

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

**PREPARED BY : "Torrent Power Limited,
Dahej License Area"**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

DATE : _____

Torrent Energy Limited (Dahej)
Quarter : Q2 - (July-September)
Year : 2016-17

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	No. of Accidents in the quarter					Cumulative since the first quarter of the current FY				
	Departmental		Outside			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Dahej License Area	-	-	-	-	-	-	-	-	-	-

FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal

Torrent Power Limited
Quarter : Q2 - (July -September)
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Performa SoP 003 B: Register For Compiling the complaints Classificationwise

Classification	Pending complaints of previous month	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)	
Dahej License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	-	-	-	-	-	-	-	-	-
A (ii)	Interruption in power supply-Interruption due to line break down	-	-	-	-	-	-	-	-	-
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	-	24	24	24	-	-	-	24	-
B (i)	Quality of Power Supply-No augmentation required	-	-	-	-	-	-	-	-	-
B (ii)	Quality of Power Supply-Augmentation required	-	-	-	-	-	-	-	-	-
C (i)	Meters-Stopped / Defective / Burnt / No Display Meters	-	-	-	-	-	-	-	-	-
C (ii)	Meters- Billing on average basis for more than two bill	-	-	-	-	-	-	-	-	-
D (i)	Overhead Lines-Loose Wires	-	-	-	-	-	-	-	-	-
D (ii)	Overhead Lines-Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E (i)	Bills-For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E (ii)	Bills-Additional information + site visit required	-	-	-	-	-	-	-	-	-
F (i)	Service Connections-Extension of mains is not required	-	-	-	-	-	-	-	-	-
F (ii)	Service Connections-Extension of mains is required	-	-	-	-	-	-	-	-	-
F (iii)	Service Connections-Modification in connected Load	-	-	-	-	-	-	-	-	-
F (iv)	Service Connections-Name Change/reconnection	-	-	-	-	-	-	-	-	-
F (v)	Service Connections-Others (Processing Related)	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	-	-	-	-	-	-	-	-
Total		-	24	24	24	-	-	-	24	-

Torrent Power Limited
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Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by the distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
Dahej License Area			
1	Web Site	Consumers at large	Web Site www.torrentpower.com
2	Information Boards Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	94 (At one office)	Information Board
3	Email - Billing	94 nos.	Email

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Performa SoP 005 B : 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.
Dahej License Area				
A	1st Month of the Quarter	29-07-2016	-	-
B	2nd Month of the Quarter	26-08-2016	-	-
C	3rd Month of the Quarter	30-09-2016	-	-

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

Torrent Power Limited
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Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the quarter	No. of Distribution Transformers added during the quarter/year	Total number of distribution transformer	Total no of Distribution transformer Failed	% failure rate of Distribution transformer
	A	B	C=A+B	D	H= (D) * 100/C
Dahej License Area	7	-	7	-	0.000%

Torrent Power Limited
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Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the quarter	No. of Power Transformers added during the quarter/year	Total number of Power transformer	Total no of Power transformer Failed	% failure rate of Power transfromer
	A	B	C=A+B	D	H= (D) * 100/C
Dahej License Area	6	-	6	-	0.00%

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

Sr. No.	Month	Ni-Total no of customers for each sustained interruptions	Nt-Total no of customers served	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
Dahej License Area					
1	Jul-16	-	93	-	-
2	Aug-16	-	94	-	-
3	Sept-16	12	94	12	0.128

Torrent Power Limited
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Performa Sop 011B: System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	ri=Restoration Time for each interruption event (HH: MM)	Ni=no of interrupted customers for each sustained interruption event (in numbers)	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
Dahej License Area							
1	July-16	00:00	-	-	93	-	-
2	Aug-16	00:00	-	-	94	-	-
3	Sept-16	01:02	12	12:24	94	12:24	00:07

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

Sr. No.	Month	Number of Momentary interruptions IMi	Nmi-Total no of customers for each momentary interruptions	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	6=5/6
Dahej License Area							
1	Jul-16	-	-	-	93	-	-
2	Aug-16	1	31	31	94	31	0.33
3	Sept-16	1	31	31	94	31	0.33

Torrent Power Limited (Dahej Distribution)
Half Yearly : H1 - (Apr-Sep)
Year : 2016-17

Performa SoP 012: System Losses at EHT/11 KV & Below

Losses in 11 KV System and Connected Equipment			
i	Total Energy Delivered (Mus)	A	130.47
ii	Energy Sold (Billed). EHT direct sales (Mus)	B	54.66
iii	Energy Sold (Billed) in the 11KV LT system (MUs)	C	71.50
iv	Total Sales (Mus)	(B+C)	126.16
v	Distribution Loss (Mus)	D	0.64
vi	Energy input at EHV Substation (Mus)	E	126.80
vii	% Distribution Loss	$(D) \times 100 / (E)$	0.51%
viii	Total Losses(including EHV/Transmission) (Mus)	{A-(B+C)}	4.30
ix	% Total Losses(including EHV/Transmission)	$\{A-(B+C)\} \times 100 / (A)$	3.30%

Torrent Power Limited
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Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. defective / faulty Meter	No. of faulty Meters repaired and replaced	No of faulty meters pending at the end of the quarter
Dahej License Area					
Single Phase	-	1	1	1	-
Three Phase	-	1	1	1	-

Torrent Power Limited (Dahej Distribution)
Half Yearly : H1 - (Apr-Sep)
Year : 2016-17

Performa SoP 014: Statement showing ATC losses, collection efficiency and Billing efficiency

Quarter	Months	Unit Input (MUs)	Unit Billed (MUs)	Billing Efficiency	Revenue Billed (Rs. Lacs)	Revenue Collected (Rs. Lacs)	Collection Efficiency %	Business Efficiency %	ATC Loss % *
		A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H = 100-G$
I	April	18	18	99.37	1,077.14	1,370.79	127.26	128.08	(28.08)
	May	19	19	99.18	1,094.71	1,294.06	118.21	119.18	(19.18)
	June	19	19	98.38	929.14	894.43	96.26	97.85	2.15
II	July	23	23	100.15	972.34	940.59	96.74	96.59	3.41
	August	27	27	99.86	1,119.50	941.28	84.08	84.20	15.80
	September	20	20	99.74	875.31	1,117.42	127.66	127.99	(27.99)
		127	126	99.49	6,068.13	6,558.57	108.08	108.63	(8.63)

*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 (Dahej Distribution)
Half Yearly : H1 - (Apr-Sep)
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SoP 015: Release of New Connection status

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the begining of the half - year/year	Pending at the begining 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
1 st Half	Residential	-	-	-	-	-	-
	Non -RGP	22	-	4	4	-	23
	LTMD	4	-	-	-	-	6
	Agricultural (Total)	-	-	-	-	-	-
	HT	40	-	18	17	-	42
	Other	27	-	2	1	-	23
	Total	93	-	24	22	-	94
2 nd Half	Residential						
	Non -RGP						
	LTMD						
	Agricultural (Total)						
	HT						
	Other						
	Total						
	Industrial HT						
Total							
Annual	Residential	-	-	-	-	-	-
	Non -RGP	22	-	4	4	-	23
	LTMD	4	-	-	-	-	6
	Agricultural (Total)	-	-	-	-	-	-
	HT	40	-	18	17	-	42
	Other	27	-	2	1	-	23
	Total	93	-	24	22	-	94

Note: All the columns are independent.

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

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Performa SoP 016: Compensation Details

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