

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

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

DATE : _____

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
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
Ahmedabad License Area	-	-	10	5	5	-	-	10	5	5
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

Torrent Power Limited
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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
Surat License Area	1	-	4	-	-	1	-	4	-	-
FH-Fatal Human, NFH- Non Fatal Human, FA- Fatal Animal										

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
Year : 2016-17

Performa SoP 003 B: Register For Compiling the complaints Classification wise

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	10	
Ahmedabad License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	1	15927	15928	15788	130	7	1	15926	2
A (ii)	Interruption in power supply-Interruption due to line break down	41	30884	30925	30818	45	11	27	30901	24
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	64	64	64	-	-	-	64	-
A (iv)	Interruption in power supply-Others	33	18997	19030	19010	2	1	-	19013	17
B (i)	Quality of Power Supply-No augmentation required	-	133	133	133	-	-	-	133	-
B (ii)	Quality of Power Supply-Augmentation required	-	514	514	514	-	-	-	514	-
C (i)	Meters- Stopped / Defective / Burnt / No Display Meters	73	5046	5119	4981	4	8	68	5061	58
C (ii)	Meters- Billing on average basis for more than two bill	-	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-Additional information + site visit required	40	2617	2657	2621	5	3	8	2637	20
F (i)	Service Connections-Extension of mains is not required	-	1	1	1	-	-	-	1	-
F (ii)	Service Connections-Extension of mains is required	5	-	5	2	-	-	-	2	3
F (iii)	Service Connections-Modification in connected Load	2	-	2	2	-	-	-	2	-
F (iv)	Service Connections-Name Change/ reconnection	-	15	15	15	-	-	-	15	-
F (v)	Service Connections-Others (Processing Related)	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	85	902	987	893	3	4	1	901	86
Total		280	75102	75382	74844	189	34	105	75172	210

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Performa SoP 003 B: Register For Compiling the complaints Classification wise

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	10	
Surat License Area										
A (i)	Interruption in power supply-Loose Connection from Pole	-	646	646	646	-	-	-	646	-
A (ii)	Interruption in power supply-Interruption due to line break down	-	2,116	2,116	2,116	-	-	-	2,116	-
A (iii)	Interruption in power supply-Interruption due to failure of transformers	-	-	-	-	-	-	-	-	-
A (iv)	Interruption in power supply-Others	1	1,044	1,045	1,045	-	-	-	1,045	-
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	-	1,467	1,467	1,465	-	-	-	1,465	2
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	2	499	501	499	-	-	-	499	2
F (i)	Service Connections-Extension of mains is not required	1	31	32	32	-	-	-	32	-
F (ii)	Service Connections-Extension of mains is required	-	3	3	1	-	-	-	1	2
F (iii)	Service Connections-Modification in connected Load	-	2	2	2	-	-	-	2	-
F (iv)	Service Connections-Name Change/reconnection	1	7	8	8	-	-	-	8	-
F (v)	Service Connections-Others (Processing Related)	-	-	-	-	-	-	-	-	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	-	102	102	101	-	-	-	101	1
	Total	5	5,917	5,922	5,915	-	-	-	5,915	7

Torrent Power Limited
Quarter : Q1 - (Apr - Jun)
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Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	907218 sessions to website (Total- Ahmedabad+Surat+Dahej)	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Ahmedabad License Area			
2	Information Boards	20 Lac Approx (across 6 locations)	Information Boards
	Grievance redressal options (Internal / consumer redresal forum)		
	Information boards for substation requirement		
	SD and SLC Information Board		
	Form Filling Assistance Board at NZO		
	Form Filling Assistance Board at CZO		
	Form Filling Assistance Board at AZO		
	Form Filling Assistance Board at GZO		
	Form Filling Assistance Board at SNN		
	Form Filling Assistance Board at Naroda		
	Online Bill Payment Board		
	ATM Dropbox Payment Option Board		
Launch of new customer portal			
3	Information Booklets / Flyers / Letters / hoardings etc	4.5 lacs (across 3 locations) and overall publicity at 30 locations across A'bad	Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer		
	Energy Conservation Flyer		
	Electrical Safety Flyer		
	Power Factor Improvement Flyer		
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc		
4	Bills	10 LPM	Energy bill
	Front Side: 1. Mobile Van Schedule (For the area of each group) 2. Mobile App Launch		
5	Back Side: 1. New Tariff Structure effective from 1st April 2016 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 LPM	SMS
	Power Alert Service	9202787	

