

**STANDARD OF PERFORMANCE
COMPLIANCE REPORT
YEAR: APRIL 25 TO MARCH 26**

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

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

Torrent Power Limited

Year : 2025-26

Performa SoP 001: Fatal and Non-fatal accident report

Name of Area/Circle	Cummulative since the first quarter of the FY				
	(Departmental)		(Outside)		
	FH	NFH	FH	FA	NFH
Ahmedabad License Area	-	-	31	1	10

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

Torrent Power Limited

Year : 2025-26

Performa SoP 001: Fatal and Non-fatal accident report

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

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

TORRENT POWER LTD

FY 2025-26

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 (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURENCE OF SUCH ACCIDENT
Ahmedabad Licence Area								
1	COW Streetlight, Shakti Chowk, Piplaj Gaam City: Ahmedabad	20-Apr-25	FAO	<p>Animal Fatal Electrical Accident had occurred to Cow at Shakti Chowk, Piplaj Gam.</p> <p>An Electrical fatal incident to cow outsider at consumer installation occurred on dated 20.04.2025 at around 22:30 Hrs. on Service No. 100443220 located at Street light, Shakti Chowk, Piplaj Gam. Torrent Power Ltd. (TPL) team visited the site on dated 20.04.2025 at around 23:33 Hrs and disconnected the Power Supply of the Said Service.</p> <p>Joint site visit with Government AEI & TPL officials was done at location of incident on 22.04.2025 at around 14:30 Hrs.</p> <p>During joint site visit, TPL side SA, Cable & Earthing found in Order. Further, it was observed that ELCB/RCCB was installed in consumer wiring, after the said incident as stated by Jigar Bhai (witness). Excavation work was carried out at incident location by AMC with the help of JCB for drainage repairing work. During excavation work Streetlight cable got damaged by JCB machine and get pulled out from street light pole's distribution box and fired on ground. Wet surface area was observed surrounding the damaged cable due to some leakage of water. Insulation resistance value of Street light pole cable found insufficient during megger testing. Cow might be grazed there and have come in contact with street pole and got electric shock from street light pole resulting to electrocution.</p> <p>After joint inspection, Government AEI guided the consumer to rectify the wiring.</p>	Joint investigation was carried out by the team of TPL & EI on 22-April-2025	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 2023.	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 2023.
2	Laxmiben Vipulkumar Patel G/30, Bhanuram Appt., Nr. Mohan Krupa Substation, Vejalpur. City: Ahmedabad	20-Apr-25	FHO	<p>Human fatal accident of Laxmiben Vipulbhai Patel, age approx. 36 years occurred at around 11:30 hrs. on 20.04.2025 at G/30 Bhanuram Apartment, Near Mohan Krupa Sub-station, Vejalpur, Ahmedabad. The information was received at 16:21 hrs. on 23.04.2025 through a letter from police station which was received through EI office. TPL personnel visited the place of accident and disconnected the electric supply of service no. 3012054, the source of electric supply to the place of accident on 23.04.2025.</p> <p>The joint site inspection with Electrical Inspector and TPL officials was carried out on 24.04.2025. During the joint site visit, as reported that the AC installed in the drawing room of the house a few days ago. Since this AC was faulty, as soon as we turned on the AC, the supply current started flowing in the earthing in the entire house. So when Mrs. Laxmiben went to the bathroom to take a bath, the power switch of the AC was ON, so electricity must have come to the earthing and when Mrs. Laxmiben held the immersion heater to put it in a bucket of water, she must have received an electric shock. While checking the earthing of the bathroom with a tester, when the power supply to the AC of the drawing room was turned ON, electricity came to earthing and when the power supply to the AC was turned Off, electricity stopped flowing in the earthing. The customer has purchased a new AC which was not cooling hence customer has made a complaint to the company and they have sent another AC for replacement. Megger performed on the immersion rod heater which is found in healthy condition. ELCB / RCCB was not installed at customer installation at the time of inspection. Customer side earthing was not provided. TPL earthing found in order.</p> <p>According to Mrs. Ambikaben Dolatram Meena, her friend Mrs. Laxmiben had come to stay with her for a few days. On 20.04.2025, at around 11:30 AM, her friend Mrs. Laxmiben had gone to the bathroom at the back of the house with her 2 year old daughter to take a bath. Hearing her daughter's screams, she ran towards the bathroom. She saw that Laxmiben had an immersion heater in her hand to heat water. And she was lying unconscious on the ground. People around her ran after she screamed. So Laxmiben was freed from the immersion heater and immediately taken to Sola Civil hospital in a 108 ambulance van, where the doctors on duty declared her dead. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p>	Joint investigation was carried out by the team of TPL & EI on 24-April-2025	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
3	Raymalbhai Sonajibhai Patni Outside Shop No.17, Shree Ram Market, Holi Chakla, Near Arjunlala Municipal school 11 & 12 Compound, Asarwa, Ahmedabad - 380016.	06-May-25	FHO	<p>On 06.05.2025, at around 07:35 AM, Torrent Power Limited (TPL) call centre received information about a fatal electrical accident at Shree ram market, near holi chakla, Asarwa. Upon receiving the complaint, TPL team visited the site at around 08:00 AM on the same day & came to know that Mr. Rayamalbhai Sonajibhai Patani met with fatal accident at around 07:00AM on 06-05-2025 while climbing the iron ladder located outside in the shop no. 17. Before arrival of TPL team fire fighter team had removed the victim from the accident site. Upon arrival of TPL team, they had observed that the roofs of the shops where the fatal accident occurred, as well as the roofs of adjacent shops, have common RCC roof interconnected. The Reinforcement Iron Bars used in the concrete of this roof was also connected to each other. Due to damaged RCC slab, Reinforcement Iron bars were exposed. The iron ladder outside of shop no. 17 was in contact with these exposed iron bar of roof. It's observed that leakage electric current on the iron ladder outside of shop no. 17 was not stopped even after switching off the MCBs of shop no. 17 of Customer ID- 611352.</p> <p>During further investigation, looking at this shop from the front, TPL team had inspected the wiring of the shop no 5 in which Customer ID -100699455 was provided. It was found that by Switching off the main switch of shop No. 5 (Customer ID -100699455), leakage electric current stopped flowing to metallic ladderoutside of shop no. 17 (Customer ID -611352). While investigating the wiring at the place of Customer ID - 100699455, multiple joints were found in electric wiring & also wiring was found to be faulty having isolation switch installed on neutral wiring side. To prevent possibilities of any further electrical accidents, the TPL team immediately disconnected the power supply to Customer ID-100699455. TPL Service apparatus and TPL earthing were found in order. ELCB was not installed in customer side wiring.</p> <p>The incident was informed to the Government Electrical Inspector office on 06-05-2025. A joint site visit with the Electrical Inspect and Team of TPL was carried out on 08-05-2025 and 09-05-2025 for inspection and taken the of the Mrs. Divaben Patni (Aunt of Victim). We got information that the postmortem of Victim was not performed due to family decision.</p> <p>For the above-mentioned facts & observation, it seems that leakage current might have flown from the damaged wires of Customer ID:100699455 to reinforcement irons bars of RCC roof and from that to metallic ladder where this incident took place. Mr. Rayamalbhai got electric shock when he came in contact with this Metallic ladder.</p> <p>The owner of the premises having Customer ID -100699455 was advised to immediately rectify their wiring with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of electricity supply.</p>	Joint investigation was carried out by the team of TPL & EI on 08-May-2025 & 09-May-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
4	Damor Pradip Bhikhabhai Near Streetlight Pole No. 9020, Near Aarti Transport, Gujarat Ginning Mill, Idgah Road, Outside Prem Darwaja, Ahmedabad-380001	06-May-25	FHO	<p>On 08-05-2025, at around 12:30 PM, Torrent Power Limited (TPL) call centre received electrical shock complaints Near Streetlight pole no. 9021, Near- Gujarat ginning mill, idgah road, near- prem Darwaja, Ahmedabad- 380001. Upon receiving the complaint, TPL team visited the site at around 12:45 PM & identified that no leakage current was observed on street light pole no. 9021 but lots of smoke observed inside the junction box of pole no. 9021. During this activity someone informed our TPL team that on 06-05-2025 at around 08:00 PM, Due to rain lots of water accumulated adjacent to Pole no 9021 another street light pole no. 9020. Mr. Pradip bhikhabhai Damor was doing material transfer activity near street light pole no: 9020 at that time, Mr. Pradip (Victim) got an electric shock. Victim was taken to civil hospital via 108 ambulance service where on duty doctor declare him dead. This incident was registered at madhupura police station. Junction box of pole no. 9020 found in damage condition. To prevent possibilities of any further electrical accidents, the TPL team immediately disconnected the power supply of street light service having Customer ID 100190380. TPL Service apparatus and TPL earthing were found in order. ELCB was not installed in customer side wiring.</p> <p>The incident was informed to the Government Electrical Inspector office on 09-05-2025. A joint site visit with the Electrical Inspector and Team of TPL was carried out on same date at around 12:30 PM. During joint site visit, electrical wiring of the street light pole 9020 was inspected and it is observed that new tapping was carried out by someone on the joints in the junction box. According to the eyewitness Mrs. Firojaben Ibrahimbai, victim was taken to civil hospital for further treatment.</p> <p>From above-mentioned facts & observation, it seems that junction box of street light pole was in damage condition. On 06-05-2025 at around 08:00 PM, water had accumulated near the streetlight pole no. 9020 due to rain. It might be possible that Victim might have been electrocuted when he came in contact with Street light pole no. 9020. However, the exact cause of death could not be ascertained as actual condition at the time of incident was not inspected & postmortem report of the victim is not available.</p> <p>The Responsible person Mr. Mukeshbhai Gamiti of AMC streetlight was advised to immediately rectify their wiring of customer ID-100190380 with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.</p>	Joint investigation was carried out by the team of TPL & EI on 09-May-2025	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 2023.	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 2023.
5	Mr. Rishi Rakshitbhai Shukal 17, Madhuvan Bungalows, B/h Hariom Nagar, Ghodasar City: Ahmedabad	12-May-25	NFHO	<p>Joint site visit with Government AEI & TPL officials was done at location of the incident on 19.05.2025 at around 12:00 Hrs.</p> <p>During joint site visit, TPL side SA, Cable & Earthing was found in Order. Further, it was observed that ELCB/RCCB installed in consumer side wiring. But it was installed after the incident. Metallic roofs between many houses were found interconnected with each-other at the incident location, Insulation of Cable of solar inverter Outgoing cable of S/2200919 was damaged. Ip was hanging the wet clothes to dry on iron wire with his wet hands. Leakage current might have flown from other premise(S/2200919) solar inverter's outgoing damaged cable which could have led to charging of the iron wire and other connected metallic structures are interconnected resulted into mild electric shock to the victim.</p> <p>After joint inspection, Government AEI guided both the consumers to rectify their wiring.</p> <p>As stated by IP- Mr. Rishi Shukal (14 Years):- He was doing work of filling water at his uncle's house in wash yard area, meanwhile his hands are wet due to water filling. After that he went to hang clothes on iron wire nearby wash yard and he suddenly got shock from that iron wire, and his hands are tightening on iron wire, and he shouted therefore his grandmother immediately went to him and she also get electric shock and thrown away from him. People gathered at the place, and they removed his hands from iron wire with the help of wooden stick. Then after he went in semi-conscious status for 10 to 15 Min. Hence gathered people took him to Balaji Hospital, Ghodasar by 108 Ambulance service. Doctor on duty at the hospital gave him Primary treatment and discharged him on dated.15.05.2025 after ensuring healthy condition.</p>	Joint investigation was carried out by the team of TPL & EI on 19-May-2025	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
6	Pinakin Jayantilal Dave Partner-Dinner Point Restaurant, F.F + S.F, 1 to 3, FP No-177, Radhe Arcade, B/H Kankaria Zoo, Kankaria, Ahmedabad- 380022	06-May-2025 (Reported on 17.05.2025)	FHO	Information about the fatal accident which took place on 06.05.2025 at around 20:00 hrs. was received by TPL representative on 17.05.2025 at around 17:30 hrs. from the Electrical Inspector through a letter from Maninagar police station. A preliminary site visit was done on 17.05.2025 at around 18:30 hrs. During visit, it was observed that the power to the lighting board of Dinner Point Hotel was in disconnected condition and company installation & voltage was found in order. A joint site inspection was carried out by, Electrical Inspector, Government of Gujarat along with Torrent Power Limited representative on 19.05.2025 at around 11:30 hrs. Mr. Manjoorbhai Masi, partner of Dinner Point Restaurant, stated that when he came to know about the incident, he immediately reached the site. He found that victim was an outsider and working at N.P. Golden Transport. Meanwhile, somebody from the crowd had called 108 ambulance and the victim was shifted to L.G. Hospital. As additional information, he stated that the place where the incident happened was filled with rainwater and nearby board of Hotel kalinga was having the Halogen light energized which was also disconnected by the person of that hotel after the incident. Based on the letter sent by Maninagar police station, the victim got electric shock on the pillar of lighting board of Hotel Dinner Point. However, based on the joint site inspection, reason regarding the cause of electric shock was not found. The Kalinga Hotel advertising board was checked and found non-electrified, but lighting was focused on board with Halogen. Halogen was hung on a nearby tree and power was given through loose cable. During joint investigation TPL installation and earthing was checked and found in order. ELR was found installed in customer premises. However, the service was disconnected on 19.05.2025 and customer was asked to install circuit wise RCCB and submit a Test Report for reconnection of power supply. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.	Joint investigation was carried out by the team of TPL & EI on 19-May-2025	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 2023.	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 2023.
7	Jigneshbhai Dayasagar Rathod Outside House no. 1880/1, Raval vas, Nr. Kadva Pole, Dariapur 2-B, Ahmedabad-380001	21-May-25	FHO	On 22-05-2025, at around 10:03 AM, Torrent Power Limited (TPL) call centre received information about an Earthing related issue at House no. 1880/1, Raval vas, Nr. Kadva Pole, Dariapur 2-B, Ahmedabad-380001. Upon receiving the complaint, the TPL team visited the site at around 10:30 AM on the same day & came to know that Mr. Jigneshbhai Dayasagar Rathod met with fatal accident at around 07:30 AM on 21-05-2025. The incident occurred while Victim Mr. Jignesh Rathod was attempting to connect a water pump to a tap located outside his residence. During site visit of dated 22-05-2025, No evidence of leakage current was observed on the water pump body. It was also observed that ELCB was not installed in customer side wiring. As a precautionary measure, TPL team immediately disconnected the power supply to Customer ID- 256837. TPL Service apparatus and TPL earthing were found in order. The incident was informed to the Government Electrical Inspector on 22-05-2025. A joint site visits with the Electrical Inspector and Team of TPL was carried out on 23-05-2025 for inspection of place of accident and took the statement of the Mrs. Saloniben Rathod (Daughter of Victim). We got information that the postertem of Victim was performed, and police complaint was also registered. During the joint inspection, the reason for shock to the victim was not identified. However, according to Mrs. Saloniben Rathod, her father received an electrical shock while approaching the water pump, which was connected to the tap. At that time, lots of water had accumulated around the water-pump. It is suspected that due to the wet conditions, leakage current may have passed through the water-pump body. The victim got electrocuted when he came in contact with this water pump. The Exact cause of death could not be established, as the actual condition of the water pump at the time of the incident was not verified on the same day. Additionally, Postmortem report of victim is not available. The owner of the premises having Customer ID-256837 was advised to immediately rectify their wiring with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.	Joint investigation was carried out by the team of TPL & EI on 23-May-2025	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI/ AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
8	Naresh Navlaji Mina, Gorishankar Lakshmanji Mina Parikh Enterprises PVT LTD. Plot No 442, G.I.D.C IND. Estate Odhav Road, Odhav, Ahmedabad - 382415	02-Jun-25	FHO,NFHO	A preliminary site visit was carried out by TPL Team on 02.06.2025 at around 14:30 Hrs. During the visit, as per details shared by Mr. Hitendra Patel (Technical Director, Parikh Enterprise), the incident took place while the victim Mr. Gorishankar Mina had completed his shift and had gone to the Chilling plant room. After some time Mr. Naresh, a coworker, noticed that the victim was lying unconscious on the floor in the Chilling plant room with position that Victim's leg was touching to chiller plant electric motor body and his head was touching to the chilling plant electric panel. As soon as Mr. Naresh Co-worker attempted to pull Victim's body, he also received an electric shock, So Mr. Naresh immediately made power supply off from LT switch board/ LT panel, and the victim was pulled out of that area. An ambulance (108 emergency service) was called, and upon arrival, the team of 108 emergency service examined the victim and declared him dead. Thereafter, police were called by dialling 100 number and when police arrived, they enquired about the incident and then called 102 and sent the victim's body to civil hospital for postmortem examination. Also, during visit, TPL team noticed that the Earth Fault protection was available in the main LT Panel incoomer but the earthing wire which was connected between Chiller Plant Panel and Main LT Panel might have been damaged and necessary earth leakage protection system did not work, which might have led to the accident. The power supply of the HT service was disconnected on 02.06.2025 at around 15:40 Hrs and customer has been asked to do necessary corrections in the faulty wiring and submit a Test Report from Licensed Electrical Contractor post corrections. TPL installation was checked and found in order. TPL earthing was tested & found in order. It seems that the Victim might have got electric shock from the Chiller Plant Panel, but exact cause of death could be ascertained in absence of postmortem report and conclusive evidence.	TPL team visited the incident location on 02-Jun-2025	During site visit by TPL team, 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 2023.	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 2023.
9	Jasraj Jagdishkumar At Streetlight pole no. CH/7045, near Jay traders, Dudhwali pole, Opp- Mirzapur Court, Gheekanta, Ahmedabad	16-Jun-25	FHO	On 16-06-2025, at around 08:52 PM, Torrent Power Limited (TPL) received a complaint regarding an electric shock incident at Streetlight Pole No. CH/7045, located near Jay Traders, Dudhwali Pole, opposite Mirzapur Court, Gheekanta, Ahmedabad. Upon receiving the complaint, TPL team visited the site at around 09:20 PM & found that lots of water was accumulated near the street light pole no. CH/7045. leakage current was detected on streetlight pole no. CH-7045. One human dead body was found laid in that accumulated water. During this, someone informed our TPL team that on 16-06-2025 at around 08:30 PM, Mr. Jasraj Jagdishkumar (Victim) got an electric shock while walking near Street light no. CH/7045. Someone from the nearby people called the Fire brigade, Police control room & 108 Ambulance. With the help of fire brigade team, dead was taken out from the accumulated water & than Victim was taken to sola civil hospital via 108 ambulance service where on duty doctor declared him dead. This incident was register at Shahpur police station. To prevent possibilities of any further electrical accidents, the TPL team immediately disconnected the power supply of street light having Customer ID 2162205. TPL Service apparatus and TPL earthing were found in order ELCB/RCCB was not installed in customer side wiring. The incident was informed to the Government Electrical Inspector office on 17-06-2025. A joint site visit with the Electrical Inspector, Deputy city engineer of AMC Street light and Team of TPL was carried out on 18-06-2025 at around 11:15 AM. During joint site visit, physical condition of street light pole CH/7045 was inspected, and no earthing was observed at street light pole no. CH/7045. According to Mr. Rajeshbhai & Arvindbhai, Victim was declared dead by on duty doctor after inspecting him at sola civil hospital. Post mortem of victim was performed on the next day & after completing the formalities of police station, dead body was handed over to the family persons of victim. On 19-06-2025, Mr. Rajesh Panchal share the CCTV footage of nearby shop to the TPL team. From the footage, it appears that Victim collapsed into the accumulated water near the streetlight pole and became unconscious immediately when he came in contact with streetlight pole no. CH/7045. From the above-mentioned facts & observations, it seems that on 16-06-2025 at around 08:30pm, Victim Mr. Jasraj Jagdishkumar walking on the footpath of the street. Victim might have been electrocuted when he came in contact with streetlight pole no. CH/7045 and collapsed into the accumulated water near the pole. Postmortem report of victim is awaited. The Responsible person Mr. U K Madia of AMC streetlight was advised to immediately rectify their wiring of customer ID-2162205 with ISI marker insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.	Joint investigation was carried out by the team of TPL & EI on 18-Jun-2025	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
10	Sapnaben Vaghela AT-66, Kaji miya no Tekro, Opp. Agrawal Ice Factory, Dudheshwar, Ahmedabad	26-Jun-25	FHO	<p>Information regarding the Human Electrical Fatal accident to Ms. Sapnaben Sanjaybhai Vaghela, At - 66, Kaji miya no Tekro, Opp. Agrawal Ice Factory, Dudheshwar, Ahmedabad was obtained through a news article published on Page 3 on East Bhaskar newspaper dated 28-06-2025. Upon receiving such information, the TPL team visited the site at around 11:05 AM on the same day & came to know that Ms. Sapnaben Sanjaybhai Vaghela met with fatal accident at around 07:30 AM on 26-06-2025. The incident occurred while Victim Ms. Sapnaben Sanjaybhai Vaghela was attempting to connect a water pipe to water pump located inside the bathroom of her residence. During the site visit dated 28-06-2025, No evidence of leakage current was observed on the water pump body. It was also observed that ELCB was not installed in customer side wiring. As a precautionary measure, TPL team immediately disconnected the power supply to Customer ID-2143508. TPL Service apparatus and TPL earthing were found in order.</p> <p>The incident was informed to the Government Electrical Inspector on 28-06-2025. A joint site visit with the Electrical Inspector and Team of TPL was carried out on 01-07-2025 for inspection of water pump & wiring at the place of accident. During visit, statement of the Mrs. Ashaben Rajubhai Vaghela (Grandmother of Victim) was taken. We also got information that the postmortem of Victim was performed at Civil hospital Asarwa & Madhupura police station register this incident.</p> <p>During the joint investigation, the Insulation resistance of water motor was checked by Megger & it's found ok. However, the power cable use to supply the water pump was loose & having multiple joints on it. No earthing wire was available in power feeding cable. Additionally, the power cable was connected to an extension board using a male plug on one end and another male plug inserted into a female socket, which was placed close to the motor body's terminal box. According to Mrs. Ashaben Vaghela, her granddaughter was connecting water pipe to water pump which was located inside the bathroom. During this connection, water sprinkled over the motor body and Ms. Sapnaben received and electric shock. It is suspected that the incident occurred due to the wet condition of the motor body or the possibility that the male socket was live at the time. The leakage current might have flown through Ms. Sapnaben's body when she came in contact with either the water pump or the live male socket.</p> <p>The exact cause of death could not be established, as the actual condition of the water pump at the time of the incident was not verified on the same day. Additionally, Postmortem report of victim is not available.</p> <p>The owner of the premises having Customer ID -2143508 was advised to immediately rectify their wiring with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.</p>	Joint investigation was carried out by the team of TPL & EI on 28-Jun-2026	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
