

**STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
YEAR:APRIL 24 TO MARCH 25**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

## Torrent Power Limited

Year : 2024-25

### Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	25	3	12

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

## Torrent Power Limited

Year : 2024-25

### Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Surat License Area	-	-	11	-	2

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

**TORRENT POWER LTD**  
Year : 2024-25

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

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed
				5	6	7=5+6	
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)
<b>Ahmedabad Licence Area</b>							
A(i) Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	1	27,777	27,778	27,778	-	27,778	-
A(ii) Interruption in power supply- Interruption due to line breakdown	284	92,306	92,590	92,576	-	92,576	(14)
A(iii) Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	8,084	8,084	8,083	-	8,083	(1)
A(iv) Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	1	59	60	60	-	60	-
A(v) Interruption in power supply- Load Shedding/schedule outages	76	12	88	88	-	88	-
B(i) Quality of Power Supply-Ordinary case, which is requires no augmentation	-	61	61	61	-	61	-
B(ii) Quality of Power Supply- Where Augmentation is required	1	250	251	251	-	251	-
B(iii) Quality of Power Supply- Harmonics related issue	-	-	-	-	-	-	-
B(iv) Quality of Power Supply- Neutral Volatge related issue	-	-	-	-	-	-	-
B(v) Quality of Power Supply- Voltage variations related issue	-	-	-	-	-	-	-
C(i) Meters - Stopped/ Defective meters	19	14,853	14,872	14,844	-	14,844	(28)
C(ii) Meters -Meter accuracy test (Fast/Slow)	-	255	255	255	-	255	-
C(iii) Meters-Burnt Meter	-	2,626	2,626	2,626	-	2,626	-
C(iv) Meters-Stolen Meter	-	34	34	33	-	33	(1)
C(v) Meters-Biling on average basis for more than two bills	-	1	1	1	-	1	-
C(vi) Meters-Meter boxes/metering system	-	149	149	149	-	149	-
D(i) Overhead lines - Loose wires	-	-	-	-	-	-	-
D(ii) Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-
E(i) Bills - For current bills where no additional information is required	-	13	13	-	-	-	(13)
E(ii) Bills - where additional information relating to correctness of reading etc. is required.	194	1,893	2,087	2,083	-	2,083	(4)
E(iii) Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv) Bills-Change of Tariff	-	4,401	4,401	4,397	-	4,397	(4)
F(i) Service Connections - Where extension of LT line up to 150 Meters is required	-	61	61	38	-	38	(23)
F(ii) Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	31	31	31	-	31	-
F(iii) Service Connections - Where erection of new distribution transformer is required	-	-	-	-	-	-	-
F(iv) Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-	-	-	-	-	-	-
F(v) Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-	-	-	-	-	-	-
F(vi) Service Connections-Modification in connected load	249	-	249	249	-	249	-
F(vii) Service Connections-Name Change/reconnection/change of category	-	1	1	1	-	1	-
F(viii) Service Connections-In case connection is denied after payment against demand note	-	-	-	-	-	-	-
F(x) Service Connections-Transfer of connection	-	-	-	-	-	-	-
G Request for reconnection/consumer wanting disconnection	-	160	160	160	-	160	-
H Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I Street Light compliant	-	-	-	-	-	-	-
J Others	17	70,793	70,810	70,745	-	70,745	(65)
<b>Total</b>	<b>842</b>	<b>2,23,820</b>	<b>2,24,662</b>	<b>2,24,509</b>	<b>-</b>	<b>2,24,509</b>	<b>(153)</b>

