

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY  
REGULATORY COMMISSION**

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

**Torrent Power Limited**  
**Quarter : Q2 - July-September**  
**Year : 2016-17**

**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	-	-	15	6	10	-	-	25	11	15
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**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	-	2	1	-	5	-	2
<b>FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal</b>										

## TORRENT POWER LTD

Period H1- April - September  
2016-17

### 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								
1	Aiyub Sober Husain Malik, 7, Sajannagar, B/h Alifnagar, Vatva Canal, Vatva	04-Apr-16	FHO	Information of human fatal incident received on 20/04/2016. Joint investigation carried out by team of EI office and TPL. It was learnt that victim was removing metal wire used for hanging clothes. Suddenly he fall down and became unconscious and later declared dead. The metallic wire was not found at site. The earthing at TPL service apparatus was in order. Consumer side wiring and earthing were also found ok. PM report received on June-2016 and it confirmed the cause of death as electrocution. However, the exact cause of electrocution could not be established.	Joint investigation by TPL & GEI	NA	NA	The consumer is advised not to use metallic wires for such uses.
2	Mohmad Sarif Rojan Kureshi, KGN mutton shop, Khanwadi, Opp. Cellulose compound, Ramol	13-Apr-16	FHO	Information of human fatal incident received on 14/04/2016. Joint investigation carried out by team of EI office and TPL . As learnt, victim was found unconscious in water tank and subsequently declared dead. The TPL earthing at the service apparatus was found Ok. The IR of wiring at the consumer was checked and found ok. No abnormality was observed in the electrical appliance at the premises. The earthing of consumer was found in order. It is suspected that the victim inadvertently came in contact with live wire causing fatality. However, the cause of electrocution could not be ascertained.	Joint investigation by TPL & GEI	NA	NA	NA
3	Wasimkhan Pathan, HT pole no. ASR2 to ASR3, 11KV Ashray OH line, Indira bridge AMTS bus stand, Opp. Hotel KYRA, Indira bridge circle.	20-Apr-16	NFHO	Information about non fatal accident near Indira Bridge Bus Stop was received on 20.4.2016. Joint investigation was was carried out by team of EI office and TPL. It is learnt that the victim was doing installation work of advertising hoarding over the structure of AMTS bus stand. He was holding a metallic pipe in his hand. While doing work victim lost his balance and the metallic rod came in induction zone of the OH line. The Chhavni park feeder got tripped leading to switching off the supply immediately. Due to new installation of the hoarding the net clearance from top of board to OH line was reduced to 2.12 meter as against required clearance of 3.7 meter. The net clearance of 11KV line to ground was 6.36m. The victim got electric shock as the metallic rod came in induction zone / touched the 11KV OH line line. The victim was found working under electric lines with PPEs and adequate supervision.	Joint investigation by TPL & GEI	Notice to be served for any construction below the OH transmission line.	Notice served to Transport manager -AMC transport section. And to HET graphic advertising agency.	Bus stand structure under OH line demolished by AMC.
4	Mukeshbhai Naranbhai Shrimali, A to Z Sales & service, Shop No. 12, Shopping centre, Nr. Church, Sector-21, Gandhinagar.	24-Apr-16	FHO	Information of fatal incident received on 25/04/2016. Joint investigation was carried out by a team of EI office and TPL. The accident occurred in a metallic cabin. As learnt, victim got electrocuted while testing / repairing of electric grinding machine using test probes (twin wires) in his shop. During investigation, the test probes were found in live condition. The TPL earthing at the service apparatus was in order. Consumer side earthing was not connected. It is suspected that victim could be electrocuted due to contact with live electric probes.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

5	Mohmad Kasam Abdulsattar Shaikh, House No. 1535, Khalasiwad, Patwa Sheri, Nr. Patthar kuva police choky, Relief Road	25-Apr-16	FHO	Information of fatal accident was received on 25/04/2016. Joint investigation was carried out by team of EI office and TPL. The renovation work was under progress at the premises. It is learnt that victim was found unconscious near the tube light placed on the floor and subsequently declared dead. Tube light was in On condition and was made off later. Loose and hanging wires were found at the main DP switch. The tube light was supplied using wires with multiple joints was laid loose on floor. At one of the joint, the insulating tape was deteriorated and one live wire was exposed. The TPL earthing at the service apparatus was in order but consumer side earthing wire was not provided. It is suspected that victim might have come in contact with live conductor due to poorly insulated joint and got electrocuted.	Joint investigation by TPL & GEI	Ensuring proper wiring, Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
6	Sandip Dharmendrabhai Rathod 66KV PQ feeder, Between tower no. 83 to 84, Mashruwala chali, Bhilwada, Amraiwadi	07-May-16	NFHO	Information of a non fatal accident was received on 07/05/2016 at 66KV PQ feeder between tower no. 83 to 84. Joint investigation was carried out by team of EI office and TPL. It is learnt that victim was doing cable TV wire repairing work on the terrace of the building. When he raised his hand while holding TV channel wire, victim received burn due to flash over. The net clearance for bottom conductor of 66KV OH line to terrace was 4.75 Meters, which was adequate as against requirement of 3.7 meters. It appears that victim might have come in induction zone of 66KV line passing over the building, resulting in burn injuries	Joint investigation by TPL & GEI	NA	NA	Safety counselling done at local area
7	Cow, Nr. Streetlight pole no. KMC/6063, Kumbhaji ni chali, Meghaninagar	29-May-16	FAO	Information of animal fatal incident was received on 29/05/2016. Joint investigation was carried out by team of EI office , TPL and AMC street light section. It is learnt that two cows were found dead near street light pole No. KMC-6063 of AMC. TPL side earthing at service apparatus was found in order. On Street light pole wiring was checked and found healthy. Looking to site conditions and in absence of substantial evidence for electrocution, the exact cause of death could not be ascertained.	Joint investigation by TPL & GEI	NA	NA	NA
8	Cow, Nr. Streetlight pole no. KMC/6063, Kumbhaji ni chali, Meghaninagar							
9	Miral Desai, Visatnagar, Opp. Nest Bungalow, Nr. Ramkrishna saw, Vejalpur road, Satellite	30-May-16	NFHO	Information of non fatal accident was received on 30/5/2016. Joint investigation was carried out by team of EP office and TPL. It is learnt that victim received electric shock while stopping the water pump motor. while investigation, the main switch board was found in hanging condition and wires were disconnected. The cable used to supply the motor was extended using two pin male-female pin-socket. Victim tried to stop the motor by removing the male- female contact. The TPL earthing at the service apparatus was found ok. consumer side earthing was not provided. It appears that victim might have came in contact of live part of two pin male female pin socket during removal of the same & got electric shock.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
10	Farhanabanu Riazali Saiyad, Chand Shahid ni Chali, Santoshinagar, Behrampur	04-Jun-16	FHO	Information of a fatal accident occurred was received on 8/6/2016. Joint investigation was carried out by team of EI and TPL. It is learnt that the victim received electric shock while using pedestal fan. During investigation it was found that the accident premises was not having electric connection. Unauthorized power was extended from adjacent service (no. 100122171). Twin flexible wire were used for supply and connected without pin top. The earthing was not available in the switch board. Pedestal fan motor was found faulty. TPL side earthing at service apparatus was found in order. It appears that the victim could have electrocuted due to contact with faulty fan.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	Illegal wire removed. Power restored after verifying test report and ELCB operation in presence of AEI.

