

ELECTRICITY DEPARTMENT

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

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

No.267/ED/EE-C&TTC/JE/F-SOP/2024-25, Dated:22-07-2024

Date:

To:

The Secretary,
Joint Electricity Regulatory Commission (For State of Goa and UTs),
3rd and 4th 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. – 1st 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

The Standard of Performance report of the Electricity Department, Puducherry for the 1st 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
Head of Department
Electricity Department
Puducherry

Nam	e of the Licensee : Electricity Department , Pu	ducherry						<u> </u>		As on last d	ay of 1st Qua	arter of 2024-2	5
	,					f Complaint					l	Compensatio	n to consumers
		Pending	Total		In stipula	ated time	Bey	ond stipulat				for delay bey	ond stipulated
SI.No	Nature of Complaints	complaints of the previous month	complaints received during this month	Total Complaints	within 50% of stipulated time	within stipulated time		more than double the time	Total complaints attended beyond stipulated time	Total complaints attended	Balance complaints to be redressed	Compensatio n due in ₹	Compensation paid in ₹
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		Sapu

	21 Request f	20 Disconnec	19 For current bills where information is required		18 For currer information																					
bill	Request for Reconnection	Disconnection or reconnectin of supply	information is required			Shifting of meter / service line For current bills where no additional information is required For current hills where additional	f category f meter / service line nt bills where no additional on is required on thills where additional	f category f meter / service line f meter / service line at bills where no additional on is required on thills where additional	Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required Encourage this where additional information is required.	Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required Encourage thill where additional	meters f consumer name due to change in post consumer name to legal heir action crion f category f category f meter / service line nt bills where no additional on is required on is required	For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required For current wills where additional	For Accuracy of meters For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required For current hills where additional	Voltage variation where augmentation is required For Accuracy of meters For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required Energy and the structure of the	Voltage variation where augmentation is not required Voltage variation where augmentation is required For Accuracy of meters For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where additional information is required Information I	Failure of Power Transformer Voltage variation where augmentation is not required Voltage variation where augmentation is required For Accuracy of meters For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where a additional information is required Information is required in the content is the content in the con	Problem in grid (230/110 KV) SS Failure of Power Transformer Voltage variation where augmentation is not required Voltage variation where augmentation is required For Accuracy of meters For defective / struck meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where additional information is required For current bills where additional information is required	failed In grid (230/110 KV) SS Power Transformer Prower Transformer Promound Transformer Prower Trans	failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not . ariation where augmentation is serious where augmentation is fonction where augmentation is acy of meters tive / struck meters tive / struck meters meters f consumer name due to change in pof consumer name to legal heir fategory f category f meter / service line nt bills where additional on is required on is required	Fault in distribution line / system DT failed / burnt HT mains failed Problem in grid (230/110 KV) SS Failure of Power Transformer Voltage variation where augmentation is not required Voltage variation where augmentation is required For Accuracy of meters For hurnt meters For burnt meters For burnt meters For burnt meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required For current bills where additional information is required.	Service broken/service snapped Fault in distribution line / system DT failed / burnt HT mains failed Problem in grid (230/110 KV) SS Failure of Power Transformer Voltage variation where augmentation is not required Voltage variation where augmentation is required For Accuracy of meters For defective / struck meters For defective / struck meters For defective / struck meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where additional information is required For current bills where additional information is required	/ down / oken/service snapped istribution line / system / burnt / burnt failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not . ariation where augmentation is foonsumer name to legal heir f consumer name to legal heir f category f category f meter / service line nt bills where additional on is required	2 / down / down / stribution line / system / burnt failed / burnt failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not . ariation where augmentation is fonsumer name to legal heir f consumer name to legal heir f category f category f meter / service line nt bills where additional on is required on is required on is required on thills where additional on thills where additional on the category of thills where additional on is required on is required on is required on is required.	2 / down / down / stribution line / system / burnt failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not ariation where augmentation is not fonsumer name to legal heir for consumer name to legal heir fategory f meter / service line nt bills where additional on is required on is required	Nature of Complaints 2 / down oken/service snapped istribution line / system / burnt failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not. Power Transformer for struck meters acy of meters tive / struck meters tive / struck meters f consumer name to legal heir f category f category f category f meter / service line nt bills where additional on is required on is required on is required on thills where additional on is required on thills where additional	Nature of Complaints 2 Jown Oken/service snapped Stribution line / system / burnt failed n grid (230/110 KV) SS Power Transformer ariation where augmentation is not. Power struck meters acy of meters fconsumer name due to change in point consumer name to legal heir fcategory f category f category f meter / service line nt bills where additional on is required on is required on is required on thills where additional on is required on thills where additional
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185		620	69		23	23	33	28 33 6	10 28 33 6	338 10 28 33 6	338 10 28 33 33 6	803 67 338 10 10 28 28 33 6	114 803 67 338 10 28 28 33 6	2 114 803 67 338 10 28 28 33	3 2 114 803 67 338 10 28 28 28	0 3 2 1114 803 67 338 10 10 28 28	0 0 3 3 2 114 803 67 338 10 28 33 33	123 0 0 3 3 2 1114 803 67 338 10 10 28 33 67	11 123 0 0 0 3 3 2 114 803 67 338 10 10 28 28 23	283 111 123 0 0 0 2 114 803 67 338 10 28 23	402 283 111 1123 0 0 0 0 2 114 803 67 338 10 10 28 338 338	2574 402 283 111 1123 0 0 0 3 3 2 114 803 67 338 33 3 3 3 3 3 3 67 28 28 28 23	5 2574 402 283 111 123 0 0 0 2 2 114 803 67 338 10	nts		
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	9					~																	13		Compenstion due in ₹	
5																							14	paid in ₹ 14	Compensation paid in ₹	for dealy beyond stipulated Compenstion Compensation due in ₹ 13 14

