

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR:APRIL 20 TO MARCH 21**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited

Year : 2020-21

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative for the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	1	-	22	10	9
FH-Fatal human, NFH-Non fatal human, FA-Fatal Animal					

Torrent Power Limited

Year : 2020-21

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative for the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Surat License Area	-	-	6	1	4

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

TORRENT POWER LIMITED

2020-21

SoP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED

1	2	3	4	5	6	7	8	9
SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Ahmedabad License area								
1	Lalitaben Arunbhai Patani Service no. 1357559, 269/A/10 Panditnagar na chhapara, Saraspur	28-Mar-2020 (Considered in Q1-2020- 21)	NFHO	An electrical non -fatal incident to human outsider occurred on 28-Mar-2020 at 07:00 hrs. The information was received vide no power complaint no.1004926918 on 28-Mar-2020 at 11:37 hrs. NPC team visited the site immediately and disconnected the power supply of service no. 14357559. As reported by witness (Mr. Kantilal Manilal Patni), at around 07:00 hrs dt. 28.03.2020, victim (Mrs. Lalitaben Arunbhai Patni) got electric shock while trying to reconnect pipe with monoblock water pump and he was switching ON the supply of pump. As stated by witness, the spark was observed in plug pin of motor while switching ON the supply from switch board. The victim was taken to the Sardaben hospital, Saraspur for treatment and discharged after treatment on 28.03.2020 at 18:00 hrs. During TPL visit, the earthing terminal was found damaged in plug pin of water pump. Inside the pin, the earth wire was open and in touch with phase terminal. Also sparking spot (black color) observed in plug pin. So leakage current from earth wire passed to the victim's body through motor body & victim got electric shock. TPL service apparatus & earthing found in order. Informed to Mr. C B Muniya (Asst. Elect. Inspector) about accident & shared the photos. He could not visited the site due to country lockdown (COVID-19).	Due to country lockdown (COVID-19) scenario, joint investigation was not carried out by team of TPL & EI.	During the site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
2	Jayshree Jitubhai Khatik Service No: 692682 - 382, Usha Kiran Society, Sumin Park, Vastral road	14-Apr-20	FHO	An electrical fatal incident to human outsider occurred on 14-Apr-2020 at 14:30 hrs. The information was received through EI Ms Alpanaben Dani on 21-Apr-2020 at 11:40 hrs. NPC team visited the site but because of COVID-19 and lockdown situation, power supply was kept ON for service no. 692682 as instructed by EI . The joint site investigation was carried out by EI Ms Alpanaben Dani & TPL team on 22-Apr-2020 at 12:10 hrs. As reported by witness (Mr. Jitubhai Badarji Khatik) on 14-Apr-2020 at 14:30 hrs., victim (Ms Jayshree Jitubhai Khatik) got electric shock while trying to connect pipe with monoblock water pump and power supply of Pump was ON from switch board. Victim was taken to the LG hospital, where doctor on duty declared her dead. It was observed that earth wire was open and found touched with phase terminal (black color) inside the plug pin of water pump. Also, earth wire was connected to body of water pump. Earthing was not available in switchboard from which power supply was taken for water pump. So leakage current from earth wire might have passed to the victim's body through motor body & victim got electric shock. The service apparatus & earthing were found in order.	Joint investigation was carried out by the team of TPL & EI on 22-Apr-2020 @ 12.10 hrs.	During the site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	Water pump removed away from location. ELCB was installed after incident.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
3	Khajisinh Mandanpal HT Service No. 100374176, Hary Pack Pharma P. Ltd, Vastral road	19-Apr-20	FHO	<p>An electrical fatal incident to human outsider occurred on 19-Apr-2020. The information was received through EI Ms Alpanaben Dani on 21-Apr-2020 at 12:30 hrs. The joint site investigation was carried out by EI Ms Alpanaben Dani & TPL team on 22-Apr-2020.</p> <p>As reported by witness Mr. Arun Urpen Patta, victim Mr. Khajisinh Mandanpal was working as a machine operator at Hary Pack Pharma P. Ltd. The victim was working at premises on 19.04.2020 at 09:00 hrs. While working, he came to know that electric motor of under ground was not working. So he pulled out electric motor for repairing using ladder available inside the underground water tank.</p> <p>After repairing the motor, he installed the motor inside underground water tank. Later on, the victim informed eye witness to switch on the power while standing on ladder which is half submerged in water. As the eyewitness switched on the power of electric motor, victim immediately got electric shock and lost consciousness. Eye witness switched off the power immediately and pulled victim out of water tank and rubbed his hand and chest. Later on, victim was taken to the Civil hospital where he was declared dead by doctor on duty.</p> <p>ELCB was not installed on panel from where electric motor was connected. Joint Megger test was performed on electric motor and results were not found within permissible limits. It appears that after repairing of electric motor, some part was not properly insulated by the victim. He may have got electric shock after installation of electric motor inside under ground water tank due to leakage current passed through uninsulated electric motor portion through water and iron ladder. However, the actual cause of fatal accident is unknown due to unavailability of post mortem report.</p>	Joint investigation was carried out by the team of TPL & EI on 22-Apr-2020.	During the site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	Faulty wiring & water pump was isolated.
4	Jashvant R Vaghela MSP No. CZ/0414/039, Mahadevnagar, behind Maya Cinema, Kubernagar.	11-Jun-20	FHD - WCS	<p>An electrical fatal incident to contractor employee occurred on 11-Jun-2020. The information was received through Mr. Bharatbhai Patel (owner of M/s Shailee Projects P Ltd) on 11-Jun-2020 @ 13:30 hrs. Joint site visit was carried out on 16-Jun-2020 by EI Ms Alpanaben Dani alongwith TPL representatives.</p> <p>The complaint of fault on service number 2213789 on 11.06.2020 was allocated to Mr. Nirav Sadhu (Supervisor of Shailee Project P. Ltd) who in turn, allotted the work to Mr. Jashvant R Vaghela (Joiner of Shailee Projects P. Ltd). Mr. Jashvant Vaghela reached at location along with his two team members. It was observed that the 3-phase service cable (for service no. 2213789) was burnt out from cable gland at MSP No. CZ/0414/039 end. Mr. Jashvant isolated the faulty cable and cut it from the gland. He arranged for extra cable piece and cable joint near MSP No. CZ/0414/039 as extra length of cable was not available. He carried out cable jointing and cable glanding work. After glanding, the victim Mr. Jashvant Vaghela and his team member Mr. Rajnikant Ravat started reconnecting cable leads in live MSP No. CZ/0414/039. They connected neutral and blue phase cable leads in MSP respectively. After connection of B phase cable lead, the victim suddenly started shivering and sat down. The helper Mr. Rajnikant Ravat observed something abnormal with Mr. Jashvant who was on opposite side of MSP. He suspected that Mr. Jashvant might have got electric shock. Hence, he took precaution and pushed the victim away using insulated T-spanner. The helper also noticed a lot of perspiration on body of the victim. Attempts were made to revive the victim by rubbing his hand palm & bottom surface of leg but he remained unconscious. Immediately 108 was called and victim was shifted to Civil hospital, Asarva at 01:45 PM where doctor on duty declared him dead.</p> <p>While testing on site with test lamps, it was observed that phase voltage was available between R-N & Y-N cable leads of 10/4C cable in MSP No. CZ/0414/039. On further testing at meter box of service no. 2213789, it was found that the capacitor at consumer end of the 3-phase service no. 2213789 was connected in circuit. It was noted that with the connection of B-phase in MSP, return power was available on R & Y cable leads of 10/4C cable. It was not possible to arrive at any conclusion but it was suspected as stated by the helper Mr. Rajnikant Ravat that the victim might have received electric shock and might be electrocuted.</p> <p>The marks of electrocution / electric current path / electric shock was observed on the body of the victim by Torrent Power's doctor during his visit to Civil hospital.</p> <p>As the detailed Post Mortem report is awaited, the actual cause of death will be confirmed thereafter.</p>	Joint investigation was carried out by the team of TPL & EI on 16-June-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	Detailed investigation is carried out and Preventive actions are implemented

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
5	Cow Bhurabhai ni chali (Near S/3097793), Rabari Vasahat, Ramapir to tekro, New wadaj	16-Jun-20	FA - WCS	An electrical fatal incident to animal occurred on 16-June-2020. The information was received through complaint no. 1005090117 at 13:19 hrs on 16/06/2020. TPL team visited the site at 13:32 hrs. TPL technician found that a cow was dead near the puddle at Bhurabhai ni chali, Rabari vasahat, Ramapir Tekra, New Wadaj, Ahmedabad. 10/2C cable was also found in damaged and open condition at ground level. Technician switched off the power of FSP circuit of incident area. Damaged cable was tested by technician and found that there was no power in cable core but leakage was found in earth (armor) wire. Site was visited by Asst. Electrical Inspector, GOG, Ahmedabad on 17/06/2020 at 12:30 hrs. The damaged cable was isolated from far end. During last Dec-18 and Jan-19 some of the premises were demolished near the incident area. It seems that during the removal of debris of the demolished premises by concerned, cable may have been damaged and remained open. As informed by cow owner, post mortem was not carried out, as exact cause of death could not be ascertained. During site visit, the statement of cow's owner was taken.	Joint investigation was carried out by the team of TPL & EI on 17-June-2020.	The underground cable might have gotten damaged during debris removal by external agency. Cable to be isolated in such condition	Yes	Old UG LT cable made potend and faulty portion of cable was isolated.
6	Rakeshbhai Mungabhai Lasuna 7 & 8 (service no. 2173888), Sudama Ind estate, Near Narol circle, Narol	27-Jun-2020 (Considered in July-20)	FHO	An electrical fatal incident to Human occurred on 27-June-2020. The information was received through EI office on 03-Jul-2020. TPL NPC team visited the site and disconnected the power supply of service no. 2173888 on 03-Jul-2020. The joint site investigation was carried out by EI MS Alapnaben Dani & TPL team on 06-Jul-2020. The incident took place at premises of service no. 2173888 at 7/8, Sudama estate, near Narol Circle, Ahmedabad. As per statement given by Mr. Shivratan Maniyar (owner of premises) during site visit in presence of EI, when he reached at his factory on 27.06.2020 at 09:00 hrs, he saw victim on floor near grinding machine & industrial pedestal fan was on victim's body and was in running condition. He switched off the power supply of fan & grinding machine and called 108 ambulance, where doctor on duty declared him dead & sent body to V S Hospital for post mortem as per instructed by Narol Police station. During the joint visit, it was observed that the installed ELCB at consumer site (service no. 2173888) was not in working condition. Also industrial pedestal fan was also found faulty (leakage current on fan's metallic body). While checking consumer wiring, switch was found connected in neutral. The said fan was getting supply from this switchboard. Based on the statement given by Mr. Shivratan Maniyar (owner of premises) and faulty condition of fan and wiring, it is suspected that when victim might have come in contact with fan's metallic body, leakage current from faulty fan might have passed through victim's body. TPL service apparatus and earthing was checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 06-July-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.
7	Cow - 02 nos. & Dog - 01 No. Dy. City Engineer (ELE) A.M.C., (service no. 2174928), C/7, S-118/044, Drainage Pump, B/h Omkar Factory, Memco.	04-Jul-20	FA	An electrical fatal incident to animals occurred on 04-July-2020. The information was received at TPL call centre on 04-July-2020 at 02:03 PM. TPL NPC team visited the site and disconnected the power supply of AMC sump section Service No. (2174928). Joint site investigation was carried out by AEI Mr. Bipin C Shah alongwith TPL representatives on 04.07.2020 at 06:00 PM. As reported, the accident occurred at AMC sump section, drainage pump, near Omkar Factory, Premnagar, memco and two nos. of cow and one no of dog came in contact with the AMC sump section. Aftre receiving complaint, NPC technician reached at the site and observed that two cows and one dog were found dead on road near AMC sump section. TPL technician checked with tester at the section and the tester was glowing. Leakage current was observed on AMC sump section. ELCB was not installed at customer installation at the time of accident. During site inspection, it was found that on consumer load wire side, B Phase wire was touching AMC sump section through metallic MS rod. MS rod was touching section MS body. It appears that the animals might have come in contact of the AMC sump section where leakage current was observed due to consumer B phase live load wire touching the AMC sump section metallic body and they might have got electrocuted. The Post mortem report of animals were not available. TPL service no. 2174928 and its network was found in order.	Joint investigation was carried out by the team of TPL & EI on 04-July-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still in disconnected condition