11	Shardaben Deepsinh Bariya, 34/404, Bage Firdosh Police line - 3, Amraiwadi	05-Jun-16	FHO	The information of the incident was received on 07/06/2016. Joint investigation was cared out by team of EI office and TPL. It is learnt that victim got electrocuted while coming in contact with refrigerator. Refrigerator was checked and found ok. During investigation, one electric board and wiring of the consumer premises were found burnt and damaged insulation condition. The damage wires were touching to the earth. supply was observed on the earth terminal of the socket of refrigerator. The ELCB was installed at consumer end but was in operative. The TPL earthing at service apparatus was found ok. It is suspected that the victim could have electrocuted due to leakage current on the equipment from faulty wiring.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
12	Rahulbhai Narendrasing Rajput, Streetlight pole, Bavanu Dehlu, Outside Prem darwaja.	12-Jun-16	FHO	Information of fatal accident was received on 13/06/2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that victim got electrocuted while cleaning metallic roof of his house. The wiring was checked and found healthy. During further investigation, the metallic roof of the premises was touching a street light pole. Leakage current was observed on the pole. Wiring of the street light was checked and found faulty. The TPL earthing at the service apparatus was found Ok. The victim might have got electrocuted due leakage current flowing on roof from faulty wiring of the street light pole.	Joint investigation by TPL & GEI	rectification of faulty wiring and Provision of earthing and ELCB	Not Applicable	Maintenance of Street light section done by AMC street light section & removed faulty portion. TR verified by checking wiring and found satisfactory. Supply made On.
13	Jitendrabhai Dhirubhai Patel, Diamond Textile Mills P Ltd, 210 Nicol road, Thakkarbapanagar	13-Jun-16	FHO	Information of fatal accident was received on 15/06/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim was doing welding work in premises. To change position of the welding machine victim tried to push welding m/c from the side where power cable was connected on the machine with power in ON condition. Due to pull, the power cable detached from the terminals and the live cable fall on the foot of victim causing shock to victim. Cable of welding m/c was seized by FSL. ELCB was not connected at the wiring of the premises. The welding machine was checked and was found healthy. TPL side earthing was found in order. In absence of substantial evidence of electric shock, the exact cause of incident could not be ascertained.	Joint investigation by TPL & GEI	NA	NA	Faulty Machine was seized by FSL.
14	Cow, Streetlight Pole no. RA 4131, Inside Rabari Colony Gate no. 3, Amraiwadi	13-Jun-16	FAO	Information of animal accident occurred at Streetlight Pole was received on 13/06/2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that a cow was found dead near the street light pole. The Insulation of the cable was found damaged and in burn in the terminal box. The bare wire was touching metallic pole. TPL earthing at service apparatus was found ok. It appears that cow might have come in contact with street light pole and got electrocuted due to leakage current from faulty wiring.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB	yes	Maintenance of Street light section done by AMC street light section & removed faulty portion. TR verified by checking wiring and found satisfactory. Supply made On.
15	Kalpesh Thakur, Lincoln Pharmaceuticals Ltd, Lincoln House, B/h Satyam complex, Science City Road, Sola	22-Jun-16	NFHO	Information about a non fatal incident was received on 22.6.2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim received electric shock while trying to enter in the garden located inside compound by jumping over the boundary wall. decorative lighting fixtures were installed over the compound wall. The wiring of the fixtures was found in loose and hanging condition. The insulation was damaged. No supply was found on the fixtures during checking as the same was also disconnected. ELCB was not provided at consumer end. TPL side & consumer side earthing was found in order at service apparatus. It is suspected that the compound wall lighting might be On when victim tried to jump over and accidentally came in contact with the live part causing electric shock.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

16	Ashwinbhai Virabhai Malivad, 107/1852, Sundaramnagar (Gujarat housing Board), B/h Pushpak estate, Rakhial	22-Jun-16	FHO	Information about a fatal accident was received on 25/6/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim got electrocuted at metallic door of the premises. construction was in progress at the site. Victim was working near concrete mixture machine. The connection of concrete mixture m/c was taken from the switch board of the said premises using twin flexible wire with damaged insulation and without earthing. wire was extended by taking support of the metallic door. The bare conductor was touching to metallic door of premises. Victim got shock while touching the metallic door. Damaged wires were seized by FSL. TPL side earthing at service apparatus was found in order. It appears that due to damaged insulation of wires, victim could be electrocuted while coming in contact with the metallic door.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
17	Cow, Streetlight pole no. SM 8112, Nr. Vyayamshala, Smrutimandir, Ghodasar	25-Jun-16	FAO	Information about a fatal animal accident was received on 25.06.2016. Joint investigation was carried out by EI office and TPL. As learnt a cow was found dead near street light pole. While investigation, leakage current was observed on the metallic body of the pole. The wiring and terminal box were found damaged and hanging. TPL earthing at service apparatus was found in order. It is suspected that cow might have electrocuted due to leakage current on street light pole from faulty wiring.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	Maintenance of Street light section done by AMC street light section & removed faulty portion. TR verified by checking wiring and found satisfactory. Supply made On.
18	Madhuben Nagjibhai Chauhan, Street light pole, Kamumiyani Chali, Nr. Shahpur Fire Brigade, Shahpur	27-Jun-16	NFHO	Information about non fatal accident was received on 27/6/2016 at Street light pole. Joint investigation was carried out by EI office and TPL. It is learnt that victim received electric shock as her head touched the street light pole behind the bench on which victim was sitting. Other person who tried to released her also received electric shock. The street light was in On condition. During investigation the the insulation of the wiring of the circuit was found damaged and was touching the pole body. The TPL earthing was found in order. It appears that victim got electric shock due to leakage current on street light pole from damaged insulation of the wire.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	Faulty cable and terminal box removed and replaced by the AMC street light section. The supply was made ON after verifying the wiring with AEI.
19	Satyaprakash Ramganesh Mishra, Associated Dyestuff P. Ltd., Unit-II, Plot No. A-1/4, GIDC Ind. Estate, B/H Shah Textile, Phase-I, Vatva.	28-Jun-16	FHO	Information about fatal accident received on 29.06.2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that victim received shock while operating the 3 phase MCB to start the crusher machine with wet hands. MCB was installed on the metallic angle without protective cover over terminals. Chemical dust was observed on the terminals. No ELCB was connected in the LT distribution board and no earthing arrangement was found after the LT main panel. TPL side earthing was found in order It appears that victim could have electrocuted due to accidental contact with live terminals of MCB while operating the same.	Joint investigation by TPL & GEI	NA	NA	NA
20	Cow, Radhaswami Provision store, Saraswatinagar, Meghaninagar.	30-Jun-16	FAO	Information about fatal animal accident was received on 30/06/2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that a cow died due to electrocution near the metallic grill of the premises. At consumer end loose and hanging wires were found. Main DP switch was available but No ELCB was provided. During testing leakage current was found on metallic grill of shop. A metal wire was tied between the grill and the earth strip. On investigation the insulation of the phase and neutral wire was found deteriorated at the main DP and found touching the earth wire near the main switch. TPL side earthing at service apparatus was found in order. It appears that the leakage current was flowing on the metallic grill due to poorly insulated wires touching earth. Cow might have come in contact with metallic grill of shop and got electrocuted.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

