

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

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

DATE : _____

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 001: Fatal and Non-fatal accident report

| Name of Area/Circle | Number of Accident in the Quarter | | | | | Cummulative since the first quarter of the FY (Departmental) | | Cummulative since the first quarter of the FY (Out side) | | |
|------------------------------------------------------|-----------------------------------|-----|----------|----|-----|--------------------------------------------------------------|-----|----------------------------------------------------------|----|-----|
| | Departmental | | Out side | | | FH | NFH | FH | FA | NFH |
| | FH | NFH | FH | FA | NFH | | | | | |
| Ahmedabad License Area | - | - | 1 | - | - | - | 2 | 31 | 8 | 8 |
| | | | | | | | | | | |
| FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal | | | | | | | | | | |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 001: Fatal and Non-fatal accident report

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

TORRENT POWER LTD

Period: H2 / Oct-Mar

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 | Neha N. Patel Haji chhipa ni chali, Behrampur. Service no 2317192 | 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 |
| 2 | 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. |
| 3 | 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. |
| 4 | 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 |
| 5 | 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. |
| 6 | 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 |
| 7 | Bhagwatiben 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 |
| 8 | 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

Period: H2 / Oct-Mar

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 | 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 | | | |
| 2 | 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 | | | |
| 3 | 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 | | | |
| 4 | 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 | | | |
| 5 | 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 | | | |
| 6 | Samir Naranbhai Nahak 52, Dhankuber Industrial Estate, Ved Road, Surat. | 13-Jan-2011 | FHO | As per information gahtered, 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
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

| Classification | | Pending complaints of previous quarter | Complaints received during the quarter | Total Complaints | No. of complaints redressed during the quarter | | | | | 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 | 13 | 13,251 | 13,264 | 13,071 | 183 | - | - | 13,254 | 10 |
| A(ii) | Interruption in Power Supply due to line breakdown | 12 | 21,053 | 21,065 | 20,915 | 109 | 1 | - | 21,025 | 40 |
| A(iii) | Interruption in Power Supply due to failure of transformer | - | 72 | 72 | 72 | - | - | - | 72 | - |
| A(iv) | Interruption in power supply due to shutdowns/load shedding | 12 | 29,656 | 29,668 | 29,643 | 1 | - | - | 29,644 | 24 |
| B(i) | Quality of Supply Complaints which require no Augmentation | - | 22 | 22 | 22 | - | - | - | 22 | - |
| B(ii) | Quality of Supply complaints requiring Augmentation of HT/EHT network | - | 53 | 53 | 53 | - | - | - | 53 | - |
| C(i) | Meters - Stopped/Defective meters | 30 | 3,271 | 3,301 | 3,286 | 2 | - | 2 | 3,290 | 11 |
| C(ii) | Meters - Billing on average basis for more than two bills | - | 16 | 16 | 16 | - | - | - | 16 | - |
| 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 | 23 | 2,155 | 2,178 | 2,161 | 1 | 2 | - | 2,164 | 14 |
| F(i) | Service Connections - Where extension of mains is not required | - | 23 | 23 | 23 | - | - | - | 23 | - |
| F(ii) | Service Connections - Where extension of mains is required | - | 1 | 1 | - | - | - | - | - | 1 |
| F(iii) | Service Connections - Modification in connected load | - | 5 | 5 | - | - | - | - | - | 5 |
| F(iv) | Service Connections - Name Change/Reconnection | 10 | 168 | 178 | 175 | - | - | - | 175 | 3 |
| G | Refund of amount in case of temporary connection | - | - | - | - | - | - | - | - | - |
| H | Others | 12 | 663 | 675 | 645 | - | - | - | 645 | 30 |
| Total | | 112 | 70,409 | 70,521 | 70,082 | 296 | 3 | 2 | 70,383 | 138 |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

