

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : OCTOBER 15 TO DECEMBER 15**

PREPARED BY : "Torrent Power Limited"

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

DATE : _____

Torrent Power Limited
Quarter : Q3 - October-December
Year : 2015-16

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Number of Accident in the Quarter					Cummulative since the first quarter of the FY (Departmental)		Cummulative since the first quarter of the FY (Out side)		
	Departmental		Out side			FH	NFH	FH	FA	NFH
	FH	NFH	FH	FA	NFH					
Ahmedabad License Area	-	-	3	-	6	1	-	29	4	13
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

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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	-	-	4	-	-	-	-	13	3	2
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

Torrent Power Limited
Quarter : Q3 - October - December
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Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification		Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed
					Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total	
1		2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)
Ahmedabad License Area										
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	3	7,775	7,778	7,750	28	-	-	7,778	-
A(ii)	Interruption in Power Supply due to line breakdown	25	21,773	21,798	21,710	71	3	2	21,786	12
A(iii)	Interruption in Power Supply due to failure of transformer	-	37	37	36	1	-	-	37	-
A(iv)	Interruption in power supply due to shutdowns/ load shedding/ others	13	19,800	19,813	19,787	-	-	-	19,787	26
B(i)	Quality of Supply Complaints which require no Augmentation	-	17	17	17	-	-	-	17	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	89	89	89	-	-	-	89	-
C(i)	Meters - Stopped/Defective meters	79	6,424	6,503	6,439	18	4	4	6,465	38
C(ii)	Meters - Billing on average basis for more than two bills	-	1	1	1	-	-	-	1	-
D(i)	Overhead lines - Loose wires	-	-	-	-	-	-	-	-	-
D(ii)	Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-	-	-
E(i)	Bills - For current bills where no additional information is required	-	-	-	-	-	-	-	-	-
E(ii)	Bills - For bills where additional information/site visit is required	134	2,334	2,468	2,336	7	19	76	2,438	30
F(i)	Service Connections - Where extension of mains is not required	-	2	2	2	-	-	-	2	-
F(ii)	Service Connections - Where extension of mains is required	4	-	4	-	-	-	-	-	4
F(iii)	Service Connections - Modification in connected load	1	1	2	1	-	-	-	1	1
F(iv)	Service Connections - Name Change/Reconnection	-	11	11	11	-	-	-	11	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-
H	Others	36	839	875	818	-	-	1	819	56
	Total	295	59,103	59,398	58,997	125	26	83	59,231	167

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Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification		Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	No. of complaints redressed during the quarter					Balance complaints to be redressed	
					Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time	Total		
		1	2	3	4	5	6	7	8	9 = total 5 to 8	10 = (4-9)
Surat License Area											
A(i)	Interruption in Power Supply due to loose connections from pole - Fuse blown complaints	-	414	414	414	-	-	-	-	414	-
A(ii)	Interruption in Power Supply due to line breakdown	-	1561	1,561	1560	-	-	-	-	1560	1
A(iii)	Interruption in Power Supply due to failure of transformer	-	7	7	7	-	-	-	-	7	-
A(iv)	Interruption in power supply due to shutdowns/ load shedding/ others	-	562	562	562	-	-	-	-	562	-
B(i)	Quality of Supply Complaints which require no Augmentation	-	-	-	-	-	-	-	-	-	-
B(ii)	Quality of Supply complaints requiring Augmentation of HT/EHT network	-	-	-	-	-	-	-	-	-	-
C(i)	Meters - Stopped/Defective meters	2	1273	1,275	1273	-	-	-	-	1273	2
C(ii)	Meters - Billing on average basis for more than two bills	-	-	-	-	-	-	-	-	-	-
D(i)	Overhead lines - Loose wires	-	-	-	-	-	-	-	-	-	-
D(ii)	Overhead lines - Inadequate ground clearance	-	-	-	-	-	-	-	-	-	-
E(i)	Bills - For current bills where no additional information is required	-	-	-	-	-	-	-	-	-	-
E(ii)	Bills - For bills where additional information/site visit is required	-	453	453	452	-	-	-	-	452	1
F(i)	Service Connections - Where extension of mains is not required	1	24	25	25	-	-	-	-	25	-
F(ii)	Service Connections - Where extension of mains is required	-	3	3	3	-	-	-	-	3	-
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-	-
F(iv)	Service Connections - Name Change/Reconnection	-	10	10	10	-	-	-	-	10	-
G	Refund of amount in case of temporary connection	-	-	-	-	-	-	-	-	-	-
H	Others	-	109	109	108	-	-	-	-	108	1
Total		3	4416	4,419	4414	-	-	-	-	4414	5

