

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
APR 10 TO MAR 11**

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY
REGULATORY COMMISSION**

DATE : _____

Torrent Power Limited
Year : 2010-11

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY (Departmental)		Cummulative since the first quarter of the FY (Out side)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	2	31	8	8
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal					

Torrent Power Limited
Year : 2010-11

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY (Departmental)		Cummulative since the first quarter of the FY (Outside)		
	FH	NFH	FH	FA	NFH
Surat License Area	-	1	18	2	2
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal					

TORRENT POWER LTD

Year: 2010-11

SOP 002: Action taken report for safety measures complied for the accidents occurred

1	2	3	4	5	6	7	8	9
SR.No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License Area								
1	Manilal Shankarji Prajapati A / 01 - Bhagirath Ind-Estate, Opp. Jawahar Nagar, Amraiwadi. Service no. 1409508	16-Apr-10	FHO	As reported, the victim was found lying near the water pump which was used for water spraying / curing work of civil work.	Reply awaited			Service no.1409508 disconnected
2	Suresh Hausingh Navi 5,Mathur Master Estate near Nagerwel Hanuman, Amraiwadi. Service no.302633	19-Apr-10	FHO	As reported, the victim received an electric shock while shifting the working pedestal fan on wet floor area. The metallic body of fan got electrified, hence victim got shock.	Reply awaited			Service no.302633 disconnected
3	Preet Santial Pal At 132 KV D-S feeder no: 2 between location no: 22 & 23, at Lucky Society flats, Near: Ankur four Roads, Naranpura.	4-May-10	NFHO	IP was laying Cable Channel Wire on the terrace of Lucky Soc.Flats no: 10. In the process, cable came in the induction zone of Bottom Conductor of 132 KV D-S FDR-2, resulted to burns injury to him.	Reply awaited			
4	Mehul Baldev Adiyal At 66KV U-R FDR no: 2 between tower no: 120 & 121,at M.B.Patel Complex, Jasodha nagar Chokdi, Near: Trikampura cross road.	5-May-10	NFHO	As reported IP lifted the telephone wire on the terrace, which came in the induction zone of Bottom Conductor of 66kV U-R-FDR-2 line, resulted to flash over.IP got burns injury at left hand between elbow & fingers, back side of shoulder, left ear & waist	Reply awaited			
5	Kantaben. k. Gageva Mahezbin park , beside Vatwa canal, Vatwa.	29-May-10	FHO	IP tried to open the hencage & got electrocuted due to leakage of current through iron bar touching open unauthorized illegal wire at construction site.	Reply awaited			
6	Urmilaben Rajendrasinh Rajput Kumbhar vas, b/h Bank of India, Naroda gam	4-Jun-10	NFHO	It was reported that IP was putting wet clothes on metallic wire which was tied to metallic roof sheet. The roof was again tied with a faulty ceiling fan by metallic wire. When IP came in contact with the metallic wire, she recieved shock with injury on right hand, nose & lower lip.	Reply awaited			Service no.2121842 disconnected
7	Cow at Nr Naveen chandra park, Civil camp road, Opp Hiraba B.Ed College, Shahibaug.	7-Jun-10	FAO	Due to drainage work carried out few days back, the street light cable might have come up at ground level. During the movement of AMC vehicle for lifting the AMC garbage, street light cable insulation was damaged. Two cows got electrocuted while coming in contact with damaged st.lgt cable.	Reply awaited			Connection disconnected.
8	Cow at AMC Drainage station,Viratnagar, Odhav	8-Jun-10	FAO	As reported the cow received an electric shock while she came in contact with private streetlight pole of the AMC drainage station & got electrocuted.	Reply awaited			Connection disconnected.
9	Rameshbhai Girabhai Dabhi Kishanbhai's godown, Dhabavali Chali, Memco Naroda road.	1-Jul-10	NFHO	IP was trying to fix hanging flexible wire in the consumers distribution board. During this time one live flexible wire touched the IP's right hand palm & last finger, resulting to electric shock to him.	Reply awaited			Service Connection Disconnected.
10	Sofli Masido Shaikh Tea stall, opp Sodagar ni Pole, Kalupur Service no 150300	2-Jul-10	FHO	Unauthorised extension was taken for the lighting load of the tea stall from the service no.S/150300. Due to rain & heavy wind, the tea shall started tilting. The damaged bare conductor touched the tea stall. The structure got live. IP touched the tea stall to prevent it from tilting got electrocuted.	Reply awaited			Service Connection Disconnected
11	Raj Shah Sanskar Appt,Nr Shakti Vidhyalaya,Vejalpur Service No.842893	2-Jul-10	FHO	Due to damaged insulation of wire in Airtel advertisement board, there was leakage of current to GI rail pole of board. IP touched this pole & got electrocuted.	Reply awaited			Service Connection Disconnected
12	Sudhaben Jitubhai Patni Kaival chawk, vaghri vas, on ekra, opp. Shardaben hosp., Saraspur	8-Jul-10	FHO	IP was sleeping on the floor & her leg might have come in contact with the table fan lying on the floor & she got electrocuted. Supply to the fan was given through 2 flexible wire without earthing.	Reply awaited			Service Connection Disconnected