21	Altafhussein Kasambhai Maniyar, 1748/1 Maniyar Wada, Gontipur	16-May-2016 (PM report received in July 16)	FHO	Information about fatal accident was received on 16.5.2016. Joint investigation was carried out by EI office and TPL. It is learnt from the public about the electrocution in the area but exact location was not confirmed. No shock complaint was raised about the incident. During investigation substantial evidence for the electric shock were not available at site. PM report received in June-2016 and it confirmed the cause of death as electrocution. However, the exact cause of electrocution could not be established.	Joint investigation by TPL & GEI	NA	NA	NA
22	Hina Amaratlal Chavda, MSP near Gopi Pan parlor, Nr Mira Estate HT Sub station, Prem Nagar Road, Memco	30-Jun-2016 (Information Received on 02/07/2016)	NFHO	Information of non fatal accident occurred was received on 02/07/2016. Joint investigation was done by team of EI office and TPL. It is learnt through public that victim received miron burns due to flash over while sitting on muffing of MSP. No complaint of power interruption was received. During investigation, a machine cut hole was found on the MSP door. Flash mark was observed inside MSP door. No flash mark was observed on cable terminations. There is a possibility of unauthorized and illegal wire tapped through the hole of MSP door. IP might have come in contact with the said illegal wire having deteriorated insulation or while resting the door of the MSP, it might have got pressed resulting in flash between MSP door. Earthing of the MSP was found in order. However due to late information and unavailability of evidence and witness at site, exact cause of flash and burns to victim could not be ascertained.	Joint investigation by TPL & GEI	Proper muffing and MSP replacement	yes	MSP replaced & muffing work completed.
23	Cow, Street light pole no. JJG/35868, Sector 6 Ground, Chankyapuri	04-Jul-16	FAO	Information of fatal animal accident was received on 04/07/2016 near Street light pole. Joint investigation was carried out by team of EI office and TPL. It is learnt that a cow was found dead near the street light pole. Leakage current was observed on street light pole. The IR value of wiring w.r.t. earth between junction box to lighting fixture was found zero. It appears that due to insulation failure of the wire, leakage current might have flown through metallic pole. TPL side earthing at service apparatus was tested and found Ok. Cow could have come in contact of the street light pole with damage wiring causing electrocution due to leakage current.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	Maintenance of Street light done by AMC street light section & removed faulty cable. The supply was restored after verifying the TR report at site along with AEI.
24	Buffalo, Street light pole no. C/1219, Sector 12, Gandhinagar.	05-Jul-16	FAO	Information of fatal animal accident was received on 5/07/2016 near Street light pole. Joint investigation was carried by the team of EI office and TPL. It is learnt that a buffalo was found dead near street light pole. The supply to the said street light pole was found OFF. during investigation it was found that the supply was not coming from the switching point section pillar of the street light. The street light poles in the whole circuit were found OFF. No leakage current was observed on the pole. Earthing at the pole was found healthy. In absence of substantial evidence for electric shock, the cause of death could not be ascertained.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	Maintenance of Street light done by AMC street light section & removed faulty cable. The supply was restored after verifying the TR report at site along with AEI.
25	Najre Alam Shaikh, 152, Al Minaz Row House, Nr Mohmadi Masjid, Danilimda	06-Jul-16	NFHO	Information about a non fatal accident was received on 06/06/2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that the victim received electric shock while touching the metallic staircase of house. Leakage current was found on the metallic staircase. Wiring of the service was checked and found Ok. During investigation, it was observed that on isolating the supply of adjusant service the leakage current goes off. Wiring of the adjacent service was checked and found faulty. The wall of the house was found damp due to water silage. The TPL earthing at the consumer premises was found ok. It appears that due to faulty wiring of the adjacent service the leakage current was appearing on the metallic structure of victim's premises resulting in shock to victim.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving test report. IR of wiring checked. ELCB installed by consumer checked. After satisfactory operation of ELCB, service was reconnected.



26	Laxmanbhai Makwana, Shivani Apartment, Opp. Food Corporation of India, Nr. Shyamal char Rasta, Satellite	08-Jul-16	NFHO	Information about a non fatal accident was received on 08/07/2016. Joint investigation was carried out by the EI office and TPL. It was observed that one extension board was found illegally connected at input of the LTFS. The wire used for the extension board has multi strand. It is learnt that the victim was called for meter board repairing work. Victim switched off TPL Switch at LTFS and connected neutral wire of extension board to incoming neutral at TPL switch. While connecting wire with phase in the TPL switch, flash over occurred. It appears that incident happened while doing unauthorized connection work in TPL apparatus in live condition.	Joint investigation by TPL & GEI	NA	NA	Unauthorized wiring removed. Counselling done at site and LTFS Terminal box closed
27	Cow, Near Streetlight Pole No JBI 6306, Jashodanagar Chokdi, Jasodanagar	12-Jul-16	FAO	Information about a fatal animal accident received on 12/07/2016. Joint inspection was carried out by the EI office and TPL. It is learnt that a cow was found dead near the street light pole. During investigation, the wiring of the street light was found faulty. (Earthed), and the bare conductor was touching the metallic body of the pole. The TPL earthing of the service was found ok. It appears that leakage current might have appeared on the street light pole due to faulty wiring. Cow got electrocuted due to accidental contact with the metallic pole.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing.	yes	Street light cable fault rectified by the AMC street light section. Power was restored after receiving test report from AMC streetlight department and verifying the same at site.
28	Jyotiben Krunalbhai Barot, 702, Nr. Ramji Mandir Temple, Jodhpur Village, Jodhpur.	12-Jul-16	FHO	Information about a fatal accident was received on 12/07/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim received shock electric while touching the refrigerator. At the time of incident victim was doing wet mopping. The wiring and equipment were checked and found healthy. ELCB was not provided in the consumer wiring. The TPL earthing at service apparatus and consumer earthing were found OK. No evidence of leakage current was observed at site during investigation. The TPL earthing at the service apparatus was found ok. In absence of substantial evidence for electric shock the exact cause of death could not be ascertained.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving test report. IR of wiring checked. ELCB installed by consumer checked. After satisfactory operation of ELCB, service was reconnected.
29	Buffalo, Plot-197/2/2, Opp. Kanku Moti Farm, Bodakdev.	12-Jul-16	FAO	Information about fatal animal accident was received on 12/07/2016. Joint investigation was done by the EI office and TPL. It is learnt that a buffalo was found dead near metallic pole. A Loose twin flexible wires with poor insulation and multiple joints were extended in hanging condition by taking support of metallic pole. The land near the pole was wet due to rain. During investigation leakage current was observed on the metallic pole. The TPL earthing at the service apparatus was tested and found ok. It appears buffalo got electric shock causing fatality due to leakage current in pole.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving test report. IR of wiring checked. ELCB installed by consumer checked. after satisfactory operation of ELCB service was reconnected.
30	Adilbhai Mohmadbhai Arab, Near Block no. 38, Vasant Gagendra Gadkarnagar, Vatva	12-Jul-16	FHO	Information of fatal accident was received on 12/07/2016. Joint investigation was carried out with EI office and TPL. It is learnt that the victim got electrocuted while coming in contact with metallic pole used to support temporary shed of local tea vendor. Illegal wires with multiple joints and poor insulation were found extending hanging condition at the temporary shed. The possibility of leakage current from the poorly insulated wires supported on metallic pole might have resulted in electrocution of victim. However, in absence of substantial evidence at site, the exact cause of death could not be ascertained.	Joint investigation by TPL & GEI	Removal of Loose and illegal wires laid.	yes	Illegal wires extended on temporary shed removed.

