

**STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR:APRIL 25 TO MARCH 26**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited

Year : 2025-26

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	31	1	10

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

Torrent Power Limited

Year : 2025-26

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Surat License Area	-	-	4	-	1

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

TORRENT POWER LTD
Year : 2025-26

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

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed	
				5	6			7=5+6
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)	
Ahmedabad Licence Area								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	25,557	25,557	25,557	-	25,557	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	14	91,589	91,603	91,592	-	91,592	(11)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	1	5,256	5,257	5,257	-	5,257	-
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	46	46	46	-	46	-
A(v)	Interruption in power supply- Load Shedding/schedule outages	-	9	9	9	-	9	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-	21	21	21	-	21	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	119	119	119	-	119	-
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	28	10,913	10,941	10,927	-	10,927	(14)
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	267	267	267	-	267	-
C(iii)	Meters-Burnt Meter	-	2,410	2,410	2,409	-	2,409	(1)
C(iv)	Meters-Stolen Meter	1	6	7	7	-	7	-
C(v)	Meters-Biling on average basis for more than two bills	-	10	10	10	-	10	-
C(vi)	Meters-Meter boxes/metering system	-	151	151	151	-	151	-
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	13	12	25	25	-	25	-
E(ii)	Bills - where additional information relating to correctness of reading etc. is required.	4	1,254	1,258	1,258	-	1,258	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	4	4,235	4,239	4,228	-	4,228	(11)
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	23	63	86	81	-	81	(5)
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	6	6	6	-	6	-
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	-	150	150	150	-	150	-
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-	-
J	Others	65	66,801	66,866	66,813	-	66,813	(53)
Total		153	2,08,875	2,09,028	2,08,933	-	2,08,933	(95)

TORRENT POWER LTD
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			7=5+6
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	-	1,898	1,898	1,897	-	1,897	(1)
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	11,950	11,950	11,950	-	11,950	-
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	970	970	970	-	970	-
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	4	4	4	-	4	-
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	-	669	669	669	-	669	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	2,862	2,862	2,862	-	2,862	-
C(iii)	Meters-Burnt Meter	1	1,038	1,039	1,039	-	1,039	-
C(iv)	Meters-Stolen Meter	-	1	1	1	-	1	-
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.	-	1,453	1,453	1,453	-	1,453	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	-	21	21	21	-	21	-
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	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	-	6,102	6,102	6,102	-	6,102	-
Total		2	26,974	26,976	26,975	-	26,975	(1)

Torrent Power Limited

Year : 2025-26

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	11533965 sessions to website	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 License Area			
2	Information boards		Information Boards
	Grievance redressal options (Internal / consumer redresal forum)	21.66 Lac Approx (across all Plugpoints)	
	Information boards for substation requirement	3.47 Lac Approx	
	SD and SLC Information Board	3.47 Lac (across all Plugpoints)	
	Form Filling Assistance Board	3.21Lac Approx	
	Online Bill Payment Board	3.47 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	3.47 Lac (across all Plugpoints)	
Customer portal	3.47 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	3.47 lacs (acorss all Plugpoints) and overall publicity at 24 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Change your name in Electricity Bill 3. Safety Tips monsoon/Diwali 4. Benefits for installation of RCD	12.73 LPM	
	Back Side: 1. Uttarayan Safety 2. Convenience at your fingertips 3. DO not overload your electrical connection, regularize it today 4. Installation of ELCB/RCCB ensure Electrical Safety 5. Guidelines for protection of maintenance of rooftop Solar System	12.73 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	9,26,44,199	
6	Newspaper advertisements / Radio etc		
	News paper Advt	21.67 Lac Approx	