Nam	e of the Licensee : Electricity Department , Pu	ducherry			No. c	f Complaint	c radracca	during this	Month	AS UI	n last day of N		to consumers
						ited time		ond stipulat				Table and the compression of the contraction	ond stipulated
SI.No	Nature of Complaints	Pending Complaints of the previsous month	Total Complaints received during this month	Total Complaints	within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total Complaints attended beyond stipulated time	Total Complaints attended	Balance Complaints to be redressed	Compenstion due in ₹	Compensation paid in ₹
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		
	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		- oco e
											-	- Jo	50

Nam	e of the Licensee : Electricity Department , Puc	ducherry								As or	n last day of Ju	une-2024	
· vaii	ic of the Electricity Department of the				No. c	f Complaint							to consumers
		D 11	Total		In stipula	ted time	Beyo	ond stipulat	ed time			for dealy bey	ond stipulated
SI.No	Nature of Complaints	Pending complaints of the previsous month	Total complaints received during this month	Total Complaints	within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints attended beyond stipulated time	Total complantins attended	Balance complaints to be redressed	Compenstion due in ₹	Compensation paid in ₹
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		and
												T- CISO	



ELECTRICITY DEPARTMENT

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

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

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

To:

The Secretary,
Joint Electricity Regulatory Commission (For State of Goa and UTs),
3rd and 4th 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. – 2nd 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 2nd 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)
Superintending Engineer-Cum
Head of Department
Electricity Department

Puducherry

22	21	20	19	18	17	16	15	14	13	12	11	10	9	∞	7	5	5	4	ω	2	1	1	51.Nc			Nan
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints			Name of the Licensee: Electricity Department, Puducherry
11	0	6	4	0	0	0	3	0	19	0	254	. 1	0	0	0	0	0	0	0	0	0	3	complaints of the previous month	Pending		ducherry
675	627	1536	201	148	36	93	78	21	1137	185	2110	496	₽	0	2	62	646	27	1163	1410	8663	4	complaints received during this month	Total		
686	627	1542	205	148	36	93	81	21	1156	185	2364	497	1	0	2	62	646	27	1163	1410	8663	5	Total Complaints		1	
503	388	1081	127	11	27	65	63	9	767	107	1349	483	Ъ	0	0	0	326	14	714	366	6522	6	within 50% of stipulated time	in stipula	No. o	
183	224	460	71	137	9	28	18	12	368	78	689	14	0	0	2	62	320	13	449	1044	2141	7	within stipulated time	In stipulated time	No. of Complaints redressed during this Worth	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	веу	s redresse	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	more than double the time	Beyond stipulated time	d during this	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complaints attended beyond stipulated time	Total	Month	
686	612	1541	198	148	36	93	81	21	1135	.185	2038	497	1	0	2	62	646	27	1163	1410	8663	11=6+7+8+9	Total complaints attended			AS ON IASL O
0	15	1	7	0	0	0	0	0	21	0	326	0	0	0	0	0	0	0	0	0	0	12=5-11	complaints to be redressed	Balance		dy 01 2110 Qu
																						13	Compensatio n due in ₹	Tor delay bey	Compensatio	As on last day or zilo qualter or zoza-zo
5																						14	Compensation paid in ₹	for delay beyond stipulated	Colliberisation to consumers	- to concern

