

ANNEXURE-II (Q-I) 2024-25

1. The following format shall be used by License for Reproting the Performance Levels for Guaranteed Standards on a quarterly basis to the Commission:-

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	10097	10097	10097	0	10097	0
		Rural Area	0	41868	41868	41868	0	41868	0
		Remote Area	0	819	819	819	0	819	0
2	Service Line or Snapped from Pole	Urban Area	0	1320	1320	1320	0	1320	0
		Rural Area	0	5687	5687	5687	0	5687	0
		Remote Area	0	293	293	293	0	293	0
3	Fault in Distribution System		0	12660	12660	12660	0	12660	0
4	HT Main Failure		0	4028	4028	4028	0	4028	0
5	Breakdown of underground Cables		0	154	154	154	0	154	0
6	Distribution Transformer failure/burnt	Urban Area	0	166	166	166	0	166	0
		Rural Area	0	43	43	43	0	43	0
		Remote Area	0	0	0	0	0	0	0
7	Problem in Grid substation		0	229	229	229	0	229	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	1469	1469	1469	0	1469	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	124	124	124	0	124	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	194	194	194	0	194	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	111	111	111	0	111	0
11 (i)	Accuracy testing of Meter		3	195	198	193	0	193	5
11 (ii)	Defective/stuck Meter		23	2974	2997	2973	0	2973	24
11 (iii)	Burnt Meter.		0	48	48	48	0	48	0
12 (i)	Consumer's name change		99	2265	2364	2304	0	2304	60
12 (ii)	Transfer of name to legal heir		47	454	501	466	0	466	35
12 (iii)	Load Reduction/ enhancement		5	15	20	15	0	15	5
12 (iv)	Change of Category		25	287	312	289	0	289	23
12 (v)	Shifting of Meter/ Service Line etc.		0	277	277	277	0	277	0
13	Complaint on Billing.		6	944	950	942	0	942	8
14 (i)	Request for reconnection		56	1872	1928	1872	0	1872	56
14 (ii)	Consumer wanting special reading of meter and update bill		0	191	191	191	0	191	0

ANNEXURE-III - 1 (Q-I) 2024-25

REPORTING FORMATS- OVERALL STANDARDS

1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-

Goa Electricity Department

Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	65444	65444	65444	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	11482	11482	11482	0
3	Distribution Transformer Failures	0	209	209	209	0

4	Grid Sub-Station problem including Power Transformer Failure	0	229	229	229	0
5	Period of Scheduled Outages	0	1469	1469	1469	0
6	Meter Complaints	26	3217	3243	3214	29
7	Voltage Fluctuation Complaints	0	429	429	429	0
8	Transfer of Consumers Connection/Services	176	3298	3474	3351	123
9	Consumers Bill Complaints	6	944	950	942	8
10	Reconnection of Supply	56	1872	1928	1872	56

Annexure II - 2 - Compensation paid -April 2024 to June 2024

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
1	08-04-2024	60000809768	JUSTINA ANGELINA ESTROCIO, HOUSE NO NEW HOUSE NEAR CHAPEL NEAR CHAPEL Donapaula CITY PANJIM 403002	Billing Matters		1770	08-04-2024
2	08-04-2024	60000777718	SANJIV KUMAR GAJANAN NAIK, VODLEM BHAT, VODLEM BHAT, Taleigoan CITY PANJIM 403002	Billing Matters		3654	08-04-2024
3	29-04-2024	60000200968	MAGNUM SEA VIEW OWNERS ASSOCIATION, STAIRCASE/PUMP/LIFT MAGNUM SEA VIEW STAIRCASE/PUMP/LIFT MAGNUM SEA VIEW Donapaula 403004	Billing Matters		3360	29-04-2024
4	08-05-2024	60000640577	SHRI VALERION F. COELHO, HOUSE NO 42 BORCHEM BHATT BORCHEM BHATT Caranzelem CITY PANJIM 403002	Billing Matters		1372	08-05-2024
5	09-05-2024	60000542120	CARLOS FERNANDES, HOUSE NO H NO 116 ROOM NO. A/4, PODERO DANDO ROOM NO. A/4, PODERO DANDO Donapaula 403004	Billing Matters		1363	09-05-2024
6	23-05-2024	60000757546	KALIDAS ULO KUNKOLKAR, HOUSE NO 17/77 AMARALWADDO AMARALWADDO Taleigoan CITY PANJIM 403002	Billing Matters		4488	23-05-2024

Annexure					
Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter

	23	3022	3045	3021	24
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ANNEXURE-II (Q-II) 2024-25

1. The following format shall be used by License for Reproting the Performance Levels for Guaranteed Standards on a quarterly basis to the Commission:-

