

**ANNEXURE I OF ORDER NO: 2 OF 2007  
STANDARD OF PERFORMANCE  
COMPLIANCE REPORT  
QUARTER : JULY 21 TO SEPTEMBER 21**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**Torrent Power Limited**  
**Quarter : Q2 - July-September**  
**Year : 2021-22**

**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		Cummulative since the first quarter of the FY (Out side)		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	12	-	-	-	-	21	6	7
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal										

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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		Cummulative since the first quarter of the FY		
	Departmental		Out side			(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Surat License Area	-	-	1	-	2	-	-	2	1	3

**FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal**

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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- Loose connections from pole	3	7,420	7,423	7,376	47	-	-	7,423	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	127	24,673	24,800	24,627	21	-	-	24,648	152
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	18	19	18	-	-	-	18	1
A(IV)	Interruption in power supply- Others	61	15,317	15,378	15,309	2.00	-	-	15,311	67
B(i)	Quality of Power Supply- No Augmentation required	-	29	29	29	-	-	-	29	-
B(ii)	Quality of Power Supply- Augmentation required	-	60	60	59	1	-	-	60	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	76	7,661	7,737	7,681	-	-	-	7,681	56
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 - Additional information + site visit required	15	1,997	2,012	1,993	-	-	-	1,993	19
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	15	15	15	-	-	-	15	-
F(iii)	Service Connections - Modification in connected load	-	24	24	1	-	-	-	1	23
F(IV)	Service Connections - Name Change/Reconnection	-	9	9	9	-	-	-	9	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	9	966	975	963	-	-	-	963	12
<b>Total</b>		<b>292</b>	<b>58,191</b>	<b>58,483</b>	<b>58,082</b>	<b>71</b>	<b>-</b>	<b>-</b>	<b>58,153</b>	<b>330</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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>										
A(i)	Interruption in power supply- Loose connections from pole	-	744	744	742	2	-	-	744	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	2,224	2,226	2,226	-	-	-	2,226	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	2	2	2	-	-	-	2	-
A(IV)	Interruption in power supply- Others	-	1,355	1,355	1,354	-	-	-	1,354	1
B(i)	Quality of Power Supply- No Augmentation required	-	-	-	-	-	-	-	-	-
B(ii)	Quality of Power Supply- Augmentation required	-	-	-	-	-	-	-	-	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	3	1,443	1,446	1,444	-	-	-	1,444	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 - Additional information + site visit required	2	572	574	573	-	-	-	573	1
F(i)	Service Connections - Extension of mains is not required	-	16	16	15	1	-	-	16	-
F(ii)	Service Connections - Extension of mains is required	-	2	2	1	1	-	-	2	-
F(iii)	Service Connections - Modification in connected load	-	-	-	-	-	-	-	-	-
F(IV)	Service Connections - Name Change/Reconnection	-	9	9	9	-	-	-	9	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	1	87	88	88	-	-	-	88	-
<b>Total</b>		<b>8</b>	<b>6,454</b>	<b>6,462</b>	<b>6,454</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>6,458</b>	<b>4</b>

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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	<b>Website</b>	3702415 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>	20 Lac Approx (across all Plugpoints)	Information Boards
	Grievance redressal options (Internal / consumer redresal forum)	6.09 Lac Approx	
	Information boards for substation requirement	6.09 Lac (across all Plugpoints)	
	SD and SLC Information Board	1.13 Lac Approx	
	Form Filling Assistance Board at NZO	0.8 Lac Approx	
	Form Filling Assistance Board at CZO	1.255 Lac Approx	
	Form Filling Assistance Board at AZO	0.47 Lac Approx	
	Form Filling Assistance Board at GZO	0.925 Lac Approx	
	Form Filling Assistance Board at SNN	0.93 Lac Approx	
	Form Filling Assistance Board at Naroda	0.27 Lac Approx	
	Form Filling Assistance Board at Motera	0.29 Lac Approx	
	Form Filling Assistance Board at Prahlnadnagar	0.025 Lac Approx	
	Form Filling Assistance Board at Vinzol	6.09 Lac (across all Plugpoints)	
	Online Bill Payment Board	6.09 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	6.09 Lac (across all Plugpoints)	
Launch of new customer portal	6.09 Lac (across all Plugpoints)		
3	<b>Information booklets / flyers/ Letters/Hoardings etc</b>		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	6.09 lac Approx	
	Energy Conservation Flyer	20 Lac Approx	
	Electrical Safety Flyer	20 Lac Approx	
	Power Factor Improvement Flyer	0.35 Lac Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	6.09 lacs (acorss all Plugpoints) and overall publicity at 24 locations across A'bad	
4	<b>Bills</b>		Backside of the bill
	<b>Front Side: 1. Whatsapp services 2. Mobile App Launch</b>	12 LPM	
	<b>Back Side: 1. New Tariff Structure 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions</b>	12 LPM	
5	<b>Power Alert Service</b>		SMS
	SMS related to Billing	22765893	

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**Performa SoP 004: Publicity carried out**

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1	<b>Website</b>	3702415 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
	Sample form for new application/Tariff/Call Centre Services Solar process & require documents / Safety Tips / Conservation Tips/ Precautions / Portal Connect Info/Theft deterrence etc.	Consumer at large	Boards at consumer centres
3	Information Booklets/ Flyers/ Letters		
	ELCB letters to all LTMD Customers, UAE awareness to all NRGD customers, Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management, Consumer Charter, etc	7700	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	5	Booklet
4	News Paper - Door step service for Senior Citizen & physically challenged, Digital Services, ELCB importance Portal, Mobile App, WhatsApp & Helpline number information	Consumers at large	News Paper
5	<b>Bills</b>		
	<b>Front side</b> : ELCB info, Monsoon Safety Tips, Mobile App & WhatsApp info <b>Back side</b> : Bill language Option, Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details	6.25 lakh / month 6.25 lakh / month	Energy Bill
6	SMS - Application, Billing, Meter, Company Services Awareness.	8032226	SMS
7	<b>Bill Envelopes to HT-LTMD customers</b> ( New bill design, ELCB importance, Digital Services & Monsoon Safety Tips	2600 Consumer/Month	Bill Envelopes
8	<b>Radio</b>		
	Monsoon Safety tips, ELCB Importance & Digital services Awareness on six radio station for four days	Consumers at large	Radio
9	<b>Customer Meet</b>		
	Awareness on Company Services, Safety, Conservation, Etc	21 consumers	
10	<b>Power Factor Awareness Programme</b>		
	Personal visit to LTMD and LT consumers	78	Personal Interaction

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**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 registerd 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	-	NIL	NIL
<b>B</b>	2nd Month of the Quarter	03.08.2021, 10.08.2021, 17.08.2021, 24.08.2021	1	NIL
<b>C</b>	3rd Month of the Quarter	01.09.2021, 07.09.2021, 14.09.2021, 21.09.2021, 28.09.2021	4	NIL

\*Consumer can walk in at any time



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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**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 registerd 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	12.07.2021 & 20.07.2021	1	Nil
<b>B</b>	2nd Month of the Quarter	10.08.2021 & 20.08.2021	2	Nil
<b>C</b>	3rd Month of the Quarter	10.09.2021 & 20.09.2021	Nil	Nil

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

10.07.2021 was on Saturday hence meeting was held on 12.07.2021

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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	8,968	32	9,000	6	0.07%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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>Surat License Area</b>	2,683	9	2,692	-	0.00%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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	206	1	207	-	0.00%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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>Surat License Area</b>	65	-	65	-	0.00%

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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-21	150,087	2,015,604	154,746	0.077
2	Aug-21	148,153	2,018,912	153,582	0.076
3	Sep-21	168,591	2,021,183	180,262	0.089

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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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)
<b>Surat License Area</b>					
1	Jul-21	7,021	622,745	7,021	0.0113
2	Aug-21	191	623,136	191	0.0003
3	Sep-21	10,186	623,402	10,186	0.0163

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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-21	0:31	150,087		2,015,604	73,837	0:02
2	Aug-21	0:30	148,153		2,018,912	77,265	0:02
3	Sep-21	0:35	168,591		2,021,183	90,600	0:03



**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
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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 (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-21	0:30	7,021		622,745	3,333	0:01
2	Aug-21	0:25	191		623,136	67	0:01
3	Sep-21	0:27	10,186		623,402	4,342	0:01

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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-21	-	-		2,015,604	-	-
2	Aug-21	-	-		2,018,912	-	-
3	Sep-21	4	8,700		2,021,183	8,700	0.004

**Torrent Power Limited**  
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**Year : 2021-22**

**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)	(8)= (7)/ (6)
<b>Surat License Area</b>							
1	Jul-21	-	-	-	622,745	-	-
2	Aug-21	-	-	-	623,136	-	-
3	Sep-21	-	-	-	623,402	-	-

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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	-	8,434	8,434	8,434	-
Three Phase	-	1,991	1,991	1,991	-

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

<b>Remarks</b>	
Single Phase	737
Three Phase	160

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

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**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	52	2,045	2,097	2,068	29
Three Phase	9	501	510	500	10

**Torrent Power Limited**  
**Quarter : Q2 - July - September**  
**Year : 2021-22**

**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**  
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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)
<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>				