22	21	20	19	18	17	16	15	14	13	12	11	10	9	00	.7	6	5	4	3	2	1	1	51.NC		
	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints		
11	0	6	4	0	0	0	3	0	19	0	254	1	0	0	0	0	0	0	0	0.	0	ω	of the previsous month	Pending	
253	210	. 880	58	49	11	29	18	4	359	60	779	86	1	0	0	57	227	9	375	-510	3111	4	complaints received during this month	Total	
264	210	886	62	49	11	29	21	4	378	60	1033	87	1 .	0	0	57	227	9	375	510	3111	5	Total Complaints		
181	77	622	47	7	7	23	. 12	ω	239	34	484	80	ъ.	0	0	0	128	6	204	129	2290	6	within 50% of stipulated time	In Subulated tille	5
71	133	258	5	42	4	6	6	1	114	26	271	6	0	0	0	57	99	3	171	381	821	7	within stipulated time	נבט נוווים	lated time Beyond stinulated time
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00	upto double the time	Deyo	Revo
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	morethan double the time	1000000	Beyond stipulated time
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complanints attended beyond stipulated time	Total	nd time
252	210	088	52	49	11	29	18	4	353	60	755	86	2 1	. 0	C	5/	22/	9	3/5	510	3111	11=6+7+8+9	complantins	1	
12	0	σ	10	0	0	0 0	s u	, ,	25	0	8/7		0	0	c					0		12=5-11	complaints to be redressed	Balance	
8										,												13	Compenstion due in ₹		for dealy bey
6																						14	Comp		for dealy beyond stipulated

