

**ANNEXURE I OF ORDER NO: 2 OF 2007  
STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
APR 15 TO MAR 16**

**PREPARED BY : "Torrent Power Limited"**

**SUBMITTED TO : GUJARAT ELECTRICITY  
REGULATORY COMMISSION**

**DATE : \_\_\_\_\_**

**Torrent Power Limited**

**Year : 2015-16**

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

| Name of Area/Circle    | Cummulative since the first quarter of the FY (Departmental) |     | Cummulative since the first quarter of the FY (Outside) |    |     |
|------------------------|--|-----|---|----|-----|
|                        | FH   | NFH | FH  | FA | NFH |
| Ahmedabad License Area | 1  | 1   | 36  | 6  | 15  |
|                        |  |     |   |    |     |

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

**Torrent Power Limited**  
**Year : 2015-16**

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

| Name of Area/Circle                                  | Cummulative since the first quarter of the FY (Departmental) |     | Cummulative since the first quarter of the FY (Outside) |    |     |
|--|--|-----|---|----|-----|
|  | FH   | NFH | FH  | FA | NFH |
| Surat License Area                                   | -  | -   | 14  | 3  | 2   |
| FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal |  |     |   |    |     |

## TORRENT POWER LTD

Period - April - March  
2015-16

### SOP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED 2015-16

| 1                      | 2  | 3                 | 4                | 5  | 6                         | 7  | 8  | 9  |
|------------------------|--|-------------------|------------------|--|---------------------------|--|--|--|
| Sr. No.                | Location of Accident and Details of victim   | DATE OF OCCURANCE | TYPE OF ACCIDENT | CAUSE OF ACCIDENT  | FINDING OF CEI / EI / AEI | REMEDIES SUUGGESTED BY CEI / EI / AEI IN VARIOUS CASES | WHETHER THE REMEDY SUGGESTED IS COMPLIED | ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT |
| Ahmedabad License area |  |                   |                  |  |                           |  |  |  |
| 1                      | Mamtaben Jagdishbhai Makwana,<br>Besides Gauri Cinema, 512, Ramsingh Dipsingh Chawl, Odhav                     | 07-Apr-15         | NFHO             | A Non fatal accident occurred on 07/04/2015 and was reported on 16/04/2015. The victim, while collecting the wet clothes from the roof, got electric shock & fell down on the roof causing burns injury on her left leg and right hand first finger. During checking, it was found that insulation of ceiling fan wire was damaged & was touching to the ceiling fan pipe. Ceiling fan was hooked directly on roof supported pipe without rubber grommet. It appears that the leakage current from the damaged wire of ceiling fan could have resulted into electric shock.  |                           |  |  |  |
| 2                      | Sanjay Parmar,<br>Swan Energy Ltd., Plot No.558/559(A), Narol-Vatva Road.                                      | 08-Apr-15         | FHO              | A fatal accident occurred on 08/04/2015 in Swan Energy Ltd (HT Ser. No. 8001278) premises and was reported on 04/05/2015 through Electrical Inspector Ms. Alpanaben S Dani to Mr. Hardik Patwa (AGM - Key Account Management). As reported, victim was working on Stenter M/c No. 3 found unconscious & lying on the platform of the machine. Injuries on right leg thumb and forehead of victim was observed. 108 ambulance was called. Ambulance team declared him dead. As per Post mortem report, cause of death is shock due to electrocution. LT supply for Stenter M/c No. 3 was disconnected by TPL on 04/05/2015. Joint inspection of site was carried out with EI on 05/05/2015. During inspection, wiring of Stenter M/c No. 3 and pedestal fan was tested but no current leakage & shock was observed. The exact cause of electrocution could not be concluded as accident information was received very late, after 26 days of accident.  |                           |  |  |  |
| 3                      | Buffalo,<br>Mansingh Walo Kuvu, B/h Matrubhumi So., Near Ramol Canal, Express Highway.                         | 12-Apr-15         | FA               | As reported, buffalo was found dead in water logged area at Mansingh Walo Kuvu, B/h Matrubhumi So., Near Ramol Canal, Express Highway. It was found during site visit that LT ABC phase wire insulation was damaged on 6 <sup>th</sup> pole from the service no. 143806. Messenger wire broke which touched on the Y phase Conductor Socket of the LT Aerial Bunch Conductor Line. The earthing for LT pole was found missing. It appears that the leakage current from the broken messenger wire could have resulted into fatality.   |                           |  |  |  |
| 4                      | Hitesh Baldevbhai Solanki,<br>Senior Estate, Nr Chippa society BRTS Bus Stand, Danilimda                       | 12-Apr-15         | FHO              | As reported, Victim was found dead in a water logged area at Senior Estate, Nr Chippa society BRTS Bus Stand, Danilimda. The PM report confirms the death due to electric shock, the exact reason could not be established from where the person got shock. The network of nearby area was checked by TPL crew immediately on getting shock report. No abnormality / leakage of current was noticed. The Exact cause of electrocution could not be concluded.  |                           |  |  |  |
| 5                      | Prakashbhai Shitalmal Kumavat,<br>Bherunath Traders, Nr. Jalaram Marble, Nr. Ambalal Estate, Gota Talav, Gota. | 17-Apr-15         | FHO              | A fatal accident occurred on 17/04/2015 at Bherunath Traders (Ind. Ser. No. 3308806) and was reported on 01/05/2015. Information received by Mr. Hemal Mehta (Mgr – HV cell, NZ) through letter from Sola Police station. As reported, while switching 'ON' water cooler, victim got burns injury on back side of body due to fire in cable connected with water cooler. Victim was shifted to Sola civil hospital through 108 ambulance and later on shifted to Civil Hospital, Asarva for further treatment. Victim died at Civil Hospital. Supply of industrial service no. 3308806 was disconnected on 01.05.2015 at 11:30 hrs. by NPC. During visit no evidence of fire was found and the godown of the Bherunath traders was already shifted to nearby place from the original place of accident. It was informed that the cable of the cooler, which caught fire, was in possession of the FSL. As per PM certificate, cause of death is shock & burns on body. In the absence of any evidence due to late reporting of the accident, the exact cause and death of victim could not be ascertained. |                           |  |  |  |

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| 6  | Sohelgulam Rasul Ghanchi, Safilala Pan Parlor, Opp. Magdumsha Dargah, Sanklitnagar, Juhapura | 27-Apr-15 | FHO | A fatal accident occurred on 27/04/2015 and was reported on 28/04/2015 evening after ~ 40 hrs. Victim was removing plug of cold drink freezer m/c and got electric shock. During checking, it was observed that earth wire of cold drink freezer was connected with phase terminal of plug top. Due to the improper wiring by consumer, the victim got electrocuted.   |  |  |  |  |
| 7  | Jigar Mukesh Bodanea, High Mast lighting tower, Ambedkar circle, Shahpur                     | 12-May-15 | FHO | Information was received through Divya Bhaskar news paper of 14/05/2015. As reported, Mr. Jigar Bodanea got electric shock causing fatality at high mast lighting tower near Dr. Ambedkar circle, outside Shahpur Darwaja. His relative, Mr. Paresh Chavda also felt electric shock. They were returning after attending marriage. Supply of service no. 2288877 for high mast lighting tower was disconnected on 14.05.2015 by TPL. During checking, one ballast was found faulty during joint inspection with electrical inspector Ms. Alpanaben Dani on 01/06/2015. Leakage current from ballast of high mast tower could have caused shock and fatality.                         |  |  |  |  |
| 8  | Dog, Construction site, Sahaj Solarium, Nr. Swaminarayan park-3, Vasna                       | 22-May-15 | FA  | Information was received by Mr. Hardik Shukla - Exe (SNN) from Mr. Manojbhai - AMC officer. As reported, 3 dogs died at water logged area near construction site. During checking loose and hanging wires were found in damaged condition of consumer wiring. LTMD Service no. 100040942 for construction site was disconnected after checking of leakage current. After disconnection of supply no leakage current was observed. Leakage current from damaged wires is concluded as reason for shock in water logged area.  |  |  |  |  |
| 9  | Dog, Construction site, Sahaj Solarium, Nr. Swaminarayan park-3, Vasna                       |           | FA  |  |  |  |  |  |
| 10 | Dog, Construction site, Sahaj Solarium, Nr. Swaminarayan park-3, Vasna                       |           | FA  |  |  |  |  |  |
| 11 | Ishrat Jahan Abdulkalim Ansari, 40, Sufinagar, Nr. Soni nu Khetar, Millatnagar.              | 27-May-15 | FHO | A fatal accident occurred on 27/05/2015 at 40, Sufinagar, Nr. Soni nu Khetar, Millatnagar (Ser. No. 1372832) premises and was reported on 11/06/2015 through Electrical Inspector - Ms. Alpanaben. As reported, victim fell down & his right hand was stuck with pedestal fan. Witness further informed that victim was doing mopping work. Floor surface was wet. Fan was plugged in. During checking it was observed that fan isolation switch was connected to neutral instead of phase. It is suspected that victim might have received electrical shock (could not be ascertained) since fan was found repaired on the date of visit on 12/06/2015. PM report is not available. |  |  |  |  |
| 12 | Dimple Pankajkumar Nai, Siddhi Vinayak Ganesh Mandir, Nr. Bapunagar police station.          | 29-May-15 | FHO | Information was received through Jansata news paper of 31/05/2015. As reported victim got shock and found unconscious near water cooler at Siddhi Vinayak mandir, nr. Bapunagar police station. Victim was shifted to Shardaben Hospital, Saraspur. She died during treatment. Service No. 1308087 for Siddhi Vinayak mandir was disconnected by NPC on 01/06/2015. Joint inspection of site was carried out with EI on 02/06/2015. During checking water cooler was found faulty as well as wiring of consumer was also faulty. Leakage current from faulty water cooler is considered for shock and fatality. PM report is not available.  |  |  |  |  |
| 13 | Alpesh Vickybhai Dataniya, H. No. 299, Ramapirani Chali, Shankar Bhuvan na chhapra, Shahpur  | 03-Jun-15 | FHO | A fatal accident occurred on 3/06/2015 at H. No. 299, Ramapirani Chali, Shankar Bhuvan na chhapra, Shahpur was reported on 4/06/2015 through Electrical Inspector - Ms. Alpanaben. As reported, victim was found unconscious & got burns on right elbow on metallic roof. As reported, he went on the roof for collecting a ball & got electric shock. During checking, insulation of one of the wires meant for victim's house supply was found damaged & touching to metallic roof (Chhapra). It was further observed that victim's residence power supply was unauthorised service. PM report is not available.   |  |  |  |  |
| 14 | Nagjibhai Purshottambhai Bhill, Mahakali Park, Opp. Ghanshyamnagar, Gangotrinagar, Narol     | 07-Jun-15 | FHO | A fatal accident occurred on 7/06/2015 at Mahakali Park, Opp. Ghanshyamnagar, Gangotrinagar, Narol (Service No. 2253585) premises and was reported on 8/06/2015 through Electrical Inspector - Ms. Alpanaben. As reported, victim got electric shock during connecting of motor with power supply point. During inspection, it was observed that isolation switch of plug point was connected to neutral instead of phase. It is suspected that victim might have received electrical shock from direct phase while attempting the connection of supply with motor without removal of plug from its socket. PM report is not available.  |  |  |  |  |