11	Trisha Chunara Chunara VAS, NR. Talvadi, Narol Gam, Ahmedabad	28/06/2025 (Reported in July 2025)	FHO	<p>An Electrical human fatal accident at consumer installation occurred on dated 28.06.2025 at around 18:00 Hrs. located at Chunara Vas, Nr. Talavadi, Narol Gam, Ahmedabad. Based on newspaper article, technical team of Torrent Power Ltd. (TPL) visited the site on 01.07.2025 at around 12:30 Hrs. During site visit, it was observed that there is a no TPL service connection at fatal premise. They took power from nearby S/2283293 and TPL technical team disconnected the power supply of said service.</p> <p>Joint site visit with Government EI & TPL officials was done at location of the incident on 02.07.2025 at around 16:00 Hrs.</p> <p>During joint site visit, TPL side SA, Cable & Earthing were found in order. Further, it was observed that ELCB/RCCB was not installed in consumer wiring. Consumer side wiring found Unsafe and Hanging. 2 core flexible wire used for getting power supply from nearby s/2283293. Multiple joints and cuts were found in twin flexible wire which was used to extend power supply from nearby S/2283293, Premise's roof was totally made of iron sheets and that flexible wire was running along with iron roof. Ip was doing mopping activity in the nearby vicinity of the iron vault placed in that particular premise and that iron vault was in contact with iron roof through bronze plates placed on iron vault. Therefore, the leakage current might have flown through that damaged flexible wire to iron vault from iron vault to the body of Ip when she came in to contact with iron vault resulted into electrocution.</p> <p>After joint inspection, Government EI guided the consumer to install ELCB/RCCB and rectify the wiring and strictly follow all electrical safety norms. As stated by Mr. Sani Yogeshbhai Chunara. He was at a different nearby location at the time of incident. Meanwhile he got to know that something has happened with his nephew named Trisha Sanibhai Chunara Age.9 years and he immediately went to see at nearby premises, and he saw that nephew was lying on floor in unconscious condition in contact with iron vault, He also felt electric shock while touching her. Hence, he removed her from iron vault with the help of dry cotton cloth & he also informed about the incident to trisha's father named sanibhai. After informing trisha's father they took trisha to the L. G hospital, Maninagar via Autorikshaw where IP was declared dead by treating doctors. This incidence is also reported to police and postmortem also has been done by authorities & final postmortem report from authorities is awaited.</p>	Joint investigation was carried out by the team of TPL & EI on 02-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
12	Kuldeep Shukla Upper level shop No 7/8 Poojan Apartment, Opp sima hall, Anand Nagar road,, Ahmedabad	02-Jul-25	FHO	<p>Human fatal accident of Kuldeep Shivsant Shukla , age approx. 25 years occurred at around 11:15 Hrs. on 02.07.2025 at Upper level shop No 7/8 Poojan Apartment, opp sima hall, anandnagar road,, Ahmedabad. The information was received at 17:40 Hrs. on 02.07.2025 at our customer service centre through a letter from the police station. TPL personnel visited the place of accident and disconnected the electric supply of service No 3088275 & 3244972 the source of electric supply to the place of accident on 02.07.2025.</p> <p>The joint site inspection with Electrical Inspector and TPL officials was carried out on 09.07.2025. During the inspection, the hazardous conditions were noted at the adjoining shop where noted at the adjoining shop where renovation work is currently underway. Multiple wires were found hanging loosely from the ceiling. Insulation of several wires was found to be damaged, leaving bare conductors exposed. Renovation work is ongoing, and POP work is in progress. It was observed that no Earth Leakage Circuit Breaker (ELCB) or Residual Current Circuit Breaker (RCCB) was installed at the customer's installation at the time of the inspection. TPL earthing found in order.</p> <p>The victim may have been electrocuted while using a portable metallic ladder during Plaster of Paris (POP) work. The ladder was placed on a damaged electric wire with exposed insulation. So, when the victim came in contact with this portable metallic ladder the leakage current might have flown through the body of the victim as the portable ladder was charged through the electric live wire with exposed insulation & got electrocuted.</p> <p>Ghanshyambhai, the civil labor contractor, stated that he had subcontracted the Plaster of Paris (POP) work at the premises known as The Arista Well Spa. The victim, Mr. Kuldeep Shukla, along with other laborers, was engaged in POP work at the site where Mr. Ghanshyambhai received a phone call from laborer named Golu, informing him that Mr. Kuldeep Shukla had received an electric shock. Upon receiving the call, he immediately rushed to the site of the incident, where he found the victim lying unconscious on the ground. The workers attempted to administer preliminary first aid, including chest compressions, and promptly called the 108-emergency ambulance van. The victim was immediately taken to Sola Civil Hospital in a 108-ambulance van, where the doctors on duty declared him dead. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p>	Joint investigation was carried out by the team of TPL & EI on 09-July-2025.	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 2023.	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 2023.
13	Ashnuth Abhaybhai Goyal 110, Sarathi Society, B/h Sterling park flats, Nr Drive-in-cinema, Memnagar, Ahmedabad	03-Jul-25	NFHO	<p>Information was received regarding a non-fatal accident to Ashnuthbhai Abhaybhai Goyal aged approximately 41 Years, which occurred at around 03:15 AM on 03.07.2025 at 110 Sarathi society, B/h Sterling Park flats, Nr Drive-in-cinema, Memnagar Ahmedabad. The complaint was registered under ID No 1010742967. The TPL team reached the site at around 05:13 AM on the same day. Upon inspection, the TPL personnel disconnected the electric supply of service No 511024 of neighbours' premises which was identified as the source of electric supply to the place of accident.</p> <p>Mr. Goyal - IP received an electric shock when he touched the metallic main door of his residence at 110 Sarathi society. The leakage current was found to originate from the neighboring premises at 109 Sarathi Society. During testing, it was found that the source of the electrical leakage was the peripheral lighting, which had damaged insulation. This exposed wiring was in contact with a metallic railing that was electrically connected to the main gate of the adjacent premises (110 Sarthi CHS). ELCB/RCCB not installed in the premises. TPL earthing & Service Apparatus were found in order.</p> <p>According to Mr. Ashnuth Goyal (the Injured Person), on 03.07.2025, at approximately 3:15 AM, he returned home from a friend's house. After parking his car outside his residence at 110 Sarathi Society, he approached the main door to enter the house. While attempting to open the metallic main door using both hands, he suddenly received an electric shock. He remained stuck to the door for a few seconds before falling onto the wet surface outside his house, where he lost consciousness. At that moment, a passerby on a scooter noticed Mr. Ashnuth Goyal lying on the ground and rushed to assist him. After a short while, Mr. Ashuth Goyal regained consciousness and warned the scooter rider not to touch the gate, stating that he had received an electric shock. He requested the rider to call his family members inside the house. His family members promptly arrived, and Mr. Goyal was immediately taken to Epic Hospital for medical treatment.</p>	Joint investigation was carried out by the team of TPL & EI on 03-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
14	Sunilsinh Sukhdevsinh Rawat Natwarbhai Ramanbhai Patel, The Verity, SUR 104, FP 8, TP 6, Shafalya, B/H Iscon Park, OPP Star Bazaar, Satellite, Jodhpur Village, Ahemdabad-380015	30/06/2025 (Reported in July 2025)	FHO	<p>TPL received information through letter from Police station on dated 04.07.2025 at 13:05 Hrs with Details of Human Fatal Accident which occurred at Service No. 100728025, NATWARBHAI RAMABHAI PATEL, THE VERITY, SUR 104, FP 8, TP 6, SHAFALYA, B/H ISCON PARK, OPP</p> <p>A joint site inspection was carried out by TPL representative along with Electrical Inspector at 16:00 hrs. on 09.07.2025. As per information provided by Labhubhai Maganbhai Rabari - Watchman of The Verity construction site - he received information that a person in the basement of the construction site was electrocuted. He rushed towards the basement of the construction site and saw the victim, Mr Sunilsinh Sukhdevsinh Rawat, was lying on the floor opposite the lift area. He learned from coworkers that Mr. Sunil Sinh was trying wrapping of two core wires of a live electrical extension board at basement of the construction site and he received shock. Workers nearby had isolated the victim by disconnecting power from loose switchboard. Parallely, an ambulance was called by a worker of a construction site, and an emergency ambulance (108) team declared him dead. After some time, they informed the police team regarding the incident and the dead body was sent to Sola civil Hospital for further procedure.</p> <p>During the first site Visit by TPL team on dt. 04.07.2025 after information from Satellite police station regarding electrical accident which happened on 30.06.2025, it was found that the earthing was not available on the consumer switchboard at basement of construction site. Also, ELCB installed at consumer installation was found not working. Damaged, Loose and hanging wiring was found at the Basement of the premises. However, TPL installation was checked and found in order.</p> <p>During Joint site visit with GEI on 09.07.2025, an extension board with two core electric wire was checked and found damage at some places. So it is suspected that leakage current might have passed from live bare conductor of the damage portion of two core wire through victim's body, While Victim (Sunil Sinh) was trying to wrap two core wire of live electrical extension board at basement of the construction site. As Victim got an electric shock he fell on floor in the basement in front of the lift area of the new construction site. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p> <p>After disconnection, Customer submitted the wiring installation test report from Licensed electrical contractor on 04.07.2025. Power was restored on 04.07.2025 after checking safety of the installation.</p>	Joint investigation was carried out by the team of TPL & EI on 09-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
15	Amaratbhai Mafabhai Dataniya At- AMC Pay & Use Toilet, Gamala na chhapra, Near- Mithan sayiad na chhapara, Near- Bhavans Collage, Khanpur, Ahmedabad- 380001	08-Jul-25	FHO	<p>On 08-07-2025, at approximately 08:57 AM, Torrent Power's call centre received a message of a fatal electrical accident at the AMC Pay & Use Toilet, located at Gamala na Chhapra, near Mithan Saiyad na Chhapara and Bhavans College, Khanpur, Ahmedabad – 380001. This complaint was registered under ID No. 1010767183. Upon receiving such information, the TPL team reached the site at around 09:00 AM on the same day. On arrival, they observed that personnel from Shahpur Police Station were already present and conducting inquiries with local witnesses. The TPL team received information that at around 8:30 AM on 08-07-2025, Mr. Amaratbhai Mafabhai Dataniya (Victim) met with a fatal accident while attempting to connect a water pipe to a motor pump installed inside the toilet's water tank. The motor was found submerged in water and loose-hanging electrical wiring was observed inside the toilet. The power feeding cable of the motor had multiple joints and leakage current was detected on the switchboard inside the toilet. No ELCB was installed on the customer's side wiring. As a precautionary measure, the TPL team immediately disconnected the power supply to Customer ID: 100408700. TPL Service apparatus and TPL earthing were found in order.</p> <p>The incident was informed to the Government Electrical Inspector on 08-07-2025. A joint site visits with the Electrical Inspector and Team of TPL was carried out on 10-07-2025 for inspection of water pump & wiring at the place of accident. During visit, statement of the Mr. Nareshbhai Amaratbhai Dataniya (Son of Victim) was taken. The statement provided by Mr. Nareshbhai is attached herewith for your reference. We got information that the postmortem of Victim was performed at Civil hospital Asarwa. Additionally, it has come to our notice that Mr. Baladevbhai, who is currently operating the pay-and-use toilet facility at the location, ran away from his residence.</p> <p>During the joint inspection, motor was found submerged inside the water tank. Hence, insulation resistance test of Motor was not performed. The power cable use to supply the water pump was loose & having multiple joints on it. It is suspected that the victim, Mr. Amaratbhai, might have come into contact with a switch located on the switchboard inside the toilet. This switchboard was found to have leakage current. The leakage current might have flown through Mr. Amaratbhai's body when he came in contact with this switchboard while operating switch & then he fell down into the water tank. The Exact cause of death could not be established, as the actual condition of the water pump at the time of the incident was not verified. No eyewitness was available who saw this incident. Additionally, Postmortem report of victim is not available.</p> <p>The owner of the premises having Customer ID – 100408700 was advised to immediately rectify their wiring with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.</p>	Joint investigation was carried out by the team of TPL & EI on 08-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
16	Pranav Kiritbhai Bhavsar Candela Resraurant & Banquet, 106/1st Floor, Kala Sagar Mall, NR. Satadhar Char Rasta, Ghatodia, Ahmedabad-380013	11-Jul-25	FHO	<p>Information about the accident which took place on 11.07.2025, 22:30 hrs. was received by Torrent Power Limited through letter on 14.07.2025 from Sola high court Police station. On receipt of information TPL team visited the site at 19:15 Hrs. on 17.07.2025.</p> <p>A joint site inspection was carried out by TPL representative along with Electrical Inspector. As per information provided by Mohammad Monib Abdulsattar Megreji - Worker of The Candela restaurant & Banquet - according to him on 11.07.2025 late night around 22:30 hrs., A.C. mechanic Pranavbhai was working alone on the A.C outdoor unit outside by standing on iron grill platform at First floor near restaurant kitchen area window and himself (Monibbhai) was inside the room. Suddenly when the shouting came from the outside the room, Monibbhai suddenly rushed to the window and looked out of the window from the room of First floor, Victim (Pranavbhai) was found fallen unconsciously on the base of the iron grill near AC outdoor unit. Immediately he went outside of the window and with the help of other co-workers brought victim from the window to the inside of the restaurant. Parallely, a 108 ambulance was called by a co-worker of the restaurant. The 108-ambulance team came and gave pranavbhai first aid and looking to the more serious condition of victim, 108 ambulance taken victim to sola civil hospital, where on duty doctor declared him dead. Then they informed the police regarding the incident.</p> <p>During the site visit by TPL team on dt. 15.07.2025, on site electrical testing, found that the earthing was unavailable on the customer main switchboard of First floor Kitcher area. Also, Earth Leakage Relay (ELR) installed at customer installation was found not working, as its Current transformer (CT) was not connected to the electric circuit of the main switch. However, TPL installation was checked and found in order.</p> <p>During Joint site visit with GEI on 15.07.2025, it is suspected that While Victim (Pranav bhai) was repairing A.C outdoor unit and standing on iron grill outside the first-floor window, suddenly he might get electric shock, and he may have fallen down on the grill near AC outdoor unit.</p> <p>In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p> <p>After disconnection of service, Customer informed to submit the wiring installation test report with installation of RCCB in the wiring circuit. Customer submitted the Test report of Licensed electrical contractor on 15.07.2025, after checking wiring installation, power was restored on 15.07.2025 at 18:00 hrs.</p>	Joint investigation was carried out by the team of TPL & EI on 15-July-2025.	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 2023.	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 2023.
17	Vikrambhai Bhubaramji Purohit 29/4 Rajbai Timber Market, Opp. Swastik Warehouse, Narol-Naroda Highway, Ahmedabad	07/05/2025 (Reported in July 2025)	FHO	<p>An Electrical human fatal accident at consumer installation occurred on dated.07.05.2025 at around 01:00 Hrs. located at 29/4 Rajbai Timber Market, Opp. Swastik Warehouse, Narol-Naroda Highway, Ahmedabad. Technical team of Torrent Power Ltd. (TPL) visited the site on 14.07.2025 at around 15:30 Hrs. During site visit, it was observed that there is a no TPL service connection at fatal premises. They took power from nearby S/1423796 and TPL technical team disconnected the power supply of said service.</p> <p>Joint site visit with Government EI & TPL Officials was done at location of the incident on 16.07.2025 at around 10:00 Hrs.</p> <p>During joint site visit, TPL side SA, Cable & Earthing were found in Order. Further, it was observed that ELCB was not installed in Customer installation and wiring found loose and hanging, IP was doing activity of coating sticker on oxygen cylinder with the help of electric heater. Electric Heater machine which might be cause of incident found unsafe. Terminal box of electric heater found open/damage (no cover on it). Multiple tapped joints were also observed in supply wire of electrical heater. Therefore, the leakage current might have flown from open heater terminal box to the body of IP when he came in contact with electrical heater during his work resulted into electrocution.</p> <p>After joint inspection, Government E.I. guided the Customer to rectify the wiring and strictly follow all electrical safety norms.</p> <p>As stated by Mr. Alkeshbhai Patel (Owner of premises):- He was doing his refrigeration business at 29/1, Rajbai Timber market, Nr Narol Char Rasta, Isanpur, Ahmedabad. Shop no. 4 was given on rent to Person named Madhurkarbhai, Where Tenant's men were doing activity of coating of sticker on oxygen cylinders. On dated.09.05.2025 he came to know to that Person named Mr. Vikrambhai Purohit has met with some accident in his rented premises on dated.07.05.2025 and Vikrambhai died in that accident. Hence, he went to his premises after being informed by someone from the tenant and at that time Police officials went to fatal premises with wiremen. and the place of the incident has been investigated. They have not found any fault in wiring and machines during their investigation. Police investigation and postmortem of victim has been done. Further, during site visit Mr. Alkeshbhai made a telephonic call to tenant manager named Meghrajbhai and during that telephonic talk with Meghrajbhai informed that on dated.07.05.2025 at around 1:00 Hrs. It might be possible that Vikrambhai might be received electric shock from electric heater that is used heat the sticker on the oxygen cylinder.</p>	Joint investigation was carried out by the team of TPL & EI on 16-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
18	Paresh Ratnabhai Rathod 100744992 & 100744994, Moda deva no vas, Gulbai Tekra, Ahmedabad	21-Jul-25	FHO	<p>The human fatal accident of Paresh Ratnabhai Rathod, age approx. 15 years occurred at around 06:30 Hrs. on 21.07.2025 at Moda dev no vas, Gulbai Tekra, Ahmedabad. The information regarding incident was received at 09:32 Hrs. on 21.07.2025 through the complaint was registered under ID No 1010814804 at TPL customer call Centre. The TPL team reaches the site immediately. Upon inspection, the TPL personnel disconnected the electric supply of service No 893854 which was identified as the source of electric supply to the place of accident. Additionally, as a precautionary measure service number 100744992 & 100744994 was also disconnected due to unsafe wiring condition.</p> <p>The joint site inspection with Electrical Inspection and TPL officials was carried out on 22.07.2025. During the inspection, A faulty ceiling fan located in the ground floor was tested using a megger and found to be shorter. The leakage current from the fan was observed to be flowing through the metallic structure of the roof, which is further connected to the metallic staircase outside the premises. Loose and hanging wires observed at 1st floor. The phase wire was not controlled through the switchboard; the phase remained active even when the switch was turned off. During the testing conducted on the ground floor, we observed that leakage current was flowing through the body of the electric motor. There is no body earth available to the motor. The motor was operated using an extension board. It was observed that no Earth Leakage Circuit Breaker (ELCB) or Residual Current Circuit Breaker (RCCB) was installed at the customer's installation at the time of inspection. TPL earthing was found in order.</p> <p>As stated by Champaben, the mother of the victim, her sister Soniben was descending from the first floor of our residence using a metallic staircase, she suddenly experienced an electric shock. In an attempt to assist her, Ms. Champaben also came into contact with the staircase and felt minor electric current. Ms. Champaben immediately called out for help, and her son, Paresh Rathod, who was on the ground floor at the time, rushed to the place of incident. Upon coming in contact with the railing of the metallic stair, he too received an electric shock and collapsed. The victim was immediately taken to Artham hospital via Rickshaw, where the doctors on duty declared him dead. Ms. Soniben also received medical treatment for her injury. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p>	Joint investigation was carried out by the team of TPL & EI on 22-July-2025.	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 2023.	Yes. (100744992 & 100744994) No. (893854 - Service is still disconnected)	<p>The connection was reconnected (Service No. 100744992 & 100744994) after verification of the Test Report to meet the requirements of The CEA (Measures relating to Safety and Electric supply) Regulation 2023.</p> <p>Service No.: 893854 is still disconnected</p>
19	Abhishek Chauhan Jagdishbhai Chimantal Koshti 169, 1030+1037 27/1, TPS-87 Platinum IND. Park, S.L.M.Mill, Vatva Railway Station, Vatva, Ahmedabad-382440	17-Jul-25	FHO	<p>Information about the fatal accident which took place on 17.07.2025, 19:30 hrs. approx. was received by Vinzol NPC department through Divya Bhaskar Newspaper on 22.07.2025 at around 11:30 hrs. A preliminary Joint visit was carried out by Torrent Power officials on 22.07.2025 12:30 hrs. During the site visit, as reported by Mr. Sonikumar (owner of Vijaya Corporation) the victim, Mr. Abhishek Chauhan, was working on the electric motor blower machine and performing his usual work. At around 19:30 hrs. on dt. 17.07.2025. Victim Mr. Abhishek Chauhan suddenly got electric shock while he was operating an electric blower machine and fell on the machine. His subordinate person, Mr. Jitendra, immediately tried to isolate Victim from the machine but he also felt electric shock. So, Mr. Jitendra immediately disconnected power from MCB and moved off the victim from the machine and informed Mr. Sonikumar. Mr. Sonikumar with the help of Mr. Jitendra, took the victim to nearby Ved Multispeciality Hospital where the on-duty doctor declared him dead.</p> <p>Upon further investigation and testing during the visit, it was found that the metal body of the electric motor blower machine was alive due to electric current from the motor in the working condition of electric blower machine and there was no ELCB/ELR/RCCB found installed in the wiring circuit associated with the electric blower machine. So, it is suspected that while Victim (Abhishek Chauhan) was trying to operate the electric blower machine, leakage current from the electric motor might have passed through the metal body of blower machine to victim's body and victim got electric shock and fell on blower machine. The entire sequence is captured in the CCTV installed on the floor where an accident happened. Postmortem report is awaited.</p> <p>During investigation, TPL installation was checked and found in order.</p> <p>As part of the necessary corrective actions, the power of the consumer has been disconnected as customer side wiring was found loose, hanging and unsafe. RCCB/ ELCB protection required to be installed by the customer. Hence, the customer is advised to take necessary corrective actions and submit a Test Report duly signed by a Licensed Electrical Contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 22-July-2025.	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 2023.	Yes	<p>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 2023.</p>

