

**STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : APRIL 24 TO JUNE 24**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter: Q1- April - June
Year : 2024-25

Performa SoP 001: Fatal and Non-fatal accident report

Number of accidents for the quarter										
Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the current FY				
	Departmental		Out side			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad Licence Area	-	-	6	2	3	-	-	6	2	3
Total	-	-	6	2	3	-	-	6	2	3

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

Torrent Power Limited
Quarter: Q1- April - June
Year : 2024-25

Performa SoP 001: Fatal and Non-fatal accident report

Number of accidents for the quarter										
Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the current FY				
	Departmental		Out side			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat Licence Area	-	-	5	-	1	-	-	5	-	1
Total	-	-	5	-	1	-	-	5	-	1

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

TORRENT POWER LTD
Quarter: Q1- April - June
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
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)
Ahmedabad Licence Area							
A(i) Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	1	8,671	8,672	8,671		8,671	(1)
A(ii) Interruption in power supply- Interruption due to line breakdown	284	27,673	27,957	27,896		27,896	(61)
A(iii) Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	4,632	4,632	4,632		4,632	-
A(iv) Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	1	23	24	24		24	-
A(v) Interruption in power supply- Load Shedding/schedule outages	76	9	85	85		85	-
B(i) Quality of Power Supply-Ordinary case, which requires no augmentation	-	24	24	24		24	-
B(ii) Quality of Power Supply- Where Augmentation is required	1	124	125	125		125	-
B(iii) Quality of Power Supply- Harmonics related issue	-	-	-			-	-
B(iv) Quality of Power Supply- Neutral Voltage related issue	-	-	-			-	-
B(v) Quality of Power Supply- Voltage variations related issue	-	-	-			-	-
C(i) Meters - Stopped/ Defective meters	19	3,573	3,592	3,489		3,489	(103)
C(ii) Meters -Meter accuracy test (Fast/Slow)	-	54	54	54		54	-
C(iii) Meters-Burnt Meter	-	784	784	782		782	(2)
C(iv) Meters-Stolen Meter	-	2	2	2		2	-
C(v) Meters-Billing on average basis for more than two bills	-	-	-			-	-
C(vi) Meters-Meter boxes/metering system	-	38	38	38		38	-
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 - where additional information relating to correctness of reading etc. is required.	194	550	744	736		736	(8)
E(iii) Bills-Final bill for vacation of premises/change of occupancy	-	-	-			-	-
E(iv) Bills-Change of Tariff	-	1,232	1,232	1,223		1,223	(9)
F(i) Service Connections - Where extension of LT line up to 150 Meters is required	-	6	6			-	(6)
F(ii) Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required	-	13	13	13		13	-
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(ix) Service Connections-Transfer of connection	-	-	-			-	-
G Request for reconnection/consumer wanting disconnection	-	44	44	44		44	-
H Refund of amount due in regard to temporary connection	-	-	-			-	-
I Street Light compliant	-	-	-			-	-
J Others	17	21,477	21,494	21,335		21,335	(159)
Total	842	68,930	69,772	69,423	-	69,423	(349)

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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
1		2	3	4=2+3	5	6	7=5+6	8 = (7-4)
Surat Licence Area								
A(I)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	498	498	498		498	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	1	3,137	3,138	3,138		3,138	-
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	664	664	664		664	-
A(IV)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	1	1	1		1	-
A(V)	Interruption in power supply- Load Shedding/schedule outages	-		-			-	-
B(I)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-		-			-	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-		-			-	-
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	2	252	254	254		254	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	1	1,481	1,482	1,481		1,481	(1)
C(iii)	Meters-Burnt Meter	-	278	278	277		277	(1)
C(iv)	Meters-Stolen Meter	-		-			-	-
C(v)	Meters-Biling on average basis for more than two bills	-		-			-	-
C(vi)	Meters-Meter boxes/metering system	-		-			-	-
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 - where additional information relating to correctness of reading etc. is required.	3	480	483	480		480	(3)
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-		-			-	-
E(IV)	Bills-Change of Tariff	-	1	1	1		1	-
F(I)	Service Connections - Where extension of LT line up to 150 Meters is required	-		-			-	-
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-		-			-	-
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	-	1	1	1		1	-
F(vii)	Service Connections-Name Change/reconnection/change of category	-	3	3	3		3	-
F(viii)	Service Connections-In case connection is denied after payment against demand note	-		-			-	-
F(ix)	Service Connections-Transfer of connection	-		-			-	-
G	Request for reconnection/consumer wanting disconnection	-		-			-	-
H	Refund of amount due in regard to temporary connection	-		-			-	-
I	Street Light compliant	-		-			-	-
J	Others	1	1,390	1,391	1,389		1,389	(2)
Total		8	8,186	8,194	8,187	-	8,187	(7)