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| 15 | Dharmendrabhai Babulal Butani,<br>26, Kahan Park, Opp. Arvind Park, Bapunagar   | 11-Jun-15 | FHO  | A fatal accident occurred on 11/06/2015 at 26, Kahan Park, Opp. Arvind Park, Bapunagar (Service No. 1307286) premises. Information received from Newspaper - Gujarat Today on 13/06/2015 & informed by Mr. Chitrang Karnik (M-call centre). As reported victim was found unconscious & electric cutter m/c with its wire was stuck with his left shoulder. Victim was doing concealed piping work in wall with electric cutter. It is suspected that cutter m/c power supply cable was entangled in machine blade resulting in damage of insulation. Victim might have got electric shock from damaged power supply cable. PM report is not available.   |  |  |  |  |
| 16 | Furkan Ahmed Afroz Ansari,<br>Safal Reality, Slum project,<br>Swastik Char Rasta, Gate No.1, B/h Municipal dispensary, Amraiwadi. | 15-Jun-15 | FHO  | A fatal accident occurred on 15/06/2015 at Safal Reality, Slum project, Swastik Char Rasta, Gate No.1, B/h Municipal dispensary, Amraiwadi (Ser. No. 100237593) premises and was reported on 17/06/2015 through Electrical Inspector - Ms. Alpanaben. As reported, victim got electric shock. During inspection, it was observed that loose & open wires (without insulation) were lying on floor. It is suspected that victim might have received electrical shock from bare wire. PM report is not available.  |  |  |  |  |
| 17 | Nanminbanu Hamidkhan Pathan,<br>Sundramnagar, Nr. Gujarat Bottling, Rakhial   | 17-Jun-15 | FHO  | A fatal accident occurred on 17/06/2015 at Sundramnagar, Nr. Gujarat Bottling, Rakhial (Service No. 319522 ) premises. Information was received through Newspaper - Gujarat Today on 19.06.2015 & informed by Mr. Piyush Desai (call centre). The service was disconnected by NPC on 19/6/2015 after receiving information. During investigation it was reported that victim was found unconscious near washing m/c, the supply of which was taken from two pin plug through the twin wire extension board. During checking, washing m/c megger value was found OK. The twin wire extension board is taken by FSL, hence same could not be tested. The exact reason of shock could not be ascertained in absence of Post Mortem report.  |  |  |  |  |
| 18 | Gajendra Revatsingh Ninama,<br>Faizal nagar, Nr. Faraha Soc. PMT, Danilimda   | 22-Jun-15 | FHO  | As reported, LT cable (25/4C) was cut during excavation work through JCB M/c, carried out by AMC contractor at Faizalnagar, nr. Faraha Soc. PMT, Danilimda. Above cable was then disconnected from FSP 1 of Farah Soc. PMT from both the side on 22/06/2015 - 15:15 hrs. It was reported that the cable was further cut by AMC and victim got electric shock - 18:30 hrs. from the same cable in different pit, while he was working in excavated trench for laying drainage pipe. He came in contact with open end cable. The cable was with T-off joints for residential connections in the area. As the area is theft prone it is suspected that the back feed of power (i.e. from other nearby source) the premises which are connected might had caused electric shock. However, in the absence of Post Mortem report exact cause of death cannot be concluded.   |  |  |  |  |
| 19 | Sashwat Parimalbhai Brahmhatt<br>Keshav Residency, Nr. Azad So., Ambawadi   | 22-Jun-15 | NFHO | Information was received by call centre. Victim got electric shock, as he came in contact with society's street light pole. During testing, damaged lighting wire was found in contact with streetlight pole. Leakage current from damaged wire is concluded as the reason for shock.  |  |  |  |  |
| 20 | Lilaben Bhalsingh Masal,<br>16, Srinath Niranjana nagar,<br>Jantanagar, Ghatodia  | 30-Jun-15 | FHO  | A fatal accident occurred on 30/06/2015 at 16, Srinath Niranjana nagar, Jantanagar, Ghatodia (Ser. No. 353084) premises and was reported on 01/07/2015 through Electrical Inspector - Ms. Alpanaben. NPC faultman disconnected the supply of service on 01/07/2015. Power supply was given to LT service through 10Sqmm twin flat wire by T-off connection. As the premises was under construction & the vertical wall where the above twin flat wire was supported got demolished. Entire twin flat wire with T-off, service apparatus, distribution board & DP switch of consumer were supported on bamboo scaffolding. During testing megger value of the installation found OK. Consumer DP cover was found in damaged condition & phase & neutral terminal of which were exposed. During joint visit with EI, it is informed that plaster related work & cleaning work was carried out with water by victim. Victim was wet. It is suspected that victim while sitting on bamboo platform during working might have come in contact with live DP terminal of above service. PM report is not available. |  |  |  |  |

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| 21 | Harish Prabhulal Sen,<br>39, Khodiyar estate, near<br>CTM, Amraiwadi                                     | 01-Jul-15 | FHO  | A fatal accident occurred on 01/07/2015 at 39, Khodiyar estate, near CTM, Amraiwadi (Ser. No. 1301008) premises and was reported on 04/07/2015 through Electrical Inspector - Mr. N B Shah. As reported, while victim was working on Soap packing machine under running condition, he got electric shock & fell down on the ground. It is suspected that victim might have come in contact with electrically live contacts of control circuit & received electric shock. As per PM report cause of death is electrocution.  |  |  |  |  |
| 22 | Jinnatbanu Sarjahan Pathan,<br>246, Indiranagar chhapara,<br>Sector-24, Gandhinagar                      | 03-Jul-15 | FHO  | A fatal accident occurred on 3/07/2015 at H. No. 246, Indiranagar chhapara, Sector-24, Gandhinagar. Information was received from Newspaper - Gujarat Samachar & from Mr. J R Mandalia (M - Gandhinagar) on 04/07/2015. As reported, while victim was connecting water pipe in running condition of Monoblock pump, she got electric shock. During investigation motor for monoblock pump was found faulty. It is suspected that due to faulty motor, its metallic body might be electrically charged & victim came in contact with it, might have received electric shock causing fatality. PM report is not received.   |  |  |  |  |
| 23 | Meghaben Vijaybhai Shah,<br>House no. 4, Arihant bagh<br>Odhav Cop. Ho. Soc. Ltd,<br>Adinathnagar, Odhav | 06-Jul-15 | NFHO | NPC received information from call centre on 06-07-2015 regarding shock complain at Service no. 451826, House no. 4- Arihant bagh Odhav Cop. Ho. Soc. Ltd, Adinathnagar, Odhav. As reported, while victim was passing from stairs, she touched bare copper wire near the window & got electric shock & fell down. Victim got burns injury on fingers & left foot. Bare earthing wire provided by consumer was running near the window. During inspection, neutral wire was found connected directly in the switch. The earthing wire was found cut by the consumer. It is suspected that due to improper wiring at consumer side, bare copper earthing wire might have been charged & victim while came in contact with it, could have received electric shock.   |  |  |  |  |
| 24 | Vinaben Dayanand Chudasma,<br>B-3, Ratan Appt.,<br>Keshavnagar, Subhash bridge,<br>Ahmedabad             | 06-Jul-15 | FHO  | A fatal accident occurred on 6/07/2015 at B-3, Ratan Appt., Keshavnagar, Subhash bridge, (Service No.909801) premises and was reported on 9/07/2015 through Electrical Inspector - Mr. N B Shah. As reported, while victim was ironing clothes by electric iron, she got electric shock. During investigation it was observed that consumer side earthing was not connected with earth terminal provided on service apparatus. Electric iron was seized by police. It is suspected that due to faulty electric iron victim received electric shock. PM report is not received.  |  |  |  |  |
| 25 | Laxmi Tarachand Kavariya,<br>A-66, Sanjaynagar Chhapara,<br>Bhagat ni chali, Naranpura                   | 09-Jul-15 | NFHO | NPC received information by call Centre on 09-07-2015 regarding shock complain. As reported, while victim was playing nearby MSP & tried to climb MSP by holding bunch of electric load wires of nearby service apparatus, she got electric shock & burns injury on right hand fingers & right leg toes. During investigation, hanging bare copper earthing wire was found in the bunch of wire. It is suspected that bare copper earthing wire was inserted in the service apparatus hole (meant for taking load wires). It got charged while coming in contact with live terminal in service apparatus causing electric shock.  |  |  |  |  |
| 26 | Dharamsing Ramusing Yadav,<br>Moon Bleach Processor, Near<br>Danilimda cross road,<br>Danilimda          | 09-Jul-15 | FHO  | A fatal accident occurred on 09/07/2015 at Moon Bleach Processor, Near Danilimda cross road, Danilimda (Ser. No. 494857) and was reported on 12/08/2015 through Electrical Inspector - Ms. Alpanaben. As reported, while victim was doing work on washing machine with a portable electrical machine (washing m/c was in power OFF condition), he got electric shock & fell down. Power supply for the above machine was taken from nearby switch-board by two flexible wires which had joints. Power supply for switch-board was also tapped from open junction of cables by two flexible wires without earthing. Floor area nearby washing machine was wet. During investigation megger test of the portable machine, it was found o.k. It is suspected that victim got electric shock due to leakage current from joints of flexible wires through wet floor. As per PM report cause of death is electrocution. As the report was received after one month exact cause could not be ascertained. |  |  |  |  |

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| 27 | Nimesh Pareshbhai Thakor,<br>Shree Khodiyar Pan Centre,<br>near Madhupura Vyapar<br>Bhavan, Madhupura                      | 14-Jul-15 | FHO  | A fatal accident occurred on 14/07/2015 at Shree Khodiyar Pan Centre, near Madhupura Vyapar Bhavan, Madhupura (supply was taken from service No. 2229970) premises. Information was received through Madhupura police station on 15/07/2015. As reported, while cleaning the table fan, victim got electric shock. Table fan was taken away by police. The terminal cover of table fan was open and switch was ON. It is suspected that exposed joint of wire for table fan due to improper tapping, victim received electric shock causing fatality. However, in the absence of Post Mortem report exact cause of death could not be concluded.   |  |  |  |  |
| 28 | Ayeshabanu Immamuddin<br>Ansari,<br>361/B/95, Islamnagar,<br>Ansarnagar, Nr. Soni ni chali,<br>Rakhial                     | 15-Jul-15 | NFHO | NPC received information from call centre on 15-07-2015 regarding shock complain. As reported, victim got shock on iron stair case. It was observed that 10/2C looping cable was in hanging position (unauthorized self shifting) & its insulation was damaged near iron stair case & exposed armour touching to iron stair case. Victim got burns injury on right hand. During investigation, it was also observed that from cable network 10/4C main cable joint was found faulty & earthed. It was suspected that due to faulty joint, 10/2C looping cable armour got charged & leakage current passed through iron stair case. Victim came in contact with iron stair case & got electric shock.   |  |  |  |  |
| 29 | Kamlesh Makwana,<br>Karnavatinagar (Nicol) Distri.<br>SS, Parshwanath Township<br>road, Bapa Sitaram Chowk,<br>Nava Naroda | 22-Jul-15 | FHD  | Information of accident was received by Mr. Ashish Rajput (JE – LT O&M, NRD) from Mr. Nikhil Durge (Sup. – Parth Engimech P Ltd). As reported, Mr. Kamlesh Makwana (Parth Engimech - contractor employee) got electric shock while connecting 3 ½ C x 240 sq mm cable in FSP no: 2 Circuit no. 4 at Karnavatinagar (Nicol) Distri. SS causing fatality. Mr. Kamlesh, Mr. Jasubhai & Mr. Harshad of Parth Engimech P Ltd completed jointing work & termination work on 22.07.2015 ~ 19:00 hrs. During re-connection work at FSP 2 end ~ 19:15 hrs, Mr. Kamlesh Makwana (Joiner) got electric shock. Mr. Jasubhai (Sup.), available at the location, immediately switched off main switch of FSP 2 to cut off the power supply to rescue the victim. During investigation at FSP 2 by Safety officers, it was observed that conductor insulation of R phase of nearby 3 ½ C x 120 sq mm of FSP 2 Circuit 5 was peeled off & the live conductor was exposed on the rear side of FSP door. As reported by Mr. Jasubhai, Mr. Kamlesh Makwana was working with bare hand (without using safety hand gloves) in FSP 2 from the front side door without switching off the main switch of Power supply of FSP2. It appears that the victim might have come in contact with live portion of cable (where nearby cable insulation was damaged) and got electric shock. The damaged part of the nearby cable was not visible to the victim and he accidentally touched the same. |  |  |  |  |
| 30 | Safiulla Usman Shaikh,<br>Vadilal Soda Fountain, Opp.<br>Police Choky, Raipur Chakla,<br>Raipur                            | 28-Jul-15 | FHO  | NPC received information from call centre on 28-07-2015 regarding shock complain. As reported, Mr. Safiulla Usman Shaikh, an outsider, got electric shock while touching to shutter of Vadilal Soda fountain shop causing fatality. During testing by NPC team, leakage current was observed on shutter while inserting fuse at FSP no. 1 circuit no. 3 "Y" phase. Leakage current on shutter disappeared while Main switch of Vadilal Soda Fountain (service no. 13787) kept Off. NPC disconnected service no. 13787 for Vadilal Soda Fountain on 28/07/2015 at 14:00 hrs. During investigation, it was observed that insulation of wire for signage board was damaged & touching to metallic body. Signage board was also supported from wall with metallic angles touching to shutter of the shop. It was noted that switch for signage board was ON position. Leakage current from damaged insulation of wire of signage board caused shock while victim came in contact with shutter. PM report is not available.   |  |  |  |  |
| 31 | Kalubhai Laxmanji Thakor,<br>Makarliyo Vas, Mohmadpura<br>gam, B/h Karnavati club,<br>Sarkhej Gandhinagar High<br>way.     | 29-Jul-15 | FHO  | A fatal accident occurred on 29/07/2015 at Makarliyo Vas, Mohmadpura gam, b/h Karnavati club, Sarkhej Gandhinagar Highway (Ser. No. 313634) premises and was reported on 30/07/2015 through Electrical Inspector - Ms. Alpanaben. As reported by the neighbour, victim got electric shock & fell down on the ground near running water pump. The supply was switched off by him. The floor & water pump motor were wet due to rain. It appears that victim might have received electric shock due to leakage causing fatality. However, in the absence of Post Mortem report exact cause of death could not be concluded.  |  |  |  |  |