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
20	Dipak Radheshyam Sevta Y City Engineer (ELE) AMC, Khokhra Hatkeswar Samsan Gruha, B/H, Hatkeswar Bus Stand Ahmedabad 380008	23-Jul-25	FHO	<p>Information about the fatal accident which took place on 23.07.2025, 18:00 hrs. approx. was received by Dhiren Modi KA-HTMD department through Gujarat Samachar Newspaper on 24.07.2025 at around 08:30 hrs.</p> <p>A preliminary Joint Visit was carried out by Torrent Power officials on 24.07.2025 10:30 hrs. During the site visit, as reported by Mr. Manojbhai (Security AMC), the victim, Mr. Dipak Radheshyam Sevta, Contract Labor (Contractor Bharat bhai, contact No. 9898800902) was working in the water filled Mud pit where electric water pump was fixed to remove the water from the pit. Which is located inside a Khokra smashan gruh compound which is under construction. According to Manojbhai, suddenly he heard the big shout from the big pit area where contractor's work was in progress, he immediately rushed to the place and saw that Victim (Dipak Sevta) was unconscious in the water filled mud pit and the electric water pump was disconnected by removing hanging wire from the electric switchboard which was located inside the contractor's dome (Cabin). Immediately they took out the victim from the water filled mud pit, gave him first aid with CPR and then called 108 ambulance van. Taken Victim to LG hospital, later came to know through the media that victim had died.</p> <p>Upon further investigation and testing during the site visit, all the wiring on construction site is found loose, hanging, and unsafe. There was no ELCB/ELR/RCCB found installed in the wiring circuit associated with the Mud sucking electric water pump Motor. While carrying out insulation testing of electric water pump found Zero value means motor found shorted. So, it is suspected that while Victim (Dipak Radheshyam Sevta) was working inside the water filled mud pit and electric motor might have passed from Victim's body through the muddy water and Victim might have electrocuted. In absence of postmortem report and conclusive evidence, exact cause of death couldnot be ascertained. During investigation, TPL installation was checked and found in order.</p> <p>As part of the necessary corrective actions, the power of the consumer has been disconnected as customer side wiring was found loose, hanging and unsafe. RCCB/ELCB protection required to be installed by the customer. Hence, the customer is advised to take necessary corrective and preventive actions and submit a Test report duly signed by a Licensed Electrical Contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 24-July-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
21	Durgesh Tejaji Meghwal Somabhai Hakmaji (Accurate Plast) 37, Laxmanbhai IND. Estate, OPP. Revabhai Estate, B/H C.T.M., Amraiwadi, Ahmedabad 380026	29/07/2025 (Reported in Aug-2025)	FHO	<p>Information about the fatal accident which took place on 29.07.2025, around 19:30 hrs. was received by NPC department through Divya Bhaskar Newspaper on 01.08.2025 at 09:00 hrs. A preliminary Joint site visit was carried by Torrent Power officials on 01.08.2025 11:30 hrs. During the site visit, as reported by eyewitness Mr. Kantilal (Victim's College), the victim, Mr. Durgesh Tejaji Meghwal, was replacing the submersible water pump of Sintex water tank which is located on the second floor of the factory premises where the accident happened. The victim was standing near the water tank and joining the 3-core flexible wire of three phase submersible water pump motor with main three core cable. After the completion of electrical wire connection work the victim asked another colleague to turn ON the switch. As soon as his colleague switched ON the power, the victim got an electric shock and he fell down. When Kantilal saw, he rushed to the place of the accident. He saw that Victim was in unconscious condition and joints of bare wires in an open condition. After that Mr. Dinesh bhai (the son of factory owner) took the Victim to Narayana Hospital, Rakhial, During the treatment, on duty doctor declared him dead. Then the body of the victim was shifted to Civil Hospital for Postmortem. While talking with Dinesh Bhai on call he said that as per doctor some black spot was found on the chest of the victim's body.</p> <p>Upon further investigation and testing during the visit, factory wirings were found loose hanging, and unsafe. RCCB / ELCB is found installed associated with the circuit of water pump motor. ELCB/RCCB was tripped While testing with phase to earth with test lamp. As per site condition and statement from Kantilal the victim might have electrocuted while joining wire of notor. However, ELCB/ RCCB was not tripped, the possibility that the victim might have come into direct live contact with the bare portion of both the phase wires of motor and got electrocuted. Postmortem report is awaited.</p> <p>During investigation, TPL installation was checked and found in order. As part of the necessary corrective actions, the power of the consumer has been disconnected as customer side wiring was found loose, hanging and unsafe. Hence, the customer is advised to take necessary corrective and preventive actions and submit a Test Report duly signed by a Licensed Electrical Contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 01-Aug-2025.	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 2023.	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 2023.
22	Mohammad Alam Imam Hussein M/s R N Dobariya F.P 42, Multi - Storey Hospital Shardaben Chimanlal Lalbhai Hospital Ashok Mill Compound, Saraspur, Naroda Road, Ahmedabad - 382345	30/07/2025 (Reported in Aug-2025)	FHO	<p>Information about the fatal accident which took place on 30.07.2025, 17:00 hrs. approx., was received by Naroda NPC department via Naroda Plug Point through letter from Shaher Kotada Police Station on 05.08.2025 at 11:22 hrs.</p> <p>A preliminary Joint visit was carried out by Torrent Power Limited officials on 05.08.2025 19:00 hrs and service was disconnected. Subsequently a visit was done on 06.08.2025 by Key Accounts team for details of the accident. Service no. 100740440 meter connection of 75 kw was taken for new construction work for Multi storied Shardaben Hospital.</p> <p>During the subsequent site visit, as reported by Mr. Alpesh Nagjibhai Kapporiya (Site Supervisor, M/s R.N. Dobariya), the victim, Mr. Mohammad Alam Imam Hussein, was working on first floor of the under construction building of new Shardaben Hospital Saraspur. He was working on a metal ladder with Electrical braker grinding machine for plumbing work on the wall in the toilet on first floor of the under construction building on 30.07.2025 at around 17:00 hrs. He suddenly fell from the ladder on floor with electrical braker machine on wet surface. His subordinates working nearby Mr. Sanjay bhai and Mr. Suresh bhai brought him outside of the toilet to common passage of the floor and gave him primary treatment and called their supervisor Mr. Jash Patel. Then Mr. Jash Patel called 101 ambulance and took the victim to GCS Hospital where on duty doctor declared him dead at around 17:55 Hrs. Electrical braker grinding machine was seized by Shaher Kotada police. Upon further investigation during the visit, it was found that 15 amp switch board with 2-core wire was tapped to power the grinding machine with loose and hanging wiring from the distribution board at first floor. Also, ELCB was found in faulty (not working) condition which was installed at the main supply board near meter. So, it is suspected that while victim was working with electrical braker machine on metal ladder, leakage current from the electric braker machine might have passed through the metal body of grinding machine to victim's body and victim got electrocuted and fell on wet floor with machin. Postmortem report is awaited.</p> <p>During investigation, TPL installation was checked and found in order.</p> <p>As a part of the necessary corrective actions, the power of the consumer has been disconnected as consumer side wiring was found loose, hanging and unsafe. RCCB / ELCB protection required to be installed by the consumer. Hence, the customer is advised to take necessary corrective actions and submit a Test Report duly signed by a Licensed Electrical Contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 06-Aug-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
23	Ayubkhan Habibkhan Malek Proprietor: Pinkesh Textile 27, Laxmanbhai Estate, OPP. Revabhai Estate, N.H. Road, Ahmedabad 382418	17/06/2025 (Reported in Aug-2025)	FHO	Information about the fatal accident which took place on 17.06.2025 around 14:00 hrs, was received by NPC Vinzol department through letter from Ramol Police Station on 12.08.2025 at 15:30hrs. A preliminary visit was carried out by Torrent Power Limited officials on 12.08.2025 around 18:10 hrs. and power was disconnected. During subsequent site visit of Torrent Power team on 13.08.2025 at around 11:00 hrs, as reported by eyewitness Mr. Ambalal Karshandas Patel (Owner of the premise), the victim, Mr. Ayubkhan Habibkhan Malek was standing on the power loom machine (Machine no. 4) situated at ground floor and tying a Tarpaulin (Plastic) on the ceiling of the ground floor. While tying, the victim came in contact with the open Live wire of the tube light hanging from the ceiling and got electric shock. He fell down on the power loom machine and received severe head injury with blood oozing out from the back side of head. The victim was in unconscious condition and Mr. Ambalal immediately took the victim to LG Hospital, Maninagar in his car. The doctor on duty declared him dead. Upon further investigation during subsequent visit, single phase ELCB was found newly installed in that circuit and upon testing with tube light socket phase to earth with test lamp, it got tripped. Some open wire joints were found in power loom machine also. However, no leakage current was found on the machine. It is suspected that at the time of accident no ELCB/RCCB was installed on the customer installation and in the wiring circuit in which accident happened. As per the Postmortem report, the cause of death is due to electrocution and associated head injury. During investigation, TPL installation was checked and found in order. However, as part of the necessary corrective actions, the power of the consumer has been disconnected as customer side wiring was found loose, hanging and unsafe without RCCB/ELCB/ELR in three phase circuit. Hence, the customer has been advised to take necessary corrective and preventive actions and submit a Test Report for reconnecting the power supply.	Joint investigation was carried out by the team of TPL & EI on 13-Aug-2025.	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 2023.	No	Service is still disconnected
24	Arjunbhai Maheshbhai Dave Outside Shop no. 6 Shre Nath Complex, Shri Nath Society, Opp- Nikol 132 kV sub-station, Nicol Gam, Ahmedabad-382350	20-Aug-25	NFHO	On 20-08-2025, at around 03:45 PM, Torrent Power Limited (TPL) call centre received information about an Electrical shock outside Shop no. 6, Shri Nath Complex, Shri Nath Society, Opp- 132 KV sub-station, Nicol Gam, Ahmedabad-382350. Upon receiving the complaint, the TPL team visited the site at around 04:05 PM on the same day & came to know that Mr. Arjunbhai Maheshbhai Dave met with non-fatal accident at around 08:45 AM on 20-08-2025. The incident occurred while victim Mr. Arjunbhai was trying to open the metallic door of Shop no. 6. During TPL site visit of dated 21-08-2025, No evidence of leakage current was observed on Metallic door of Shop no. 6. Additionally, ELCB/RCCB was not installed in customer side wiring. As a precautionary measure, TPL team immediately disconnected the power supply of Customer ID-1344706. TPL Service apparatus and TPL earthing were found in order. The incident was informed to the Government Electrical Inspector office on 21-08-2025. A joint site visit was conducted on 22-08-2025 by Electrical Inspector, along with the Torrent Power Limited (TPL) team, to examine the location of the accident and to record the statement of the victim, Mr. Arjun. During the joint inspection, it was observed that the cable supplying power to tube light was damaged at one point & hanging condition. Although insulation tape had been applied a portion of the bare conductor remained exposed. It is suspected that this exposed conductor might have come in contact with the metallic door. As a result, when the victim touched the door, leakage current might have passed through his body & victim got mild electric shock. However, the exact cause of electric shock could not be ascertained as actual condition at the time of incident was not inspected & the victim is out of Ahmedabad. The owner of the premises having Customer ID -1344706 was advised to immediately rectify their wiring with ISI marked Insulated wires, ensure the proper installation of ELCB/RCCB and have it evaluated by the Government approved Licensed Electrical Contractor. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.	Joint investigation was carried out by the team of TPL & EI on 21-Aug-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
25	Vikas Babanbhai Yadav 101, Titanium City Centre, NR. Sachin Tower, B/S IOC Pump, 100 FT Shyamal - X Road TO Anand Nagar Road, Satellite, Ahmedabad-380015	03-Sep-25	FHO	<p>A joint site inspection was carried out by TPL representative & Electrical Inspector at 15:00 hrs. on 06.09.2025. As per information provided by Khyati Munjal Dave- Senior Supervisor - Dr. Lal Pathology laboratory that Air condition repairing mechanic Vikas Yadav (Victim) was standing on the MS ladder near main staircase of the building and working on the A.C. outdoor unit due to complaint made by Lal Pathology laboratory regarding not proper working of AC unit. The AC outdoor unit was fixed on the upper side in the staircase of the GF of the building.</p> <p>As reported by Khyatiben Munjal Dave, she was working in the laboratory on the First floor, where she suddenly heard the shout from the incident place from Staircase - GF and rushed to the incident place where She saw that Mr. Vikas Yadav (Victim) was unconscious near MS ladder at Ground Floor. Immediately staff members of Laboratory have given CPR & primary treatment to the Victim. Parallely, an ambulance was called by a co-satff member of the laboratory, The team of 108 came and gave first aid to Mr. Vikas Yadav and took him to SVP hospital Paldi. After some time, they informed the police team regarding the incident, and the Hospital staff has declared him dead.</p> <p>During Joint site visit with CEI on 06.09.2025. Testing of AC wiring insulation was carried out of AC Outdoor unit. Insulation resistance was found very low. So, it is suspected that while Victim (Vikas Yadav) was repairing AC Outdoor unit in power ON condition, he might have got electric shock from leakage current from the wiring of AC outdoor unit fixed on cooling pipe which was passing nearby from MS ladder where victim was standing and working. However, customer's RCCB installed in the customer installation had not tripped as reported.</p> <p>In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p> <p>However, TPL installation was checked and found in order.</p> <p>Service was disconneted on 05.09.2024, 15:30 hr. and after submission of wiring installation test report from Licensed electrical contractor on 05.09.2025, power was restored on same day at around 18:00 hrs. after checking of customer installation.</p>	Joint investigation was carried out by the team of TPL & EI on 06-Sep-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
26	Rajanbhai Harjivanbhai Singhal & Ankitaben Rajanbhai Singhal Ramdev Estate, Mutton Gali, Narol, Ahmedabad	08-Sep-25	FHO,FHO	<p>Information regarding the incident was received by Torrent Power 24*7 Call Centre via Complaint ID 1010995166 at 22:55 PM on 08-09-2025 through Fire Brigade team.</p> <p>Joint site visit with Government EI & TPL officials was done at location of the incident on 09-09-2025 at around 14:00 Hrs.</p> <p>During joint site visit, TPL side SA, Cable & Earthing were found in Order & after clearance of water logging, streetlight service was tested by TPL team in presence of Electrical Inspector (EI), FSL Officer, Police officials, AMC streetlight representative- their vendor team and following observation were found: TPL Streetlight service apparatus found in order. ELCB, Cable gland & Earthing were not found at consumer installation. No earthing was found in Junction boxes at various streetlight poles. Outgoing looping cable was found connected at Junction box of Streetlight pole No. MGI 5203. After removing looping cables at Streetlight pole No. MGI 5203 & MGI 5206, cable core continuity was checked, and continuity was not found between these poles. As directed by EI, power supply was tested up to pole no. MGI 5203 & found OK. Insulation resistance value of cable between Streetlight pole No. MGI 5203 & MGI 5206, was found insufficient in (3.5 Kilo ohms between Y-Phase to neutral) in TPL megger testing. As per information from public & past google map street view, one streetlight pole was found removed in past between these two poles (MGI 5203 & MGI 5206). As per direction from FSL officer & EI, excavation was carried out by streetlight vendor at removed pole location. It was found that streetlight cable was in damaged condition at insufficient depth and without any protection. Based on above unsafe observations, incidents could have happened from streetlight network.</p> <p>2nd Joint site visit with Government EI & TPL officials was done at location of the incident on 10-09-2025 at around 16:00 Hrs.</p> <p>During visit, HV Cell team has checked 11 kV TPL cable in presence of EI & AMC Officials & the same was found ok during further excavation by AMC team. The company's 11 kV cable at the location was found laid at appropriate depth & found intact visible up to 3.5 meters. Upon inspection, the cable was found to be operational and in normal condition (no visible damage to its insulation). The cable was tested for its functionality, and no abnormalities were found on the surface or surrounding area. Currently, the cable is in working condition and is supplying power to the area. At the incident site, no other cause or unusual condition related to the cable was observed.</p> <p>Based on the above-mentioned facts and observations, it appears that on 08-09-2025 at approximately 22:30 hrs, the victims, Mr. Rajanbhai Singhal and Mrs. Ankitaben Singhal, were passing through a waterlogged area near Ramdev Estate, Mutton Gali, Narol. through two-wheeler fell down & became unconscious. It was suspected that the waterlogged area might have been electrified due to leakage current coming from the damaged underground streetlight cable due to which Leakage current might have flown through the bodies of victims resulted into their electrocution & collapsing into the accumulated water. The postmortem reports of the victims are currently awaited.</p>	Joint investigation was carried out by the team of TPL & EI on 09-Sep-2025.	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 2023.	No	Service is still disconnected