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	11291	11291	11291	0	11291	0
		Rural Area	0	50592	50592	50592	0	50592	0
		Remote Area	0	876	876	876	0	876	0
2	Service Line or Snapped from Pole	Urban Area	0	1351	1351	1351	0	1351	0
		Rural Area	0	7900	7900	7900	0	7900	0
		Remote Area	0	565	565	565	0	565	0
3	Fault in Distribution System		0	12988	12988	12988	0	12988	0
4	HT Main Failure		0	4508	4508	4508	0	4508	0
5	Breakdown of underground Cables		0	141	141	141	0	141	0
6	Distribution Transformer failure/burnt	Urban Area	0	26	26	26	0	26	0
		Rural Area	0	36	36	36	0	36	0
		Remote Area	0	1	1	1	0	1	0
7	Problem in Grid substation		0	153	153	153	0	153	0
8	Failure of power Transformer		0	1	1	1	0	1	0
9	Period of Scheduled outages		0	1231	1231	1231	0	1231	0
10 (i)	Voltage Fluctuations in case fault is identified to a local problem on the Transformer		0	171	171	171	0	171	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	119	119	119	0	119	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		5	585	590	588	0	588	2
11 (ii)	Defective/stuck Meter		24	2205	2229	2222	0	2222	7
11 (iii)	Burnt Meter.		0	40	40	40	0	40	0
12 (i)	Consumer's name change		60	2387	2447	2410	0	2410	37
12 (ii)	Transfer of name to legal heir		35	622	657	631	0	631	26
12 (iii)	Load Reduction/ enhancement		5	17	22	17	0	17	5
12 (iv)	Change of Category		23	295	318	316	0	316	2
12 (v)	Shifting of Meter/ Service Line etc.		0	195	195	195	0	195	0
13	Complaint on Billing.		8	1122	1130	1128	0	1128	2
14 (i)	Request for reconnection		56	1813	1869	1861	0	1861	8
14 (ii)	Consumer wanting special reading of meter and update bill		0	204	204	204	0	204	0

ANNEXURE-III - 1 (Q-II) 2024-25						
REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-						
Goa Electricity Department						
Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	75747	75747	75747	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	14465	14465	14465	0
3	Distribution Transformer Failures	0	63	63	63	0
4	Grid Sub-Station problem including Power Transformer Failure	0	154	154	154	0
5	Period of Scheduled Outages	0	1231	1231	1231	0
6	Meter Complaints	29	2830	2859	2850	9
7	Voltage Fluctuation Complaints	0	290	290	290	0
8	Transfer of Consumers Connection/Services	123	3516	3639	3569	70
9	Consumers Bill Complaints	8	1122	1130	1128	2
10	Reconnection of Supply	56	1813	1869	1861	8

Annexure II - 2 - Compensation paid - July 2024 to September 2024

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
0	0	0	0	0	0	0	0

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the following Format:-

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	24	2245	2269	2262	7

ANNEXURE-II (Q-III) 2024-25

1. The following format shall be used by License for Reproting the Performance Levels for Guaranteed Standards on a quarterly basis to the Commission:-

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter (No.)			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	11463	11463	11463	0	11463	0
		Rural Area	0	27794	27794	27794	0	27794	0
		Remote Area	0	718	718	718	0	718	0
2	Service Line or Snapped from Pole	Urban Area	0	1195	1195	1195	0	1195	0
		Rural Area	0	5227	5227	5227	0	5227	0
		Remote Area	0	280	280	280	0	280	0
3	Fault in Distribution System		0	9554	9554	9554	0	9554	0
4	HT Main Failure		0	2737	2737	2737	0	2737	0
5	Breakdown of underground Cables		0	120	120	120	0	120	0
6	Distribution Transformer failure/burnt	Urban Area	0	5	5	5	0	5	0
		Rural Area	0	28	28	28	0	28	0
		Remote Area	0	0	0	0	0	0	0
7	Problem in Grid substation		0	122	122	122	0	122	0
8	Failure of power Transformer		0	5	5	5	0	5	0
9	Period of Scheduled outages		0	2285	2285	2285	0	2285	0
10 (i)	Voltage Fluctuations in case fault is identified		0	110	110	110	0	110	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	82	82	82	0	82	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		2	295	297	297	0	297	0
11 (ii)	Defective/stuck Meter		7	2089	2096	2025	0	2025	71
11 (iii)	Burnt Meter.		0	37	37	37	0	37	0
12 (i)	Consumer's name change		37	2342	2379	2325	0	2325	54
12 (ii)	Transfer of name to legal heir		26	549	575	566	0	566	9
12 (iii)	Load Reduction/ enhancement		5	24	29	24	0	24	5
12 (iv)	Change of Category		2	301	303	300	0	300	3
12 (v)	Shifting of Meter/ Service Line etc.		0	240	240	239	0	239	1
13	Complaint on Billing.		2	871	873	841	1	842	31
14 (i)	Request for reconnection		8	2025	2033	2031	0	2031	2
14 (ii)	Consumer wanting special reading of meter and update bill		0	214	214	214	0	214	0