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| 32 | Jayantibhai Mavjibhai Thakor, Manuji Gorakhji Chali, Potalia Talav, Opp. Everest Cinema, Saraspur    | 30-Jul-15 | NFHO | A non fatal accident occurred on 30/07/2015 at Manuji Gorakhji Chali, Potalia Talav, Opp. Everest Cinema, Saraspur (Ser. No.1316897 ) premises and was reported on 31/07/2015 by complain registered through call centre regarding shock. As reported, victim got electric shock & fell down on the ground while touching metallic wire tied with metallic roof (chhapara). He got burns injury on right hand. During investigation it was observed that Street light pole was touching to metallic roof of house. It was also observed spark mark in street light terminal box. AMC street light department has disconnected street light by removing fuses from outgoing circuit no. 2 of street light FSP on 30/07/2015 after getting information of incidence. It is suspected that leakage current from street light pole might be the reason for shock. |  |  |  |  |
| 33 | Artiben Kalidas Patani, Gatuji Mangaji Chawl, Chamanpura Chakla circle, Chamanpura                   | 14-Aug-15 | FHO  | A fatal accident occurred on 14/08/2015 at Gatuji Mangaji Chawl, Chamanpura Chakla circle, Chamanpura (Service no-278335). Information was received from Mr. Jerambhai Ghodasara (M - LT O&M-CZ) from TV9. As reported victim got electric shock while touching to metallic part of Ramdev Chinese food cart. It was observed that unauthorised supply was taken from service no. 278335 through flexible wire for lamp of Ramdev Chinese food cart. During investigation it was observed that insulation of flexible wire for lamp was damaged & touching to metallic wire tied with lamp wire & metallic food cart. It was noted that switch for lamp was in ON position. Leakage current from damaged insulation of wire for lamp caused shock while victim came in contact causing fatality. PM report is not received.                                   |  |  |  |  |
| 34 | Gulsanbanu Mohmadismaile Shaikh, 6365/5 Morkaswad last lane, Abbas Bapu colony, Mirzapur, Shahpur    | 14-Aug-15 | FHO  | A fatal accident occurred on 14/08/2015 at 6365/5 Morkaswad last lane, Abbas Bapu colony, Mirzapur, Shahpur (Ser. No. 2135934) premises and was reported on 17/08/2015 through Electrical Inspector - Ms. Alpanaben. As reported, Victim was doing housekeeping work & got electric shock while came in contact with metallic door which was touching to metallic body of freeze. Ser. No. 2135934 was self reconnected service which was already NPB disconnected since 29.02.2012. During testing freeze was found faulty. Leakage current from faulty freeze caused shock & fatality. It was noticed that the power was taken from meter by breaking seal unauthentically. PM report is not received.  |  |  |  |  |
| 35 | Naresh Maheshbhai Vaghri, Nr. Deepkala, Nehrubridge corner, Ashram Road.                             | 15-Aug-15 | NFHO | NPC received information through call centre regarding a non fatal accident occurred Nr. Deepkala, Nehrubridge corner, Ashram Road on 15/08/2015 (Service No.3238891 for advertisement hoarding). As reported victim (outsider) got electric shock while touching to live end of broken wire for lighting of advertisement hoarding and got burns injury on left hand fingers & thumb.  |  |  |  |  |
| 36 | Laxmiben Manubhai Vaghela, 05/120, Muni. Health Staff Quarters, Opp. Calico Mill, O/S Jamalpur gate. | 22-Aug-15 | FHO  | A fatal accident occurred on 22/08/2015 at 05/120, Muni. Health Staff Quarters, Opp. Calico Mill, O/S Jamalpur gate (Ser. No. 95052) and was reported on 24/08/2015 through Electrical Inspector - Ms. Alpanaben. As reported, the victim was found unconscious & her hand was in touch with electric water pump. During testing, water pump & consumer side wiring was found in order. TPL & consumer side earthing was found OK. In the absence of Post Mortem report exact cause of death could not be concluded.  |  |  |  |  |
| 37 | Kalaji Gabhaji Thakor, AMC Garden, Near Khari cutt canal, Opp. Madhuvan Soc., Naroda                 | 11-Sep-15 | FHO  | A fatal accident occurred on 11/09/2015 at AMC Garden, Near Khari cutt canal, Opp. Madhuvan Soc., Naroda (Ser. No. 10000082) was reported on 24/09/2015 through Electrical Inspector - Ms. Alpanaben. As reported, while victim was doing grass cutting work with a electrical machine, he got electric shock causing fatality. Power supply for the above machine was taken from nearby street light pole of AMC. During investigation megger test of the electrical grass cutting machine and wiring were found o.k. In absence of PM report & late information, the exact root cause could not be ascertained.   |  |  |  |  |

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| 38 | Bhavnaven Hargovindbhai Rathod,<br>23/546, Auda Gokul Aavas,<br>Jodhpur  | 21-Sep-15   | FHO  | A fatal accident occurred on 21/09/2015 at 23/546 Auda Gokul Aavas, Jodhpur (Service no-3139368). NPC received information from Satellite Police station on 23/09/2015. As reported victim got electric shock causing fatality while came in contact with Electric Water Pump Motor. During investigation, insulation of wires for motor winding were found damaged in terminal box and touching to metallic body of motor. Power supply for motor was taken from switch board by two wires (two pin top) without earthing. Power supply for switch board was also taken by two wires without earthing. Leakage current from damaged insulation of wire for water pump motor caused shock while victim came in contact causing fatality. PM report is not available.   |  |  |  |  |
| 39 | Umesh Narsingh Bhuriya<br>Das Plastic Enterprise,<br>310/1695, Mahavirnagar,<br>Kewda Chawl, Opp. Bajrang<br>Ashram, Thakkar Bapa Nagar                    | 7-Oct-2015  | FHO  | A fatal accident, occurred on 07/10/2015 at Das Plastic Enterprise (Ser. No. 699024). It was reported on 08/10/2015 through Krishnanagar Police station. NPC disconnected Ser. no.699024. As reported, victim was working at Powder coating m/c and was found unconscious near m/c. Victim was shifted to Rudraksha hospital & then shifted to Civil hospital where doctor on duty declared him dead. During investigation electric motor of powder coating m/c was found faulty. Company side and consumer side earthing was in order at TPL service apparatus. It is suspected that victim got electric shock due to faulty motor of powder coating m/c resulting in fatality. PM report is not available.   |  |  |  |  |
| 40 | Mahendrabhai Raool<br>11 KV Astha Bungalow O/H line,<br>Pole No. AS22 to AS23, 40,<br>Sarthak Bungalows, Shabri<br>Bungalows nr. Shri hari ave.,<br>Naroda | 30-Oct-2015 | FHO  | An accident occurred on 30/10/2015 at 11 KV Astha Bungalow O/H line, AS22 to AS23 Shabri Bungalows nr. Shri hari ave., Naroda. NPC received information from call centre on 30/10/2015. As reported victim Mr. Mahendrabhai Raool got electric shock causing fatality & other two IPs Mr. Harishbhai Garasia & Mr. Surjitsinh Rajput got minor burns injuries during process of crossing cable TV wire along with GI messenger wire for GTPL across 11 KV Astha Bungalow Overhead line. The accident site was visited by NPC team Mr. R S Thakur (SE) along with TPL Technician Mr.Kumpavat. They found that between pole no. AS22 and AS23 of 11 KV Astha Bungalow O/H line a cable TV wire along with messenger wire was hanging on line. R S Thakur (SE) also informed to TPL control room to switch off the power of said overhead line. Control room made the power off at 16:15 hrs. After removing the Cable TV wire along with messenger wire from said overhead line the power was restored at 16:58 hrs. During investigation flash mark was observed on conductor. It appears that cable TV wire along with messenger wire touched live conductor causing shock to victims. PM report is not available. |  |  |  |  |
| 41 | Harishbhai Garasia<br>11 KV Astha Bungalow O/H line,<br>Pole No. AS22 to AS23, 40,<br>Sarthak Bungalows, Shabri<br>Bungalows nr. Shri hari ave.,<br>Naroda | 30-Oct-2015 | NFHO |  |  |  |  |  |
| 42 | Surjitsinh Rajput<br>11 KV Astha Bungalow O/H line,<br>Pole No. AS22 to AS23, 40,<br>Sarthak Bungalows, Shabri<br>Bungalows nr. Shri hari ave.,<br>Naroda  | 30-Oct-2015 | NFHO |  |  |  |  |  |
| 43 | Kindam Swapnilbhai Mahindra<br>Sigma Nest, Opp.<br>Kaushalendra Park, Opp. Visat<br>Petrol pump, Sabarmati   | 31-Oct-2015 | NFHO | NPC received information through call centre regarding a non fatal accident which occurred at Sigma Nest, Opp. Kaushalendra Park, Opp. Visat Petrol pump, Sabarmati (Service No.3358839). NPC disconnected service no. 3358839. As reported, victims felt electric shock while touching metallic fencing of common service area which was welded with street light pole. During investigation megger showed zero value between terminal box outgoing wire and metallic street light pole. It appears that leakage current from faulty wiring of street light caused shock.   |  |  |  |  |
| 44 | Tushya Prikshit Mahindra<br>Sigma Nest, Opp.<br>Kaushalendra Park, Opp. Visat<br>Petrol pump, Sabarmati  | 31-Oct-2015 | NFHO |  |  |  |  |  |

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| 45 | Shardaben Jayprakashbhai Thakkar<br>I-12 Chitrakutdham, Besides Sagar Soc., Uttamnagar, Maninagar                    | 22-Nov-15 | NFHO | A non fatal accident occurred on 22/11/2015 at I-12 Chitrakutdham, Besides Sagar Soc., Uttamnagar, Maninagar (Ser. No. 724653). It was reported on same day through Call Centre. As reported, victim got shock while touching refrigerator. NPC faultman visited site and observed power on earth terminal of LC wire at service apparatus but power was not observed in earth of main l/c cable of OTTP. He removed B Phase cutout in OTTP to make power off. The leakage vanished. He observed that LC wire earthing was corroded, burnt and detached from main earth connection in OTTP. LT O&M section attended LC termination in OTTP and power was restored. During investigation refrigerator, wiring of consumer & earthing was found in order. LC wire feeds power to other services including ser. no. 724653. It is suspected that power at earth terminal of LC wire at service apparatus might be due to fault in appliances or wiring of other consumers who are getting power through same LC wire. |  |  |  |  |
| 46 | Ramesh Fatiyabhai Dangi<br>Between HT Pole no. MMS/52/3 to MMS/52/4, B/h Nirma Chemical Works, GIDC Phase IV, Vatva. | 22-Dec-15 | NFHO | A non-fatal accident occurred on 22/12/2015 at 11 KV Max Match OH line between HT Pole no. MMS/52/3 to MMS/52/4, b/h Nirma Chemical Works, GIDC Phase IV, Vatva. It was reported on same day through Call Centre (Ser. No. 503644) and information was also received by Mr. R N Bhavsar (SE-NPC-AZ). The feeder had tripped. As reported, victim got shock while passing under 11KV OH line due to breaking of guard wire which fell on him. Victim got burns injury on right hand, back and left leg. Victim was shifted to L G Hospital, Maninagar through 108 Ambulance for treatment. During investigation, it was observed that guard wire had broken between pole no. MMS/52/3 to MMS/52/4 of Max Match OH feeder due to corrosion. Simultaneously, guard wire touched to live part of Disconnection Link (DL) installed at pole no. MMS/52/4 resulting to shock to victim.  |  |  |  |  |
| 47 | Arvind Lalji Bhabhor<br>Omega Elevators, 6, Archana Ind. Estate, Nr. Ajit Mill Char Rasta, Rakhial                   | 28-Dec-15 | FHO  | A fatal accident occurred on 28/12/2015 at Omega Elevators, 6, Archana Ind. Estate, Nr. Ajit Mill Char Rasta, Rakhial (HT Ser. No. 8000844) & was reported on 02/01/2016 through Electrical Inspector - Ms. Alpanaben. Civil work was in progress at the premises. As reported, while victim was fixing metallic plate with mixture m/c by metallic wire, he got electric shock causing fatality. Power supply for the above machine was taken from nearby switch board. TPL disconnected supply on 04/01/2016 for above mentioned service. During investigation megger test of the mixture machine and earthing of plug point were found o.k. But other plug points were found without earthing in switch board. TPL earthing was found in order. In absence of PM report and delayed information, exact root cause could not be ascertained.   |  |  |  |  |
| 48 | Amratlal Manilal Solanki<br>House No. 121/10, Nr. Wind Mill, Borij, Gandhinagar                                      | 03-Jan-16 | FHO  | A fatal accident occurred on 03/01/2016 near House no. 121/10, nr. wind mill, Borij, Gandhinagar (Ser. No. 100242560). Information was received from Newspaper - Gandhinagar Samachar & from Mr. J R Mandalia (M - Gandhinagar) on 05/01/2016. As reported, victim was found unconscious in the pit. He was fetching water using electric mono block pump from main water line @60 mtr. away from his residence. Victim was shifted to Civil hospital, Gandhinagar, where doctor on duty declared him dead. In absence of PM report, delayed information, non availability of victim's family members & non co-operation of nearby residents, exact root cause could not be ascertained.   |  |  |  |  |
| 49 | Yasinbhai Tehsinbhai Akka<br>34/2, Sharma Estate, Bardolpura, O/s Dariyapur gate, Dariyapur                          | 14-Jan-16 | FHO  | A fatal accident occurred on 14/01/2016 at 34/2, Sharma Estate, Bardolpura, outside Dariyapur gate, Dariyapur (Ser. No. 100280208). Information was received from Newspaper - Gujarat Samachar & from Mr. Jerambhai Ghodasara (M-LT-CZ) on 16.01.2016. NPC disconnected Ser. no.100280208. As reported, victim was found lying near metallic door of terrace. 108 ambulance was called, doctor of 108 ambulance declared him dead. During investigation it was observed that loose hanging twin wire was used for sound system at terrace supported on metallic door. Power supply was taken from nearby plug point. Insulation of twin wire was found damaged and joints were in poor condition. It is suspected that leakage current from damaged insulation of wire caused shock while victim came in contact with metallic door causing fatality. PM report is not available.  |  |  |  |  |