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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	906504 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			
Ahmedabad License Area			
2	Information boards		Information Boards
	Grievance redressal options (Internal / consumer redressal forum)	20 Lac Approx (across 6 locations)	
	Information boards for substation requirement	4 Lac (across 6 locations)	
	SD and SLC Information Board	4 Lac (across 6 locations)	
	Form Filling Assistance Board at NZO	2.0 Lac Approx	
	Form Filling Assistance Board at CZO	2.0 Lac Approx	
	Form Filling Assistance Board at AZO	1.5 Lac Approx	
	Form Filling Assistance Board at GZO	0.25 Lac Approx	
	Form Filling Assistance Board at SNN	0.5 Lac Approx	
	Form Filling Assistance Board at Naroda	0.5 Lac Approx	
	Online Bill Payment Board	4.5 Lac (across 3 locations)	
	ATM Drop box Payment Option Board	4.5 Lac (across 3 locations)	
Launch of new customer portal	4.5 Lac (across 3 locations)		
3	Information booklets / flyers		Information Booklets and Flyers, outdoor media etc
	Power Alert Service Flyer	756	
	Energy Conservation Flyer	576	
	Standeeds and signages related to online payment / web portal and mobile app	7.7 Lac (across 6 locations-Customer care centers)	
4	Bills		Backside of the bill
	Front Side: 1. Mobile Van Schedule (For the area of each group) 2. Mobile App Launch	10 lacs/month	
	Back Side: 1. New Tariff Structure effective from 1st April 2015 2. Mobile App Launch Ad / online payment 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 lacs/month	
5	Power Alert Service		SMS
	SMS related to Billing	5641272	

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Performa SoP 004: Publicity carried out

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1	Website	906504 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			
Surat License Area			
2	Information Boards		
	Grievance Redressal Options (Internal redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	consumer at large	Boards at consumer centre
	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	Banners - Portal Connect information displayed at different locations	Consumers at large	Banners
4	Information booklets / Flyers / Letters		
	New Portal Connect Information, Safety tips, Energy conservation, Energy calculator, SMS Registration information, Tariff, Office Addresses, Service Camp "Torrent Power Aapne Dware" schedule, Online Payment Services, Complaint Redressal Mechanism, Consumer Charter, Reactive Power Management etc.	100000	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	6	Booklet
5	News Paper - Mobile App Information, Portal Connect information & Aapne Dware programme detail	Consumers at large	News Papers
6	Service Camp - Torrent Power Aapne Dware (Door step service to customer). Information on New Connection, Extension, Reduction, Reconnection, Bill & Meter. Receiving application for Name Transfer & load extension,. Awareness on company services, Consumer Grievance Redressal forum, Importance of Name transfer, New Portal Connect Information, etc.	159521	Conducted 6 service camps at consumers door step
7	Bills		
	Front side : Mobile van schedule (for the area within cycle of bill), Caution message for cash transaction, Message for customer portal connect	5.86 lakh / month	Energy Bill
Back side : Call Centre Info, Portal Connect Information, Safety tips on monsoon, Redressal forum details, Bill payment options & procedure	5.86 lakh / month		
8	SMS - Billing information	307649	SMS
9	Bill Envelopes to HT-LTMD customers (Power Factor Information, Energy Conservation & Kite flying safety tips Information)	2600 Consumer/Month	Bill Envelopes
10	Safety Awareness Programme - Safety Awareness Programme at school	1203 students	Power Point Presentation
11	Radio		Radio
	Safety tips on Diwali Energy four Radio Station for 3 Days	Consumers at large	
	Energy conservation message aired on four radio station on energy conservation day	Consumers at large	
12	Power Factor Awareness Programme		
	Personal Visit to LTMD & LT Consumers	329 Consumers	Personal Interaction
	Programmes with Industrial Consumers	6 Programmes (53 Consumers)	Group Discussion

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

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Ahmedabad License Area				
A	1st Month of the Quarter	12.10.2015 & 20.10.2015	-	-
B	2nd Month of the Quarter	10.11.2015 & 20.11.2015	-	-
C	3rd Month of the Quarter	10.12.2015 & 21.12.2015	-	-