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
27	Dipakkumar Gulabi Das Mandal Harishbhai Mulshankar Jajal Plot No 64/1 GIDC Vatva Phase 1 F Road Vatva OPP Old Kalupur Com Bank Ahmedabad 382445	08-Sep-25	FHO	<p>Information about the fatal accident which took place on 08.09.2025 around 22:00 hrs., was received through AZ meter unit via letter of GIDC Vatva Police Station on 10.09.2025 at 15:26 hrs.</p> <p>A preliminary Joint visit was carried out by Torrent Power officials on 10.09.2025 16:00 hrs and power was disconnected under unsafe condition.</p> <p>A joint site inspection was carried by TPL representative along with Electrical Inspector, Government of Gujarat on 11.09.2025 around 15:30 hrs.</p> <p>As reported by an eyewitness Mr. Bharat Bhai Dinubhai Vanzara, Packaging In-charge of Ridhi corporation unit-2, 64/1, GIDC Ph-1, Vatva Ahmedabad, the incident took place on 08.09.2025 around 22:00 Hrs. The Victim Mr. Dipakkumar Gulabi Das Mandal was polishing the automobile accessories. While on his job, the victim went to change the direction of the industrial three phase pedestal fan, which was in working with power in Condition. As soon as he touched the fan, he got electric shock and fell on the floor. Immediately a colleague nearby has pulled out the electric cable of the fan from the industrial switch board through which the electric pedestal fan was working. Victim was in unconscious condition, so he was taken on bike to nearest private hospital but due to non-availability of doctor there, the victim was shifted to L.G. Hospital, where after checking, the on-duty doctor declared him dead.</p> <p>Upon further investigation and testing during the joint visit, some wirings of the factory were found loose, hanging, tapping and unsafe condition. RCCB / ELCB was found not installed in the electrical installation of the factory. Also, during continuity test of industrial fan, the same was found short with body. It is suspected that as soon as Victim touched the faulty fan, leakage current from the faulty fan might have passed through victim's body and he might have feel electrocuted. Postmortem report is awaited. During investigation, TPL installation was checked and found in order.</p> <p>As part of the necessary corrective actions, the power of the consumer has been disconnected as customer side wiring was found loose, hanging and unsafe condition and Found RCCB / ELCB was not installed. Hence, the customer is advised to take necessary corrective and preventive actions and to submit a Test Report of electrical installation with duly signed by a Licensed Electrical Contractor for resuming the power supply of the factory.</p>	Joint investigation was carried out by the team of TPL & EI on 11-Sep-2025.	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 2023.	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 2023.
28	Mohmmad Faiz Sabbirbhai Mansuri A-50 Jainul Park, B/h Makbul Complex, Vejalpur, Ahmedabad	08-Sep-25	NFHO	<p>Information of Non-fatal accident to Mohammad Faiz Sabbirbhai Mansuri age approx. 2.5 Years, occurred at around 19:30 PM on 08/09/2025 at A-50 Jainul Park, B/h Makbul Complex, Vejalpur, Ahmedabad.</p> <p>The complaint was registered under ID No 1010994595. The TPL team inspected the site at around 08:00 PM on the same day. TPL personnel visited the place of accident and disconnected the electric supply of service No 32000678, the source of electric supply to the place of accident.</p> <p>It has been reported that the injured person (IP), Mohammad Faiz, sustained an electric shock after coming into contact with an exposed electric wire. Upon conducting a site inspection, it was observed that the electrical wire located on the staircase had damaged insulation, leaving it bare and hazardous. At the time of the incident, Mohammad Faiz and other children were playing near the staircase when he accidentally came into contact with the exposed wire, resulting in an electric shock. ELCB/RCCB not installed in the premises. TPL earthing & service Apparatus were found in order.</p> <p>According to Mrs. Sabbirunnisa, mother of the injured person, the incident occurred around 07:30 AM on 08/09/2025. She was inside her residence at 6 Jainul Park when she heard children shouting. She rushed outside and immediately switched off the power supply from the electrical meter box (MCB). Her son was crying due to the shock and was promptly taken to Sachora Hospital, Juhapura, for medical treatment.</p>	Joint investigation was carried out by the team of TPL on 03-Oct-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
29	Dharmeshbhai Kantilal Dantani At Streetlight pole no. RW/2051, Near tania vadi, Opp- navi pole, Shahpur, Ahmedabad	11-Sep-25	NFHO	<p>On 11-09-2025, at approximately 06:49 PM, Torrent Power Limited (TPL) received a complaint regarding an electrica shock incident at Streetlight Pole RW/2051, location near Tania Vadi, Opposite Navi Pole, Shahpur, Ahmedabad. Upon receiving the complaint, the TPL team immediately visited the site at around 07:15 PM and observed that the streetlight mounted on Pole RW/2051 was flickering. During the site visit, the victim, Mr. Dharmeshbhai, informed the team that he had experienced a minor electric shock when he came in contact with the streetlight pole (RW/2051) located outside his residence. He further mentioned that, at the time of the incident, he tested streetlight pole with a tester and confirm the presence of leakage current on it. TPL team did the further checking & detected leakage current on the streetlight pole RW/2051 hence, the power supply of streetlight service no. 2162170 was cut-off immediately to prevent any further electrical accidents as power supply being fed to pole RW/2051 from streetlight service no 2162170. TPL Service apparatus and TPL earthing were found in order. ELCB/RCCB was not installed in customer side wiring.</p> <p>The incident was informed to the Assi. Government Electrical Inspector office on 12-09-2025. A joint site visit with the Assi. Electrical Inspector, and team of TPL was carried out on 12-09-2025 at around 04:15 PM. During joint site visit, physical condition of street light pole was inspected and statement of victim Mr. Dharmeshbhai was taken.</p> <p>The Responsible person Mr. Rohitbhai of AMC streetlight was advised to immediately rectify their wiring of customer ID-2162170 with ISI marked Insulated wires with proper earthing for each pole, also advised for the proper installation of ELCB/RCCB on street light service no 2162170. They were also advised to submit the fresh wiring Test report duly certified by the Government approved License Electrical Contractor at Torrent Power Office, Ahmedabad for reconnection of the electricity supply.</p>	Joint investigation was carried out by the team of TPL & EI on 12-Sep-2025.	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 2023.	No	Service is still disconnected
30	Kaushikkumar Alkeshbhai Khaped & Chetanbhai Rameshbhai Patel Ahmedabad Urban Development Authority. Estate Officer/ Atlas Party Plot Vastrapur Lake / Vatsalya Vastrapur, Ahmedabad	23-Sep-25	NFHO	<p>An electrocution complaint at Vastrapur lake AMC construction site was received through mobile at 5:22 PM 23.09.2025 on Torrent Power's call center complaining about two labors electrocuted during civil work near Service no 3245550. Immediately Torrent Power's team visited the service and checked Torrent Power's Network which was in order, Customer power supply was disconnected as customer cable was found damaged during excavation work by AMC vendor during wall repairing work of Vastrapur lake. Both Labors (Victims) were immediately taken to Sanjeevani Hospital at Vastrapur by the vendor for treatment.</p> <p>A Joint site inspection was carried out on 24.09.2025 2:30 PM by Torrent Power's Team with Assistant Electrical Inspector Mr H R Shah, FSL team Members, Police department and Umiya Vijay Infracon (AMC Vendor) representative Jaydipbhai. During the visit, it was found that cable of customer side network of Customer service No-3245550 (AMC - Theatre purpose) was damaged and surrounded by metallic structure for centering work, it appeared that the damaged cable might have got in contact with the metal structure which in turn electrocuted two labors working on the civil excavation site. It is suspected that the leakage may have electrocuted the victims.</p> <p>On further investigation, customer 100 mA RCCB appeared bypassed, as required by FSL damaged cable portion was cut and handed over for further analysis of the accident.</p>	Joint investigation was carried out by the team of TPL & EI on 24-Sep-2025.	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 2023.	No	Service is still disconnected