Torrent Power Limited
Quarter : Q1-April-June
Year : FY 2024-25

Performa SoP 004: Publicity carried out while displaying the contact details of Consumers complaints centers

Sr. No. (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about media (4)
1	Website		
	Bill Glossary	4026457	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	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 Licence Area			
2	Information Boards		
	Grievance redressal options (Internal / consumer redresal forum)	21.48 Lac Approx	Information Boards
	Information boards for substation requirement	3.73 Lac Approx	
	SD and SLC Information Board	3.73 Lac (across all Plugpoints)	
	Form Filling Assistance Board at Naranpura	82026 Approx	
	Form Filling Assistance Board at Dudheshwar	49552 Approx	
	Form Filling Assistance Board at Amraiwadi	42971 Approx	
	Form Filling Assistance Board at Gandhinagar	24593 Approx	
	Form Filling Assistance Board at Vasna	41677 Approx	
	Form Filling Assistance Board at Naroda	42558 Approx	
	Form Filling Assistance Board at Motera	17907 Approx	
	Form Filling Assistance Board at Prahladnagar	15386 Approx	
	Form Filling Assistance Board at Vinzol	9407 Approx	
	Form Filling Assistance Board at Narol	10630 Approx	
	Online Bill Payment Board	3.73 Lac approx (across all Plugpoints)	
	Dropbox Payment Option Board	3.73 Lac approx (across all Plugpoints)	
	Customer portal	3.73 Lac approx (across all Plugpoints)	
3	Information Booklets / Flyers / Letters / hoardings etc		
	Information related to web portal / posters / danglers / hoardings / banners etc.	3.73 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	Information Booklets and Flyers , outdoor media etc
4	Bills		
	Front Side: 1. Whatsapp services 2. Change Your Name in Electricity Bill	12.46 Lacs/Month	Front & Backside of the bill
	Back Side: 1. DO not overload your electrical connection, regularize it today 2. Installation of ELCB/RCCB ensure Electrical Safety 3. Convenience at your fingertips	12.46 Lacs/Month	
5	Power Alert Service		
	SMS related to Billing	29643060	SMS
6	Newspaper advertisements / Radio etc		
	News paper Advt	21.48 Lac Approx	

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Year : FY 2024-25

Performa SoP 004: Publicity carried out while displaying the contact details of Consumers complaints centers

Sr. No. (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about media (4)
1	Website		
	Bill Glossary	4026457	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	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 Licence Area			
2	Information Boards Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges,	Consumers 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	Consumers at large	Boards at consumer centre
3	Information booklets / Flyers / Letters 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.	1500	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	2	Booklet
	Tariff Petition copy	3	Booklet
4	News Paper - shutdown Information, Digital Services, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service	Consumers at large	News Paper
5	Bills Front side : WhatsApp information, Payment options Code for online Payment, Company office, Various Channels for Complaints, regularize Unauthorized extension 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	6.37 lakh / month	
6	Digital SMS SMS - Application, Billing , Meter, Company Services Awareness, energy Conservation SMS,Outage messages, SMS for online payment and application promotion	5966834	SMS
	WhatsApp Messages	111388	WhatsApp messages
7	Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)	6960 Consumers in three month	Bill Envelopes
8	Consumer Meets Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	45 consumers	1 No.in company premises
	Personal Visit to LTMD & HT Consumers	173	Personal Interaction
	Torrent Power Apne Dware Program	Consumers at large	On different location - 8 Nos.Camps

Torrent Power Limited
Quarter : Q1-April-June
Year :2024-25

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter /year	No. of Distribution Transformers added during the quarter/year	Total number of Distribution Transformers	Total Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Ahmedabad Licence Area	9,517	46	9,563	13	0.14%

Torrent Power Limited
Quarter : Q1-April-June
Year :2024-25

Performa SoP 005: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter /year	No. of Distribution Transformers added during the quarter/year	Total number of Distribution Transformers	Total Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Surat Licence Area	2,897	21	2,918	1	0.03%

Torrent Power Limited
Quarter :Q1-April-June
Year :2024-25

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter/year	No. of Power Transformers added during the quarter/year	Total number of Power Transformers	Total number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Ahmedabad Licence Area	258	1	259	-	0.00%