**TORRENT POWER LTD**  
Year : 2024-25

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

Classification		Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed
					5	6	7=5+6	
1		2	3	4=2+3	5	6	7=5+6	8 = (7-4)
<b>Surat Licence Area</b>								
<b>A(i)</b>	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	1,964	1,964	1,964		1,964	-
<b>A(ii)</b>	Interruption in power supply- Interruption due to line breakdown	1	11,404	11,405	11,405		11,405	-
<b>A(iii)</b>	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	1,452	1,452	1,452		1,452	-
<b>A(iv)</b>	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	2	2	2		2	-
<b>A(v)</b>	Interruption in power supply- Load Shedding/schedule outages	-		-			-	-
<b>B(i)</b>	Quality of Power Supply-Ordinary case, which is requires no augmentation	-		-			-	-
<b>B(ii)</b>	Quality of Power Supply- Where Augmentation is required	-		-			-	-
<b>B(iii)</b>	Quality of Power Supply- Harmonics related issue	-		-			-	-
<b>B(iv)</b>	Quality of Power Supply- Neutral Volatge related issue	-		-			-	-
<b>B(v))</b>	Quality of Power Supply- Voltage variations related issue	-		-			-	-
<b>C(i)</b>	Meters - Stopped/ Defective meters	2	878	880	880		880	-
<b>C(ii)</b>	Meters -Meter accuracy test (Fast/Slow)	1	4,258	4,259	4,259		4,259	-
<b>C(iii)</b>	Meters-Burnt Meter	-	1,095	1,095	1,094		1,094	(1)
<b>C(iv)</b>	Meters-Stolen Meter	-	1	1	1		1	-
<b>C(v)</b>	Meters-Biling on average basis for more than two bills	-		-			-	-
<b>C(vi)</b>	Meters-Meter boxes/metering system	-		-			-	-
<b>D(i)</b>	Overhead lines - Loose wires	-		-			-	-
<b>D(ii)</b>	Overhead lines - Inadequate ground clearance	-		-			-	-
<b>E(i)</b>	Bills - For current bills where no additional information is required	-		-			-	-
<b>E(ii)</b>	Bills - where additional information relating to correctness of reading etc. is required.	3	1,874	1,877	1,877		1,877	-
<b>E(iii)</b>	Bills-Final bill for vacation of premises/change of occupancy	-		-			-	-
<b>E(iv)</b>	Bills-Change of Tariff	-	6	6	6		6	-
<b>F(i)</b>	Service Connections - Where extension of LT line up to 150 Meters is required	-		-			-	-
<b>F(ii)</b>	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-		-			-	-
<b>F(iii)</b>	Service Connections - Where erection of new distribution transformer is required	-		-			-	-
<b>F(iv)</b>	Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-		-			-	-
<b>F(v)</b>	Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-		-			-	-
<b>F(vi)</b>	Service Connections-Modification in connected load	-	1	1	1		1	-
<b>F(vii)</b>	Service Connections-Name Change/reconnection/change of category	-	13	13	12		12	(1)
<b>F(viii)</b>	Service Connections-In case connection is denied after payment against demand note	-		-			-	-
<b>F(ix)</b>	Service Connections-Transfer of connection	-		-			-	-
<b>G</b>	Request for reconnection/consumer wanting disconnection	-		-			-	-
<b>H</b>	Refund of amount due in regard to temporary connection	-		-			-	-
<b>I</b>	Street Light compliant	-		-			-	-
<b>J</b>	Others	1	5,460	5,461	5,461		5,461	-
<b>Total</b>		<b>8</b>	<b>28,408</b>	<b>28,416</b>	<b>28,414</b>	<b>-</b>	<b>28,414</b>	<b>(2)</b>

# Torrent Power Limited

Year : 2024-25

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	13072814 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
	Safety Tips		
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Ahmedabad License Area			
2	Information boards		Information Boards
	Grievance redressal options (Internal / consumer redresal forum)	21.51 Lac Approx (across all Plugpoints)	
	Information boards for substation requirement	3.67 Lac Approx	
	SD and SLC Information Board	3.63 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	0.80Lac Approx	
	Form Filling Assistance Board at Dudheshwar	0.43 Lac Approx	
	Form Filling Assistance Board at Amraiwadi	0.51 Lac Approx	
	Form Filling Assistance Board at Gandhinagar	0.22 Lac Approx	
	Form Filling Assistance Board at Vasana	0.45 Lac Approx	
	Form Filling Assistance Board at Naroda	0.43 Lac Approx	
	Form Filling Assistance Board at Motera	0.16 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.17 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.08 Lac Approx	
	Form Filling Assistance Board at Narol	0.10 Lac Approx	
	Online Bill Payment Board	3.67 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	3.67 Lac (across all Plugpoints)	
	Customer portal	3.67 Lac (across all Plugpoints)	
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	3.67 lacs (acorss all Plugpoints) and overall publicity at 24 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Change your name in Electricity Bill	12.59 LPM	
	Back Side: 1.Uttarayan Safety 2.Convenience at your fingertips 3.DO not overload your electrical connection, regularize it today 4. Installation of ELCB/RCCB ensure Electrical Safety	12.59 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	9,89,12,401	
6	Newspaper advertisements / Radio etc		
	News paper Advt	21.51 Lac Approx	