Torrent Power Limited
Year : 2025-26

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	11533965 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
Energy Conservation tips			
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Surat License Area			
2	Information Boards Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	Consumer 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/Service Timeline/List of documents,Solar information, company GST & PAN Card information, Energy conservation card & reactive power management, safety videos, connect & mobile app, company policy, leaflet distribution at different locations for EHV Line Safety during Kite Festival	Consumer at large	Boards at consumer centres/ TV inPlug /Leaflet kept at plug point
3	News	Consumers at large	News Paper
	News Paper - shutdown Information, Digital Services, ELCB/RCCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service,Safety for Kite Flying Advertisement, monsoon safety, Banners on EHV line tower &Mobile van announcement for safety during kite festival, Advt for EHV line safety & General Safety		
4	Bills	6.42 lakh / month	Energy Bill
	Front side : WhatsApp information, options Code for online Payment, Company office,monsoon safety,Online name change application promotion, RCCB Information, Energy Conservation Tips, Various Channels for Complaints, Energy Saving Tips and Collection Center address, General consumption related information, overload information, Monsoon Safety tips, RCD information, malariya Awareness, information of differenet channels of compliant, Contract Demand information		
5	Back side : Call Centre Information, WhatsApp number, Complaint related information, Online Energy payment option, Office address,E Mail ID for Complaint , Redressal forum & Ombudsman details, IVR Awareness for registration of alternate Number,ELCB/RCCB Information, Beware of Fraudulent call/SMS,Digital Services Promotion,Safety Tips for Kite Flying festival,Online name change information, Mobile Application, Tariff structure, online application, promotion, E-bill promotion, online UPI Payment, meter safety information, safety tips during Ganesh celebration/Diwali, compliant process & tips of basic checking before complaint registration, save paper E-bill promotion, updation process of contact number & alternative registration process, Solar installation safety tips	6.42 lakh / month	
	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	20401368	SMS
6	Whatsapp messages	419640	Whatsapp
	Safety Jingle and Message for Kite Flying	Consumers at large	Radio,Cable Scrolling,Mobile Van
7	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion)	3527 Consumer/ three Months	Bill Envelopes
7	Power Factor Awareness Programme		
8	Personal Visit to LTMD & HT Consumers	736	Personal Interaction
	Information booklets / Flyers / Letters		
8	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, Safety & theft related information, energy comparison calculator, energy conservation Z-card	24900	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	6	Booklet
9	Consumer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	413 consumers	3 inhouse & 4 at Consumer Premises
	School Program for Safety and Energy conservation	645	4 Nos of School
	Torrent Power Apne Dware Program	Consumers at large	On different location 35 Camps

Torrent Power Limited

Year : 2025-26

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	9,727	230	9,957	9	0.09%

Torrent Power Limited

Year : 2025-26

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	2,978	65	3,043	2	0.07%

Torrent Power Limited
Year : 2025-26

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	265	(3)	262	-	0.00%

Torrent Power Limited
Year : 2025-26

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	68	-	68	-	-

Torrent Power Limited
Year: 2025
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)
	LT Consumers				
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%		
	HT Consumer				
6	HT Industrial	-	2%	-	
	Total	2,728		2,728	100%

Torrent Power Limited
Year: 2025
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
					$(6) = (5) * 100 / (3)$
	LT Consumers				
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%		
	HT Consumer				
6	HT Industrial		2%		
	Total	3,787		3,787	100.00%

Torrent Power Limited

Year: 2025

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	
	Total	3950		3950	100.00%

Torrent Power Limited

Year: 2025

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%	-	
	Total	3787		3786	99.97%

Torrent Power Limited
Year:2025
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	1733	3.50%	1733	100.00%
2	HT Consumers	887	3.00%	887	100.00%
3	EHT Consumers	2	3.00%	2	

Torrent Power Limited
Year: 2025
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	171	3.50%	171	100.00%
2	HT Consumers	19	3.00%	19	100.00%
3	EHT Consumers	-	3.00%	-	

Torrent Power Limited
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= $\sum(Ai \times Ni)/Nt$
Ahmedabad Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)=$\sum(3 \times 4)$	(7)=$(6)/(5)$
1	Apr-25	157	2,98,411	21,25,479	3,49,068	0.164
2	May-25	192	3,40,314	21,25,882	3,80,339	0.179
3	Jun-25	153	2,69,700	21,27,922	3,06,179	0.144
4	Jul-25	86	1,58,820	21,30,092	1,75,184	0.082
5	Aug-25	89	1,57,366	21,33,823	1,66,354	0.078
6	Sep-25	113	1,98,384	21,36,235	2,12,019	0.099
7	Oct-25	83	1,48,250	21,38,801	1,55,967	0.073
8	Nov-25	122	2,17,033	21,39,882	2,32,360	0.109
9	Dec-25	161	3,25,702	21,41,743	3,77,598	0.176
10	Jan-26	126	2,72,997	21,43,507	3,02,346	0.141
11	Feb-26	94	1,78,787	21,48,427	2,02,975	0.094
12	Mar-26	68	1,46,362	21,51,028	1,57,969	0.073

