

**BEFORE THE ELECTRICITY OMBUDSMAN**  
**(For the State of Goa and Union Territories)**  
**Under Section 42 (6) of the Electricity Act, 2003**  
3<sup>rd</sup> Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18  
Gurugram (Haryana) 122015,  
, Email ID: [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in)  
Phone No.:0124-4684708

Appeal No-238 of 2025

Date of Video Conferencing: 09.07.2025  
Date of Order: 11.07.2025

In the matter of

S. Purushothaman,  
No.59, Prakasam Street,  
Sudhana Nagar Extn-II,  
Nainarmandapam, Puducherry 605 004.

.... Appellant

VERSUS

- 1) The Executive Engineer (General),  
Electricity Department, Puducherry
- 2) The Executive Engineer-Urban,  
Electricity Department, Puducherry.
- 3) The Assistant Engineer - Marapalam O&M,  
Electricity Department, Puducherry.

....Respondent(s)

Appellant(s)

Shri S. Purushothaman,

Respondent(s)

Mrs. K Rajshree,  
Executive Engineer- Urban O&M  
Electricity Department,  
Puducherry.



## ORDER

This representation was filed on 10th June, 2025 by Shri S. Purushothaman, R/o House No.59, Prakasam Street, Sudhana Nagar Extn-II, Nainarmandapam, Puducherry 605004 under Section 42(6) of the Electricity Act 2003 read with Regulations 35 & 36 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations 2024 against the order dated 29.02.2024 in case No. 02/2024 passed by the Ld. Consumer Grievance Redressal Forum (CGRF), Puducherry.

After a thorough examination of the complaint and following due process, it was observed that the representation was filed after One year and two months. As per **Regulation 36(f)** of the **Joint Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2024**, a representation before the Electricity Ombudsman must be filed **within 30 days** from either:

- the date of receipt of the CGRF order, or
- the date of expiry of the implementation period prescribed for the Distribution Licensee, whichever is later.

In the present case, the CGRF order dated **29.02.2024** was to be implemented by **29.03.2024**. However, the Appellant's representation was received **after a lapse of more than one year and two months** from the date the order was required to be implemented. As such the Appellant was requested to file application for condonation delay. The application for condonation delay was filed on 16.06.2025 which is taken on record.

An admission notice was issued on 24.06.2025 along with a copy of the complaint was forwarded to the Respondent, Executive Engineer, Electricity Department, Puducherry directing him to file a reply to the appeal filed by the Appellant Shri S. Purushothaman, vide this office letter dated 21<sup>st</sup> April 2025.

### **A. Condonation of delay.**

The present Appeal is filed by Appellant Shri S. Purushothaman, for noncompliance of the orders dated 29.02.2024 in case No 02 of 2024. As per the orders of Ld. CGRF the orders in case No 02/2024 were required to be implemented within 30 days i.e. by 29.03.2024 but the orders were not implemented by the Electricity Department, Puducherry. The Amendment in SOP Regulations 2015 were notified by Joint Electricity Regulatory Commission on 27<sup>th</sup> May, 2024. As per the amendment in Regulation 8.3c

*"The distribution licensee, within six months from the date of notification of these Regulations shall create an online facility on which consumers may register their complaints and claim the compensation. The information in this regard shall be widely circulated amongst consumers through appropriate means including mass media, bills, SMS, e- mails or by uploading on licensee's website."*

In the Affidavit dated 16/02/2024, the Executive Engineer-General / Respondent No.1 has stated that the Consumer Rights and Rules 2020 has been published in Central Gazette and in the said consumer rights and Rules there are certain clauses where respective State Electricity Regulatory Commission need to add further regulation based on the above rule. With respect to averment of automatic compensation regarding non-compliance of rules and regulations by the Licensee, It is submitted that the Electricity Department has also taken up necessary action to implement ERP solutions to modernize billing system and consumer complaint handling system in a cloud based software under RDSS scheme. In this regard it is stated that tenders have already been called for cloud based customer care center and it is being finalized. The Respondent requested to give sufficient time to implement the averment made in this matter.

It was observed that refusal to condone the delay in filing the Appeal would deprive the Appellant of the opportunity required to be afforded to defend the case on merits. Therefore, with a view to meet the ends of ultimate justice, the delay in filing the Appeal beyond the stipulated period was condoned and the Appellant's was allowed to present the case. The case was admitted as case No 238 of 2025 and Executive Engineer, Electricity Department, Puducherry directing him to file a reply to the appeal filed by the Appellant Shri S. Purushothaman, vide this office letter dated 21<sup>st</sup> April 2025.

#### **B. Submission by the Appellant**

The Appellant submitted that he is a consumer of the Electricity Department, Government of Puducherry, and wish to bring the following grievances to your kind attention for appropriate redressal:

Non-implementation of Consumer Rights and Rules, 2020.