**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 004: Publicity carried out**

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	13072814 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Surat License Area			
2	Information Boards		
	Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	Consumer at large	Boards at consumer centres
	Sample form for new application/Tariff/Call Centre Services / Safety Tips / Conservation Tips/ Precautions / Portal Connect Info/Theft deterrence etc. List and address of Bill Collection Centre, Safety Card, Consumer charter, Solar information, Filled application form	Consumer at large	Boards at consumer centres
3	News		
	News Paper - shutdown Information, Digital Services, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service,Safety for Kite Flying Advertisement	Consumers at large	News Paper
4	Bills		
	Front side : WhatsApp information, options Code for online Payment, Company office,monsoon safety,Online name change application promotion, RCCB Information, Energy Conservation Tips, Various Channels for Complaints, Energy Saving Tips and Collection Center address	6.37 lakh / month	Energy Bill
	Back side : Call Centre Information, WhatsApp number, Complaint related information, Online Energy payment option, Office address,E Mail ID for Complaint , Redressal forum & Ombudsman details, IVR Awareness for registration of alternate Number,ELCB/RCCB Information, Beware of Fraudulent call/SMS,Digital Services Promotion,Safety Tips for Kite Flying festival,Online name change information, Mobile Application	6.37 lakh / month	
5	SMS - Application, Billing , Meter, Company Services Awareness, Capacitor Switched OFF SMS during Diwali Vacation, energy Conservation SMS,Outage messages, SMS for online payment and application promotion	24434830	SMS
Whatsapp messages		673214	Whatsapp
Safety Jingle and Message for Kite Flying		Consumers at large	Radio,Cable Scrolling,Mobile Van
6	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion)	5078 Consumer/ three Months	Bill Envelopes
7	Consumer Meet		
8	Awareness on Company Services, Safety, Conservation, Etc	445 consumers	Company & Consumer Premises
	Power Factor Awareness Programme		
9	Information booklets / Flyers / Letters	719	Personal Interaction
	Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, Information Of New Service Centre etc	79950	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	7	Booklet
10	Tariff Petition Copy	3	Booklet
10	School Program for Safety and Energy conservation	1560	6 Nos of School
11	Torrent Power Apne Dware Program	Consumers at large	On different location 40 Camps
12	Safety Program at College	70 Students	Gandhi College Diploma Engineering

**Torrent Power Limited**

**Year : 2024-25**

**Performa SoP 005: Failure of Distribution Transformer**

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	9,517	210	9,727	21	0.22%



**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 005: Failure of Distribution Transformer**

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	2,897	81	2,978	1	0.03%

**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 006: Failure of Power Transformer**

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	258	7	265	1	0.38%

**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 006: Failure of Power Transformer**

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	65	3	68	-	-

**Torrent Power Limited**  
**Year: 2024**  
**SoP 007: Sample Test result for Neutral Voltage**

Ahmedabad Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
	<b>LT Consumers</b>				
1	Domestic	6,774	2%	6,774	100%
2	Commercial	586	2%	586	100%
3	Industrial	57	2%	57	100%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial	0	2%		
<b>Total</b>		<b>7,417</b>		<b>7,417</b>	<b>100%</b>

**Torrent Power Limited**  
**Year: 2024**  
**SoP 007: Sample Test result for Neutral Voltage**

Surat Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
	<b>LT Consumers</b>				
1	Domestic	1,527	2%	1,527	100.00%
2	Commercial	816	2%	816	100.00%
3	Industrial	1,294	2%	1,294	100.00%
4	Agricultural		2%		
5	Public Water works		2%		
	<b>HT Consumer</b>				
6	HT Industrial		2%		
<b>Total</b>		<b>3,637</b>		<b>3,637</b>	<b>100.00%</b>