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Ahmedabad License Area								
14	Bharatbhai Thakor Shed no-1, Sudama estate, Narol Service no 615562	8-Jul-10	FHO	IP was removing the plastic cover of truck by standing on the top of truck, his hand touched the supporting iron structure of the shed through which leakage current was flowing due top near by losse open hanging wire touching the shed, which resulted in electrocution.	Reply awaited			Service Connection Disconnected
15	Buffalo at Shree Ram Residency, Narol-Asalali highway, opp. Koyali Talawadi. Service no 2305068	9-Jul-10	FAO	Buffalo was grazing around the advertising board. During that time it's leg came in contact with the iron angle of advertising board grouted to the ground for supporting it. Due to short circuit of halogen wire, leakage current was flowing , which resulted to electrocution.	Reply awaited			Service Connection Disconnected
16	Ramilaben Nagarsingh Thane Mayank Process Pvt.Ltd.(HT-985) Saijpur Gopalpur Road, Ahmedabad	9-Jul-10	FHO	IP was closing the tap after washing her hands and legs near industrial RO plant and boiler. got electrocuted due to leakage of current in pipe. Exact cause of leakage current could not be ascertained.	Reply awaited			Service Connection Disconnected
17	Jitendrakumar 487/1, Pragati nagar, Asalali Narol road. Service no 2268337	11-Jul-10	FHO	As reported IP got electrocuted while climbing the iron ladder. As reported the leakage current from bare portion of the loose open hanging wire might have touched to the metallic ladder.	Reply awaited			Service Connection Disconnected
18	Babansingh Kishorsingh Yadav 232B, Shastrinagar, nr. Satyamnagar, Babubhai ni chawali, opp. Rabari colony, Amraiwadi. Service no 725587	14-Jul-10	FHO	Supply to a ceiling fan was taken by 2 flexible wires & was crossing the metallic partition door in the house. When IP was closing the metallic door, the insulation of the wire got damaged & he got electrocuted.	Reply awaited			Service Connection Disconnected
19	Mukesh Ramswaroop Yadav HT-441 Anjani Synthetics Pvt.Ltd., Pirana Road, Piplaj	14-Jul-10	FHO	IP was operating the faulty air blower & got electrocuted. (Megger value between terminal phase & blower body was found zero when TPL team tested the same)	Reply awaited			Service Connection Disconnected
20	Cow at AMC street light pole no SL 8035, nr. Tenament no 477 Krishnanagar society vibhag no-2, Adinathnagar, Odhav	15-Jul-10	FAO	As reported, the cow was scratcing with Street light pole no. 8035, damaged the junction box & looping wire of the street light pole. The cow got electrocuted due to the live pole or wire joint in junction box.	Reply awaited			Service Connection Disconnected
21	Surajsinh Bhanvarsinh Shekhavat (IP-1) Pushpanagar, gali no.4, b/h Bhagwati school, Bhargav road. Service no. 612049	15-Jul-10	FHO	Due to damage insulation of losse hanging wire & faulty water pump IP-1 got electrocuted & IP-2 got the electric shock.	Reply awaited			Service Connection Disconnected
22	Jyoti Bhanvarsinh Shekhavat (IP-2) Pushpanagar, gali no.4, b/h Bhagwati school, Bhargav road. Service no. 612049		NFHO		Reply awaited			Service Connection Disconnected
23	Smt Manharben R. Vaja (IP-1) B-33 Kodyarnagar-2, Nr Ramvadi, Lilanagar, Odhav. Service no. 227459	18-Jul-10	NFHO	There was leakage of current from the bare damaged insulation wire of ceiling fan of their neighbour. Both IP got electric shock while climbing iron stair case of their house.	Reply awaited			Service Connection Disconnected
24	Dharmendrasinh R. Vaja (IP-2) B-33 Kodyarnagar-2, Nr Ramvadi, Lilanagar, Odhav. Service no. 227459		NFHO		Reply awaited			Service Connection Disconnected

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Ahmedabad License Area								
25	Kanubhai Ratibhai Prajapati L' type shed, 138, GIDC Estate, nr. Water tank, Odhav. Service no 284478	20-Jul-10	FHO	IP was carrying out civil work in the premises. There was a tubelight nearby to which the supply was given through 2 wire loose hanging passing through the rolling shutter. While closing the shutter, the live wires snapped & IP got electrocuted.	Reply awaited			Service Connection Disconnected
26	Nurmahammad Idrishbhai Shaikh 7, Pirkamal bawa ni dargah crossroad, Danilimda	21-Jul-10	NFHO	IP got electric shock due to TPL LT cable damaged. Due to water logging in that portion the leakage current passed.	Reply awaited			LT cable rectified
27	Cow at Sajan Appt, Vejalpur. Sr no 3053581	22-Jul-10	FAO	The Pvt street light pole was out of service but its cable was live there. Cow came in contact with this cable & got electrocuted.	Reply awaited			Service Connection Disconnected
28	Buffalo at Nr.Garnala Gyaspur, Megnath Mahadev Mandir. Service No 125705	23-Jul-10	FAO	Buffalo was scratching itself with stay wire of LT OH line & got electrocuted. There was leakage of current due to burnt cut out.	Reply awaited			Service Connection Disconnected
29	Shanbhubhai Kanaiyalal Damor Nani Rangila Pol, Shahpur. Service No 31132	29-Jul-10	FHO	Unauthorized wire was taken for construction work. IP was electrocuted due to faulty water pump.	Reply awaited			Service Connection Disconnected
30	Rakesh K Khatri B-8, Nawab Estate, GD School road, Hiravadi, Naroda road.	29-Jul-10	FHO	IP got electrocuted through faulty heater of Plastic Injection blower machine.	Reply awaited			Service Connection Disconnected
31	Ramubhai Keshabhai Rathod Farm of Devubhai Bharwad, Suez farm, Pirana. Service no 2247657	4-Aug-10	FHO	Due to leakage of current from the damaged insulation & open joint of loose unauthorized hanging wire fallen in water logging area in farm, IP got electrocuted while walking in water logging area.	Reply awaited			Service Connection Disconnected.
32	Nilesh Chauvisa 20, New Rajdeep society, Memnagar. Service no 424559	8-Aug-10	FHO	GI wire tied between the angle & room window. The ceiling fan was hanged on the angle. Ceiling fan become faulty. IP got electric shock while hanging wet clothes on GI wire.	Reply awaited			Service Connection Disconnected
33	Rajendrakumar 9/B, Sukhram Estate, Bapunagar. Service no 734751	8-Aug-10	FHO	IP got electrocuted while repairing the Tube-light fixed on the lintel.	Reply awaited			Service Connection Disconnected
34	Aspakhusen Abdulrasid Saiyad Shed no 95/1, Banner Estate, Rakhiyal road. Service no 704608	9-Aug-10	FHO	IP got electrocuted through stitching m/c due to earthing wire touching phase in socket & machine body got electrically live.	Reply awaited			Service Connection Disconnected
35	Soheb Safi Uddin Saiyad Suryanagar, Isanpur road, Shahalam. Service no 1424373	10-Aug-10	FHO	IP got electrocuted through the leakage of current from the faulty Cu press m/c. Machine was not provided earthing.	Reply awaited			Service Connection Disconnected
36	Abhishek Nitinbhai Pilojara 35/B, Harikrishna Park soc, Near Cadilla Crossing, Ghodasar, Vatva. Service no 640636	21-Aug-10	FHO	IP was operating cutting machine. He touched the open wire while hanging wire on the wall & got electrocuted.	Reply awaited			Service Connection Disconnected
37	Pocharam L Rabari Ramdev Plastic Ind Mahalaxmi Estate, Gota. Service no 848836	23-Aug-10	FHO	IP got shock due to leakage of current while operating reprocessing Machine.	Reply awaited			Service Connection Disconnected
38	Girish Chauhan Timbolivas, Chandoliagam., Service no 422417	24-Aug-10	FHO	IP got electrocuted from Unauthorized lose hanging single live phase wire laid on terrace.	Reply awaited			Service Connection Disconnected