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
31	Bhagaram Dharmaram Chaudhary (Siddhi Textile), Survey no 68, Polt no 138/1, Nr Mahadev mandir, Suez farm, Behrampura, Ahmedabad 380022.	06-Oct-25	FHO	<p>An Electrical fatal incident to human outsider at consumer installation.</p> <p>Information about the fatal accident which took place on 06.10.2025 around 18:00 hrs., was received through Govt. Electrical Inspector office via letter of Danilimda Police Station on 09.10.2025 at 12:30 hrs.</p> <p>A preliminary Joint visit was carried out by Torrent Power Limited officials on 09.10.2025 16:10 hrs. and power was disconnected due to unsafe conditions.</p> <p>A joint site inspection was carried by TPL representative along with Electrical Inspector, Government of Gujarat on 10.10.2025 around 16:45 hrs.</p> <p>As reported by an eyewitness Mr. Sajjan Bilasi Patel age 30, employee of siddhi Textile (Old Ahmedabad Processing Mill), the incident took place on 06.10.2025 around 18:00 Hrs. The Victim Mr. Chandan Rajendra Pande was working with color mixing machine and got electrocuted. While victim was working on said machine, immediately Mr. Sajjan heard the shout, he rushed to the spot with other employees and saw that the victim had fallen on the floor near color mixing machine in unconscious condition. Then they gave him first aid and took victim to Dr. Mukesh Patel's clinic on private vehicle but Dr. Mukesh bhai referred them to take victim to the nearest Ratan Hospital Isanpur where on duty doctor declared him dead.</p> <p>Upon further investigation and testing during the joint site visit, in factory some places wirings found in loose and hanging condition with tapping on wires at many places. Earth leakage relay (ELR) installed in the circuit of the wiring also did not trip during testing after getting power ON for testing, so it seems not working. Also, insulation resistance (IR) test of mixing machine electric motor was carried out and found megger value zero. So electric motor short with the motor body. Also, noticed that same mixing machine electric Motor was not earthed. So, it is suspected that as soon as Victim touches the faulty color mixing machine electric motor, leakage current from the faulty motor might have passed through victim's body and he might have got electrocuted. Postmortem report is awaited.</p> <p>During investigation, TPL installation was checked and found in order.</p> <p>As part of the necessary actions, the power of the consumer has been disconnected due to customer side wiring found loose, hanging and in unsafe condition and ELR was also not working. Hence, the customer is advised to take necessary corrective and preventive actions and to submit a Test Report of electrical installation duly signed by a Licensed Electrical Contractor for resuming the power supply of the factory.</p>	Joint investigation was carried out by the team of TPL & EI on 10-Oct-2025.	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 2023.	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 2023.
32	Saurashtra Enviro Projects Private Ltd. Dumpsite, Nr. muktidham, B/H Thermal power plant, Sector-30, Gandhinagar.	29-Oct-25	NFHO	<p>The non-fatal accident took place on 29.10.2025, around 17:00 hrs. While TPL has received No Power complaint through call center on 30.10.2025 at 11:00 hrs. After that TPL NPC team visited the site and found that TPL - 11kV breaker had tripped. Initially customer did not co-operate to give the detail information regarding the accident.</p> <p>A preliminary Joint site visit was carried out by Assistant Electrical Inspector, Govt of Gujarat and TPL officials on 01.11.2025 11:00 hrs.</p> <p>During the site visit, as reported by Mr. Jagdish Vishwakarma (Site Manager), the victim, Mr. Haripal, was testing the power with LV multimeter in consumer side HT VCB panel (HV SIDE) located in their HV-LV Panel room of the consumers premises where the accident happened. During this testing the power flash happened in consumers HT Panel, victim got burnt injury and TPL HT Breaker was tripped. Victim had run out from panel room and informed Mr. Jagdish Vishwakarma about his injury. After that Mr. Jagdish Vishwakarma called ambulance (108) and took the victim to SMVS Hospital, Randesan, Gandhinagar, currently he is in under treatment.</p> <p>Upon further investigation and testing during the visit, it was found that there is no RCCB protection in wiring, no rubber mat in consumer panel room, underground cable laying is not proper, it is laid openly on surface & there is scrap in the panel room.</p> <p>During investigation, TPL installation was checked and found in order. As part of the necessary corrective actions, the power of the consumer was disconnected. AEI has suggested compliance of above mentioned point as part of corrective action in the HT Consumer room. Hence, the customer is advised to comply with these actions and submit a Test Report duly signed by a Licensed Electrical Contractor.</p>	Joint investigation was carried out by the team of TPL & EI on 01-Nov-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
33	Mr. Manharbhai Rameshbhai Bariya, Plot no-55, Lokhandwala estate-2, Suez farm, Pirana road, Behrampura, Ahmedabad-380022	4-Nov-25	FHO	<p>A fatal electrical accident occurred on 04.11.2025 at approximately 23:00 hrs at the premises located at Plot No. 55, Lokhandwala Estate, Suez Farm Road, Behrampura, Ahmedabad, involving Mr. Manharbhai Rameshbhai Bariya. The incident was formally reported by Danilimda Police Station via letter dated 06.11.2025 at 13:47 hrs.</p> <p>Upon receiving the information, the Technical Team of Torrent Power Ltd. (TPL) visited the site on 06.11.2025 at 18:30 hrs and disconnected the power supply to the concerned service connection (Service No. 100270250) as a precautionary measure.</p> <p>A joint site inspection was conducted on 07.11.2025 at 10:30 hrs by Government Electrical Inspector and TPL Officials.</p> <p>TPL-side infrastructure including Service Apparatus (SA), Cable, and Earthing was found to be in proper condition. Consumer-side wiring was observed to be unsafe and hanging, and no ELCB/RCCB was installed. The incident occurred while the injured person (IP) was working barefoot on a cloth folding machine, seated on a plastic bucket. While attempting to get down, his leg got entangled with the machine's power supply wire, which was pulled out from the On-Off push button. The exposed wire likely encountered the machine's metallic body, causing electrocution due to leakage current.</p> <p>The Electrical Inspector directed the consumer to Install ELCB/RCCB immediately, Rectify the unsafe wiring and strictly adhere to electrical safety norms.</p> <p>Eyewitness (Mr. Sanjaykumar Govindbhai Bariya) confirmed that he was present at the time of the incident. The IP was working on the cloth folding machine and fell while getting down from the plastic bucket. Power supply was immediately switched off, and the IP was moved to a bed. The IP was first taken to Self-Care Hospital, Pirana Road, and then referred to L.G. Hospital via 108 emergency services, where he was declared deceased. The incident was reported to the police, and postmortem has been conducted. Final report is awaited.</p>	Joint investigation was carried out by the team of TPL & EI on 07-Nov-2025.	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 2023.	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 2023.
34	Mr. Nayanbhai Punamchand Jagirdar, Metro station, Thaltej gam, Ahmedabad-380059.	14-Nov-25	FHO	<p>As per information shared by Bodakdev Police Station through letter dated 15.11.2025, a fatal electrical accident was reported at the consumer installation of 132 KV Gujarat Metro Rail Corporation Ltd (GMRCL) Thaltej Gam.</p> <p>A joint Site inspection visit was carried out on 17.11.2025 by TPL representative along with Electrical Inspector & GMRCL Officials and witness ASE Traction. The inspection team reviewed the circumstances of the incident and collected statements from witnesses to established the sequence of events and possible cause.</p> <p>According to the statement of Shri Vipul Parmar (ASE Traction, Thaltej Metro Station), the accident occurred on 14.11.2025 at around 23:45 Hrs at Thaltej Metro Station, where Mr. Nayanbhai Punamchand Jagirdar (Age: 31 years) was engaged in breaker maintenance work in the 33 KV Panel of GMRCL. During this activity, the victim is suspected to have come into contact with the live part of the bus coupler while opening of HT chamber shutter of H04 VCB resulting victim got an electric shock. The eyewitness reported that the victim was found unconscious immediately after the incident. Colleagues administered first aid while waiting for the ambulance, and the victim was subsequently rushed to Sola Civil Hospital, where doctors declared him dead.</p> <p>Based on the inspection and preliminary findings, it appears that the victim may have been electrocuted during maintenance work due to accidental contact with a live bus coupler. In absense of post mortem report exact cause of death cannot be ascertained.</p>	Joint investigation was carried out by the team of TPL & EI on 17-Nov-2025.	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 2023.	Yes	Service was not disconnected. However, affected area was isolated by consumer.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
35	Mr. Samirbhai Jitendrabhai Bhavsar 5/22 Sattavish Dasha Porvad vidya-mandir, Nr. Swastik soc. char rasta, C.G. road, opp. choice rest., Navrangpura, Ahmedabad- 380014.	18-Nov-25	FHO	<p>Information about the accident which took place on 18.11.2025, 10:50 hrs. was received by Torrent Power Limited through letter on 19.11.2025 from Navrangpura Police station. On receipt of information, TPL team visited the site at 18:50 Hrs on 19.11.2025.</p> <p>A joint site inspection was carried out by TPL representative along with Electrical Inspector at 11:50 hrs. on 20.11.2025. As per information provided by Eyewitness Mr. Rakesh Ramprakash Dube-Supervisor - SATTAVISH DASHA PORVAD VIDYA-MANDIR that wiring supervisor Samirbhai Jitendrabhai Bhavsar was checking the wires of Volt/Amp display board (placed near switch) which was connected to in the community Hall main switch, located inside G.F community hall area. Suddenly, Mr. Rakesh heard a shout from the community hall area, and he rushed to the incident area. He saw that Mr. Samirbhai (Victim) was found electrocuted in the main switch with electrical live part. He shouted & called co-workers, and they immediately switched off the power to this switch, Victim Mr. Samirbhai fell unconsciously on the floor. Immediately staff members gave CPR & primary treatment to the victim. Parallely, a 108-ambulance was called by a co-staff member. The team of 108 came and gave first aid to Mr. Samir Bhavsar and was taken to Asarva civil hospital. After sometime, they informed the police team regarding the incident, and the Hospital staff had declared him dead.</p> <p>During Joint site visit onsite electrical testing carried out on 20.11.2025 by TPL. No ELCB/RCCB or ELR was installed in the consumer installation, So, it is suspected that victim Mr. Samirbhai Bhavsar might have touched live contact of the main switch and got electrocuted. However, TPL installation was checked and found in order. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p>	Joint investigation was carried out by the team of TPL & EI on 20-Nov-2025.	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 2023.	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 2023.
36	Mr. Ronit kuvarsinh Ginava, Blue real eastate LLP., Tanaaz, Sur no. 597, SP-50, TP-85 road, Sarkhej, Ahmedabad-382213.	29/11/2025 (Reported in Dec-25)	FHO	<p>Information about the accident which took place on 29.11.2025, 19:30 hrs. was received by Torrent Power Limited through letter on 01.12.2025 at the Customer Service Department from Sarkhej Police station. On receipt of information TPL team visited the site and disconnected power supply of service no. 100447841 at @ 13:00 Hrs on 01.12.2025.</p> <p>A joint site inspection was carried out by TPL representative along with Electrical Inspector at 15:00 hrs. on 02.12.2025. As per information provided by Mohammad Aasif Fazlur Rehman Suthar - Senior Engineer of Tanaaz construction site - he received information that a person on 9th floor of the construction site was electrocuted. He rushed towards incident location by staircase. As they were climbing the stairs, other coworkers were carrying them down the stairs. He saw that the victim, Mr. Ronit Kuvarsinh Ginava, was found in unconscious condition. He learned from coworkers that Mr. Ronit Kuvarsinh Ginava was trying wrapping of two core loose and hanging wires of a flood light on the 9th floor, room no. 901 of the construction site in power ON condition and he received electric shock. Workers nearby had isolated the victim by disconnecting power from loose switchboard from where this flood light was feeding the power. Parallely, an ambulance was called by a worker of a construction site, and an emergency ambulance (108) team took him to the nearest Sahyog hospital & they declared him dead. After some time, Hospital has informed the police regarding the incident, and the dead body was sent to V.S Hospital for further procedure.</p> <p>During the first site Visit by TPL team on dt. 01.12.2025 after information from Sarkhej police station regarding electrical accident happened on 29.11.2025, on site electrical testing carried out and found that the earthing was unavailable on the customer switchboard at 9th floor of construction site. Also, ELCB found not installed on the 9th floor customer installation. Damage, Loose and hanging wiring was found at the at the 9th floor of the premises. However, TPL installation was checked and found in order.</p> <p>During Joint site visit with GEI on 02.12.2025, a flood light with two core electric wire checked and found damage at some places, So it is suspected that while Victim (Ronit Kuvarsinh Ginava) was trying wrapping of two core loose wire of live flood light at 9th floor of the construction site he received electric shock from the bared portion of the live wire and fell down on the floor. In absence of postmortem report and conclusive evidence, exact cause of death could not be ascertained.</p> <p>After disconnection, Customer submitted the wiring installation test report from Licensed electrical contractor on 02.12.2025, power was restored on 02.12.2025 after checking safety of the installation.</p>	Joint investigation was carried out by the team of TPL & EI on 02-Dec-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
37	Mr. Jayesh Ajaybhai Chunara, MSP no. CZ/0298/013, 123, Block no.4, EWS quarters, Gujcomarol road, Narol-Vatva road, Narol, Ahmedabad	5-Dec-25	NFHO	<p>A Non-Fatal electrical incident had occurred on 05.12.2025 at approximately 11:30 Hrs at EWS Quarters, GUJCOMAROL Road, Narol-Vatva road, Narol, Ahmedabad. The information about the incident was received through NPC registration at 02:35 PM on 05.12.2025.</p> <p>Upon receiving the information, the Technical Team of Torrent Power Ltd. (TPL) visited the site on 05.11.2025 at 02:45 PM. A hole was observed on MSP door and one GI rod inside MSP. As per information from locals available on site, an 8-year-old child had an arc flash injury while standing near the MSP. The incident occurred at around 11:30 AM and victim was shifted to L.G. Hospital for treatment.</p> <p>Upon further inspection, MSP door was found in locked condition. One metallic GI rod was found inside the MSP on the neutral busbar. Flash marks were observed on metallic rod, B-Phase busbar and on the hole on the MSP door.</p> <p>During site visit, TPL power supply, voltage & earthing connectivity was found in order.</p> <p>As an immediate corrective action to ensure public safety, we covered the hole on MSP door by metallic plate. During previous survey by TPL team, no hole observed on the MSP door and Danger notice re-applied on the centre of the door as per the CEA Safety Regulations Provision.</p> <p>A joint site inspection was conducted on 10.12.2025 at 11:30 hrs by Assistant Electrical Inspector and TPL officials. During site visit, a statement was taken from victim in presence of his Father (Mr. Ajaybhai Chunilal Chunara). A non-fatal electrical incident had occurred to outsider (Child- Jayesh Ajaybhai Chunara, 8-year-old) with company system-MSP (CZ/0298/013) at around 11:30 Hrs on 05.12.2025. The complaint was registered at 02:35 PM on 05.12.2025 about the incident. It is suspected that someone had removed the danger sticker pasted on the MSP door, and the victim boy might have inserted metallic rod while playing, which would have led to the flashover incident. As a part of corrective action metallic plate was provided to cover the hole on MSP door.</p>	Joint investigation was carried out by the team of TPL & EI on 10-Dec-2025.	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 2023.	Yes	MSP door was welded with metallic plate
38	Mrs. Laxmiben Belappabhai Koli , F-3, Gandhi Leprosy Seva sangh, nr. Rita nagar, nr. canal, Amraiwadi, Ahmedabad.	3-Dec-25	FHO	<p>A fatal electrical accident occurred on 03.12.2025 at around 12:30 hrs. at the site location F-3, Gandhi Leprosy Seva Sangh, Nr. Canal, Amraiwadi, Ahmedabad, to Mrs. Laxmiben Koli. The incident was formally reported by Ramol Police Station via letter dated 08.12.2025 at 11:23 hrs.</p> <p>Upon receiving the information through Ramol police station, the Technical Team of Torrent Power Ltd. (TPL) visited the site on 08.12.2025 at 19:48 hrs. and disconnected the power supply of the concerned service connection (Service No. 100673873) as a precautionary measure.</p> <p>A joint site inspection with EI & TPL Team was conducted on 09.12.2025 at 15:00 hrs. TPL-side network which includes Service Apparatus (SA), Cable, and Earthing was found in order. There is no ELCB/RCCB installed in the consumer installation, and earthing was not provided in switchboard in the consumer premises. Electrical Heater's wire insulation was found damaged at one part and wire's outer side was found open on top of the heater. The electric heater's switch was on, heater was placed in steel pot filled with water and IP was wet during the incident, IP might have come in contact with steel pot with her wet hand and pot is already electrified through leakage current flowing from that heater's open/damaged wire, causing electrocution of the victim. As per information received from family members, after incident IP was taken to L.G. Hospital via 108 emergency services, Doctor on duty at L.G. Hospital declared her dead.</p> <p>The Electrical Inspector directed the consumer to Install ELCB/RCCB immediately, Rectify the unsafe wiring., Strictly adhere to electrical safety norms.</p> <p>As stated by Eyewitness (Prashantiben Gopalbhai Petakar): She was present at the time of the incident, and she was doing her routine work outside of her home. Meanwhile she heard noise of shouting from opposite home, hence she immediately went to that home and saw that IP Mrs. Laxmiben Koli was lying on ground and IP's body and clothes were wet and IP's head was touched with steel pot filled with water and the heater was in ON condition to heat the water into the steel pot. She called neighbors and someone from that neighbor switched off the power supply then IP was moved away from the incident location. Then IP was taken to L.G. Hospital via 108 emergency services with her family members where she was declared dead. The incident was reported to the police, and postmortem has been conducted. Final report is awaited.</p>	Joint investigation was carried out by the team of TPL & EI on 09-Dec-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
39	Mr. Rakesh Dewda, Partner: Nand Developers Sur-536, Plot-91, T.P.108 Radhe Green, Opp. AMC water tank, Nr. Doon School, New maninagar, Ramol, Ahmedabad-382449.	9-Dec-25	FHO	<p>Information about the fatal accident which took place on 09.12.2025 around 12:00 hrs., was received through Divya Bhaskar News Paper via Jitendra Parmar (FM) on 11.12.2025 around 08:20 hrs.</p> <p>A preliminary Joint visit was carried out by TPL officials on 11.12.2025 11:45 hrs and power was disconnected under unsafe condition.</p> <p>A subsequent joint site inspection was carried out by TPL representative along with Electrical Inspector, Government of Gujarat on 12.12.2025 at around 17:15 hrs.</p> <p>As reported by the eyewitness Mr. Ranaram, aged 32, a contract worker, the incident took place on 09.12.2025 at around 12:00 Hrs. The victim Mr. Rakesh Dewda was working on fourth floor in the common passage area of E-Block. Some loose and hanging wire was laid on the floor and According to Ranaram, the victim Mr. Rakesh dewda was carrying sand in iron trolley for plaster work and as soon as he passed his trolley from the cable wire he suddenly got electric shock and fell on wet floor. His co-worker working nearby tried to remove the victim from wet area; but he also felt electric shock. So that co-worker immediately removed the loose two core cable wire from switch board and cut off the power shouted for help. The eye witness Ranaram, on hearing the voice of the co-worker, rushed to the place of incidence and saw that the victim was lying on the wet floor near iron trolley in unconscious condition. As per the eyewitness, the victim got electrocuted while carrying sand filled iron trolley while it passed on the temporary electric live cable wire which got cut through the bottom part of the iron trolley. Then they called 108 ambulance, and IP was transferred to L.G Hospital Maninagar, where the on duty doctor declared him dead.</p> <p>Upon further investigation during the joint visit, some wirings of the construction site were found loose, hanging, tapping and in unsafe condition. The cable cut was also observed, and sharp bottom edge of the iron trolley was also found. The victim might have got electrocuted by due to coming in contact with the cut wire or the trolley by which he was transferring sand. In customer installation, RCCB was found installed but was bypassed. Postmortem report is awaited. During investigation, TPL installation was checked and found in order.</p> <p>As part of the necessary corrective actions, the power of the customer has been disconnected as customer side wiring was found loose, hanging and unsafe condition. Hence, the customer is advised to take necessary corrective and preventive actions and to submit a Test Report of electrical installation with duly signed by a Licensed Electrical Contractor for resuming the power supply of the factory.</p>	Joint investigation was carried out by the team of TPL & EI on 12-Dec-2025.	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 2023.	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 2023.