## Torrent Power Limited

Year: 2024

### SoP 008: Sample Test result for Voltage variations

Ahmedabad Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	Low Voltage	6844	+6% to -6%	6844	100.00%
2	High Voltage	1566	+6% to -6%	1566	100.00%
3	Extra High Voltage	-	+10% to -12.5%	-	
	Total	8410		8410	100.00%

**Torrent Power Limited**

**Year: 2024**

**SoP 008: Sample Test result for Voltage variations**

Surat Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	Low Voltage	3637	+6% to -6%	3637	100.00%
2	High Voltage		+6% to -6%		
3	Extra High Voltage		+10% to -12.5%		
	Total	3637		3637	100.00%

**Torrent Power Limited**  
**Year:2024**  
**SoP 009: Sample Test result for Harmonics**

Ahmedabad Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	4054	3.50%	4054	100.00%
2	HT Consumers	1423	3.00%	1423	100.00%
3	EHT Consumers	-	3.00%	-	



**Torrent Power Limited**  
**Year: 2024**  
**SoP 009: Sample Test result for Harmonics**

Surat Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	164	3.50%	164	100.00%
2	HT Consumers	11	3.00%	11	100.00%
3	EHT Consumers		3.00%		

**Torrent Power Limited**  
**Year :2024-25**

**Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period=Ai	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period =Ni	Total no of customers served for the Areas=Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(Ai \times Ni)$	SAIFI= $\sum(Ai \times Ni)/Nt$
<b>Ahmedabad Licence Area</b>						
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)=<math>\sum(3 \times 4)</math></b>	<b>(7)=(6)/(5)</b>
1	Apr-24	85	1,66,304	21,01,235	1,89,190	0.090
2	May-24	154	3,08,721	21,04,437	3,42,623	0.163
3	Jun-24	130	2,55,760	21,08,180	2,80,538	0.133
4	Jul-24	95	1,35,184	21,10,021	1,54,415	0.073
5	Aug-24	85	1,44,472	21,11,743	1,72,692	0.082
6	Sep-24	80	1,45,804	21,12,892	1,65,849	0.078
7	Oct-24	95	1,83,734	21,15,229	1,96,523	0.093
8	Nov-24	51	1,09,925	21,14,928	1,22,882	0.058
9	Dec-24	98	1,90,725	21,16,214	2,20,489	0.104
10	Jan-25	92	1,79,294	21,18,614	1,96,520	0.093
11	Feb-25	122	2,17,668	21,20,261	2,30,295	0.109
12	Mar-25	90	1,74,720	21,22,273	1,87,173	0.088

**Torrent Power Limited**  
**Year :2024-25**

**Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period=Ai	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period =Ni	Total no of customers served for the Areas=Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(Ai \times Ni)$	SAIFI= $\sum(Ai \times Ni)/Nt$
<b>Surat Licence Area</b>						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
1	Apr-24	13	17,782	6,34,891	17,782	0.028
2	May-24	10	22,743	6,35,142	22,743	0.036
3	Jun-24	11	19,436	6,35,422	19,436	0.031
4	Jul-24	9	14,207	6,35,127	14,208	0.022
5	Aug-24	5	9,754	6,35,060	9,754	0.015
6	Sep-24	13	31,293	6,35,107	31,293	0.049
7	Oct-24	14	18,117	6,35,761	18,315	0.029
8	Nov-24	5	3,213	6,34,810	3,213	0.005
9	Dec-24	8	8,964	6,35,014	8,964	0.014
10	Jan-25	13	8,065	6,35,863	9,088	0.014
11	Feb-25	8	12,238	6,36,880	18,529	0.029
12	Mar-25	10	17,789	6,37,575	17,789	0.028