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Ahmedabad License Area								
39	Omprakash S Gajabiya BSNL Telephone Exchange, Odhav. (Pole no PK1/29 to PK1/30)	25-Aug-10	FHO	IP was trimming the tree branches which was obstructing the BSNL hoarding. One branch came in contact with live 11kV Overhead PK-1 Feeder & IP got electrocuted.	Reply awaited			
40	Sanjay Chandubhai Solanki Bharwadvas, Piplaj Bus stand, Piplaj.	12-Sep-10	FHO	IP was cleaning the drainage nali (open type) at piplaj village using iron rod. He might have damaged 10/2C LT service cable of TPL by poking the same with iron rod. It is suspected that his iron rod either touched the damaged cable or might have damaged the cable. Exact cause could not be decided & he got electrocuted.	Reply awaited			Lack of Public Awareness
41	Rajubhai 500/32, Mukhtyar Hotel, Parmanand's Chawli, Opp New Rly Station Saraspur. Service no 130016	22-Sep-10	FHO	IP was closing the shutter of Mukhtyar Hotel premises, Saraspur during which loose hanging 2C wire got trapped. Wire insulation of 2C wire was damaged & he got electrocuted.	Reply awaited			Lack of Public Awareness
42	Neha N. Patel Haji chhipa ni chali, Behrampura.	19-Oct-10	FHO	There was leakage of current from the damaged insulation of loose hanging wire of tube light touching the GI-roof sheet. GI wire tied between the GI roof sheet & iron pipe .IP got electrocuted on touching the iron pipe.	Reply Awaited			Service was disconnected
43	Pravin.D.Parmar (IP-1) Opp City Gold SS, between Vora Roza to Anil Starch, Saraspur.	28-Oct-10	NFHD	Both IP were doing the cable jointing work for looping the new 4PS (Chenaji Ragaji ni chawl) opp City Gold SS. While preparing the cable joint flash over occurred on the cable. Both IP received burns injury.	Reply Awaited			Practice of reviewing and updation of inter zonal under ground cable network drawing started.
44	Nanjibhai.J. Parmar (IP-2) Opp City Gold SS, between Vora Roza to Anil Starch, Saraspur.		NFHD		Reply Awaited			Practice of reviewing and updation of inter zonal under ground cable network drawing started.
45	Mrs.Sadiya Gajala.R.Sheikh 5, Ghanchi's Chawl, Opp Muton Market, Rakhial, Ahmedabad. Service no.675619	2-Nov-10	FHO	While ironing clothes at her residence , she got electrocuted due to faulty electric iron.	Reply Awaited			Service was disconnected
46	Cow at B-8 Shivalay park co.op housing soc, nr Savita society, Vatva Vinzol Road, Vatwa. Service no. 2134404	24-Nov-10	FAO (WCS)	There was leakage of current from damaged insulation of LC wire which was live & the damage portion was touching M.S.Ladder. One Cow came in contact with the M.S ladder & got electrocuted.	Reply Awaited			Attended and rectified the LC wire giving supply to Service No: 2134403 and 2134404.
47	Pravin Patni G/1, Panditnagar Society, Opp Nalanda School, B/h. Saifi Society, Saraspur. Service no 436441	24-Nov-10	FHO	There was leakage of current from damaged insulation of wire of lamp holder fitted on metal roof. IP came in contact with it while covering plastic on metal roof & got electrocuted.	Reply Awaited			Service was disconnected
48	Bhagwatiiben Rasiklal Patel B/27 Kailash park Soc,B/H wonder point bldg, Rabari colony	24-Dec-10	FHO	It happened in CTM area at Kailash Society, the victim was climbing MS ladder in her house which was supported on bricks at bottom and rested on MS rod at the top. She was intending to go to first floor where civil work was recently completed. The ladder was electrically charged due to faulty wire touching to a ceiling fan hanging on a slab. She got electrocuted due to live faulty wire.	Reply Awaited			Service was disconnected
49	Mohmad Mustak Ansari B/135, Soni's khetar chawl Opp.Saurrastra Patel wadi Nr.Isanpur Police Station..	18-Feb-11	FHO	IP came in contact with live wire of hanging switch and lampholder.His hand were wet, got shock at his residence at Milatnagar area and died.	Reply Awaited			Service was disconnected

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside

Torrent Power Limited
Year: 2010-11

SOP 002: Action taken report for safety measures complied for the accidents occurred