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
8	Cow Ser No. 2288877, Street light (High Mast) Section, Nr. Ambedkar Circle, Shahpur	07-Jul-20	FA	An Electrical fatal incident to animal occurred at consumer installation on 07-Jul-2020 at 13:24 hrs. at AMC Streetlight section, Nr. Ambedkar Circle, Shahpur. TPL received information about the incident through shock complaint No. 1005159475 (Dummy Service No.) on 07-Jul-2020 at 13:24 hrs. TPL NPC team visited the site for attending complaint and found a dead cow lying near AMC streetlight section. While testing with electric tester, TPL team observed leakage current on AMC streetlight section. TPL team disconnected power of service no. 2288877 on 07-Jul-2020 at 14:10 hrs. Joint site visit was carried out by TPL team with AEI Mr Bipin Shah on 08-Jul-2020 at 15:10 hrs. During joint visit with AEI, it was found that AMC Streetlight crew had installed a new ELCB device after incident. As per the photos acquired from the AMC Streetlight crew, the R-Phase load wire's insulation was worn out and the core was touching the metallic structure of section due to which the section was energized. The flashover marks were evident inside the section where the faulty wire was in contact. It appears that the leakage current from faulty R-phase load wire was the cause of energizing the section and the cow got in contact with the section and got electrocuted.	Joint investigation was carried out by the team of TPL & EI on 08-July-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
9	Cow Service No. 1352364, Juna Bapunagar, Rakhial Road	15-Jul-20	FA	An Electrical fatal incident to animal occurred at consumer installation on 15-Jul-2020 at Juna Bapunagar, Rakhial Road. The information regarding the incident was received at TPL call centre on dated 15.07.2020 at 10.46 PM. TPL NPC team visited the site and disconnected the streetlight service. The joint site investigation was carried out by AEI Mr. C B Munia alongwith TPL representatives on 20.07.2020 at 03.00 PM. The accident took place near a streetlight pole (BNN/BMM/1020), Juna Bapunagar, Rakhial road. After receiving complaint, NPC team reached at site and observed that a cow was dead on road near streetlight pole (BNN/BMM/1020). TPL team checked with tester at pole and tester was glowing. Leakage current was observed on streetlight pole. Distribution box of streetlight pole was at ground level and filled with soil. ELCB was not installed at customer installation. AMC streetlight personnel were also present at site. They have disconnected the power of streetlight pole from nearest pole distribution. Information about cow owner was not available. It is suspected that the cow might have come in contact with the streetlight pole and leakage current from streetlight pole passed to cow's body and cow might have got electrocuted. TPL service apparatus and earthing was found in order.	Joint investigation was carried out by the team of TPL & EI on 20-July-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
10	Vikash Naresh Hooda Radhika Party Plot (service no. 3268011), Sindhu Bhavan Road, Bodakdev	16-Jan-2020 (considered in July-20)	FHO	Information about fatal accident to human which took place on 16.01.2020 at Radhika Party plot, Bodakdev was received by Torrent Power Ltd on 20.01.2020 at 16:00 hrs. NPC team reached at site and supply was disconnected of service no. 3268011. Report was not submitted earlier as the cause of death was not confirmed at that time. Joint site inspection was done alongwith EI Ms Alpanaben Dani on 22.07.2020. As reported, Mr. Vikas Hooda was working on Akshar advertisement board for fixing poster with other person and suddenly he fell on the ground. Immediately ambulance was called and he was taken for treatment at Sola Civil hospital, where doctor on duty declared him dead. The cause of accident could not be ascertained as no witness was available. The site was inspected, but no evidence as to the probable cause of shock was found. TPL earthing upto service apparatus was found in order, while a separate two core non armored cable from customer distribution was feeding advertisement board for which ELCB protection was not provided.	Joint investigation was carried out by the team of TPL & EI on 20-July-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
11	Vidhabhai Pathingbhai Gharasiya M/S Shalin Textiles (service no. 590398), 168 Pirana Road, Nr. Advance Petro Chemicals, Piplaj	24-Jul-20	FHO	Information about fatal incident to Human which took place on 24.07.2020 at Shalin textiles, Piplaj was received by Torrent Power Ltd on 27.07.2020. TPL NPC team reached at site and disconnected the supply. Joint site inspection was done along with GEI Ms Alpanaben dani on 29.07.2020. As reported by Mr. Harunbhai Devdiwala - owner of the factory, Mr Vidhabhi Gharasiya was alone operating RCC breaking machine and suddenly he might have received an electric shock. Mr. Dhanjibhai Labhai (contractor) took him to L G hospital, Maninagar, where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL service apparatus was found in order. Customer side ELCB and gorund earthing was found missing.	Joint investigation was carried out by the team of TPL & EI on 29-July-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
12	Kapilbhai Prakashbhai Naliya 632/11 (New Raipur bhajiya house - Service no. 655143), Nr. Masjid , Isanpur	19-Feb-20 (considered in July-20)	FHO	Fatal incident to human occurred on 19.02.2020. As per copy of letter received from EI office, Mr. Kapilbhai Prakashbhai Naliya got electric shock while he came in contact with iron pole on 19.02.2020. TPL team visited site on 20.02.2020, during visit no abnormality except absence of ELCB was found. As per request and as discussed with EI, power was kept ON as new ELCB was immediately provided by customer. The joint site visit was carried out by EI Ms Alpanaben dani and TPL representatives on 25.02.2020. The accident took place at premises of service no. 655143, 632/11 (New Raipur Bhajiya house), Nr. Masjid, Isanpur. As per statement given by Mr. Pravinbhai Baldevbhai Thakor (wireman) in the presence of EI, on 19.02.202 at 18:00 hrs, Mr. Kameshbhai (owner of the premises) called him for repairing of tubelight. He reached at location & replaced the old wires of two nos. tubelights. As per Mr. Pravinbhai, victim (Mr Kapilbhai Naliya) fell near the iron pole. Mr. Kameshbhai took victim to the LG hospital, Maninagar by auto ricksaw where doctor on duty declared him dead and sent body to VS hospital for Post mortem. The situation before repairing of tubelight was not available. When site of service no. 655143 visited on 20.02.2020 by TPL, no abnormality expect absence of ELCB was found. The consumer side tubelight wires were got repaired by owner of the shop. TPL service apparatus and earthing was checked and found in order. As informed by EI office on 29-July-2020, PM report of the victim stated cause of death as electrocution.	Joint investigation was carried out by the team of TPL & EI on 25-Feb-2020.	During site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected
13	Dipak Ganeshkumar Kori Gujarat Toughned Glass (P) Ltd (HT service no. 8001073), FP 280, Opposite Rupalee Textiles, Narol, Circle.	02-Aug-20	FHO	Fatal incident to human occurred on 02.08.2020 at consumer premises. Information about the fatal accident which took place on 02.08.2020 at M/s Gujarat Toughned Glass P. Ltd was received by TPL from EI Ms Alpanaben Dani on 06.08.2020. Joint visit was conducted by EI Ms Alpanaben Dani and TPL representatives on 10.08.2020. AS reported, victim Mr. Dipak Ganeshkumar Kori was working as a labourer in HT service - M/s Gujarat Toughned Glass P. Ltd and was staying in small staff huts situated inside compound area of said premises. As reported by eyewitness Mr. Rameshbhai Mafabhai Baveleshah, victim was trying to connect the table fan. The table fan was situated on small bed, with flexible fan cable and extension board connected with the LT switch board of hut on day of incidence i.e. on 02.08.2020 at 09:30 PM. Further reported that while connecting fan flexible cable with extension board, he got electrical shock and collapsed on ground. Eyewitness immediately reached and tried to give him first aid. However acknowledging no response from victim, he immediately called the 108 ambulance. Later on, victim was taken to L G hospital, where he was declared dead by doctor on duty. During joint inspection, supply of extension board was taken from switch board of staff hut. However, no ELCB was found connected on network. Meggar test was also performed on fan and resistance values were found as per the standard. Hence, it appears that victim may have got electrocuted when he came in contact with open socket of flexible fan cable and extension board with wet hands. However, actual cause of fatal accident is unknown as post mortem report is still awaited.	Joint investigation was carried out by the team of TPL & EI on 10-Aug-2020.	During site visit, no evidence for probable electric shock was found.	NA	Service was not disconnected