ANNEXURE-III - 1 (Q-III) 2024-25

REPORTING FORMATS- OVERALL STANDARDS

1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-

Goa Electricity Department

Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
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1	Normal fuse off calls	0	49529	49529	49529	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	9559	9559	9559	0
3	Distribution Transformer Failures	0	33	33	33	0
4	Grid Sub-Station problem including Power Transformer Failure	0	127	127	127	0
5	Period of Scheduled Outages	0	2285	2285	2285	0
6	Meter Complaints	9	2421	2430	2359	71
7	Voltage Fluctuation Complaints	0	192	192	192	0
8	Transfer of Consumers Connection/Services	70	3456	3526	3454	72
9	Consumers Bill Complaints	2	871	873	842	31
10	Reconnection of Supply	8	2025	2033	2031	2

Annexure II - 2 - Compensation paid - October 2024 to December 2024

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
0	0	0	0	0	0	0	0

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the following Format:- (October 2024 to

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	7	2126	2133	2062	71

ANNEXURE-II (Q-IV) 2024-25

1. The following format shall be used by License for Reproting the Performance Levels for Guaranteed Standards on a quarterly basis to the Commission:-

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	7297	7297	7297	0	7297	0
		Rural Area	0	26852	26852	26852	0	26852	0
		Remote Area	0	785	785	785	0	785	0
2	Service Line or Snapped from Pole	Urban Area	0	600	600	600	0	600	0
		Rural Area	0	4584	4584	4584	0	4584	0
		Remote Area	0	363	363	363	0	363	0
3	Fault in Distribution System		0	7794	7794	7794	0	7794	0
4	HT Main Failure		0	2215	2215	2215	0	2215	0
5	Breakdown of underground Cables		0	154	154	154	0	154	0
6	Distribution Transformer failure/burnt	Urban Area	0	4	4	4	0	4	0
		Rural Area	0	64	64	64	0	64	0
		Remote Area	0	0	0	0	0	0	0
7	Problem in Grid substation		0	112	112	112	0	112	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	693	693	693	0	693	0
10 (i)	Voltage Fluctuations in case fault is identified		0	117	117	117	0	117	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	48	48	48	0	48	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		0	231	231	230	0	230	1
11 (ii)	Defective/stuck Meter		71	1950	2021	1962	0	1962	59
11 (iii)	Burnt Meter.		0	49	49	49	0	49	0
12 (i)	Consumer's name change		54	3315	3369	3313	0	3313	56
12 (ii)	Transfer of name to legal heir		9	658	667	635	0	635	32
12 (iii)	Load Reduction/ enhancement		5	19	24	20	0	20	4
12 (iv)	Change of Category		3	334	337	334	0	334	3
12 (v)	Shifting of Meter/ Service Line etc.		1	334	335	333	0	333	2
13	Complaint on Billing.		31	880	911	905	0	905	6
14 (i)	Request for reconnection		2	2883	2885	2882	0	2882	3
14 (ii)	Consumer wanting special reading of meter and update bill		0	257	257	257	0	257	0

ANNEXURE-III - 1 (Q-IV) 2024-25

REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-						
Goa Electricity Department						
Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	42728	42728	42728	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	7916	7916	7916	0
3	Distribution Transformer Failures	0	68	68	68	0
4	Grid Sub-Station problem including Power Transformer Failure	0	112	112	112	0
5	Period of Scheduled Outages	0	693	693	693	0
6	Meter Complaints	71	2230	2301	2241	60
7	Voltage Fluctuation Complaints	0	165	165	165	0
8	Transfer of Consumers Connection/Services	72	4660	4732	4635	97
9	Consumers Bill Complaints	31	880	911	905	6
10	Reconnection of Supply	2	2883	2885	2882	3

Annexure II - 2 - Compensation paid - January 2025 to March 2025

Complaint No.	Date of Filing of Complaint	Consumer No.	Name & Address of Consumer	Nature of Complaint	Reference Quaranteed Standard	Amount of Compensation Paid (Rs.)	Date of payment of compensation
0	0	0	0	0	0	0	0

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the following					
Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	71	1999	2070	2011	59