

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

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

DATE : _____

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY (Departmental)		Cummulative since the first quarter of the FY (Out side)		
	Departmental		Out side			FH	NFH	FH	FA	NFH
	FH	NFH	FH	FA	NFH					
Ahmedabad License Area	-	1	7	2	2	1	1	36	6	15
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY (Departmental)	Cummulative since the first quarter of the FY (Outside)			
	Departmental		Out side				FH	FA	NFH	
	FH	NFH	FH	FA	NFH					
Surat License Area	-	-	1	-	-	-	-	14	3	2
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

TORRENT POWER LTD
Period: H2 / Oct-Mar
Year: 2015-16

SOP 002: Action taken report for safety measures complied for the accidents occurred

1	2	3	4	5	6	7	8	9
SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED 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	Umesh Narsingh Bhuriya Das Plastic Enterprise, 310/1695, Mahavirnagar, Kewda Chawl, Opp. Bajrang 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.				
2	Mahendrabhai Raool 11 KV Astha Bunglow O/H line, Pole No. AS22 to AS23, 40, SarthaK Bungalows, Shabri Bunglows nr. Shri hari ave., 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.				
3	Harishbhai Garasia 11 KV Astha Bunglow O/H line, Pole No. AS22 to AS23, 40, SarthaK Bungalows, Shabri Bunglows nr. Shri hari ave., Naroda	30-Oct-2015	NFHO					
4	Surjitsinh Rajput 11 KV Astha Bunglow O/H line, Pole No. AS22 to AS23, 40, SarthaK Bungalows, Shabri Bunglows nr. Shri hari ave., Naroda	30-Oct-2015	NFHO					
5	Kindam Swapnilbhai Mahindra Sigma Nest, Opp. Kaushalendra Park, Opp. Visat 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 showd 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.				
6	Tushya Prikshit Mahindra Sigma Nest, Opp. Kaushalendra Park, Opp. Visat Petrol pump, Sabarmati	31-Oct-2015	NFHO					
7	Shardaben Jayprakashbhai Thakkar 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.				

TORRENT POWER LTD
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SOP 002: Action taken report for safety measures complied for the accidents occurred

1	2	3	4	5	6	7	8	9
SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI/ EI/AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License Area								
8	Ramesh Fatiyabhai Dangi 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.				
9	Arvind Lalji Bhabhor 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. 800084) & 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.				
10	Amratlal Manilal Solanki 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.				
11	Yasinbhai Tehsinbhai Akka 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.				
12	Punvashi Chauhan 25, Krushnanangar Bungalows, India Colony road, Nicol	23-Jan-16	FHO	A fatal accident occurred on 23/01/2016 at 25, Krushnanangar Bungalows, India Colony road, Nicol (Ser. No. 650704). Information was received from Newspaper - Nav Gujarat Samay News paper & from Mr. Zubin Batiwala (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.				
13	Arunbhai Jivabhai Solanki 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.				

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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 SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License Area								
14	Ketanbhai Chauhan 8, Mina Flats, Nr. Jawahar 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.				
15	Cow Laxmipura Chali, Opp. Raipur 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.				
16	Cow Nr. Anil starch AMTS Bus 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 have received electric shock due to leakage of current from burnt cable. However, in absence of PM report exact root cause could not be ascertained.				
17	Jogdiben Navalbhai Maliwad 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 be came in contact of open wire & got shock causing fatality. PM report is not available.				
18	Durgaben Goswami Government Primary School, Borji, Gandhinagar	16-Feb-16	NFHO	A non-fatal accident occurred on 16/02/2016 at Government Primary School, Borji, 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				
19	Bhavikaben Chiragbhai Shah 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				

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SOP 002: Action taken report for safety measures complied for the accidents occurred

1	2	3	4	5	6	7	8	9
SR.No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License Area								
20	Darshan Shah 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.				
21	Harshil Rajubhai Soni 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 Limited
Period: H2 / Oct-Mar
Year: 2015-16

SOP 002: Action taken report for safety measures complied for the accidents occurred

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
Surat License Area								
1	Mayur Ramesbhai Sarvaiya Shop no. 18, 'Renuka bhavan', ,swaminarayan Soc., Bombay Mkt to Punagam 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.				
2	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.				
3	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.				
4	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				
5	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.				