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
Surat License Area								
1	Mrs. Manjulaben Pradipbhai Kahar 1/2991, Badekha Chakla, Balapir Dargha, Surat.	8-Apr-10	FHO	As per information received, victim was electrocuted while she attempted to check the status of water bucket in which water immersion heater in live condition was submerged.	Reply awaited			
2	Mr. Abhisek Nanelal Varma 416, Mahakali Nagar Zupadpatti, Dhirubhai ni chal, Hirabaug, Surat.	23-Apr-2010	FHO	As per the information gathered, the victim might have been electrocuted through bare wire, which was laying on the floor in his room.	Reply awaited			
3	Rajubhai Pachibhai Gautam 32, Sai krupa Industrial Estate, Anjana Farm, Surat.	2-May-2010	FHO	As per the information, the victim might have been electrocuted through live flexible wire fitted with PVC tape on concrete shelf for electrification of toilet. The victim was standing on water tank (used for washing cloth) to reach the shelf. The victim might have slipped and while balancing himself accidentally he pulled the live flexible wire and fell in water tank with live wire.	Reply awaited			
4	Mrs. Kantadevi Jagdish Jain 303, Siddhi Complex-A, Vatika Township, Dumbhal, Surat	17-May-2010	FHO	As per the information gathered from Jagdish Hiralal Jain, the victim might have been electrocuted through washing machine.	Reply awaited			
5	Mr. Sanjay Ramvaran Kusva 241, Ghanshyam Nagar, 3rd floor, Sheri No-19, L.H.Road, Surat.	3-Jun-2010	FHO	As per the information gathered from Chandubhai, the victim might have been electrocuted through Compressor Machine.	Reply awaited			
6	Irfan Mohammad Ikabal Soni 3, Hari Ichha Industrial Estate, A.K.Road, Surat	10-Jun-2010	NFHD	The Victim, while inserting the Y phase HRC fuse in distribution box flashover took place. However during physical inspection at site, spot was observed on 'Y' and 'B' phase incoming terminal of distribution box. Similar type of black spot was observed on HRC fuse and plier might have touched the live incoming terminal of 'B' phase.	Reply awaited			PPE to be wearred while working
7	Mr. Imran Asif Sheikh 609, Kanpith, Kelani Vakhar, Surat.	16-Jun-2010	FHO	As per the information gathered, the victim, came in contact with the live wire while he was carrying out plastering work and got electrocuted.	Reply awaited			
8	Mr. Sumitbhai Kalubhai Chodvadia 75B/Patel Nagar, A K Road, Surat	21-Jun-2010	FHO	As per the information gathered, the victim came in contact with the live wire while he was changing electric starter and got electrocuted.	Reply awaited			

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Surat License Area								
9	Mr.Paresh Prahladbhai Marathe Swaminarayan Gurukul Ved Road, Surat.	24-Jul-2010	FHO	As per the information received, the victim might have been electrocuted through leakage in Water cooler machine.	Reply awaited			
10	Mr. Paresh Dhirubhai Radadiya 207, Pandol Industries, Ved Road, Surat.	27-Jul-2010	FHO	As per information received, the victim might have been electrocuted through A.C. Compressor machine.	Reply awaited			
11	Cow at Plot No-123, Sahajanand Nagar Society-1, B/H. Nilkanth Society, Kapodra, Surat.	28-Jul-2010	FA	The cow was electrocuted due to leakage current on ground at the place of illegal tapping/puncture on 70 sq.mm cable from Mini Section Piller by someone for power theft purpose	Reply awaited			
12	Calf at Plot No-123, Sahajanand Nagar Society-1, B/H. Nilkanth Society, Kapodra, Surat.	28-Jul-2010	FA	The calf was electrocuted due to leakage current on ground at the place of illegal tapping/puncture on 70 sq.mm cable from Mini Section Piller by someone for power theft purpose	Reply awaited			
13	Vanita Vishram Bus Stand Athwagare, Surat	6-Aug-2010	FHO	As per the information received from fire dept.of SMC the Victim might have been electrocuted with metal sign board of bus stand coming in contact with live wire	Reply awaited			
14	Mr. Yushufkhan Ajamalkhan PathanSy.No.14/C Paiky H.No-173, Milan nagar, Ajana Farm road, Surat.	8-Aug-2010	FHO	As per information received, the victim, might have been electrocuted with Switch Board in wet condition.	Reply awaited			
15	Hareshbhai Mansukhbha Sakariya 14, Satadhar Nagar, L.H.Road, Surat	28-Aug-2010	FHO	As per the information gathered, the victim, might have been electrocuted with tube light fixture during repairing of tube light.	Reply awaited			
16	Mr. Bimal Manmohan Sarkar 8/1751-52, Ramjini Pole,Gopipura, Surat.	29-Aug-2010	FHO	As per the information received, the victim, might have been electrocuted with bare live flexible wire of air compressor machine.	Reply awaited			
17	Mr.Vinubhai Bachubhai Savalia 401, Krushan Kunj Apartment, Katargam Main Road, Surat.	30-Aug-2010	FHO	As per the information gathered, the victim might have been electrocuted with bare live wire of extension board during wiring work in premises.	Reply awaited			
18	Satishbhai D Baviskar. 13, Akshay Industrial Estate, GIDC, Katargam, Surat.	22-Oct-2010	FHO	As per the information received a mini tempo had accidentally damaged the meter box and the insulation of live wire. The Victim was electrocuted while shifting the vehicle from the spot.	Findings Yet to Receive			
19	Bhavesh R Rana 26, Gajanand Sheri, Ambanagar-2, Surat	25-Oct-2010	FHO	As per the information received the victim was electrocuted by a metal wire while pulling it, which accidentally came in contact with the live wire of a tubelight fixture.	Findings Yet to Receive			
20	Hemaben Bhaveshbhai 26, Gajanand Sheri, Ambanagar-2, Surat.	25-Oct-2010	NFHO	As per the information received the victim was electrocuted while trying to rescue the victim mentioned in sr. no (2) above	Findings Yet to Receive			
21	Jayotsnaben Rameshchandra 26, Gajanand Sheri, Ambanagar-2, Surat.	25-Oct-2010	NFHO	As per the information received the victim was electrocuted while trying to rescue the victim mentioned in sr. no (2) above	Findings Yet to Receive			
22	Ajaybahadur Shastri Vishaakarma 63, Ushanagar, Bhatena Surat.	3-Nov-2010	FHO	As per the information received, the victim was Electrocutted by the metal rod of roll press machine which came in contact with live wire of Electrical Heater.	Findings Yet to Receive			
23	Samir Naranbhai Nahak 52, Dhankuber Industrial Estate, Ved Road, Surat.	13-Jan-2011	FHO	As per information gathered, the victim fell down from the staircase and came in contact with electric Motor installed on power looms and got electrocuted as he came in contact with live terminal of motor. At the time of visit, motor was found burnt and earthing was not provided.	Findings Yet to Receive			