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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
1	Web Site	907218 sessions to website (Total- Ahmedabad+Surat+Dahej)	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
	Energy Conservation tips		
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Surat License Area			
2	Information Boards	Consumers at large	Boards at consumer centers
	Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges		
3	Call Centre Services / Safety Tips / Precautions / New Portal Connect Info /Mobile App /Theft deterrence etc.	Consumers at large	Boards at consumer centre, collection centre & Service Camp
	Information booklets / Flyers / Letters	121960	Pamphlets & Booklets
	Portal & Mobile App Connect Information, Safety tips, Energy conservation, Energy calculator, SMS Registration information, Tariff, Office Addresses, Service Camp "Torrent Power Aapne Dware" schedule, Online Payment Services, Complaint Redressal Mechanism, Consumer Charter, Reactive Power Management etc.		
	Booklet (GERC Regulations & Application Processing Charges)	12	Booklet
4	News	Consumers at large	News Paper
	News Paper - Safety Awareness on Monsoon, Mobile App Information, Portal Connect information & Aapne Dware programme detail		
5	Service Camp - Torrent Power Aapne Dware (Door step service to customer), Information on New Connection, Extension, Reduction, Reconnection, Bill & Meter. Receiving application for Name Transfer & load extension, Awareness on company services, Consumer Grievance Redressal forum, Importance of Name transfer, New Portal Connect Information, etc.	162388	Conducted 6 service camps at consumers door step
6	Bills	5.91 lakh / month	Energy Bill
	Front side : Mobile van schedule (for the area within cycle of bill), Caution message for cash transaction, Message for customer portal connect		
	Back side : Call Centre Info, Portal Connect Information, Safety tips on Monsoon, Redressal forum details, Bill payment options & procedure	5.91 lakh / month	
7	SMS - Billing & other services	1619111	SMS
8	Bill Envelopes to HT - LTMD customers (Power Factor, Mobile App & Monsoon Safety information)	2600 Consumer/Month	Bill Envelopes
9	Safety Awareness Programme - Safety Awareness Programme at school & colleges	490	Power Point Presentation
10	Kiosk	Consumers at large	Kiosk
	Portal & Mobile App Awareness through kiosk put up round the city		
11	Power Factor Awareness Programme	292 Consumers 9 Programmes (90 Consumers)	Personal Interaction Group Discussion
	Personal Visit to LTMD & LT Consumers		
	Programmes with Industrial Consumers		

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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.
Ahmedabad License Area				
A	1st Month of the Quarter	11-4-2016 and 20-4-2016	-	-
B	2nd Month of the Quarter	10-5-2016 and 20-5-2016	-	-
C	3rd Month of the Quarter	10-6-2016 and 20-6-2016	-	-

* Time - 10:00 AM to 12:00 PM

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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.
Surat License Area				
A	1st Month of the Quarter	11-04-2016, 14-04-2016, 20-04-2016	2	-
B	2nd Month of the Quarter	10-05-2016, 20-05-2016	-	-
C	3rd Month of the Quarter	07-06-2016, 10-06-2016, 20-06-2016	5	-

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

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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	D	E= (D) * 100/C
Ahmedabad License Area	7364	63	7427	28	0.377%

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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	D	E= (D) * 100/C
Surat License Area	2,397	8	2,405	1	0.042%

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 transformer
	A	B	C	D	H= (D) * 100/C
Ahmedabad License Area	159	-2	157	-	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 transformer
	A	B	C	D	H= (D) * 100/C
Surat License Area	58	-	58	-	0.000%

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 (in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
Ahmedabad License Area					
1	Apr-16	3,81,336	18,07,102	4,94,658	0.274
2	May-16	6,10,314	18,10,573	8,01,427	0.443
3	Jun-16	5,70,839	18,14,672	8,48,969	0.468

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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 (in numbers)	Nt-Total no of customers served (in numbers)	CI= $\sum ni$	SAIFI=CI/Nt (Nos.)
1	2	3	4	5=Total of 3	6=5/4
Surat License Area					
1	Apr-16	20,813	5,86,852	23,030	0.039
2	May-16	33,138	5,88,939	33,138	0.056
3	Jun-16	19,139	5,90,481	27,880	0.047

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 (in hours)	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 (in numbers)	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI=CMI/Nt (HH:MM)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
Ahmedabad License Area							
1	Apr-16	01:07	3,81,336		18,07,102	3,86,504	00:13
2	May-16	0:56	6,10,314		18,10,573	6,19,405	00:21
3	Jun-16	1:19	5,73,123		18,14,672	7,52,481	00:25

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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 (Hrs.)
1	2	3	4	5=3*4	6	7=Total of 5	8=7/6
Surat License Area							
1	Apr-16	00:30	20,813		5,86,852	10,725	00:01
2	May-16	00:29	33,138		5,88,939	17,090	00:02
3	Jun-16	00:31	19,139		5,90,481	15,524	00:02

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

Sr. No.	Month	Number of Momentary interruptions IMi (in numbers)	Nmi-Total no of customers for each momentary interruptions (in numbers)	Imi*Nmi Number of customer Momentary interruptions	Nt-Total no of customers served (in numbers)	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	8=5/4
Ahmedabad License Area							
1	Apr-16	6	77,885		18,07,102	77,885	0.043
2	May-16	5	21,417		18,10,573	21,417	0.012
3	Jun-16	5	28,265		18,14,672	28,265	0.016

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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	$\sum IMiNmi$	$MAIFI = \frac{\sum IMiNmi}{Nt}$
1	2	3	4	5 = 3 * 4	6	7 = Total of 5	6=5/4
Surat License Area							
1	Apr-16	-	-	-	5,86,852	-	-
2	May-16	-	-	-	5,88,939	-	-
3	Jun-16	-	-	-	5,90,481	-	-

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Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total no. defective / faulty Meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No of faulty meters pending at the end of the quarter (5) = (3) - (4)
Ahmedabad License Area					
Single Phase	-	9655	9,655	9655	-
Three Phase	-	1468	1,468	1468	-
HT	-	-	-	-	-

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

Remarks	
Single Phse	64
Three Phase	13

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

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Performa SoP 013: Meter Faulty

Consumer category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total no. defective / faulty Meter (3) = (2) + (1)	No. of faulty Meters repaired and replaced (4)	No of faulty meters pending at the end of the quarter (5) = (3) - (4)
Surat License Area					
Single Phase	29	3,382	3,411	3,375	36
Three Phase	4	721	725	718	7
HT	-	-	-	-	-

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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)
Ahmedabad 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			-	-

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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)
Surat 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			-	-