

**STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
QUARTER : October 25 TO December 25**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**

**Quarter: Q3-Oct-Dec**

**Year : 2025-26**

**Performa SoP 001: Fatal and Non-fatal accident report**

Name of Area/Circle	Number of accidents for the quarter									
	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	-	-	7	-	2	-	-	30	1	8

**Torrent Power Limited**

**Quarter: Q3-Oct-Dec**

**Year : 2025-26**

**Performa SoP 001: Fatal and Non-fatal accident report**

Name of Area/Circle	Number of accidents for the quarter									
	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	-	-	1	-	-	-	-	4	-	1

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

**TORRENT POWER LTD**  
Quarter: Q3-Oct-Dec  
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				Balance complaints to be redressed
				Within stipulated time	Beyond Stipulated time	Total	
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	-	5,136	5,136	5,136	-	5,136
A(ii)	Interruption in power supply- Interruption due to line breakdown	13	18,568	18,581	18,576	-	18,576
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	1	755	756	756	-	756
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 is requires no augmentation	-	3	3	3	-	3
B(ii)	Quality of Power Supply- Where Augmentation is required	-	30	30	30	-	30
B(iii)	Quality of Power Supply- Harmonics related issue	-	-	-	-	-	-
B(iv)	Quality of Power Supply- Neutral Voltagte related issue	-	-	-	-	-	-
B(v)	Quality of Power Supply- Voltage variations related issue	-	-	-	-	-	-
C(i)	Meters - Stopped/ Defective meters	21	2,391	2,412	2,397	-	2,397
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	72	72	71	-	71
C(iii)	Meters-Burnt Meter	2	500	502	502	-	502
C(iv)	Meters-Stolen Meter	-	2	2	2	-	2
C(v)	Meters-Billing on average basis for more than two bills	-	2	2	2	-	2
C(vi)	Meters-Meter boxes/metering system	-	33	33	32	-	32
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.	5	323	328	326	-	326
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	2	990	992	987	-	987
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	24	2	26	24	-	24
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	2	2	2	-	2
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	1	36	37	37	-	37
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-
J	Others	97	13,657	13,754	13,655	-	13,655
	<b>Total</b>	166	42,514	42,680	42,550	-	42,550

**TORRENT POWER LTD**  
Quarter: Q3-Oct-Dec  
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
					5	6		
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)	
<b>Surat Licence Area</b>								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	405	405	405		405	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	1	2,600	2,601	2,600		2,600	(1)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO) VLT fuse	-	164	164	164		164	-
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	-	166	166	166		166	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	1	527	528	526		526	(2)
C(iii)	Meters-Burnt Meter	-	270	270	270		270	-
C(iv)	Meters-Stolen Meter	-	1	1	1		1	-
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.	-	332	332	332		332	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-		-	-
E(iv)	Bills-Change of Tariff	-	5	5	5		5	-
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	-	1,343	1,343	1,342		1,342	(1)
	<b>Total</b>	<b>2</b>	<b>5,843</b>	<b>5,845</b>	<b>5,844</b>		<b>5,844</b>	<b>(1)</b>

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : FY 2025-26**

**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)
	<b>Website</b> 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		
1		2370950	Web Site <a href="http://www.torrentpower.com">www.torrentpower.com</a> & portal <a href="https://connect.torrentpower.com">https://connect.torrentpower.com</a>
	<b>Ahmedabad Licence Area</b>		
2	<b>Information Boards</b> 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 Amraiawadi 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	21.69 Lac Approx 3.48 Lac Approx 3.48 Lac (across all Plugpoints) 75929 Approx 44337 Approx 48472 Approx 12632 Approx 45303 Approx 35434 Approx 14945 Approx 14739 Approx 9837 Approx 9401 Approx 3.48 Lac approx (across all Plugpoints) 3.48 Lac approx (across all Plugpoints) 3.48 Lac approx (across all Plugpoints)	Information Boards
3	<b>Information Booklets / Flyers / Letters / hoardings etc</b> Information related to web portal / posters / danglers / hoardings / banners etc.	3.48 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	Information Booklets and Flyers , outdoor media etc
4	<b>Bills</b> <b>Front Side:</b> 1. Whatsapp services 2. Uttarayan Safety Tips 3. Diwali Safety Tips 4. Change Your Name in Electricity Bill 5. Benefits for installation of RCD <b>Back Side:</b> 1. Convenience at your fingertips 2. Guidelines for protection and maintenance of Roof Top solar system 4. Uttrayan Safety	12.68 Lacs/Month	Front & Backside of the bill
5	<b>Power Alert Service</b> SMS related to Billing	25006243	SMS
6	<b>Newspaper advertisements / Radio etc</b> News paper Advt	21.69 Lac Approx	