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
14	Rohit Rajaram Tarone Sheetal West Park (service no. 100451448), Alpha One mall, Vastrapur	05-Aug-20	FHO	Information about fatal accident which took place on 05.08.2020 at Sheetal West side, Vastrapur was received by Torrent Power Ltd on 06.08.2020 through complain. TPL NPC team reached at site and supply of service no. 100451448 was disconnected on the same day. Joint site inspection was done alongwith GEI Ms Alpanaben dani on 07.08.2020. As reported, Mr. Rohit Tarone was found lying on the gorund near electric board. One labourer came and informed to Mr. Bala Murgan - Site Manager, Manish Construction. Mr Bala with other labourers ran towards incident place after switching off main supply of entire site. As reported, Mr Tarone might have come into contact of live wire and he might have got the electric shock. He was also drunk at the same time. Immediately they took Mr Tarone to Zyodus hospital, where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL installation was found in order. TPL earthing upto service apparatus was found in order. Megger value of motor starter checked and also found in order. Customer side 3 phase ELCB was missing. Only single phase ELCB was found in lighting circuit. Electric board where incident occurred was found without earthing.	Joint investigation was carried out by the team of TPL & EI on 07-Aug-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
15	Cow Street light pole no MMI 1012 (service no 1448428), Meera cinema road, Maninagar	07-Aug-20	FA	Fatal animal incident occurred on 07.08.2020. The information regarding the incident was received from AMC officers on 07.08.2020 at 13:15 hrs. M/s Citelum team visited the site, cow was found dead near AMC streetlight pole no. MMI 1012, Mira slum quarters, Danilimda. TPL team also reached at incident location. TPL team disconnected the power supply of service no. 1448428. During joit visit with EI, it was found that there was an external wire connected with one of the phases of the power supply.	Joint investigation was carried out by the team of TPL & EI on 10-Aug-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
16	Cow Streetlight pole no. MBT 8791 (service no. 3070114), Manekbaug, Ambawadi	08-Aug-20	FA	Information of an electrocution of cow at streetlight pole no. MBT-8791, near Bhikhabhai ni chali, Meldinagar, Rabarivas, Manekbaug was received at NPC department, Torrent Power Ltd through TPL call centre on 08.08.2020 at 10:13 PM. TPL NPC team visited the site and found that dead cow was lying near streetlight pole MBT-8791. Electric leakage current was observed on AMC streetlight pole no. MBT-8791, when checked by electric tester. ELCB was not found. Supply of service no. 3070114 was disconnected by TPL team. Land near streetlight pole was wet due to rain. Joit visit with AEI Mr. K D Solanki was carried out on 10.08.2020. During joint visit it was observed that earthing connection is found connected to streetlight pole body. During testing, insulation resistance of streetlight pole wiring found in order. As reported by Ketanbhai Desai - owner of cow, his cow got electrocuted while passing by streetlight pole MBT-8791 on 08.08.2020 at 10:10 PM. TPL earthing at service apparatus of service no. 3070114 was found in order. However, on 08.08.2020, TPL team found leakage current on pole during site visit. It is suspected that the cow might have been electrocuted due to contact with streetlight pole having leakage current on its surface.	Joint investigation was carried out by the team of TPL & EI on 10-Aug-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still in disconnected condition
17	Cow Street lighting pole no GHJ 38485 (service no. 3328811), Devi Park Society, Krishna Complex, Vastrapur	12-Aug-20	FA	Information of electrocution of a cow at Devipark Soc., Opp. Krishna complex, Vastrapur was received by Torrent Power Ltd through call centre. TPL team visited the site and found one dead cow lying on ground near stretlight pole no. GHJ38485. TPL team disconnected the streetlight service no. 3328811. Joint visit with EI was done on 13.08.2020. During joint visit, insulation resistance testing of streetlight cable was carried out between pole no. GHJ38485 & GHJ38484 between phase, neutral & earthing. Insulation resistance values were 0 mega ohms. The Streetlight cable was found faulty. Further the area was also found wet due to rain and ELCB/RCCB was not available in streetlight network. It is suspected that the faulty streetlight cable, might have caused leakage current to the streetlight pole no. GHJ38485. The cow may have got electrocuted when it accidentally came into contact with the sreetlight pole. TPL earthing service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 13-Aug-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
18	Ms Dhruvi Rathod & Ms Mahi Rathod House No. 1423 (service no. 372622), Chhotalaini chali, B/s Akash Ganganagar, Amraiwadi	13-Aug-20	FHO	Through newspaper (Divya Bhaskar) dated 15.08.2020, TPL NPC section came to know that Ms Dhruvi Rathod & Ms Mahi Rathod met with an electric accident at service no. 372622, 1423, Shaileshkumar chhotalaini chali, B/s Akash ganganagar, Amraiwadi on 13.08.2020. TPL team visited the site on 15.08.2020. During site visit, premises was found closed & was under construction. No authorised person was available at site. Primary information was received from Mr. Maheshbhai (neighbour) on 13.08.2020 at 13.40 hrs that two children died probably due to electric shock and were taken to L G hospital. No eye witness was available at site. TPL earthing and voltage level found in order at service apparatus. During site visit with EI Ms Alpanaben Dani on 18.08.2020 at 15.15 hrs, loose, hanging and tapped wiring was observed in consumer premises as renovation work was in progress. Metallic pedestal fan found shorted, which was there at the place of accident when Mr Mukeshbhai found Ms Dhruvi & Ms Mahi unconscious. Twisted loose and tapped wire was used to supply metallic pedestal fan. Earthing & ELCB were not available in consumer side installation. As stated by Mrs Hetalben rathod (mother of victims) that Ms Dhruvi & Ms Mahi might have received electrical shock while playing near metallic pedestal fan and were taken to L G hospital, where doctor on duty declared them dead.	Joint investigation was carried out by the team of TPL & EI on 18-Aug-2020.	During site visit by EI, it was suggested to take precaution to carry out work on electrical network as per the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still in disconnected condition
19	Nikhil Yadav House No. 1/141 (service No. 715205), Lalbhai Fakirbhai ki chali, Bapunagar	16-Aug-20	NFHO	The information regarding electric shock was received at TPL callcentre (complaint no. 1005274252) on 16.08.2020 at 02.28 PM, while incident took place on 16.08.2020 at 12:00 PM. TPL NPC team visited the location and disconnected the supply. On informing AEI, Mr. C B Muniya about accident, he instructed to restore the power of service after installation of ELCB in consumer wiring and test report submission by customer. ELCB was installed and test report submitted by customer on 16.08.2020 at 08.00 PM. Service was reconnected by TPL after testing ELCB working condition. The accident took place in the premises of service no. 715205, 1/141, Lalbhai fakirni chali, Bapunagar. As reported by witness (Ms Karishma Yadav, victim's elder sister), victim (Mr Nikhil Yadav) got electric shock at 12:00 PM on 16.08.2020, while trying to get stationary compass box behind the refrigerator. As stated by witness, when she and her brother (Mr Jayesh) tried to rescue Mr. Nikhil, they also felt shock. Then one of their neighbour came and isolated by removing plug pin of refrigerator. The victim was unconscious and taken to the Shardaben hospital Saraspur for treatment and discharged on 18.08.2020. During joint visit with AEI, insulation resistance of refrigerator was found in order. During TPL visit, while testing through tester, leakage current was observed on switchboard from which power supply was taken for refrigerator. ELCB was not found in consumer wiring at the time of incident. Hence it is suspected that when victim had inserted his hand behind the refrigerator to get compass box out, he might have come in contact with any live contact of refrigerator near compressor unit and got electric shock. TPL service apparatus and earthing was found in order.	Joint investigation was carried out by the team of TPL & EI on 17-Aug-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
20	Hirenbhai Gordhanbhai Mistry House No. 13/1 (service no. 691606), Shiv Park society, Opp. Govindwadi, Isanpur.	15-Aug-20	FHO	Fatal incident to human occurred on 15.08.2020. As per copy of letter received from EI office, Mr. Hirenbhai Gordhanbhai Mistry got electric shock while in contact with electric plug for mobile charging on 15.08.2020. TPL team visited site on 17.08.2020 at 11:45 hrs. It was observed that switch board was having neutral control switch and no ELCB was installed. The joint site visit was carried out by EI Ms Alpanaben dani and TPL representatives on 18.08.2020 @ 16.00 hrs. The accident took place at premises of service no. 691606: 13/1, Shiv Park society, Opp. Gordhanwadi, Isanpur. As per statement given by Mrs Kundanben Mistry (victim's wife), Mr. Hirenbhai (victim) was going to charge mobile phone through two core flexible wire, having one end of wire in his hand and other end of wire's having 3 pin top plug in his other hand. When he inserted one end of wire into plug socket in switch board with other end of wire having three pin plug in his other hand, he suddenly fell down and his head collided with nearby wall. He shouted to turn off the switch, meanwhile neighbours gathered due to shouting and one of the neighbour turned off the main switch (MCB) provided outside of the premises. Then after Mrs Kundanben separated out wire from victim's hand. The victim was taken to L G Hospital through 108 ambulance, where doctors on duty declared him dead. It is suspected that while trying to insert open wire in socket of switch board, the other end of wire having three pin plug was in his other hand and the current might have passed through victim's body. Further as per statement of Mrs Kundanben (victim's wife), after this incident on 17.08.2020, they replaced the wiring and switch boards and provided ELCB. TPL service apparatus and earthing were checked and found in order.	Joint investigation was carried out by the team of TPL & EI on 18-Aug-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURENCE OF SUCH ACCIDENT
21	Cow Service no. 100195882, Tejendra Prakash Society-1 , Nr.Vidhya niketan school, Khodiyar nagar road	20-Aug-20	FA	The information regarding the fatal animal incident was received by Torrent Power call centre on 20.08.2020 at 01.25 AM (compliant no. 1005287875). While incident took place on 20.08.2020 at 01:15 Am, TPL NPC team visited the site and disconnected the supply of AMC streetlight service no. 100195882. The joint site investigation was carried out by AEI Mr C B Muniya alongwith TPL representatives & representatives of M/s Citelum on 20.08.2020 at 02.00 PM. The accident took place near an AMC streetlight pole no. TPV 1875, Tejendra Prakash Soc-1, Viratnagar. After receiving complaint, NPC team reached at site and observed that a cow was found dead on road near a street light pole no. TPV 1875. TPL technician checked with tester at pole and tester was glowing. Leakage current was observed on streetlight pole. Also burnt and sparking spot of cable found in distribution box of streetlight. ELCB was not installed at customer installation at the time of accident. During joint site visit with AEI, it was observed that cable joint were burnt and insulation of cable exposed in distribution box of streetlight pole and in contact with metallic part of streetlight pole. On enquiry at site, information about cow owner was not available. It is suspected that the cow may have come in contact of the AMC streetlight pole and leakage current from streetlight pole passed to cow's body and cow may have got electrocuted. TPL service apparatus and earthing found in order.	Joint investigation was carried out by the team of TPL & EI on 20-Aug-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
22	Jashiben Bhajji Thakor House No. 4 (service no. 3236412), Chamundanagar, Malav Talav, Thaltej	21-Aug-20	FHO	Fatal human incident occurred on 21.08.2020. A complaint of an electric shock was received at 02.03 PM at TPL call centre on 21.08.2020 vide complain no. 1005292880. TPL team visited the site and informed that one lady fell on ground while carrying out floor cleaning at Chamundanagar, Malav talav, Thaltej and shifted to Zydus hospital, Thaltej. On testing, leakage current was observed at the incident premises and also three adjacent premises (service nos. 3236411, 3236410, 3236415). The accident premises (service no. 3236412) is given electric supply through express cable from outdoor distribution box. Supply of the said and adjacent premises were disconnected. Joint visit with EI was done on 24.08.2020. Insulation resistance testing of TPL cable of 10/2C (service no. 3236412) was carried out and found healthy. Meter box was at sufficient height from ground level. The premises and surrounding area were found wet due to rain. TPL earthing upto service apparatus was found in order. Consumer wiring and electrical installation like fan, tubelights , etc and wires were found in hanging condition. Leakage observed in nearby house on consumers' equipments like fridge and switch board during the testing. On the night before incident i.e. on 20.08.2020, there was a heavy lightning stroke in the surrounding area. It is suspected that electric leakage might have occurred on wall, flooring and equipment due to faulty equipment / wiring of consumer installations	Joint investigation was carried out by the team of TPL & EI on 24-Aug-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
23	Jitendrabhai Govindbhai Thakor Jalsa Party Plot (service no. 3026775), Opp. Raja Palace, Thaltej	17-Aug-20	FHO	Fatal human incident was occurred on 17.08.2020. Information about the incident which took place on 17.08.2020 at Jalsa Party plot, Thaltej was received by Torrent Power Ltd on 21.08.2020 at 16:00 hrs. TPL team visited the premises and disconnected supply of service no. 3026775. Joint site inspection was done with EI Ms Alpanaben Dani on 24.08.2020. As reported by Mr Sunny Desai (Owner), Mr. Jitendrabhai Thakor was doing grass cutting work at Party Plot. Mr. Rakeshbhai - watchman had noticed that Mr Thakor was lying on the ground near grass cutting machine. He call 108 ambulance, where doctor declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL service apparatus and earthing was found in order. Insulation resistance of cutter machine checked and machine was found shorted. MCB of cutter machine was also found in tripped condition. Customer side 3 phase ELCB and earthing was found missing. Cutter machine was also found operating with two core cable.	Joint investigation was carried out by the team of TPL & EI on 24-Aug-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
24	Malsingbhai Hirabhai Damor Nakshatra Infrastructure (service no. 100474273), 473,483, P.N.12,T.P.58, Opposite Rishit Residency, Narol	20-Aug-20	FHO	Fatal human incident occurred on 20.08.2020. Information about the incident which took place on 20.08.2020 at Nakshtra Infrastructure, Narol was received by Torrent Power Ltd on 24.08.2020 @ 13.30 hrs. TPL team visited the site and disconnected supply of service no. 100474273. Joint site inspection was done alongwith EI Ms Alpanaben Dani on 25.08.2020. As reported by Mr Harpalsinh Vaghela - Civil Engineer, Mr. Malsingbhai Damor was doing work of filling concrete work on the sixth floor of construction site along with 3 other labourers. Mr Damor was operating vibrator machine on the site. Mr Damor had thumped the vibrator machine and suddenly he fell down in unconscious condition. Then he was shifted to the L G Hospital, where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL service apparatus and earthing was found in order. Insulation resistance of vibrator machine was checked and found in order. Customer side 3 phase ELCB and earthing was found but vibrator machine was found operating with two core cable only.	Joint investigation was carried out by the team of TPL & EI on 25-Aug-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
25	Nisha Sunnybhai Indrekar Service No. 2242592, Free colony, Chhara nagar, Kuber nagar, Naroda	26-Aug-20	FHO	Fatal human incident occurred on 26.08.2020. The information regarding the incident was received from EI Ms Alpanaben dani on 29.08.2020, while incident took place on 26.08.2020 at 04.30 PM. TPL team visited the site and disconnected the supply of service no. 2242592 on 29.08.2020. Joint site investigation was carried out by EI Ms Alpanaben Dani and TPL representatvies. As per information, an accident occurred at Free colony, Chharanagar, Naroda and Ms Nisha got electrocuted. There was a hanging flexible wire extended by customer between two rooms. ELCB was not installed at consumer installation at the time of accident. During site inspection and as informed by witness, wire of customer side was hanging in open space available between two rooms during rainfall and there was water logging in the open space. The hanging customer side live wire was found in broken condition and was inside the water logging area at the time of incident. The victim while playing went into water logging area and might have got electrocuted. It appears that Ms Nisha might have come in contact with water to which consumer side hanging wire was touching and she might have got electrocuted. However, exact cause of death could not be ascertained. TPL service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 01-Sep-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still in disconnected condition
26	Shiv Morliprasad A/110 (service no. 1427415), Shri Krishna Industrial Estate, Ring road, Odhav	03-Sep-20	FHO	Fatal human incident occurred on 03.09.2020 at Rajeshwari Plastic, Shri Krishna Industrial Esate, Odhav. The information regarding the incident was received by Torrent Power Ltd on 08.09.2020 at NPC. TPL team reached at site and disconnected the supply of service no. 1427415. Joint site inspection was done along with EI Ms Alpanaben Dani on 09.09.2020. As reported Mr Shiv Morli Prasad was doing work near extruder machine and he was standing at iron plates with bare feet. There was a fan nearby extruder machine. Mr Prasad was operating machine and suddenly he fell down in unconscious condition. They took Mr Shiv Morli Prasad to Civil hospital for preliminary treatment where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL earthing upto service apparatus was found in order. Insulation resistance value of fan was checked and the fan was found shorted. Customer side 3 phase ELCB was found but the earthing was missing. Nearby fan was also found operating with two core cable only.	Joint investigation was carried out by the team of TPL & EI on 09-Sep-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
