

**STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
QUARTER : January 26 TO March 26**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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	-	-	1	-	2	-	-	31	1	10

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
<b>Surat Licence Area</b>	-	-	-	-	-	-	-	4	-	1

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

**TORRENT POWER LTD**  
**Quarter: Q4-Jan-Mar**  
**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	By		Total	Balance complaints to be redressed	
				Within stipulated time	Beyond Stipulated time			
	1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)
<b>Ahmedabad Licence Area</b>								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	5,286	5,286	5,286	-	5,286	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	5	17,660	17,665	17,654	-	17,654	(11)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	783	783	783	-	783	-
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	6	6	6	-	6	-
A(v)	Interruption in power supply- Load Shedding/schedule outages	-	-	-	-	-	-	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-	5	5	5	-	5	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	32	32	32	-	32	-
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	15	1,732	1,747	1,733	-	1,733	(14)
C(ii)	Meters -Meter accuracy test (Fast/Slow)	1	59	60	60	-	60	-
C(iii)	Meters-Burnt Meter	-	436	436	435	-	435	(1)
C(iv)	Meters-Stolen Meter	-	3	3	3	-	3	-
C(v)	Meters-Billing on average basis for more than two bills	-	1	1	1	-	1	-
C(vi)	Meters-Meter boxes/metering system	1	34	35	35	-	35	-
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.	2	233	235	235	-	235	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	5	946	951	940	-	940	(11)
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	2	5	7	2	-	2	(5)
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	1	1	1	-	1	-
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	-	30	30	30	-	30	-
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-	-
J	Others	99	12,723	12,822	12,769	-	12,769	(53)
	<b>Total</b>	<b>130</b>	<b>39,975</b>	<b>40,105</b>	<b>40,010</b>	<b>-</b>	<b>40,010</b>	<b>(95)</b>

**TORRENT POWER LTD**  
**Quarter: Q4-Jan-Mar**  
**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	Beyond		Total	Balance complaints to be redressed
					Within stipulated time	Stipulated time		
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	-	369	369	368		368	(1)
A(ii)	Interruption in power supply- Interruption due to line breakdown	1	2,457	2,458	2,458		2,458	-
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	160	160	160		160	-
A(iv)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	2	2	2		2	-
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	-	148	148	148		148	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	2	370	372	372		372	-
C(iii)	Meters-Burnt Meter	-	218	218	218		218	-
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.	-	313	313	313		313	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-		-			-	-
E(iv)	Bills-Change of Tariff	-	10	10	10		10	-
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(x)	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	1,080	1,081	1,081		1,081	-
<b>Total</b>		<b>4</b>	<b>5,127</b>	<b>5,131</b>	<b>5,130</b>	<b>-</b>	<b>5,130</b>	<b>(1)</b>

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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>	2290093	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Ahmedabad Licence Area</b>			
2	<b>Information Boards</b>	Information Boards	
	Grievance redressal options (Internal / consumer redressal forum)		21.75 Lac Approx
	Information boards for substation requirement		3.48 Lac Approx
	SD and SLC Information Board		3.48 Lac approx (across all Plugpoints)
	Form Filling Assistance Board		3.11 Lac Approx
	Online Bill Payment Board		3.48 Lac approx (across all Plugpoints)
	Dropbox Payment Option Board		3.48 Lac approx (across all Plugpoints)
Customer portal	3.48 Lac approx (across all Plugpoints)		
3	<b>Information Booklets / Flyers / Letters / hoardings etc</b>	3.48 Lac approx (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	<b>Bills</b>	12.84 Lacs/Month	Front & Backside of the bill
	<b>Front Side:</b> 1. Whatsapp services 2. Uttarayan Safety Tips 3. Benefits for installation of RCD <b>Back Side:</b> 1.Guidelines for protection and maintenance of Roof Top solar system 2. Uttarayan Safety		
5	<b>Power Alert Service</b>	21690414	SMS
	SMS related to Billing		
6	<b>Newspaper advertisements / Radio etc</b>	21.75 Lac Approx	
	News paper Advt		