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

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Ahmedabad License Area										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	-	7,370	7,370	7,342	18	6	3	7,369	1
A(ii)	Interruption in Power Supply due to line breakdown	12	20,339	20,351	20,277	25	5	3	20,310	41
A(iii)	Interruption in Power Supply due to failure of transformer	-	32	32	32	-	-	-	32	-
A(iv)	Interruption in power supply due to shutdowns/load shedding/ others	26	11,246	11,272	11,239	-	-	-	11,239	33
B(i)	Quality of Supply Complaints which require no Augmentation	-	16	16	16	-	-	-	16	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	68	68	68	-	-	-	68	-
C(i)	Meters - Stopped/Defective meters	38	4,099	4,137	4,005	8	1	50	4,064	73
C(ii)	Meters - Billing on average basis for more than two bills	-	1	1	1	-	-	-	1	-
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	30	2,286	2,316	2,248	11	4	13	2,276	40
F(i)	Service Connections - Where extension of mains is not required	-	4	4	4	-	-	-	4	-
F(ii)	Service Connections - Where extension of mains is required	4	3	7	2	-	-	-	2	5
F(iii)	Service Connections - Modification in connected load	1	3	4	2	-	-	-	2	2
F(iv)	Service Connections - Name Change/Reconnection	-	13	13	13	-	-	-	13	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	56	868	924	835	-	4	-	839	85
Total		167	46,348	46,515	46,084	62	20	69	46,235	280

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
Surat License Area										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	-	417	417	417	-	-	-	417	-
A(ii)	Interruption in Power Supply due to line breakdown	1	1,467	1,468	1,468	-	-	-	1,468	-
A(iii)	Interruption in Power Supply due to failure of transformer	-	-	-	-	-	-	-	-	-
A(iv)	Interruption in power supply due to shutdowns/load shedding/ others	-	810	810	809	-	-	-	809	1
B(i)	Quality of Supply Complaints which require no Augmentation	-	-	-	-	-	-	-	-	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	-	-	-	-	-	-	-	-
C(i)	Meters - Stopped/Defective meters	2	887	889	889	-	-	-	889	-
C(ii)	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-
D(i)	Overhead lines - Loose wires	-	-	-	-	-	-	-	-	-
D(ii)	Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E(i)	Bills - For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E(ii)	Bills - For bills where additional information/site visit is required	1	270	271	269	-	-	-	269	2
F(i)	Service Connections - Where extension of mains is not required	-	24	24	23	-	-	-	23	1
F(ii)	Service Connections - Where extension of mains is required	-	2	2	1	1	-	-	2	-
F(iii)	Service Connections - Modification in connected load	-	2	2	2	-	-	-	2	-
F(iv)	Service Connections - Name Change/Reconnection	-	9	9	8	-	-	-	8	1
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	1	98	99	99	-	-	-	99	-
Total		5	3,986	3,991	3,985	1	-	-	3,986	5

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16
Performa SoP 004:

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	845032 visits to website (Total-Ahmedabad + Surat)	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
Energy Conservation tips			
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Ahmedabad License Area			
2	Information boards		Information Boards
	Grievance Redressal options (Internal / consumer Redressal forum)	20 Lac Approx (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	Information booklets / flyers		Information Booklets, Flyers and Outdoor Media
	Power Alert Service Flyer	1081	
	Energy Conservation Flyer	1081	
	Electrical Safety Flyer	1081	
	Power Factor Improvement Flyer	1081	
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	Bills		Energy Bills
	Front Side: 1. Mobile Van Schedule (For the area of each group) 2. Mobile App Launch Back Side: 1. New Tariff Structure effective from 1st April 2015 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 lacs/month 10 lacs/month	
5	Power Alert Service		Mobile SMS
	SMS related to Billing	5950363	
7	Newspaper advertisements / Radio etc		
	News paper Advt for Uttarayan Safety Campaign 2016	18 lacs	Newspaper Advertisements
	FM Radio Safety Messages for Uttarayan Safety Campaign 2016	18 lacs	Radio Advertisements
	Banners for Uttarayan Safety Campaign 2016 (Displayed at Zonal Offices and Major Sub Stations)	18 lacs	Banners

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 004:

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	845032 visits to website (Total-Ahmedabad + Surat)	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Surat License Area			
2	Information Boards		
	Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	Consumers at large	Boards at consumer centres
	Call Centre Services / Safety Tips / Precautions / New Portal Connect Info / Theft deterrence etc.	Consumers at large	Boards at consumer centre, collection centre & Service Camp
3	Banners		
	Portal Connect information displayed at different locations Safety tips display on kite Flying	Consumers at large	Banners
4	Information booklets/ Flyers		
	CGRF Information, New Portal Connect Information, Safety tips, 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.	721998	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	7	Booklet
5	News Paper - Safety Awareness on Kite Flying, Mobile App Information, Portal Connect information & Aapne Dware programme detail	Consumers at large	News papers
6	Service Camp - 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.	159856	Conducted 6 service camps at consumers door step
7	Bills		
	Front side : 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
Back side : Call Centre Info, Portal Connect Information, Safety tips on kite flying, Redressal forum details, Bill payment options & procedure	5.87 lakh / month		
8	SMS - Billing information	1161160	SMS
9	Bill Envelopes to HT-LTMD customers (Mobile App, Energy Conservation & safety Information)	2600 Customer/Month	Bill Envelopes
10	Safety Awareness Programme - Safety Awareness Programme at school & colleges	1195	Power Point Presentation
11	Safety Awareness Campaign - Safety awareness message aired on four radio station on kite flying festival for 8 days	Consumers at large	Radio
12	Safety Awareness Campaign - Kite flying Safety Tips scrolling on 16 local TV-Cable channels for 15 days	Consumers at large	TV - Cable
13	Mobile Announcement Van - Safety message related to kite flying announced through 2 mobile vans at various locations for 20 days	Consumers at large	Announcement
14	Power Factor Awareness Programme		
	Personal Visit to LTMD & LT Consumers Programmes with Industrial Consumers	430 Consumers 9 Programmes (95 Consumers)	Personal Interaction Group Discussion
15	Udyog 2016 Exhibition Participation- Information on Company & it's services, Awareness on energy conservation, Reactive Power Management, Safety, Complaint Mechanism, etc	Consumers at large	Exhibition

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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.
Ahmedabad License Area				
A	1st Month of the Quarter	11.01.2016 & 20.01.2016	-	-
B	2nd Month of the Quarter	10.02.2016 & 22.02.2016	-	-
C	3rd Month of the Quarter	10.03.2016 & 21.03.2016	-	-

* 10:00 AM to 12:00 AM

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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 registerd at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
A	1st Month of the Quarter	04-01-2016, 11-01-2016,20-01-2016	8	2
B	2nd Month of the Quarter	05-02-2016, 10-02-2016, 20-02-2016	3	2
C	3rd Month of the Quarter	07-03-2016, 10-03-2016, 21-03-2016, 28-03-2016	10	2

* 3.00 PM to 5.00 PM

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	7284	80	7364	5	0.07%

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	2377	20	2397	1	0.04%

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	156	3	159	0	0.00%

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	57	1	58	-	0.00%

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

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

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	CI= $\sum ni$	SAIFI = N_i/N_T
1	2	3	4	(5)=Total of 3	(6) = (5)/(4)
Ahmedabad License Area					
1	Jan-16	4,76,711	17,90,011	6,55,115	0.366
2	Feb-16	4,23,436	17,96,284	5,18,112	0.288
3	Mar-16	3,93,437	18,01,958	5,51,482	0.306

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

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

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	CI= $\sum ni$	SAIFI = N_i/N_T
1	2	3	4	(5)=Total of 3	(6) = (5)/(4)
Surat License Area					
1	Jan-16	14,853	5,85,216	14,853	0.025
2	Feb-16	1,554	5,85,789	1,554	0.003
3	Mar-16	10,271	5,86,910	10,271	0.018

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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)
Ahmedabad License Area							
1	Jan-16	1:39	4,76,711		17,90,011	8,04,575	00:27
2	Feb-16	1:52	4,23,436		17,96,284	6,70,402	00:22
3	Mar-16	1:15	3,93,437		18,01,958	5,01,615	00:17

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 011B: System Average Interruption Duration Index