27	Dayashankar Baijnath Goswami 610/98 (service No. 745720), Madhubhai Mill Compound, B/H. Hanjar Cinema, Saraspur	04-Sep-20	FHO	<p>The information regarding the fatal human accident was received from EI Ms Alpanaben Dani on 07.09.2020 at 04.30 PM. While incidence took place on 04.09.2020 at 11.00 AM. TPL team visited the site and supply disconnected for service no. 745720. The joint site investigation was carried out along with EI Ms Alpanaben Dani and TPL representatives on 09.09.2020.</p> <p>The accident took place in the premises of service no. 745720 at 610/98, Madhubhai Mill compound, B/h Hanjar cinema, Saraspur. As reported by witness (Mr Shreeram Patel), on 04.09.2020 at 11:00 AM, the victim Mr. Dayashankar Goswami was dead due to suspected electric shock while digging work in 5 feet deep pit at above said premises for renovation work. The victim was taken to Shardaben hospital, where doctor on duty declared him dead.</p> <p>During TPL visit, it was observed that inside the customer's premises where accident occurred, the customer's electrical wiring was loose, hanging and damaged due to renovation work in progress. As stated by witness, victim was doing digging work in a pit, suddenly he shouted and died in the pit. As per witness, victim got electrical shock in the pit.</p> <p>The information about the accident was received on 07.09.2020 while the accident occurred on 04.09.2020. During visit on 07.09.2020, no cable or wiring was found inside the pit by TPL team. So it was further checked by digging additionally in the same pit, but no cable or wire was found in the pit. Therefore, it is suspected that victim may have been electrocuted due to coming in contact with any of unsafe live damaged, loose and hanging wiring in customer premises. TPL service apparatus & earthing found in order.</p>	Joint investigation was carried out by the team of TPL & EI on 09-Sep-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service is still in disconnected condition
28	Ghanshyambhai Dodiya Saumya Residency (service no. 100087351), Near Manohar Villa, Nicol, Naroda	11-Sep-20	NFHO	<p>The information regarding the incident was received by TPL callcentre on 11.09.2020 at 08.55 PM. TPL team visited the site and disconnected the supply of service no. 100087351. Joint site investigation was carried out by AEI Mr Harshadbhai Patel and TPL representatives on 12.09.2020 at 01.00 PM.</p> <p>An accident occurred at Saumya residency, Near Manohar Villa, Nicol and Mr. Ghanshyambhai Dodiya got electric shock. While TPL team reached the site, it was found that there was a loose and hanging metallic wire near main gate of society. TPL team disconnected the supply and cut hanging metallic wire.</p> <p>During site inspection with AEI and as informed by the Injured person, metallic wire was loose and hanging near society main gate. The metallic wire was hanging from customer's faulty streetlight fixture. The streetlight fixture was found faulty and found shorted with its metallic body. So power supply leakage extended from customers' faulty streetlight fixture to bare metallic wire and this metallic wire entangled with victim's leg. Streetlight fixture was not earthed. During testing leakage current was found on streetlight fixture. The customer streetlight fixture was being supplied power from the common service no. 100087351. ELCB was not found installed in particular common streetlight circuit. Also it was raining at the time of incident.</p> <p>TPL service apparatus was found in order. It appears that Mr Ghanshyambhai might have come in contact with bare metallic wire, which was touching the faulty live customer streetlight fixture and he might have got electrical shock.</p>	Joint investigation was carried out by the team of TPL & EI on 12-Sep-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
29	Cow BRTS street light section (service no. 100071311), Near Gurucold storage, Motera.	11-Sep-20	FA	<p>TPL received information of animal (cow) fatal accident via complaint by Torrent power Ltd call centre vide complaint no. 1005358528 on 11.09.2020 at 21.31 hrs. TPL team visited the site and the cow was found dead near BRTS streetlight section. TPL team made power off from FSP circuit for streetlight service. During further testing TPL earthing found in order. Service cable was also found in order. During testing, while making consumer side MCB switch ON, leakage current was found on Streetlight section metallic body. So BRTS streetlight service no. 100071311 was disconnected by TPL team.</p> <p>The site was visited by AEI and TPL representatives on 12.09.2020 @ 12:30 PM. During the visit, consumer side B phase and Neutral connectors were found shorted in streetlight section. So leakage current was observed on streetlight section.</p> <p>Consumer side ELCB was not provided in the streetlight section. Also streetlight section earthing was not found visually.</p>	Joint investigation was carried out by the team of TPL & EI on 12-Sep-2020.	During site visit by TPL team, it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
30	Rameshwar Mahadev Thakor Shed No. 201 (service no. 1366576) Maruti Industries, Shankar Industrial Estate, Opposite Adishwar Estate, CTM cross road, CTM	19-Sep-20	FHO	Information about fatal human accident which took place on 19.09.2020 at Maruti Industries, Shankar Industrial Estate, CTM cross road was received by Torrent Power Ltd on 20.09.2020 at Call centre. TPL team visited the site and supply of service no. 1366576 was disconnected by TPL team. Joint site inspection was done along with EI Ms Alpanaben Dani on 23.09.2020. As reported by Mr. Bhagvanbhai Patel (fitter at Maruti Industries), Victim Mr Rameshwar Thakor was doing welding work in SS mixing tank. Mr Thakor was sitting inside the tank and was operating welding rod and suddenly he might have received shock. They shifted Mr Thakor to Sardar Hospital, Maninagar, where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. Welding rod alongwith cable was collected by FSL officials. TPL earthing upto service apparatus was found in order. Customer side 3 phase ELCB was found and earthing was also done but not connected to the main switch.	Joint investigation was carried out by the team of TPL & EI on 23-Sep-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
31	Samit Mahato Service No. 773681, 1, Suraj Estate, B/h plot no. 3757, near Express Highway, Phase - IV, Vatva	26-Sep-20	FHO	Information about fatal human accident which took place on 26.09.2020 at Suraj Estate, Ph-IV, Vatva was received by Torrent Power Ltd on 28.09.2020 at Call centre. TPL team visited the site and disconnected supply of service no. 773681. Joint site inspection was done alongwith EI Ms Alpanaben dani on 30.09.2020. As reported by Mr Lalman Prasad Gautam, the victim Mr Samit Mahato was engaged in Arc welding process. While cleaning sweat from his forehead, Arc holder machine came in contact with his neck and he received shock. They shifted Mr Mahato to L G Hospital, Maninagar where doctor on duty declared him dead. The site was inspected, but no evidence as to the probable cause of shock was found. TPL earthing upto service apparatus was found in order. Customer side 3 phase ELCB was found and earthing was also done but ELCB rating was not proper	Joint investigation was carried out by the team of TPL & EI on 30-Sep-2020.	During site visit by TPL team , it was suggested that the electric wiring at the consumer premises shall be complied as per requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of the Test Report to meet the requirements of the CEA (Measures relating to Safety and Electric supply) Regulation 2010.
32	Rameshchandra Kala Suva Service No. 100604426, 30, Bhagirath Society, Near Dhoribhai Park, Naranpura,	01-Oct-20	FHO	Information of fatal accident to Mr Rameshchandra Kala Suva which occurred at about 10.30 AM on 01.10.2020, was received from Electrical inspector office on 02.10.2020. TPL team visited the place of accident and disconnected the electric supply of service no. 1006004426, the source of electric supply to the place of accident. Joint visit with Electrical Inspector was carried out on 13.10.2020. During visit, it was observed that at the place of accident, house is under construction, loose temporary flexible wire was connected with water pump. Joint was observed with extended flexible wire of the water pump, during testing with Megger, no earthing was found with body of water pump, ELCB was found replaced during joint visit. As per information received during joint visit, victim Mr Rameshchandra slipped while carrying bucket full of water and fell on the electric water pump. Water also spilled on the wiring joint and surface. Immediately ambulance was called and victim was taken to Civil hospital. It is possible that IP might have received electric shock when he came into contact with wet water pump. However exact cause of accident could not be ascertained in absence of any evidence. TPL earthing upto service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 13-Oct-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
33	Nidhiben Shaileshbhai Chauhan Service No. 519218, 90/B/24, Adityanagar, opp Ashok mills, Naroda road	05-Oct-20	NFHO	Information of electric shock to Ms. Nidhiben Chauhan on 05.10.2020, was received vide electric shock complaint no. 1005418700 @ 13:45 hrs. on 05.10.2020. TPL NPC team visited the site and power supply of service no. 519218 from which supply was fed to the place of accident was disconnected. Service apparatus and TPL earthing of service no. 519218 was found in order. No earthing was provided in customer side wiring and no leakage current was observed. Joint visit with Electrical Inspector was carried out on 06.10.2020. During joint visit, eyewitness Mr. Chiragbhai Solanki informed that on 05.10.2020 @ 08:45 hrs., he heard shouting for help from the house adjacent to his premises. He rushed there and found that Ms Nidhi, the Ip was stuck with iron grill of her house due to electric current leakage and shouting for help. He switched off the main switch of electric supply of the service of Torrent Power Ltd. As soon as electric supply was switched off, IP was separated from the grill. IP was taken to GCS hospital for treatment. During joint visit, wiring of the place of accident was inspected. One single switch board and its wiring was found hanging and open on the wall to which iron grill was attached. Also this wall was wet due to rainy water leakage from the roof. If IP Ms Nidhi got injured due to leakage current electric shock, then it's possible that loose and hanging wires of the hanging switch board may have come in contact with wet wall and current may have leaked through wall to the iron grill and when Ms Nidhi had touched the grill, she may have received the electric shock. However, in absence of any evidence of current leakage at the place of accident at the time of visit the exact cause of accident could not be ascertained.	Joint investigation was carried out by the team of TPL & EI on 06-Oct-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
34	Antra Varma Service No. 341684, Jahangir Vakil ni chali, Devjipura, Dariyakhan Ghummat, Shahibaug	10-Oct-20	NFHO	Information of electric shock to Ms Antara Verma, received @ 10.08 hrs on 10.10.2020 vide electric shock complaint no. 1005429690 @ Torrent Power Ltd. TPL NPC team visited the site. At the time of visit, current leakage through iron sheet roof of the place of accident was observed with tester. It was identified that current was leaking from one ceiling fan of one of the house, which was three houses apart from the place of accident but iron sheets of the roofs of all the houses are in contact with each other. Current leakage was confirmed by switching ON and Off the ceiling fan. As soon as switch of the fan was switched off, current leakage stopped. Service no. 341684 of the premise from which current leakage was confirmed was disconnected. TPL side service apparatus and earthing were found in order. Joint visit with Electrical inspector was carried out on 12.10.2020. During joint visit, eyewitness Ms Leelaben Thakor informed that on 10.10.2020 @ 10:00 hrs, she heard shouting of IP Ms Antra from house adjacent to her house. Leelaben saw that Ms Antra was on the roof of her house and she was stuck with one iron wire while hanging wet clothes on it due to electric current and was shouting for help. Her brother rushed on the roof and separated Ms Antra from the wire with the help of wooden stick. Treatment was given to the IP at private clinic. During joint visit with AEI, ceiling fan from which current was leaking was inspected. Fan which was hanging on the ceiling through iron rod and hook was in direct contact with the iron sheet roof due to torn out rubber bushing. Iron sheet roof on which ceiling fan was hung was in continuous contact with the iron sheet roof of the place of accident, where IP received electric shock. It is possible that IP Ms Antara may have received electric shock due to current leakage from the ceiling fan when she was hanging wet clothes on iron wire standing on iron sheet roof of her house.	Joint investigation was carried out by the team of TPL & EI on 12-Oct-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
35	Fesan Yasinbhai Ajmeri Service No. 3325238, C/B/1, Royal Akbar Tower, Opp. Agro Pump, Sarkhej road, Juhapura.	13-Oct-20	FHO	Information of fatal accident to Mr. Faizan Yasin Ajmeri which occurred @ 01:00 AM on 13.10.2020, was received at 12:30 PM on 13.10.2020 from Electrical Inspector office. TPL team visited the place of accident and disconnected the electric supply of service no. 3325238, the source of electric supply to the place of accident. Joint visit with Electrical inspector was carried out on 17.10.2020. During visit, it was observed that at the place of accident premise furniture work was in progress. As per information, victim Mr. Faizan was doing glass fitting work with the help of portable electric hand drill machine. A hand drill machine was connected with loose extended flexible wire without using male-female arrangement from distribution switch board. As the IP tried to remove flexible wire from two pin plug of hand drill machine, he suddenly shouted and fell down. After hearing the shout, Mr. Akhib Ansari (eye witness) pulled out flexible wire from the distribution switch board. IP was taken to Amina Khatun hospital & subsequently Iqraa Hospital. It seems that the victim might have received electric shock when he came in contact with live extended flexible wire. However, exact cause of accident could not be ascertained in absence of evidence. TPL earthing up to service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 17-Oct-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
36	Kausharbanu Javedkhan Pathan Service No.2199999, Ram Rahim Nagar's Tekro, Nr Nagina Masjid, Behrampura,	20-Oct-20	FHO	An Electrical fatal incident occurred to human outsider at consumer installation on 20.10.2020 @ 19:00 hrs. TPL received information about incident from EI office on 11.11.2020 @ 14:20 hrs. TPL team visited the location of the incident & power supply of service no. 2199999 was disconnected. Due to Eid festival, decoration was done with lighting series at residence of the IP. Lighting series was decorated on metallic grill. The IP Ms Kausharbanu touched the grill and fell down on floor. The IP was taken to V S Hospital, where doctor on duty declared her dead. During the visit, TPL service apparatus was found in order. Earthing was not extended at consumer wiring. Loose and hanging wiring observed at consumer premises. ELCB was not installed. Socket was neutral cut off at switch board of lighting series. Joint visit was done with AEI on 17.11.2020. During joint visit it was observed that consumer rectified the defective wiring & also removed series lighting which was hooked up with metallic grill. It appears that due to damaged insulation in wiring of lighting series, metallic grill might have got charged. As the IP came in contact with metallic grill, she might have got electrocuted.	Joint investigation was carried out by the team of TPL & EI on 17-Nov-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
37	Munnabhai Verma Service No. 1447931, Hmrudul park, near Hatkeshwar bus stop, Khokhara	05-Dec-20	NFHO	An electrical non fatal incident occurred to human outsider at consumer installation on 05.12.2020. TPL received shock complain no. 1005540965 on 05.12.2020 @ 18:43 hrs. TPL team visited the location and disconnected service no. 1447931. As informed, IP was on terrace for setting up camera of TATA sky dish and due to faulty set up box, IP fell shock on camera of TATA sky dish and fell down on the floor. IP was taken to LG hospital and discharged from hospital after 4 days. Joint site visit with AEI and TPL team was carried out on 09.12.2020. During joint visit, it was observed that consumer has installed New ELCB, rectified the loose and hanging wiring & also disconnect cable which is connected to Set up box and disc. TPL earthing was found in order. It appears that incident took place due to faulty setup box of DIGI SKY company which was connected through Tata Sky Disc, which is mounted on terrace and connected from private network cable. When IP came in contact with disc camera, IP received electric shock.	Joint investigation was carried out by the team of TPL & EI on 09-Dec-2020.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
38	Rohit Sangam Yadav 132KV New Pirana-Vinzol feeder-1, between tower location: 119 & 120 at Vatwa	01-Jan-21	NFHO-WCS	An electrical non fatal incident to human outsider at 132KV New Pirana-Vinzol feeder-1, between tower location: 119 & 120 at Vatwa occurred on 01.01.2021. 132KV New Pirana-Vinzol feeder no. 1 tripped on Distance protection on B phase-ground element on 1st January 2021 at 01:21 PM. During patrolling of line, information was given by patrolman Mr. Nilesh Patel about the incident on 01.01.2021 @ 02:46 PM stating that flashover has occurred between tower location no. 119 to 120 on B-phase conductor and the building terrace. Due to flashover IP was injured / burned. It is suspected that the flashover might have occurred due to conductive kite thread which came in induction zone of the line conductor and building and the IP might be flying the kite with conductive thread. The distance between the two points where flash marks observed (one on the conductor and another on the terrace spot) is more than 11 meter. IP was immediately hospitalized at LG hospital, Maninagar @ 14:00 hrs. IP was admitted in ICU (burn) ward at LG hospital. As per LG hospital's doctor report, IP had about 20% burns on face, forearm of the body. The flash marks (2 spot) were observed in B-phase conductor of 132 KV New Pirana-Vinzol feeder no. 1 and no further damage found, so the said feeder was normalized at 03:20 PM on 01.01.2021.	Joint investigation was carried out by the team of TPL & EI on 04-Jan-2021.	Campaign to be done for consumer awareness regarding Over head lines	Yes	Awareness created by distributing pamphlets
39	Cow Service No. 1395437, Satadharnagar, Opposite Ujala Soc., near Chandola, Isanpur	09-Jan-21	FA	Fatal Electrical accident to Cow at consumer installation happened on 09-01-2021 at 08:26 hrs at Service no. 1395437, Sattadhar Nagar, opp. Ujala Soc., Nr. Chandola, Isanpur Road, Ahmedabad. TPL received shock complaint 1005612256 on 09-Jan-2021 @ 08:26 hrs. In reference to shock complain site visit was carried out by NPC team & the power supply of the service was disconnected at site at around 08:58 hrs. As per preliminary information received from NPC, joint site visit with AEI & TPL representatives was carried out at the location of the accident on 11-Jan-2021 around 16.30 hrs. During the joint visit, TPL service and site situation was inspected. Power supply found disconnected of service no. 1395437 and construction/renovation work of said premises was going on. The wiring was found unsafe, loose / hanging and no ELCB installed. When cow came in contact of 2 loose flexible wires at front leg, due to damaged cable / wire, cow got shock and got electrocuted. TPL service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 11-Jan-2021.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	No	Service disconnected & removed