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| 50 | Punvashi Chauhan<br>25, Krushnanagar<br>Bungalows, India Colony road,<br>Nicol | 23-Jan-16 | FHO  | A fatal accident occurred on 23/01/2016 at 25, Krushnanagar Bungalows, India Colony road, Nicol (Ser. No. 650704). Information was received from Newspaper - Nav Gujarat Samay News paper & from Mr. Zubin Battliwala (JE-NPC-AZ) on 31/01/2016. As reported, victim got shock during replacement of faulty submersible pump at under ground water tank. Victim was shifted to Kakadia Hospital, Bapunagar, where doctor on duty declared him dead. As per witness submersible pump switch was OFF. During investigation Company side and consumer side earthing was in order at TPL service apparatus. In absence of PM report & delayed information, exact root cause could not be ascertained. PM report is not available.  |  |  |  |  |
| 51 | Arunbhai Jivabhai Solanki<br>Archan Party Plot, Ghatlodia                      | 29-Jan-16 | FHO  | A fatal accident occurred on 29/01/2016 at Archan Party Plot, Ghatlodia (Ser. No. 3097306). Information was received from Newspaper - Divya Bhaskar & from Mr. H H Trivedi (AM-NPC-NZ) on 31/01/2016. Key Account Management team disconnected Ser. no.3097306 on 01.02.2016. According to eye-witness statement, extension board connected through flexible extension wire from the distribution board located at lighting tower illuminating the party plot area. Victim got shock while came in contact with flexible wire of extension board during watering and cleaning work of food counter platform. Victim was shifted to Sanjivani Hospital, Where doctor on duty declared him dead. Flexible wire & extension board was seized by FSL. Company side and consumer side earthing was in order at TPL service apparatus. It is suspected that due to poor insulation of flexible wire & wet floor, victim got electric shock causing fatality. PM report is not available. |  |  |  |  |
| 52 | Ketanbhai Chauhan<br>8, Mina Flats, Nr. Jawahar<br>Chowk, Maninagar            | 31-Jan-16 | NFHO | A non fatal accident occurred on 31/01/2016 at 8, Mina Flats, Nr. Jawahar Chowk, Maninagar (Ser. No. 678323) which was reported on same day through call centre. LT O&M section disconnected Ser. no.678323 on 02/02/2016. As reported, victim got shock during tapping work for air conditioner pipe and got burns injury on left hand. During investigation air conditioner, wiring of consumer & earthing was found in order. LC wire feeds power to the other services including ser. no. 678323. It is suspected that leakage current on air conditioner body might be due to fault in appliances or wiring of other consumers who are getting power through same LC wire.  |  |  |  |  |
| 53 | Cow<br>Laxmipura Chali, Opp. Raipur<br>Gate, Raipur.                           | 31-Jan-16 | FA   | A fatal animal accident occurred on 31/01/2016 at Laxmipura Chali, Opp. Raipur Gate, Raipur. It was reported on same day through call centre. As reported cow was found dead near service no: 535485. NPC team visited site at 9:20 hrs., but no leakage current was observed near ser. no. 535485. However NPC disconnected 25/4C cable from MSP No. CZ/30/66. During investigation excavation work was carried out and faulty cable joint was found. It was observed that soil was also wet. It appears that cow got electric shock due to leakage of current from faulty cable joint.   |  |  |  |  |
| 54 | Cow<br>Nr. Anil starch AMTS Bus<br>stop, Ekta tea stall, Bapunagar             | 03-Feb-16 | FA   | A fatal animal accident was reported on 03/02/2016 at MSP No. Q/0103/013, near Anil Starch AMTS Bus Stop, Ekta Tea stall, Bapunagar. Information was received by Call centre from outsider at 10:13 hrs. As reported, cow was found dead approximate 8-10 feet away from MSP no. Q/0103/013. NPC team visited site & disconnected power for the MSP from Anil Starch PMT FSP1 Circuit no.2 by removing fuses. For investigation excavation work was carried out at site by LT O&M where cow was found dead on sameday at 12:00 hrs. 25/4C burnt cable was found in excavated pit, which was feeding supply to Old ESI hospital (abandoned). It appears that cow has received electric shock due to leakage of current from burnt cable. However, in absence of PM report exact root cause could not be ascertained.  |  |  |  |  |

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| 55 | Jogdiben Navalbhai Maliwad<br>Construction site of Shanti Pujya Homes, Nr. Mangalshanti Party Plot, Star Bazar cross road, Chandlodia | 13-Feb-16 | FHO  | A fatal accident occurred on 13/02/2016 at Construction site of Shanti Pujya Homes, Nr. Mangalshanti Party Plot, Star Bazar cross road, Chandlodia (service no. 100131932) . Information was received by Mr. H H Trivedi (AM-NPC-NZ) from Sola Police station on 15/02/2016. NPC disconnected Ser. no.100131932 on 15/02/2016. As reported, victim (Ms. Jogdiben Navalbhai Maliwad) was working at site as a labor. She got shock while plugging loose wires in socket of extension board for lighting purpose. Victim was shifted to Civil Hospital, Sola, where doctor on duty declared her dead. During investigation TPL side & consumer side earthing was in order. Two pin plug with flexible wires was used to feed supply to the extension board. Switch of the socket of extension board was ON. It is suspected that victim might have come in contact of open wire & got shock causing fatality. PM report is not available.   |  |  |  |  |
| 56 | Durgaben Goswami<br>Government Primary School, Borij, Gandhinagar   | 16-Feb-16 | NFHO | A non-fatal accident occurred on 16/02/2016 at Government Primary School, Borij, Gandhinagar. (service no. 976389) . Information was received from UGVCL on 29/03/2016. As reported, victim (Mrs. Durgaben Goswami) got shock while touching to the metallic door of pump room. Victim was shifted to Civil Hospital, Gandhinagar for treatment. As informed, electric wire having damaged insulation was touching to metallic door of pump room causing shock to victim. During investigation TPL side & consumer side earthing was found in order. The information was received late & since the wiring was found renovated exact root cause could not be ascertained.  |  |  |  |  |
| 57 | Bhavikaben Chiragbhai Shah<br>B 527, Mahavir Prabhu Krupa Soc. Arbudanagar, Odhav   | 19-Feb-16 | FHO  | A fatal accident occurred on 19/02/2016 at B 527, Mahavir Prabhu Krupa Soc. Arbudanagar, Odhav (Ser. No. 462829) Information was received from Electrical Inspector - Ms. Alpanaben on 26/02/2016. NPC disconnected Service no. 462829 on 26/02/2016. As reported, Eyewitness Mrs. Kamlaben Babulal Jansari brought portable water pump from her neighbor Mrs. Bhavikaben Chiragbhai Shah (Victim - House no B 526) to drain water from her underground water tank. During draining of water, pump got stopped. So she called victim for the same. As stated by eyewitness, eyewitness tried to switched Off pump and saw that victim was lying on the floor unconsciously near water pump. Victim was shifted to Rangam Hospital and then shifted to Narayana Hospital, Rakhial in 108 ambulance van, where doctor on duty declared her dead. During investigation megger value of water pump was OK. Company side earthing was found in order but consumer side earthing was found cut at service apparatus. Wiring of consumer was found faulty at switch board (Earthing terminal with phase terminal was shorted) from where supply was taken for portable water pump. It appears that due to faulty wiring & wet floor victim got shock while came in contact with water pump. PM report is not available |  |  |  |  |
| 58 | Darshan Shah<br>Paldi S/s, Paldi Cross road, Paldi.   | 25-Mar-16 | NFHD | As reported, flash over took place during switching operation work at MEI make distribution switchgear at Paldi SS, Paldi on 25/03/2016. Mr. Darshan Shah (Jr. Exe-HV Cell-NZ) received burns injury on both arms, chest and face. It appears that the switchgear oil was drained out causing flashover when operated by victim. Treatment was given at Life Care Hospital, Paldi.  |  |  |  |  |
| 59 | Harshil Rajubhai Soni<br>D P High School, Nr. Bhavsar Hostel, Vadaj.  | 28-Mar-16 | FHO  | A fatal accident occurred on 28/03/2016 at D P High School, Nr. Bhavsar Hostel, Vadaj. (service no. 889993). Information was received by Mr. Vinubhai S Patel (Jr. Exe-NPC-NZ) through Local News channel on 28/03/2016 at 23:00 hrs. NPC disconnected Ser. no. 889993 on 29/03/2016. As reported, victim (Mr. Harshil Rajubhai Soni) was studying in school. He got shock during drinking of water from water cooler. Victim was shifted to Gayatri Hospital, Vadaj, where victim died after treatment. During investigation TPL side & consumer side earthing was found in order. Megger value of water cooler was also found OK. In the absence of PM report exact root cause could not be ascertained. PM report is not available.  |  |  |  |  |

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside

## TORRENT POWER LTD

2015-16

### SoP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED 2015-16

| 1                         | 2   | 3                  | 4                | 5   | 6                          | 7   | 8  | 9   |
|---------------------------|---|--------------------|------------------|---|----------------------------|---|--|---|
| Sr.No.                    | Location of Accident and details of the victim  | Date of occurrence | Type of Accident | Cause of Accident   | Findings of CEI / EI / AEI | Remedies suggested by CEI / EI / AEI in various cases | Whether the remedy suggested is complied | Action taken to avoid recurrence of such Accident |
| <b>Surat License area</b> |   |                    |                  |   |                            |   |  |   |
| 1                         | Sohel A Navik,<br>Aashirwad Palace Tower-T, B/H<br>Jivkornagar, Bhatar Surat                          | 18-May-2015        | FHO              | As per the information received, the victims were electrocuted while doing maintenance work of common gas water heater. During site visit it was found that the earthing wire was disconnected and ICTP switch was in open condition near the accident point.                                     |                            |   |  |   |
| 2                         | Bharat G Khalasi,<br>Aashirwad Palace Tower-T, B/H<br>Jivkornagar, Bhatar Surat                       |                    | NFHO             |   |                            |   |  |   |
| 3                         | Vipul M Patel,<br>Aashirwad Palace Tower-T, B/H<br>Jivkornagar, Bhatar Surat                          |                    | NFHO             |   |                            |   |  |   |
| 4                         | Shaileshbhai D Chaudhari,<br>Shop-31, 32, 33, Sarthi Co. H.<br>Soc. Hirabaug, Varachha Road,<br>Surat | 30-May-2015        | FHO              | As per the information received, the victim was electrocuted while switching on grinding machine in wet condition. During site visit, earthing arrangement was not found on grinding machine. Also ELCB was found installed but dysfunctional   |                            |   |  |   |
| 5                         | Amrutlal H Rana,<br>14A / 1648, 1st Floor, Zadia<br>wadi, Shastrinagar Road,<br>Khatodara, Surat      | 1-Jun-2015         | FHO              | As per the information received, the victim was electrocuted with looms machine while repairing. During site visit, earthing wire was found cut on the looms machine.   |                            |   |  |   |
| 6                         | Kunal V Patel,<br>115, Rel Rahat Colony,<br>Mandarwaja, Surat   | 2-Jun-2015         | FHO              | As per the information received, the victim was electrocuted with live wire inside the bathroom area of his premises. It was found that this premise was not electrified by TPL Surat and consumer was using unauthorised power from other source.  |                            |   |  |   |
| 7                         | Lalu R Mina,<br>H. No. 11/549-53, Talawalani<br>pol, Nanavat Surat                                    | 8-Jun-2015         | FHO              | As per the information received, the victim was electrocuted with tiles polishing machine while polishing of tiles in wet condition. During site visit, earthing arrangement was not found on tiles polishing machine. Also ELCB switch was installed but didn't operate at the time of accident. |                            |   |  |   |
| 8                         | Mahenoorbhanu A Shaikh,<br>Hut-1226, Gali No.-9,<br>Norraininagar, Mithakhadi,<br>Limbayat, Surat     | 13-Jun-2015        | FHO              | As per the information received, the victim was electrocuted on metal roof of the hut through leakage current of ceiling fan. During site visit, earthing arrangement at consumer side was not found.   |                            |   |  |   |
| 9                         | Bipul Anato Barman,<br>Survey No-116, Moti Ved,<br>Surat.   | 1-Jul-2015         | FHO              | As per the information received, the reason of accident was electrocution as per PM Report. During site visit, evidence of electrocution was not found.   |                            |   |  |   |
| 10                        | Goat, Rahul Raj Estate. B/s.,<br>Limbayat Zone Office,<br>Dumbhal, Surat.                             | 31-Aug-2015        | FA               | As per the information received, 3 Goats were electrocuted with damaged load main cable. During site visit, insulation of load main cable found damaged and also earthing arrangement was not found.  |                            |   |  |   |
| 11                        | Goat, Rahul Raj Estate. B/s.,<br>Limbayat Zone Office,<br>Dumbhal, Surat.                             |                    | FA               |   |                            |   |  |   |
| 12                        | Goat, Rahul Raj Estate. B/s.,<br>Limbayat Zone Office,<br>Dumbhal, Surat.                             |                    | FA               |   |                            |   |  |   |

