

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
APR 09 TO MAR 10**

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY
REGULATORY COMMISSION**

DATE : _____

Torrent Power Limited
Year : 2009-10

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	-	5	26	2	16
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal					

Torrent Power Limited
Year : 2009-10

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	-	2	13	-	4
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal					

TORRENT POWER LTD
Year: 2009-10

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 SUUGGEST ED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURENCE OF SUCH ACCIDENT
Ahmedabad License Area								
1	Arvind.Lalji.Doda 525, Harijan vas, Sardar Bazar camp, Ahmedabad.	12-Apr-09	FHO	The construction job was in process on the terrace of first floor of the house. IP tried to pull out a nail fixed on the wall with the help of iron handle hammer. The insulation of the wires whirled around the nail got damaged & IP received electrical shock resulted into fatality.	Reply Awaited			Service was disconnected
2	Ruhina A.Saiyad B/31, Jantanagar Ramol, Ahmedabad	19-Apr-09	FHO	IP was washing clothes near the running water pump. Terminal cover of the motor was broken. This motor was lifting water to first floor by temporary connected two rubber pipes, which got open and water sprinkled on motor. This caused the leakage of current to motorbody, galvanized pipe and valve connected to it.IP tried to close the valve and got electrocuted.	Reply Awaited			Service was disconnected
3	Gulshanbanu A.Ansari Bismilla nagar , Barrel market , Chandola-Ahmedabad.	24-Apr-09	FHO	A pandal was made of metallic pipes for the marriage at neighbour's house (Siraj Bhai Gafurbhai). A halogen lamp was fixed on the pipe. IP was standing with the support of the pipe. The moment electrician switched ON the supply from far end, she got electrocuted.	Reply Awaited			Counselled party to take new connection
4	Gulabben Jogeshwari Padhiar 11, Vishwakarma Society Dudheshwar, Ahmedabad,	1-May-09	FHO	The victim was putting washed wet clothes on metallic wire for drying. She might have received electrical shock due to ingress of water in tumber switch fitted nearby on a switch board causing current to flow. Two spots on left hand plam were observed by the neighbour.	Reply Awaited			Service was disconnected
5	Rasikbhai Bhalabhai Dantani Plot: K-52, Greencity Sector-26, Gandhinagar.	12-May-09	FHO	It is alleged that IP might have received leakage current from single phase motor starter of submersible pump, while he was doing the masonry work for fixing wooden frame of doors & windows.	Reply Awaited			Service was disconnected
6	Girish S. Rohira (IP-1) Shaswat Complex S/S, Nr. Bhulabhai Four Road, Ahmedabad	23-May-09	NFHD	IP-1, IP-2 along with the team were attending the cable fault at Shaswat s/s. All the test carried out by cable van & found ok. IP-1, on instructions of his officer moved to Milk Colony s/s to charge the cable coming to Shaswat s/s but in the mean time before IP-1 charged the cable at Milk Colony, IP-2 made the earth switch ON without any instructions and disconnected the earth link at Shaswat complex. Both did not communicate each other about the operations made by them at relative ends. IP-1 on returning to Shaswat Complex said work is completed & was observing LEDs of ring switch-1at Shaswat complex, IP-2 tried to connect earth link of switch-1, resulted into Flashover.	Reply Awaited			Counselling of both IP
7	Vinaykumar J.Patel (IP-2) Shaswat Complex S/S, Nr. Bhulabhai Four Road, Ahmedabad	23-May-09	NFHD					
8	Ramanbhai Damor Nand Appartment Nr Shiv Darshan Society, Naroda.	26-May-09	FHO	IP, a contract labourer from Reliance Telecom was drilling under the road to lay cable. The drill tool was of Iron bar connected with Iron drill head. IP got electrocuted when his drill head pierced in to our 4C*LT cable.	Reply Awaited			Counselling of IP
9	Mahesh Veersingh Rathod Back side of ATMA House bldg, Opp old RBI, Ashram road.	11-Jun-09	FHO	As reported, IP got electrocuted while spreading wet clothes on the metallic grill grouted on the fencing of ATMA House. The metallic light post was found erected with the support of metallic grill. The PVC insulated 1/18 copper wire inside the light post was found damaged.	Reply Awaited			Service was disconnected
10	Ritaben Samuilbhai Shukla 77 New Kamdar Nagar Society, Rajendra Park Road, Odhav.	15-Jun-09	NFHO	IP received minor electrical shock while she touched the GI wire provided in her compound for drying the clothes. The GI wire was tied with neighbour's compound wall. It is assumed that the leakage current might have passed through faulty wiring of consumer's ceiling fan installed with damaged grommet or through the neighbour's s.no 418037 whose earthing was not properly done (N-E= 110V)	Reply Awaited			Service was disconnected
11	Arunaben Vinubhai Patel 1110 Luhar Sheri, Near Haribhai Godani's Dispensary, Saraspur.	17-Jun-09	NFHO	IP received minor electrical shock while she touched the GI wire provided in her open chowk for drying the clothes. The chowk surface was wet at the time of accident. It was found that the winding of Fan was shorted and that might have caused leakage of current thru hook as the fan was fixed without rubber grommet.	Reply Awaited			Service was disconnected
12	Cow at Rajshree society near HV Pole no SB/36, Vatwa.	17-Jun-09	FAO	The 2C/10mm cable from MSP no CZS/S/314/6 was pick axed & not properly refilled by drainage dept of AMC.The cow got electrocuted when its rear leg came in contact with the pick axed cable.	Reply Awaited			Cable was rectified