SR. No.	Location of Accident and Details of victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI IN VARIOUS CASES	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
40	Abdul Ajit Abdul Satar Shaikh Service No. 289144, A/76/B, Haji Gafar Sheth ni chali, Nr. Usha Cinema, Gontipur	17-Jan-21	FHO	Information of fatal electric accident dated 17/01/2021 to Mr Abdulaziz Abdulsattar Shaikh, age about 20 yrs., at B/76/7, Haji Gafur's chawl, Usha Cinema Road, Gontipur, Ahmedabad was received from Government Electrical Inspector office, Apana Bazar, Ahmedabad on 20/01/2021 at about 1:40 PM, through a request letter of ASI of Rajour Police Chowky, Gontipur Police station, Ahmedabad to Government Electrical Inspector office for opinion on above mentioned fatal electrical accident. Joint site visit with Electrical Inspector and TPL representatives was carried out on 20/01/2021 at about 3:00 PM. During joint visit electrical wiring of place of accident was inspected and eyewitness statement was taken. Electric power to place of accident, service No. 289144 was disconnected. TPL service apparatus of service no. 289144 and TPL earthing were found in order. During joint visit eyewitness Mr. Dhiraj Pal, age 30, stated that he and victim were living in same room at B/76/7, Haji Gafur's chawl, Usha Cinema Road, Gontipur, Ahmedabad. On 17/01/2021, he went out from his room at about 12:30 PM and returned at about 9.00 PM. After his return, when he opened the door of attached bathroom in the room, he found that victim Mr. Abdulaziz Abdulsattar Shaikh was lying on the floor of bathroom and his right hand was lying on electric water pump, which was placed in the bathroom. Electric water pump and its switch were in Off condition. Suspecting electric shock to victim, he immediately pulled out three pin plug and wire of electric water pump from electric socket. He immediately informed about incident to Mr Ansari Samir Ahmad, the owner of the place. Mr Samir immediately called the doctor, who declared victim dead. One burning spot was observed on right hand of the victim, which was in contact of Electric motor. Mr. Samir had informed the police about the incident. As per death certificate given by Civil hospital, cause of death was due to electric shock due to electrocution. Post mortem report was not available. During joint visit, electric wiring of the place of accident and electric motor pump was inspected. Electric motor pump in bathroom was connected to electric supply through one three pin plug, switch and flexible wire. Electric switch was provided on Neutral instead of phase. No earthing was provided in switchboard. Resistance between body of electric motor and winding terminal wire was found zero. As informed flexible wire of the electric motor was in custody of police hence could not be inspected. From the above mentioned information, facts and evidence, it is possible that victim Mr Abdulaziz might have come in the contact with the body of electric motor-pump in the bathroom. As electric motor was found faulty and switch was connected in Neutral instead of Phase, electric current might have passed through body of the victim when he came in contact with body of electric motor pump.	Joint investigation was carried out by the team of TPL & EI on 20-Jan-2021.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
41	Sahil Chunara Service no. 2251720, Chunara vas, Near Raghupura PMT, Opp 10 Acre Mall, Raipur	04-Feb-21	NFHO	Non fatal electrical accident of 9 yrs. old boy occurred at Chunara Vas, Nr. Raghunathpura ni pith, O/s Raipur gate on 04.02.2021 @ 07:00 hrs. Information regarding the accident was received by Torrent Power Limited on 04-Feb-2021 at 09:30 hrs (service no. 2251720). Site visit was done by NPC team @ 09:30 hrs., the power supply of the said service was disconnected at site. Joint site visit done with AEI & TPL representatives was carried out on 09-Feb-2021 @ 15:45 hrs. The wiring was found unsafe (no upper cover in 3 pin socket, No earthing) and no ELCB/RCCB installed at the said service. Victim had switched on the power supply of water pump set via unsafe 3-pin socket for water storage in empty container through water supply pipeline of AMC and when he came in contact of the motor, he got mild electric shock. During visit it was observed that earthing & SA provided to service no 2251720 are in order. It appears that due to unsafe 3 pin socket, cable insulation got damaged on conductor of motor, No earthing was available in consumer side wiring installation and no ELCB / RCCB was connected in circuit. So when victim came in contact of the motor, he got mild electric shock.	Joint investigation was carried out by the team of TPL & EI on 09-Feb-2021.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.
42	Nareshbhai Kotadiya Service no. 3328813, Near Street lighting pole no PBJ 38899, Near Mansi circle, Vastrapur	18-Mar-21	NFHO	Information received at NPC from shock complaint (1005753502) about non fatal accident to Mr. Nareshbhai Kotadiya, age @ 40 yrs., occurred at @ 20:00 hrs on 18.03.2021. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3328813, the source of electric supply to the place of accident. Joint visit with EI was carried out on 20.03.2021. During visit, it was noticed that streetlight cable and junction boxes were replaced by AMC streetlight vendor M/s Citelum India P. Ltd. ELCB (100mA) was also installed at streetlight section pillar after incident. During testing, insulation resistance was found low 0.1 mega-ohm of streetlight old cable, between pole no. PBJ 38899 to PBJ 38897. Insulation resistance was also found low i.e. 0.1 mega-ohm between streetlight old cable and metallic railing. AEI talked with the injured person Mr Nareshbhai Kotadiya regarding incident over phone. It might be possible that due to faulty streetlight cable, leakage current passed to metallic railing. When the victim came in contact with metallic railing, he received electric shock. TPL earthing upto service apparatus was found in order.	Joint investigation was carried out by the team of TPL & EI on 20-Mar-2021.	During site visit by TPL team , it was suggested that electric wiring at the consumer premises shall be in compliance to the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.	Yes	The connection was reconnected after verification of Test Report to meet the requirements of CEA (Measures relating to Safety and Electric supply) Regulation 2010.