## TORRENT POWER LTD

2015-16

### SoP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED 2015-16

| 1                         | 2  | 3                  | 4                | 5  | 6                          | 7   | 8  | 9   |
|---------------------------|--|--------------------|------------------|--|----------------------------|---|--|---|
| Sr.No.                    | Location of Accident and details of the victim   | Date of occurrence | Type of Accident | Cause of Accident  | Findings of CEI / EI / AEI | Remedies suggested by CEI / EI / AEI in various cases | Whether the remedy suggested is complied | Action taken to avoid recurrence of such Accident |
| <b>Surat License area</b> |  |                    |                  |  |                            |   |  |   |
| 13                        | Govind Uttambhai Sahu, P/37, 3rd floor, Bharat Nagar Society, L.H Road, Karanj, Varachha                     | 8-Sep-2015         | FHO              | As per the information received, the victim was electrocuted with embrodary machine. During site visit earthing arrangement at consumer side was not found.  |                            |   |  |   |
| 14                        | Nazirani Amjatkhan Pathan, H/281, Sanjay Nagar Zupadpati, New Kamele Darwaja, Surat.                         | 11-Sep-2015        | FHO              | As per the information received, the victim was electrocuted with electric water pumpset in wet condition. During site visit, it is observed that electric pumset was supplied by two core flexible wire without earthing in wet conditition.  |                            |   |  |   |
| 15                        | Mayur Ramesbhai Sarvaiya Shop no. 18, 'Renuka bhavan ,swaminarayan Soc., Bombay Mkt to Punagarn Road, Surat. | 14-Oct-2015        | FHO              | As per the information received, the Victim was electrocuted with live wire while repairing of faulty wiring in metal fall ceiling area of the shop. During site visit wiring of the shop found in open (bare condition) & hanging condition.  |                            |   |  |   |
| 16                        | Mohsin Ayyub Ansari AR Xerox & Consultancy (cabin) Nr. Shah Sulemani Masjid, Variavi Bazar, Surat.           | 23-Nov-2015        | FHO              | As per the information received, the victim was electrocuted with metal cabin shop. The cabin is not electrified by TPL- Surat. Consumer was using unauthorized power. No evidence of electrocution was found during the site visit.   |                            |   |  |   |
| 17                        | Plai Bardjana 14/3, Balkrushna Ind.Society. Azadnagar Road, Althan, Surat                                    | 24-Nov-2015        | FHO              | As per the information received, the victim was electrocuted with weft filler box of looms machine, while repairing the machine. During the site visit, weft filler box found in open condition. The victim might have come in contact with live parts/wire of weft filler box   |                            |   |  |   |
| 18                        | Urvasiben Aswinbhai Patel H.No-277, Sadak falia, Fulpada, Surat.   | 25-Nov-2015        | FHO              | As per the information received, the victim was electrocuted with metal structure (Metal pole). A series (Diwali series) was hung with the metal rod and metal structure was in contact with the bare wire of Diwali series. When victim came in to contact with the metal rod the victim got electrocuted in wet condition. During the site visit, damaged (bare) wire found in Diwali lighting series. Earthing arrangement was not found in consumer wiring |                            |   |  |   |
| 19                        | Jaysinh Shyamu Kevat 49, Navsarjan Ind. 02nd floor, UM Road, Surat   | 9-Feb-2016         | FHO              | As per the information received, the victim was electrocuted with tube light fixed in embroidery machine while repairing. During site visit, bare wires & pliers were found on embroidery machine near tube light.   |                            |   |  |   |

**Torrent Power Limited**

**Year : 2015-16**

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

| Classification                | Pending complaints of previous year   | Complaints received during the year | Total Complaints | No. of complaints redressed during the year |                        |                                  |                                      |                  | Balance complaints to be redressed |            |
|-------------------------------|---|-------------------------------------|------------------|---|------------------------|----------------------------------|--------------------------------------|------------------|------------------------------------|------------|
|                               |   |                                     |                  | Within 50% of stipulated time               | Within stipulated time | Up to double the stipulated time | More than double the stipulated time | Total            |                                    |            |
| 1                             | 2   | 3                                   | 4                | 5   | 6                      | 7                                | 8                                    | 9 = total 5 to 8 | 10 = (4-9)                         |            |
| <b>Ahmedabad License Area</b> |   |                                     |                  |   |                        |                                  |                                      |                  |                                    |            |
| A(i)                          | Interruption in Power Supply due to loose connections from pole - Fuse blown complaints | 1                                   | 39,330           | 39,331                                      | 38,829                 | 436                              | 50                                   | 15               | 39,330                             | 1          |
| A(ii)                         | Interruption in Power Supply due to line breakdown                                      | 20                                  | 1,06,278         | 1,06,298                                    | 1,04,811               | 1,263                            | 147                                  | 36               | 1,06,257                           | 41         |
| A(iii)                        | Interruption in Power Supply due to failure of transformer                              | -                                   | 172              | 172   | 171                    | 1                                | -                                    | -                | 172                                | -          |
| A(iv)                         | Interruption in power supply due to shutdowns/load shedding                             | 3                                   | 1,11,596         | 1,11,599                                    | 1,11,564               | -                                | 2                                    | -                | 1,11,566                           | 33         |
| B(i)                          | Quality of Supply Complaints which require no Augmentation                              | -                                   | 208              | 208   | 208                    | -                                | -                                    | -                | 208                                | -          |
| B(ii)                         | Quality of Supply complaints requiring Augmentation of HT/EHT network                   | -                                   | 570              | 570   | 570                    | -                                | -                                    | -                | 570                                | -          |
| C(i)                          | Meters - Stopped/Defective meters   | 35                                  | 24,155           | 24,190                                      | 24,003                 | 47                               | 8                                    | 59               | 24,117                             | 73         |
| C(ii)                         | Meters - Billing on average basis for more than two bills                               | -                                   | 4                | 4   | 4                      | -                                | -                                    | -                | 4                                  | -          |
| D(i)                          | Overhead lines - Loose wires  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -          |
| D(ii)                         | Overhead lines - Inadequate ground clearance  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -          |
| E(i)                          | Bills - For current bills where no additional information is required                   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -          |
| E(ii)                         | Bills - For bills where additional information/site visit is required                   | 17                                  | 11,069           | 11,086                                      | 10,910                 | 19                               | 27                                   | 90               | 11,046                             | 40         |
| F(i)                          | Service Connections - Where extension of mains is not required                          | -                                   | 12               | 12  | 12                     | -                                | -                                    | -                | 12                                 | -          |
| F(ii)                         | Service Connections - Where extension of mains is required                              | 1                                   | 13               | 14  | 9                      | -                                | -                                    | -                | 9                                  | 5          |
| F(iii)                        | Service Connections - Modification in connected load                                    | -                                   | 5                | 5   | 3                      | -                                | -                                    | -                | 3                                  | 2          |
| F(iv)                         | Service Connections - Name Change/Reconnection  | -                                   | 67               | 67  | 67                     | -                                | -                                    | -                | 67                                 | -          |
| G                             | Refund of amount in case of temporary connection  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -          |
| H                             | Others  | 4                                   | 3,863            | 3,867                                       | 3,774                  | 3                                | 4                                    | 1                | 3,782                              | 85         |
| <b>Total</b>                  |   | <b>81</b>                           | <b>2,97,342</b>  | <b>2,97,423</b>                             | <b>2,94,935</b>        | <b>1,769</b>                     | <b>238</b>                           | <b>201</b>       | <b>2,97,143</b>                    | <b>280</b> |



**Torrent Power Limited**

**Year : 2015-16**

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

| Classification            | Pending complaints of previous year   | Complaints received during the year | Total Complaints | No. of complaints redressed during the year |                        |                                  |                                      |                  | Balance complaints to be redressed |          |
|---------------------------|---|-------------------------------------|------------------|---|------------------------|----------------------------------|--------------------------------------|------------------|------------------------------------|----------|
|                           |   |                                     |                  | Within 50% of stipulated time               | Within stipulated time | Up to double the stipulated time | More than double the stipulated time | Total            |                                    |          |
| 1                         | 2   | 3                                   | 4                | 5   | 6                      | 7                                | 8                                    | 9 = total 5 to 8 | 10 = (4-9)                         |          |
| <b>Surat License Area</b> |   |                                     |                  |   |                        |                                  |                                      |                  |                                    |          |
| <b>A(i)</b>               | Interruption in Power Supply due to loose connections from pole - Fuse blown complaints | -                                   | 1,970            | 1,970                                       | 1,962                  | 7                                | -                                    | 1                | 1,970                              | -        |
| <b>A(ii)</b>              | Interruption in Power Supply due to line breakdown                                      | 2                                   | 6,884            | 6,886                                       | 6,886                  | -                                | -                                    | -                | 6,886                              | -        |
| <b>A(iii)</b>             | Interruption in Power Supply due to failure of transformer                              | -                                   | 11               | 11  | 11                     | -                                | -                                    | -                | 11                                 | -        |
| <b>A(iv)</b>              | Interruption in power supply due to shutdowns/load shedding                             | -                                   | 3,008            | 3,008                                       | 3,007                  | -                                | -                                    | -                | 3,007                              | 1        |
| <b>B(i)</b>               | Quality of Supply Complaints which require no Augmentation                              | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -        |
| <b>B(ii)</b>              | Quality of Supply complaints requiring Augmentation of HT/EHT network                   | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -        |
| <b>C(i)</b>               | Meters - Stopped/Defective meters   | 1                                   | 5,282            | 5,283                                       | 5,283                  | -                                | -                                    | -                | 5,283                              | -        |
| <b>C(ii)</b>              | Meters - Billing on average basis for more than two bills                               | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -        |
| <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 - For bills where additional information/site visit is required                   | 1                                   | 1,672            | 1,673                                       | 1,671                  | -                                | -                                    | -                | 1,671                              | 2        |
| <b>F(i)</b>               | Service Connections - Where extension of mains is not required                          | -                                   | 109              | 109   | 105                    | 3                                | -                                    | -                | 108                                | 1        |
| <b>F(ii)</b>              | Service Connections - Where extension of mains is required                              | -                                   | 8                | 8   | 6                      | 2                                | -                                    | -                | 8                                  | -        |
| <b>F(iii)</b>             | Service Connections - Modification in connected load                                    | 1                                   | 5                | 6   | 5                      | 1                                | -                                    | -                | 6                                  | -        |
| <b>F(iv)</b>              | Service Connections - Name Change/Reconnection  | -                                   | 41               | 41  | 40                     | -                                | -                                    | -                | 40                                 | 1        |
| <b>G</b>                  | Refund of amount in case of temporary connection  | -                                   | -                | -   | -                      | -                                | -                                    | -                | -                                  | -        |
| <b>H</b>                  | Others  | -                                   | 412              | 412   | 412                    | -                                | -                                    | -                | 412                                | -        |
| <b>Total</b>              |   | <b>5</b>                            | <b>19,402</b>    | <b>19,407</b>                               | <b>19,388</b>          | <b>13</b>                        | <b>-</b>                             | <b>1</b>         | <b>19,402</b>                      | <b>5</b> |

**Torrent Power Limited**

**Year : 2015-16**

**Performa SoP 004:**

| Sr. No.  | Actions or steps carried out by distribution licensee towards public awareness in the year  | Likely number of consumers influenced   | Details about media   |
|--|---|---|---|
| 1  | <b>Website</b>  | 2731644 visits to website (Total- Ahmedabad + Surat)                              | <b>Web Site <a href="http://www.torrentpower.com">www.torrentpower.com</a> &amp; portal <a href="https://connect.torrentpower.com">https://connect.torrentpower.com</a></b> |
|  | 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   |   |   |
|  | Online Bill Payment (how to pay and related forms)  |   |   |
|  | Energy Conservation tips  |   |   |
|  | Safety Tips   |   |   |
| Electricity Supply Code (copy of the code)             |   |   |   |
| Consumer Charter                                       |   |   |   |
| Shutdown / Planned shutdown announcements and schedule |   |   |   |
| <b>Ahmedabad License Area</b>                          |   |   |   |
| 2  | <b>Information boards</b>   |   | Information boards  |
|  | Grievance redressal options (Internal / consumer redressal forum)   | 20 Lac Approx (across 6 locations)  |   |
|  | Roll up banner stands - Power Alert Service   | 4 Lac (across 6 locations)  |   |
|  | Information boards for substation requirement   | 4 Lac (across 6 locations)  |   |
|  | SD and SLC Information Board  | 4 Lac (across 6 locations)  |   |
|  | Form Filling Assistance Board at NZO  | 2.0 Lac Approx  |   |
|  | Form Filling Assistance Board at CZO  | 2.0 Lac Approx  |   |
|  | Form Filling Assistance Board at AZO  | 1.5 Lac Approx  |   |
|  | Form Filling Assistance Board at GZO  | 0.25 Lac Approx   |   |
|  | Form Filling Assistance Board at SNN  | 0.5 Lac Approx  |   |
|  | Form Filling Assistance Board at Naroda   | 0.5 Lac Approx  |   |
|  | Online Bill Payment Board   | 4.5 Lac (across 3 locations)  |   |
|  | ATM Drop box Payment Option Board   | 4.5 Lac (across 3 locations)  |   |
|  | Launch of new customer portal   | 4.5 Lac (across 3 locations)  |   |
| 3  | <b>Information booklets / flyers</b>  |   | Information booklets and flyers, Outdoor Media etc.   |
|  | Power Alert Service Flyer   | 3804  |   |
|  | Energy Conservation Flyer   | 3624  |   |
|  | Electrical Safety Flyer   | 3048  |   |
|  | Power Factor Improvement Flyer  | 3048  |   |
|  | Standees and signages related to online payment / web portal and mobile app   | 7.7 Lac (across 6 locations-Customer care centers)                                |   |
|  | Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc.   | 4.5 lacs (across 3 locations) and overall publicity at 30 locations across A'bad, |   |
| 4  | <b>Bill Back</b>  |   | Energy Bills, Backside of the bill  |
|  | <b>Front Side:</b> 1. Mobile Van Schedule (For the area of each group) 2. Mobile App launch   | 10 lacs/month   |   |
|  | <b>Back Side:</b> 1. New Tariff Structure effective from 1st April 2015. 2. Information on Electrical Safety 3. Information on Energy Conservation. 4. Information on Name and Address Change 5. CGRF Details 6. Payment Options and Instructions 7. 24X7 Helpline Number 8. Feedback and Suggestions 9. Mobile App launch  | 10 lacs/month   |   |
| 5  | <b>Power Alert Service</b>  |   | SMS   |
|  | SMS related to Billing  | 21522453  |   |
| 6  | <b>Newspaper advertisements / Radio etc</b>   |   | Newspaper/ Radio Advertisements/Banners   |
|  | Publicity related to monsoon safety in all leading newspapers (1 insert each), Publicity related to connect.torrentpower.com in all leading newspapers, Prominent Bus Stops & Major radio stations, News paper Advt for Uttarakhand Safety Campaign 2016, FM Radio Safety Messages for Uttarakhand Safety Campaign 2016, Banners for Uttarakhand Safety Campaign 2016 (Displayed at Zonal Offices and Major Sub Stations) | 18 Lac  |   |

