

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

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited
Quarter : Q3 - October-December
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				
	Departmental		Out side			Departmental		Outside		
	FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	5	-	2	-	-	25	5	6

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	Number of Accident in the Quarter					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	-	-	3	-	1	-	1	5	1	3

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- Loose connections from pole	-	5,025	5,025	5,008	17	-	-	5,025	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	254	17,671	17,925	17,655	4			17,659	266
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	14	15	14				14	1
A(iv)	Interruption in power supply- Others	92	11,396	11,488	11,393				11,393	95
B(i)	Quality of Power Supply- No Augmentation required	-	10	10	10	-	-	-	10	-
B(ii)	Quality of Power Supply- Augmentation required	1	22	23	22	-	-	-	22	1
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	35	5,250	5,285	5,261			1	5,262	23
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	10	1,833	1,843	1,800	2	3		1,805	38
F(i)	Service Connections - Extension of mains is not required	-	1	1	1	-	-	-	1	-
F(ii)	Service Connections - Extension of mains is required	1	14	15	14				14	1
F(iii)	Service Connections - Modification in connected load	56	23	79	-				-	79
F(iv)	Service Connections - Name Change/Reconnection	-	13	13	13	-	-	-	13	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	8	508	516	504	1			505	11
Total		458	41,780	42,238	41,695	24	3	1	41,723	515

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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	-	497	497	495	2	-	-	497	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	1	2,002	2,003	2,002	1	-	-	2,003	-
A(iii)	Interruption in power supply- Interruption due to failure of transformer	-	-	-	-	-	-	-	-	-
A(iv)	Interruption in power supply- Others	-	946	946	946	-	-	-	946	-
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	1	1,200	1,201	1,200	-	-	-	1,200	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	-	416	416	416	-	-	-	416	-
F(i)	Service Connections - Extension of mains is not required	-	9	9	9	-	-	-	9	-
F(ii)	Service Connections - Extension of mains is required	-	-	-	-	-	-	-	-	-
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	-	58	58	58	-	-	-	58	-
Total		2	5,132	5,134	5,130	3	-	-	5,133	1

Torrent Power Limited
Quarter : Q3 - October - December
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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	4331577 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 Plugpoints)	
	Information boards for substation requirement	5.21 Lac	
	SD and SLC Information Board	5.21 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.08 Lac Approx	
	Form Filling Assistance Board at CZO	0.78 Lac Approx	
	Form Filling Assistance Board at AZO	0.85 Lac Approx	
	Form Filling Assistance Board at GZO	0.28 Lac Approx	
	Form Filling Assistance Board at SNN	0.68 Lac Approx	
	Form Filling Assistance Board at Naroda	0.71 Lac Approx	
	Form Filling Assistance Board at Motera	0.23 Lac Approx	
	Form Filling Assistance Board at Prahladnagar	0.30 Lac Approx	
	Form Filling Assistance Board at Vinzol	0.19 Lac Approx	
	Form Filling Assistance Board at Narol	0.12 Lac Approx	
	Online Bill Payment Board	5.21 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	5.21 Lac (across all Plugpoints)	
New customer portal	5.21 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	5.21 lac Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	5.21 lacs (acorrss 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 3. Load regularization	12 LPM	
	Back Side: 1. New Tariff Structure effective from 24th April 2019 2. CGRF Details 3. 24X7 Helpline Number 4. Online name change 5. Customer awareness on fradulant SMS 6. Utrayan safety tips 7. Election voting awareness	12 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	31973777	
6	Newspaper advertisements / Radio etc		
	News paper Advertisements	20 Lac Approx	

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Performa SoP 004: Publicity carried out