* 10:00 AM to 12:00 AM

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

Sr. No.	Month	Date and Time of Meeting conducted*	No. of complaints registered at the meeting	No. of complaints pending at the end of the meeting.
Surat License Area				
A	1st Month of the Quarter	08-10-2015, 10-10-2015, 20-10-2015	3	3
B	2nd Month of the Quarter	03-11-2015, 10-11-2015, 20-11-2015	3	5
C	3rd Month of the Quarter	10-12-2015, 21-12-2015, 23-12-2015	3	3

* 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	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	7218	66	7284	11	0.15%

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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	Total number of Distribution Transformers	Number of Distribution Transformers failed	% Failure rate of Distribution Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	2367	10	2377	5	0.21%

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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	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Ahmedabad License Area	157	(1)	156	1	0.64%

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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	Total number of Power Transformers	Number of Power Transformers failed	% Failure rate of Power Transformer
	A	B	C = A+B	D	H = (D) * 100/C
Surat License Area	56	1	57	-	-

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

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	CI= $\sum ni$	SAIFI = CI/N_T
(1)	(2)	(3)	(4)	(5)=Total of 3	(6) = (5)/(4)
Ahmedabad License Area					
1	Oct-15	471684	1779968	658502	0.37
2	Nov-15	264079	1782040	312811	0.18
3	Dec-15	392695	1785465	516328	0.29

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

Sr. No.	Month	N _i - Total number of customers for each sustained interruptions (in numbers)	N _T - Total no. of customers served (in numbers)	CI= $\sum ni$	SAIFI = CI/N _t
(1)	(2)	(3)	(4)	(5)=Total of 3	(6) = (5)/(4)
Surat License Area					
1	Oct-15	14683	582270	14683	0.03
2	Nov-15	9350	583791	9350	0.02
3	Dec-15	13818	584443	13818	0.02

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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 (in customer hours)	N _T - Total number of customers served (in numbers)	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI = CMI/ Nt (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7)=Total of 5	(8) = (7) / (6)
Ahmedabad License Area							
1	Oct-15	1:31	471684		1779968	699549	00:24
2	Nov-15	1:29	264079		1782040	278798	00:09
3	Dec-15	1:24	392695		1785465	515408	00:17

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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 (in customer hours)	N _T - Total number of customers served (in numbers)	Customer Interruption Duration. CMI = $\sum riNi$ (Cust-Hrs.)	SAIDI = CMI / Nt
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7)=Total of 5	(8) = (7) / (6)
Surat License Area							
1	Oct-15	00:37	14683		582270	9502	00:01
2	Nov-15	00:39	9350		583791	6388	00:01
3	Dec-15	00:29	13818		584443	5450	00:01

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

Sr. No.	Month	IM _i = Number of Momentary interruptions for the month (in numbers)	N _{mi} - Total no of customers for each momentary interruptions (in numbers)	IM _i * N _{mi} Number of customer Momentary interruptions	N _T - Total number of customers served (in numbers)	∑IM _i N _{mi}	MAIFI = ∑IM _i * N _{mi} / N _t
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of 5	(8) = (7)/ (6)
Ahmedabad License Area							
1	Oct-15	3	910		1779968	1403	0.001
2	Nov-15	1	4357		1782040	4357	0.002
3	Dec-15	3	13883		1785465	13883	0.008

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

Sr. No.	Month	IM _i = Number of Momentary interruptions for the month (in numbers)	N _{mi} - Total no of customers for each momentary interruptions (in numbers)	IM _i * N _{mi} Number of customer Momentary interruptions	N _T - Total number of customers served (in numbers)	∑IM _i N _{mi}	MAIFI = ∑IM _i * N _{mi} / N _t
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of 5	(8) = (7)/ (6)
Surat License Area							
1	Oct-15			-	582270		-
2	Nov-15			-	583791		-
3	Dec-15			-	584443		-

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Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	-	8,322	8,322	8,322	-
Three Phase	-	1,182	1,182	1,182	-
HT	-	-	-	-	-

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

Remarks	
Single Phse	12
Three Phase	10

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

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Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the quarter (1)	No. of faulty meters added during the quarter (2)	Total number of defective/faulty meter (3) = (2) + (1)	No. of faulty meters repaired and replaced (4)	No. of faulty meters pending at the end of quarter (5) = (3)-(4)
Surat License Area					
Single Phase	31	3106	3,137	3111	26
Three Phase	5	659	664	656	8
HT	-	-	-	-	-

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SoP 16: Compensation Details

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

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Performa SoP 16: Compensation Details

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