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Ahmedabad License Area								
13	Yogesh Jagannath Joshi AMC Gujarati School No.1&2, Near Manglam Cinema, Odhav village, Ahmedabad.	28-Jun-09	FHO	As reported, IP was a security guard of school. He was watering the plants in school premises. The portable motor was kept on underground tank & connected by temporary pipes. As per the school's report, the outlet pipe might have detached and water ingressed in the motor. IP tried to re-connect the pipe while motor was running & got electrocuted. The motor was taken into custody by Odhav police station. It was found with three pin plug without earth wire.	Reply Awaited			Service was disconnected
14	Unknown Person (details not available) Narayan Farm PMT, Near Karnavati Bunglows, Tax shila school road, Vastral, Ahmedabad.	29-Jun-09	NFHO	As reported the IP was a mad person. He climbed on Narayan Farm PMT structure. He might have touched 11kV B-ph bushing and have received electrical shock. Their was flashover & B-ph DO fuse blown off. IP fell down on ground & received burn injury on his chest and right arm.	Reply Awaited			
15	Ganesh Punambhai Patani Near Muton Shop, Ashokwadi na Kachha Chhapra, Near Averest Cinema, Saraspur.	5-Jul-09	NFHO	The IP was holding the MS angles, which was used to support the GI ceiling sheet of Mutton shop. There was lose wiring & joint in UAE wire which was touching the angle. The leakage current might have passed to iron angle & he got electric shock.	Reply Awaited			Service was disconnected
16	Chamanji Chothaji Thakore A-13, Sonaria Chawl, Opp Rajivnagar Garden, Bapunagar, AHMEDABAD-21.	5-Jul-09	FHO	IP got electrocuted while refixing the GI sheet of his roof. He received electrical shock due to leakage in neighbour's ceiling fan (service nos. 219257), hanged on MS angle.	Reply Awaited			Service was disconnected
17	Bharatbhai Naraiandas Poptani (IP-1) 11, Signature Residency, Hebatpur road, Thaltej, Ahmedabad	14-Jul-09	FHO	The street light fitting and its phase wire insulation in fitting was found damaged on the private street light pole of society. This bare phase wire was in contact with metallic body of the fitting which caused the leakage of current in street light pole & to GI wire tied between street light pole & the hook on the boundary wall near the entrance gate of their house. It was raining when IP-1 touched the GI wire and got electric shock. Subsequently IP-2 came to his rescue also recieved an electric shock. Both of them were taken to SAL hospital and declared dead.	Reply Awaited			
18	Naraiandas Choitram Poptani (IP-2) 11, Signature Residency, Hebatpur road, Thaltej, Ahmedabad	14-Jul-09	FHO					
19	Robin M Christian OH line pole no. VR/1, V.R.Enterprise OH line,opp. GAS Power Station,nr. Canal,Vatva.	16-Jul-09	NFHD	The line clerance of Vora Pulse OH line was taken by Mr. J.M.Gupta (JE) & of V.R.Enterprise by Mr. B.J.Mevada (SE). After completion of the work on Vora pulse, J.M.Gupta instructed the operator at Vinzol SS to switch "ON" V.R.Enterprise line instead of Vora pulse. The line V.R.Enterprise OH got tripped and flash over occured on pole no VR/1 where both IP were working. IP-2 (Vasant S. Parmar) fell down on the ground and got burns injury on his hands, face, neck, chest and legs & IP-1 (Robin M Christian) got burns injury on his right hand from elbow to wrist.	Reply Awaited			Counselling of both IP
20	Vasant S Parmar OH line pole no. VR/1, V.R.Enterprise OH line,opp. GAS Power Station,nr. Canal,Vatva.	16-Jul-09	NFHD					
21	Saiyad Azaz Ahmed Varis Ali 15/B Kashiana -A- Shahalam society, Vatwa, Narol Road	17-Jul-09	NFHO	IP was working on computer at his home. While removing the three pin plug, he received a minor electrical shock on left hand. The earthing at source side was found burnt during inspection & might have caused leakage of current on earthing.	Reply Awaited			

