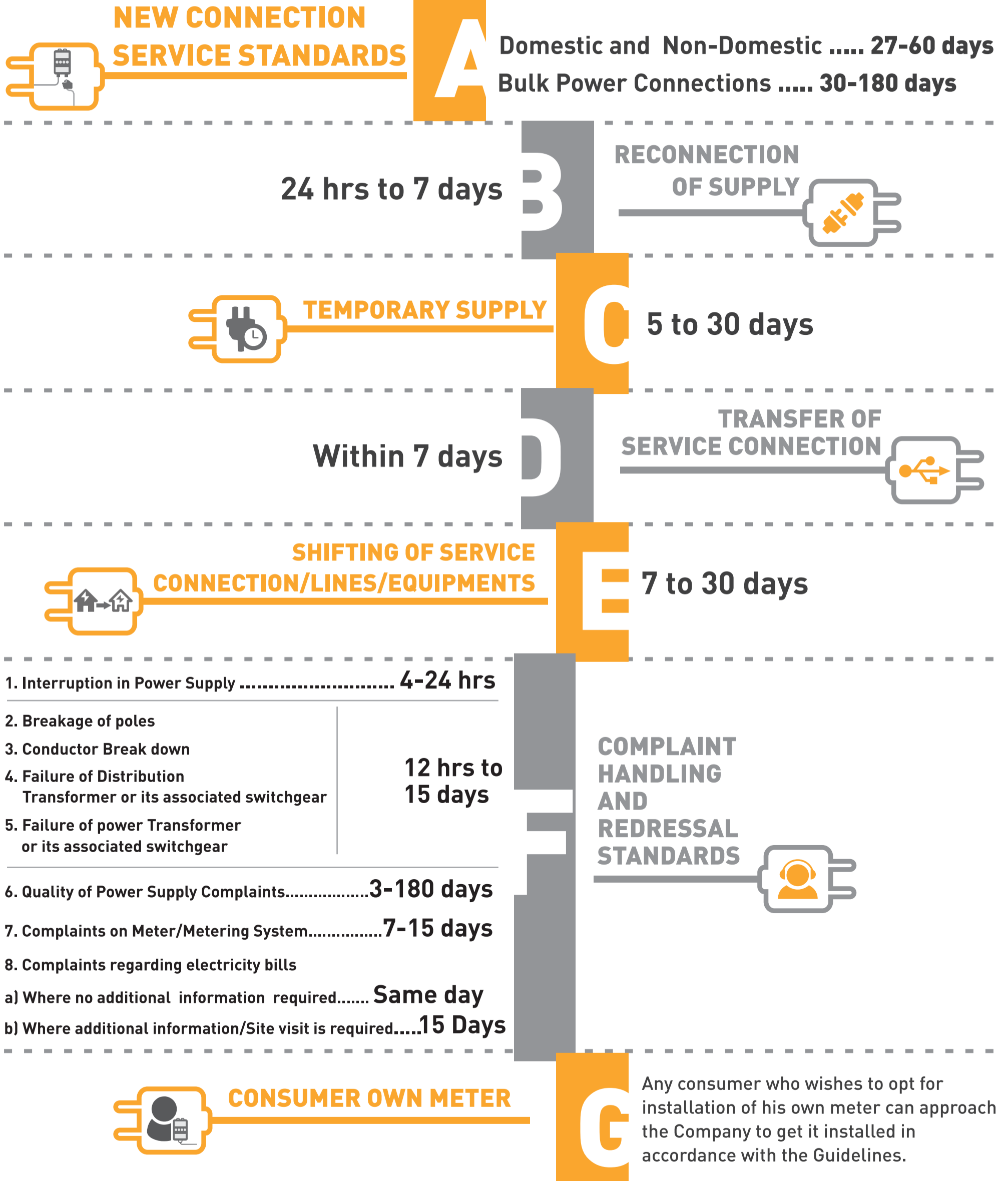


# SERVICE TIMELINES



The service timelines mentioned are in line with the Standard Of Performance approved by the Honourable Gujarat Electricity Regulatory Commission and exclude the time attributable to the consumer or local authority. For details please refer to the Standard of Performance of Distribution Licensee. Torrent Power Limited strives to better these standards and provide faster service to its esteemed consumers.