SR. No.	Location of Accident (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI / AEI	REMEDIES SUUGGESTED BY CEI / EI / AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
40	Mr. Vijaybhai Jayrambhai Mudliyar, Ranipur gam, Opp. Cozy hotel, Nr. Patiya, Shahwadi, Narol, Ahmedabad.	2-Mar-26	FHO	<p>Fatal Electrical Accident had occurred to Mr. Vijaybhai Jayrambhai Mudliyar, at Ranipur Gam, Nr. Patiya, Opp.Cozy hotel, Shahwadi, Narol, Ahmedabad on 02.03.2026 at around 09:15 Hrs. Information regarding the accident was received via letter from Narol Police Station on 03.03.2026 at around 10:39 A.M.</p> <p>Upon receiving the information through Narol police station, the Technical Team of Torrent Power Ltd. (TPL) visited the site on 03.03.2026 at 11:08 hrs. and disconnected the power supply of the concerned service connection (S/ 2256100) as a precautionary measure.</p> <p>A joint site inspection with EI and TPL Team was conducted on 06.03.2026 at 16:00 hrs.</p> <p>During the Joint Inspection, TPL-side network which includes Service Apparatus (SA), Cable, and Earthing was found in order. There is no ELCB/RCCB installed in the consumer installation, and earthing was not provided in switchboard in the consumer premises. Electrical water Pump, which might be the cause of fatal accident found defective, Current was flowing on Electric motor's metal body during TPL onsite testing. IP might have come in contact with Motor' body and leakage current were already flowing on motor's body causing electrocution of the victim. After incident IP was taken to L.G. Hospital via 108 emergency services, and the Doctor on duty at L.G. Hospital declared him dead.</p> <p>After joint inspection, Government A.E.I. guided the consumer to rectify the wiring and install ELCB/RCCB for electrical safety purpose.</p> <p>As stated by witness- Mr. Max Mikhailbhai Christian: -He was present at the time of the incident, and He was doing his routine work inside of his home Meanwhile he heard noise of shouting from Gathered People outside of his home, hence he immediately went to his home's lobby outside of his home and saw that IP Mr. Vijaybhai Jayrambhai Mudliyar was lying on ground, Electric water motor was in Off Condition, but he removed its supply wire from electric Switchboard. Someone from gathered neighbor called 108 emergency services Then IP was taken to L.G. Hospital via 108 emergency services where he was declared dead. After that IP's family members had come at took Ip with them, Ip was from Maharashtra state, Ip was staying on rent.. The incident was reported to the police, and postmortem has been conducted. Final report is awaited.</p>	Joint investigation was carried out by the team of TPL & EI on 03-Dec-2026.	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 2023.	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 2023.

TORRENT POWER LTD

FY 2025-26

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 (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Surat Licence Area								
1	Umerabanu Shahil Saiyadshah 7/1398, Khansaheb Bhatu, Dhastipura, Variavibazar, Surat	07-Jun-25	NFHO	The victim experienced an electric shock while touching the metal staircase of the premises located at 7/1398, Khansaheb Bhatu, Dhastipura, Variavibazar, Surat. Flexible phase wire of fan was touching the metal structure of the premise resulting into leakage on the metal staircase. Earthing in electrical wire was not provided. RCCB was installed but it was faulty and non-operational.	Awaited	Awaited		Power supply of premise was disconnected and customer is instructed to repair the electrical wiring, provide earthing and new RCCB and submit the test report of electrical wiring through licensed electrical contractor.
2	Shaikh Uzer Mohmmad Shajid Plot 567, 1st Floor, Raza Nagar, Bhatena, Surat (Vivekanand Industrial-1 DSS Network)	31-Aug-25	FHO	Victim was repairing the decorative lighting (series) at the metallic grill of the balcony of his home. Victim was repairing it in live supply, standing on wet floor due to rain. He came in contact with live conductor due to deteriorated insulation of wire which resulted into fatality due to electric shock. RCCB was not installed at the meter box.	Awaited	Awaited		Fresh test report of electrical installation inspected by LEC is to be obtained after repairing electric wiring of the premise and making provision of customer side earthing and RCCB.
3	Moh. Rafiq Abdulrajib Rayen Hut. 450, Nehru Nagar, Bharimata Road, Surat	31-Aug-25	FHO	Victim was electrocuted while charging an electric three wheeled rickshaw by extending wires from the victim's own premise. Victim got electric shock by coming in contact with live conductor of wire having deteriorated insulation while charging the electric three-wheeler tempo.	Awaited	Awaited		Before reconnection of power supply, a test report of electric wiring of the premise from LEC to be obtained. Installation of RCCB is to be ensured. Installation of RCCB is to be ensured.