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22	Maheshbhai Nanakram Naviani 152, Kabutar khana, Chokhabazar, Kalupur.	22-Jul-09	FHO	IP was standing bare footed on the metallic ladder, with his elbow touching the metallic partition wall and holding the wooden sheet to be fix with the angles. Consumer wiring was found with poor quality and damaged insulation. The meggar value found zero ohm between consumer phase wire and metallic partition . Due to this there might be leakage of current & IP got electrocuted.	Reply Awaited			
23	Buffalo at Mangaji Karaji Thakore farm, Nr Meghnath Mahadev, Gyaspur Battha, Sarkej road	25-Jul-09	FAO	The buffalo's body was found in the contact of rail pole on which LT ABC O/H line was running. It was assumed that the neutral socket of the of ABC might have touched the rail pole's LT channel & simultaneously leakage current might have passed through neutral on account of miscreants connecting unauthorize wire for theft of electricity from the same socket.	Reply Awaited			
24	Gangasingh Bhagwansingh Chauhan Bajaj Processors Pvt. Lmtd., Narol.	30-Jul-09	FHO	IP was stitching wet cloth on portable sewing m/c. It was connected to a 2 pin socket with a 3 core cable having joints. The third core of the cable was found open at the socket end. As the earth was not available to the metallic body, the IP might have received the electric shock and got electrocuted.	Reply Awaited			
25	Jashwant C Vaghela Plot No. 649/2 Sector - 4 Corner C, Gandhinagar	18-Aug-09	NFHO	IP was removing the Plaster of the Tarress wall for construction of First floor work with the help of Chisel and hammer. During the work, IP might have touched the live part of the switch board at the terrace and received an electrical shock .	Reply Awaited			
26	Prahladbhai Bhikhabhai Gohil OH line pole no. UR-II /60,UR II OH line, nr. Patel filter, nr. Vatva railway crossing, Vatva	27-Aug-09	NFHD	IP was raising the pole box for UR-II overhead line.While working, he came in the vicinity (induction zone) of the adjacent UR-I line which resulted in the flashover & he fell down on the ground.	Reply Awaited			
27	Nilufarbanu Nazir Husain Shaikh 15, Bismilla nagar, Chandola	27-Aug-09	FHO	IP was playing badminton nr. House no. 15, the shuttle cock flew to the terrace, so she went upstairs to get the cock. Some series decorative lights were put up on the terrace using metal wire on the wall. IP while taking cock accidentally touched the series lights & the metal wire. It was observed that supply for the series light was taken using a 2 pin plug from service no. 2269297, and wire was having joints without any insulation and touching the metal wire. Due to rain & poor insulation, leakage current might have passed through metallic wire causing electrocution to the IP.	Reply Awaited			Service was disconnected
28	Kishanbhai Manilal Dabhi Plot No. E/120, Sector - 26 GiDC, Gandhinagar	30-Jul-09 (Reported on 2/09/09)	NFHO	IP was checking the display of the Electronic weight machine. During checking, IP might have touched the live part of Fuse unit and received an electrical shock.	Reply Awaited			
29	Vikrambhai Keshrabhai Wadi Sector 5,305. Chanakypuri	29-Jun-09 (Reported on 5/09/09)	FHO	As reported during the renovation work of the house IP had gone to drink the water from water tank & might have come in contact with the portable single phase motor which was lying beside the tank result to electrocution. Water motor was found with three pin plug without earthing.	Reply Awaited			
30	Sundarsingh Jagannath Baghel (Rajput) Pariharnagar, Gali no.2, Omprakash's chawl , Bhargav road, Naroda	13-Sep-09	FHO	It was reported that IP was working with electric motor pump which was connected by unauthorized wires having two pin plug inserted to near by consumer's switchboard, of service no 2269677. At site no evidence was found. Electrical Inspector report is awaited due to Non-receipt of P.M report.	Reply Awaited			

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Ahmedabad License Area								
31	Laliben Vastabhai Rathod Royal Chirag Apartment, Chirag Park-2, Nr. Chandola lake, Danilimda	13-Sep-09	FHO	Victims were working & staying at new construction site (Royal Chirag Appt.).There were 2 illegal 1/18 black wires connected with TPL's 10/4 C distribution cable.The insulation of the illegal wires was damaged & touching the bunch of iron bars. Due to leakage current in iron bars all the victims got electrocuted.	Reply Awaited			IP had taken illegal connection which was disconnected
32	Karan Vastabhai Rathod Royal Chirag Apartment, Chirag Park-2, Nr. Chandola lake, Danilimda	13-Sep-09	FHO					
33	Sonal Vastabhai Rathod Royal Chirag Apartment, Chirag Park-2, Nr. Chandola lake, Danilimda	13-Sep-09	FHO					
34	Pakabhai Vastabhai Rathod Royal Chirag Apartment, Chirag Park-2, Nr. Chandola lake, Danilimda	13-Sep-09	FHO					
35	Kaushik H Makwana HT-Raghuvir Synthetic, Rakhiyal road	14-Sep-09	FHO	As reported by Mr.Hitendrabhai Trivedi and Mr.Udayanarayan Chauhan at site, IP was trying to insert un-insulate supply wires of welding machine to the MCB, result to electrocution.	Reply Awaited			
36	Rakesh Ramsinh Palas Shivam arcade, Nr. Nirman Tower. R.C. Technical road, Ahmedabad	21-Sep-09	FHO	As reported by the site supervisor Mr. Rameshbhai Kachrabhai Jakasania, IP received an electrical shock while switching ON the concrete mixing machine.This result to electrocution & exact cause is awaited.	Reply Awaited			
37	Bharatbhai Umedbhai Raval Jay Ambe Chavanawala, 5-Jagaswami society, near Gamadiwala Dairy, Kakaria.	19-Oct-09	FHO	A loose wire with extension board was taken outside his house for temporary counter of chawana during diwali occasion. While closing the counter IP asked his father to switch OFF the supply. IP started removing the 2pin plug which was still live from extension board & got electrocuted.	Reply Awaited			Service was disconnected
38	Zubedabanu Sulemanbhai Modan 61, Kesharbag Row House, Nr Ayesha Masjid, Juhapura, Ahmedabad.	20-Oct-09	FHO	As reported IP got electric shock on coming in contact with immersion of electric water heater. He was later declared dead in V.S. Hospital.	Reply Awaited			Service was disconnected
39	Mohmadalikhan Mohmadyusuf Pathan (IP-1) At Aslali, Fatehwadi Bhatha, Bhd Juhapura, between Tower location no: 67 to 68 of 132 KV Thaltej-Pirana line.	21-Dec-09	FHO	IP-1 was pulling the Chinese thread for removing the kite which was on the bottom conductor of 132 kV Thaltej Pirana feeder No-2 between tower location no: 67 & 68. There was flash over. IP-1 got 70% burn initially & later got electrocuted. IP-2 & IP-3 were standing beside IP-1 receive 5 to 10% burns.	Reply Awaited			
40	Firasatbhai Sakhavathusian Ansari (IP-2) At Aslali, Fatehwadi Bhatha, Bhd Juhapura, between Tower location no: 67 to 68 of 132 KV Thaltej-Pirana line.		NFHO		Reply Awaited			