Superintending Engineer
Wo

1 Fuse blow down 2 Service broken/service s 3 Fault in distribution line 4 DT failed / burnt 5 HT mains failed 6 Problem in grid (230/11) 7 Failure of Power Transfe 8 Voltage variation where required 9 Voltage variation where required 10 For Accuracy of meters 11 For defective / struck multiple for burnt meters 12 For burnt meters 13 Change of consumer namownership 14 Transfer of consumer namownership 15 Load reduction 16 Change of required 17 Shifting of meter / service 18 For current bills where information is required 19 Information or reconnation or r																									1		51.N _C			Name of the Lice
For Accuracy of meters For defective / struck meters For burnt meters For burnt meters Change of consumer name due to change in ownership Transfer of consumer name to legal heir Load reduction Change of category Shifting of meter / service line For current bills where no additional information is required For current bills where additional information is required	of meters of meters :/ struck meters :ters insumer name due to change in onsumer name to legal heir on tegory tegory eter / service line eills where no additional is required is required is required n or reconnectin of supply	of meters of meters // struck meters sters nsumer name due to change in onsumer name to legal heir on tegory tegory tegory teguired is required srequired required	of meters of meters !/ struck meters :ters :nsumer name due to change in onsumer name to legal heir on tegory eter / service line eter / service line sills where no additional is required is required is required	of meters of meters / struck meters iters insumer name due to change in onsumer name to legal heir on tegory tegory eter / service line ills where no additional is required	of meters of meters :/ struck meters :ters :nsumer name due to change in onsumer name to legal heir on tegory tegory eter / service line etlills where no additional is required	of meters of meters :/ struck meters :ters insumer name due to change in onsumer name to legal heir on tegory tegory eter / service line structured	of meters of meters / struck meters sters insumer name due to change in onsumer name to legal heir on tegory tegory eter / service line eter / service line	of meters of meters :/ struck meters :ters insumer name due to change in onsumer name to legal heir on tegory eter / service line	of meters of meters / struck meters sters insumer name due to change in onsumer name to legal heir on tegory	of meters of meters / struck meters ters nsumer name due to change in onsumer name to legal heir	of meters of meters / struck meters sters nsumer name due to change in onsumer name to legal heir	of meters / struck meters ters nsumer name due to change in	of meters struck meters eters	of meters / struck meters	of meters	ition where augmentation is		Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	ed	ırnt	bution line / system	Service broken/service snapped	nwo	2	Nature of Complaints			Name of the Licensee : Electricity Department , Puducherry
278 0 25 25 0 0 0 0 0	278 0 25 0 0 0 0 0 0	278 0 25 0 0 0 0 0 0	278 0 25 0 0 0 0 0	278 0 25 0 0 0 0 0	278 0 25 0 0 0 0	278 0 25 25 0 0 0	278 0 25 0 0 0 0	278 0 25 0 0 0	278 0 25 0 3 3	278 0 25 0 3	278	278	278	278		1	0	0	0	0	0	0	0	0	0	3	complaints of the previsous month	Pending		ducherry
74 401 10 36 36 36 14 53 59 59	74 401 10 36 36 36 14 53	74 401 10 36 36 36 14 53	74 401 10 36 36 36 14 53	74 401 10 36 36 14	74 401 10 36 36 36 14	74 401 10 36 36 36 14	74 401 10 36 36	74 401 10 36 36	74 401 10 36 36	74 401 10 36	74 401 10	74	74	100	705	210	0	0	1	. 1	213	12	415	453	2857	4	complaints received during this month	Total		
983 74 426 10 39 36 14 14 53 69 451	983 74 426 10 39 36 14 53 69	983 74 426 10 39 36 14 53	983 74 426 10 39 36 14 53	983 74 426 10 39 36 14	983 74 426 10 39 36 14	983 74 426 10 39 36 14 53	983 74 426 10 39 36 14	983 74 426 10 39 36	983 74 426 10 39 36	983 74 426 10 39	983 74 426 10	983 74 426	983	983		211	0	0	1	1	213	12	415	453	2857	5	Total Complaints			
45 259 3 30 21 11 21 2 2 37 275	45 259 3 30 21 11 2 2 37	45 259 3 30 21 11 21 2	45 259 3 30 21 11 2	45 259 3 30 21 11	45 259 3 30 21 11	45 259 3 30 21 11	45 259 3 30 21 11	45 259 3 30 21 11	45 259 .3 30 21	45 259 3 30	45 259 3	45 259	45		455	205	0.	0	. 0	0	119	6	273	122	2169	6	within . 50% of stipulated time	in supora	In stipulated time	
213 29 128 7 7 9 113 3 3 51 17 170	213 29 128 7 9 13 3 51 17	213 29 128 7 9 13 3 51	213 29 128 7 7 9 13 3 51	213 29 128 7 9 13 3	213 29 128 7 9 9 13 3	213 29 128 7 9 9 13 3	213 29 128 7 9 9	213 29 128 7 7 9 13	213 29 128 7 7 9	213 29 128 7 9	213 29 128 7	213 29 128	213 29	213		6	0	0	1	1	94	6	142	331	688	.7	within stipulated time		No. of complaints regressed during this worth	
			0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0000000	0 0 0 0 0 0	000000	0 0 0 0	0 0 0 0	0 0 0	0 0	0		0	0	0	0	0	0	0	0	0	0	8	upto double the time	ocy o	Revo	
	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0		0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0	0 0 0	0 0	0		0	0	0	0	0	0	0	0	0	0	9	morethan double the time	in subaida	Beyond stipulated time	
								0 0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0	0 0 0	0		0	0	0	0	0	0	0	0	0	0	. 0	10=8+9	complanints attended beyond stipulated time	Total	IVIONEN	
74 387 10 39 34 14 14 53 54 445	74 387 10 39 34 14 14 53	74 387 10 39 34 14 14 53	74 387 10 39 34 14 14	74 387 10 39 34 14	74 387 10 39 34 14	74 387 10 39 34 14	74 387 10 39 34 14	74 387 10 39 39	74 387 10 39 34	74 387 10 39	74 387 10	74 387	74		668	211	0	0	1	1	213	12	415	453	2857	11=6+7+8+9	Total complantins attended		,	. As on
0 0 0 15	0 0 15	0 0 15	0 0 0	0 0 0	0 0 2 0 0	0 0 2 0 0	0 2	0 0	0	0	0		. 39	0	315	0	0	0	0	0	0	0	0	0	0	12=5-11	complaints to be redressed	Balance		As on last day of August-2024
															Ť		•						<i>*</i>			13	Compenstion due in ₹	וכו מכמוץ אכן	for dealy hey	gust-2024
																										14	Compensation paid in ₹	Tot dealy beyond scipulated	for dealy beyond stimulated	