| Classification | Pending complaints of previous quarter | Complaints received during the quarter | Total Complaints | No. of complaints redressed during the quarter | | | | | 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 | - | 1,177 | 1,177 | 1,157 | 20 | - | - | 1,177 | - |
| A(ii) | Interruption in Power Supply due to line breakdown | - | 678 | 678 | 676 | 1 | - | - | 677 | 1 |
| A(iii) | Interruption in Power Supply due to failure of transformer | - | 1 | 1 | 1 | - | - | - | 1 | - |
| A(iv) | Interruption in power supply due to shutdowns/load shedding | - | 409 | 409 | 409 | - | - | - | 409 | - |
| B(i) | Quality of Supply Complaints which require no Augmentation | - | - | - | - | - | - | - | - | - |
| B(ii) | Quality of Supply complaints requiring Augmentation of HT/EHT network | - | - | - | - | - | - | - | - | - |
| C(i) | Meters - Stopped/Defective meters | - | 1,106 | 1,106 | 1,105 | - | - | - | 1,105 | 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 | - | 289 | 289 | 289 | - | - | - | 289 | - |
| E(ii) | Bills - For bills where additional information/site visit is required | - | 165 | 165 | 165 | - | - | - | 165 | - |
| F(i) | Service Connections - Where extension of mains is not required | - | 1 | 1 | 1 | - | - | - | 1 | - |
| F(ii) | Service Connections - Where extension of mains is required | - | 1 | 1 | 1 | - | - | - | 1 | - |
| F(iii) | Service Connections - Modification in connected load | - | 2 | 2 | 2 | - | - | - | 2 | - |
| F(iv) | Service Connections - Name Change/Reconnection | - | 4 | 4 | 4 | - | - | - | 4 | - |
| G | Refund of amount in case of temporary connection | - | - | - | - | - | - | - | - | - |
| H | Others | - | 510 | 510 | 505 | 3 | - | - | 508 | 2 |
| Total | | - | 4,343 | 4,343 | 4,315 | 24 | - | - | 4,339 | 4 |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 004:

| Sr. No. | Actions or steps carried out by distribution licensee towards public awareness in the quarter | Likely number of consumers influenced | Details about media |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1 | Website | 140057 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 | | |
| GERC Order | | | |
| TPGL - Transmission - Bids invitation | | | |
| Dahej - SEZ CCPP | | | |
| MYT Petition | | | |
| Ahmedabad License Area | | | |
| 2 | Information boards | 1 Lac (across 6 locations) 1 Lac (across 6 locations) 1 Lac (across 6 locations) | Information boards |
| | Roll up banner stands - Power Alert Service | | |
| | Information boards for substation requirement | | |
| 3 | Information booklets / flyers | 5246 475 46 32564 1168 4568 | Information booklets and flyers |
| | Safe and friendly power (safety, energy conservation, energy consumption, tariff, office addresses) | | |
| | Information booklet (User guide to fixed service line charges) | | |
| | GERC regulations (booklet on GERC regulations) | | |
| | Mobile van flyer (details of mobile van stops, including dates and timings) | | |
| | Consumer Charters Handouts | | |
| 4 | Bill Back | 6 lacs/month | Backside of the Bill |
| | Mobile Van schedule (for making bill payments, complaint/application registration) | | |
| 5 | SMS - Awareness about Call Centre services, Billing details, Payment reminders & acknowledgements, Mobile van availability prompts | 140102 | SMS |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 004:

| Sr. No. | Actions or steps carried out by distribution licensee towards public awareness in the quarter | Likely number of consumers influenced | Details about media |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1 | Website | 140057 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 at consumer centre, collection centre , Mobile Collection Van, Service Camp & on Poles |
| 3 | Information booklets/ Flyers | | |
| | Safe and friendly power (safety, energy conservation, energy calculator, tariff, office addresses) | 152831 | Information booklets and flyers |
| | Information booklet (User Guide to fixed service line charges) | 225 | |
| 4 | Free Meter Accuracy Check Drive | 152154 | Service Camps |
| 5 | Drive for Name Transfer | - | - |
| 6 | Bills | | |
| | Front side : Mobile van schedule (for the area within cycle of bill) | 5.40 lacs /month | Energy Bill |
| | Back side : tariff, collection centres & drop box locations, customer care center telephone nos., Bill payment options & Procedure, safety tips etc.) | 5.40 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 | 152,154 | Conducted 6 consumer services camps at different location |
| 8 | SMS - Awareness about Call Centre services & billing information | 27,970 | 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 | 1,330 | Welcome Kit |
| 11 | Safety Awareness Campaign - Safety Awareness Programme for school children | 650 Students | Power Point Presentation |
| 12 | Safety Awareness Campaign - Safety tips aired on five radio channel | consumers at large | Radio |
| 13 | Safety Awareness Campaign - Safety tips announcement through mobile van on kite flying | consumers at large | Mobile Van |
| 14 | Safety Awareness Campaign - Safety tips banners on Kite Flying | consumers at large | Banners |
| 15 | Safety Awareness Campaign - Safety tips scrolling on TV on kite flying | consumers at large | TV - Cable |
| 16 | Exhibition (Energy Expo 2010) Participation- Information on Company & it's services, Awareness on complaint mechanism, Reactive Power Management, Safety , Conservation etc | 4,000 | Exhibition |
| 17 | Customer Service Counter - Awareness about consumer services, Handling queries/complaint related to bill & meter related and Information on Application Processing | 65,417 | Collection Mobile Van |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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Performa SoP 005B: Action taken reported by the Redressal Committee

| Sr. No. | Month | Date and Time of Meeting conducted* | No. of complaints registerd at the meeting | No. of complaints pending at the end of the meeting. |
|-------------------------------|--------------------------|--------------------------------------------|---------------------------------------------------|-------------------------------------------------------------|
| Ahmedabad License Area | | | | |
| A | 1st Month of the Quarter | 10.01.2011 & 20.01.2011 | 3 | 0 |
| B | 2nd Month of the Quarter | 10.02.2011 & 21.02.2011 | 0 | 0 |
| C | 3rd Month of the Quarter | 10.03.2011 & 21.03.2011 | 2 | 2 |