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
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**Performa SoP 004: Publicity carried out while displaying the contact details of Consumers complaints centers**

Sr. No. (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about media (4)
1	<b>Website</b>	2290093	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Surat Licence Area</b>			
2	<b>Information Boards</b>		
	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
	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
	Banners on EHV line tower for safety during Kite festival	Consumers at large	Different locations
	Mobile Van Announcement for Safety during kite festival	Consumers at large	20 days
3	List of Documents for all applications, Safety Videos, Connect and Mobile Application information ,Company Policy.	Consumers at large	TV in Plug point
	<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.	2550	Leaflet,Pamphlets & Booklets
	Leaflet distribution at different location for EHV line safety during kite safety festival	Consumers at large	Different locations
	Booklet (GERC Regulations & Application Processing Charges)	1	Booklet
	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
4	News Paper Advertisement for EHV line Safety	Consumers at large	News Paper
	News Paper Advertisement for General safety	Consumers at large	News Paper
	<b>Bills</b>		
4	<b>Front side</b> : WhatsApp information, Payment options Code for online Payment, Company office, Online Name change information,RCD information, Collection Centre address, information of different Channel of complaint	6.44 lakh / Month	Energy Bill
	<b>Back side</b> : Call Centre Information, WhatsApp number, Complaint related information, Office addressee Mail ID for Complaint , Redressal forum & Ombudsman details, Beware of fraudulent SMS and calls, Roof Top Solar Information, Tariff structure	6.44 lakh / Month	
5	<b>Digital SMS</b>		
	SMS - Application, Billing , Meter, Company Services Awareness, ,Outage messages, SMS for online payment and application promotion	4841680	SMS
6	WhatsApp Interaction/Messages	105022	WhatsApp messages
	<b>Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)</b>	3450 Consumers in three month	Bill Envelopes
7	<b>Consumer Meets</b>		
	School Program for awareness of safety and energy conservation	75	1 school Program at their premises
	Radio Jingle for awareness during Kite Festival	Consumers at large	6 Days
	Personal Visit to LTMD & HT Consumers	185	Personal Interaction
	Torrent Power Apne Dware Program	Consumers at large	On different location - 13 Nos.Camps

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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	9,905	52	9,957	2	0.02%

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
<b>Surat Licence Area</b>	3,014	29	3,043	1	0.03%

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
Ahmedabad Licence Area	263	(1)	262	-	0.00%

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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**  
**Quarter: Q4-Jan-Mar**  
**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>						
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)=<math>\sum(3 \times 4)</math></b>	<b>(7)=(6)/(5)</b>
A	Jan	126	2,72,997	21,43,507	3,02,346	0.141
B	Feb	94	1,78,787	21,48,427	2,02,975	0.094
C	Mar	68	1,46,362	21,51,028	1,57,969	0.073

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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= $\sum(Ai \times Ni)/Nt$
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
<b>Surat Licence Area</b>						
A	Jan	7	10,366	6,41,077	10,366	0.016
B	Feb	11	11,112	6,42,588	11,112	0.017
C	Mar	11	25,868	6,43,121	25,868	0.040

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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 = $\frac{\sum (Ri \times Ni)}{Nt}$
<b>Ahmedabad Licence Area</b>									
		<b>Nos</b>	<b>Hr : Min</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Nos</b>	<b>Hr : Min</b>	<b>Hr :Min : SS</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)=(4)/(3)</b>	<b>(6)</b>	<b>(7) = (5) * (6)</b>	<b>(8)</b>	<b>(9) = <math>\sum(5 \times 6)</math></b>	<b>(10) = (9)/(8)</b>
A	Jan	126	56:29	00:27	3,02,346		21,43,507	1,37,960	00:03:52
B	Feb	94	40:55	00:26	2,02,975		21,48,427	91,975	00:02:34
C	Mar	68	25:42	00:23	1,57,969		21,51,028	59,986	00:01:40

