

**ANNEXURE I OF ORDER NO: 2 OF 2007  
STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
QUARTER:JANUARY 24 TO MARCH 24**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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		Cummulative since the first quarter of the FY (Out side)		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	3	-	-	-	-	24	7	5
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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		Cummulative since the first quarter of the FY		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat License Area	-	-	1		-	-	-	6	-	1
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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)	
<b>Ahmedabad License Area</b>										
A(i)	Interruption in power supply- Loose connections from pole	-	4,707	4,707	4,704	2	-	-	4,706	1
A(ii)	Interruption in power supply- Interruption due to line breakdown	274	17,547	17,821	17,533	4	-	-	17,537	284
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	13	14	13	-	-	-	13	1
A(iv)	Interruption in power supply- Others	78	10,045	10,123	10,028	19	-	-	10,047	76
B(i)	Quality of Power Supply- No Augmentation required	-	5	5	5	-	-	-	5	-
B(ii)	Quality of Power Supply- Augmentation required	1	18	19	18	-	-	-	18	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	32	2,944	2,976	2,957	-	-	-	2,957	19
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	-	-	-	-	-	-	-	-	-
E(ii)	Bills - Additional information + site visit required	176	1,528	1,704	1,510	-	-	-	1,510	194
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	16	16	16	-	-	-	16	-
F(iii)	Service Connections - Modification in connected load	154	97	251	2	-	-	-	2	249
F(iv)	Service Connections - Name Change/Reconnection	-	6	6	6	-	-	-	6	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	15	365	380	363	-	-	-	363	17
<b>Total</b>		<b>731</b>	<b>37,291</b>	<b>38,022</b>	<b>37,155</b>	<b>25</b>	<b>-</b>	<b>-</b>	<b>37,180</b>	<b>842</b>

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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					Total	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			
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
<b>Surat License Area</b>										
A(i)	Interruption in power supply- Loose connections from pole	-	503	503	503			503	-	
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	2,183	2,185	2,184	-	-	2,184	1	
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	-	-	-			-	-	
A(IV)	Interruption in power supply- Others	1	837	838	838			838	-	
B(i)	Quality of Power Supply- No Augmentation required	-	-	-	-	-	-	-	-	
B(ii)	Quality of Power Supply- Augmentation required	-	-	-	-	-	-	-	-	
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	2	1,026	1,028	1,025	-	-	1,025	3	
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	-	-	-	-	-	-	-	-	
E(ii)	Bills - Additional information + site visit required	2	471	473	470			470	3	
F(i)	Service Connections - Extension of mains is not required	-	7	7	6	-		6	1	
F(ii)	Service Connections - Extension of mains is required	1	-	1	1			1	-	
F(iii)	Service Connections - Modification in connected load	-	-	-	-			-	-	
F(IV)	Service Connections - Name Change/Reconnection	-	3	3	3			3	-	
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	
H	Others	-	63	63	63			63	-	
<b>Total</b>		<b>8</b>	<b>5,093</b>	<b>5,101</b>	<b>5,093</b>	<b>-</b>	<b>-</b>	<b>5,093</b>	<b>8</b>	