* 10:00 AM to 12:00 AM

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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 Quarter | 10.01.2011, 20.01.2011 | 1 | 0 |
| B | 2nd Month of the Quarter | 05.02.2011, 10.02.2011, 21.02.2011 | 2 | 0 |
| C | 3rd Month of the Quarter | 01.03.2011, 10.03.2011, 21.03.2011, 26.03.2011 | 6 | 0 |

* 3.00 PM to 5.00 PM

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 006: Failure of Distribution Transformer

| | No. of existing Distribution Transformer at the start of the quarter | No. of Distribution Transformers added during the quarter | 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 | 5931 | 89 | 6020 | 16 | 0.27% |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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Performa SoP 006: Failure of Distribution Transformer

| | No. of existing Distribution Transformer at the start of the quarter | No. of Distribution Transformers added during the quarter | 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 | 2240 | 7 | 2247 | 1 | 0.04% |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 007: Failure of Power Transformer

| | No. of existing Power Transformer at the start of the quarter | No. of Power Transformers added during the quarter | 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 | 129 | 7 | 136 | 0 | 0.00% |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

Performa SoP 007: Failure of Power Transformer

| | No. of existing Power Transformer at the start of the quarter | No. of Power Transformers added during the quarter | 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
Quarter : Q4 - Jan- Mar
Year : 2010-11

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) |
| Ahmedabad License Area | | | | |
| 1 | Jan-11 | 3,187,905 | 1,526,185 | 2.09 |
| 2 | Feb-11 | 849,418 | 1,532,472 | 0.55 |
| 3 | Mar-11 | 1,607,464 | 1,541,031 | 1.04 |

Torrent Power Limited
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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 | Jan-11 | 343,002 | 532,612 | 0.64 |
| 2 | Feb-11 | 306,121 | 533,312 | 0.57 |
| 3 | Mar-11 | 56,093 | 534,218 | 0.11 |

Torrent Power Limited
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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 | Jan-11 | | | 1,881,526 | 1,526,185 | 1.23 |
| 2 | Feb-11 | | | 1,287,134 | 1,532,472 | 0.84 |
| 3 | Mar-11 | | | 1,148,496 | 1,541,031 | 0.75 |

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Quarter : Q4 - Jan- Mar
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 | Jan-11 | | | 152,416 | 532,612 | 0.29 |
| 2 | Feb-11 | | | 198,250 | 533,312 | 0.37 |
| 3 | Mar-11 | | | 69,074 | 534,218 | 0.13 |

Torrent Power Limited
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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) | IMi * Nmi 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 | Jan-11 | | | 504,524 | 1,526,185 | 0.33 |
| 2 | Feb-11 | | | 48,791 | 1,532,472 | 0.03 |
| 3 | Mar-11 | | | 142,140 | 1,541,031 | 0.09 |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

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 = $IM_i * N_{mi} / N_t$ |
|---------------------------|--------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------|-------------------------------|
| (1) | (2) | (3) | (4) | (5) = (3) * (4) | (6) | (7) = (5)/ (6) |
| Surat License Area | | | | | | |
| 1 | Jan-11 | | | 0 | 532,612 | 0.000 |
| 2 | Feb-11 | | | 0 | 533,312 | 0.000 |
| 3 | Mar-11 | | | 0 | 534,218 | 0.000 |

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Period: H2 / Oct-Mar

Year : 2010-11

Sop 012: System Losses

| Losses in System and Connected Equipment | | | |
|------------------------------------------|-----------------------------------------------------|----------------------------------|----------|
| i | Total Energy Delivered | A | 2,687.91 |
| ii | Energy Sold (Billed). HT direct sales (Mus) | B | 742.61 |
| iii | Energy Sold (Billed) in the 11KV LT system (MUs) | C | 1,737.31 |
| iv | Total Sales (Mus) | (B+C) | 2,479.92 |
| v | Distribution Loss (Mus) | D | 153.98 |
| vi | Energy input at EHV Substation (Mus) | E | 2,633.90 |
| vii | % Distribution Loss | $(D) \times 100 / (E)$ | 5.85% |
| viii | Total Losses(including Transmission) (Mus) | $\{(A)-(B+C)\}$ | 207.99 |
| ix | % Total Losses(including Transmission) | $\{(A)-(B+C)\} \times 100 / (A)$ | 7.74% |

Name of Distribution Licensee: Torrent Power Limited (Surat)