22	21	20	19	18	17	16	15	14	13	12	11	10	9		7	5	5	4	ω	2	1	1	SI.NC			Nan
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints			Name of the Licensee : Electricity Department , Puducherry
3	0	6	15	0	0	2	0	0	39	0	315	0	0	0	0	0	0	0	0	0	0	3	complaints of the previsous month	Pending		ducherry
160	201	211	84	46	11	28	24	7	377	51	626	. 200	0	0	1	4	206	6	373	447	2695	4	complaints received during this month	Total		
163	201	217	99	46	11	30	24	7	416	51	941	200	0	0	1	4	206	6	373	447	2695	5	Total Complaints		•	
117	143	184	43	2	9	21	21	ω	269	28	410	198	0	0	0	0	79	2	237	115	2063	6	within 50% of stipulated time	In stipulated time	No. o	
46	43	32	49	44	2	9	3	4	126	23	205	2	0	0	ъ	4	127	4	136	332	632	7	within stipulated time	ted time	No. of Complaints redressed during this Month	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	Веу	s redressed	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	morethan double the time	Beyond stipulated time	during this	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complanints attended beyond stipulated time	ed time	Month	
163	186	216	92	46	11	30	24	7	395	51	615	200	0	0	1	4	206	6	373	447	2695	11=6+7+8+9	Total complantins attended			As on la
0	15	1	7	0	0	0	0	0	21	0	326	0	0	0	0	0	0	0	0	0	0	12=5-11	Balance complaints to be redressed	•		As on last day of September-2024
																					V	13	Compenstion due in ₹	for dealy bey	Compensation	ember-2024
886								,														14	Compensation paid in ₹	for dealy beyond stipulated	Compensation to consumers	



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

D	a	t	е	:								,				
	-	•		•	•		•				-					

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),
3rd and 4th 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. – 3rd 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

The Standard of Performance report of the Electricity Department, Puducherry for the 3rd 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)
Superintending Engineer-Cum
Head of Department
Electricity Department
Puducherry

22	21	20	19	18	17	16	15	14	13	12	11	10	9	00	7	6	5	4	w	2	1	1	SI.No		
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints		
0	15	1	7	0	0	0	0	0	21	0	326	0	0	0	0	0	0	0	0	0	0	3	complaints of the previous month	Pending	
508	508	958	274	156	40	115	137	135	877	145	2071	527		0	4	3	635	35	1203	1543	8382	4	complaints received during this month	Total	
508	523	959	281	156	40	115	137	135	898	145	2397	527	0	0	. 4	3	635	35	1203	1543	8382	5	Total Complaints		
378	379	881	153	14	33	88	94	9	777	92	1385	503	0	0	4	3	380	26	785	465	6394	6	within 50% of stipulated time	In stipula	No. o
130	140	78	128	142	7	27	43	120	111	53	627	22	0	0	0	0	255	9	418	1078	1988	7	within stipulated time	In stipulated time	No. of Complaints redressed during this Month
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	Веус	s redressed
0	0	0	0	0	0	0	0	0	0	0	0	0	0	.0	0	0	0	0	0	0	0	9	more than double the time	Beyond stipulated time	during this
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complaints attended beyond stipulated time	ed time	s Month
508	519	959	281	156	40	115	137	129	888	145	2012	525	0	0	4	3	635	35	1203	. 1543	8382	11=6+7+8+9	Total complaints attended	,	
0	4	0	0	0	0	0	0	6	10	0	385	2	0	0	0	0	0	0	0	0	0	12=5-11	Balance complaints to be redressed		
																						13	Compensatio n due in ₹	for delay bey	Compensation
•		,																				14	Compensation paid in ₹	for delay beyond stipulated	Compensation to consumers

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

	22	21	20	19	18	17	16	15	14	13	12	11	10	9	∞	7	6	5	4	ω	2	1	1	SI.No	~	140
	Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints		Manue of the Freehoes - Flectuary Department, Languages 1
	0	33	1	5	9	0	0	0	9	18	1	363	5	0	0	0	0	0	0	0	0	0	3	complaints of the previsous month	Pending	iduction
	262	154	209	93	71	12	40	42	35	312	42	651	180	0	0	1	2	217	8	420	540	2836	4	complaints received during this month	Total	
	262	187	210	98	80	12	40	42	44	330	43	1014	185	0	0	1	2	217	8	420	540	2836	5	Total Complaints		
	185	120	189	52	7	10	31	32	ω	276	26	410	176	0	0	1	2	125	7	258	168	2118	6	within 50% of stipulated time	In stipulated time	No. o
	77	56	21	46	71	2-	8	10	33	37	17	221	.4	0	0	0	0	92	1	162	372	718	7	within stipulated time	ited time	No. of Complaints redressed during this Month
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	Веуо	redressed
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	morethan double the time	Beyond stipulated time	during this
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complanints attended beyond stipulated time	ed time	Month
	262	176	210	98	78	12	39	42	36	313	43	631	180	0	0	1	2	217	00	420	540	2836	11=6+7+8+9	Total complantins attended		,
1	0	11	0	0	2	0	1	0	00	17	0	383	5	0	0	0	0	0	0	0	0	0	12=5-11	to be redressed		Compensa
Ticks of																							13	Compenstion due in ₹	for dealy bey	Compensatio
5	300																						14	Compensation paid in ₹	for dealy beyond stipulated	Compensation to consumers

22	21	20	19	18	17	16	15	14	13	12	11	10	9	00	7	6	5	4	ω	2	1	1	SI.No			Nam
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	For current bills where additional information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of Complaints			Name of the Licensee : Electricity Department , Puducherry
0	11	0	0	2	0	1	0	8	17	0	383	5	0	0	0	0	0	0	0	0	0	3	of the previsous month	Pending		ducherry
131	184	556	81	62	14	35	62	53	279	50	861	156	0	0	2	1	220	13	450	543	2922	4	complaints received during this month	Total		
131	195	556	81	64	14	36	62	61	296	50	1244	161	0	0	2	1	220	13	450	543	2922	5	Total Complaints			
113	130	523	58	6	12	27	38	3	251	35	598	153	0	0	2	1	144	10	313	172	2206	6	within 50% of stipulated time	In stipula	No. o	
18	61	33	23	58	. 2	9	24	52	35	15	261	6	0	0	0	0	76	ω	137	371	716	7	within stipulated time	In stipulated time	No. of Complaints redressed during this Month	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	.0	0	0	0	0	0	0	8	upto double the time	Beyo	s redressed	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	morethan double the time	Beyond stipulated time	during this	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	complanints attended beyond stipulated time	ed time	Month	
131	191	556	81	64	14	36 .	62	55	286	50	859	159	0	0	2	. 1	220	13	450	543	2922	11=6+7+8+9	Total complantins attended			As on la
0	4	0	0	0	0	0	0	6	10	0	385	2	0	0	0	0	0	0	0	0	0	12=5-11	complaints to be redressed	Balance		As on last day of December-2024
																						13	Compenstion due in ₹	for dealy bey	Compensatio	ember-2024
me																						14	Compensation paid in ₹	for dealy beyond stipulated	Compensation to consumers	



ELECTRICITY DEPARTMENT

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

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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),
3rd and 4th 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. – 4th 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

The Standard of Performance report of the Electricity Department, Puducherry for the 4th 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

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22	21	20	19	18	17	16	15	14	13	12	11	10	9	00	7	6	5	4	w	2	1	-	SI.No		T
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	information is required	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	Voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	2	Nature of		
0	4	0	0	0	0	0	0	6	10	0	385	2	0	0	0	0	0	0	0	0	0	3	complaints of the previous Quarter	Pending	To control of
685	675	2555	357	265	44	149	247	191	828	120	2427	532	0	0	4	5	475	35	1013	1235	7188	4	complaints received during this Quarter	Total	
685	679	2555	357	265	44	149	247	197	838	120	2812	534	0	0	4	5	475	35	1013	1235	7188	5	Total Complaints		
435	391	2119	59	24	37	112	129	9	704	81	1348	520	0	0	1	5	266	23	640	385	5483	6	within 50% of stipulated time	In stipulated time	NIO OF
247	278	436	287	241	7	33	95	145	125	39	1031	14	0	0	ω	0	209	12	373	850	1705	7	within stipulated time	stipulated time	Complaint
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	Beyo	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	more than double the time	Beyond stipulated time	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	Total complaints attended beyond stipulated time	ed time	
603	669	2555	346	265	44	145	224	154	829	120	2379	534	0	0	4	5	475	35	1013	1235	7188	11=6+7+8+9	Total complaints attended		AS ON IAST O
,	10	0	11	0	0	4	23	43	9	0	433	0	0	0	0	0	0	0	0	0		12=5-11	Balance complaints to be redressed		lay of 4th Qua
																						13	Compensatio n due in ₹	Compensation for delay bey	As on last day of 4th Quarter of 2024-25
																						14	Compensation paid in ₹	Compensation to consumers for delay beyond stipulated	5