**Torrent Power Limited**  
**Year: 2024-25**

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
<b>Ahmedabad Licence Area</b>									
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr :Min
(1)	(2)	(3)	(4)	(5)=(4)/(3)	(6)	(7) = (5) * (6)	(8)	(9) = $\sum (5 \times 6)$	(10) = (9)/(8)
1	Apr-24	85	35:43	0:25	1,89,190		21,01,235	78,449	00:02
2	May-24	154	69:38	0:27	3,42,623		21,04,437	1,59,619	00:05
3	Jun-24	130	62:39	0:29	2,80,538		21,08,180	1,28,967	00:04
4	Jul-24	95	41:06	0:26	1,54,415		21,10,021	68,268	00:02
5	Aug-24	85	40:11	0:28	1,72,692		21,11,743	84,409	00:02
6	Sep-24	80	42:35	0:32	1,65,849		21,12,892	73,944	00:02
7	Oct-24	95	45:02	0:28	1,96,523		21,15,229	86,066	00:02
8	Nov-24	51	20:49	0:24	1,22,882		21,14,928	48,371	00:01
9	Dec-24	98	49:15	0:30	2,20,489		21,16,214	1,14,459	00:03
10	Jan-25	92	46:56	0:31	1,96,520		21,18,614	1,08,541	00:03
11	Feb-25	122	57:15	0:28	2,30,295		21,20,261	1,06,335	00:03
12	Mar-25	90	42:45	0:29	1,87,173		21,22,273	90,506	00:03

**Torrent Power Limited**  
**Year: 2024-25**

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
<b>Surat Licence Area</b>									
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr:Min:SS
(1)	(2)	(3)	(4)	(5)=(4)/(3)	(6)	(7) = (5) * (6)	(8)	(9) = $\sum (5 \times 6)$	(10) = (9)/(8)
1	Apr-24	13	05:53	00:27	17,782		6,34,891	8,377	00:00:48
2	May-24	10	04:25	00:26	22,743		6,35,142	10,378	00:00:59
3	Jun-24	11	04:30	00:24	19,436		6,35,422	9,279	00:00:53
4	Jul-24	9	03:56	00:26	14,208		6,35,127	6,925	00:00:39
5	Aug-24	5	01:27	00:17	9,754		6,35,060	2,984	00:00:17
6	Sep-24	13	06:25	00:30	31,293		6,35,107	14,231	00:01:21
7	Oct-24	14	05:14	00:22	18,315		6,35,761	7,824	00:00:44
8	Nov-24	5	02:23	00:29	3,213		6,34,810	1,446	00:00:08
9	Dec-24	8	03:24	00:26	8,964		6,35,014	3,171	00:00:18
10	Jan-25	13	04:28	00:21	9,088		6,35,863	3,077	00:00:17
11	Feb-25	8	03:45	00:28	18,529		6,36,880	8,585	00:00:49
12	Mar-25	10	04:42	00:28	17,789		6,37,575	9,715	00:00:55

**Torrent Power Limited**  
**Year: 2024-25**

**Performa SoP 012: Momeuntary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions =Σ(Imi x Nmi)	MAIFI = $\frac{\sum(Imi \times Nmi)}{Nt}$
<b>Ahmedabad Licence Area</b>							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
1	Apr-24	1	1		21,01,235	1	0.000
2	May-24	1	241		21,04,437	241	0.000
3	Jun-24	1	3,712		21,08,180	3,712	0.002
4	Jul-24	4	6647		21,10,021	6647	0.003
5	Aug-24	6	3720		21,11,743	3720	0.002
6	Sep-24	1	1		21,12,892	1	0.000
7	Oct-24	1	310		21,15,229	310	0.000
8	Nov-24	1	1		21,14,928	1	0.000
9	Dec-24	-	-		21,16,214	-	
10	Jan-25	1	5017		21,18,614	5017	0.002
11	Feb-25	1	63		21,20,261	63	0.000
12	Mar-25	-	-		21,22,273	-	-

**Torrent Power Limited**  
**Year: 2024-25**

**Performa SoP 012: Momeuntary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions =Σ(Imi x Nmi)	MAIFI = $\frac{\sum(Imi \times Nmi)}{Nt}$
<b>Surat Licence Area</b>							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
1	Apr-24	2	2,873		6,34,891	2,873	0.005
2	May-24	-	-		6,35,142	-	
3	Jun-24	-	-		6,35,422	-	
4	Jul-24	1	2,087		6,35,127	2,087	0.003
5	Aug-24	-	-		6,35,060	-	
6	Sep-24	-	-		6,35,107	-	
7	Oct-24	-	-		6,35,761	-	
8	Nov-24	-	-		6,34,810	-	
9	Dec-24	-	-		6,35,014	-	
10	Jan-25	1	1		6,35,863	1	0.000
11	Feb-25	-	-		6,36,880	-	-
12	Mar-25	-	-		6,37,575	-	-