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41	Anas Firasatbhai Ansari (IP-3) At Aslali, Fatehwadi Bhattha, Bhd Juhapura, between Tower location no: 67 to 68 of 132 KV Thaltej-Pirana line.		NFHO		Reply Awaited			
42	Jigneshbhai .R. Patel (IP-1) HT-681, Adani Exports Ltd, Mithakali.	11-Jan-10	NFHO	IP-1 tried to check the power supply in 11kV live cable termination of HT consumer by using clip-on meter without any safety equipment. Flashover occurred which resulted to burns injury to all the three IPs.	Reply Awaited			
43	Vinodbhai (IP-2) HT-681, Adani Exports Ltd, Mithakali.		NFHO		Reply Awaited			
44	Hareshbhai (IP-3) HT-681, Adani Exports Ltd, Mithakali.		NFHO		Reply Awaited			
45	Manojbhai Jayram Bhil 2, Servant Quarters, Opp. B.No. 4, Dafnala Shahibaug, Ahmedabad.	20-Jan-10	NFHO	IP received electrical shock on left hand while he touched the GI wire provided in front of his house for drying the clothes. The GI wire was tied with iron roof through which the leakage current flew from damaged Unauthorised wire exetension from other customer S.no 86514.	Reply Awaited			Service was disconnected
46	Pravinbhai P.Parmar Nr. Atul traders, Under kalupur bridge, Amdupura, Naroda. Rd	4-Feb-10	NFHO	I.P was working for AMC drainage pipe line. He pick-axed 25/4C TPL cable. He received burn injury due to flash over, on left hand from palm to elbow.	Reply Awaited			Cable was disconnected
47	Mrs. Nimisha Dineshbhai Chunara 844,Chunara vas, Opp Big Bazar, O/S Raipur Gate, Kankaria Road	14-Feb-10	NFHO	There was leakage of current in the GI roof sheet of neighbour's house, due to the damage insulation wire of their ceiling fan. IP was going upstairs touching her left hand on neighbour's GI roof sheet and got electric Shock.	Reply Awaited			Service was disconnected
48	Mrs. Chuniben Hamidbhai Mew Ramlal ni Chawl, Under kalupur bridge, Amdupura, Naroda Rd.	14-Feb-10	FHO	IP was switching ON for the ceiling fan. She received electric shock on right hand through damaged plug below the fan switch on consumer switch board. She got electrocuted.	Reply Awaited			Service was disconnected
49	Miss. Bhanuben Parmar Block-18/416, Muncipal Qtr, Parixittal nagar, Behrampura.	2-Mar-10	NFHO	IP received electrical shock while she touched the metal wire for drying the clothes. It was found that there was leakage of current through their neighbour's faulty ceiling fan.	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

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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	Mohammad Aarif Plot No-9, Shiv Sagar Restaurant, B/H., Ram Mandir, Ram Chowk, God dod Road, Surat.	1-Apr-2009	NFHO	As per the information gathered accident was occurred due to flashover in Meter box while doing unauthorized work by unauthorized wireman at consumer's premises.	Findings Yet to Receive			
2	Rajkumar Ramshary Vama 2681, Mafatnagar Zumpadpatti, B/h., Smimer Hospital, L.H.Road, Surat.	4-Apr-2009	FHO	As per the information gathered accident was occurred due to electrocuted with live wire while adjusting TV antenna with support of metal roof.	Findings Yet to Receive			
3	Santosh Javre Karu 355/356, Padmanagar, Mandarwaja Ring Road, Surat.	13-Apr-2009	NFHO	As per the information gathered victim was filling water under metal staircase, while doing so he came in contact with Dish/TV cable lying on metal staircase. It was observed that only Dish /TV cable wire was in direct contact with the metal staircase.It may be happend that current was passing through Dish /TV Cable and victim was electrocuted.	Findings Yet to Receive			
4	Dharmendra Suryakant Pandya H.No- 3314/1-B R No-3 Ground floor,Opp- Marchawala Chawl, Badekhan Chakla, Surat.	23-May-2009	NFHD	As per information furnished by victim, while testing the meter on out going terminal flashover took place. However, after physical examination of meter, a black spot is observed on the top of incoming phase & neutral terminals & also on mettalic top cover of meter which leads that a flashover took place while removing the wires of test lamp from incomming terminal of meter when neutral lead might have touched the mettalic part of meter body.	Findings Yet to Receive			
5	Krupashankar Jaynarayan Yadav Shri Balaji pros, Pl no 89 to 93, Gothan Industrial Estate, Kabir wadi, A.K.Road, Surat.	16-Jun-2009	FHO	As per information gathered victim was moving trolley towards stanter machine. A stitching machine was found to be located near by stanter machine and it was connected through an electric cable. It is also observed that the water was lying on the floor, When the victim moved the trolley, it passed over the electric cable and damaged the insulation of it. The victim may have got electric shock due to coming direct contact with damaged electric cable.	Findings Yet to Receive			
6	Tulsibhai Gordhanbhai Pankhania Plot No-1 to 4 /41, 2nd floor, Tena-15G-27-031-0-003. Harihar Industrial Society, Juni GIDC, Katargam, Surat.	16-Jun-2009	FHO	As per information gathered from the witness, the victim was doing fitting work of aluminium chalmnel for fall ceiling by standing on embrodary machine. During that work the victim might have come in contact with deteriorates wiring of tube-light strip, hanging above the embrodary machine and get electrocuted & fall down on embrodary machine.	Findings Yet to Receive			
7	Shiv Prasad Pal Plot No-115, Goving Industrial Estate, Ved Road, Surat.	19-Jun-2009	FHO	As per information gathred from witness Mr. Sabbir Chandiwala the victim was doing repairing work of looms machine. During that work the victim might have been electrocuted with electrical motor of the looms machine and fell down on near by looms machine.	Findings Yet to Receive			
8	Ramgopal Rajkishor Shukla P77, Mafatnagar Zumpadpatti, B/H., Chorasia Bunglow, L.H.Road, Surat	29-Jun-2009	FHO	As per informatin gathered victim was repairing electric motor pump, during the work he might have come in contact with live part of motor or near by bare wires. Mr. Rajendrakumar (2nd victim) attempted to save Mr. Ramgopal and was electrocuted.	Findings Yet to Receive			