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside, GEI- Govt. Electrical Inspector

TORRENT POWER LIMITED

2020-21

SOP 002 Action Taken Report FOR SAFETY MEASURES COMPLIED FOR THE ACCIDENTS OCCURRED

1	2	3	4	5	6	7	8	9
Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
Surat License area								
1	Vipulbhai Gordhanbhai Ambaliya Plot No-1/A, Alpesh Gems, Kapadia Compound, B/H., Central Bazar, Varachha Road, Surat	21/06/2020 at 6.00 PM	FHO	As reported, the victim got electrical shock while coming in contact with metallic pipe supporting steel roof over the passage at plot-1/A, Alpesh Gems, Kapadia Compound, B/H Central Bazar, Varachha Road, Surat. The victim was servicing the outdoor unit of the Air conditioner in the premises. During site visit, an electrical cable was found in hanging position over the metal structure emanating from adjacent plot-2-A. The said cable was found in damaged condition and was touching the metal structure. The current might have flown from the metal pipe of roof structure to earth through the victim's body and the victim got shock.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of newly installed ELCB and earthing.
2	Street Dog and Vandna Manavchandra Das Dargah Mohalla, Siganpor to Dabholi Road, Siganpore, Surat	07/08/2020 at 7.00 AM	FA & NFHO	As reported, the victim got electrical shock while coming in contact with snapped metal wire utilized for supporting overhead TV channel cable at Dargah Mohalla, Siganpore to Dabholi road, Siganpore, Surat. During our site visit, it was observed that the victim got shock while coming in contact with metal wire used for supporting overhead TV channel cable. This supporting wire got snapped and fell on the extended load main of resident. Due to impact of metal, the load main got damaged. The current might have flown from load main to metal wire and victims might have got shock while coming in contact with the metal wire.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of newly installed ELCB and earthing.
3	Bharatbhai Pranlal Rana House No-3/1226, Ranawad, Indrapura, Golvad, Surat	25/08/2020 at 10.00 AM	FHO	As reported, the victim got electrocuted while coming in contact with metal body of weighing scale used to measure weight of copper wire (used for Jari work) at Ranawad, Indrapura, Gowad. During our site inspection, electronic weighing scale found in order and there was no leakage current detected on the metal body of the scale while checking through tester. Also no leakage current observed on gilding machine situated nearby weighing machine. The cause of the shock could not be ascertained.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of newly installed ELCB and earthing .

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
4	Hasim Naruddin Shaikh Hut No-185, Sanjaynagar Zupadpatti, Umarwada, Surat	31/08/2020 at 1.00 PM	NFHO	As reported, the victim got shock while coming in contact with metal staircase of metal structure of premises on 1st floor at hut No-185, Sanjaynagar Zupadpati, Umarwada, Surat. During our site inspection, ceiling of the 1st floor was found in wet condition and no conductor for earthing was used for house wiring. No other abnormality was observed during the site visit. The cause of accident could not be ascertained.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of newly installed ELCB and earthing.
5	Ashish Sheshharav Papalkar Pot No-125, Vijaynagar Society- 2, Ved Road, Surat	13/09/2020 at 6.30 AM	FHO	As reported, the victim was cleaning loft inside the room. He got electrocuted while getting down from the loft after cleaning work and while coming in contact with loose wire having joints connected with MCB installed on the wall at plot no-125, 03rd floor room no-15-16, Vijay nagar Society-2 Ved road, Surat. The wall and loft of the premises were in wet condition at the time of accident. During our site visit, the house wiring was found without earthing and loft and wall area was found in wet condition. A loose wire connected with MCB was found changed. The current might have flown from the deteriorated loose wire to earth through the victim's body and victim got shock.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of newly installed ELCB and earthing arrangement.
6	Mukeshbhai Rameshbhai Nayka P No-4 pky-GF-Vasta devdi road, Katargam SY No-433 pky 1 C S. N-3726 FP NO-68- Surat	26/09/2020 at 11.55 AM	FHO	As reported, the victim was electrocuted while he was working on micro slitting machine. During our site inspection, it was observed that one of the phase winding of the motor and motor body got short circuited due to insulation failure. Leakage current might have passed through machine body to victim's body and then to earth while he might have been in contact with machine. Thus, victim might have been electrocuted while coming in contact with machine body.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited	NA	NA	The power supply has been restored after getting fresh test report of LEC with testing of ELR and newly installed ELCB and earthing.
7	Atul Ramjanam Mishra Shop No. 3, Plot No. 14/B (Godown part), Patel Nagar, A.K.Road, and Surat	14/10/2020 at 12.45	FHO	As per the information received, the victim was repairing line Sequin Punching Machine (Tikki Machine). Victim might have got electrocuted while coming in contact with the open circuit board of control panel connected with main supply at Shop No. 3, Plot No. 14/B (Godown Part), Patel Nagar, A.K.Road, Surat. During site inspection on 15.10.2020, the Sequin punching Machine is found in open condition with control panel under repairs. The power supply of the machine is found in off condition. Consumer installation is found without earthing arrangement. The current might have flown from the open circuit board of control panel to earth through the victim's body and victim got electrocuted.	Fatal electrical accident occurred due to Sequins Machine which was being supplied power without ELCB and Earthing and victim had no knowledge of electronics circuit.	NA	NA	The power supply has been restored after getting fresh test report of LEC alongwith testing of newly installed ELCB and earthing.

Sr. No.	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such Accident
8	Hardik Thakarsibhai Sachapara Nr.SMC Library,Opp Kailash appt,L.H.road,Suratchapara	19/11/2020 at 6.00PM	NFHO	As per the information received, the victim was closing gate of the SMC library premises. Cable feeding the street light fixture on a metallic pole adjacent to the gate is found damaged. Current might have passed through victim's body while coming in contact with SMC street light pole while closing the gate.	Joint investigation was carried out by team of SMC, TPL & EI. The investigation report from EI is awaited			The power supply has been restored after getting fresh test report of LEC alongwith testing of newly installed ELCB and earthing.
9	Manjit Mahesh Sharma Flat No.-609, 6th Floor Mannat Residency-B, Bharimata Road, Surat.	22.01.2021 at 08:10	FHO	As per the information received, the victim was heating the water using water immersion heater (Iron Rod) in a bathroom having wet flooring. Victim might have got electrocuted while coming in contact with the water immersion heater situated in bathroom of the premises at Flat No.-609, 6th Floor Mannat Residency-B, Bharimata Road, Surat. During site inspection on 25.01.2021, water immersion heater (Iron Rod) was found lying in bathroom area.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			The power supply has been restored after getting fresh test report of LEC alongwith testing of newly installed ELCB and earthing.
10	Sujata Dineshbhai Jain Flat No.-205, 2nd Floor Block B/5, Akshar township, Dumbhal, Surat.	27.02.2021 at 09:30	NFHO	As per the information received, victim got shock while coming in contact with metal gas pipeline outside the premise of Flat No.-205, 2nd Floor Block B/5, Akshar township, Dumbhal, Surat.During site inspection on 27.02.2021, leakage current was found on gas pipeline passing through the wall outside the flat no 205. Leakage current might have flown from Gas pipeline to earth through the victim's body and victim may have got shock.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			The power supply has been restored after getting fresh test report of LEC alongwith testing of newly installed ELCB and earthing.
11	Anil Vestabhai Dangi House No. 1502 , near Nilkanth park, Sahnore , Surat	08.03.2021 at 18:43	NFHO	As per information given by C/L Mr Roshanbhai (SMC Site In charge), Victim got Minor Shock during drainage line work, while working without any safety precaution under C/L Kumar Construction, Nr H No 1502 - Nilkanth Park Soc. Surat.	Joint investigation was carried out by team of TPL & EI. The investigation report from EI is awaited			Damaged cable was disconnected from MSP

Note: FHD-fatal human departmental, NFHD-Non-fatal human departmental, FHO-fatal human outside, NFHO- Non fatal human outside, FAO-fatal animal outside

Torrent Power Limited

Year : 2020-21

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year					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	3	26,499	26,502	26,260	239	-	-	26,499	3
A(ii)	Interruption in power supply- Interruption due to line breakdown	36	86,478	86,514	86,381	23	-	-	86,404	110
A(iii)	Interruption in power supply- Interruption due to failure of transformer	1	79	80	79	-	-	-	79	1
A(IV)	Interruption in power supply- Others	35	54,627	54,662	54,620	-	-	-	54,620	42
B(i)	Quality of Power Supply- No Augmentation required	-	123	123	123	-	-	-	123	-
B(ii)	Quality of Power Supply- Augmentation required	-	243	243	243	-	-	-	243	-
C(i)	Meters - Stopped/ Defective meters/ Burnt/ No Display Meters	207	29,147	29,354	29,209	112	-	-	29,321	33
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	467	7,033	7,500	7,482	1	-	-	7,483	17
F(i)	Service Connections - Extension of mains is not required	-	-	-	-	-	-	-	-	-
F(ii)	Service Connections - Extension of mains is required	-	24	24	23	-	-	-	23	1
F(iii)	Service Connections - Modification in connected load	115	8	123	120	-	-	-	120	3
F(IV)	Service Connections - Name Change/Reconnection	-	108	108	108	-	-	-	108	-
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	-
H	Others	14	3,102	3,116	3,106	-	-	-	3,106	10
Total		878	2,07,471	2,08,349	2,07,754	375	-	-	2,08,129	220