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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									
(1)	(2)	Nos (3)	Hr : Min (4)	Hr : Min (5)=(4)/(3)	Nos (6)	Hr : Min (7) = (5) * (6)	Nos (8)	Hr : Min (9) = $\sum(5 \times 6)$	Hr:Min:SS (10) = (9)/(8)
A	Jan	7	02:51	00:24	10,366		6,41,077	4,342	00:00:24
B	Feb	11	06:48	00:37	11,112		6,42,588	4,472	00:00:25
C	Mar	11	05:27	00:30	25,868		6,43,121	12,677	00:01:11

**Torrent Power Limited**  
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**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 = $\frac{\sum(I_{mi} \times N_{mi})}{N_t}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Ahmedabad Licence Area</b>							
A	Jan	2	2,442		21,43,507	2,442	0.001
B	Feb	2	2		21,48,427	2	0.000
C	Mar	4	420		21,51,028	421	0.000

**Torrent Power Limited**  
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**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 = $\frac{\sum(I_{mi} \times N_{mi})}{N_t}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Surat Licence Area</b>							
A	Jan	-	-	-	6,41,077	-	-
B	Feb	-	-	-	6,42,588	-	-
C	Mar	6	1478	-	6,43,121	1,478	0.002

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
<b>Ahmedabad Licence Area</b>					
(1)	(2)	(3)	(4)	(5)	(6)= $(4 \times 5) / (3 \times 5)$
A	Jan	126	1,37,960	3,02,346	00:27
B	Feb	94	91,975	2,02,975	00:27
C	Mar	68	59,986	1,57,969	00:23

**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 = $\sum N_i$	$CAIDI = \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
<b>Surat Licence Area</b>					
A	Jan	7	4,342	10,366	00:25
B	Feb	11	4,472	11,112	00:24
C	Mar	11	12,677	25,868	00:29

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**Year: 2025-26**

**Performa SoP 015: Meter Faults**

<b>Consumer Category</b>	<b>No.of faulty meters at the start of the quarter / year (1)</b>	<b>No. of faulty meters added during the quarter / year (2)</b>	<b>Total no. of defective /faulty meter (3) = (2) + (1)</b>	<b>No. of faulty Meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Ahmedabad Licence Area</b>					
Single Phase	4	941	945	943	2
Three Phase	0	284	284	284	0

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**Year:2025-26**

**Performa SoP 015: Meter Faults**

<b>Consumer Category</b>	<b>No.of faulty meters at the start of the quarter / year (1)</b>	<b>No. of faulty meters added during the quarter / year (2)</b>	<b>Total no. of defective /faulty meter (3) = (2) + (1)</b>	<b>No. of faulty Meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Surat Licence Area</b>					
Single Phase	41	1,830	1,871	1,841	30
Three Phase	14	387	401	388	13

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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.)
<b>Ahmedabad Licence Area</b>							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in existing premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises						
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures	Rs. 50 for each day of default.					
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT consumer.					
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer						
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

**NIL**

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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.)
<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	Rs. 50 for each day of default.					
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.						
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer						
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

**NIL**

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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								
<b>NIL</b>								

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**Year : 2025-26**

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

<b>Sr. No.</b>	<b>Complaint No.</b>	<b>Date of filing Complaint/ Automatic Compensation</b>	<b>Consumer No. and Name and Address of the Consumer</b>	<b>Nature of Complaint</b>	<b>Reference Standard of Performance</b>	<b>Amount of compensation (Rs.)</b>	<b>Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation</b>	<b>Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid</b>
<b>Surat Licence Area</b>								
<b>NIL</b>								

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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>				
39	39	0	0	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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>Surat Licence Area</b>				
604	604	-	-	-

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
<b>Ahmedabad Licence Area</b>				
477	198	0	0	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Quarter: Q4-Jan-Mar**  
**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
<b>Surat Licence Area</b>				
69	14	1	1	0

Note: The format shall include individual consumer wise details