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Surat License Area								
9	Rajendrakumar Premjibhai Yadav P77, Mafatnagar Zumpadpatti, B/H., Chorasia Bungalow, L.H.Road, Surat	29-Jun-2009	NFHO	Mr. Rajendrakumar (2nd victim) attempted to save Mr. Ramgopal and was electrocuted.	Findings Yet to Receive			
10	Kishorbhai Rameshbhai Tank H.No- 4/2766, Vaniya Sheri, Begumpura, Surat.	10-Jul-2009	FHO	As per information gathered from the site visit that victim was changing disk of grinder machine and electrocuted with that machine.	Findings Yet to Receive			
11	Ashakmohmad H. Shaikh Lorry Cabin, Nr. Vadiwala Darga, Razanagar Zumpadpatti, Bhathena Road, Surat.	2-Aug-2009	FHO	During the site visit we came to know that victim got electrocuted on touching with metallic lorry. No evidences found at the site, hence the manner in which the victim got electrocuted is unknown.	Findings Yet to Receive			
12	Vijay Bhikhabhai Pipaliya Naik Sub Station, Vaishali Apartment, Bhatar Road, Surat	14-Sep-2009	NFHD	Work of maintenance & monitoring of APFC panel at Naik Sub station was allotted to contract labours of M/s. Marsdenbakulbhai & Sons, Ahmedabad. During new wiring work due to internal defect in MCCB suddenly flash over took place in MCCB which is having power in its incoming terminals and victim get burnt injury. Finding of the case is there may be manufacturing defect in MCCB of Merlin gerin Type NKS100R Ampere capacity 100 Ampere.	Findings Yet to Receive			
13	Daxaben Rameshbhai Tada 103, Vikas Apartment, Ankur Co-operative Society, Ashwani Kumar Road, Varachha, Surat.	5-Nov-09	FHO	As per information gathered, the victim was electrocuted with refrigerator.	Findings Yet to Receive			
14	Montusingsh Vishnusingh Shilalekh Residency-A, 9th Floor, Punakumbharia Road, Magob, Surat.	15-Nov-09	FHO	As per the information gathered, the victim was electrocuted while inserting wire of RCC breaker machine in Socket of extension board.	Findings Yet to Receive			
15	Prashant Kashinath 67 A, Ground Floor, Khatodara GIDC, Surat.	15-Nov-09	FHO	As per the information gathered, the victim was electrocuted while repairing 'Weft Filler Box' installed on Looms Machine.	Findings Yet to Receive			
16	Dilshad Mohamad Shaikh Sy.No-7+8/2+11 Plot No-8, Rahul Raj Textile City Model Township Road,Beside Limbayat SMC zone, Surat.	5-Dec-09	FHO	As per information gathered from witness Mr. Mohamad Farid, the victim Mr. Dilshad Shaikh was helping him for centering work during construction. One halogen lamp was fixed on an iron rod at construction site. While shifting the same, Victim was electrocuted by live wire connected with the halogen lamp damaged due to friction.	Findings Yet to Receive			
17	Kavin Rameshbhai Kakrecha Plot No-95, Shiv Nagar Co-Op Housing Society, Katargam Sigarpore Road, Surat.	22-Dec-09	NFHO	As per information gathered, accident occurred due to short circuit in consumer's house wiring. As consumer has used higher capacity fuse wire in meter switch board, the same did not burn out at the time of short circuit & one child playing nearby came in contact with leakage earth wire and got electrocuted.	Findings Yet to Receive			
18	Jit Bahdur Shankar Bahur Levat 70, Anand nagar, Saharadawaja, Surat.	20-Feb-10	FHO	Based on observations gathered during the the site visit , it seems that victim might have electrocuted due to leakage current from defective fan. As per information gathered form site visit, the victim was electrocuted while climbing on metal staircase.	Findings Yet to Receive			
19	Kantibhai Dhirubhai Bhambhar 18, 18 A, Panchvati Society, Near Lalita Chokdi, Katargam, Surat.	12-Mar-10	FHO	As per the information gathered victim was electrocuted while shifting an electrical water pump. During the site visit it was observed that there was no any electrical wiring. But the water pump and two cores cable was exist at site with out any connection. As per information received, water pump was connected with two core cable having two pin plug and toggle switch from near by plot No-18B. it was found bare wire in terminal Box of water pump. Toggle switch might have been connected in neutral.Victim might have been electrocuted due to bare wire came in contact with water pump body.	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 : 2009-10