Torrent Power Limited

Year : 2020-21

Performa SoP 003B: Register For Compiling The Complaints Classificationwise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	No. of complaints redressed during the year					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	2,317	2,317	2,312	5	-	-	2,317	-	
A(ii)	Interruption in power supply- Interruption due to line breakdown	7,891	7,891	7,883	6	-	-	7,889	2	
A(iii)	Interruption in power supply- Interruption due to failure of transformer	3	3	3	-	-	-	3	-	
A(iv)	Interruption in power supply- Others	5,690	5,690	5,690	-	-	-	5,690	-	
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	8,625	8,625	8,579	46	-	-	8,625	-	
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	4,047	4,049	4,040	-	-	4,040	9	
F(i)	Service Connections - Extension of mains is not required	-	58	58	57	1	-	58	-	
F(ii)	Service Connections - Extension of mains is required	-	8	8	8	-	-	8	-	
F(iii)	Service Connections - Modification in connected load	-	1	1	1	-	-	1	-	
F(iv)	Service Connections - Name Change/Reconnection	-	28	28	27	1	-	28	-	
G	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-	-	
H	Others	-	1,190	1,190	1,190	-	-	1,190	-	
Total		2	29,858	29,860	29,790	59	-	-	29,849	11

Torrent Power Limited

Year : 2020-21

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the year	Likely number of consumers influenced	Details about media
1	Website	14008133 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 all Plugpoints)	
	Information boards for substation requirement	4.83 Lac Approx	
	SD and SLC Information Board	4.83 Lac (across all Plugpoints)	
	Form Filling Assistance Board at NZO	1.13 lac Approx	
	Form Filling Assistance Board at CZO	0.68 lac Approx	
	Form Filling Assistance Board at AZO	0.93 lac Approx	
	Form Filling Assistance Board at GZO	0.37 lac Approx	
	Form Filling Assistance Board at SNN	0.65 lac Approx	
	Form Filling Assistance Board at Naroda	0.65 lac Approx	
	Form Filling Assistance Board at Motera	0.19 lac Approx	
	Form Filling Assistance Board at Prahlanagar	0.21 lac Approx	
	Online Bill Payment Board	4.21 Lac approx (across all Plugpoints)	
	ATM Drop box Payment Option Board	4.21 Lac approx (across all Plugpoints)	
	Launch of new customer portal	4.21 Lac approx (across all Plugpoints)	
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Power Alert Service Flyer	4.83 lac Approx	
	Electrical Safety Flyer	0.5 lac	
	Power Factor Improvement Flyer	1.4 lac Approx	
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	4.83 lacs (across all Plugpoints) and overall publicity at 27 locations across A'bad	
4	Bills		Backside of the bill
	Front Side: 1.. Easy Pay Outlets (For the area of each group) 2.Whatsapp services 3. Mobile App Launch	10 LPM	
	Back Side: 1. New Tariff Structure 2. Mobile App Launch Ad 3. CGRF Details 4. 24X7 Helpline Number 5. Feedback and Suggestions	10 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	1576.58 lac	
6	Newspaper advertisements / Radio etc		
	Newspaper Advertisements	20 L Approx	
	FM Radio - Uttarayan Campaign	20 L Approx	

Torrent Power Limited

Year : 2020-21

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the year	Likely number of consumers influenced	Details about media
1	Website	14008133 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 Sample form for new application/Tariff/Call Centre Services Amazon Offer / Safety Tips / Conservation Tips/Precautions /Portal Connect Info/Theft deterrence etc.	Consumer at large Consumer at large	Boards at consumer centres Boards at consumer centres
3	Information booklets / Flyers / Letters		
	CGRF Leaflets to all customers, Helpline number, Portal & Mobile App Connect Information Kite flying Safety tips ,Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, etc. Booklet (GERC Regulations & Application Processing Charges)	611000 9	Pamphlets & Booklets Booklet
4	News News Paper- Monsoon Safety Tips, Kite Flying Safety Tips, ELCB importance, Portal, Mobile App, WhatsApp & Helpline number information	Consumers at large	News Paper
5	Advertisements		
	Radio - Kite Flying Safety Tips & Helpline Number on six radio station for six days, Monsoon Safety Tips, Customer Portal & Mobile App Awareness on six radio stations for four days	Consumers at large	Radio
	TV -Cable - Kite Flying Safety Tips & Helpline Number for 15 days	Consumers at large	Cable TV
	Banners - Kite Flying Safety Tips Mobile Van Announcement - Kite Flying Safety Tips & Helpline Number	Consumers at large Consumers at large	Company Vehicles Mobile Van
6	Bills		
	Front side : Safety Tips, Submit meter reading service, Mobile App & WhatsApp info Back side : Kite Flying Safety Tips, Mobile App, Tariff, Call Centre Info, Energy payment option, Redressal forum & Ombudsmen details	6.22 lakh / month 6.22 lakh / month	Energy Bill
7	SMS - Application, Billing, Meter, Company Services.	56939943	SMS
8	Bill Envelopes to HT-LTMD customers (Mobile App, Holi Safety Tips & ELCB importance)	2600 Consumer/Month	Bill Envelopes
9	Consumer Meet		
	Awareness on Company Services, Safety, Conservation, Etc	46 consumers	On virtual Platform – Zoom Meeting
10	Power Factor Awareness Programme		
	Personal Visit to LTMD & LT Consumers	151	Personal Interaction

Torrent Power Limited

Year : 2020-21

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				
1	Apr-20	-	NIL	NIL
2	May-20	-	NIL	NIL
3	Jun-20	-	NIL	NIL
4	Jul-20	-	NIL	NIL
5	Aug-20	-	NIL	NIL
6	Sep-20	02-09-2020, 16-09-2020	1	NIL
7	Oct-20	-	NIL	NIL
8	Nov-20	-	NIL	NIL
9	Dec-20	-	NIL	NIL
10	Jan-21	-	NIL	NIL
11	Feb-21	-	NIL	NIL
12	Mar-21	-	NIL	NIL

Consumers can walk in for redressal of grievance

Note: Meeting could not be conducted due to COVID-19 related restrictions

Torrent Power Limited

Year : 2020-21

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				
1	Apr-20	0	NIL	NIL
2	May-20	0	NIL	NIL
3	Jun-20	10-06-2020, 22-06-2020	NIL	NIL
4	Jul-20	10-07-2020, 20-07-2020	NIL	NIL
5	Aug-20	10-08-2020, 20-08-2020	NIL	NIL
6	Sep-20	07-09-2020, 10-09-2020, 21-09-2020	3	NIL
7	Oct-20	12-10-2020, 20-10-2020 & 29-10-2020	2	NIL
8	Nov-20	10-11-2020 & 20-11-2020	NIL	NIL
9	Dec-20	10-12-2020 & 21-12-2020	1	NIL
10	Jan-21	11-01-2021, 20-01-2021	NIL	NIL
11	Feb-21	10-02-2021, 22-02-2021	NIL	NIL
12	Mar-21	10-03-2021, 22-03-2021	NIL	NIL

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

Note: Meeting could not be conducted in Apr-May,20 due to COVID-19 related restrictions

Torrent Power Limited

Year : 2020-21

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	8,749	165	8,914	48	0.54%

Torrent Power Limited

Year : 2020-21

Performa SoP 006: Failure of Distribution Transformer

	No. of existing Distribution Transformer at the start of the year	No. of Distribution Transformers added during the year	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	2,630	43	2,673	1	0.04%

Torrent Power Limited

Year : 2020-21

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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	193	10	203	-	0.00%

Torrent Power Limited

Year : 2020-21

Performa SoP 007: Failure of Power Transformer

	No. of existing Power Transformer at the start of the year	No. of Power Transformers added during the year	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

Year : 2020

SoP 008: Sample Test result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage					
Ahmedabad License Area					
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age of non compliance (6) = (5)*100/(3)
1	2	3	4	5	6
	LT Consumers				
1	Domestic	8,541	2%	2	0.02%
2	Commercial	600	2%	-	0.00%
3	Industrial	61	2%	-	0.00%
4	Agricultural		2%		0.00%
5	Public Water works		2%		0.00%
	HT Consumer				
6	HT Industrial		2%		
	Total	9,202		2	0.02%

Torrent Power Limited

Year : 2020

SoP 008: Sample Test result for Neutral Voltage

Compliance Sample Test Report for Neutral Voltage					
Surat License Area					
Sr. No	Category of consumers	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age non compliance (6) = (5)*100/(3)
1	2	3	4	5	6
	LT consumers				
1	Domestic	2,685	2%	-	0.00%
2	Commercial	640	2%	-	0.00%
3	Industrial	1,704	2%	-	0.00%
4	Agricultural		2%		0.00%
5	Public water works		2%		0.00%
	HT consumers				
6	HT industrial		2%		0.00%
Total		5,029		-	0.00%

Torrent Power Limited
Year : 2020

SoP 009: Sample Test result for Voltage variations

Compliance Sample Test Report for voltage variations					
Ahmedabad License Area					
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Deviation of results from the sample test (Numbers)	% age of non compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	9327	+6% to -6%	17	0.18%
2	HT Consumers	459	+6% to -6%	0	0.00%
3	EHT Consumers	0	+10% to -10%	0	
	Total	9786		17	0.17%

Torrent Power Limited
Year : 2020

SoP 009: Sample Test result for Voltage variations

Compliance Sample Test Report for voltage variations					
Surat License Area					
Sr. No	Voltage Level	Sample Size (numbers)	Limit or prescribed standard	Deviation of results from the sample test (Numbers)	% age non compliance (6) = (5)*100/(3)
1	2	3	4	5	6
1	Low Voltage	5,036	+6% to -6%	37	0.73%
2	High Voltage	254	+6% to -6%	-	0.00%
3	Extra High Voltage		+10% to -10%	-	0.00%
	Total	5,290		37	0.70%

Torrent Power Limited
Year : 2020

SoP 010: Sample Test result for Harmonics

Compliance Sample Test Report for Harmonics					
Ahmedabad License Area					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or standard prescribed	Deviation of results from the sample test (Numbers)	% age of non compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	4296	3.50%	0	0.00%
2	HT Consumers	402	3.00%	0	0.00%
3	EHT Consumers	0	3.00%	0	

Torrent Power Limited
Year : 2020

SoP 010: Sample Test result for Harmonics

Compliance Sample Test Report for Harmonics					
Surat License Area					
Sr. No	Category of consumers	Sample size (Numbers)	Limit or standard prescribed	Deviation of results from the sample test (Numbers)	%age non compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT consumers	184	3.5%	3	1.63%
2	HT consumers	3	3.0%	-	0.00%
3	EHT consumers	-	3.0%	-	0.00%

Torrent Power Limited

Year : 2020-21

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	Apr-20	1,09,430	19,79,715	1,27,081	0.064
2	May-20	1,70,233	19,80,357	1,88,649	0.095
3	Jun-20	2,27,277	19,83,210	2,47,943	0.125
4	Jul-20	1,89,077	19,86,448	2,07,146	0.104
5	Aug-20	1,70,243	19,88,642	1,99,735	0.100
6	Sep-20	2,73,386	19,89,660	2,86,471	0.144
7	Oct-20	3,33,624	19,91,023	3,68,287	0.185
8	Nov-20	1,47,247	19,95,181	1,55,990	0.078
9	Dec-20	2,40,288	19,97,703	2,46,950	0.124
10	Jan-21	2,62,336	19,99,221	3,00,606	0.150
11	Feb-21	2,31,992	20,01,983	2,60,019	0.130
12	Mar-21	1,44,996	20,06,381	1,65,305	0.082

Torrent Power Limited

Year : 2020-21

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	Apr-20	5,328	6,19,479	5,328	0.009
2	May-20	1,051	6,19,665	1,051	0.002
3	Jun-20	9,396	6,19,991	9,396	0.015
4	Jul-20	16,447	6,20,555	16,447	0.027
5	Aug-20	13,403	6,20,819	14,174	0.023
6	Sep-20	1,784	6,20,401	1,784	0.003
7	Oct-20	12,827	6,18,565	12,827	0.021
8	Nov-20	2,956	6,19,098	2,956	0.005
9	Dec-20	20,839	6,18,775	23,318	0.038
10	Jan-21	13,692	6,20,074	16,565	0.027
11	Feb-21	16,400	6,20,911	16,400	0.026
12	Mar-21	23,045	6,21,507	32,895	0.053