Period: H2 / Oct-Mar

Year : 2010-11

Sop 012: System Losses

| Losses in System and Connected Equipment | | | |
|------------------------------------------|-----------------------------------------------------|----------------------------------|----------|
| i | Total Energy Delivered | A | 1,499.29 |
| ii | Energy Sold (Billed). HT direct sales (Mus) | B | 112.95 |
| iii | Energy Sold (Billed) in the 11KV LT system (MUs) | C | 1,309.45 |
| iv | Total Sales (Mus) | (B+C) | 1,422.40 |
| v | Distribution Loss (Mus) | D | 65.01 |
| vi | Energy input at EHV Substation (Mus) | E | 1,487.41 |
| vii | % Distribution Loss | $(D) \times 100 / (E)$ | 4.37% |
| viii | Total Losses(including 220KV) (Mus) | $\{(A)-(B+C)\}$ | 76.89 |
| ix | % Total Losses(including 220KV) | $\{(A)-(B+C)\} \times 100 / (A)$ | 5.13% |

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

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) |
|-------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------|
| Ahmedabad License Area | | | | | |
| Single Phase | - | 5185 | 5185 | 5185 | - |
| Three Phase | - | 1635 | 1635 | 1635 | - |
| HT | - | - | - | - | - |

The details of the old age meter replacement under MMR are as follows

| Remarks | |
|----------------|------|
| Single Phse | 2089 |
| Three Phase | 321 |

Note : The above includes defective meter replacements done at consumer premises

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2010-11

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 | - | 5,125 | 5,125 | 5,118 | 7 |
| Three Phase | - | 557 | 557 | 557 | - |
| HT | - | - | - | - | - |

Torrent Power Limited
Period: H2 / Oct-Mar
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 | Oct | 561.31 | 528.70 | 94.19 | 28500.78 | 29956.85 | 105.11 | 99.00 | |
| | Nov | 402.51 | 423.85 | 105.30 | 23218.36 | 28099.15 | 121.02 | 127.44 | |
| | Dec | 406.21 | 400.89 | 98.69 | 21784.62 | 25751.25 | 118.21 | 116.66 | |
| ii | Jan | 400.19 | 357.74 | 89.39 | 19135.74 | 21985.63 | 114.89 | 102.71 | |
| | Feb | 386.31 | 370.33 | 95.86 | 19938.58 | 19302.51 | 96.81 | 92.80 | |
| | Mar | 477.37 | 398.42 | 83.46 | 21380.14 | 21376.84 | 99.98 | 83.45 | |
| | | 2633.90 | 2479.92 | 94.15 | 133958.23 | 146472.24 | 109.34 | 102.95 | |

*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
Period: H2 / Oct-Mar
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 | Oct | 314.44 | 285.27 | 90.72 | 15,460.90 | 15,704.18 | 101.57 | 92.15 | |
| | Nov | 204.21 | 212.27 | 103.95 | 11,539.80 | 13,705.00 | 118.76 | 123.45 | |
| | Dec | 252.20 | 231.99 | 91.98 | 9,158.77 | 11,831.77 | 129.19 | 118.83 | |
| ii | Jan | 222.02 | 216.14 | 97.35 | 12,419.75 | 12,072.68 | 97.21 | 94.63 | |
| | Feb | 232.59 | 223.75 | 96.20 | 11,796.99 | 10,588.74 | 89.76 | 86.35 | |
| | Mar | 273.84 | 252.98 | 92.38 | 18,179.04 | 12,315.95 | 67.75 | 62.59 | |
| | | 1,499 | 1,422 | 94.87 | 78,555 | 76,218 | 97.03 | 92.05 | |

*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
Period: H2 / Oct-Mar
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 quarter | No. of release of connections in the quarter | Number of pending* applications for release of connections in the quarter |
|-------------------------------|--------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------|
| Ahmedabad License Area | | | | |
| Domestic | 1201650 | 19892 | 26498 | 7 |
| Commercial | 284608 | 5505 | 7128 | 42 |
| Industrial LT | 52816 | 1223 | 1559 | 65 |
| Agriculture (Total) | 422 | 5 | 10 | 0 |
| HT | 930 | 46 | 31 | 0 |

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

Torrent Power Limited
Period: H2 / Oct-Mar
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 quarter | No. of connections Released in the quarter | Number of pending* applications for release of connections in the quarter |
|---------------------------|-----------------------------------------|------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------|
| Surat License Area | | | | |
| Domestic | 359,905 | 4,006 | 3,983 | 14 |
| Commercial | 110,131 | 1,598 | 1,597 | 8 |
| Industrial LT | 63,444 | 792 | 758 | 11 |
| Agricultural (Total) | 255 | 3 | 3 | - |
| HT | 180 | 7 | 7 | 6 |

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

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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
Quarter : Q4 - Jan- Mar
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 | - | - |
| 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 | | | | |