The Ministry of Power, Government of India, vide its communication dated 08.10.2021, forwarded the Gazette Notification containing the Electricity (Rights of Consumers) Rules, 2020 for implementation by the respective licensees. However, these Rules have not yet been republished in the Official Gazette of Puducherry, thereby delaying their enforcement within the Union Territory.



Furthermore, Section 13(5) of the said Rules mandates the licensee to provide an online facility for consumers to register complaints. Despite the passage of considerable time, the Electricity Department has not made such an online Grievance Redressal system available to consumers, thereby denying them their rightful access to a user-friendly complaint mechanism.

**Non-implementation of Automatic Compensation for Power Supply Interruptions.**

As per the Rules, the licensee is required to provide automatic compensation to consumers for power supply interruptions beyond the permissible limits. I am supplied electricity through the Amaravathi Feeder, which frequently experiences interruptions lasting more than five minutes. Despite these frequent outages, no automatic compensation has been credited to my account.

Additionally, the findings of the Energy Audit conducted by M/s Zenith Energy India Pvt. Ltd. for the period 2017–18 to 2020–21 are not made available in the public domain.

For reference, the As-is Study of the department conducted by M/s KPMG Advisory Services Pvt. Ltd. in 2009, which is publicly accessible, had highlighted poor performance metrics compared to Andhra Pradesh, noting an average of 10.9 breakdowns per feeder and a downtime of 7.4 hours per feeder. Based on my personal experience as a consumer, I believe the department's current performance continues to fall below the standards prescribed in the relevant regulations and entitles consumers to compensation accordingly.

Accordingly, it is prayed

In view of the above, I request that the Hon'ble Authority may kindly direct the Electricity Department, Puducherry, to take immediate steps to implement the Electricity (Rights of Consumers) Rules, 2020, including providing an online complaint registration facility.

To operationalize the automatic compensation mechanism for unplanned and prolonged power outages as per the Rules.

To ensure greater transparency by publishing energy audit reports and key performance data in the public domain

### **C. Submissions by the Respondents**

The Respondent(s) #1 and 3 submitted that

With reference to the non-implementation of the Electricity (Rights of Consumers) Rules, 2020, it is respectfully submitted that while the said Rules were published in the Official Gazette by the Ministry of Power, their full applicability requires certain enabling regulations to be framed by the respective State or Joint Electricity Regulatory Commissions. In this regard, the Hon'ble Joint Electricity Regulatory Commission (JERC) had circulated the draft



Consumer Rights Regulations and convened interactions with all Union Territory DISCOMs on 06.01.2024 and 12.01.2024.

Based on the discussions and feedback from the DISCOMs, it is expected that the Hon'ble JERC will finalize and notify its own set of regulations derived from the Consumer Rights Rules, 2020. After such notification, the Electricity Department, Government of Puducherry, shall take the necessary steps to republish the same in the Official Gazette of Puducherry for implementation.

Regarding the issue of automatic compensation for power supply interruptions, it is submitted that such provisions are contingent on the commencement of the finalized JERC regulations, including the mechanism and timelines for compensation. Hence, implementation is currently pending regulatory finalization.

The department has already initiated systemic reforms, including the implementation of ERP solutions under the Revamped Distribution Sector Scheme (RDSS), which includes cloud-based modernization of the billing system and the consumer grievance redressal mechanism. Tenders have already been floated for a cloud-based Customer Care Centre, which is currently under finalization. Hence, the Hon'ble Forum is kindly requested to allow reasonable time for the department to operationalize these reforms.

On the specific grievance regarding supply interruptions on the Amaravathi Feeder, it is submitted that the Department, especially the Urban Division and Marapalam Sub-Division, consistently adheres to the Guaranteed Standards of Performance (GSoP) specified under Schedule-I of the applicable regulations. A detailed feeder-wise outage report for November and December 2023 has been prepared and is enclosed herewith for perusal. The report reflects that, excluding widely publicized programmed shutdowns, all other interruptions were within the prescribed limits.

As per the Operational Reliability Report released by REC, the power supply in urban Puducherry averages 23.7 hours per day, demonstrating near 100% availability. Furthermore, the Consumer Service Rating published by the Ministry of Power, Government of India, ranks Puducherry first among all states and UTs for Urban Feeder Reliability during the year 2020–2021. This clearly contradicts the complainant's claim regarding substandard performance. It is further submitted that the 22 kV Amaravathy Feeder, emanating from the 110 kV Marapalam Substation, traverses the Velrampet lake area, which is densely surrounded by large trees and thick vegetation. During periods of heavy rainfall, strong winds, and monsoon seasons, tree