**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)**

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	CAIDI = $\frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
<b>Ahmedabad Licence Area</b>					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
1	Apr-24	85	78,449	1,89,190	00:25
2	May-24	154	1,59,619	3,42,623	00:28
3	Jun-24	130	1,28,967	2,80,538	00:28
4	Jul-24	95	68,268	1,54,415	00:27
5	Aug-24	85	84,409	1,72,692	00:29
6	Sep-24	80	73,944	1,65,849	00:27
7	Oct-24	95	86,066	1,96,523	00:26
8	Nov-24	51	48,371	1,22,882	00:24
9	Dec-24	98	1,14,459	2,20,489	00:31
10	Jan-25	92	1,08,541	1,96,520	00:33
11	Feb-25	122	1,06,335	2,30,295	00:28
12	Mar-25	90	90,506	1,87,173	00:29



**Torrent Power Limited**  
**Year : 2024-25**

**Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)**

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	CAIDI = $\frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
<b>Surat Licence Area</b>					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
1	Apr-24	13	8,377	17,782	00:28
2	May-24	10	10,378	22,743	00:27
3	Jun-24	11	9,279	19,436	00:29
4	Jul-24	9	6,925	14,208	00:29
5	Aug-24	5	2,984	9,754	00:18
6	Sep-24	13	14,231	31,293	00:27
7	Oct-24	14	7,824	18,315	00:26
8	Nov-24	5	1,446	3,213	00:27
9	Dec-24	8	3,171	8,964	00:21
10	Jan-25	13	3,077	9,088	00:20
11	Feb-25	8	8,585	18,529	00:28
12	Mar-25	10	9,715	17,789	00:33

**Torrent Power Limited**  
**Year: 2024-25**

**Performa SoP 015: Meter Faults**

Consumer Category	No.of faulty meters at the start of the quarter / year (1)	No. of faulty meters added during the quarter / year (2)	Total no. of defective /faulty meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
<b>Ahmedabad Licence Area</b>					
Single Phase	5	5,063	5,068	5,063	5
Three Phase	0	1,700	1700	1,700	0

## Torrent Power Limited

Year:2024-25

### Performa SoP 015: Meter Faults

Consumer Category	No.of faulty meters at the start of the quarter / year (1)	No. of faulty meters added during the quarter / year (2)	Total no. of defective /faulty meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
<b>Surat Licence Area</b>					
Single Phase	31	10,174	10,205	10,168	37
Three Phase	14	1,884	1,898	1,885	13

**Torrent Power Limited**  
**Year : 2024-25**  
**SoP 016: Compensation Details**

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

NIL

**NIL**

**Torrent Power Limited**  
**Year : 2024-25**  
**SoP 016: Compensation Details**

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

**NIL**

## Torrent Power Limited

**Year : 2024-25**

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

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

## Torrent Power Limited

**Year : 2024-25**

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

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

**Torrent Power Limited**  
**Year : 2024-25**

**SoP 18: Unauthorised Use of electricity**

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
<b>Ahmedabad Licence Area</b>				
70	70	1	1	0

Note: The format shall include individual consumer wise details



**Torrent Power Limited**  
**Year : 2024-25**

**SoP 18: Unauthorised Use of electricity**

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
<b>Surat Licence Area</b>				
2194	2194	0	0	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Year : 2024-25**

**SoP 019: Theft of electricity**

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
<b>Ahmedabad Licence Area</b>				
4384	2358	4	4	0

Note: The format shall include individual consumer wise details

**Torrent Power Limited**  
**Year : 2024-25**

**SoP 019: Theft of electricity**

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
<b>Surat Licence Area</b>				
349	131	5	0	5

Note: The format shall include individual consumer wise details