIFI = $\frac{\sum(Imi \times Nmi)}{Nt}$
Ahmedabad Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	Jul	1	1514		21,30,092	1514	0.001
B	Aug	1	3		21,33,823	3	0.000
C	Sept	1	2,812		21,36,235	2,812	0.001

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Performa SoP 012: Momemntary 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 =Σ(lmi x Nmi)	MAIFI = $\frac{\sum(lmi \times Nmi)}{Nt}$
Surat Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	Jul	-	-		6,38,138	-	-
B	Aug	-	-		6,38,580	-	-
C	Sept	-	-		6,39,566	-	-

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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
Ahmedabad Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
A	Jul	86	93,443	1,75,184	00:32
B	Aug	89	68,052	1,66,354	00:25
C	Sept	113	96,523	2,12,019	00:27

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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
Surat Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
A	Jul	10	7,688	17,494	00:26
B	Aug	10	13,921	25,381	00:33
C	Sept	10	14,440	31,625	00:27

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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)
Ahmedabad Licence Area					
Single Phase	10	1,385	1,395	1,390	5
Three Phase	5	488	493	491	2

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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)
Surat Licence Area					
Single Phase	36	2,407	2,443	2,416	27
Three Phase	14	471	485	471	14

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SoP 016: Compensation Details

			Claimed		Payable		
Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	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	NIL				
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.	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
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SoP 016: Compensation Details

			Claimed		Payable		
Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	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 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.	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

NIL

Torrent Power Limited
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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
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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
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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
Ahmedabad Licence Area				
27	27	0	0	0

Note: The format shall include individual consumer wise details

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
Surat Licence Area				
696	696	-	-	-

Note: The format shall include individual consumer wise details

Torrent Power Limited
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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
Ahmedabad Licence Area				
870	366	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
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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
Surat Licence Area				
88	40	3	1	2

Note: The format shall include individual consumer wise details