branches frequently fall on the high-tension (HT) line, resulting in feeder breakdowns and subsequent interruptions in power supply to the affected areas. Additionally, during instances of lake flooding caused by heavy rains, access to the feeder becomes extremely challenging, as several HT poles are located within the lake area. This severely hampers timely restoration efforts. Despite these constraints, regular preventive and corrective maintenance activities are being undertaken on the feeder using the available resources to minimize disruptions and ensure continuity of supply to the consumers served by this line. In view of the recurring issues and operational challenges, it is proposed to re-route the vulnerable segment of the 22 kV Amaravathy Feeder currently passing through the lake. The new alignment is planned along the recently widened road on the lake bund, which offers better accessibility and structural support. A line strengthening proposal is presently under preparation, and upon obtaining the necessary administrative and technical sanctions from the Competent Authority, the re-routing works are expected to be completed within six months. Once the proposed re-routing is implemented, the incidence of feeder interruptions is expected to be significantly reduced, thereby ensuring more reliable power supply to the affected areas.

The Department remains committed to maintaining a reliable 24x7 power supply, and all efforts are continuously made to address and minimize supply interruptions.

**Proceedings:**

The Hearing in this case held on through VC on 09.07.2025. The following officials were present.

- |   |                          |
|---|--------------------------|
| 1. Shri S. Purushothaman,                         | .... Appellant in person |
| 2. Mrs. K Rajshree, Executive Engineer- Urban O&M |                          |
| Electricity Department, Puducherry.               | .... Respondent          |

The Appellant submitted that Electricity Department has so far not implemented the Electricity (Right of Consumer) Rules 2020. He has submitted that he has represented to seek compensation on account of Power interruptions for all the consumers being supplied power /connected through the 22kV Amaravathy Feeder from 110kV Marapalam S.S. He has further confirmed that he has not submitted the details of Power interruptions along with his representation. When it was clarified to him that compensation in the absence of system generated data the compensation is not admissible moreover compensation for all interruptions for more than 3 minutes is also not tenable as per SOP Regulations. The Appellant agreed to it and did not pressed upon further. The Respondent represented by Mrs. K Rajshree, Executive



Engineer informed that the process for rerouting of Amravathy Feeder has already been initiated and likely to be completed in six-month post sanction of project by the Competent Authority. As far as the software development work for calculation of automatic compensation on account of Power interruptions as per the Annexure-II of SOP Regulations the work is underway and is likely to be completed in one-year time. However, the consumer indexing is likely to be completed in next 45 days.

There is no further reference from Appellant regarding any pending issue. As such the hearing concluded.

**D. Analysis and Findings:**

1. All the documents and records submitted by the Appellant and Respondents have been considered while evaluating the present case.
2. The Appellant has raised four core issues in the present matter, which are addressed as follows:

**A. Non-Implementation of the “Electricity (Rights of Consumers) Rules, 2020” in Puducherry**

The Electricity (Rights of Consumers) Rules, 2020, notified by the Ministry of Power under Section 176 of the Electricity Act, 2003, came into force upon publication in the Official Gazette. These Rules provide a central framework to ensure minimum service standards to consumers. However, many of the provisions—such as those relating to billing cycles, formats for applications, point of supply, and standards of performance—require operationalization through appropriate regulations by the respective State Electricity Regulatory Commissions (SERCs) or Joint Commissions. Section 57 of the Electricity Act empowers the Appropriate Commission to specify standards of performance and compensation mechanisms. While the 2020 Rules outline service standards and timelines, their enforceability and penal consequences are subject to the Commission's oversight.

In the present case, the Joint Electricity Regulatory Commission has notified the Standard of Performance (SOP) Regulations on 27th July 2024, i.e., after the issuance of the CGRF order in Case No. 02/2024 on 29.02.2024. The SOP Regulations include provisions for compensation under Schedule-I and Schedule-III. However, compensation can only be computed and enforced based on verified and system-generated outage data.



As per the affidavit dated 16.02.2024, the Executive Engineer (General) has stated that the Electricity Department has initiated steps under the Revamped Distribution Sector Scheme (RDSS) to modernize the billing and complaint handling systems through an ERP-based cloud solution. Tenders have already been invited for setting up a cloud-based Customer Care Centre, and the process is under finalization. The Respondent has, therefore, requested a reasonable timeframe to fully implement these systemic upgrades. (Details of the tender process and expected timelines for implementation may be submitted separately.

**B. Non-Credit of Automatic Compensation for Frequent Outages on the Amaravathi Feeder**

The Appellant, who receives supply through the Amaravathi Feeder, has alleged frequent supply interruptions and non-receipt of automatic compensation for outages exceeding five minutes. However, under the currently applicable SOP Regulations, there is no provision for compensation specifically for interruptions exceeding five minutes. The compensation framework under Schedule-I and Schedule-III only applies to specified fault types and defined durations.