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside

Torrent Power Limited

Year : 2010-11

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Ahmedabad License Area										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	23	130986	131,009	126478	4450	0	0	130,928	10
A(ii)	Interruption in Power Supply due to line breakdown	76	130248	130324	105362	24700	1	0	130,063	40
A(iii)	Interruption in Power Supply due to failure of transformer	1	540	541	539	1	0	0	540	-
A(iv)	Interruption in power supply due to shutdowns/load shedding	-	149884	149884	143693	6173	0	0	149,866	24
B(i)	Quality of Supply Complaints which require no Augmentation	-	118	118	118				118	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	227	227	207	14	0	0	221	-
C(i)	Meters - Stopped/Defective meters	33	21445	21478	21117	22	0	2	21,141	11
C(ii)	Meters - Billing on average basis for more than two bills	2	3431	3433	3379	0	0	0	3,379	-
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 - For bills where additional information/site visit is required	48	12585	12633	12540	7	2	1	12,550	14
F(i)	Service Connections - Where extension of mains is not required		28	28	28				28	-
F(ii)	Service Connections - Where extension of mains is required	3	35	38	36	0	0	0	36	1
F(iii)	Service Connections - Modification in connected load	-	8	8	3	0	0	0	3	5
F(iv)	Service Connections - Name Change/Reconnection	12	2232	2244	2227	0	0	0	2,227	3
G	Refund of amount in case of temporary connection								-	-
H	Others	115	7271	7386	7223	2	0	0	7,225	30
Total		313	459,038	459,351	422,950	35,369	3	3	458,325	138

Torrent Power Limited
Year : 2010-11

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Surat License Area										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	-	6,914	6,914	6,736	177	1	-	6,914	-
A(ii)	Interruption in Power Supply due to line breakdown	-	4,095	4,095	4,066	26	1	1	4,094	1
A(iii)	Interruption in Power Supply due to failure of transformer	-	12	12	12	-	-	-	12	-
A(iv)	Interruption in power supply due to shutdowns/load shedding	-	3,215	3,215	3,214	1	-	-	3,215	-
B(i)	Quality of Supply Complaints which require no Augmentation	-	9	9	9	-	-	-	9	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	-	-	-	-	-	-	-	-
C(i)	Meters - Stopped/Defective meters	2	6,083	6,085	6,080	4	-	-	6,084	1
C(ii)	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-
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	-	1,402	1,402	1,402	-	-	-	1,402	-
E(ii)	Bills - For bills where additional information/site visit is required	-	911	911	911	-	-	-	911	-
F(i)	Service Connections - Where extension of mains is not required	-	8	8	8	-	-	-	8	-
F(ii)	Service Connections - Where extension of mains is required	-	2	2	2	-	-	-	2	-
F(iii)	Service Connections - Modification in connected load	-	3	3	3	-	-	-	3	-
F(iv)	Service Connections - Name Change/Reconnection	-	47	47	47	-	-	-	47	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	1,976	1,976	1,352	622	-	-	1,974	2
Total		2	24,677	24,679	23,842	830	2	1	24,675	4

Torrent Power Limited

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Performa SoP 004:

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the year	Likely number of consumers influenced	Details about media
1	Website	478145 visits to website (Total- Ahmedabad + Surat)	Web site www.torrentpower.com
	Bill Glossary		
	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		
	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
	Roll up banner stands - Power Alert Service	1 Lac (across 6 locations)	
	Information boards for substation requirement	1 Lac (across 6 locations)	
	Greviance redressal options (Internal / consumer redresal forum)	1 Lac (across 6 locations)	
3	Information booklets / flyers		Information booklets and flyers
	Safe and friendly power (safety, energy conservation, energy consumption, tariff, office addresses)	27933	
	Information booklet (User guide to fixed service line charges)	2114	
	GERC regulations (booklet on GERC regulations)	285	
	Mobile van flyer (details of mobile van stops, including dates and timings)	172016	
	Consumer Charters Handouts	1168	
	Power Alert Service handouts	18004	
4	Bill Back		
	Mobile Van schedule (for making bill payments, complaint/application registration)	6 lacs/month	Backside of the Bill
5	SMS - Awareness about Call Centre services, Billing details, Payment reminders & acknowledgements, Mobile van availability prompts	640967	SMS
6	Customer Meets		Industrial Seminars
	Presentation was given to industrial customers followed by Question/ answer Session	2	
7	Letter Distribution		Written Communication
	To HT and LTMD Customers (having poor PF less than statutory limit of 90%) explaining the benefits of improvement of power factor by installation of Capacitors.	3000	

Torrent Power Limited

Year : 2010-11

Performa SoP 004:

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the year	Likely number of consumers influenced	Details about media
1	Website	478145 visits to website (Total- Ahmedabad + Surat)	Web site www.torrentpower.com
	Bill Glossary		
	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		
	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/ Consumer Redressal Forum)	consumer at large	Boards at consumer centre
	Safety Tips/ Precautions / Energy Conservation/ theft deterrence etc.	consumer at large	Boards on Poles
3	Information booklets/ Flyers		
	Safe and friendly power (safety, energy conservation, energy calculator, tariff, office addresses)	530005	Information booklets and flyers
	Information booklet (User Guide to fixed service line charges)	1050	
4	Free Meter Accuracy Check Drive	507248	Service Camps
5	Drive for Name Transfer	#VALUE!	Door to Door
6	Bills		
	Front side : Mobile van schedule (for the area within cycle of bill)	5.31 lacs /month	Energy Bill
	Back side : tariff, collection centres & drop box locations, customer care center telephone nos., Bill payment options & Procedure, safety tips etc.)	5.31 lacs /month	
7	Service Camp - Torrent Power Aapne Dware (meaning:- Torrent Power at your door step)- Awareness about consumer services :- Information of automatic bill Payment, consumer grievance redressal forum, bill & meter related complaints, and Importance of Name transfer	507248	Conducted 6 consumer services camps at different location
8	SMS - Awareness about Call Centre services & billing information	128261	SMS
9	Bill Envelopes to HT-LTMD customers - Information on safety & Services Communication	1300 Customer/Month	Bill Envelopes
10	Welcome Kit for new customers - Kit having welcome letter , booklet on application processing detail & charges, Booklet on company services & tariff structure, Leaflet on bill payment options, Sample & blank forms for processes, Energy Calculator & keychain	5352	Welcome Kit
11	Customer Service Counter - Awareness about consumer services, Handling queries/complaint related to bill & meter related and Information on Application Processing	248995	Collection Mobile Van
12	Safety Awareness Campaign - Safety Awareness Programme for school children	2550 Students	Power Point Presentation
13	Safety Awareness Campaign - Safety tips aired on five radio channel	consumers at large	Radio
14	Safety Awareness Campaign - Safety tips announcement through mobile van on kite flying	consumers at large	Mobile Van

Torrent Power Limited
Year : 2010-11

Performa SoP 005B: Action taken reported by the Redressal Committee

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
A	1st Month of the Financial Year	10.04.2010 & 20.04.2010	0	0
B	2nd Month of the Financial Year	10.05.2010 & 20.05.2010	0	0
C	3rd Month of the Financial Year	10.06.2010 & 20.06.2010	2	0
D	4th Month of the Financial Year	10.07.2010 & 20.07.2010	0	0
E	5th Month of the Financial Year	10.08.2010 & 20.08.2010	2	0
F	6th Month of the Financial Year	10.09.2010 & 20.09.2010	0	0
G	7th Month of the Financial Year	11.10.2010 & 20.10.2010	0	0
H	8th Month of the Financial Year	10.11.2010 & 20.11.2010	0	0
I	9th Month of the Financial Year	10.12.2010 & 20.12.2010	1	1
J	10th Month of the Financial Year	10.01.2011 & 20.01.2011	3	0
K	11th Month of the Financial Year	10.02.2011 & 21.02.2011	0	0
L	12th Month of the Financial Year	10.03.2011 & 21.03.2011	2	2

* 10:00 AM to 12:00 AM

Torrent Power Limited
Year : 2010-11

Performa SoP 005B: Action taken reported by the Redressal Committee

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
A	1st Month of the Financial Year	06-04-2010, 10-04-2010, 13-04-2010, 17-04-2010,20-04-2010	4	0
B	2nd Month of the Financial Year	04-05-2010, 10-05-2010,13-05-2010 18-05-2010, 20-05-2010, 27-05-2010	5	0
C	3rd Month of the Financial Year	03-06-2010, 04-06-2010, 10-06-2010 21-06-2010, 04-06-2010, 29-06-2006	8	1
D	4th Month of the Financial Year	05-07-2010, 07-07-2010, 10-07-2010, 20-07-2010, 26-07-2010, 28-07-2010	8	0
E	5th Month of the Financial Year	10-08-2010, 11-08-2010, 13-08-2010, 20-08-2010, 26-08-2010,	5	0
F	6th Month of the Financial Year	10-09-2010, 14-09-2010, 15-09-2010, 18-09-2010,20-09-2010, 29-09-2010	8	2
G	7th Month of the Financial Year	11-10-2010, 18-10-2010, 20-10-2010, 23-10-2010	2	0
H	8th Month of the Financial Year	10-11-2010, 15-11-2010, 20-11-2010,24-11-2010, 30-11-	3	0
I	9th Month of the Financial Year	10-12-2010, 20-12-2010, 22-12-2010, 28-12-2010	2	0
J	10th Month of the Financial Year	10.01.2011, 20.01.2011	1	0
K	11th Month of the Financial Year	05.02.2011, 10.02.2011, 21.02.2011	2	0
L	12th Month of the Financial Year	01.03.2011, 10.03.2011, 21.03.2011, 26.03.2011	6	0

* 3:00 PM to 5:00 PM; Other meetings were held, on subsequent dates, to resolve the grievances as per consumer convenience

Torrent Power Limited
Year : 2010-11

Performa SoP 006: 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	5682	338	6020	106	1.76%

Torrent Power Limited
Year : 2010-11

Performa SoP 006: 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	2225	22	2247	12	0.53%

Torrent Power Limited
Year : 2010-11

Performa SoP 007: 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	126	10	136	2	1.47%

Torrent Power Limited
Year : 2010-11

Performa SoP 007: 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	55	0	55	0	0.00%

Torrent Power Limited
Year : 2010

Performa SoP 008: Sample Test Result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumers	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age non-compliance [6] = [5]*100/[3]
Ahmedabad License Area					
	LT Consumers				
1	Domestic	6859	2%	766	11.17
2	Commercial	901	2%	63	6.99
3	Industrial	177	2%	8	4.52
4	Agricultural	1	2%	0	0.00
5	Public Water works	0	2%	0	
	HT Consumers				
6	HT Industrial	0	2%	0	

Torrent Power Limited
Year : 2010

Performa SoP 008: Sample Test Result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumers	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age non-compliance [6] = [5]*100/[3]
Surat License Area					
	LT Consumers				
1	Domestic	2248	2%	2	0.09
2	Commercial	466	2%	1	0.21
3	Industrial	2146	2%	3	0.14
4	Agricultural	0	2%	0	
5	Public Water works	0	2%	0	
	HT Consumers				
6	HT Industrial	10	2%	0	