TORRENT POWER LTD

FY 2025-26

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 (Also include Name of Sub-division/Division/Circle/Unit) and details of Victim	DATE OF OCCURANCE	TYPE OF ACCIDENT	CAUSE OF ACCIDENT	FINDING OF CEI / EI/ AEI	REMEDIES SUUGGESTED BY CEI / EI /AEI	WHETHER THE REMEDY SUGGESTED IS COMPLIED	ACTION TAKEN TO AVOID RECCURRENCE OF SUCH ACCIDENT
Surat Licence Area								
4	Kuldeep Mangaliya Verma J.P. Iscon Pvt Ltd, D Building, Gotalawadi Tenament, Katargam, Surat-395008	05-Sep-25	FHO	<p>During the inspection conducted on 06.09.2025 at around 4:15 PM, the site supervisor /witness stated that the victim was engaged in routine construction work activities and pulling an aluminium canting / galvanized wire from the ground surface floor adjoining to lift passage of D Wing which was laid between 2nd floor to Gr. floor. As stated by site supervisor, the labourers / workers had extended flexible electrical wire for power supply laid between the second floor to the first floor & which was touched to galvanized wire.</p> <p>At approximately 05:30 PM on 05.09.2025 (Friday), the victim proceeded to the ground floor for pulling the aluminium canting galvanized wire. As per the statement of site supervisor, it was found that the insulation of the flexible electrical wire had been damaged on pulling of galvanized wire due to friction & might result in direct contact between the galvanized metal wire and the live flexible electrical wire & might get electrocuted.</p>	Awaited	Awaited		Before reconnection of power supply, latest test report of electrical wiring to be obtained through licensed electrical contractor
5	Avesh Mehboob Shaikh Dhabuwalani Gali, Navsari Bazar, Sagrapura, Surat	26-Oct-25	FHO	As per information received from daily newspaper (Gujarat Samachar, Sandesh and Gujarat Mitra), an outsider was electrocuted when he came in contact with streetlight pole. Leakage current on the metallic street light pole might have flown because of deteriorated condition of streetlight junction box due to water ingress in rainy condition. Body earthing to metallic streetlight pole was not done. RCCB was installed in the electrical circuit of streetlight but was in bypassed mode. The case was reported under (Form-A) to the Electrical Inspector on 28th Oct.25 by Surat Municipal Corporation.	Awaited	Awaited		The power supply to the affected streetlight service was disconnected by removing the outgoing wires from the meter, and paper seal was applied to the meter terminal box. A power disconnection letter was issued to the officer of the Streetlight Department of Surat Municipal Corporation, instructing him to install an Earth Leakage Circuit Breaker (ELCB), provide proper earthing to the streetlight pole, and submit a fresh test report from a Licensed Electrical Contractor (LEC).

TORRENT POWER LTD
Year : 2025-26

Performa SoP 003B: Register For Compiling The Complaints - Classification wise

Classification	Pending complaints of previous year	Complaints received during the year	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed	
				5	6			7=5+6
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)	
Ahmedabad Licence Area								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	25,557	25,557	25,557	-	25,557	-
A(ii)	Interruption in power supply- Interruption due to line breakdown	14	91,589	91,603	91,592	-	91,592	(11)
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	1	5,256	5,257	5,257	-	5,257	-
A(IV)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	46	46	46	-	46	-
A(V)	Interruption in power supply- Load Shedding/schedule outages	-	9	9	9	-	9	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-	21	21	21	-	21	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	119	119	119	-	119	-
B(iii)	Quality of Power Supply- Harmonics related issue	-	-	-	-	-	-	-
B(IV)	Quality of Power Supply- Neutral Volatage related issue	-	-	-	-	-	-	-
B(V)	Quality of Power Supply- Voltage variations related issue	-	-	-	-	-	-	-
C(i)	Meters - Stopped/ Defective meters	28	10,913	10,941	10,927	-	10,927	(14)
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	267	267	267	-	267	-
C(iii)	Meters-Burnt Meter	-	2,410	2,410	2,409	-	2,409	(1)
C(iv)	Meters-Stolen Meter	1	6	7	7	-	7	-
C(v)	Meters-Biling on average basis for more than two bills	-	10	10	10	-	10	-
C(vi)	Meters-Meter boxes/metering system	-	151	151	151	-	151	-
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	13	12	25	25	-	25	-
E(ii)	Bills - where additional information relating to correctness of reading etc. is required.	4	1,254	1,258	1,258	-	1,258	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	4	4,235	4,239	4,228	-	4,228	(11)
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	23	63	86	81	-	81	(5)
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	6	6	6	-	6	-
F(iii)	Service Connections - Where erection of new distribution transformer is required	-	-	-	-	-	-	-
F(iv)	Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-	-	-	-	-	-	-
F(v)	Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-	-	-	-	-	-	-
F(vi)	Service Connections-Modification in connected load	-	-	-	-	-	-	-
F(vii)	Service Connections-Name Change/reconnection/change of category	-	-	-	-	-	-	-
F(viii)	Service Connections-In case connection is denied after payment against demand note	-	-	-	-	-	-	-
F(ix)	Service Connections-Transfer of connection	-	-	-	-	-	-	-
G	Request for reconnection/consumer wanting disconnection	-	150	150	150	-	150	-
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-	-
J	Others	65	66,801	66,866	66,813	-	66,813	(53)
Total		153	2,08,875	2,09,028	2,08,933	-	2,08,933	(95)

TORRENT POWER LTD
Year : 2025-26

Performa SoP 003B: Register For Compiling The Complaints - Classification wise

Classification	Pending complaints of previous quarter	Complaints received during the quarter	Total Complaints	Within stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed	
				5	6			7=5+6
1	2	3	4=2+3	5	6	7=5+6	8 = (7-4)	
Surat Licence Area								
A(i)	Interruption in power supply- Loose connections at meter, MCB or Service line or from pole	-	1,898	1,898	1,897	-	1,897	(1)
A(ii)	Interruption in power supply- Interruption due to line breakdown	-	11,950	11,950	11,950	-	11,950	-
A(iii)	Interruption in power supply- No Power complaint on account of blowing of HT/Drop Out (DO)/LT fuse	-	970	970	970	-	970	-
A(IV)	Interruption in power supply- Interruption due to failure of transformer or distribution transformer MCB	-	4	4	4	-	4	-
A(V)	Interruption in power supply- Load Shedding/schedule outages	-	-	-	-	-	-	-
B(i)	Quality of Power Supply-Ordinary case, which is requires no augmentation	-	-	-	-	-	-	-
B(ii)	Quality of Power Supply- Where Augmentation is required	-	-	-	-	-	-	-
B(iii)	Quality of Power Supply- Harmonics related issue	-	-	-	-	-	-	-
B(IV)	Quality of Power Supply- Neutral Volatge related issue	-	-	-	-	-	-	-
B(V)	Quality of Power Supply- Voltage variations related issue	-	-	-	-	-	-	-
C(i)	Meters - Stopped/ Defective meters	-	669	669	669	-	669	-
C(ii)	Meters -Meter accuracy test (Fast/Slow)	-	2,862	2,862	2,862	-	2,862	-
C(iii)	Meters-Burnt Meter	1	1,038	1,039	1,039	-	1,039	-
C(iv)	Meters-Stolen Meter	-	1	1	1	-	1	-
C(v)	Meters-Biling on average basis for more than two bills	-	-	-	-	-	-	-
C(vi)	Meters-Meter boxes/metering system	-	-	-	-	-	-	-
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 - where additional information relating to correctness of reading etc. is required.	-	1,453	1,453	1,453	-	1,453	-
E(iii)	Bills-Final bill for vacation of premises/change of occupancy	-	-	-	-	-	-	-
E(iv)	Bills-Change of Tariff	-	21	21	21	-	21	-
F(i)	Service Connections - Where extension of LT line up to 150 Meters is required	-	5	5	5	-	5	-
F(ii)	Service Connections - Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required.	-	-	-	-	-	-	-
F(iii)	Service Connections - Where erection of new distribution transformer is required	-	-	-	-	-	-	-
F(iv)	Service Connections-Where erection of new HT line and distribution transformer is required and/or existing HT line network is required to be augmented	-	-	-	-	-	-	-
F(v)	Service Connections-Where EHT level line and/or Sub-station is required to be erected and/or augmented	-	-	-	-	-	-	-
F(vi)	Service Connections-Modification in connected load	-	-	-	-	-	-	-
F(vii)	Service Connections-Name Change/reconnection/change of category	1	1	2	2	-	2	-
F(viii)	Service Connections-In case connection is denied after payment against demand note	-	-	-	-	-	-	-
F(ix)	Service Connections-Transfer of connection	-	-	-	-	-	-	-
G	Request for reconnection/consumer wanting disconnection	-	-	-	-	-	-	-
H	Refund of amount due in regard to temporary connection	-	-	-	-	-	-	-
I	Street Light compliant	-	-	-	-	-	-	-
J	Others	-	6,102	6,102	6,102	-	6,102	-
Total		2	26,974	26,976	26,975	-	26,975	(1)

Torrent Power Limited

Year : 2025-26

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	Website	11533965 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)	21.66 Lac Approx (across all Plugpoints)	
	Information boards for substation requirement	3.47 Lac Approx	
	SD and SLC Information Board	3.47 Lac (across all Plugpoints)	
	Form Filling Assistance Board	3.21Lac Approx	
	Online Bill Payment Board	3.47 Lac (across all Plugpoints)	
	ATM Drop box Payment Option Board	3.47 Lac (across all Plugpoints)	
Customer portal	3.47 Lac (across all Plugpoints)		
3	Information booklets / flyers/ Letters/Hoardings etc		Information Booklets and Flyers , outdoor media etc
	Information related to web portal on flyers / tent cards / posters / visiting cards / danglers / hoardings / banners etc	3.47 lacs (across all Plugpoints) and overall publicity at 24 locations across A'bad	
4	Bills		Front & Backside of the bill
	Front Side: 1. Whatsapp services 2. Change your name in Electricity Bill 3. Safety Tips monsoon/Diwali 4. Benefits for installation of RCD	12.73 LPM	
	Back Side: 1. Uttaran Safety 2. Convenience at your fingertips 3. DO not overload your electrical connection, regularize it today 4. Installation of ELCB/RCCB ensure Electrical Safety 5. Guidelines for protection of maintenance of rooftop Solar System	12.73 LPM	
5	Power Alert Service		SMS
	SMS related to Billing	9,26,44,199	
6	Newspaper advertisements / Radio etc		
	News paper Advt	21.67 Lac Approx	

Torrent Power Limited
Year : 2025-26

Performa SoP 004: Publicity carried out

Sr. No.	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers Influenced	Details about media
1	Website	11533965 sessions to website	Web Site www.torrentpower.com & portal https://connect.torrentpower.com
	Bill Glossary		
	New Tariff		
	Consumption Calculator		
	Procedural Guidance		
	Payment Options		
	Contact details		
	Call Center details and numbers		
	Our Zonal Offices address		
	Torrent Power Mobile Links concept and details		
	Form Downloads (important application forms)		
	FAQ's		
	Consumer Charter		
	Online Bill Payment (how to pay and related forms)		
Energy Conservation tips			
Safety Tips			
Electricity Supply Code (copy of the code)			
Shutdown / Planned shutdown announcements and schedule			
Surat License Area			
2	Information Boards Grievance Redressal Options (Internal Redressal committee/ Consumer Redressal Forum), In the Interest of Consumers by GERC & Application Processing Charges	Consumer at large	Boards at consumer centres
	Sample form for new application/Tariff/Call Centre Services / Safety Tips / Conservation Tips/ Precautions / Portal Connect Info/Theft deterrence etc. List and address of Bill Collection Centre, Safety Card, Consumer charter, Solar information, Filled application form/Service Timeline/List of documents,Solar information, company GST & PAN Card information, Energy conservation card & reactive power management, safety videos, connect & mobile app, company policy, leaflet distribution at different locations for EHV Line Safety during Kite Festival	Consumer at large	Boards at consumer centres/ TV inPlug /Leaflet kept at plug point
3	News News Paper - shutdown Information, Digital Services, ELCB/RCCB importance, Portal , Mobile App, WhatsApp & Helpline number information, Senior citizen door step service,Safety for Kite Flying Advertisement, monsoon safety, Banners on EHV line tower &Mobile van announcement for safety during kite festival, Advt for EHV line safety & General Safety	Consumers at large	News Paper
4	Bills Front side : WhatsApp information, options Code for online Payment, Company office monsoon safety,Online name change application promotion, RCCB Information, Energy Conservation Tips, Various Channels for Complaints, Energy Saving Tips and Collection Center address, General consumption related information, overload information, Monsoon Safety tips, RCD information, malaria Awareness, information of different channels of complaint, Contract Demand information	6.42 lakh / month	Energy Bill
	Back side : Call Centre Information, WhatsApp number, Complaint related information, Online Energy payment option, Office address,E Mail ID for Complaint , Redressal forum & Ombudsman details, IVR Awareness for registration of alternate Number,ELCB/RCCB Information, Beware of Fraudulent call/SMS,Digital Services Promotion,Safety Tips for Kite Flying festival,Online name change information, Mobile Application, Tariff structure, online application, promotion, E-bill promotion, online UPI Payment, meter safety information, safety tips during Ganesh celebration/Diwali, complaint process & tips of basic checking before complaint registration, save paper E-bill promotion, updation process of contact number & alternative registration process, Solar installation safety tips	6.42 lakh / month	
5	SMS - Application, Billing , Meter, Company Services Awareness, Capacitor Switched OFF SMS during Diwali Vacation, energy Conservation SMS,Outage messages, SMS for online payment and application promotion	20401368	SMS
	Safety Jingle and Message for Kite Flying	419640	Whatsapp
6	Bill Envelopes to HT-LTMD customers (Power Factor Importance, Digital Payment Promotion)	Consumers at large	Radio,Cable Scrolling,Mobile Van
7	Power Factor Awareness Programme Personal Visit to LTMD & HT Consumers	736	Bill Envelopes
8	Information booklets / Flyers / Letters Helpline number, Portal & Mobile App Connect Information, Energy conservation, Energy calculator, Office Addresses, Online Payment Services, Reactive Power Management , Consumer Charter, Information Of New Service Centre, Safety & theft related information, energy comparison calculator, energy conservation Z-card	24900	Pamphlets & Booklets
	Booklet (GERC Regulations & Application Processing Charges)	6	Booklet
	Consumer Meet Awareness on Company Services, Safety, Conservation, Etc	413 consumers	3 inhouse & 4 at Consumer Premises
9	School Program for Safety and Energy conservation	645	4 Nos of School
	Torrent Power Apne Dware Program	Consumers at large	On different location 35 Camps

Torrent Power Limited

Year : 2025-26

Performa SoP 005: 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	9,727	230	9,957	9	0.09%

Torrent Power Limited
Year : 2025-26

Performa SoP 005: 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	2,978	65	3,043	2	0.07%

Torrent Power Limited
Year : 2025-26

Performa SoP 006: 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	265	(3)	262	-	0.00%

Torrent Power Limited

Year : 2025-26

Performa SoP 006: 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	68	-	68	-	-

Torrent Power Limited
Year: 2025
SoP 007: Sample Test result for Neutral Voltage

Ahmedabad Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance (6) = (5)*100/(3)
	LT Consumers				
1	Domestic	2,389	2%	2,389	100%
2	Commercial	301	2%	301	100%
3	Industrial	38	2%	38	100%
4	Agricultural		2%		
5	Public Water works		2%		
	HT Consumer				
6	HT Industrial	-	2%	-	
	Total	2,728		2,728	100%