Torrent Power Limited

Year : 2020-21

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	Apr-20	1:8	1,09,430		19,79,715	1,16,991	00:04
2	May-20	0:38	1,70,233		19,80,357	1,28,368	00:04
3	Jun-20	0:40	2,27,277		19,83,210	1,49,356	00:05
4	Jul-20	0:38	1,89,077		19,86,448	1,15,944	00:04
5	Aug-20	0:45	1,70,243		19,88,642	1,47,200	00:04
6	Sep-20	0:41	2,73,386		19,89,660	1,75,247	00:05
7	Oct-20	0:41	3,33,624		19,91,023	2,01,675	00:06
8	Nov-20	0:30	1,47,247		19,95,181	73,893	00:02
9	Dec-20	0:51	2,40,288		19,97,703	1,34,533	00:04
10	Jan-21	0:38	2,62,336		19,99,221	1,67,738	00:05
11	Feb-21	0:30	2,31,992		20,01,983	1,25,708	00:04
12	Mar-21	0:32	1,44,996		20,06,381	86,630	00:03

Torrent Power Limited

Year : 2020-21

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	Apr-20	00:42	5,328		6,19,479	3,391	00:01
2	May-20	00:26	1,051		6,19,665	458	00:01
3	Jun-20	00:27	9,396		6,19,991	3,334	00:01
4	Jul-20	00:27	16,447		6,20,555	8,236	00:01
5	Aug-20	00:32	13,403		6,20,819	7,026	00:01
6	Sep-20	00:25	1,784		6,20,401	768	00:01
7	Oct-20	00:32	12,827		6,18,565	6,428	00:01
8	Nov-20	00:35	2,956		6,19,098	1,735	00:01
9	Dec-20	00:32	20,839		6,18,775	12,785	00:01
10	Jan-21	00:30	13,692		6,20,074	7,783	00:01
11	Feb-21	00:23	16,400		6,20,911	6,942	00:01
12	Mar-21	00:30	23,045		6,21,507	16,181	00:02

Torrent Power Limited

Year : 2020-21

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	Σ IMiNmi	MAIFI = $\frac{\Sigma IMiNmi}{Nt}$
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
Ahmedabad License Area							
1	Apr-20	-	-		19,79,715	-	-
2	May-20	1	9,990		19,80,357	9,990	0.005
3	Jun-20	-	-		19,83,210	-	-
4	Jul-20	3	7,693		19,86,448	7,693	0.004
5	Aug-20	3	12,563		19,88,642	12,563	0.006
6	Sep-20	-	-		19,89,660	-	-
7	Oct-20	2	1,920		19,91,023	1,920	0.001
8	Nov-20	1	1,585		19,95,181	1,585	0.001
9	Dec-20	2	7,957		19,97,703	7,957	0.004
10	Jan-21	1	523		19,99,221	523	0.000
11	Feb-21	1	4,399		20,01,983	4,399	0.002
12	Mar-21	2	1,927		20,06,381	1,927	0.001

Torrent Power Limited

Year : 2020-21

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)
Surat License Area							
1	Apr-20	-	-	-	6,19,479	-	-
2	May-20	-	-	-	6,19,665	-	-
3	Jun-20	-	-	-	6,19,991	-	-
4	Jul-20	-	-	-	6,20,555	-	-
5	Aug-20	-	-	-	6,20,819	-	-
6	Sep-20	-	-	-	6,20,401	-	-
7	Oct-20	-	-	-	6,18,565	-	-
8	Nov-20	-	-	-	6,19,098	-	-
9	Dec-20	-	-	-	6,18,775	-	-
10	Jan-21	-	-	-	6,20,074	-	-
11	Feb-21	-	-	-	6,20,911	-	-
12	Mar-21	-	-	-	6,21,507	-	-

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2020-21

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	7,410.85
ii	Energy Sold (Billed) HT direct sales (Mus)	B	1,627.62
iii	Energy Sold (Billed) in the HT & LT system (MUs)	C	5,319.80
iv	Total Sales (Mus)	(B+C)	6,947.42
v	Distribution Loss (Mus)	D	445.57
vi	Energy input at EHV Substation (Mus)	E	7,392.99
vii	% Distribution Loss	$(D) \times 100/(E)$	6.03%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	463.43
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100/(A)$	6.25%

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2020-21

Sop 012: System Losses

Losses in System and Connected Equipment			
i	Total Energy Delivered	A	2,735.73
ii	Energy Sold (Billed) HT direct sales (Mus)	B	307.70
iii	Energy Sold (Billed) in the HT & LT system (MUs)	C	2,295.84
iv	Total Sales (Mus)	(B+C)	2,603.54
v	Distribution Loss (Mus)	D	110.24
vi	Energy input at EHV Substation (Mus)	E	2,713.77
vii	% Distribution Loss	$(D) \times 100 / (E)$	4.06%
viii	Total Losses(including EHV/Transmission) (Mus)	$\{(A)-(B+C)\}$	132.19
ix	% Total Losses(including EHV/Transmission)	$\{(A)-(B+C)\} \times 100 / (A)$	4.83%

Torrent Power Limited

Year : 2020-21

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the year (1)	No. of faulty meters added during the year (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 year (5) = (3)-(4)
Ahmedabad License Area					
Single Phase	-	30,979	30,979	30,979	-
Three Phase	-	6,960	6,960	6,960	-

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

Remarks	
Single Phase	884
Three Phase	1668

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

Torrent Power Limited

Year : 2020-21

Performa SoP 013: Meter Faults

Consumer Category	No. of faulty meters at the start of the year (1)	No. of faulty meters added during the year (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 year (5) = (3)-(4)
Surat License Area					
Single Phase	46	9,251	9,297	9,267	30
Three Phase	10	2,175	2,185	2,175	10

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2020-21

Sop 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr.No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Crs)	Revenue Collected (Rs. Crs)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	APR	458	381	83.17	302	194	64.37	53.53	46.47
	MAY	642	498	77.51	424	285	67.23	52.11	47.89
	JUN	684	630	92.17	530	595	112.14	103.36	(3.36)
ii	JUL	735	681	92.57	559	620	110.91	102.67	(2.67)
	AUG	659	681	103.33	563	535	94.96	98.12	1.88
	SEP	734	677	92.14	566	562	99.38	91.57	8.43
iii	OCT	754	715	94.78	598	578	96.55	91.52	8.48
	NOV	482	496	102.92	432	561	129.89	133.67	(33.67)
	DEC	522	581	111.35	493	475	96.22	107.15	(7.15)
iv	JAN	510	495	96.97	433	484	111.76	108.37	(8.37)
	FEB	514	519	100.94	448	479	107.02	108.02	(8.02)
	MAR	697	594	85.16	506	478	94.44	80.42	19.58
		7,393	6,947	93.97	5,853	5,844	99.85	93.83	6.17

**The resultant figure based on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.*

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2020-21

Sop 014 -A: Statement Showing the ATC losses, collection efficiency & Billing Efficiency

Sr.No.	Month	Units input (Mus)	Units Billed. (Mus)	Billing Efficiency	Revenue Billed (Rs. Crs)	Revenue Collected (Rs. Crs)	Collection Efficiency%	Business Efficiency	ATC Loss%*
1	2	A	B	$C=(B/A)*100$	D	E	$F=(E/D)*100$	$G=(C*F)/100$	$H=100-G$
i	APR	128	98	76.10	74	39	51.97	39.55	60.45
	MAY	153	155	101.14	132	104	78.97	79.87	20.13
	JUN	182	197	107.84	164	202	122.79	132.42	(32.42)
ii	JUL	167	164	98.43	138	174	125.89	123.91	(23.91)
	AUG	181	173	95.17	145	141	97.72	93.00	7.00
	SEP	248	234	94.06	190	165	86.93	81.77	18.23
iii	OCT	313	289	92.56	234	202	86.04	79.64	20.36
	NOV	232	240	103.57	195	223	114.30	118.38	(18.38)
	DEC	259	238	92.07	194	211	108.84	100.20	(0.20)
iv	JAN	260	251	96.66	200	190	94.73	91.57	8.43
	FEB	262	256	97.67	204	213	104.59	102.15	(2.15)
	MAR	328	309	94.14	243	224	92.22	86.82	13.18
			2,714	2,604	95.94	2,115	2,089	98.77	94.76

**The resultant figure based on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.*

Name of Distribution Licensee: Torrent Power Limited (AHMEDABAD)

Year : 2020-21

Sop 015: Release of New Connection status

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the beginning of the half - year/year	Pending at the beginning of the Half year/year *	New Application received during the half-year/year	No. of connections released during the Half-year/year	No. of applications pending at the end of the Half - year/year *	Total no. of consumers connected at the end of the Half - year/year
1st Half	Residential	1526421	1	11740	11122	473	1532569
	Non -RGP	410563	0	4196	3874	129	414791
	LTMD	35114	0	195	203	14	35175
	Agricultural (Total)	325	0	1	2	0	318
	HT	1412	6	27	25	4	1433
	Other	5296	10	152	98	30	5380
	Total	1979131	17	16311	15324	650	1989666
2nd Half	Residential	1532569	473	21984	20651	923	1543587
	Non -RGP	414791	129	5563	6040	295	419820
	LTMD	35175	14	399	335	21	35567
	Agricultural (Total)	318	0	0	2	0	313
	HT	1433	4	51	50	5	1468
	Other	5380	30	314	280	30	5696
	Total	1989666	650	28311	27358	1274	2006451
Annual	Residential	1526421	1	33724	31773	923	1543587
	Non -RGP	410563	0	9759	9914	295	419820
	LTMD	35114	0	594	538	21	35567
	Agricultural (Total)	325	0	1	4	0	313
	HT	1412	6	78	75	5	1468
	Other	5296	10	466	378	30	5696
	Total	1979131	17	44622	42682	1274	2006451

Note: All the columns are independent.

* Pending applications exclude pendency due to consumer compliance and RO Permission

Name of Distribution Licensee: Torrent Power Limited (SURAT)

Year : 2020-21

Sop 015: Release of New Connection status

Name of Area/ Circle	Consumer Category	Total no. of consumers connected at the beginning of the half - year/year	Pending at the beginning of the Half year/year *	New Application received during the half-year/year	No. of connections released during the Half-year/year	No. of applications pending at the end of the Half -year/year *	Total no. of consumers connected at the end of the Half - year/year
1st Half	Residential	415308	0	1502	1454	13	416481
	Non -RGP	188050	1	708	642	19	188555
	LTMD	14644	0	31	28	1	14588
	Agricultural (Total)	235	0	1	0	0	233
	HT	248	0	2	1	0	248
	Other	1861	1	9	8	0	1852
	Total	620346	2	2253	2133	33	621957
2nd Half	Residential	416481	13	3135	3128	21	417755
	Non -RGP	188555	19	1557	1546	9	189002
	LTMD	14588	1	111	106	1	14664
	Agricultural (Total)	233	0	5	5	0	235
	HT	248	0	7	7	0	253
	Other	1852	0	25	20	0	1863
	Total	621957	33	4840	4812	31	623772
Annual	Residential	415308	0	4637	4582	21	417755
	Non -RGP	188050	1	2265	2188	9	189002
	LTMD	14644	0	142	134	1	14664
	Agricultural (Total)	235	0	6	5	0	235
	HT	248	0	9	8	0	253
	Other	1861	1	34	28	0	1863
	Total	620346	2	7093	6945	31	623772

Note: All the columns are independent.

* Pending applications exclude pendency due to consumer compliance and RO Permission

Torrent Power Limited

Year : 2020-21

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

Year : 2020-21

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				