22					18	17	16		_	13	12	11	10	9	00	1	6	5	4	ω	2	1	-	51.NC			1
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	information is required	information is required	For current bills where no additional	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	Voltage variation where augmentation is required	voltage variation where augmentation is not required	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down	7	Nature of			ranic of the ficelisee - electricity pepartment, Puguicherry
0	4	0	0		0	0	0	0	6	10	0	385	2	0	0	0	0	0	0	0	0	0	3	complaints of the previous month	Pending		Jaucherry
226	253	960	264	47	24	13	36	74	58	255	35	634	167	0	0	1	2	165	10	349	426	2499	4	complaints received during this month	Total		
226	257	960	264	24	24	13	36	74	64	265	35	1019	169	0	0	1	2	165	10	349	426	2499	5	Total Complaints			
156	146	863	23	9	0	11	29	43	3	224	23	391	164	0	0	1	2	116	3	236	157	1919	6	within 50% of stipulated time	In stipulated time	No. o	
69	104	97	192	15	1	2	5	28	55	34	12	247	5	0	. 0	0	0	49	7	113	269	580	7	within stipulated time	ted time	No. of Complaints	
0	0	0	0	0	, (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	upto double the time	Веу	s redressed	
	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	more than double the time	Beyond stipulated time	redressed during this Month	
	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	Total complaints attended beyond stipulated time	ted time	s Month	
227	250	960	215	24	15	13	34	71	58	258	35	638	169	0	0	1	2	165	10	349	426	2499	11=6+7+8+9	Total complaints attended			As on
	7	0	49	0	c	7	2	З	6	7	0	381	0	0	0	0	. 0	0	0	0	0	0	12=5-11	Balance complaints to be redressed			As on last day of January-2025
																						13	Compensatio n due in ₹	for delay bey	Componentia	nuary-2025	
																						1.4	14	Compensation paid in ₹	for delay beyond stipulated	**	

-	21 R	_		_	18 F	17 \$		_	_	_	1			_	00	_	7	6	5	4	ω	2	-		SI.No		Nan
	Request for Reconnection	Disconnection or reconnectin of supply	information is required	For current hills where additional	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Change feet control	Transfer of consumer name to legal heir	ownership	For purnt meters	roi delective / struck meters	For Accuracy of meters	required	required	Voltage variation where augmentation is not	Failure of Power Transformer	Problem in grid (230/110 KV) SS	HT mains failed	DT failed / burnt	Fault in distribution line / system	Service broken/service snapped	Fuse blow down		Nature of		Name of the Licensee : Electricity Department , Puducherry
	7	0	49		0	0	2	ω	6	7	0	381	0	0	0			0	0	0	0	0	0	3	of the previous month	Pending	ducherry
	234	838	48		129	14	54	82	55	273	41	918	187	0	0	7	١	0	160	11	336	397	2259	4	complaints received during this month	Total	
	241	838	97		129	14	56	85	61	280	41	1299	187	0	0	7	، د	0	160	11	336	397	2259	5	Total Complaints		
	137	777	21		11	11	42	44	3	233	28	508	183	0	0	0		0	88	9	203	109	1726	6	within 50% of stipulated time	In stipulated time	
1	90	61	49	-	118	w	12	29	52	37	13	382	4	0	0	2			77	2	133	288	533	7	within stipulated time	tipulated time	
	0	0	0		0		0	0	0	0	0	0	0	0	0	0				0	0	0	0	00	upto double the time	S redressed Beyon	
		0	0		0 0		0	0	0	0	0	0	0	0	0	0	C		0	0	0	0	0	9	more than double the time	ressed during this Month Beyond stipulated time	
-		0	0	c	0		0	0	0	0	0	0	0	0	0	0	0					0	0	10=8+9	Total complaints attended beyond stipulated time	ed time	
177	3 0	828	70	129	130	4	54	73	55	270	41	890	187	0	0	2	0	TPU	11	11	326	307	2250	11=6+7+8+9	Total complaints attended		As on l
14			27	0	0 0	0 1	2	12	6	10	0	409	0	0	0	0	0	0					0 0	17=5_11	Balance complaints to be redressed		As on last day of February-2025
																							13	13	Compensatio n due in ₹	Compensatio for delay bey	ruary-2025
																						14		Compensation paid in ₹	Compensation to consumers for delay beyond stipulated		