Torrent Power Limited
Year: 2025
SoP 007: Sample Test result for Neutral Voltage

Surat Licence Area					
Compliance Sample Test Report for Neutral Voltage					
1	2	3	4	5	6
Sr. No	Category of Consumer	Sample Size (Numbers)	Standard specified in regulation	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					$(6) = (5) * 100 / (3)$
	LT Consumers				
1	Domestic	1,945	2%	1,945	100.00%
2	Commercial	901	2%	901	100.00%
3	Industrial	941	2%	941	100.00%
4	Agricultural		2%		
5	Public Water works		2%		
	HT Consumer				
6	HT Industrial		2%		
	Total	3,787		3,787	100.00%

Torrent Power Limited

Year: 2025

SoP 008: Sample Test result for Voltage variations

Ahmedabad Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	Low Voltage	2987	+6% to -6%	2987	100.00%
2	High Voltage	961	+6% to -6%	961	100.00%
3	Extra High Voltage	2	+10% to -12.5%	2	
	Total	3950		3950	100.00%

Torrent Power Limited

Year: 2025

SoP 008: Sample Test result for Voltage variations

Surat Licence Area					
Compliance Sample Test Report for voltage variations					
1	2	3	4	5	6
Sr. No	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	Low Voltage	3787	+6% to -6%	3786	99.97%
2	High Voltage	-	+6% to -6%	-	
3	Extra High Voltage	-	+10% to -12.5%	-	
	Total	3787		3786	99.97%

Torrent Power Limited
Year:2025
SoP 009: Sample Test result for Harmonics

Ahmedabad Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					$(6) = (5) * 100 / (3)$
1	2	3	4	5	6
1	LT Consumers	1733	3.50%	1733	100.00%
2	HT Consumers	887	3.00%	887	100.00%
3	EHT Consumers	2	3.00%	2	

Torrent Power Limited
Year: 2025
SoP 009: Sample Test result for Harmonics

Surat Licence Area					
Compliance Sample Test Report for Harmonics					
Sr. No	Category of Consumer	Sample size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	% age of compliance
					(6) = (5)*100/(3)
1	2	3	4	5	6
1	LT Consumers	171	3.50%	171	100.00%
2	HT Consumers	19	3.00%	19	100.00%
3	EHT Consumers	-	3.00%	-	

Torrent Power Limited
Year :2025-26

Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period=Ai	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period =Ni	Total no of customers served for the Areas=Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(Ai \times Ni)$	SAIFI= $\sum(Ai \times Ni)/Nt$
Ahmedabad Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
1	Apr-25	157	2,98,411	21,25,479	3,49,068	0.164
2	May-25	192	3,40,314	21,25,882	3,80,339	0.179
3	Jun-25	153	2,69,700	21,27,922	3,06,179	0.144
4	Jul-25	86	1,58,820	21,30,092	1,75,184	0.082
5	Aug-25	89	1,57,366	21,33,823	1,66,354	0.078
6	Sep-25	113	1,98,384	21,36,235	2,12,019	0.099
7	Oct-25	83	1,48,250	21,38,801	1,55,967	0.073
8	Nov-25	122	2,17,033	21,39,882	2,32,360	0.109
9	Dec-25	161	3,25,702	21,41,743	3,77,598	0.176
10	Jan-26	126	2,72,997	21,43,507	3,02,346	0.141
11	Feb-26	94	1,78,787	21,48,427	2,02,975	0.094
12	Mar-26	68	1,46,362	21,51,028	1,57,969	0.073

Torrent Power Limited
Year :2025-26

Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Number of Sustained Interruptions during the Reporting Period=Ai	Number of Interrupted Customers for Sustained Interruptions events during the Reporting Period =Ni	Total no of customers served for the Areas=Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum(Ai \times Ni)$	SAIFI= $\sum(Ai \times Ni)/Nt$
Surat Licence Area						
(1)	(2)	(3)	(4)	(5)	(6)= $\sum(3 \times 4)$	(7)=(6)/(5)
1	Apr-25	20	45,716	6,37,631	45,716	0.072
2	May-25	10	20,336	6,37,585	25,143	0.039
3	Jun-25	12	20,103	6,37,804	20,103	0.032
4	Jul-25	10	17,494	6,38,138	17,494	0.027
5	Aug-25	10	25,381	6,38,580	25,381	0.040
6	Sep-25	10	30,127	6,39,566	31,625	0.049
7	Oct-25	9	13,251	6,39,957	13,251	0.021
8	Nov-25	10	19,259	6,39,424	19,259	0.030
9	Dec-25	11	29,419	6,39,425	29,419	0.046
10	Jan-26	7	10,366	6,41,077	10,366	0.016
11	Feb-26	11	11,112	6,42,588	11,112	0.017
12	Mar-26	11	25,868	6,43,121	25,868	0.040

Torrent Power Limited
Year: 2025-26

Performa SoP 011: System Average Interruption Duration Index (SAIDI)

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
Ahmedabad Licence Area									
(1)	(2)	Nos (3)	Hr : Min (4)	Hr : Min (5)=(4)/(3)	Nos (6)	Hr : Min (7) = (5) * (6)	Nos (8)	Hr : Min (9) = $\sum(5 \times 6)$	Hr :Min : SS (10) = (9)/(8)
1	Apr-25	157	77:18	00:30	3,49,068		21,25,479	1,61,828	00:04:34
2	May-25	192	85:00	00:27	3,80,339		21,25,882	1,77,581	00:05:01
3	Jun-25	153	71:09	00:28	3,06,179		21,27,922	1,40,084	00:03:57
4	Jul-25	86	44:49	00:31	1,75,184		21,30,092	93,443	00:02:38
5	Aug-25	89	37:41	00:25	1,66,354		21,33,823	68,052	00:01:55
6	Sep-25	113	52:10	00:28	2,12,019		21,36,235	96,523	00:02:43
7	Oct-25	83	37:23	00:27	1,55,967		21,38,801	65,879	00:01:51
8	Nov-25	122	57:23	00:28	2,32,360		21,39,882	1,13,383	00:03:11
9	Dec-25	161	74:23	00:28	3,77,598		21,41,743	1,81,046	00:05:04
10	Jan-26	126	56:29	00:27	3,02,346		21,43,507	1,37,960	00:03:52
11	Feb-26	94	40:55	00:26	2,02,975		21,48,427	91,975	00:02:34
12	Mar-26	68	25:42	00:23	1,57,969		21,51,028	59,986	00:01:40

Torrent Power Limited
Year: 2025-26

Performa SoP 011: System Average Interruption Duration Index (SAIDI)

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
Surat Licence Area									
(1)	(2)	Nos (3)	Hr : Min (4)	Hr : Min (5)=(4)/(3)	Nos (6)	Hr : Min (7) = (5) * (6)	Nos (8)	Hr : Min (9) = $\sum(5 \times 6)$	Hr:Min:SS (10) = (9)/(8)
1	Apr-25	20	07:55	00:24	45,716		6,37,631	19,713	00:01:51
2	May-25	10	04:12	00:25	25,143		6,37,585	11,620	00:01:06
3	Jun-25	12	06:31	00:33	20,103		6,37,804	10,145	00:00:57
4	Jul-25	10	04:41	00:28	17,494		6,38,138	7,688	00:00:43
5	Aug-25	10	05:15	00:32	25,381		6,38,580	13,921	00:01:18
6	Sep-25	10	04:33	00:27	31,625		6,39,566	14,440	00:01:21
7	Oct-25	9	04:10	00:28	13,251		6,39,957	5,993	00:00:34
8	Nov-25	10	05:17	00:32	19,259		6,39,424	9,896	00:00:56
9	Dec-25	11	04:28	00:24	29,419		6,39,425	13,896	00:01:18
10	Jan-26	7	02:51	00:24	10,366		6,41,077	4,342	00:00:24
11	Feb-26	11	06:48	00:37	11,112		6,42,588	4,472	00:00:25
12	Mar-26	11	05:27	00:30	25,868		6,43,121	12,677	00:01:11

Torrent Power Limited
Year: 2025-26

Performa SoP 012: Momentary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions = $\sum(I_{mi} \times N_{mi})$	MAIFI = $\frac{\sum(I_{mi} \times N_{mi})}{N_t}$
Ahmedabad Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
1	Apr-25	2	4		21,25,479	4	0.000
2	May-25	-	-		21,25,882	-	-
3	Jun-25	2	4,976		21,27,922	4,976	0.002
4	Jul-25	1	1,514		21,30,092	1,514	0.001
5	Aug-25	1	3		21,33,823	3	0.000
6	Sep-25	1	2,812		21,36,235	2,812	0.001
7	Oct-25	-	-		21,38,801	-	-
8	Nov-25	1	2,362		21,39,882	2,362	0.001
9	Dec-25	3	3,900		21,41,743	3,900	0.002
10	Jan-26	2	2,442		21,43,507	2,442	0.001
11	Feb-26	2	2		21,48,427	2	0.000
12	Mar-26	4	420		21,51,028	421	0.000

Torrent Power Limited

Year: 2025-26

Performa SoP 012: Momentary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	Total Number of Momentary interruptions Imi	Total no of customers affected due to Momentary Interruption Events during the Reporting Period =Nmi	Number of customer Momentary interruptions= Imi*Nmi	Total no of customers served=Nt	Cumulative Momentary Customer Interruptions =Σ(Imi x Nmi)	MAIFI = $\frac{\sum(Imi \times Nmi)}{Nt}$
Surat Licence Area							
(1)	(2)	(3)	(4)	(5) = (3) * (4)	(6)	(7) = Total of (5)	(8)= (7)/ (6)
1	Apr-25	-	-	-	6,37,631	-	-
2	May-25	-	-	-	6,37,585	-	-
3	Jun-25	-	-	-	6,37,804	-	-
4	Jul-25	-	-	-	6,38,138	-	-
5	Aug-25	-	-	-	6,38,580	-	-
6	Sep-25	-	-	-	6,39,566	-	-
7	Oct-25	-	-	-	6,39,957	-	-
8	Nov-25	-	-	-	6,39,424	-	-
9	Dec-25	-	-	-	6,39,425	-	-
10	Jan-26	-	-	-	6,41,077	-	-
11	Feb-26	-	-	-	6,42,588	-	-
12	Mar-26	6.00	1,478	-	6,43,121	1,478	0.002

Torrent Power Limited
Year : 2025-26

Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	CAIDI = $\frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Ahmedabad Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
1	Apr-25	157	1,61,828	3,49,068	00:28
2	May-25	192	1,77,581	3,80,339	00:28
3	Jun-25	153	1,40,084	3,06,179	00:27
4	Jul-25	86	93,443	1,75,184	00:32
5	Aug-25	89	68,052	1,66,354	00:25
6	Sep-25	113	96,523	2,12,019	00:27
7	Oct-25	83	65,879	1,55,967	00:25
8	Nov-25	122	1,13,383	2,32,360	00:29
9	Dec-25	161	1,81,046	3,77,598	00:29
10	Jan-26	126	1,37,960	3,02,346	00:27
11	Feb-26	94	91,975	2,02,975	00:27
12	Mar-26	68	59,986	1,57,969	00:23

Torrent Power Limited
Year : 2025-26

Performa SoP 013: Customer Average Interruption Duration Index (CAIDI)

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	$CAIDI = \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
Surat Licence Area					
(1)	(2)	(3)	(4)	(5)	(6) = (4 x 5) / (3 x 5)
1	Apr-25	20	19,713	45,716	00:26
2	May-25	10	11,620	25,143	00:28
3	Jun-25	12	10,145	20,103	00:30
4	Jul-25	10	7,688	17,494	00:26
5	Aug-25	10	13,921	25,381	00:33
6	Sep-25	10	14,440	31,625	00:27
7	Oct-25	9	5,993	13,251	00:27
8	Nov-25	10	9,896	19,259	00:31
9	Dec-25	11	13,896	29,419	00:28
10	Jan-26	7	4,342	10,366	00:25
11	Feb-26	11	4,472	11,112	00:24
12	Mar-26	11	12,677	25,868	00:29

Torrent Power Limited-Ahmedabad
FY 2025-26

Sop 014: System Losses at EHT / 11 kV and below

Losses on 11kV System and Connected Equipments			
i.	Energy Delivered into EHT / 11 KV and LT Distribution System from EHT/ 11 KV SSs (MUs)	A	9,192.54
ii.	Energy Sold (Billed). EHT direct sales (MUs)	B	2,275.06
iii.	Energy Sold (Billed) in the 11 KV and LT system (MUs)	C	6,531.92
iv.	Total Sales (MUs)	(B + C)	8,806.98
v.	Losses (MUs)	{(A) – (B+C)}	385.56
vi.	% Losses	{(A) – (B+C)}X 100 / (A)	4.19%

Torrent Power Limited-Surat
FY 2025-26

Sop 014: System Losses at EHT / 11 kV and below

Losses on 11kV System and Connected Equipments			
i.	Energy Delivered into EHT / 11 KV and LT Distribution System from EHT/ 11 KV SSs (MUs)	A	4,139.07
ii.	Energy Sold (Billed). EHT direct sales (MUs)	B	714.65
iii.	Energy Sold (Billed) in the 11 KV and LT system (MUs)	C	3,237.11
iv.	Total Sales (MUs)	(B + C)	3,951.76
v.	Losses (MUs)	{(A) – (B+C)}	187.31
vi.	% Losses	{(A) – (B+C)}X 100 / (A)	4.53%

Torrent Power Limited
Year: 2025-26

Performa SoP 015: 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 no. 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 Licence Area					
Single Phase	5	4,765	4,770	4,768	2
Three Phase	0	1,605	1605	1,605	0

Torrent Power Limited
Year:2025-26

Performa SoP 015: 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 no. 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 Licence Area					
Single Phase	37	8,962	8,999	8,969	30
Three Phase	13	1,910	1,923	1,910	13

Torrent Power Limited
Year : 2025-26
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable	
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)
Ahmedabad Licence Area						
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default				
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in existing premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.				
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.				
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.				
5	Release of temporary supply	Rs. 50 for each day of default.				
6	Shifting of meter/services in the existing premises					
7	Shifting of LT/HT lines					
8	Shifting of Transformer structures	Rs. 50 for each day of default.				
9	Settlement of amount for refunding of excess amount after completion of work.					
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.				
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.				
12	Complaint Related to Billing	Rs. 50 for each day of default.				
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.				
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.				
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.				
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.					
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer					
18	Failure to restore power supply in case of HT and LT line fault					
19	Failure to restore power supply in case of Distribution transformer failure					
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable					
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer				
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.				
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint				
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-				

NIL

Torrent Power Limited
Year : 2025-26
SoP 016: Compensation Details

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
Surat Licence Area							
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in existing premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises						
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures	Rs. 50 for each day of default.					
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/-for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/-for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.						
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT consumer.					
18	Failure to restore power supply in case of HT and LT line fault						
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-					

NIL

Torrent Power Limited
Year : 2025-26

SoP 17: Individual Complaint where Compensation has been paid

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid
Ahmedabad Licence Area								
NIL								

Torrent Power Limited
Year : 2025-26

SoP 17: Individual Complaint where Compensation has been paid

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid
Surat Licence Area								
NIL								

Torrent Power Limited
Year : 2025-26

SoP 18: Unauthorised Use of electricity

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
Ahmedabad Licence Area				
117	117	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Year : 2025-26

SoP 18: Unauthorised Use of electricity

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
Surat Licence Area				
3107	3107	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Year : 2025-26

SoP 019: Theft of electricity

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
Ahmedabad Licence Area				
2755	1210	0	0	0

Note: The format shall include individual consumer wise details

Torrent Power Limited
Year : 2025-26

SoP 019: Theft of electricity

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
Surat Licence Area				
303	112	4	2	2

Note: The format shall include individual consumer wise details