**Torrent Power Limited**

**Year : 2015-16**

**Performa SoP 004:**

| Sr. No.  | Actions or steps carried out by distribution licensee towards public awareness in the year  | Likely number of consumers influenced                | Details about media  |
|--|---|--|--|
| 1  | <b>Website</b>  | 2731644 visits to website (Total- Ahmedabad + Surat) | <b>Web site www.torrentpower.com</b>   |
|  | 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   |  |  |
|  | Online Bill Payment (how to pay and related forms)  |  |  |
|  | Energy Conservation tips  |  |  |
| Safety Tips  |   |  |  |
| Electricity Supply Code (copy of the code)             |   |  |  |
| Consumer Charter                                       |   |  |  |
| Shutdown / Planned shutdown announcements and schedule |   |  |  |
| <b>Surat License Area</b>                              |   |  |  |
| 2  | <b>Information Boards</b><br>Grievance Redressal Options (Internal/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges  | consumer at large                                    | Boards at consumer centre  |
|  | Call Center Services/Safety Tips/ New Portal Connect Infor/Precautions / theft deterrence etc.  | consumer at large                                    | Boards at consumer centre, collection centre, Mobile Collection Van & Service Camp |
| 3  | <b>Information booklets/ Flyers</b><br>CGRF Information, Connect (Portal) Information, Advisory letter for load regularisation & Safety tips along with energy bill, Energy conservation, Energy calculator, SMS Registration information, Tariff, Office Addresses, Service Camp "Torrent Power Aapne Dware" schedule, Online Payment Services, Complaint Redressal Mechanism, Consumer Charter, Reactive Power Management etc.. | 1121854  | Pamphlets, Booklets  |
|  | Booklet (GERC Regulations & Application Processing Charges)   | 53   | Booklet  |
| 4  | <b>Banners</b><br>Banners on Safety related to kite flying & New Portal Connect information displayed at different locations  | Consumers at large                                   | Banners  |
| 5  | <b>Information through news paper</b> - Mobile portal Information, Safety Tips on monsoon, Portal Connect information & Aapne Dware programme detail  | Consumers at large                                   | News Papers  |
| 6  | <b>Bills</b><br><b>Front side</b> : Mobile van schedule (for the area within cycle of bill), Caution message for cash transaction, Message for customer portal connect  | 5.87 lakh / month                                    | Energy Bill  |
|  | <b>Back side</b> : Call Centre Info, Portal Connect Information, Safety tips on monsoon, Redressal forum details, Bill payment options & procedure  | 5.87 lakh / month                                    |  |
| 7  | <b>Service Camp</b> - Torrent Power Aapne Dware (Door step service to customer). Information on New Connection, Extension, Reduction, Reconnection, Bill & Meter. Receiving application for Name Transfer & load extension. Awareness on company services, Consumer Grievance Redressal forum, Importance of Name transfer, New Portal Connect Information etc.   | 5,04,867   | Conducted 6 consumer services camps at different location                          |
| 8  | <b>SMS</b> - Billing information  | 2031519  | SMS  |
| 9  | <b>Bill Envelopes to HT-LTMD customers</b> - (Portal Connect Information & Safety Tips on monsoon, ELCB importance & Mobile App information, Power Factor Information, Energy Conservation & Kite flying safety tips Information, safety Information )  | 2600 Customer/Month                                  | Bill Envelopes   |
| 10   | <b>Radio</b>  |  | Radio  |
|  | Safety tips on monsoon aired on four radio station for five days  | Consumers at large                                   |  |
|  | Safety tips on Diwali Energy four Radio Station for 3 Days  | Consumers at large                                   |  |
|  | Energy conservation message aired on four radio station on energy conservation day  | Consumers at large                                   |  |
| 11   | <b>Safety Awareness Programme</b> - Safety Awareness Programme for school & college   | 4043 students  | Power Point Presentation   |
| 12   | <b>Udyog 2016</b><br>Exhibition Participation- Information on Company & its services, Awareness on energy conservation, Reactive Power Management, Safety, Complaint Mechanism, etc   | Consumers at large                                   | Exhibition   |
| 13   | <b>Power Factor Awareness Programme</b>   |  |  |
|  | Personal Visit to LTMD & LT Consumers   | 1728 Consumers                                       | Personal Interaction   |
|  | Programmes with Industrial Consumers  | 33 Programmes (339 Consumers)                        | Group Discussion   |

**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                       | Month  | Date and Time of Meeting conducted* | No. of complaints registered at the meeting | No. of complaints pending at the end of the meeting. |
|-------------------------------|--------|-------------------------------------|---|--|
| <b>Ahmedabad License Area</b> |        |                                     |   |  |
| 1                             | Apr-15 | 10.04.2015 & 20.04.2015             | -   | -  |
| 2                             | May-15 | 11.05.2015 & 20.05.2015             | -   | -  |
| 3                             | Jun-15 | 10.06.2015 & 22.06.2015             | -   | -  |
| 4                             | Jul-15 | 10.07.2015 & 20.07.2015             | -   | -  |
| 5                             | Aug-15 | 10.08.2015 & 20.08.2015             | -   | -  |
| 6                             | Sep-15 | 10.09.2015 & 21.09.2015             | -   | -  |
| 7                             | Oct-15 | 12.10.2015 & 20.10.2015             | -   | -  |
| 8                             | Nov-15 | 10.11.2015 & 20.11.2015             | -   | -  |
| 9                             | Dec-15 | 10.12.2015 & 21.12.2015             | -   | -  |
| 10                            | Jan-16 | 11.1.2016 and 20.1.2016             | -   | -  |
| 11                            | Feb-16 | 10.2.2016 and 22.2.2016             | -   | -  |
| 12                            | Mar-16 | 10.3.2016 and 21.3.2016             | -   | -  |

\* 10:00 AM to 12:00 AM

**Torrent Power Limited**  
**Year : 2015-16**

**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> |              |  |  |   |
| 1                         | Apr-15       | 06-04-2015, 10-04-2015, 16-04-2015, 20-04-2015 | 3  | 1   |
| 2                         | May-15       | 11-05-2015, 14-05-2015, 20-05-2015             | 6  | 1   |
| 3                         | Jun-15       | 02-06-2015, 10-06-2015, 19-06-2015, 29-06-2015 | 7  | 1   |
| 4                         | Jul-15       | 09-07-2015, 10-07-2015, 20-07-2015,30-07-2015  | 3  | 1   |
| 5                         | Aug-15       | 06-08-2015,10-08-2015,20-08 -2015              | 3  | 2   |
| 6                         | Sep-15       | 02-09-2015,10-09-2015, 21-09-2015              | 11   | 7   |
| 7                         | Oct-15       | 08-10-2015, 10-10-2015, 20-10-2015             | 3  | 3   |
| 8                         | Nov-15       | 03-11-2015, 10-11-2015, 20-11-2015             | 3  | 5   |
| 9                         | Dec-15       | 10-12-2015, 21-12-2015, 23-12-2015             | 3  | 3   |
| 10                        | Jan-16       | 04-01-2016, 11-01-2016,20-01-2016              | 8  | 2   |
| 11                        | Feb-16       | 05-02-2016, 10-02-2016, 20-02-2016             | 3  | 2   |
| 12                        | Mar-16       | 07-03-2016, 10-03-2016, 21-03-2016, 28-03-2016 | 10   | 2   |

\* 3:00 PM to 5:00 PM

**Torrent Power Limited**  
**Year : 2015-16**

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

|                               | No. of existing Distribution Transformer at the start of the year | No. of Distribution Transformers added during the year | Total number of Distribution Transformers | Number of Distribution Transformers failed | % Failure rate of Distribution Transformer |
|-------------------------------|---|--|---|--|--|
|                               | <b>A</b>  | <b>B</b>   | <b>C = A+B</b>                            | <b>D</b>                                   | <b>H = (D) * 100/C</b>                     |
| <b>Ahmedabad License Area</b> | 7047  | 317  | 7364                                      | 59   | 0.80%                                      |

**Torrent Power Limited**  
**Year : 2015-16**

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

|                           | <b>No. of existing Distribution Transformer at the start of the year</b> | <b>No. of Distribution Transformers added during the year</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> | 2352   | 45  | 2397   | 8   | 0.33%   |

**Torrent Power Limited**

**Year : 2015-16**

**Performa SoP 007: Failure of Power Transformer**

|                        | No. of existing Power Transformer at the start of the year | No. of Power Transformers added during the year | Total number of Power Transformers | Number of Power Transformers failed | % Failure rate of Power Transformer |
|------------------------|--|---|------------------------------------|-------------------------------------|-------------------------------------|
|                        | A  | B   | C = A+B                            | D                                   | H = (D) * 100/C                     |
| Ahmedabad License Area | 158  | 1   | 159                                | 1                                   | 0.63%                               |



**Torrent Power Limited**  
**Year : 2015-16**

**Performa SoP 007: Failure of Power Transformer**

|                           | <b>No. of existing Power Transformer at the start of the year</b> | <b>No. of Power Transformers added during the year</b> | <b>Total number of Power Transformers</b> | <b>Number of Power Transformers failed</b> | <b>% Failure rate of Power 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> | 56  | 2  | 58  | -  | 0.00%                                      |

## Torrent Power Limited

Year : 2015

### Performa SoP 008: Sample Test Result for Neutral Voltage

| Compliance Sample Test Report for Neutral Voltage |                      |                       |                                  |   |   |
|---|----------------------|-----------------------|----------------------------------|---|---|
| 1   | 2                    | 3                     | 4                                | 5   | 6                                       |
| Sr. No  | Category of Consumer | Sample Size (Numbers) | Standard specified in regulation | Deviation of results from the sample test (Numbers) | % age non compliance<br>[6] = 5*100/[3] |
| <b>Ahmedabad License Area</b>                     |                      |                       |                                  |   |   |
| <b>LT Consumers</b>                               |                      |                       |                                  |   |   |
| 1   | Domestic             | 9530                  | 2%                               | 499   | 5.24                                    |
| 2   | Commercial           | 1051                  | 2%                               | 27  | 2.57                                    |
| 3   | Industrial           | 120                   | 2%                               | -   | -                                       |
| 4   | Agricultural         | 4                     | 2%                               | -   | -                                       |
| 5   | Public Water works   |                       | 2%                               |   |   |
| <b>HT Consumer</b>                                |                      |                       |                                  |   |   |
| 6   | HT Industrial        |                       | 2%                               |   |   |

**Torrent Power Limited**  
**Year : 2015**

**Performa SoP 008: Sample Test result for Neutral Voltage**

| <b>Compliance Sample Test Report for Neutral Voltage</b> |                       |                       |                                  |   |  |
|--|-----------------------|-----------------------|----------------------------------|---|--|
| 1  | 2                     | 3                     | 4                                | 5   | 6                                      |
| Sr. No   | Category of consumers | Sample Size (Numbers) | Standard specified in regulation | Deviation of results from the sample test (Numbers) | % age non compliance (6) = (5)*100/(3) |
| <b>Surat License Area</b>                                |                       |                       |                                  |   |  |
| <b>LT consumers</b>                                      |                       |                       |                                  |   |  |
| 1  | Domestic              | 2375                  | 2%                               | -   | -                                      |
| 2  | Commercial            | 1156                  | 2%                               | -   | -                                      |
| 3  | Industrial            | 1489                  | 2%                               | -   | -                                      |
| 4  | Agricultural          |                       | 2%                               |   |  |
| 5  | Public water works    |                       | 2%                               |   |  |
| <b>HT consumers</b>                                      |                       |                       |                                  |   |  |
| 6  | HT industrial         |                       | 2%                               |   |  |

**Torrent Power Limited**  
**Year : 2015**

**Performa SoP 009: Sample Test Result for Voltage Variations**

| Compliance Sample Test Report for voltage variations |                      |                       |                                  |   |   |
|--|----------------------|-----------------------|----------------------------------|---|---|
| 1  | 2                    | 3                     | 4                                | 5   | 6   |
| Sr. No   | Category of Consumer | Sample Size (Numbers) | Standard specified in regulation | Deviation of results from the sample test (Numbers) | % age non-compliance [6] = $5 \times 100 / [3]$ |
| <b>Ahmedabad License Area</b>                        |                      |                       |                                  |   |   |
| 1  | LT Consumers         | 11743                 | +6% to -6%                       | 1121  | 9.55  |
| 2  | HT Consumers         |                       | +6% to -6%                       |   |   |
| 3  | EHT Consumers        |                       | +10% to -10%                     |   |   |