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	26	175771	175797	175354	420	0	0	175,774	23
A(ii)	Interruption in Power Supply due to line breakdown	132	124710	124842	89168	35596	2	0	124,766	76
A(iii)	Interruption in Power Supply due to failure of transformer	5	226	231	229	1	0	0	230	1
A(iv)	Interruption in power supply due to shutdowns/load shedding	-	19662	19662	0	19662	0	0	19,662	-
B(i)	Quality of Supply Complaints which require no Augmentation	-		0					-	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	135	135	135	0	0	0	135	-
C(i)	Meters - Stopped/Defective meters	76	21115	21191	20076	1066	14	2	21,158	33
C(ii)	Meters - Billing on average basis for more than two bills	2	435	437	435	0	0	0	435	2
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	63	10026	10089	9985	53	2	1	10,041	48
F(i)	Service Connections - Where extension of mains is not required								-	-
F(ii)	Service Connections - Where extension of mains is required	1	142	143	140	0	0	0	140	3
F(iii)	Service Connections - Modification in connected load	-	0		0	0	0	0	-	-
F(iv)	Service Connections - Name Change/Reconnection	11	4307	4318	4302	3	0	1	4,306	12
G	Refund of amount in case of temporary connection								-	-
H	Others	124	11226	11350	11205	20	7	3	11,235	115
Total		440	367,755	368,195	311,029	56,821	25	7	367,882	313

Torrent Power Limited
Year : 2009-10

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	-	7,240	7,240	6,884	356	-	-	7,240	-
A(ii)	Interruption in Power Supply due to line breakdown	-	4,318	4,318	4,300	17	1	-	4,318	-
A(iii)	Interruption in Power Supply due to failure of transformer	-	10	10	10	-	-	-	10	-
A(iv)	Interruption in power supply due to shutdowns/load shedding	-	3,272	3,272	3,272	-	-	-	3,272	-
B(i)	Quality of Supply Complaints which require no Augmentation	-	8	8	8	-	-	-	8	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	3	3	-	-	-	-	-	-
C(i)	Meters - Stopped/Defective meters	6	6,444	6,450	6,435	13	-	-	6,448	2
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	-	1540	1,540	1540	-	-	-	1,540	-
E(ii)	Bills - For bills where additional information/site visit is required	-	1206	1,206	1206	-	-	-	1,206	-
F(i)	Service Connections - Where extension of mains is not required	-	5	5	5	-	-	-	5	-
F(ii)	Service Connections - Where extension of mains is required	-	2	2	2	-	-	-	2	-
F(iii)	Service Connections - Modification in connected load	-	4	4	2	2	-	-	4	-
F(iv)	Service Connections - Name Change/Reconnection	1	51	52	52	-	-	-	52	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	9	1735	1,744	1,739	5	-	-	1,744	-
Total		16	25,838	25,854	25,455	393	1	-	25,849	2

Torrent Power Limited

Year : 2009-10

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	425494 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)	27525	
	Information booklet (User guide to fixed service line charges)	2351	
	GERC regulations (booklet on GERC regulations)	270	
	Mobile van flyer (details of mobile van stops, including dates and timings)	189830	
	Power Alert Service handouts	17669	
4	Bill Back		Backside of the Bill
	Mobile Van schedule (for making bill payments, complaint/application registration)	6 lacs/month	
5	SMS - Awareness about Call Centre services, Billing details, Payment reminders & acknowledgements, Mobile van availability prompts	302073	SMS

Torrent Power Limited

Year : 2009-10

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	425494 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)	404179	Information booklets and flyers
	Information booklet (User Guide to fixed service line charges)	590	
4	Free Meter Accuracy Check Drive	510789	Service Camps
5	Drive for Name Transfer	44000	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	510789	Conducted 6 consumer services camps at different location
8	SMS - Awareness about Call Centre services & billing information	100470	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	4507	Welcome Kit
11	Safety Awareness Campaign - Safety Awareness Programme for school children and engineering students, Safety inspection, Safety tips on radio channels & participation in Safety programme organised by SMC	4544	Power Point Presentation , Seminar, Quiz & Radio,
12	Customer Service Counter - Awareness about consumer services, Handling queries/complaint related to bill & meter related and Information on Application Processing	183829	Collection Mobile Van
13	Exhibition (Udyog 2010 - Information on Company & it's services, Awareness on complaint mechanism, Safety , Conservation etc)	6500	Exhibition

Torrent Power Limited
Year : 2009-10

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	10.04.2009 & 20.04.2009	4	0
B	2nd Month of the Financial Year	11.05.2009 & 20.05.2009	1	0
C	3rd Month of the Financial Year	10.06.2009 & 20.06.2009	0	0
D	4th Month of the Financial Year	10.07.2009 & 20.07.2009	0	0
E	5th Month of the Financial Year	10.08.2009 & 20.08.2009	0	0
F	6th Month of the Financial Year	10.09.2009 & 21.09.2009	0	0
G	7th Month of the Financial Year	10.10.2009 & 20.10.2009	0	0
H	8th Month of the Financial Year	10.11.2009 & 20.11.2009	0	0
I	9th Month of the Financial Year	10.12.2009 & 21.12.2009	0	0
J	10th Month of the Financial Year	11.01.2010 & 20.01.2010	0	0
K	11th Month of the Financial Year	10.02.2010 & 20.02.2010	0	0
L	12th Month of the Financial Year	10.03.2010 & 20.03.2010	0	0