31	Cow, near MSP no CZ/0664/020, Nr. Vrjubhumi Bungalow, Nr. Patel Rice Mill, Vatva.	13-Jul-16	FAO	Information about fatal animal accident was received on 13/7/2016. Joint inspection was carried out by EI office and TPL. It is learnt that a cow was found dead on road. The earthing of the MSP was found ok. During investigation no leakage current was observed on MSP. No fault was found in the underground network. No underground network was found at the location where cow was lying. The soil around the apparatus was dry. In absence of substantial evidence, the cause of death of cow could not be concluded.	Joint investigation by TPL & GEI	NA	NA	NA
32	Ramilaben Rajubhai Rathod, Naklangpura Chawl, Opp. Madhupura Police station, Mendikuva, Dudheshwar Road.	14-Jul-16	NFHO	Information about non fatal accident occurred on 14/07/2016. Joint investigation was carried out by EI office and TPL. It is learnt that the victim felt shock while walking on the metallic roof. During investigation the wiring and earthing of the victim's premises were found normal. Hence the supply of the adjacent service was checked. When the supply was made off the leakage current was not found on the roof. On further investigation, one tube light choke was found faulty. Same was directly mounted on the wall. On removing it, no leakage current was found at the roof. The wall on which choke was mounted was damp. The TPL earthing at the service apparatus was found ok. It appears that the faulty choke was feeding the leakage current on the metallic roof resulting in shock to the victim.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
33	Master Jeel Dashrath Desai, 1,Ghanshyamnagar, Opp. Umiyanagar, Ranip.	15-Jul-16	NFHO	Information about a non fatal accident was received on 15/07/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim felt electric shock on terrace of house. While investigation leakage current was observed on the wall. On further checking, insulation of wire of ceiling fan was damaged and bare conductor was touching to metallic hook of the ceiling fan. The hook was connected to the RCC of the roof. Due to rain, wall and ceiling were found damp. The TPL earthing at service apparatus was found Ok. It appears that leakage current might be flowing through the hook due to damage insulation of wire causing electric shock to victim.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
34	Raj Ranjit Shukla, Shivshaktinagar, Saijpur Gopalpur, Pirana road.	17-Jul-16	FHO	Information about a fatal accident was received on 20/7/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim got electrocuted while closing the metallic door of the house. A loose and hanging twin flexible wire was observed extending outside the house from main door for lamp connection. The same got pressed while closing the door. The insulation of the wire was found damaged point of pressing. The TPL earthing at the service apparatus was checked and found ok. It appears victim got electrocuted due to the leakage current on metallic door from the damaged insulation of twin flexible.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
35	Krunal Narendrabhai Thakor, Garden, Sector-28, Gandhinagar	20-Jul-16	NFHO	Information about a non fatal accident was received on 23/7/2016. Joint investigation was carried out by EI office and TPL. It is learnt that the victim received electric shock while coming in contact with lighting pole in public garden. Victim was playing in the garden near the light pole. The supply of the garden lighting was kept ON for grass cutting machine. During investigation, the insulation of the cable in the terminal box was found damaged and was in contact with the metallic body of the pole. The TPL earthing at the Service apparatus was found OK It appears that victim could have received electric shock due to contact with live metallic pole from damaged insulation.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

36	Sanjaybhai, 46,Kajal Park Society, Juhapura	25-Jul-16	FHO	Information about fatal accident was received on 26/7/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim got electrocuted while operating the metal rod cutting machine. Loose and hanging wires were observed at the premises. Supply cable was extended with male-female socket-pin joint. Plug from which the supply was taken was found faulty. No earthing was provided to the machine. The wiring of the premises was found defective. The earthing of TPL at service apparatus was found ok.. It appears that victim might be electrocuted due to defective wiring at premises.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
37	Nishaben Satishbhai Yadav, House No. B/7, Rukhibha Nagar, Nr. Ganesh Nagar, Chandlodia.	31-Jul-16	NFHO	Information about a non fatal accident was received on 31/07/2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim received electric shock on the staircase of the house. During testing, leakage current was observed at the premises. The wiring of the victim's house was found Ok. On further investigation, the neighbouring service was checked. Loose and hanging wire were found at the premises. It was found that while on switching OFF the fan supply of neighbour service, the leakage current was not observed. The insulation of the wire for fan was found damaged and touching the hook. The TPL earthing at the service apparatus was found ok. It appears that the victim received shock due to leakage from damaged insulation of wire at neighbouring service.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
38	Parate Bhagvan Raghubhai, 115, Rabari Colony, Gate No. 4, Amraiwadi	01-Aug-16	FHO	Information about fatal accident was received on 02.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim was found lying on floor with table fan over him. During investigation, loose and hanging wires were found inside the room. No ELCB was provided in the wiring. Table fan was connected by Twin flat wire with 2 pin socket. and the switch was in ON condition. IR value of table fan was checked and was found faulty (Earthed). The TPL earthing at the service apparatus was checked and found Ok. It appears that the victim got be electrocuted due to contact with the faulty electric fan in ON condition.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
39	Mrs. Induben Bhagwanbhai Rathod, 40, Ranchodrai Nagar - 2, Chandlodia.	03-Aug-16	NFHO	Information about a non fatal accident was receive on 03.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim received electric shock at the metallic door. During investigation, the victim's premises wiring was found healthy. The adjacent service where construction work was in progress was also checked . During testing a bare joint touching the wall was found. The wall was found damp. The leakage current on the structure was found when the joint was touching the wall and when taken away the leakage current was not observed. Hence, it was conclude that the leakage current on the structure was fed by the poorly insulated joint. The TPL earthing at service apparatus was found ok. Consumer earthing was disconnected. It appears that victim received electric shock due to leakage current fed by bare wire touching the damp wall.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
40	Mrs. Shantaben Lobanbhai, Jay Farm, Besides Arvind petrol pump, Nr. Gota cross road, Gota.	05-Aug-16	FHO	Information about a fatal human accident was received on 06.08.2016. joint investigation was carried out by the EI office and TPL. It is learnt that victim got electrocuted while operating table fan. A temporary wire (twin flexible) without earthing was extended using multiple extension boards from main switch board for lighting purpose in the temporary rooms. A table fan available in victim's room was connected with twin flexible wire in switch board without pin top. During investigation, insulation of table fan motor wire was found damaged and exposed conductor was touching to metallic body of table fan. The TPL earthing at the service apparatus was found in order. Victim could have electrocuted while coming in contact with the faulty table fan.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

