



Torrent Power
now on WhatsApp



Services available:

- Bill Copy
- Submit meter reading
- Submit safety concerns
- Bill payments & offers
- Complaint registration
- Manage multiple services

Scan to register
OR say hi to 6356070070



YOUR DETAILS

e-Bill

TOR%

URITY
ID

METER DETAILS

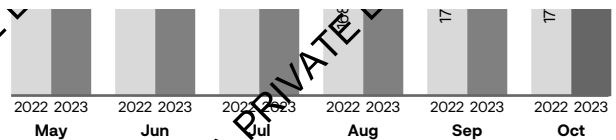
Meter No.: 27001022

MAJOR BILL COMPONENTS

₹20049.60
Energy charges



Energy estimator on the connect.torrentpower.com
If you still feel that the units consumed are abnormally high, contact us on our 24x7 Contact Centre and we will be glad to assist you.



PAYMENT OPTIONS

1. SCAN THIS QR CODE TO PAY USING MOBILE WALLETS OR PAY ONLINE



Pay online on: connect.torrentpower.com

NET BANKING | DEBIT/CREDIT CARD | ALL MOBILE WALLETS

2. PAY WITH CASH / CHEQUE



BILL DETAILS

₹

Call our 24x7 helpline:

(toll free) | 2255 1912 | 6655 1912

WhatsApp 63560 70070



COMPLAINT / QUERY

Power service centre:

1. Naranpura Zonal Office,

2. Naranpura

3. Naranpura - 380013

4. Also reach out to us by

5. Email: nect.ahd@torrentpower.com

6. Website: nect.torrentpower.com

Download Power mobile app

CONSUMER GRIEVANCE REDRESSAL FORUM*

1. Chairman,

2. Consumer Grievance Redressal Forum (CGRF)

3. Torrent Power Limited, Plug Point Naranpura

4. Naranpura - 380013

5. 079-27492222 Extn: 5940

6. Email: consumerforum@torrentpower.com

7. 10 AM to 5 PM on all working days.

CENTRAL ELECTRICITY OMBUDSMAN*

1. Central Electricity Ombudsman

2. No. 30, Polytechnic, Ambawadi

3. Naranpura - 380015

4. Email: ombudsman@gercin.org

5. Cases falling under section 126, 127, 135 to 139, 152 and 161 of the Electricity Act, 2003 are not within the purview of CGRF and Ombudsman.

DISCOUNT DUTY

For educational institutions and approved educational institutions	15 %
For medical institutions	20 %
For industrial and commercial establishments	10 %
For residential places	15 %
	11.25 %

For billing demand upto and including 50kW	4.65	4.80
For billing demand above 50kW	4.80	5.00

POWER FACTOR REBATE / PENALTY

1. If average power factor during billing period exceeds 90%

a. For each 1% improvement in the power factor from 90% to 95%	Rebate of 0.15 paise per unit
b. For each 1% improvement in the power factor above 95%	Rebate of 0.27 paise per unit

2. If average power factor during billing period is below 90%

For each 1% decrease in the power factor below 90%	Penalty of 3.00 paise per unit
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Important Information:

1) This bill is not a proof of property ownership.

2) Registered Office:

Torrent Power Limited

"Samanvay", 600, Tapovan, Ambawadi, Ahmedabad - 380015.

CIN: L31200GJ2004PLC044068

POWER OUTAGE?

FOR FASTER POWER RESTORATION, FOLLOW THESE STEPS.

Step 1: Check Power status in the surrounding premises.

If the surrounding power is OFF, register your complaint.

If only your power is OFF, go to the next step.

Step 2: Go to the MCB and check MCB.



If MCB is OFF, turn it ON.

PLEASE ATTACH THIS COUPON



GROUP NO. : BS05

CUSTOMER ID : 10052

Chq/DD should