22 Upto date bill 20 Disconnection or reconnectin of supply SI.No 14 Transfer of consumer name to legal heir 11 For defective / struck meters Name of the Licensee : Electricity Department , Puducherry 10 For Accuracy of meters Request for Reconnection Shifting of meter / service line For current bills where additional Change of category HT mains failed |Fault in distribution line / system Load reduction Change of consumer name due to change in For burnt meters DT failed / burnt Service broken/service snapped Fuse blow down For current bills where no additional Problem in grid (230/110 KV) SS information is required Voltage variation where augmentation is Voltage variation where augmentation is not Failure of Power Transformer nformation is required **Nature of Complaints** complaints previous Pending of the month during this complaints received month Total H ω Complaints Total w stipulated 50% of within In stipulated time time ω w No. of Complaints redressed during this Month stipulated within time ω the time double upto Beyond stipulated time more than the time double complaints stipulated attended beyond 10=8+9 Total 11=6+7+8+9 complaints attended Total ω As on last day of March-2025 12=5-11 w Compensation to consumers Compensatio for delay beyond stipulated n due in ₹ Compensation paid in ₹

22		2 6	3 5	10	18	17	76	5	14	13	12		10	9	000	T.	1	5 1	u t	- U	0 1	٦ ١	1,	_		SI.No		
Upto date bill	Request for Reconnection	Disconnection or reconnectin of supply	information is required	For current bills where additional	For current bills where no additional information is required	Shifting of meter / service line	Change of category	Load reduction	Transfer of consumer name to legal heir	Change of consumer name due to change in ownership	For burnt meters	For defective / struck meters	For Accuracy of meters	required	required	Voltage variation where automostation is not	Eailus of Bount Transf	Problem in grid (220/110 kg) se	Dri Idlied / burnt	PT 6:15-1 / L	Service proken/service snapped	Consider Property of the Constant of the Const	Fire blow down			Nature of Complaints		
0	0	31	1		0	0	1	2	0	23	0	201	0	0	0	0	0	0	0	0	0	C	u	Year	previous	complaints of the	Pending	
2543	2288	7012	1055		652	148	457	543	374	3782	587	8460	1865	3	ω	10	- 72	2166	131	4302	5260	32545	4	Year	during this	complaints	Total	
2543	2288	7043	1056		652	148	458	545	374	3805	587	8661	1865	3	3	10	72	2166	131	4302	5260	32545	5		complants	Total		
1789	1340	5480	457		75	111	331	330	40	2881	360	5172	1797	3	3	5	00	1175	85	2616	1510	24184	6	time	stipulated	within	In stipulated time	in atiania
751	938	1563	588		577	37	123	192	291	915	227	3056	68	0	.0	5	64	991	.46	1686	3750	8361	7	time	stipulated	within	ited time	in complaints redressed during this rear
0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	the time	double	upto	Веу	ro legiess
0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	the time	double	more than	Beyond stipulated time	an during n
0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10=8+9	stipulated	01	_	ted time	nis Year
2540	2278	7043	1045		652	148	454	522	331	3796	587	8228	1865	3	3	10	72	2166	131	4302	5260	32545	11=6+7+8+9		attended	Total		
	10	0	11		0	0	4	23	43	9	0	433	0	0	0	0	0	0	0	0	0	0	12=5-11	redressed	to be	Balance		
-)																							13	n due in ₹	Compensatio		for delay bey	Compensatio
																							14	paid in ₹	Compensation		for delay beyond stipulated	Compensation to consumers

As on last day of the Financial Year-2024-25

Name of the Licensee : Electricity Department , Puducherry