**Torrent Power Limited**  
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**Year : FY 2025-26**

**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> 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	2370950	Web Site <a href="http://www.torrentpower.com">www.torrentpower.com</a> & portal <a href="https://connect.torrentpower.com">https://connect.torrentpower.com</a>
<b>Surat Licence Area</b>			
2	<b>Information Boards</b> List of Documents, Service Timelines, Application Charges, Solar Information, Company GST and PAN card information, Sample form for new application	Consumers at large	Display Boards at consumer centres
2	Safety Tips / Conservation Tips/ Portal Connect Information/Theft deterrence etc. Safety Card, energy conservation card and Reactive Power Management etc.	Consumers at large	Leaflet kept at Plug point
2	List of Documents for all applications, Safety Videos, Connect and Mobile Application information ,Company Policy,	Consumers at large	TV in Plug point
3	<b>Information booklets / Flyers / Letters</b> Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Energy Comparison calculator, Online Payment Services, Reactive Power Management,Safety And energy conservation Z cards etc.	1550	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, door step service for senior citizen.	Consumers at large	News Paper
6	<b>Bills</b> <b>Front side :</b> WhatsApp information, Payment options Code for online Payment, Company office, Solar Connection safety Tips, CD information, energy Conservation Tips, Collection Centre address, information of different Channel of complaint	6.42 lakh / month	Energy Bill
6	<b>Back side :</b> Call Centre Information, WhatsApp number, Complaint related information, Office addressee Mail ID for Complaint , Redressal forum & Ombudsman details, Safety tips during Diwali Festival, Updation process of contact number and alternative number registration process, Meter Safety Tips, Solar Installation Safety Tips, E bill benefits, Kite flying Safety Tips	6.42 lakh / month	
7	<b>Digital SMS</b> SMS - Application, Billing , Meter, Company Services Awareness, ,Outage messages, SMS for online payment and application promotion	5139149	SMS
7	WhatsApp Interaction/Messages	89340	WhatsApp messages
8	<b>Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)</b>	3560 Consumers in three month	Bill Envelopes
9	<b>Consumer Meets</b> Consumer program School Program for awareness of safety and energy conservation Radio Jingle for awareness during Diwali Festival Personal Visit to LTMD & HT Consumers Torrent Power Apne Dware Program	320 570 Consumers at large 195 Consumers at large	2 In house,3 At consumer premises 3 school Program at their premises 6 Days Personal Interaction On different location - 12 Nos.Camps

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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	9,840	65	9,905	1	0.01%

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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	2,999	15	3,014	1	0.03%

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**Perfoma 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	263	-	263	-	0.00%

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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%

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2025-26**  
**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
	<b>LT Consumers</b>				
1	Domestic	2,389	2%	2,389	100%
2	Commercial	301	2%	301	100%
3	Industrial	38	2%	38	100%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial	-	2%	-	
	<b>Total</b>	<b>2,728</b>		<b>2,728</b>	<b>100%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2025-26**  
**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
	<b>LT Consumers</b>				
1	Domestic	1,945	2%	1,945	100.00%
2	Commercial	901	2%	901	100.00%
3	Industrial	941	2%	941	100.00%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial		2%		
<b>Total</b>		3,787		3,787	100.00%

**Torrent Power Limited**  
**Half Yearly:**  
**Year: 2025-26**  
**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	2987	+6% to -6%	2987	100.00%
2	High Voltage	961	+6% to -6%	961	100.00%
3	Extra High Voltage	2	+10% to -12.5%	2	100.00%
	<b>Total</b>	<b>3950</b>		<b>3950</b>	<b>100.00%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2025-26**  
**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	3787	+6% to -6%	3786	99.97%
2	High Voltage	-	+6% to -6%	-	-
3	Extra High Voltage	-	+10% to -12.5%	-	-
	<b>Total</b>	<b>3787</b>		<b>3786</b>	<b>99.97%</b>

**Torrent Power Limited**  
**Half Yearly**  
**Year:2025-26**  
**SoP 009: Sample Test result for Harmonics**

<b>Ahmedabad Licence Area</b> <b>Compliance Sample Test Report for Harmonics</b>					
<b>Sr. No</b>	<b>Category of Consumer</b>	<b>Sample size (Numbers)</b>	<b>Limit or prescribed Standard</b>	<b>Non-Deviation of results from the sample test (Numbers)</b>	<b>% age of compliance</b>
					$(6) = (5)*100/(3)$
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	LT Consumers	1733	3.50%	1733	100.00%
2	HT Consumers	887	3.00%	887	100.00%
3	EHT Consumers	2	3.00%	2	100.00%

**Torrent Power Limited**  
**Half Yearly**  
**Year: 2025-26**  
**SoP 009: Sample Test result for Harmonics**

<b>Surat Licence Area</b> <b>Compliance Sample Test Report for Harmonics</b>					
<b>Sr. No</b>	<b>Category of Consumer</b>	<b>Sample size (Numbers)</b>	<b>Limit or prescribed Standard</b>	<b>Non-Deviation of results from the sample test (Numbers)</b>	<b>% age of compliance</b>
					$(6) = (5)*100/(3)$
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	LT Consumers	171	3.50%	171	100.00%
2	HT Consumers	19	3.00%	19	100.00%
3	EHT Consumers	-	3.00%	-	-