Torrent Power Limited
Quarter :Q1-April-June
Year :2024-25

Performa SoP 006: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter/year	No. of Power Transformers added during the quarter/year	Total number of Power Transformers	Total number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	E = (D) * 100/C
Surat Licence Area	65	-	65	-	0.00%

Torrent Power Limited
Quarterly : Q1-April-June
Year :2024-25

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

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period= A_i	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period = N_i	Total no of customers served for the Areas= N_t	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(A_i \times N_i)$	SAIFI= $\sum(A_i \times N_i)/N_t$
Ahmedabad Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
A	APR	85	1,66,304	21,01,235	1,89,190	0.090
B	MAY	154	3,08,721	21,04,437	3,42,623	0.163
C	JUN	130	2,55,760	21,08,180	2,80,538	0.133

Torrent Power Limited
Quarterly : Q1-April-June
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 = $\sum(A_i \times N_i)$	SAIFI= $\sum(A_i \times N_i)/N_t$
Surat Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)=$\sum(3 \times 4)$	(7)=(6)/(5)
A	April	13	17,782	6,34,891	17,782	0.028
B	May	10	22,743	6,35,142	22,743	0.036
C	June	11	19,436	6,35,422	19,436	0.031

Torrent Power Limited
Quarter : Q1-April-June
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 = $\frac{\sum (Ri \times Ni)}{Nt}$
Ahmedabad Licence Area									
		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)
A	APR	85	35:43	0:25	1,89,190		21,01,235	78,449	00:02
B	MAY	154	69:38	0:27	3,42,623		21,04,437	1,59,619	00:05
C	JUN	130	62:39	0:29	2,80,538		21,08,180	1,28,967	00:04

Torrent Power Limited
Quarterly: Q1-April-June
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 = $\frac{\sum (Ri \times Ni)}{Nt}$
Surat Licence Area									
		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)
A	April	13	05:53	00:27	17,782		6,34,891	8,377	00:01
B	May	10	04:25	00:26	22,743		6,35,142	10,378	00:01
C	June	11	04:30	00:24	19,436		6,35,422	9,279	00:01

Torrent Power Limited
Quarterly: Q1-April-June
Year: 2024-25

Performa SoP 012: Momentary 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 = $\sum (Imi \times Nmi)$	MAIFI = $\frac{\sum (Imi \times Nmi)}{Nt}$
Ahmedabad Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	APR	1	1		21,01,235	1	0.000
B	MAY	1	241		21,04,437	241	0.000
C	JUN	1	3,712		21,08,180	3,712	0.002

Torrent Power Limited
Quarterly : Q1-April-June
Year: 2024-25

Performa SoP 012: Momentary 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 = $\sum (Imi \times Nmi)$	MAIFI = $\frac{\sum (Imi \times Nmi)}{Nt}$
Surat Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
A	APR	2	2,873		6,34,891	2,873	0.005
B	MAY	-	-		6,35,142	-	-
C	JUN	-	-		6,35,422	-	-

Torrent Power Limited
Quarterly : Q1-April-June
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
Ahmedabad Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
A	APR	85	78,449	1,89,190	00:22
B	MAY	154	1,59,619	3,42,623	00:30
C	JUN	130	1,28,967	2,80,538	00:30

Torrent Power Limited
Quarterly : Q1-April-June
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
Surat Licence Area					
(1)	(2)	(3)	(4)	(5)	(6)=(4 x 5) / (3 x 5)
A	APR	13	8,377	17,782	00:35
B	MAY	10	10,378	22,743	00:27
C	JUN	11	9,279	19,436	00:32

Torrent Power Limited
Quarter:Q1-April-June
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)
Ahmedabad Licence Area					
Single Phase	5	1,475	1,480	1,466	14
Three Phase	0	418	418	412	6

Torrent Power Limited
Quarter: Q1-April-June
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)
Surat Licence Area					
Single Phase	31	2,419	2,450	2,407	43
Three Phase	14	500	514	499	15

Torrent Power Limited
Quarter : Q1-April-June
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 exiting 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.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
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
Quarter : Q1-April-June
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 exiting 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.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
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
Quarter : Q1-April-June
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
Quarter : Q1-April-June
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
Quarter : Q1-April-June
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
Ahmedabad Licence Area				
19	19	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q1-April-June
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
Surat Licence Area				
632	632	-	-	-

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q1-April-June
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
Ahmedabad Licence Area				
981	474	3	3	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Quarter : Q1-April-June
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
Surat Licence Area				
111	43	4	0	4

Note: The format shall include individual consumer wise details