41	Kisan Gopalbhai Yadav, Shakrabhai ni chali, Opp. Chamunda Pan Centre, Thakkarbapanagar.	06-Aug-16	NFHO	information about a non fatal accident was received on 08.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that while pressing clothes with Iron, victim received electric shock. The iron was found faulty (Earthed). TPL side earthing was found in order at service apparatus while consumer side earthing was not connected. It appears that victim could have received electric shock due to contact with faulty iron.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
42	Cow, The Sandesh Ltd., Nr. Camp hanuman, Shahibaug.	08-Aug-16	FAO	Information about a fatal animal accident was received on 08.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that a cow was found dead near the metallic structure used for supporting advertisement hording, while testing, leakage current was observed on the metallic structure. During investigation, consumer side MCB was found faulty. (Supply remained uninterrupted even after MCB made OFF). Supply was extended for hording illumination using two core cable without earth wire. The cable was checked and found faulty. (IR value between phase to earth (Ph-E) was showing zero ohm). Earthing was not provided to Metallic box or Metallic structure for advertisement board. TPL side earthing at service apparatus was checked and found OK. It appears that leakage current was flowing through metallic structure due to faulty wiring and cow might have electrocuted while came in contact with it.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
43	Ayubbhai Keshubhai Khokhar, A S Engineers, Nr. Kashiram Mill, B/h Kozy Hotel, Narol	20-Aug-16	FHO	Information about a fatal accident was received on 22.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that the victim was working near grinding Machine. Victim was found unconscious lying near the Machine and subsequently declared dead. The supply of the grinding machine was made off. On investigation, the grinding machine was found healthy but the power cable of grinding machine was found with damaged insulation. The cable was in contact with the job earthing of the welding machine, which was hot. The insulation of the cable got damaged at the contact point and conductor was exposed. TPL earthing at the service apparatus was found ok. It is suspected that the victim might have come in contact with faulty cable and got electrocuted.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
44	Utsav Rajnikantbhai Kathrotia, Bus stand, Nr. Swaminaryan Gurukul Temple, Gurukul Road, Memnagar	27-Aug-16	NFHO	Information about non fatal accident was received on 27.08.2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim got Electric shock and fall down & got unconscious. During investigation, 3 core cable was laid for illuminating the advertisement board from service meter box. It was in loose and hanging condition. A poorly insulated joint was provide in the cable and the bare conductor was touching to the metallic roof of the bus stand. Earthing wire was also not connected by the consumer. TPL earthing at the service apparatus was found ok. It appears that victim got shock from leakage current due to poor insulation of joint in the supply wire of advertisement board.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
45	Zuber Khan Faiyaz Khan Pathan, Sagar Packaging, Nr. Sulemani Masjid, Chandola.	29-Aug-16	FHO	Information about fatal accident was received on 02.09.2016. Joint investigation was carried out by EI office and TPL. It is learnt that victim was lying near the Box stapling machine and subsequently declared dead due to electrocution. During investigation, it was observed that consumer side wiring was loose and hanging. The supply to machine was given using two pin plug. No Earthing was provided to the machine. ELCB was not installed at the consumer wiring. The machine was checked and found Phase wire short with body. TPL earthing at service point found OK. It appears that victim could have electrocuted due to contact with the faulty machine.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

46	Mr. Bharatbhai Chhaganbhai Ravaldev, Shop No. 8, Umiya Fabrication, Alok Apartment, Opp. New Adhya Shakti Society, Jodhpur.	30-Aug-16	FHO	Information about a fatal accident was received on 31.8.2016. Joint investigation was carried out by EI office and TPL. It is learnt that the victim got electrocuted during welding work. Loose and hanging wires were found at premises. Twin flexible wires were used for power connection of welding m/c. The switch board was having switch in neutral and phase connected directly, earthing was not provided in switch board. Also leakage current was observed on switch boards. ELCB was not available at the installation. TPL earthing at the service apparatus found Ok. It appears that the victim could have electrocuted due to contact with faulty and poor insulation of the wiring.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
47	Kushvah Sunilkumar, Jai Chamunda Eng. & Fabricators, 2/42, Parmeshwar estate - II, G.I.D.C. Phase-1 Vatva	28-Aug-15	FHO	Information about fatal accident was received on 01.09.2015. Joint investigation was carried out by EI office and TPL. It was learnt that victim was found unconscious while doing welding work in the tank and subsequently declared dead. During investigation, the welding equipment and cables were tested and found healthy and no leakage current was observed at the tank. The wiring at customer premises was found ok. TPL earthing at the service apparatus was found in order. PM report received in sep'16 and it confirmed the cause of death as electrocution. However, the exact cause of electrocution could not be established.	Joint investigation by TPL & GEI	NA	NA	NA
48	Mohmad Zahir Kutbuddin Kazi, 19, Noornagar Vibhag-1, B/H Golden Cinema, Vatva	06-Sep-16	FHO	Information about a fatal human accident was received on 7.9.2016. Joint investigation was carried out by EI office and TPL. It was learnt that the victim screamed and became unconscious while operating the electric motor for water pump. During investigation, wiring at consumer premises were loose and hanging. Earthing was not available at consumer side wiring. The electrical supply for the motor was taken using two core wire and two pin. During investigation, the motor and its cable were found healthy. TPL earthing at service point found OK. It is suspected that the victim inadvertently came in contact with live wire causing fatality. However, the cause of electrocution could not be ascertained.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.
49	Asif Munavarhusen Malek, Plastic Factory, Nr. Ganeshnagar, opp. Noor Masjid, Piplaj-Pirana Road	17-Sep-16	FHO	Information about the human fatal incident due ot electrocution was received on 19.9.2016. Joint investigation was carried out by team of EI office and TPL. It is learnt that victim was working on the hydro machine and was found lying unconscious on wet near the machine. Other worker, tried to approach the victim, also received electric shock. Main switch for Hydro m/c was made Off. During investigation, the Hydro machine, at which victim was working, was found faulty (IR value zero phase to earth). ELCB was not provide at consumer end. TPL side earthing was found in order, but consumer side earthing was not available. It appears that the victim could have electrocuted due to leakage current on the machine from the insulation failure.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	NA	Disconnection done on 19/9/2016 and yet reconnection pending.
50	Amir Ishaqbhai Rangrej, Plot no 162, Gujarat Way bridge Gali, Nr Lucky Estate, Suez Farm, Danilimda	25-Sep-16	FHO	Information about the incident was received on 26.9.16. The joint investigation was carried out by the EI office and TPL. It is learnt that the victim got electrocuted while shifting the metallic ladder for welding work. Wiring at consumer premises found in loose and hanging condition. Single phase welding machine was supplied through loose twin wires without earth wire and multiple joints from 2 pin socket without ELCB. during investigation the welding machine was found faulty. Consumer side earthing was not provided. TPL earthing at service apparatus was checked and found OK It appears that the victim inadvertently came in contact with faulty welding maching causing fatality.	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	After receiving Test report and provision of the ELCB the same was verified at site. On satisfactory results the supply was restored.