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1	Website	4331577 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. List and address of Bill Collection Centre	Consumer at large	Boards at consumer centres
3	Information booklets / Flyers / Letters: ELCB letters to all LTMD Customers, UAE awareness to all NRGPs customers, Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, Information Of New Service Centre etc.	125000	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	5	Booklet
4	News		
	News Paper-Digital Service, ELCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior Citizen door step service	Consumers at large	News Paper
5	Bills		
	Front side : Portal & WhatsApp info, ELCB /RCCB ,Energy conservation, Payment options, Load regularization, Gujarat Election Awareness, beware of fraudulent SMS Back side : Tariff, Call Centre Info, Energy payment option, Portal Information, Redressal forum & Ombudsman details, Mobile Application	6.30 lakh / month 6.30 lakh / month	Energy Bill
6	SMS - Application, Billing, Meter, Company Services Awareness, energy Conservation SMS	5955859	SMS
	WhatsApp Messages	157398	WhatsApp
7	Bill Envelopes to HT-Bill Received through Courier for Customers (Digital Services)	7500 Consumers in three month	Bill Envelopes
8	Consumer Meet		
	Customer Meet - Awareness on Company Services, Safety, Conservation, Etc	255 consumers	Two on Customer premises and one at company premises
	Personal Visit to LTMD & HT Consumers	190	Personal Interaction
	Safety Awareness Programme - Safety Awareness Programme at school	180	Power Point Presentation-4 programs
	Torrent Power Apne Dware Program	Consumers at large	On different location 8 Camps
9	New Customer Service Centre Started At Varachha Location for Customers	Consumers at large	

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

Sr. No.	Month	Date and Time of Meeting conducted (5pm to 6 pm)	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	07.10.2022, 11.10.2022, 18.10.2022	2	-
B	2nd Month of the Quarter	01.11.2022, 08.11.2022, 15.11.2022, 22.11.2022, 29.11.2022	-	-
C	3rd Month of the Quarter	06.12.2022, 13.12.2022, 20.12.2022, 27.12.2022	-	-

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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	10-10-2022 & 20-10-2022	-	-
B	2nd Month of the Quarter	10-11-2022 & 21-11-2022	-	-
C	3rd Month of the Quarter	10-12-2022 & 20-12-2022	3	1

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

20.11.2022 was Sunday holiday so meeeting was held on 21.11.2022

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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	9,249	50	9,299	4	0.04%

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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	2,773	20	2,793	-	0.00%

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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	225	2	227	-	0.00%

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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	65	-	65	1	1.54%

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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)
Ahmedabad License Area					
1	Oct-22	124,442	2,060,801	128,932	0.063
2	Nov-22	121,103	2,061,863	135,135	0.066
3	Dec-22	198,464	2,063,834	235,291	0.114

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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)
Surat License Area					
1	Oct-22	11,250	627,525	11,250	0.018
2	Nov-22	6,993	626,975	6,993	0.011
3	Dec-22	42,208	628,816	46,710	0.074

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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 (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
Ahmedabad License Area							
1	Oct-22	0:41	124,442		2,060,801	141,813	0:04
2	Nov-22	0:24	121,103		2,061,863	51,973	0:02
3	Dec-22	0:25	198,464		2,063,834	93,080	0:03

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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 (HH:MM)
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8) = (7)/(6)
Surat License Area							
1	Oct-22	0:23	11,250		627,525	4,556	0:01
2	Nov-22	0:25	6,993		626,975	3,562	0:01
3	Dec-22	0:39	42,208		628,816	33,502	0:03

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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	Oct-22	5	13,037		2,060,801	13,037	0.006
2	Nov-22	4	8,136		2,061,863	8,136	0.004
3	Dec-22	1	2949		2,063,834	2,949	0.001

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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)	(8)= (7)/ (6)
Surat License Area							
1	Oct-22	-	-	-	627,525	-	-
2	Nov-22	1	-	-	626,975	-	-
3	Dec-22	-	-	-	628,816	-	-

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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	1	1,065	1,066	1,059	7
Three Phase	1	368	369	369	-

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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	33	2,345	2,378	2,335	43
Three Phase	12	715	727	715	12

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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				