Sr. No.	Month	Ri = Restoration Time for each interruption event (in hours)	Ni - no of interrupted customers for each sustained interruption event (in numbers)	Ri * Ni - Total customer interruption duration (in customer hours)	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)
Surat License Area							
1	Jan-16	00:47	14,853		5,85,216	11,474	00:01
2	Feb-16	00:32	1,554		5,85,789	844	00:01
3	Mar-16	00:30	10,271		5,86,910	6,192	00:01

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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 = $\frac{\sum Imi * Nmi}{Nt}$
1	2	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of 5	(8) = (7)/ (6)
Ahmedabad License Area							
1	Jan-16	1	3,740		17,90,011	3,740	0.002
2	Feb-16	2	27,310		17,96,284	27,310	0.015
3	Mar-16	6	23,820		18,01,958	23,820	0.013

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 011C: Momentary 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 = $\frac{\sum IMi * Nmi}{Nt}$
1	2	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of 5	(8) = (7)/ (6)
Surat License Area							
1	Jan-16			-	5,85,216		-
2	Feb-16			-	5,85,789		
3	Mar-16			-	5,86,910		

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)
H2 Oct - Mar
Year : 2015-16

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	3,172.43
ii	Energy Sold (Billed). HT direct sales (Mus)	B	779.04
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	2,231.91
iv	Total Sales (Mus)	(B+C)	3,010.95
v	Distribution Loss (Mus)	D	151.05
vi	Energy input at EHV Substation (Mus)	E	3161.99
vii	% Distribution Loss	$(D) \times 100 / (E)$	4.78%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	161.48
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	5.09%

Name of Distribution Licensee: Torrent Power Limited (SURAT)

H2 Oct - Mar

Year : 2015-16

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	1644.85
ii	Energy Sold (Billed). HT direct sales (Mus)	B	148.27
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	1415.91
iv	Total Sales (Mus)	(B+C)	1,564.18
v	Distribution Loss (Mus)	D	67.56
vi	Energy input at EHV Substation (Mus)	E	1,631.74
vii	% Distribution Loss	$(D) \times 100 / (E)$	4.14%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	80.67
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	4.90%

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	-	6,960	6,960	6,960	-
Three Phase	-	1,112	1,112	1,112	-
HT	-	-	-	-	-

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

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

Remarks	
Single Phse	100
Three Phase	15

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

Torrent Power Limited
Quarter : Q4 - Jan- Mar
Year : 2015-16

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Surat License Area					
Single Phase	26	3,091	3,117	3,088	29
Three Phase	8	574	582	578	4
HT	-	-	-	-	-

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)
H2 Oct - Mar
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%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	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)
ii	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
		3,162	3,011	95.22	2,57,568	2,62,192	101.80	96.93	3.07

*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.

Name of Distribution Licensee: Torrent Power Limited (SURAT)
H2 Oct - Mar
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%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	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
ii	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
		1,632	1,564	95.86	1,24,999	1,26,415	101.13	96.95	3.05

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

Torrent Power Limited
Period: H2 / Oct-Mar
Year: 2015-16

SoP 015 : Release of New Connection Status

Consumer Category	Total number of consumers connected	Total new Applications received at the end of H2	No. of release of connections in H2	Number of pending* applications for release of connections in H2
Ahmedabad License Area				
Domestic	13,84,386	19,341	19,423	687
Commercial	3,30,459	5,882	6,278	195
Industrial LT	55,088	943	1,088	47
Agriculture	362	5	3	1
HT	1210	48	34	44
Others	4,147	76	75	6

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

Torrent Power Limited
Period: H2 / Oct-Mar
Year: 2015-16

SOP 015: Release of New Connection status

Consumer category	Total no. of consumers connected	Total New Applications received at the end of H2	No. of connections Released in H2	Number of pending* applications for release of connections in H2
Surat License Area				
Domestic	3,93,621	3,857	3,828	28
Commercial	1,29,721	1,866	1,827	7
Industrial LT	58,711	464	449	4
Agricultural	267	1	1	-
HT	219	8	5	-

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

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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)
Ahmedabad License Area				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	Replacement of meters	LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000	-	-
10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 1000/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL				

Torrent Power Limited
Quarter : Q4 - Jan- Mar
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)
Surat License Area				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	Replacement of meters	LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000	-	-
10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 1000/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
TOTAL				