51	Mr. Govindbhai Sukhabhai Vaghela, Third Eye II, Nr. Chimanlal park, C.G. Road, Opp. Parimal Garden, Ahmedabad 380006	30-Sep-16	FHO	<p>Information about fatal incident was received on 1.10.2016. The joining investigation was carried out by the EI office and TPL.</p> <p>It is learnt that victim was electrocuted while approaching the water tap. During investigation, it was observed that the supply for the decorative lamp post is taken from the common service of the complex. on investigation, one decorative lamp post for compound lighting was found damaged &amp; lying on ground near the water tap. The bare supply wires of the the said lamp post were lying below it and touching the metallic body of the lamp post. The supply for the decorative lamp post was from the common service. Wiring found ok at common service. TPL earthing was found OK at service apparatus.</p> <p>It appears that victim got electrocuted due leakage current on the metallic pole from damaged insulation of the supply cable.</p>	Joint investigation by TPL & GEI	Rectification of faulty wiring and Provision of earthing and ELCB by consumer	yes	Faulty circuit isolated and rectified. The same was verified before restoration.
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Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside, GEI- Govt. Electrical Inspector

TORRENT POWER LTD								
Period H1- April - September								
2016-17								
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 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	Sanjay Vijay Golvane, 220 kV Sugan – Bhatar Line, at village Morthana, Kamrej (Tower Location between 69 to 70)	5-Apr-2016	FHD	As per the information received, the accident took place, while the victim was trimming branches of Nilgiri tree below 220 KV Sugan-Bhatar Line-1. As per preliminary information, the branch of a tree fall in the induction zone of live 220 KV line causing a flashover and tripping of the line.	During tree trimming activity under 220 kV line incidentally tree branch fallen in the induction zone and victim was electrocuted	NA	NA	(1) Matter of Plantation of nilgiri trees below transmission line is taken up with local authority/ EPC to disallow such plantation under transmission line. (2) Awareness campaigns are being organised with villagers / farmers to educate them not to plant such tall trees below the transmission lines. (3) The trimming is to be done only after taking shutdown of the line. If shutdown of line is not possible due to load condition and trimming of branches is required urgently, the work to be carried out after assessing the risk involved and taking actions to mitigate the risk based on site conditions.
2	Pratik Kantibhai Rathod, Hut No-6/A/2, Adarsh Pachhatyarg Society, Ghod-dod Road, Surat.	4-May-2016	FHO	As per the Information received, the victim was electrocuted while drying (hanging) T-Shirt on metal angle of roof in wet condition. During the site visit, no evidence of electrocution was found; metal angle of roof (Hut) might be electrified because of deteriorated flexible wiring which was hanging on the metal structure.	CEI Report Awaited	NA	NA	Restored power supply after consumer installed ELCB and earthing arrangement & submitted fresh test report of LEC.
3	Anil Mersingh Singad, 02nd floor, New Processing Building (Construction site), Sumul Dairy Road, Surat.	13-May-2016	FHO	As per the Information received, the victim was electrocuted, while winding cable of Hand Cutter Machine in wet condition without isolation of power. During the site visit, no evidence of electrocution was found. The cable of hand cutter machine had many joints which were covered with polythine paper.	CEI Report Awaited	NA	NA	Restored power supply after consumer installed ELCB and earthing arrangement. Submitted fresh test report of LEC.
4	Dashrath Mahadevbhai Dalvadi, Bansidhar Bakery & Namkin, Shop No-4, Plot No-A/27/28, Shri Hari OM Society, Katargam, Surat.	29-May-2016	FHO	As per the Information received, the victim was electrocuted with metal grill partition. It was electrified through shutter from damaged unauthorised cable. During the site visit, it was observed that the shop no. 4, Bansidhar Bakery & Namkin had taken unauthorised power from service no.500564638 of shop no. 2, through three cable core. The cable was found taped with pvc tape near shutter of the shop no. 4. Metal grill partition of the shops might be electrified through shutter from damaged unauthorised cable.	CEI Report Awaited	NA	NA	Disconnected unauthorized wire from B.P.No.-500564638. Restored power supply after consumer installed ELCB & earthing arrangement. Submitted fresh test report and under taking.
5	Arvindbhai Dinubhai Baraiya, Hut No-1, Patelwadi No-3, Laldarwaja, Surat.	27-Jun-2016	FHO	As per the Information received, the victim was electrocuted, on metal roof of hut while proceeding for repairing work of adjoining roof. During the site visit, no evidence of electrocution was found.	CEI Report Awaited	NA	NA	Restored power supply after consumer installed ELCB and earthing arrangement. Submitted fresh test report of LEC. Notice issued to surrounding area services for not hanging load main on metal roof

6	Kaushar Imran Pathan, H.No-4062, Junadarbar, Chowk Bazar, Surat.	4-Aug-2016	NFHO	As per the Information received, the victim was electrocuted with metal staircase of metal structured premises while climbing the same. No evidence or cause of the accident was observed during our site visit.	CEI Report Awaited	NA	NA	Restored power supply after consumer installed ELCB and earthing arrangement. Submitted fresh test report of LEC. Disconnected surrounding area services and restore power supply after receipt of test report of LEC
7	Sabirali Temuali Shaikh, 02nd floor, Lack View Heights, Dabholigam, Surat	2-Mar-2016 (Reported in Aug-16)	NFHO	As per the Information received, the victim got electric shock while drilling in slab with core cutting machine. During the site visit, no evidence of electrocution was found. It was also observed that ELCB installed at site was in bypass mode.	CEI Report Awaited	NA	NA	Advices to install ELCB having no bypass mode with proper earthing arrangement.
8	Tabrez Moh. Sagir Moh, Plot No-3/3017, Pathanwada Tekra, Rustompura, Surat	16-Sep-2016	FHO	As per the information received, the victim got electrocuted while working on stitching machine. It was observed that , stitching machine metal body was not earthed, two pin plug was used. Two pin plug was found inserted in socket and plug was without cover so bare metal part was found open near the point of accident.	CEI Report Awaited	NA	NA	Restored power supply after consumer installed ELCB and earthing arrangement. Submitted fresh test report of LEC.

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 : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 003B: Register For Compiling The Complaints Classificationwise**

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
<b>Ahmedabad License Area</b>										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	2	10,305	10,307	10,208	83	14	2	10,307	-
A(ii)	Interruption in Power Supply due to line breakdown	24	32,606	32,630	32,504	64	13	21	32,602	28
A(iii)	Interruption in Power Supply due to failure of transformer	-	58	58	58	-	-	-	58	-
A(iv)	Interruption in power supply due to shutdowns/load shedding	17	17,473	17,490	17,475	6	2	-	17,483	7
B(i)	Quality of Supply Complaints which require no Augmentation	-	21	21	21	-	-	-	21	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	94	94	94	-	-	-	94	-
C(i)	Meters - Stopped/Defective meters	58	5,967	6,025	5,902	6	7	80	5,995	30
C(ii)	Meters - Billing on average basis for more than two bills	-	2	2	2	-	-	-	2	-
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	20	2,339	2,359	2,291	29	3	14	2,337	22
F(i)	Service Connections - Where extension of mains is not required	-	1	1	-	-	-	-	-	1
F(ii)	Service Connections - Where extension of mains is required	3	-	3	-	-	-	-	-	3
F(iii)	Service Connections - Modification in connected load	-	1	1	-	-	-	-	-	1
F(iv)	Service Connections - Name Change/Reconnection	-	8	8	8	-	-	-	8	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	86	1,128	1,214	956	2	2	-	960	254
<b>Total</b>		<b>210</b>	<b>70,003</b>	<b>70,213</b>	<b>69,519</b>	<b>190</b>	<b>41</b>	<b>117</b>	<b>69,867</b>	<b>346</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 003B: Register For Compiling The Complaints Classificationwise**