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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	<b>Website</b>	4131143 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			
<b>Ahmedabad License Area</b>			
2	<b>Information boards</b>	21.71 Lac Approx (across all Plugpoints)	Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	5.52 Lac Approx	
	Information boards for substation requirement	5.52 Lac (across all Plugpoints)	
	SD and SLC Information Board	1.07 Lac Approx	
	Form Filling Assistance Board at Naranpura	0.82 Lac Approx	
	Form Filling Assistance Board at Dudheshwar	0.70 Lac Approx	
	Form Filling Assistance Board at Amraiwadi	0.29 Lac Approx	
	Form Filling Assistance Board at Gandhinagar	0.60 Lac Approx	
	Form Filling Assistance Board at Vasna	0.63 Lac Approx	
	Form Filling Assistance Board at Naroda	0.21 Lac Approx	
	Form Filling Assistance Board at Motera	0.23 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.16 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.17 Lac Approx	
	Form Filling Assistance Board at Narol	5.52 Lac (across all Plugpoints)	
	Online Bill Payment Board	5.52 Lac (across all Plugpoints)	
	Drop box Payment Option Board	5.52 Lac (across all Plugpoints)	
Customer portal	5.52 Lac (across all Plugpoints)		
3	<b>Information booklets / flyers/ Letters/Hoardings etc</b>	5.52 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	Information Booklets and Flyers , outdoor media etc
	Information related to web portal / posters / danglers / hoardings / banners etc.		
4	<b>Bills</b>	12.50 LPM	Front & Backside of the bill
	<b>Front Side:</b> 1. Whatsapp services 2. Change Your Name in Electricity Bill		
5	<b>Back Side:</b> 1. DO not overload your electrical connection, regularize it today 2. Installation of ELCB/RCCB ensure Electrical Safety 3. Utrayan Safety 4. Convenience at your fingertips	12.50 LPM	
	<b>Power Alert Service</b>	54636125	SMS
6	<b>Newspaper advertisements / Radio etc</b>	21.71 Lac Approx	
	News paper Advt		

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**Performa SoP 004: Publicity carried out**

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1	<b>Website</b>	4131143 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			
<b>Surat License Area</b>			
2	<b>Information Boards</b>		
	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
3	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
	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.	2000	Pamphlets & Booklets
4	Booklet (GERC Regulations & Application Processing Charges)	3	Booklet
	Tariff Petition Copy	2	Booklet
5	<b>News</b>		
	News Paper-Shut down information.Digital Service, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior Citizen door step service	Consumers at large	News Paper
6	<b>Bills</b>		
	<b>Front side</b> : WhatsApp information, Payment options, ELCB/RCCB information, QR Code for online Payment, Company office, Complaint process, regularize Unauthorized extension and Collection Centre address	6.36 lakh / month	Energy Bill
<b>Back side</b> : Call Centre Information, WhatsApp number, Complaint related information, Online Energy payment option, Office address, E Mail ID for Complaint , Redressal forum & Ombudsman details, Online application information,	6.36 lakh / month		
7	<b>SMS</b> - Application, Billing, Meter, Company Services Awareness, energy Conservation SMS,Outage messages,SMS for online payment and application promotion	4212866	SMS
	WhatsApp Messages	101644	WhatsApp
8	Bill Envelopes to HT-Bill Received through Courier for Customers ( Digital Services )	7500 Consumers in three month	Bill Envelopes
9	<b>Consumer Meet</b>		
	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	110 consumers	One on Customer premises and one at company premises
10	Personal Visit to LTMD & HT Consumers	187	Personal Interaction
	School Program for Energy conservation and safety	115	2 Nos. program at SMC School
11	Torrent Power Apne Dware Program	Consumers at large	On different location 8 Camps
	Participation in Udyog 2024	Consumer At large	Quiz program and energy conservation program, ELCB Demonstration and Panels for explanation to customers ,Leaflet ,Booklet distribution

**Torrent Power Limited**  
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**Performa SoP 005B: Action taken reported by the Redressal Committee**

<b>Sr. No.</b>	<b>Month</b>	<b>Date and Time of Meeting conducted</b>	<b>No. of complaints registerd at the meeting</b>	<b>No. of complaints pending at the end of the meeting.</b>
<b>Ahmedabad License Area</b>				
<b>A</b>	1st Month of the Quarter	10.01.2024, 19.01.2024	0	0
<b>B</b>	2nd Month of the Quarter	09.02.2024, 20.02.2024	0	0
<b>C</b>	3rd Month of the Quarter	11.03.2024, 20.03.2024	0	0

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
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**Performa SoP 005B: Action taken reported by the Redressal Committee**

<b>Sr. No.</b>	<b>Month</b>	<b>Date and Time of Meeting conducted*</b>	<b>No. of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting.</b>
<b>Surat License Area</b>				
<b>A</b>	1st Month of the Quarter	10.01.2024, 20.01.2024	2	1
<b>B</b>	2nd Month of the Quarter	10.02.2024, 20.02.2024	3	1
<b>C</b>	3rd Month of the Quarter	09.03.2024, 20.03.2024	2	2