Torrent Power Limited
Year : 2010

Performa SoP 009: Sample Test Result for Voltage Variations

Compliance Sample Test Report for Voltage Variations				
1	2	3	4	5
Voltage Level	Sample Size (Numbers)	Limit or Prescribed Standard	Deviation of results from the sample test (Numbers)	% age non- compliance [5] = [4]*100/[2]
Ahmedabad License Area				
Low Voltage	7938	+6% to -6%	911	11.48
High Voltage	0	+6% to -6%	0	
Extra High Voltage	0	+10% to -10%	0	

Torrent Power Limited
Year : 2010

Performa SoP 009: Sample Test Result for Voltage Variations

Compliance Sample Test Report for Voltage Variations				
1	2	3	4	5
Voltage Level	Sample Size (Numbers)	Limit or Prescribed Standard	Deviation of results from the sample test (Numbers)	% age non- compliance [5] = [4]*100/[2]
Surat License Area				
Low Voltage	4995	+6% to -6%	225	4.50
High Voltage	181	+6% to -6%	0	0.00
Extra High Voltage	0	+10% to -10%	0	

Torrent Power Limited
Year : 2010

Performa SoP 010: Sample Test Result for Harmonics

Compliance Sample Test Report for Harmonics					
1	2	3	4	5	6
Sr. No	Category of Consumers	Sample Size (Numbers)	Limit or Prescribed Standard	Deviation of results from the sample test (Numbers)	% age non-compliance [6] = [5]*100/[3]
Ahmedabad License Area					
1	LT Consumers	978	3.50%	189	19.33
2	HT Consumers	0	3.00%	0	
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2010

Performa SoP 010: Sample Test Result for Harmonics

Compliance Sample Test Report for Harmonics					
1	2	3	4	5	6
Sr. No	Category of Consumers	Sample Size (Numbers)	Limit or Prescribed Standard	Deviation of results from the sample test (Numbers)	% age non-compliance [6] = [5]*100/[3]
Surat License Area					
1	LT Consumers	170	3.50%	5	2.94
2	HT Consumers	0	3.00%	0	
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2010-11

Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	SAIFI = C _i /N _T
(1)	(2)	(3)	(4)	(6) = (5)/(4)
Ahmedabad License Area				
1	Apr-10	924839	1493195	0.62
2	May-10	2421893	1495951	1.62
3	Jun-10	2616793	1500484	1.74
4	Jul-10	1407565	1502672	0.94
5	Aug-10	1104882	1508360	0.73
6	Sep-10	930403	1511466	0.62
7	Oct-10	1019929	1515951	0.67
8	Nov-10	611147	1518228	0.40
9	Dec-10	787325	1521933	0.52
10	Jan-11	3187905	1526185	2.09
11	Feb-11	849418	1532472	0.55
12	Mar-11	1607464	1541031	1.04
		17469563	1513994	11.54

Torrent Power Limited
Year : 2010-11

Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	SAIFI = Ni/Nt
(1)	(2)	(3)	(4)	(5) = (3)/(4)
Surat License Area				
1	Apr-10	288781	527936	0.55
2	May-10	284832	528446	0.54
3	Jun-10	254398	528893	0.48
4	Jul-10	83710	529812	0.16
5	Aug-10	47208	530428	0.09
6	Sep-10	53656	531251	0.10
7	Oct-10	117555	531922	0.22
8	Nov-10	63291	531853	0.12
9	Dec-10	246542	532489	0.46
10	Jan-11	343002	532612	0.64
11	Feb-11	306121	533312	0.57
12	Mar-11	56093	534218	0.11
		2145189	531098	4.04

Torrent Power Limited
Year : 2010-11

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

Sr. No.	Month	Ri = Restoration Time for each interruption event (in hours)	Ni - no of interrupted customers for each sustained interruption event (in numbers)	Ri * Ni - Total customer interruption duration (in customer hours)	N _T - Total number of customers served (in numbers)	SAIDI = Ri * Ni/ Nt
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = (5) / (6)
Ahmedabad License Area						
1	Apr-10			1234038	1493195	0.83
2	May-10			2404528	1495951	1.61
3	Jun-10			2852566	1500484	1.90
4	Jul-10			1583928	1502672	1.05
5	Aug-10			1748469	1508360	1.16
6	Sep-10			1470387	1511466	0.97
7	Oct-10			1497846	1515951	0.99
8	Nov-10			940745	1518228	0.62
9	Dec-10			1091498	1521933	0.72
10	Jan-11			1881526	1526185	1.23
11	Feb-11			1287134	1532472	0.84
12	Mar-11			1148496	1541031	0.75
				19141161	1513994	12.64

Torrent Power Limited
Year : 2010-11

Performa SoP 011B: System Average Interruption Duration Index

Sr. No.	Month	Ri = Restoration Time for each interruption event (in hours)	Ni - no of interrupted customers for each sustained interruption event (in numbers)	Ri * Ni - Total customer interruption duration (in customer hours)	N _T - Total number of customers served (in numbers)	SAIDI = Ri * Ni / N _T
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = (5) / (6)
Surat License Area						
1	Apr-10			116753	527936	0.22
2	May-10			101603	528446	0.19
3	Jun-10			87602	528893	0.17
4	Jul-10			76364	529812	0.14
5	Aug-10			35680	530428	0.07
6	Sep-10			34328	531251	0.06
7	Oct-10			91624	531922	0.17
8	Nov-10			47051	531853	0.09
9	Dec-10			104865	532489	0.20
10	Jan-11			152416	532612	0.29
11	Feb-11			198250	533312	0.37
12	Mar-11			69074	534218	0.13
				1115609	531098	2.10