**Torrent Power Limited**  
**Year : 2015**

**Performa SoP 009: Sample Test result for Voltage variations**

| <b>Compliance Sample Test Report for voltage variations</b> |                    |                       |                              |   |  |
|---|--------------------|-----------------------|------------------------------|---|--|
| 1   | 2                  | 3                     | 4                            | 5   | 6                                      |
| Sr. No  | Voltage Level      | Sample Size (numbers) | Limit or prescribed standard | Deviation of results from the sample test (Numbers) | % age non compliance (5) = (4)*100/(2) |
| <b>Surat License Area</b>                                   |                    |                       |                              |   |  |
| 1   | Low Voltage        | 5185                  | +6% to -6%                   | 95  | 1.83                                   |
| 2   | High Voltage       | 220                   | +6% to -6%                   | -   |  |
| 3   | Extra High Voltage |                       | +10% to -10%                 |   |  |

**Torrent Power Limited**  
**Year : 2015**

**Performa SoP 010: Sample Test Result for Harmonics**

| Compliance Sample Test Report for Harmonics |                      |                          |  |  |   |
|---|----------------------|--------------------------|--|--|---|
| 1   | 2                    | 3                        | 4                                      | 5  | 6                                       |
| Sr. No                                      | Category of Consumer | Sample Size<br>(Numbers) | Standard<br>specified in<br>regulation | Deviation of<br>results from the<br>sample test<br>(Numbers) | % age non compliance<br>[6] = 5*100/[3] |
| <b>Ahmedabad License Area</b>               |                      |                          |  |  |   |
| 1   | LT Consumers         | 1078                     | 3.50%                                  | 56   | 5.19                                    |
| 2   | HT Consumers         | 0                        | 3.00%                                  | 0  |   |
| 3   | EHT Consumers        | 0                        | 3.00%                                  | 0  |   |

**Torrent Power Limited**  
**Year : 2015**

**Performa SoP 010: Sample Test result for Harmonics**

| <b>Compliance Sample Test Report for Harmonics</b> |                              |                              |                                     |  |  |
|--|------------------------------|------------------------------|-------------------------------------|--|--|
| <b>1</b>   | <b>2</b>                     | <b>3</b>                     | <b>4</b>                            | <b>5</b>   | <b>6</b>                                     |
| <b>Sr. No</b>                                      | <b>Category of consumers</b> | <b>Sample size (Numbers)</b> | <b>Limit or standard prescribed</b> | <b>Deviation of results from the sample test (Numbers)</b> | <b>%age non compliance (6) = (5)*100/(3)</b> |
| <b>Surat License Area</b>                          |                              |                              |                                     |  |  |
| 1  | LT consumers                 | 215                          | 3.5%                                | 2  | 0.93   |
| 2  | HT consumers                 |                              | 3.0%                                | 0  |  |
| 3  | EHT consumers                |                              | 3.0%                                | 0  |  |

**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                       | Month  | Ni - Total number of customers for each sustained interruptions (in numbers) | NT - Total no. of customers served (in numbers) | CI= $\sum ni$  | SAIFI = CI/NT |
|-------------------------------|--------|--|---|----------------|---------------|
| 1                             | 2      | 3  | 4   | 5 = $\sum (3)$ | (6) = (5)/(4) |
| <b>Ahmedabad License Area</b> |        |  |   |                |               |
| 1                             | Apr-15 | 641419   | 1752241   | 934629         | 0.533         |
| 2                             | May-15 | 985372   | 1756637   | 1594724        | 0.908         |
| 3                             | Jun-15 | 716180   | 1761508   | 1112682        | 0.632         |
| 4                             | Jul-15 | 472536   | 1766164   | 674357         | 0.382         |
| 5                             | Aug-15 | 367128   | 1770459   | 463080         | 0.262         |
| 6                             | Sep-15 | 382638   | 1775607   | 529060         | 0.298         |
| 7                             | Oct-15 | 471684   | 1779968   | 658502         | 0.370         |
| 8                             | Nov-15 | 264079   | 1782040   | 312811         | 0.176         |
| 9                             | Dec-15 | 392695   | 1785465   | 516328         | 0.289         |
| 10                            | Jan-16 | 476711   | 1790011   | 655115         | 0.366         |
| 11                            | Feb-16 | 423436   | 1796284   | 518112         | 0.288         |
| 12                            | Mar-16 | 393437   | 1801958   | 551482         | 0.306         |
|                               |        | <b>5987315</b>   | <b>1776529</b>                                  | <b>8520882</b> | <b>4.796</b>  |



**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                   | Month  | Ni - Total number of customers for each sustained interruptions (in numbers) | NT - Total no. of customers served (in numbers) | CI= $\sum ni$  | SAIFI = CI/NT |
|---------------------------|--------|--|---|----------------|---------------|
| 1                         | 2      | 3  | 4   | 5 = $\sum (3)$ | (6) =         |
| <b>Surat License Area</b> |        |  |   |                |               |
| 1                         | Apr-15 | 22475  | 578510  | 22954          | 0.040         |
| 2                         | May-15 | 26246  | 580357  | 26246          | 0.045         |
| 3                         | Jun-15 | 25067  | 581084  | 25604          | 0.044         |
| 4                         | Jul-15 | 22238  | 581745  | 22238          | 0.038         |
| 5                         | Aug-15 | 9229   | 582487  | 9229           | 0.016         |
| 6                         | Sep-15 | 6341   | 583103  | 6341           | 0.011         |
| 7                         | Oct-15 | 14683  | 582270  | 14683          | 0.025         |
| 8                         | Nov-15 | 9350   | 583791  | 9350           | 0.016         |
| 9                         | Dec-15 | 13818  | 584443  | 13818          | 0.024         |
| 10                        | Jan-16 | 14853  | 585216  | 14853          | 0.025         |
| 11                        | Feb-16 | 1554   | 585789  | 1554           | 0.003         |
| 12                        | Mar-16 | 10271  | 586910  | 10271          | 0.018         |
|                           |        | <b>176125</b>  | <b>582975</b>                                   | <b>177141</b>  | <b>0.304</b>  |

**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                       | Month  | Ri = Restoration Time for each interruption event (in hours) | Ni - no of interrupted customers for each sustained interruption event (in numbers) | Ri * Ni - Total customer interruption duration (in customer hours) | NT - Total number of customers served (in numbers) | 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                             | Apr-15 | 1:23   | 641419  |  | 1752241  | 973247  | 00:33                   |
| 2                             | May-15 | 1:15   | 985372  |  | 1756637  | 1540310   | 00:53                   |
| 3                             | Jun-15 | 1:39   | 716180  |  | 1761508  | 1271942   | 00:43                   |
| 4                             | Jul-15 | 1:42   | 472536  |  | 1766164  | 824655  | 00:28                   |
| 5                             | Aug-15 | 1:33   | 367128  |  | 1770459  | 479511  | 00:16                   |
| 6                             | Sep-15 | 1:42   | 382638  |  | 1775607  | 608568  | 00:21                   |
| 7                             | Oct-15 | 1:31   | 471684  |  | 1779968  | 699549  | 00:24                   |
| 8                             | Nov-15 | 1:29   | 264079  |  | 1782040  | 278798  | 00:09                   |
| 9                             | Dec-15 | 1:24   | 392695  |  | 1785465  | 515408  | 00:17                   |
| 10                            | Jan-16 | 1:39   | 476711  |  | 1790011  | 804575  | 00:27                   |
| 11                            | Feb-16 | 1:52   | 423436  |  | 1796284  | 670402  | 00:22                   |
| 12                            | Mar-16 | 1:15   | 393437  |  | 1801958  | 501615  | 00:17                   |
|                               |        |  |   |  | <b>1776529</b>                                     |   | 00:09                   |

**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                   | Month  | Ri = Restoration Time for each interruption event (in hours) | Ni - no of interrupted customers for each sustained interruption event (in numbers) | Ri * Ni - Total customer interruption duration (in customer hours) | NT - Total number of customers served (in numbers) | 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                         | Apr-15 | 00:39  | 22475   |  | 578510   | 15197   | 00:02                   |
| 2                         | May-15 | 00:27  | 26246   |  | 580357   | 14214   | 00:01                   |
| 3                         | Jun-15 | 00:25  | 25067   |  | 581084   | 14577   | 00:02                   |
| 4                         | Jul-15 | 00:34  | 22238   |  | 581745   | 11825   | 00:01                   |
| 5                         | Aug-15 | 00:41  | 9229  |  | 582487   | 9166  | 00:01                   |
| 6                         | Sep-15 | 00:41  | 6341  |  | 583103   | 5033  | 00:01                   |
| 7                         | Oct-15 | 00:37  | 14683   |  | 582270   | 9502  | 00:01                   |
| 8                         | Nov-15 | 00:39  | 9350  |  | 583791   | 6388  | 00:01                   |
| 9                         | Dec-15 | 00:29  | 13818   |  | 584443   | 5450  | 00:01                   |
| 10                        | Jan-16 | 00:47  | 14853   |  | 585216   | 11474   | 00:01                   |
| 11                        | Feb-16 | 00:32  | 1554  |  | 585789   | 844   | 00:01                   |
| 12                        | Mar-16 | 00:30  | 10271   |  | 586910   | 6192  | 00:01                   |
|                           |        |  |   |  | <b>582975</b>                                      |   | 00:14                   |

**Torrent Power Limited**  
**Year : 2015-16**

**Performa SoP 011C: Momemntary Average Interruption Frequency Index (MAIFI)**

| Sr. No.                       | Month  | IM <sub>i</sub> = Number of Momentary interruptions for the month (in numbers) | N <sub>mi</sub> - Total no of customers for each momentary interruptions (in numbers) | IM <sub>i</sub> * N <sub>mi</sub> Number of customer Momentary interruptions | N <sub>T</sub> - Total number of customers served (in numbers) | ∑IM <sub>i</sub> N <sub>mi</sub> | MAIFI = ∑Imi Nmi / Nt |
|-------------------------------|--------|--|---|--|--|----------------------------------|-----------------------|
| 1                             | 2      | 3  | 4   | (5) = (3) * (4)  | 6  | (7) = ∑ (5)                      | (8) = (7) / (6)       |
| <b>Ahmedabad License Area</b> |        |  |   |  |  |                                  |                       |
| 1                             | Apr-15 | 4  | 14784   |  | 1752241  | 14784                            | 0.008                 |
| 2                             | May-15 | 5  | 35195   |  | 1756637  | 35195                            | 0.020                 |
| 3                             | Jun-15 | 2  | 13468   |  | 1761508  | 13468                            | 0.008                 |
| 4                             | Jul-15 | 2  | 3154  |  | 1766164  | 3154                             | 0.002                 |
| 5                             | Aug-15 | 3  | 910   |  | 1770459  | 1403                             | 0.001                 |
| 6                             | Sep-15 | 1  | 4357  |  | 1775607  | 4357                             | 0.002                 |
| 7                             | Oct-15 | 3  | 910   |  | 1779968  | 1403                             | 0.001                 |
| 8                             | Nov-15 | 1  | 4357  |  | 1782040  | 4357                             | 0.002                 |
| 9                             | Dec-15 | 3  | 13883   |  | 1785465  | 13883                            | 0.008                 |
| 10                            | Jan-16 | 1  | 3740  |  | 1790011  | 3740                             | 0.002                 |
| 11                            | Feb-16 | 2  | 27310   |  | 1796284  | 27310                            | 0.015                 |
| 12                            | Mar-16 | 6  | 23820   |  | 1801958  | 23820                            | 0.013                 |
|                               |        |  |   |  | <b>1776529</b>   | <b>146874</b>                    | 0.083                 |

**Torrent Power Limited**  
**Year : 2015-16**

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

| Sr. No.                   | Month  | IMi = Number of Momentary interruptions for the month (in numbers) | Nmi - Total no of customers for each momentary interruptions (in numbers) | IMi * Nmi Number of customer Momentary interruptions | NT - Total number of customers served (in numbers) | $\sum IMiNmi$    | MAIFI = $\sum IMi Nmi / Nt$ |
|---------------------------|--------|--|---|--|--|------------------|-----------------------------|
| 1                         | 2      | 3  | 4   | (5) = (3) * (4)                                      | 6  | (7) = $\sum$ (5) | (8) = (7) / (6)             |
| <b>Surat License Area</b> |        |  |   |  |  |                  |                             |
| 1                         | Apr-15 |  |   | -  | 5,78,510   |                  | -                           |
| 2                         | May-15 |  |   | -  | 5,80,357   |                  | -                           |
| 3                         | Jun-15 |  |   | -  | 5,81,084   |                  | -                           |
| 4                         | Jul-15 |  |   | -  | 5,81,745   |                  | -                           |
| 5                         | Aug-15 |  |   | -  | 5,82,487   |                  | -                           |
| 6                         | Sep-15 |  |   | -  | 5,83,103   |                  | -                           |
| 7                         | Oct-15 |  |   | -  | 5,82,270   |                  | -                           |
| 8                         | Nov-15 |  |   | -  | 5,83,791   |                  | -                           |
| 9                         | Dec-15 |  |   | -  | 5,84,443   |                  | -                           |
| 10                        | Jan-16 |  |   | -  | 5,85,216   |                  | -                           |
| 11                        | Feb-16 |  |   | -  | 5,85,789   |                  | -                           |
| 12                        | Mar-16 |  |   | -  | 5,86,910   |                  | -                           |
|                           |        |  |   |  | <b>5,82,975</b>                                    |                  |                             |

**Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)**

**Apr - Mar**

**Year : 2015-16**

**Sop 012: System Losses**

| Losses in System and Connected Equipment |   |                                  |          |
|--|---|----------------------------------|----------|
| i  | Total Energy Delivered                              | A                                | 7,229.07 |
| ii                                       | Energy Sold (Billed). HT direct sales (Mus)         | B                                | 1,607.02 |
| iii                                      | Energy Sold (Billed ) in the 11KV LT system ( MUs ) | C                                | 5,058.70 |
| iv                                       | Total Sales ( Mus)                                  | (B+C)                            | 6,665.72 |
| v  | Distribution Loss (Mus)                             | D                                | 512.93   |
| vi                                       | Energy input at EHV Substation (Mus)                | E                                | 7178.65  |
| vii                                      | % Distribution Loss                                 | $(D) \times 100 / (E)$           | 7.15%    |
| viii                                     | Total Losses(including EHV/Transmission) (Mus)      | $\{(A)-(B+C)\}$                  | 563.36   |
| ix                                       | % Total Losses(including EHV/Transmission)          | $\{(A)-(B+C)\} \times 100 / (A)$ | 7.79%    |

**Name of Distribution Licensee: Torrent Power Limited (SURAT)**

**Apr - Mar**

**Year : 2015-16**

**Sop 012: System Losses**

| Losses in System and Connected Equipment |   |                                  |          |
|--|---|----------------------------------|----------|
| i  | Total Energy Delivered                              | A                                | 3485.18  |
| ii                                       | Energy Sold (Billed). HT direct sales (Mus)         | B                                | 299.43   |
| iii                                      | Energy Sold (Billed ) in the 11KV LT system ( MUs ) | C                                | 3013.25  |
| iv                                       | Total Sales ( Mus)                                  | (B+C)                            | 3,312.69 |
| v  | Distribution Loss (Mus)                             | D                                | 134.13   |
| vi                                       | Energy input at EHV Substation (Mus)                | E                                | 3,446.81 |
| vii                                      | % Distribution Loss                                 | $(D) \times 100 / (E)$           | 3.89%    |
| viii                                     | Total Losses(including EHV/Transmission) (Mus)      | $\{(A)-(B+C)\}$                  | 172.50   |
| ix                                       | % Total Losses(including EHV/Transmission)          | $\{(A)-(B+C)\} \times 100 / (A)$ | 4.95%    |

**Torrent Power Limited**  
**Year : 2015-16**

**Sop 013: Meter Faults**

| <b>Consumer Category</b>      | <b>No. of faulty meters at the start of the year (1)</b> | <b>No. of faulty meters added during the year (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                  | -  | 31,943  | 31,943  | 31,943  | -   |
| Three Phase                   | -  | 4,422   | 4,422   | 4,422   | -   |
| HT                            | -  | 0   | -   | 0   | -   |

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

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

| <b>Remarks</b> |     |
|----------------|-----|
| Single Phse    | 552 |
| Three Phase    | 840 |



**Torrent Power Limited**  
**Year : 2015-16**

**Performa SoP 013: Meter Faults**

| <b>Consumer Category</b>  | <b>No. of faulty meters at the start of the year<br/>(1)</b> | <b>No. of faulty meters added during the year<br/>(2)</b> | <b>Total number of defective/faulty meter<br/>(3) = (2) + (1)</b> | <b>No. of faulty meters repaired and replaced<br/>(4)</b> | <b>No. of faulty meters pending at the end of quarter<br/>(5) = (3)-(4)</b> |
|---------------------------|--|---|---|---|---|
| <b>Surat License Area</b> |  |   |   |   |   |
| Single Phase              | 20   | 12685   | 12,705  | 12,676  | 29  |
| Three Phase               | 3  | 2,568   | 2,571   | 2,567   | 4   |
| HT                        | -  | 1   | 1   | 1   | -   |

**Torrent Power Limited**  
**Year : 2015-16**

**SOP 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency**

| Sr. No.                       | Month | Units input (Mus) | Units Billed. (Mus) | Billing Efficiency | Revenue Billed (Rs. Lacs) | Revenue Collected (Rs. Lacs) | Collection Efficiency% | Business Efficiency | ATC Loss%*  |
|-------------------------------|-------|-------------------|---------------------|--------------------|---------------------------|------------------------------|------------------------|---------------------|-------------|
|                               |       | A                 | B                   | $C=(B/A)*100$      | D                         | E                            | $F=(E/D)*100$          | $G=(C*F)/100$       | $H=100-G$   |
| <b>Ahmedabad License Area</b> |       |                   |                     |                    |                           |                              |                        |                     |             |
| i                             | APR   | 642               | 555                 | 86.52              | 46,978                    | 40,192                       | 85.55                  | 74.02               | 25.98       |
|                               | MAY   | 744               | 630                 | 84.72              | 53,120                    | 47,045                       | 88.56                  | 75.03               | 24.97       |
|                               | JUN   | 699               | 651                 | 93.19              | 54,546                    | 53,598                       | 98.26                  | 91.57               | 8.43        |
| ii                            | JUL   | 673               | 632                 | 93.82              | 53,208                    | 54,866                       | 103.12                 | 96.74               | 3.26        |
|                               | AUG   | 630               | 596                 | 94.62              | 50,264                    | 51,308                       | 102.08                 | 96.59               | 3.41        |
|                               | SEP   | 629               | 591                 | 93.86              | 49,275                    | 49,013                       | 99.47                  | 93.36               | 6.64        |
| iii                           | OCT   | 681               | 631                 | 92.70              | 52,154                    | 51,355                       | 98.47                  | 91.28               | 8.72        |
|                               | NOV   | 468               | 512                 | 109.31             | 43,725                    | 47,527                       | 108.70                 | 118.82              | (18.82)     |
|                               | DEC   | 475               | 464                 | 97.60              | 39,723                    | 46,677                       | 117.51                 | 114.69              | (14.69)     |
| iv                            | JAN   | 468               | 442                 | 94.45              | 38,786                    | 39,957                       | 103.02                 | 97.30               | 2.70        |
|                               | FEB   | 474               | 452                 | 95.33              | 39,335                    | 38,693                       | 98.37                  | 93.77               | 6.23        |
|                               | MAR   | 596               | 511                 | 85.66              | 43,845                    | 37,983                       | 86.63                  | 74.21               | 25.79       |
|                               |       | <b>7,179</b>      | <b>6,666</b>        | <b>92.85</b>       | <b>564958</b>             | <b>558214</b>                | <b>98.81</b>           | <b>91.75</b>        | <b>8.25</b> |

\*The resultant figure base on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

**Torrent Power Limited**  
**Year : 2015-16**

**SOP 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency**

| Sr. No.                   | Month | Units input (Mus) | Units Billed. (Mus) | Billing Efficiency | Revenue Billed (Rs. Lacs) | Revenue Collected (Rs. Lacs) | Collection Efficiency% | Business Efficiency | ATC Loss%*  |
|---------------------------|-------|-------------------|---------------------|--------------------|---------------------------|------------------------------|------------------------|---------------------|-------------|
|                           |       | A                 | B                   | C=(B/A)*100        | D                         | E                            | F=(E/D)*100            | G=(C*F)/100         | H=100-G     |
| <b>Surat License Area</b> |       |                   |                     |                    |                           |                              |                        |                     |             |
| i                         | APR   | 308               | 299                 | 97.18              | 23,676                    | 21,239                       | 89.71                  | 87.17               | 12.83       |
|                           | MAY   | 318               | 301                 | 94.80              | 23,978                    | 24,736                       | 103.16                 | 97.80               | 2.20        |
|                           | JUN   | 303               | 295                 | 97.34              | 23,552                    | 22,963                       | 97.50                  | 94.91               | 5.09        |
| ii                        | JUL   | 304               | 293                 | 96.21              | 23,191                    | 23,804                       | 102.65                 | 98.76               | 1.24        |
|                           | AUG   | 289               | 277                 | 95.86              | 22,072                    | 21,909                       | 99.26                  | 95.16               | 4.84        |
|                           | SEP   | 293               | 283                 | 96.66              | 22,544                    | 22,087                       | 97.97                  | 94.70               | 5.30        |
| iii                       | OCT   | 338               | 318                 | 94.02              | 25,138                    | 24,115                       | 95.93                  | 90.19               | 9.81        |
|                           | NOV   | 211               | 228                 | 108.22             | 18,404                    | 21,536                       | 117.02                 | 126.64              | (26.64)     |
|                           | DEC   | 252               | 225                 | 89.25              | 18,160                    | 20,299                       | 111.78                 | 99.77               | 0.23        |
| iv                        | JAN   | 263               | 249                 | 94.68              | 19,970                    | 18,507                       | 92.68                  | 87.75               | 12.25       |
|                           | FEB   | 264               | 260                 | 98.71              | 20,747                    | 19,521                       | 94.09                  | 92.87               | 7.13        |
|                           | MAR   | 304               | 284                 | 93.36              | 22,581                    | 22,438                       | 99.37                  | 92.77               | 7.23        |
|                           |       | <b>3,447</b>      | <b>3,313</b>        | <b>96.11</b>       | <b>2,64,012</b>           | <b>2,63,154</b>              | <b>99.68</b>           | <b>95.80</b>        | <b>4.20</b> |

\*The resultant figure base on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

**Torrent Power Limited**  
**Year : 2015-16**

**SoP 015 : Release of New Connection Status**

| <b>Consumer Category</b>      | <b>Total no. of consumers connected as on 31 Mar 15</b> | <b>Total new Applications received at the end of the year</b> | <b>No. of release of connections in the year</b> | <b>Number of pending* applications for release of connections in the year</b> |
|-------------------------------|---|---|--|---|
| <b>Ahmedabad License Area</b> |   |   |  |   |
| Domestic                      | 13,67,922   | 47,443  | 43,529   | 687   |
| Commercial                    | 3,23,928  | 16,300  | 14,603   | 195   |
| Industrial LT                 | 51,679  | 2,158   | 2,020  | 47  |
| Agriculture (Total)           | 377   | 8   | 5  | 1   |
| HT                            | 1,185   | 63  | 51   | 44  |
| Others                        | 4,337   | 162   | 152  | 6   |

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

**Torrent Power Limited**  
**Year : 2015-16**

**SOP 015: Release of New Connection status**

| <b>Consumer category</b>  | <b>Total no. of consumers connected as on 31 Mar 15</b> | <b>Total New Applications received at the end of the year</b> | <b>No. of connections Released in the year</b> | <b>Number of pending* applications for release of connections in the year</b> |
|---------------------------|---|---|--|---|
| <b>Surat License Area</b> |   |   |  |   |
| Domestic                  | 3,90,069  | 9,454   | 9,330  | 28  |
| Commercial                | 1,28,627  | 4,088   | 3,961  | 7   |
| Industrial LT             | 58,527  | 856   | 821  | 4   |
| Agricultural (Total)      | 265   | 8   | 7  | -   |
| HT                        | 214   | 16  | 11   | -   |

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

**Torrent Power Limited**  
**Year : 2015-16**

**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                            | -  | -                                |
|                               | a) New Connection                        |  | -  | -                                |
|                               | b) Additional Load                       |  | -  | -                                |
|                               | c) Temporary supply                      |  | -  | -                                |
|                               | d) Shifting service connection           |  | -  | -                                |
|                               | e) Transfer of service connection        |  | -  | -                                |
|                               | f) Change in Tariff category of consumer |  | -  | -                                |
| 2                             | Complaints in billing                    | Rs 50 for non reply within the period prescribed in regulation   | -  | -                                |
| 3                             | 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    | -  | -                                |
| 4                             | 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/- | -  | -                                |
| 5                             | Voltage fluctuations and complaints      | Rs. 50 for failure to visit or convey findings within the stipulated period                                | -  | -                                |
| 6                             | Responding to consumer's complaints      | Rs. 25 for each day of delay maximum Rs.500  | -  | -                                |
| 7                             | Grievance Handling                       | Rs.25 for failure in handling grievance.   | -  | -                                |
| <b>TOTAL</b>                  |  |  |  |                                  |

**Torrent Power Limited**  
**Year : 2015-16**

**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                            | -  | -                                |
|                           | a) New Connection                        |  | -  | -                                |
|                           | b) Additional Load                       |  | -  | -                                |
|                           | c) Temporary supply                      |  | -  | -                                |
|                           | d) Shifting service connection           |  | -  | -                                |
|                           | e) Transfer of service connection        |  | -  | -                                |
|                           | f) Change in Tariff category of consumer |  | -  | -                                |
| 2                         | Complaints in billing                    | Rs 50 for non reply within the period prescribed in regulation   | -  | -                                |
| 3                         | 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    | -  | -                                |
| 4                         | 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/- | -  | -                                |
| 5                         | Voltage fluctuations and complaints      | Rs. 50 for failure to visit or convey findings within the stipulated period                                | -  | -                                |
| 6                         | Responding to consumer's complaints      | Rs. 25 for each day of delay maximum Rs.500  | -  | -                                |
| 7                         | Grievance Handling                       | Rs.25 for failure in handling grievance.   | -  | -                                |
| <b>TOTAL</b>              |  |  |  |                                  |