Torrent Power Limited
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= $\sum(Ai \times Ni)/Nt$
Surat Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
1	Apr-25	20	45,716	6,37,631	45,716	0.072
2	May-25	10	20,336	6,37,585	25,143	0.039
3	Jun-25	12	20,103	6,37,804	20,103	0.032
4	Jul-25	10	17,494	6,38,138	17,494	0.027
5	Aug-25	10	25,381	6,38,580	25,381	0.040
6	Sep-25	10	30,127	6,39,566	31,625	0.049
7	Oct-25	9	13,251	6,39,957	13,251	0.021
8	Nov-25	10	19,259	6,39,424	19,259	0.030
9	Dec-25	11	29,419	6,39,425	29,419	0.046
10	Jan-26	7	10,366	6,41,077	10,366	0.016
11	Feb-26	11	11,112	6,42,588	11,112	0.017
12	Mar-26	11	25,868	6,43,121	25,868	0.040

Torrent Power Limited
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 = $\frac{\sum (Ri \times Ni)}{Nt}$
Ahmedabad 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)
1	Apr-25	157	77:18	00:30	3,49,068		21,25,479	1,61,828	00:04:34
2	May-25	192	85:00	00:27	3,80,339		21,25,882	1,77,581	00:05:01
3	Jun-25	153	71:09	00:28	3,06,179		21,27,922	1,40,084	00:03:57
4	Jul-25	86	44:49	00:31	1,75,184		21,30,092	93,443	00:02:38
5	Aug-25	89	37:41	00:25	1,66,354		21,33,823	68,052	00:01:55
6	Sep-25	113	52:10	00:28	2,12,019		21,36,235	96,523	00:02:43
7	Oct-25	83	37:23	00:27	1,55,967		21,38,801	65,879	00:01:51
8	Nov-25	122	57:23	00:28	2,32,360		21,39,882	1,13,383	00:03:11
9	Dec-25	161	74:23	00:28	3,77,598		21,41,743	1,81,046	00:05:04
10	Jan-26	126	56:29	00:27	3,02,346		21,43,507	1,37,960	00:03:52
11	Feb-26	94	40:55	00:26	2,02,975		21,48,427	91,975	00:02:34
12	Mar-26	68	25:42	00:23	1,57,969		21,51,028	59,986	00:01:40

Torrent Power Limited
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 = $\frac{\sum (Ri \times Ni)}{Nt}$
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)
1	Apr-25	20	07:55	00:24	45,716		6,37,631	19,713	00:01:51
2	May-25	10	04:12	00:25	25,143		6,37,585	11,620	00:01:06
3	Jun-25	12	06:31	00:33	20,103		6,37,804	10,145	00:00:57
4	Jul-25	10	04:41	00:28	17,494		6,38,138	7,688	00:00:43
5	Aug-25	10	05:15	00:32	25,381		6,38,580	13,921	00:01:18
6	Sep-25	10	04:33	00:27	31,625		6,39,566	14,440	00:01:21
7	Oct-25	9	04:10	00:28	13,251		6,39,957	5,993	00:00:34
8	Nov-25	10	05:17	00:32	19,259		6,39,424	9,896	00:00:56
9	Dec-25	11	04:28	00:24	29,419		6,39,425	13,896	00:01:18
10	Jan-26	7	02:51	00:24	10,366		6,41,077	4,342	00:00:24
11	Feb-26	11	06:48	00:37	11,112		6,42,588	4,472	00:00:25
12	Mar-26	11	05:27	00:30	25,868		6,43,121	12,677	00:01:11

Torrent Power Limited

Year: 2025-26

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)
Ahmedabad Licence Area							
1	Apr-25	2	4		21,25,479	4	0.000
2	May-25	-	-		21,25,882	-	-
3	Jun-25	2	4,976		21,27,922	4,976	0.002
4	Jul-25	1	1,514		21,30,092	1,514	0.001
5	Aug-25	1	3		21,33,823	3	0.000
6	Sep-25	1	2,812		21,36,235	2,812	0.001
7	Oct-25	-	-		21,38,801	-	-
8	Nov-25	1	2,362		21,39,882	2,362	0.001
9	Dec-25	3	3,900		21,41,743	3,900	0.002
10	Jan-26	2	2,442		21,43,507	2,442	0.001
11	Feb-26	2	2		21,48,427	2	0.000
12	Mar-26	4	420		21,51,028	421	0.000