Torrent Power Limited
Year : 2010-11

Performa SoP 011C: Momemtry Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	IM _i = Number of Momentary interruptions for the month (in numbers)	N _{mi} - Total no of customers for each momentary interruptions (in numbers)	IM _i * N _{mi} Number of customer Momentary interruptions	N _T - Total number of customers served (in numbers)	MAIFI = I _{mi} * N _{mi} / N _t
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = (5)/ (6)
Ahmedabad License Area						
1	Apr-10			304533	1493195	0.20
2	May-10			414811	1495951	0.28
3	Jun-10			583665	1500484	0.39
4	Jul-10			278709	1502672	0.19
5	Aug-10			530881	1508360	0.35
6	Sep-10			386825	1511466	0.26
7	Oct-10			218429	1515951	0.14
8	Nov-10			103551	1518228	0.07
9	Dec-10			312469	1521933	0.21
10	Jan-11			504524	1526185	0.33
11	Feb-11			48791	1532472	0.03
12	Mar-11			142140	1541031	0.09
				3829328	1513994	2.53

Torrent Power Limited
Year : 2010-11

Performa SoP 011C: Momentary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	IM _i = Number of Momentary interruptions for the month (in numbers)	N _{mi} - Total no of customers for each momentary interruptions (in numbers)	IM _i * N _{mi} Number of customer Momentary interruptions	N _T - Total number of customers served (in numbers)	MAIFI = Imi * Nmi/ Nt
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = (5)/ (6)
Surat License Area						
1	Apr-10			0	527936	0.000
2	May-10			0	528446	0.000
3	Jun-10			1058	528893	0.002
4	Jul-10			1060	529812	0.002
5	Aug-10			0	530428	0.000
6	Sep-10			0	531251	0.000
7	Oct-10			0	531922	0.000
8	Nov-10			0	531853	0.000
9	Dec-10			0	532489	0.000
10	Jan-11			0	532612	0.000
11	Feb-11			0	533312	0.000
12	Mar-11			0	534218	0.000
				2117	531098	0.004

Torrent Power Limited
Year: 2010-11

SoP 012 : System Losses at EHT/ 11 kV and Below

Losses in 11 KV System and Connected Equipment			
Ahmedabad License Area			
i	Energy Delivered into EHT / 11KV and LT Distribution System from EHT / 11KV SSs (Mus)	A	6045.83
ii	Energy Sold (Billed). HT direct sales (Mus)	B	1539.58
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	3904.39
iv	Total Sales (Mus)	(B+C)	5443.97
v	Distribution Loss (Mus)	D	484.77
vi	Energy input at EHV Substation (Mus)	E	5,928.74
vii	% Distribution Loss	$(D) \times 100/(E)$	8.18%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	601.86
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100/(A)$	9.95%

Torrent Power Limited
Year: 2010-11

SoP 012 : System Losses at EHT/ 11 kV and Below

Losses in 11 KV System and Connected Equipment			
Surat License Area			
i	Energy Delivered into EHT / 11KV and LT Distribution System from EHT / 11KV SSs (Mus)	A	3264.30
ii	Energy Sold (Billed). HT direct sales (Mus)	B	236.45
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	2848.13
iv	Total Sales (Mus)	(B+C)	3084.58
v	Distribution Loss (Mus)	D	150.10
vi	Energy input at EHV Substation (Mus)	E	3,234.68
vii	% Distribution Loss	(D) X 100/(E)	4.64%
viii	Total Losses(including EHV/Transmission) (Mus)	{(A)-(B+C)}	179.72
ix	% Total Losses(including EHV/Transmission)	{(A)-(B+C)} X 100/(A)	5.51%

Torrent Power Limited
Year : 2010-11

Sop 013: 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 number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	-	18,594	18,594	18,594	-
Three Phase	-	5948	5,948	5,948	-
HT	-	-	-	-	-

Note : The above includes defective meter replacements done at consumer premises
The details of the old age meter replacement under MMR are as follows

Remarks	
Single Phse	3432
Three Phase	503

Torrent Power Limited
Year : 2010-11

Performa SoP 013: 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 number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Surat License Area					
Single Phase	7	22,517	22,524	22,517	7
Three Phase	1	2,639	2,640	2,640	-
HT	-	-	-	-	-

Torrent Power Limited
Year: 2010-11

SOP 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr. No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Lacs)	Revenue Collected (Rs. Lacs)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
Ahmedabad License Area									
i	H1	3295	2964	90	165234	152411	92	83	
ii	H2	2634	2480	94	133958	146472	109	103	
		5,929	5,444	92	299,193	298,884	100	92	

*The resultant figure base on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

Torrent Power Limited
Year: 2010-11

SOP 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr. No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Lacs)	Revenue Collected (Rs. Lacs)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
Surat License Area									
i	H1	1765	1662	94	89435	86972	97	92	
ii	H2	1499	1422	95	78555	76218	97	92	
		3,264	3,085	94	167,990	163,190	97	92	

*The resultant figure base on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

Torrent Power Limited
Year: 2010-11

SoP 015 : Release of New Connection Status

Consumer Category	Total number of consumers connected	Total new Applications received at the end of the year	No. of release of connections in the year	Number of pending* applications for release of connections in the year
Ahmedabad License Area				
Domestic	1,201,650	51574	46960	7
Commercial	284,608	12100	13732	42
Industrial LT	52,816	2496	3398	65
Agriculture (Total)	422	10	12	0
HT	930	136	57	0

* Pending applications for release of connection excludes pending due to customer non-compliance.

Torrent Power Limited
Year: 2010-11

SOP 015: Release of New Connection status

Consumer category	Total no. of consumers connected	Total New Applications received at the end of the year	No. of connections Released in the year	Number of pending* applications for release of connections in the year
Surat License Area				
Domestic	359,905	8,656	8,419	14
Commercial	110,131	3,507	3,396	8
Industrial LT	63,444	1,566	1,477	11
Agricultural (Total)	255	5	5	-
HT	180	12	8	6

* Pending applications for release of connection excludes pending due to customer non-compliance.

Torrent Power Limited
Year : 2010-11

SoP 16: Compensation Details

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
Ahmedabad License Area				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	Replacement of meters	LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000	-	-
10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 100/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL				

Torrent Power Limited
Year : 2010-11

Performa SoP 16: Compensation Details

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
Surat License Area				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
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10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 100/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL				