

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
QUARTER : JULY 22 TO SEPTEMBER 22**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q2 - July-September
Year : 2022-23

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	-	-	13	5	3	-	-	20	5	4

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

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	1	1	-	1	2	1	2

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

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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- Loose connections from pole	1	7,722	7,723	7,653	70	-	-	7,723	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	232	28,271	28,503	28,232	17	-	-	28,249	254
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	21	22	21	-	-	-	21	1
A(IV)	Interruption in power supply- Others	78	18,461	18,539	18,447	-	-	-	18,447	92
B(i)	Quality of Power Supply- No Augmentation required	-	19	19	19	-	-	-	19	-
B(ii)	Quality of Power Supply- Augmentation required	1	51	52	51	-	-	-	51	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	128	9,353	9,481	9,445	1	-	-	9,446	35
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	24	1,939	1,963	1,953	-	-	-	1,953	10
F(i)	Service Connections - Extension of mains is not required	-	1	1	1	-	-	-	1	-
F(ii)	Service Connections - Extension of mains is required	-	14	14	13	-	-	-	13	1
F(iii)	Service Connections - Modification in connected load	42	15	57	1	-	-	-	1	56
F(IV)	Service Connections - Name Change/Reconnection	-	6	6	6	-	-	-	6	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	12	719	731	723	-	-	-	723	8
Total		519	66,592	67,111	66,565	88	-	-	66,653	458

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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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- Loose connections from pole	-	831	831	823	8	-	-	831	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	2	2,789	2,791	2,788	2	-	-	2,790	1
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	1	1	1	-	-	-	1	-
A(iv)	Interruption in power supply- Others	1	1,518	1,519	1,519	-	-	-	1,519	-
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	6	1,689	1,695	1,693		1	-	1,694	1
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	1	419	420	420				420	-
F(i)	Service Connections - Extension of mains is not required	-	4	4	4	-			4	-
F(ii)	Service Connections - Extension of mains is required	-	1	1	1	-			1	-
F(iii)	Service Connections - Modification in connected load	-	-	-					-	-
F(iv)	Service Connections - Name Change/Reconnection	-	4	4	4				4	-
G	Refund of amount due in regard to temporary connection	-		-					-	-
H	Others	2	96	98	98				98	-
Total		12	7,352	7,364	7,351	10	1	-	7,362	2

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	4003100 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 redresal forum)	20 lac Approx (across all plugpoint)	
	Information boards for substation requirement	5.41 Lac Approx	
	SD and SLC Information Board	5.41 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.08 Lac Approx	
	Form Filling Assistance Board at CZO	0.74 Lac Approx	
	Form Filling Assistance Board at AZO	0.95 Lac Approx	
	Form Filling Assistance Board at GZO	0.30 Lac Approx	
	Form Filling Assistance Board at SNN	0.73 Lac Approx	
	Form Filling Assistance Board at Naroda	0.79 Lac Approx	
	Form Filling Assistance Board at Motera	0.21 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.32 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.16 Lac Approx	
	Online Bill Payment Board	5.41 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.41 Lac (across all Plugpoints)	
	Launch of new customer portal	5.41 Lac (across all Plugpoints)	
	3	Information booklets / flyers/ Letters/Hoardings etc	
Power Alert Service Flyer		5.41 lac Approx	
Energy Conservation Flyer		20 Lac Approx	
Electrical Safety Flyer		20 Lac Approx	
ELCB Awareness Flyer		0.40 Lac Approx	
Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc		5.41 lacs (acorss all Plugpoints) and overall publicity at 26 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Monsoon safety Tips	12 LPM	
	Back Side: 1. New Tariff Structure effective from 24th April 2019 2. CGRF Details 3. 24X7 Helpline Number 4. No power compliant through mobile app 5. Consumer awareness on fradulant SMS	12 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	31238103	
6	Newspaper Advertisements/ Radio etc		
	Newspaper Advertisement	20 lac Approx	