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)	
<b>Surat License Area</b>										
<b>A(i)</b>	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	-	579	579	579	-	-	-	579	-
<b>A(ii)</b>	Interruption in Power Supply due to line breakdown	-	2,168	2,168	2,168	-	-	-	2,168	-
<b>A(iii)</b>	Interruption in Power Supply due to failure of transformer	-	1	1	1	-	-	-	1	-
<b>A(iv)</b>	Interruption in power supply due to shutdowns/load shedding	-	1,090	1,090	1,090	-	-	-	1,090	-
<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	2	1,207	1,209	1,208	-	-	-	1,208	1
<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	2	334	336	336	-	-	-	336	-
<b>F(i)</b>	Service Connections - Where extension of mains is not required	-	23	23	19	4	-	-	23	-
<b>F(ii)</b>	Service Connections - Where extension of mains is required	2	6	8	5	2	-	-	7	1
<b>F(iii)</b>	Service Connections - Modification in connected load	-	1	1	1	-	-	-	1	-
<b>F(iv)</b>	Service Connections - Name Change/Reconnection	-	11	11	11	-	-	-	11	-
<b>G</b>	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
<b>H</b>	Others	1	85	86	85	-	-	-	85	1
<b>Total</b>		<b>7</b>	<b>5,505</b>	<b>5,512</b>	<b>5,503</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>5,509</b>	<b>3</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**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	<b>Website</b>	329769 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Ahmedabad License Area</b>			
2	<b>Information boards</b>		Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	20 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/ Letters</b>		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	1058	
	Energy Conservation Flyer	1058	
	Electrical Safety Flyer	1058	
	Power Factor Improvement Flyer	1058	
	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>Bills</b>		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. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 lacs/month	
5	<b>Power Alert Service</b>		Mobile SMS
	SMS related to Billing	12937153	

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**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	<b>Website</b>	329769 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
	Safety Tips		
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
<b>Surat License Area</b>			
2	<b>Information Boards</b>		
	Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	consumer at large	Boards at consumer centres
	Call Centre Services / Safety Tips / Precautions / New Portal Connect Info /Theft deterrence etc.	consumer at large	Boards at consumer centre, collection centre & Service Camp
3	<b>Information booklets/ Flyers</b>		
	Portal & Mobile App Connect Information, Safety tips on Ganesh Utsav, 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.	52532	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	9	Booklet
4	<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.	49443	Conducted 2 service camps at consumers door step
5	<b>Bills</b>		
	<b>Front side</b> : Mobile van schedule (for the area within cycle of bill), Caution message for cash transaction, Message for customer portal connect	5.93 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	5.93 lakh / month		
6	<b>SMS</b> - Billing information	1828284	SMS
7	<b>Information through news paper</b> - Portal & Mobile App information, Aapne dware programme detail with Ujala bulb distribution	Consumers at large	News Papers
8	<b>Bill Envelopes to HT-LTMD customers</b> (Power Factor, Mobile App & Monsoon Safety information )	2600 Consumer/Month	Bill Envelopes
9	<b>Safety Awareness Programme</b> - Safety Awareness Programme at school & colleges	633	Power Point Presentation
10	<b>Safety tips on Radio</b> Monsoon Safety Tips, Customer Portal & Mobile App Awareness on four radio station for five days	Consumers at large	Radio
11	<b>Power Factor Awareness Programme</b>		
	Personal Visit to LTMD & LT Consumers	308 Consumers	Personal Interaction
	Programmes with Industrial Consumers	9 Programmes (91 Consumers)	Group Discussion

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**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>Ahmedabad License Area</b>				
<b>A</b>	1st Month of the Quarter	11.07.2016 & 20.07.2016	NIL	NIL
<b>B</b>	2nd Month of the Quarter	10.08.2016 & 20.08.2016	NIL	NIL
<b>C</b>	3rd Month of the Quarter	10.09.2016 & 20.09.2016	NIL	NIL

\* 10:00 AM to 12:00 AM

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

<b>Sr. No.</b>	<b>Month</b>	<b>Date and Time of Meeting conducted*</b>	<b>No. of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting.</b>
<b>Surat License Area</b>				
<b>A</b>	1st Month of the Quarter	07-07-2016, 11-07-2016, 20-07-2016	6	Nil
<b>B</b>	2nd Month of the Quarter	03-08-2016, 10-08-2016, 20-08-2016	1	Nil
<b>C</b>	3rd Month of the Quarter	10-09-2016, 14-09-2016, 20-09-2016	2	1

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

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**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
	<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>	7427	69	7496	17	0.23%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

	<b>No. of existing Distribution Transformer at the start of the quarter</b>	<b>No. of Distribution Transformers added during the quarter</b>	<b>Total number of Distribution Transformers</b>	<b>Number of Distribution Transformers failed</b>	<b>% Failure rate of Distribution Transformer</b>
	<b>A</b>	<b>B</b>	<b>C = A+B</b>	<b>D</b>	<b>H = (D) * 100/C</b>
<b>Surat License Area</b>	2405	4	2409	4	0.17%



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
<b>Ahmedabad License Area</b>	157	-	157	-	0.00%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

	<b>No. of existing Power Transformer at the start of the quarter</b>	<b>No. of Power Transformers added during the quarter</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>	58	-	58	-	-

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Ahmedabad License Area</b>					
1	Jul-16	345472	18,20,378	4,79,663	0.263
2	Aug-16	312985	18,24,228	4,26,904	0.234
3	Sep-16	265936	18,27,618	3,54,925	0.194

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
(1)	(2)	(3)	(4)	(5)=Total of (3)	(6)=(5)/(4)
<b>Surat License Area</b>					
1	Jul-16	16365	5,91,770	16,365	0.028
2	Aug-16	14050	5,92,174	14,050	0.024
3	Sep-16	33937	5,92,008	33,937	0.057

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
<b>Ahmedabad License Area</b>							
1	Jul-16	1:28	345472		1820378	5,01,585	00:17
2	Aug-16	1:24	312985		1824228	3,42,605	00:11
3	Sep-16	1:33	265936		1827618	3,56,477	00:12

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 011B: System Average Interruption Duration Index**

Sr. No.	Month	ri=Restoration Time for each interruption event	Ni-no of interrupted customers for each sustained interruption event	ri*Ni- Total customer interruption Duration (Cust-Hrs.)	Nt-Total no of customers served	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI = CMI/Nt (8) = (7)/(6)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
<b>Surat License Area</b>							
1	Jul-16	00:30	16365		5,91,770	10,983	00:01
2	Aug-16	00:42	14050		5,92,174	10,487	00:01
3	Sep-16	00:33	33937		5,92,008	20,543	00:02

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Ahmedabad License Area</b>							
1	Jul-16	5	37573		18,20,378	37573	0.021
2	Aug-16	1	369		18,24,228	369	0.000
3	Sep-16	2	8340		18,27,618	8340	0.005

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

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

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\Sigma$ IMiNmi	MAIFI = $\frac{\Sigma IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
<b>Surat License Area</b>							
1	Jul-16	-	-	-	5,91,770	-	-
2	Aug-16	-	-	-	5,92,174	-	-
3	Sep-16	-	-	-	5,92,008	-	-



**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	4,280.26
ii	Energy Sold (Billed). HT direct sales (Mus)	B	864.38
iii	Energy Sold (Billed ) in the 11KV LT system ( MUs )	C	2994.17
iv	Total Sales ( Mus)	(B+C)	3,858.56
v	Distribution Loss (Mus)	D	363.54
vi	Energy input at EHV Substation (Mus)	E	4222.10
vii	% Distribution Loss	$(D) \times 100 / (E)$	8.61%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	421.70
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	9.85%