* 10:00 AM to 12:00 AM

Torrent Power Limited
Year : 2009-10

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	04-04-2009 , 10-04-2009 , 14-04-2009 , 20-04-2009, 29-04-2009	5	1
B	2nd Month of the Financial Year	05-05-2009 , 11-05-2009 , 13-05-2009 , 18-05-2009 , 20-05-2009, 29-05-2009	4	2
C	3rd Month of the Financial Year	06-06-2009, 10-06-2009, 11-06-2009, 20-06-2009, 24-06-2009	5	0
D	4th Month of the Financial Year	10-07-2009 , 20-07-2009, 27-07-2009, 29-07-2009	4	0
E	5th Month of the Financial Year	03-08-2009 , 10-08-2009 , 17-08-2009 , 20-08-2009, 24-08 -2009	10	0
F	6th Month of the Financial Year	05-09-2009, 10-09-2009, 15-09-2009, 21-09-2009, 29-09-2009	6	1
G	7th Month of the Financial Year	01-10-2009, 10-10-2009 , 16-10-2009, 20-10-2009, 28-10-2009	7	0
H	8th Month of the Financial Year	10-11-2009, 11-11-2009, 12-11-2009, 16-11-2009, 20-11-2009, 23-11-2009, 30-11-2009	7	0
I	9th Month of the Financial Year	10-12-2009, 21-12-2009, 22-12-2009 & 23-12-2009	3	3
J	10th Month of the Financial Year	11-01-2010, 12-01-2010, 20-01-2010 & 23-01-2010	5	0
K	11th Month of the Financial Year	01-02-2010, 10-02-2010 & 20-02-2010	9	0
L	12th Month of the Financial Year	10-03-2010, 20-03-2010, 24-03-2010 & 30-03-2010	5	1

* 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 : 2009-10

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	5443	239	5682	111	1.95%

Torrent Power Limited
Year : 2009-10

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	2211	14	2225	10	0.45%

Torrent Power Limited

Year : 2009-10

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	118	7	125	0	0.00%

Torrent Power Limited
Year : 2009-10

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	54	1	55	0	0.00%

Torrent Power Limited
Year : 2009

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	702	2%	4	0.57
2	Commercial	216	2%	1	0.46
3	Industrial	0	2%	0	
4	Agricultural	0	2%	0	
5	Public Water works	0	2%	0	
	HT Consumers				
6	HT Industrial	0	2%	0	

Torrent Power Limited
Year : 2009

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	7215	2%	6	0.08
2	Commercial	2917	2%	7	0.24
3	Industrial	4837	2%	76	1.57
4	Agricultural	0	2%	0	
5	Public Water works	0	2%	0	
	HT Consumers				
6	HT Industrial	0	2%	0	

Torrent Power Limited
Year : 2009

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	918	+6% to -6%	16	1.74
High Voltage	0	+6% to -6%	0	
Extra High Voltage	0	+10% to -10%	0	

Torrent Power Limited
Year : 2009

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	15476	+6% to -6%	661	4.27
High Voltage	173	+6% to -6%	0	0.00
Extra High Voltage	0	+10% to -10%	0	

Torrent Power Limited
Year : 2009

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	1759	3.50%	161	9.15
2	HT Consumers	0	3.00%	0	
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2009

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	358	3.50%	12	3.35
2	HT Consumers	1	3.00%	0	0.00
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2009-10

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 = CI/N _T
(1)	(2)	(3)	(4)	(6) = (5)/(4)
Ahmedabad License Area				
1	Apr-09	1147834	1446712	0.79
2	May-09	1082202	1449898	0.75
3	Jun-09	1273045	1459627	0.87
4	Jul-09	2154225	1463628	1.47
5	Aug-09	1960841	1466742	1.34
6	Sep-09	768969	1469657	0.52
7	Oct-09	815174	1472719	0.55
8	Nov-09	828280	1474777	0.56
9	Dec-09	1039437	1478949	0.70
10	Jan-10	812407	1481593	0.55
11	Feb-10	601425	1486198	0.40
12	Mar-10	555924	1489351	0.37
		13039763	1469988	8.87

Torrent Power Limited
Year : 2009-10

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

Sr. No.	Month	Ni - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	SAIFI = Ni/N _T
(1)	(2)	(3)	(4)	(5) = (3)/(4)
Surat License Area				
1	Apr-09	457127	520053	0.88
2	May-09	780714	520476	1.50
3	Jun-09	550225	521046	1.06
4	Jul-09	354848	521835	0.68
5	Aug-09	145915	522992	0.28
6	Sep-09	457933	523951	0.87
7	Oct-09	239542	524162	0.46
8	Nov-09	236648	524718	0.45
9	Dec-09	82841	524312	0.16
10	Jan-10	581226	525046	1.11
11	Feb-10	306755	526166	0.58
12	Mar-10	460112	527047	0.87
		4653885	523484	8.89

Torrent Power Limited
Year : 2009-10

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 / N _T
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = (5) / (6)
Ahmedabad License Area						
1	Apr-09			1366885	1446712	0.94
2	May-09			1502228	1449898	1.04
3	Jun-09			1852520	1459627	1.27
4	Jul-09			2261766	1463628	1.55
5	Aug-09			1814601	1466742	1.24
6	Sep-09			1147912	1469657	0.78
7	Oct-09			1151601	1472719	0.78
8	Nov-09			982357	1474777	0.67
9	Dec-09			1092941	1478949	0.74
10	Jan-10			1275635	1481593	0.86
11	Feb-10			1117937	1486198	0.75
12	Mar-10			1047647	1489351	0.70
				16614029	1469988	11.30

Torrent Power Limited
Year : 2009-10

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-09			190045	520053	0.37
2	May-09			239948	520476	0.46
3	Jun-09			174273	521046	0.33
4	Jul-09			119613	521835	0.23
5	Aug-09			150770	522992	0.29
6	Sep-09			115898	523951	0.22
7	Oct-09			148722	524162	0.28
8	Nov-09			122294	524718	0.23
9	Dec-09			101987	524312	0.19
10	Jan-10			95567	525046	0.18
11	Feb-10			86028	526166	0.16
12	Mar-10			71714	527047	0.14
				1616859	523484	3.09