\* Time - 03:00 PM to 05:00 PM

**Torrent Power Limited**  
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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
Ahmedabad License Area	9,451	66	9,517	8	0.08%

**Torrent Power Limited**  
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**Performa SoP 006: Failure of Distribution Transformer**

	<b>No. of existing Distribution Transformer at the start of the quarter</b>	<b>No. of Distribution Transformers added during the quarter</b>	<b>Total number of Distribution Transformers</b>	<b>Number of Distribution Transformers failed</b>	<b>% Failure rate of Distribution Transformer</b>
	<b>A</b>	<b>B</b>	<b>C = A+B</b>	<b>D</b>	<b>H = (D) * 100/C</b>
<b>Surat License Area</b>	2,870	27	2,897	-	0.00%

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
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**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	240	18	258	-	0.00%

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
**Year : 2023-24**

**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
<b>Surat License Area</b>	65	-	65	-	-

**Torrent Power Limited**  
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**Year : 2023-24**

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Ahmedabad License Area</b>					
1	Jan-24	144,660	2,092,185	159,642	0.076
2	Feb-24	177,650	2,094,624	197,091	0.094
3	Mar-24	128,674	2,098,968	135,961	0.065

**Torrent Power Limited**  
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**Performa SoP 011A: System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Surat License Area</b>					
1	Jan-24	11,173	632,829	13,403	0.021
2	Feb-24	20,183	633,790	20,183	0.032
3	Mar-24	27,334	634,636	27,334	0.043

**Torrent Power Limited**  
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**Year : 2023-24**

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

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
<b>Ahmedabad License Area</b>							
1	Jan-24	0:28	144,660		2,092,185	73,214	0:02
2	Feb-24	0:25	177,650		2,094,624	84,461	0:02
3	Mar-24	0:26	128,674		2,098,968	61,340	0:02

**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	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
<b>Surat License Area</b>							
1	Jan-24	0:29	11,173		632,829	5,610	0:01
2	Feb-24	0:28	20,183		633,790	8,310	0:01
3	Mar-24	0:25	27,334		634,636	12,710	0:01

**Torrent Power Limited**  
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**Performa SoP 011C: Momeuntary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Ahmedabad License Area</b>							
1	Jan-24	-	-		2,092,185		-
2	Feb-24	-	-		2,094,624		-
3	Mar-24	-	-		2,098,968		-

**Torrent Power Limited**  
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**Performa SoP 011C: Momentary Average Interruption Frequency Index (MAIFI)**

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Surat License Area</b>							
1	Jan-24	-	-	-	632,829	-	-
2	Feb-24	-	-	-	633,790	-	-
3	Mar-24	-	-	-	634,636	-	-

**Torrent Power Limited**  
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**Performa SoP 013: Meter Faults**

<b>Consumer Category</b>	<b>No.of faulty meters at the start of the quarter (1)</b>	<b>No.of faulty meters added during the quarter (2)</b>	<b>Total number of defective /faulty meter (3) = (2) + (1)</b>	<b>No. of faulty meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Ahmedabad License Area</b>					
Single Phase	8	895	903	898	5
Three Phase	2	300	302	302	-

**Torrent Power Limited**  
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**Performa SoP 013: Meter Faults**

<b>Consumer Category</b>	<b>No. of faulty meters at the start of the quarter (1)</b>	<b>No. of faulty meters added during the quarter (2)</b>	<b>Total number of defective/faulty meter (3) = (2) + (1)</b>	<b>No. of faulty meters repaired and replaced (4) *</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Surat License Area</b>					
Single Phase	50	2,040	2,090	2,059	31
Three Phase	13	333	346	332	14

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
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**SoP 16: Compensation Details**

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
<b>Ahmedabad License Area</b>				
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. 1000/-	-	-
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.	-	-
<b>TOTAL</b>				

**Torrent Power Limited**  
**Quarter : Q4 - January - March**  
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**Performa SoP 16: Compensation Details**

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
<b>Surat License Area</b>				
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. 1000/-	-	-
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.	-	-
<b>TOTAL</b>				