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	4003100 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 centres
	Sample form for new application/Tariff/Call Centre Services / 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	335000	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	4	Booklet
4	News Paper - Door step service for Senior Citizen & physically challenged, Digital Services, ELCB importance , Portal , Mobile App, Monsoon tips , WhatsApp & Helpline number information	Consumers at large	News Paper
5	Bills		
	Front side : ELCB/RCCB, Energy Conservation, Payment options, Azadi ka Amrut Mahotsav, Monsoon Safety Tips, Mobile App, Portal & WhatsApp info Back side : Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsman details, Portal information, Awareness of Fraudulent Message, Save paper	6.28 lakh / month 6.28 lakh / month	Energy Bill
6	Digital SMS		
	SMS - Application, Billing , Meter, Company Services Awareness. WhatsApp Messages	5140226 192818	SMS Whatsapp
7	Bill Envelopes to HT-LTMD customers (Digital Services)	3500 Consumers in three month	Bill Envelopes
8	Customer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	272 consumers	Four on Customer premises and one at company premises
9	Power Factor Awareness Programme		
	Personal visit to LTMD and LT consumers	170	Personal Interaction
	Safety Awareness Programme - Safety Awareness Programme at school	40	Power Point Presentation
	Torrent Power Apne Dware program	Consumers at large	On different location 10 Camps

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	05.07.2022, 14.07.2022, 19.07.2022, 28.07.2022	5	NIL
B	2nd Month of the Quarter	02.08.2022, 09.08.2022, 16.08.2022, 23.08.2022, 30.08.2022	0	NIL
C	3rd Month of the Quarter	06.09.2022, 13.09.2022, 20.09.2022, 27.09.2022	0	NIL

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	08.07.2022, 15.07.2022, 20.07.2022	3	Nil
B	2nd Month of the Quarter	10.08.2022, 26.08.2022	2	Nil
C	3rd Month of the Quarter	13.09.2022, 20.09.2022	2	Nil

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

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	9,182	67	9,249	8	0.09%

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	2,755	18	2,773	-	0.00%

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	222	3	225	-	0.00%

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	65	-	65	-	-

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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)
Ahmedabad License Area					
1	Jul-22	168,252	2,048,820	184,866	0.090
2	Aug-22	98,180	2,053,599	102,731	0.050
3	Sep-22	148,862	2,057,428	171,656	0.083

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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)
Surat License Area					
1	Jul-22	15,743	626,488	15,743	0.0251
2	Aug-22	3,844	626,555	3,844	0.0061
3	Sep-22	10,874	626,866	10,874	0.0173

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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)
Ahmedabad License Area							
1	Jul-22	1:6	168,252		2,048,820	228,082	0:07
2	Aug-22	0:25	98,180		2,053,599	40,790	0:01
3	Sep-22	0:27	148,862		2,057,428	74,434	0:02

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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)
Surat License Area							
1	Jul-22	0:28	15,743		626,488	8,323	0:01
2	Aug-22	0:41	3,844		626,555	2,052	0:01
3	Sep-22	0:18	10,874		626,866	2,929	0:01

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

Performa SoP 011C: Momemtary 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)
Ahmedabad License Area							
1	Jul-22	11	18,749		2,048,820	20,847	0.0102
2	Aug-22	5	2,594		2,053,599	4,735	0.0023
3	Sep-22	2	3,634		2,057,428	3,634	0.0018

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

Performa SoP 011C: Momemtary 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)
Surat License Area							
1	Jul-22	-	-	-	626,488	-	-
2	Aug-22	-	-	-	626,555	-	-
3	Sep-22	-	-	-	626,866	-	-

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	12	2,137	2,149	2,148	1
Three Phase	10	747	757	756	1

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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	29	2,322	2,351	2,318	33
Three Phase	13	585	598	586	12

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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				

Torrent Power Limited
Quarter : Q2 - July - September
Year : 2022-23

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				