Torrent Power Limited
Year : 2009-10

Performa SoP 011C: Momeuntary 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)
Ahmedabad License Area						
1	Apr-09			438064	1446712	0.30
2	May-09			242030	1449898	0.17
3	Jun-09			437972	1459627	0.30
4	Jul-09			411724	1463628	0.28
5	Aug-09			986213	1466742	0.67
6	Sep-09			210804	1469657	0.14
7	Oct-09			245386	1472719	0.17
8	Nov-09			274062	1474777	0.19
9	Dec-09			378092	1478949	0.26
10	Jan-10			1698205	1481593	1.15
11	Feb-10			325270	1486198	0.22
12	Mar-10			378860	1489351	0.25
				6026682	1469988	4.10

Torrent Power Limited
Year : 2009-10

Performa SoP 011C: Momemntary 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-09			18722	520053	0.04
2	May-09			0	520476	0
3	Jun-09			0	521046	0
4	Jul-09			522	521835	0.001
5	Aug-09			0	522992	0.000
6	Sep-09			0	523951	0.000
7	Oct-09			0	524162	0.00
8	Nov-09			0	524718	0.00
9	Dec-09			3146	524312	0.006
10	Jan-10			0	525046	0.00
11	Feb-10			0	526166	0.00
12	Mar-10			0	527047	0.000
				22390	523484	0.043

Torrent Power Limited
Year: 2009-10

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	5484.36
ii	Energy Sold (Billed). HT direct sales (Mus)	B	0
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	5018.27
iv	Total Sales (Mus)	(B+C)	5018.27
v	Losses (Mus)	{(A)-(B+C)}	466.08
vi	% Losses	{(A)-(B+C)} X 100/(A)	8.50%

Torrent Power Limited
Year: 2009-10

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	3224.29
ii	Energy Sold (Billed). HT direct sales (Mus)	B	0.00
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	3026.78
iv	Total Sales (Mus)	(B+C)	3026.78
v	Losses (Mus)	{(A)-(B+C)}	197.51
vi	% Losses	{(A)-(B+C)} X 100/(A)	6.13%

Torrent Power Limited
Year : 2009-10

Sop 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (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	-	13,572	13,572	13,572	0
Three Phase	-	4394	4,394	4,394	0
HT	-	-	-	-	-

Torrent Power Limited
Year : 2009-10

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (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	19,487	19,494	19,487	7
Three Phase	2	2,476	2,478	2,477	1
HT	-	1	1	1	-

Torrent Power Limited
Year: 2009-10

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	Apr	474.79	418.66	88.18	22890.92	20449.16	89.33	78.77	
	May	521.68	446.67	85.62	24882.92	23001.43	92.44	79.15	
	Jun	525.25	469.17	89.32	25793.85	25052.93	97.13	86.76	
ii	Jul	504.34	459.27	91.06	25478.19	26160.17	102.68	93.50	
	Aug	493.26	462.36	93.74	25294.09	24212.86	95.73	89.73	
	Sep	502.24	457.77	91.15	24973.39	25025.68	100.21	91.34	
iii	Oct	447.85	442.40	98.78	24295.65	24513.46	100.90	99.67	
	Nov	402.08	392.00	97.49	21656.44	24142.63	111.48	108.68	
	Dec	385.84	361.10	93.59	19183.38	22569.45	117.65	110.11	
iv	Jan	374.11	346.35	92.58	19135.49	20305.47	106.11	98.24	
	Feb	369.37	355.03	96.12	19422.17	18407.77	94.78	91.10	
	Mar	483.54	407.50	84.27	22453.58	20267.55	90.26	76.07	
		5484.35	5018.27	91.50	275460.07	274108.56	99.51	91.05	

*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: 2009-10

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	Apr	269.42	260.31	96.62	13,986.74	12,664.96	90.55	87.49	
	May	273.70	255.15	93.22	13,609.91	14,567.73	107.04	99.79	
	Jun	278.21	248.67	89.38	13,370.93	13,518.27	101.10	90.37	
ii	Jul	285.74	265.80	93.02	14,109.97	13,743.01	97.40	90.60	
	Aug	292.90	271.79	92.79	14,415.12	13,776.33	95.57	88.68	
	Sep	295.28	284.33	96.29	14,874.94	14,038.90	94.38	90.88	
iii	Oct	238.66	238.08	99.76	12,728.23	14,952.89	117.48	117.19	
	Nov	251.42	228.23	90.78	12,082.34	12,523.01	103.65	94.09	
	Dec	258.75	246.01	95.08	12,865.29	12,877.45	100.09	95.17	
iv	Jan	253.53	238.33	94.01	12,550.07	12,438.04	99.11	93.17	
	Feb	242.38	230.23	94.99	12,159.28	12,346.86	101.54	96.45	
	Mar	284.32	259.85	91.40	19,108.23	15,909.84	83.26	76.10	
		3,224.29	3,026.78	93.87	165,861.05	163,357.29	98.49	92.46	

*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: 2009-10

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	1155573	42635	31864	556
Commercial	252038	11286	10264	200
Industrial LT	57748	2405	2176	28
Agriculture (Total)	407	23	15	0
HT	844	120	66	15

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

Torrent Power Limited
Year: 2009-10

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	356,545	7,993	7,759	45
Commercial	107,250	2,930	2,824	36
Industrial LT	61,414	2,384	2,271	18
Agricultural (Total)	252	9	8	-
HT	175	13	11	-

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

Torrent Power Limited
Year : 2009-10

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 : 2009-10

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	-	-
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				