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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>						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	Oct	83	1,48,250	21,38,801	1,55,967	0.073
B	Nov	122	2,17,033	21,39,882	2,32,360	0.109
C	Dec	161	3,25,702	21,41,743	3,77,598	0.176

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**Perfoma 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>						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	Oct	9	13,251	6,39,957	13,251	0.021
B	Nov	10	19,259	6,39,424	19,259	0.030
C	Dec	11	29,419	6,39,425	29,419	0.046

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year: 2025-26**

**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 = $\sum (Ri \times Ni) / Nt$
<b>Ahmedabad Licence Area</b>									
		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	Oct	83	37:23:00	0:27	1,55,967	09:09	21,38,801	65,879	00:02
B	Nov	122	57:36:00	0:28	2,32,360	02:40	21,39,882	1,13,383	00:03
C	Dec	161	74:23:00	0:28	3,77,598	04:24	21,41,743	1,81,046	00:05

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year: 2025-26**

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = $A_i$	Total Outage Duration	Restoration time for each Interruption Event = $R_i$	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $N_i$	Total Customer Interruption Duration = $R_i \times N_i$	Total Number of Customers Served for the Areas = $N_t$	Cumulative Customer Interruptions Duration = $\sum (R_i \times N_i)$	SAIDI = $\sum (R_i \times N_i) / N_t$
<b>Surat Licence Area</b>									
		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	Oct	9	04:10	00:28	13,251		6,39,957	5,993	00:00:34
B	Nov	10	05:17	00:32	19,259		6,39,424	9,896	00:00:56
C	Dec	11	04:28	00:24	29,419		6,39,425	13,896	00:01:18

**Torrent Power Limited**  
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**Perfoma 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 = $\sum$ (Imi x Nmi)	MAIFI = $\sum$ (Imi x Nmi)/ Nt
<b>Ahmedabad Licence Area</b>							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	Oct	-	-		21,38,801	-	-
B	Nov	1	2362		21,39,882	2362	0.001
C	Dec	3	3,900		21,41,743	3,900	0.002

**Torrent Power Limited**  
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**Perfoma 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 = $\sum$ (Imi x Nmi)	MAIFI = $\sum$ (Imi x Nmi)/ Nt
<b>Surat Licence Area</b>							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	Oct	-	-	-	6,39,957	-	-
B	Nov	-	-	-	6,39,424	-	-
C	Dec	-	-	-	6,39,425	-	-

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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 = $\sum (R_i \times N_i) / \sum (A_i \times N_i)$ = SAIDI/ SAIFI
<b>Ahmedabad Licence Area</b>					
(1)	(2)	(3)	(4)	(5)	(6) = $(4 \times 5) / (3 \times 5)$
A	Oct	83	65,879	1,55,967	00:25
B	Nov	122	1,13,383	2,32,360	00:29
C	Dec	161	1,81,046	3,77,598	00:29

**Torrent Power Limited**  
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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 = $\sum (R_i \times N_i) / \sum (A_i \times N_i)$ = SAIDI/ SAIFI
<b>Surat Licence Area</b>					
(1)	(2)	(3)	(4)	(5)	(6) = $(4 \times 5) / (3 \times 5)$
A	Oct	9	5,993	13,251	00:27
B	Nov	10	9,896	19,259	00:31
C	Dec	11	13,896	29,419	00:28

**Torrent Power Limited**  
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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)
<b>Ahmedabad Licence Area</b>					
Single Phase	5	1,043	1,048	1,044	4
Three Phase	2	346	348	348	0

**Torrent Power Limited**  
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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)
<b>Surat Licence Area</b>					
Single Phase	27	2,300	2,327	2,286	41
Three Phase	14	405	419	405	14

**Torrent Power Limited**  
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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.)	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.						
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer	Rs. 50/- per hour for Consumer for the first two hours of default. Thereafter Rs. 100/- per hour for 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 for Consumer for the first two hours of default. Thereafter Rs. 100/- per hour for 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-Oct-Dec**  
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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.)	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 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						
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						
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 subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT 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-Oct-Dec

### Year : 2025-26

## SoP 17: Individual Complaint where Compensation has been paid

# Torrent Power Limited

## Quarter: Q3-Oct-Dec

## Year : 2025-26

## SoP 17: Individual Complaint where Compensation has been paid

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
**Year : 2025-26**

**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>				
35	35	0	0	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
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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
<b>Surat Licence Area</b>				
925	925	-	-	-

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
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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
<b>Ahmedabad Licence Area</b>				
653	341	0	0	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q3-Oct-Dec**  
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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
<b>Surat Licence Area</b>				
91	36	0	0	0

Note: The format shall include individual consumer wise details