**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	1839.87
ii	Energy Sold (Billed). HT direct sales (Mus)	B	155.01
iii	Energy Sold (Billed ) in the 11KV LT system ( MUs )	C	1600.04
iv	Total Sales ( Mus)	(B+C)	1,755.04
v	Distribution Loss (Mus)	D	68.62
vi	Energy input at EHV Substation (Mus)	E	1,823.66
vii	% Distribution Loss	$(D) \times 100 / (E)$	3.76%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	84.83
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	4.61%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 013: Meter Faults**

<b>Consumer Category</b>	<b>No. of faulty meters at the start of the quarter (1)</b>	<b>No. of faulty meters added during the quarter (2)</b>	<b>Total number of defective/faulty meter (3) = (2) + (1)</b>	<b>No. of faulty meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Ahmedabad License Area</b>					
Single Phase	-	7,498	7,498	7,498	-
Three Phase	-	1,250	1,250	1,250	-

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

<b>Remarks</b>	
Single Phse	10219
Three Phase	337

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

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 013: Meter Faults**

<b>Consumer Category</b>	<b>No. of faulty meters at the start of the quarter (1)</b>	<b>No. of faulty meters added during the quarter (2)</b>	<b>Total number of defective/faulty meter (3) = (2) + (1)</b>	<b>No. of faulty meters repaired and replaced (4)</b>	<b>No. of faulty meters pending at the end of quarter (5) = (3)-(4)</b>
<b>Surat License Area</b>					
Single Phase	36	3571	3,607	3557	50
Three Phase	7	631	638	627	11

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

**Apr - 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	APR	653	575	87.99	43,797	42,289	96.56	84.96	15.04
	MAY	808	668	82.70	51,244	45,420	88.63	73.30	26.70
	JUN	790	713	90.16	54,350	52,087	95.84	86.41	13.59
ii	JUL	683	674	98.58	48,666	53,082	109.07	107.53	(7.53)
	AUG	624	623	99.98	45,298	47,969	105.90	105.88	(5.88)
	SEP	664	606	91.30	45,516	44,061	96.80	88.38	11.62
		<b>4,222</b>	<b>3,859</b>	<b>91.39</b>	<b>2,88,872</b>	<b>2,84,908</b>	<b>98.63</b>	<b>90.14</b>	<b>9.86</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.

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

**Apr - 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	APR	304	297	97.58	21,633	21,934	101.39	98.94	1.06
	MAY	313	298	94.99	21,424	23,295	108.73	103.28	(3.28)
	JUN	312	303	97.12	21,781	20,125	92.40	89.74	10.26
ii	JUL	297	281	94.44	18,698	20,738	110.91	104.74	(4.74)
	AUG	293	283	96.72	19,240	18,958	98.53	95.30	4.70
	SEP	304	293	96.56	19,920	19,618	98.48	95.10	4.90
		<b>1,824</b>	<b>1,755</b>	<b>96.24</b>	<b>1,22,696</b>	<b>1,24,667</b>	<b>101.61</b>	<b>97.78</b>	<b>2.22</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.

**Name of Distribution Licensee: Torrent Power Limited**

**H1 Apr - Sep**

**Year : 2016-17**

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

<b>Name of Area/ Circle</b>	<b>Consumer Category</b>	<b>Total no. of consumers connected at the beginning of the half - year/year</b>	<b>Pending at the beginning of the Half year/year</b>	<b>New Application received during the half-year/year</b>	<b>No. of connections released during the Half-year/year</b>	<b>No. of applications pending at the end of the Half - year/year</b>	<b>Total no. of consumers connected at the end of the Half - year/year</b>
1st Half	Residential	1403347	901	26610	24419	876	1423900
	Non -RGP	363576	286	6947	5265	201	367222
	LTMD	30298	46	397	407	21	30981
	Agricultural (Total)	358	1	3	5	0	361
	HT	1227	44	32	36	41	1248
	Other	4298	11	233	200	2	4457
	Total	1803104	1289	34222	30332	1141	1828169
2nd Half	Residential						
	Non -RGP						
	LTMD						
	Agricultural (Total)						
	HT						
	Other						
	Total						
Annual	Residential	1403347	901	26610	24419	876	1423900
	Non -RGP	363576	286	6947	5265	201	367222
	LTMD	30298	46	397	407	21	30981
	Agricultural (Total)	358	1	3	5	0	361
	HT	1227	44	32	36	41	1248
	Other	4298	11	233	200	2	4457
	Total	1803104	1289	34222	30332	1141	1828169

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

**H1 Apr - Sep**

**Year : 2016-17**

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

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the beginning of the half - year/year	Pending at the beginning of the Half year/year *	New Application received during the half-year/year	No. of connections released during the Half-year/year	No. of applications pending at the end of the Half -year/year *	Total no. of consumers connected at the end of the Half - year/year
1st Half	Residential	395951	28	5235	5143	6	399913
	Non -RGP	175206	11	2585	2496	23	177014
	LTMD	14435		109	91	3	14430
	Agricultural (Total)	266	0	9	5	0	265
	HT	223		9	4	1	224
	HT Pumping						0
	Other	1713		27	27	0	1745
	<b>Total</b>	<b>587794</b>	<b>39</b>	<b>7974</b>	<b>7766</b>	<b>33</b>	<b>593591</b>
2nd Half	Residential						
	Non -RGP						
	LTMD						
	Agricultural (Total)						
	HT						
	HT Pumping						
	Other						
	<b>Total</b>						
Annual	Residential	395951	28	5235	5143	6	399913
	Non -RGP	175206	11	2585	2496	23	177014
	LTMD	14435	0	109	91	3	14430
	Agricultural (Total)	266	0	9	5	0	265
	HT	223	0	9	4	1	224
	HT Pumping	0	0	0	0	0	0
	Other	1713	0	27	27	0	1745
	<b>Total</b>	<b>587794</b>	<b>39</b>	<b>7974</b>	<b>7766</b>	<b>33</b>	<b>593591</b>

**Note:** All the columns are independent.

\* Pending applications exclude pendency due to consumer compliance and RO Permission



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**SoP 16: Compensation Details**

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
<b>Ahmedabad License Area</b>				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	Replacement of meters	LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000	-	-
10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 1000/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
<b>TOTAL</b>				

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2016-17**

**Performa SoP 16: Compensation Details**

Sr.no.	Event	Compensation	No. of cases where compensation was given (in numbers)	Amt of compensation paid in (Rs)
<b>Surat License Area</b>				
1	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	-	-
2	a) New Connection		-	-
3	b) Additional Load		-	-
4	c) Temporary supply		-	-
5	d) Shifting service connection		-	-
6	e) Transfer of service connection		-	-
7	f) Change in Tariff category of consumer		-	-
8	Complaints in billing	Rs 50 for non reply within the period prescribed in regulation	-	-
9	Replacement of meters	LT- Rs.25 per day of delay- maximum of Rs. 2,500 and HT- Rs. 250 per day of delay- maximum of Rs. 5,000	-	-
10	Interruption of supply	LT-Rs 25 for every 6hrs of delay- maximum of Rs.500 and HT -Rs.50 for every 6 hrs delay maximum Rs. 1000/-	-	-
11	Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	-	-
12	Responding to consumer's complaints	Rs. 25 for each day of delay maximum Rs.500	-	-
13	Grievance Handling	Rs.25 for failure in handling grievance.	-	-
<b>TOTAL</b>				