Torrent Power Limited
Year: 2025-26

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 = $\sum(I_{mi} \times N_{mi})$	MAIFI = $\frac{\sum(I_{mi} \times N_{mi})}{N_t}$
Surat Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
1	Apr-25	-	-	-	6,37,631	-	-
2	May-25	-	-	-	6,37,585	-	-
3	Jun-25	-	-	-	6,37,804	-	-
4	Jul-25	-	-	-	6,38,138	-	-
5	Aug-25	-	-	-	6,38,580	-	-
6	Sep-25	-	-	-	6,39,566	-	-
7	Oct-25	-	-	-	6,39,957	-	-
8	Nov-25	-	-	-	6,39,424	-	-
9	Dec-25	-	-	-	6,39,425	-	-
10	Jan-26	-	-	-	6,41,077	-	-
11	Feb-26	-	-	-	6,42,588	-	-
12	Mar-26	6.00	1,478	-	6,43,121	1,478	0.002

Torrent Power Limited
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 = $\frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Ahmedabad Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
1	Apr-25	157	1,61,828	3,49,068	00:28
2	May-25	192	1,77,581	3,80,339	00:28
3	Jun-25	153	1,40,084	3,06,179	00:27
4	Jul-25	86	93,443	1,75,184	00:32
5	Aug-25	89	68,052	1,66,354	00:25
6	Sep-25	113	96,523	2,12,019	00:27
7	Oct-25	83	65,879	1,55,967	00:25
8	Nov-25	122	1,13,383	2,32,360	00:29
9	Dec-25	161	1,81,046	3,77,598	00:29
10	Jan-26	126	1,37,960	3,02,346	00:27
11	Feb-26	94	91,975	2,02,975	00:27
12	Mar-26	68	59,986	1,57,969	00:23

Torrent Power Limited
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 = $\sum N_i$	$CAIDI = \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Surat Licence Area					
(1)	(2)	(3)	(4)	(5)	(6)= (4 x 5) / (3 x 5)
1	Apr-25	20	19,713	45,716	00:26
2	May-25	10	11,620	25,143	00:28
3	Jun-25	12	10,145	20,103	00:30
4	Jul-25	10	7,688	17,494	00:26
5	Aug-25	10	13,921	25,381	00:33
6	Sep-25	10	14,440	31,625	00:27
7	Oct-25	9	5,993	13,251	00:27
8	Nov-25	10	9,896	19,259	00:31
9	Dec-25	11	13,896	29,419	00:28
10	Jan-26	7	4,342	10,366	00:25
11	Feb-26	11	4,472	11,112	00:24
12	Mar-26	11	12,677	25,868	00:29

Torrent Power Limited
Year: 2025-26

Performa SoP 015: Meter Faults

Consumer Category	No. of faulty meters at the start of the year (1)	No. of faulty meters added during the 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 Year (5) = (3)-(4)
Ahmedabad Licence Area					
Single Phase	5	4,765	4,770	4,768	2
Three Phase	0	1,605	1605	1,605	0

Torrent Power Limited
Year:2025-26

Performa SoP 015: Meter Faults

Consumer Category	No.of faulty meters at the start of the year (1)	No. of faulty meters added during the 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 Year (5) = (3)-(4)
Surat Licence Area					
Single Phase	37	8,962	8,999	8,969	30
Three Phase	13	1,910	1,923	1,910	13

Torrent Power Limited
Year : 2025-26
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
Ahmedabad Licence Area							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in existing premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises						
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 per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT consumer.					
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

NIL

Torrent Power Limited
Year : 2025-26
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
Surat Licence Area							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in 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						
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

Year : 2025-26

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

Year : 2025-26

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

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
Ahmedabad Licence Area				
117	117	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
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
Surat Licence Area				
3107	3107	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Year : 2025-26

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				
2755	1210	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Year : 2025-26

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				
303	112	4	2	2

Note: The format shall include individual consumer wise details