



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

137, Nethaji Subhash Chandra Bose Salai, PUDUCHERRY – 605 001

☎ Off. : 0413-2334277 Extn.,-200 Mobile : 94890 80301

e-mail : se1ped.pon@nic.in

**T. CHANEMOUGAM, B.E., M.I.E., P.G.D.C.A.**

**SUPERINTENDING ENGINEER-CUM-HOD**

Date : .....

No.267/ED/EE-C&TTC/JE/F-SOP/2024-25,

Dated:22-07-2024

To:

**The Secretary,**

**Joint Electricity Regulatory Commission (For State of Goa and UTs),**

**3<sup>rd</sup> and 4<sup>th</sup> floor, Plot No. 55-56, Service Lane,**

**Phase – IV, Udyog Vihar, Sector 18,**

**Gurugram – 122015,**

**HARYANA.**

Sir,

Sub: Electricity Department Puducherry – Furnishing of information on Standard of Performance (SOP) and other Regulations notified by the Joint Electricity Regulatory Commission (JERC) for Goa and UTs. – 1<sup>st</sup> Quarter ending of June'24, Monthly reports for the period of April'24 to June'24 for the financial year 2024-25– Furnished - Regarding.

Ref: 1. No. 8/6/2010-JERC, 19-11-2010.  
2. No.34/1/2015-JERC/1306, Dt:08-04-2015

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The Standard of Performance report of the Electricity Department, Puducherry for the 1<sup>st</sup> Quarter ending of July'24, Monthly reports for the period of April'24 to June'24 for the financial year 2024-25 are furnished in the Annexure as per the prescribed format.

Yours faithfully

(T.Chanemougam)

Superintending Engineer-Cum

1/5

Head of Department

Electricity Department

Puducherry

Name of the Licensee : Electricity Department , Puducherry										As on last day of 1st Quarter of 2024-25				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complaints attended	Balance complaints to be redressed	Compensation to consumers for delay beyond stipulated		
					In stipulated time		Beyond stipulated time					Total complaints attended beyond stipulated time	Compensatio n due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	8312	8312	5785	2527	0	0	0	8312	0			
2	Service broken/service snapped	0	1072	1072	294	778	0	0	0	1072	0			
3	Fault in distribution line / system	0	923	923	477	446	0	0	0	923	0			
4	DT failed / burnt	0	34	34	22	12	0	0	0	34	0			
5	HT mains failed	0	410	410	203	207	0	0	0	410	0			
6	Problem in grid (230/110 KV) SS	0	2	2	0	2	0	0	0	2	0			
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0			
8	Voltage variation where augmentation is not required	0	3	3	3	0	0	0	0	3	0			
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0			
10	For Accuracy of meters	0	310	310	291	18	0	0	0	309	1			
11	For defective / struck meters	201	1852	2053	1090	709	0	0	0	1799	254			
12	For burnt meters	0	137	137	80	57	0	0	0	137	0			
13	Change of consumer name due to change in ownership	23	940	963	633	311	0	0	0	944	19			
14	Transfer of consumer name to legal heir	0	27	27	13	14	0	0	0	27	0			
15	Load reduction	2	81	83	44	36	0	0	0	80	3			
16	Change of category	1	100	101	66	35	0	0	0	101	0			
17	Shifting of meter / service line	0	28	28	14	14	0	0	0	28	0			
18	For current bills where no additional information is required	0	83	83	26	57	0	0	0	83	0			
19	For current bills where additional information is required	1	223	224	118	102	0	0	0	220	4			
20	Disconnection or reconnectin of supply	31	1963	1994	1399	589	0	0	0	1988	6			
21	Request for Reconnection	0	478	478	182	296	0	0	0	478	0			
22	Upto date bill	0	675	675	473	191	0	0	0	664	11			

T. Chidambaram  
Superintending Engineer  
Cum-Head of the Department

2/5

Name of the licensee : Electricity Department , Puducherry										As on last day of April-2024			
Sl.No	Nature of Complaints	Pending Complaints of the previous month	Total Complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total Complaints attended	Balance Complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time		Total Complaints attended beyond stipulated			for dealy beyond stipulated	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	2574	2574	1672	902	0	0	0	2574	0		
2	Service broken/service snapped	0	402	402	110	292	0	0	0	402	0		
3	Fault in distribution line / system	0	283	283	136	147	0	0	0	283	0		
4	DT failed / burnt	0	11	11	6	5	0	0	0	11	0		
5	HT mains failed	0	123	123	65	58	0	0	0	123	0		
6	Problem in grid (230/110 KV) SS	0	0	0	0	0	0	0	0	0	0		
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0		
8	Voltage variation where augmentation is not required	0	3	3	3	0	0	0	0	3	0		
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0		
10	For Accuracy of meters	0	114	114	101	13	0	0	0	114	0		
11	For defective / struck meters	201	602	803	360	224	0	0	0	584	219		
12	For burnt meters	0	67	67	40	27	0	0	0	67	0		
13	Change of consumer name due to change in ownership	23	315	338	191	105	0	0	0	296	42		
14	Transfer of consumer name to legal heir	0	10	10	3	7	0	0	0	10	0		
15	Load reduction	2	26	28	19	6	0	0	0	25	3		
16	Change of category	1	32	33	24	8	0	0	0	32	1		
17	Shifting of meter / service line	0	6	6	3	3	0	0	0	6	0		
18	For current bills where no additional information is required	0	23	23	11	10	0	0	0	21	2		
19	For current bills where additional information is required	1	68	69	64	4	0	0	0	68	1		
20	Disconnection or reconnect of supply	31	589	620	373	236	0	0	0	609	11		
21	Request for Reconnection	0	185	185	70	115	0	0	0	185	0		
22	Upto date bill	0	179	179	101	78	0	0	0	179	0		

T. Chandra

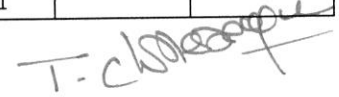
Superintending Engineer  
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of May-2024			
Sl.No	Nature of Complaints	Pending Complaints of the previous month	Total Complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total Complaints attended	Balance Complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond stipulated time		Total Complaints attended beyond stipulated time			Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	2790	2790	1993	797	0	0	0	2790	0		
2	Service broken/service snapped	0	309	309	73	236	0	0	0	309	0		
3	Fault in distribution line / system	0	311	311	158	153	0	0	0	311	0		
4	DT failed / burnt	0	9	9	5	4	0	0	0	9	0		
5	HT mains failed	0	134	134	61	73	0	0	0	134	0		
6	Problem in grid (230/110 KV) SS	0	0	0	0	0	0	0	0	0	0		
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0		
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	80	80	77	3	0	0	0	80	0		
11	For defective / struck meters	219	640	859	384	229	0	0	0	613	246		
12	For burnt meters	0	30	30	16	14	0	0	0	30	0		
13	Change of consumer name due to change in ownership	42	316	358	226	99	0	0	0	325	33		
14	Transfer of consumer name to legal heir	0	8	8	7	1	0	0	0	8	0		
15	Load reduction	3	34	37	17	18	0	0	0	35	2		
16	Change of category	1	33	34	22	10	0	0	0	32	2		
17	Shifting of meter / service line	0	7	7	2	5	0	0	0	7	0		
18	For current bills where no additional information is required	2	11	13	6	7	0	0	0	13	0		
19	For current bills where additional information is required	1	87	88	4	80	0	0	0	84	4		
20	Disconnection or reconnectin of supply	11	709	720	543	166	0	0	0	709	11		
21	Request for Reconnection	0	166	166	78	88	0	0	0	166	0		
22	Upto date bill	0	230	230	174	56	0	0	0	230	0		

4/5  
T. d. Messore  
Superintending Engineer  
Cum-Head of the Department



Name of the Licensee : Electricity Department , Puducherry										As on last day of June-2024			
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complainants attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complanints attended beyond stipulated time			Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	2948	2948	2120	828	0	0	0	2948	0		
2	Service broken/service snapped	0	361	361	111	250	0	0	0	361	0		
3	Fault in distribution line / system	0	329	329	183	146	0	0	0	329	0		
4	DT failed / burnt	0	14	14	11	3	0	0	0	14	0		
5	HT mains failed	0	153	153	77	76	0	0	0	153	0		
6	Problem in grid (230/110 KV) SS	0	2	2	0	2	0	0	0	2	0		
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0		
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	116	116	113	2	0	0	0	115	1		
11	For defective / struck meters	246	610	856	346	256	0	0	0	602	254		
12	For burnt meters	0	40	40	24	16	0	0	0	40	0		
13	Change of consumer name due to change in ownership	33	309	342	216	107	0	0	0	323	19		
14	Transfer of consumer name to legal heir	0	9	9	3	6	0	0	0	9	0		
15	Load reduction	2	21	23	8	12	0	0	0	20	3		
16	Change of category	2	35	37	20	17	0	0	0	37	0		
17	Shifting of meter / service line	0	15	15	9	6	0	0	0	15	0		
18	For current bills where no additional information is required	0	49	49	9	40	0	0	0	49	0		
19	For current bills where additional information is required	4	68	72	50	18	0	0	0	68	4		
20	Disconnection or reconnectin of supply	11	665	676	483	187	0	0	0	670	6		
21	Request for Reconnection	0	127	127	34	93	0	0	0	127	0		
22	Upto date bill	0	266	266	198	57	0	0	0	255	11		

  
 T. Chokkappa  
 Superintending Engineer  
 Cum-Head of the Department  
 5/5



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

137, Nethaji Subhash Chandra Bose Salai, PUDUCHERRY – 605 001

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e-mail : se1ped.pon@nic.in

**T. CHANEMOUGAM, B.E., M.I.E., P.G.D.C.A.**

**SUPERINTENDING ENGINEER-CUM-HOD**

Date : .....

Dated:29-10-2024

No.514/ED/EE-C&TTC/JE/F-SOP/2024-25,

To:

**The Secretary,  
Joint Electricity Regulatory Commission (For State of Goa and UTs),  
3<sup>rd</sup> and 4<sup>th</sup> floor, Plot No. 55-56, Service Lane,  
Phase – IV, Udyog Vihar, Sector 18,  
Gurugram – 122015,  
HARYANA.**

Sir,

Sub: Electricity Department Puducherry – Furnishing of information on Standard of Performance (SOP) and other Regulations notified by the Joint Electricity Regulatory Commission (JERC) for Goa and UTs. – 2<sup>nd</sup> Quarter ending of September'24, Monthly reports for the period of July'24 to September'24 for the financial year 2024-25– Furnished - Regarding.

Ref: 1. No. 8/6/2010-JERC, 19-11-2010.  
2. No.34/1/2015-JERC/1306, Dt:08-04-2015

---

The Standard of Performance report of the Electricity Department, Puducherry for the 2<sup>nd</sup> Quarter ending of September'24 and Monthly reports for the period of July'24 to September'24 are furnished in the Annexure as per the prescribed format.

Yours faithfully

(T.Chanemougam)

1/10  
Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry







Name of the Licensee : Electricity Department, Puducherry														As on last day of July-2024			
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers				
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensation due in ₹			Compensation paid in ₹				
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time									
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14				
1	Fuse blow down	0	3111	3111	2290	821	0	0	0	3111	0						
2	Service broken/service snapped	0	510	510	129	381	0	0	0	510	0						
3	Fault in distribution line / system	0	375	375	204	171	0	0	0	375	0						
4	DT failed / burnt	0	9	9	6	3	0	0	0	9	0						
5	HT mains failed	0	227	227	128	99	0	0	0	227	0						
6	Problem in grid (230/110 KV) SS	0	57	57	0	57	0	0	0	57	0						
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0						
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0						
9	Voltage variation where augmentation is required	0	1	1	1	0	0	0	0	1	0						
10	For Accuracy of meters	1	86	87	80	6	0	0	0	86	1						
11	For defective / struck meters	254	779	1033	484	271	0	0	0	755	278						
12	For burnt meters	0	60	60	34	26	0	0	0	60	0						
13	Change of consumer name due to change in ownership	19	359	378	239	114	0	0	0	353	25						
14	Transfer of consumer name to legal heir	0	4	4	3	1	0	0	0	4	0						
15	Load reduction	3	18	21	12	6	0	0	0	18	3						
16	Change of category	0	29	29	23	6	0	0	0	29	0						
17	Shifting of meter / service line	0	11	11	7	4	0	0	0	11	0						
18	For current bills where no additional information is required	0	49	49	7	42	0	0	0	49	0						
19	For current bills where additional information is required	4	58	62	47	5	0	0	0	52	10						
20	Disconnection or reconnectin of supply	6	880	886	622	258	0	0	0	880	6						
21	Request for Reconnection	0	210	210	77	133	0	0	0	210	0						
22	Upto date bill	11	253	264	181	71	0	0	0	252	12						

T. Chidambaram

Superintending Engineer  
Cum-Head of the Department

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Name of the licensee : Electricity Department, Puducherry										As on last day of August-2024				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month				Total complainants attended beyond stipulated time	Total complainants attended	Balance complaints to be redressed	Compensation to consumers		
					In stipulated time		Beyond stipulated time					Compensation due in ₹	Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2857	2857	2169	688	0	0	0	2857	0			
2	Service broken/service snapped	0	453	453	122	331	0	0	0	453	0			
3	Fault in distribution line / system	0	415	415	273	142	0	0	0	415	0			
4	DT failed / burnt	0	12	12	6	6	0	0	0	12	0			
5	HT mains failed	0	213	213	119	94	0	0	0	213	0			
6	Problem in grid (230/110 KV) SS	0	1	1	0	1	0	0	0	1	0			
7	Failure of Power Transformer	0	1	1	0	1	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	1	210	211	205	6	0	0	0	211	0			
11	For defective / struck meters	278	705	983	455	213	0	0	0	668	315			
12	For burnt meters	0	74	74	45	29	0	0	0	74	0			
13	Change of consumer name due to change in ownership	25	401	426	259	128	0	0	0	387	39			
14	Transfer of consumer name to legal heir	0	10	10	3	7	0	0	0	10	0			
15	Load reduction	3	36	39	30	9	0	0	0	39	0			
16	Change of category	0	36	36	21	13	0	0	0	34	2			
17	Shifting of meter / service line	0	14	14	11	3	0	0	0	14	0			
18	For current bills where no additional information is required	0	53	53	2	51	0	0	0	53	0			
19	For current bills where additional information is required	10	59	69	37	17	0	0	0	54	15			
20	Disconnection or reconnectin of supply	6	445	451	275	170	0	0	0	445	6			
21	Request for Reconnection	0	216	216	168	48	0	0	0	216	0			
22	Upto date bill	12	262	274	205	66	0	0	0	271	3			

*T. Chandrasekar*

Superintending Engineer  
Cum-Head of the Department

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Name of the Licensee : Electricity Department, Puducherry										As on last day of September-2024				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time		Total complainants attended beyond stipulated time	Compensation due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2695	2695	2063	632	0	0	0	2695	0			
2	Service broken/service snapped	0	447	447	115	332	0	0	0	447	0			
3	Fault in distribution line / system	0	373	373	237	136	0	0	0	373	0			
4	DT failed / burnt	0	6	6	2	4	0	0	0	6	0			
5	HT mains failed	0	206	206	79	127	0	0	0	206	0			
6	Problem in grid (230/110 KV) SS	0	4	4	0	4	0	0	0	4	0			
7	Failure of Power Transformer	0	1	1	0	1	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	200	200	198	2	0	0	0	200	0			
11	For defective / struck meters	315	626	941	410	205	0	0	0	615	326			
12	For burnt meters	0	51	51	28	23	0	0	0	51	0			
13	Change of consumer name due to change in ownership	39	377	416	269	126	0	0	0	395	21			
14	Transfer of consumer name to legal heir	0	7	7	3	4	0	0	0	7	0			
15	Load reduction	0	24	24	21	3	0	0	0	24	0			
16	Change of category	2	28	30	21	9	0	0	0	30	0			
17	Shifting of meter / service line	0	11	11	9	2	0	0	0	11	0			
18	For current bills where no additional information is required	0	46	46	2	44	0	0	0	46	0			
19	For current bills where additional information is required	15	84	99	43	49	0	0	0	92	7			
20	Disconnection or reconnect of supply	6	211	217	184	32	0	0	0	216	1			
21	Request for Reconnection	0	201	201	143	43	0	0	0	186	15			
22	Upto date bill	3	160	163	117	46	0	0	0	163	0			

T. Chockkalingam





GOVERNMENT OF PUDUCHERRY

**ELECTRICITY DEPARTMENT**

137, Nethaji Subhash Chandra Bose Salai, PUDUCHERRY – 605 001

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e-mail : se1ped.pon@nic.in

**T. CHANEMOUGAM, B.E., M.I.E., P.G.D.C.A.**  
**SUPERINTENDING ENGINEER-CUM-HOD**

Date : .....

No.870/ED/EE-C&TTC/JE/F-SOP/2024-25,

Dated:27-01-2025

To:

**The Secretary,  
Joint Electricity Regulatory Commission (For State of Goa and UTs),  
3<sup>rd</sup> and 4<sup>th</sup> floor, Plot No. 55-56, Service Lane,  
Phase – IV, Udyog Vihar, Sector 18,  
Gurugram – 122015,  
HARYANA.**

Sir,

Sub: Electricity Department Puducherry – Furnishing of information on Standard of Performance (SOP) and other Regulations notified by the Joint Electricity Regulatory Commission (JERC) for Goa and UTs. – 3<sup>rd</sup> Quarter ending of December'24, Monthly reports for the period of October'24 to December'24 for the financial year 2024-25– Furnished - Regarding.

Ref: 1. No. 8/6/2010-JERC, 19-11-2010.  
2. No.34/1/2015-JERC/1306, Dt:08-04-2015

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The Standard of Performance report of the Electricity Department, Puducherry for the 3<sup>rd</sup> Quarter ending of December'24, Monthly reports for the period of October'24 to December'24 are furnished in the Annexure as per the prescribed format.

Yours faithfully

*T. Chanemougam*  
27/1/25

10  
(T.Chanemougam)  
Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry

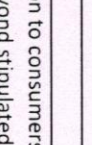


Name of the licensee : Electricity Department , Puducherry										As on last day of 3rd Quarter of 2024-25				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers for delay beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensatio n due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	8382	8382	6394	1988	0	0	0	8382	0			
2	Service broken/ service snapped	0	1543	1543	465	1078	0	0	0	1543	0			
3	Fault in distribution line / system	0	1203	1203	785	418	0	0	0	1203	0			
4	DT failed / burnt	0	35	35	26	9	0	0	0	35	0			
5	HT mains failed	0	635	635	380	255	0	0	0	635	0			
6	Problem in grid (230/110 KV) SS	0	3	3	3	0	0	0	0	3	0			
7	Failure of Power Transformer	0	4	4	4	0	0	0	0	4	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	527	527	503	22	0	0	0	525	2			
11	For defective / struck meters	326	2071	2397	1385	627	0	0	0	2012	385			
12	For burnt meters	0	145	145	92	53	0	0	0	145	0			
13	Change of consumer name due to change in ownership	21	877	898	777	111	0	0	0	888	10			
14	Transfer of consumer name to legal heir	0	135	135	9	120	0	0	0	129	6			
15	Load reduction	0	137	137	94	43	0	0	0	137	0			
16	Change of category	0	115	115	88	27	0	0	0	115	0			
17	Shifting of meter / service line	0	40	40	33	7	0	0	0	40	0			
18	For current bills where no additional information is required	0	156	156	14	142	0	0	0	156	0			
19	For current bills where additional information is required	7	274	281	153	128	0	0	0	281	0			
20	Disconnection or reconnectin of supply	1	958	959	881	78	0	0	0	959	0			
21	Request for Reconnection	15	508	523	379	140	0	0	0	519	4			
22	Upto date bill	0	508	508	378	130	0	0	0	508	0			

*T. Chinnappa*

Superintending Engineer  
Cum-Head of the Department



Name of the Licensee : Electricity Department, Puducherry											As on last day of October-2024			
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensation due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2624	2624	2070	554	0	0	0	2624	0			
2	Service broken/service snapped	0	460	460	125	335	0	0	0	460	0			
3	Fault in distribution line / system	0	333	333	214	119	0	0	0	333	0			
4	DT failed / burnt	0	14	14	9	5	0	0	0	14	0			
5	HT mains failed	0	198	198	111	87	0	0	0	198	0			
6	Problem in grid (230/110 KV) \$S	0	0	0	0	0	0	0	0	0	0			
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	191	191	174	12	0	0	0	186	5			
11	For defective / struck meters	326	559	885	377	145	0	0	0	522	363			
12	For burnt meters	0	53	53	31	21	0	0	0	52	1			
13	Change of consumer name due to change in ownership	21	286	307	250	39	0	0	0	289	18			
14	Transfer of consumer name to legal heir	0	47	47	3	35	0	0	0	38	9			
15	Load reduction	0	33	33	24	9	0	0	0	33	0			
16	Change of category	0	40	40	30	10	0	0	0	40	0			
17	Shifting of meter / service line	0	14	14	11	3	0	0	0	14	0			
18	For current bills where no additional information is required	0	23	23	1	13	0	0	0	14	9			
19	For current bills where additional information is required	7	100	107	43	59	0	0	0	102	5			
20	Disconnection or reconnectin of supply	1	193	194	169	24	0	0	0	193	1			
21	Request for Reconnection	15	170	185	129	23	0	0	0	152	33			
22	Upto date bill	0	115	115	80	35	0	0	0	115	0			

Superintending Engineer  
Cum-Head of the Department

3/10

T. Chokkappa



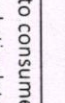
Name of the Licensee : Electricity Department, Puducherry										As on last day of November-2024				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers for delay beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensation due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2836	2836	2118	718	0	0	0	2836	0			
2	Service broken/service snapped	0	540	540	168	372	0	0	0	540	0			
3	Fault in distribution line / system	0	420	420	258	162	0	0	0	420	0			
4	DT failed / burnt	0	8	8	7	1	0	0	0	8	0			
5	HT mains failed	0	217	217	125	92	0	0	0	217	0			
6	Problem in grid (230/110 KV) SS	0	2	2	2	0	0	0	0	2	0			
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	5	180	185	176	4	0	0	0	180	5			
11	For defective / struck meters	363	651	1014	410	221	0	0	0	631	383			
12	For burnt meters	1	42	43	26	17	0	0	0	43	0			
13	Change of consumer name due to change in ownership	18	312	330	276	37	0	0	0	313	17			
14	Transfer of consumer name to legal heir	9	35	44	3	33	0	0	0	36	8			
15	Load reduction	0	42	42	32	10	0	0	0	42	0			
16	Change of category	0	40	40	31	8	0	0	0	39	1			
17	Shifting of meter / service line	0	12	12	10	2	0	0	0	12	0			
18	For current bills where no additional information is required	9	71	80	7	71	0	0	0	78	2			
19	For current bills where additional information is required	5	93	98	52	46	0	0	0	98	0			
20	Disconnection or reconnectin of supply	1	209	210	189	21	0	0	0	210	0			
21	Request for Reconnection	33	154	187	120	56	0	0	0	176	11			
22	Upto date bill	0	262	262	185	77	0	0	0	262	0			

T. Chidambaram

Superintending Engineer  
Cum-Head of the Department

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Name of the licensee : Electricity Department, Puducherry												As on last day of December-2024		
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complainants attended	Balance complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time		Total complainants attended beyond stipulated time	Compensation due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2922	2922	2206	716	0	0	0	2922	0			
2	Service broken/service snapped	0	543	543	172	371	0	0	0	543	0			
3	Fault in distribution line / system	0	450	450	313	137	0	0	0	450	0			
4	DT failed / burnt	0	13	13	10	3	0	0	0	13	0			
5	HT mains failed	0	220	220	144	76	0	0	0	220	0			
6	Problem in grid (230/110 KV) SS	0	1	1	1	0	0	0	0	1	0			
7	Failure of Power Transformer	0	2	2	2	0	0	0	0	2	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	5	156	161	153	6	0	0	0	159	2			
11	For defective / struck meters	383	861	1244	598	261	0	0	0	859	385			
12	For burnt meters	0	50	50	35	15	0	0	0	50	0			
13	Change of consumer name due to change in ownership	17	279	296	251	35	0	0	0	286	10			
14	Transfer of consumer name to legal heir	8	53	61	3	52	0	0	0	55	6			
15	Load reduction	0	62	62	38	24	0	0	0	62	0			
16	Change of category	1	35	36	27	9	0	0	0	36	0			
17	Shifting of meter / service line	0	14	14	12	2	0	0	0	14	0			
18	For current bills where no additional information is required	2	62	64	6	58	0	0	0	64	0			
19	For current bills where additional information is required	0	81	81	58	23	0	0	0	81	0			
20	Disconnection or reconnectin of supply	0	556	556	523	33	0	0	0	556	0			
21	Request for Reconnection	11	184	195	130	61	0	0	0	191	4			
22	Upto date bill	0	131	131	113	18	0	0	0	131	0			

*T. Chelvanayagam*

Superintending Engineer  
Cum-Head of the Department

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GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

137, Nethaji Subhash Chandra Bose Salai, PUDUCHERRY – 605 001

© Off. : 0413-2334277 Extn.,-200 Mobile : 94890 80301

e-mail : se1ped.pon@nic.in

RAJESH SANYAL, B.Sc (Engg.)Electrical

SUPERINTENDING ENGINEER-CUM-HOD

Date : .....

No.44/ED/EE-C&TTC/JE/F-SOP/2024-2025,

Dated:22-04-2025

To:

**The Secretary,  
Joint Electricity Regulatory Commission (For State of Goa and UTs),  
3<sup>rd</sup> and 4<sup>th</sup> floor, Plot No. 55-56, Service Lane,  
Phase – IV, Udyog Vihar, Sector 18,  
Gurugram – 122015,  
HARYANA.**

Sir,

Sub: Electricity Department Puducherry – Furnishing of information on Standard of Performance (SOP) and other Regulations notified by the Joint Electricity Regulatory Commission (JERC) for Goa and UTs. – 4<sup>th</sup> Quarter ending of March'25, Monthly reports for the period of January'25 to March'25 and Annual report for the financial year 2024-25– Furnished - Regarding.

Ref: 1. No. 8/6/2010-JERC, 19-11-2010.  
2. No.34/1/2015-JERC/1306, Dt:08-04-2015

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The Standard of Performance report of the Electricity Department, Puducherry for the 4<sup>th</sup> Quarter ending of March'25, Monthly reports for the period of January'25 to March'25, and Annual report for the financial year 2024-25 are furnished in the Annexure as per the prescribed format.

Yours faithfully

  
(Rajesh Sanyal)

Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry

Y<sub>12</sub>

22/4/25

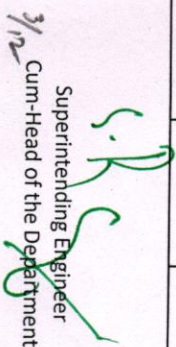


Sl.No	Nature of Complaints	Pending complaints of the previous Quarter	Total complaints received during this Quarter	Total Complaints	No. of Complaints redressed during this Quarter							Total complaints attended	Balance complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time			Total complaints attended beyond stipulated time	Compensatio n due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time	Total complaints attended beyond stipulated time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14		
1	Fuse blow down	0	7188	7188	5483	1705	0	0	0	7188	0				
2	Service broken/service snapped	0	1235	1235	385	850	0	0	0	1235	0				
3	Fault in distribution line / system	0	1013	1013	640	373	0	0	0	1013	0				
4	DT failed / burnt	0	35	35	23	12	0	0	0	35	0				
5	HT mains failed	0	475	475	266	209	0	0	0	475	0				
6	Problem in grid (230/110 KV) SS	0	5	5	5	0	0	0	0	5	0				
7	Failure of Power Transformer	0	4	4	1	3	0	0	0	4	0				
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0				
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0				
10	For Accuracy of meters	2	532	534	520	14	0	0	0	534	0				
11	For defective / struck meters	385	2427	2812	1348	1031	0	0	0	2379	433				
12	For burnt meters	0	120	120	81	39	0	0	0	120	0				
13	Change of consumer name due to change in ownership	10	828	838	704	125	0	0	0	829	9				
14	Transfer of consumer name to legal heir	6	191	197	9	145	0	0	0	154	43				
15	Load reduction	0	247	247	129	95	0	0	0	224	23				
16	Change of category	0	149	149	112	33	0	0	0	145	4				
17	Shifting of meter / service line	0	44	44	37	7	0	0	0	44	0				
18	For current bills where no additional information is required	0	265	265	24	241	0	0	0	265	0				
19	For current bills where additional information is required	0	357	357	59	287	0	0	0	346	11				
20	Disconnection or reconnect of supply	0	2555	2555	2119	436	0	0	0	2555	0				
21	Request for Reconnection	4	675	679	391	278	0	0	0	669	10				
22	Upto date bill	0	685	685	435	247	0	0	0	682	3				

2/12  
Superintending Engineer  
Cum-Head of the Department



Name of the Licensee : Electricity Department , Puducherry										As on last day of January-2025				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	Balance complaints to be redressed	Compensation to consumers for delay beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensatio n due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2499	2499	1919	580	0	0	0	2499	0			
2	Service broken/service snapped	0	426	426	157	269	0	0	0	426	0			
3	Fault in distribution line / system	0	349	349	236	113	0	0	0	349	0			
4	DT failed / burnt	0	10	10	3	7	0	0	0	10	0			
5	HT mains failed	0	165	165	116	49	0	0	0	165	0			
6	Problem in grid (230/110 KV) SS	0	2	2	2	0	0	0	0	2	0			
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	2	167	169	164	5	0	0	0	169	0			
11	For defective / struck meters	385	634	1019	391	247	0	0	0	638	381			
12	For burnt meters	0	35	35	23	12	0	0	0	35	0			
13	Change of consumer name due to change in ownership	10	255	265	224	34	0	0	0	258	7			
14	Transfer of consumer name to legal heir	6	58	64	3	55	0	0	0	58	6			
15	Load reduction	0	74	74	43	28	0	0	0	71	3			
16	Change of category	0	36	36	29	5	0	0	0	34	2			
17	Shifting of meter / service line	0	13	13	11	2	0	0	0	13	0			
18	For current bills where no additional information is required	0	24	24	9	15	0	0	0	24	0			
19	For current bills where additional information is required	0	264	264	23	192	0	0	0	215	49			
20	Disconnection or reconnectin of supply	0	960	960	863	97	0	0	0	960	0			
21	Request for Reconnection	4	253	257	146	104	0	0	0	250	7			
22	Upto date bill	0	226	226	156	69	0	0	0	225	1			

  
 Superintending Engineer  
 Cum-Head of the Department



Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month							As on last day of February-2025			
					In stipulated time		Beyond stipulated time			Total complaints attended beyond stipulated time	Total complaints attended	Balance complaints to be redressed	Compensation due in ₹	Compensation to consumers for delay beyond stipulated	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time							
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14		
1	Fuse blow down	0	2259	2259	1726	533	0	0	0	2259	0				
2	Service broken/service snapped	0	397	397	109	288	0	0	0	397	0				
3	Fault in distribution line / system	0	336	336	203	133	0	0	0	336	0				
4	DT failed / burnt	0	11	11	9	2	0	0	0	11	0				
5	HT mains failed	0	160	160	88	72	0	0	0	160	0				
6	Problem in grid (230/110 KV) SS	0	0	0	0	0	0	0	0	0	0				
7	Failure of Power Transformer	0	2	2	0	2	0	0	0	2	0				
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0				
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0				
10	For Accuracy of meters	0	187	187	183	4	0	0	0	187	0				
11	For defective / struck meters	381	918	1299	508	382	0	0	0	890	409				
12	For burnt meters	0	41	41	28	13	0	0	0	41	0				
13	Change of consumer name due to change in ownership	7	273	280	233	37	0	0	0	270	10				
14	Transfer of consumer name to legal heir	6	55	61	3	52	0	0	0	55	6				
15	Load reduction	3	82	85	44	29	0	0	0	73	12				
16	Change of category	2	54	56	42	12	0	0	0	54	2				
17	Shifting of meter / service line	0	14	14	11	3	0	0	0	14	0				
18	For current bills where no additional information is required	0	129	129	11	118	0	0	0	129	0				
19	For current bills where additional information is required	49	48	97	21	49	0	0	0	70	27				
20	Disconnection or reconnect of supply	0	838	838	777	61	0	0	0	838	0				
21	Request for Reconnection	7	234	241	137	90	0	0	0	227	14				
22	Upto date bill	1	222	223	132	89	0	0	0	221	2				

Superintending Engineer  
Cum-Head of the Department

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Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month						Total complaints attended	2	Compensation to consumers for delay beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Compensatio n due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time						
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	2430	2430	1838	592	0	0	0	2430	0			
2	Service broken/service snapped	0	412	412	119	293	0	0	0	412	0			
3	Fault in distribution line / system	0	328	328	201	127	0	0	0	328	0			
4	DT failed / burnt	0	14	14	11	3	0	0	0	14	0			
5	HT mains failed	0	150	150	62	88	0	0	0	150	0			
6	Problem in grid (230/110 KV) SS	0	3	3	3	0	0	0	0	3	0			
7	Failure of Power Transformer	0	1	1	0	1	0	0	0	1	0			
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	178	178	173	5	0	0	0	178	0			
11	For defective / struck meters	409	875	1284	449	402	0	0	0	851	433			
12	For burnt meters	0	44	44	30	14	0	0	0	44	0			
13	Change of consumer name due to change in ownership	10	300	310	247	54	0	0	0	301	9			
14	Transfer of consumer name to legal heir	6	78	84	3	38	0	0	0	41	43			
15	Load reduction	12	91	103	42	38	0	0	0	80	23			
16	Change of category	2	59	61	41	16	0	0	0	57	4			
17	Shifting of meter / service line	0	17	17	15	2	0	0	0	17	0			
18	For current bills where no additional information is required	0	112	112	4	108	0	0	0	112	0			
19	For current bills where additional information is required	27	45	72	15	46	0	0	0	61	11			
20	Disconnection or reconnect of supply	0	757	757	479	278	0	0	0	757	0			
21	Request for Reconnection	14	188	202	108	84	0	0	0	192	10			
22	Upto date bill	2	237	239	147	89	0	0	0	236	3			

Superintending Engineer  
Cum-Head of the Department

5/12



Sl.No	Nature of Complaints	Pending complaints of the previous Year	Total complaints received during this Year	Total Complaints	No. of Complaints redressed during this Year							Total complaints attended	Balance complaints to be redressed	Compensation to consumers	
					In stipulated time		Beyond stipulated time			Total complaints attended beyond stipulated time	Compensatio n due in ₹			Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time							
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14		
1	Fuse blow down	0	32545	32545	24184	8361	0	0	0	32545	0				
2	Service broken/service snapped	0	5260	5260	1510	3750	0	0	0	5260	0				
3	Fault in distribution line / system	0	4302	4302	2616	1686	0	0	0	4302	0				
4	DT failed / burnt	0	131	131	85	46	0	0	0	131	0				
5	HT mains failed	0	2166	2166	1175	991	0	0	0	2166	0				
6	Problem in grid (230/110 KV) SS	0	72	72	8	64	0	0	0	72	0				
7	Failure of Power Transformer	0	10	10	5	5	0	0	0	10	0				
8	Voltage variation where augmentation is not required	0	3	3	3	0	0	0	0	3	0				
9	Voltage variation where augmentation is required	0	3	3	3	0	0	0	0	3	0				
10	For Accuracy of meters	0	1865	1865	1797	68	0	0	0	1865	0				
11	For defective / struck meters	201	8460	8661	5172	3056	0	0	0	8228	433				
12	For burnt meters	0	587	587	360	227	0	0	0	587	0				
13	Change of consumer name due to change in ownership	23	3782	3805	2881	915	0	0	0	3796	9				
14	Transfer of consumer name to legal heir	0	374	374	40	291	0	0	0	331	43				
15	Load reduction	2	543	545	330	192	0	0	0	522	23				
16	Change of category	1	457	458	331	123	0	0	0	454	4				
17	Shifting of meter / service line	0	148	148	111	37	0	0	0	148	0				
18	For current bills where no additional information is required	0	652	652	75	577	0	0	0	652	0				
19	For current bills where additional information is required	1	1055	1056	457	588	0	0	0	1045	11				
20	Disconnection or reconnect of supply	31	7012	7043	5480	1563	0	0	0	7043	0				
21	Request for Reconnection	0	2288	2288	1340	938	0	0	0	2278	10				
22	Upto date bill	0	2543	2543	1789	751	0	0	0	2540	3				

Superintending Engineer  
Cum-Head of the Department

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