Moreover, in the absence of verified outage data submitted by the Appellant or generated through an automated system, the claim for compensation remains unsupported. As noted, the implementation of an ERP-based automated complaint and monitoring system is still under progress. Hence, automatic compensation, as envisaged under the Rules, is not currently operational.

**C. Non-Publication of the Energy Audit Report by M/s Zenith Energy India Pvt. Ltd.**

The Appellant has raised concerns regarding the non-disclosure of the Energy Audit Report prepared by M/s Zenith Energy India Pvt. Ltd. for the years 2017–18 to 2020–21, and linked this to concerns over continued poor service standards.

In this context, it is respectfully submitted that the *Standards of Performance (SOP) Regulations* do not provide for any compensation to consumers on account of the non-publication or non-disclosure of Energy Audit Reports. The prevailing regulatory framework does not treat such non-disclosure as a deficiency in service warranting compensation.

With regard to the Energy Audit Report for the year 2023–24, if the same has been finalized by the Electricity Department, it can be uploaded on the Department's official website in due course. In the event the report is still under finalization, it is submitted that the same may be





completed within one month from the date of the final order in this matter and published on the website within one week thereafter.

Nevertheless, the concern raised by the petitioner is duly acknowledged. It is also noticed that the Electricity Department has provided interruption data for the months of November and December 2023, though the data is not system-generated. Further, details such as the type and duration of faults have not been included in the submission.

Sr. No.	Particulars	Month(s)	
		November	December
1	Number of Days of the month	30	31
2	Number of outage free days.	13	16
3	Number of interruption due to LC, breakdown etc.,	4	6
4	Number of interruptions 0 to 3 minutes (No. of times)	20	11
5	Number of interruptions 3 to 5 minutes (No. of times)	4	6
6	Number of interruptions more than 5 minutes (No. of times)	6	5

The undersigned notes that the data submitted under Sr. Nos. 4, 5, and 6 pertains to interruptions of less than five minutes' duration. As per the *JERC (Standards of Performance for Distribution Licensee) Regulations, 2015* and the *Electricity (Rights of Consumers) Rules, 2020*, such short-duration interruptions do not qualify for compensation. Specifically, the Regulations do not recognize interruptions between three and five minutes as compensable events. Moreover, there is no provision for compensation for interruption occurring due to Force Majeure condition experienced by the Electricity Department due to flooding of passing through Velrampet Lake. However, the department has initiated the process for rerouting of Amaravathy Feeder towards the recently widened road along the Lake Bund. The reliability of this feeder will further improve post execution of this project.

Further, as per Annexure-II of the aforementioned JERC Regulations, compensation is admissible only for interruptions exceeding four hours, and such compensation must be computed strictly based on *verified, system-generated outage data* linked with the specific consumer connection number.

In the instant case, it is observed that neither the complaint filed by the Appellant nor the reply submitted by the Respondents includes verified or system-generated outage data. Additionally,



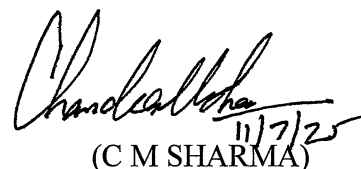
consumer indexing data—which is crucial for identifying affected consumers—is currently unavailable. The Licensee has informed that consumer indexing work is ongoing and is likely to be completed within next 45 days.

The undersigned also notes that the Licensee is in the process of developing a comprehensive system involving CRM, billing software, and its integration with the consumer indexing database, which is expected to be completed within one year. The Appellant has not raised any objection to this explanation and has acknowledged that such system development efforts require reasonable time.

In view of the above, and in the absence of verifiable data as mandated under the applicable Regulations, the Undersigned holds that no compensation can be granted at this stage.

**Hence, it is ordered accordingly:**

1. The order passed by the Ld. CGRF in case No 02/2024 is upheld
2. The software development work for CRM and billing system for calculating the compensation and its integration with consumer Indexing data should be expedited and completed within this FY 2025-26 positively, failing which it will be presumed that it is being delayed by the Electricity Department.
3. The energy audit report for the year 2023-24 and 2024-25 if finalized by the Electricity department, be published on the Website. If, for any reason the same is still under finalization the same must be finalized within one month from the date of order of this petition and published on the Website within one week thereof.
4. A certified copy of this order be sent to Executive Engineer, Electricity Department, Puducherry for compliance as directed above.
5. A copy of this order be provided to the Appellant as well.
6. The Electricity Department/Licensee should submit a compliance report to the office of Electricity Ombudsman on the action taken in this regard within **5 weeks** from the issuance of this Order by email.
7. The appeal is disposed of accordingly.

  
(C M SHARMA)

Electricity Ombudsman  
For Goa & UTs (except Delhi)

**Dated: 11.07.2025**