



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

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

© Off. : 0413-2334277, Mobile : 94890 80301  
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**RAJESH SANYAL, B.Sc. (Engg.)**  
SUPERINTENDING ENGINEER-CUM-HOD

Date : .....

No.990/ED/EE-C&TTC/JE/F-SOP/2025-2026/

Dated:18-07-2025

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. – 1<sup>st</sup> Quarter ending of June'25, Monthly reports for the period of April'25 to June'25 for the financial year 2025-26– 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 June'25, Monthly reports for the period of April'25 to June'25 for the financial year 2025-26 are furnished in the Annexure as per the prescribed format.

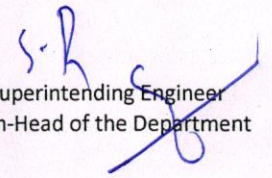
Yours faithfully

(Rajesh Sanyal)

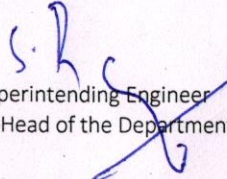
Xio Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry

18/7/25

Name of the Licensee : Electricity Department , Puducherry										As on last day of 1st Quarter of 2025-26				
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	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	7839	7839	6051	1788	0	0	0	7839	0			
2	Service broken/service snapped	0	1276	1276	347	929	0	0	0	1276	0			
3	Fault in distribution line / system	0	1163	1163	783	380	0	0	0	1163	0			
4	DT failed / burnt	0	65	65	52	13	0	0	0	65	0			
5	HT mains failed	0	590	590	234	356	0	0	0	590	0			
6	Problem in grid (230/110 KV) SS	0	9	9	5	4	0	0	0	9	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	6	6	0	6	0	0	0	6	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	461	461	449	11	0	0	0	460	1			
11	For defective / struck meters	433	2208	2641	1365	734	0	0	0	2099	542			
12	For burnt meters	0	137	137	80	57	0	0	0	137	0			
13	Change of consumer name due to change in ownership	9	979	988	831	150	0	0	0	981	7			
14	Transfer of consumer name to legal heir	43	230	273	9	260	0	0	0	269	4			
15	Load reduction	23	196	219	117	100	0	0	0	217	2			
16	Change of category	4	132	136	87	48	0	0	0	135	1			
17	Shifting of meter / service line	0	40	40	33	6	0	0	0	39	1			
18	For current bills where no additional information is required	0	261	261	24	237	0	0	0	261	0			
19	For current bills where additional information is required	11	271	282	108	166	0	0	0	274	8			
20	Disconnection or reconnectin of supply	0	2207	2207	1488	719	0	0	0	2207	0			
21	Request for Reconnection	10	577	587	324	263	0	0	0	587	0			
22	Upto date bill	3	787	790	605	180	0	0	0	785	5			

  
 Superintending Engineer  
 Cum-Head of the Department  
 2/10

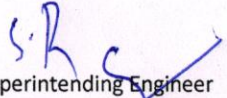
Name of the Licensee : Electricity Department , Puducherry										As on last day of April-2025				
Sl.No	Nature of Complaints	Pending Complaints of the previous month	Total Complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total Complaints attended	Balance Complaints to be redressed	Compensation to consumers for dealy beyond stipulated		
					In stipulated time		Beyond stipulated time					Total Complaints at tended beyond stipulated	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	2485	2485	1916	569	0	0	0	2485	0			
2	Service broken/service snapped	0	386	386	97	289	0	0	0	386	0			
3	Fault in distribution line / system	0	355	355	207	148	0	0	0	355	0			
4	DT failed / burnt	0	14	14	13	1	0	0	0	14	0			
5	HT mains failed	0	162	162	48	114	0	0	0	162	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	0	3	0	0	0	3	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	140	140	137	3	0	0	0	140	0			
11	For defective / struck meters	433	798	1231	495	266	0	0	0	761	470			
12	For burnt meters	0	63	63	36	22	0	0	0	58	5			
13	Change of consumer name due to change in ownership	9	301	310	241	52	0	0	0	293	17			
14	Transfer of consumer name to legal heir	43	77	120	3	87	0	0	0	90	30			
15	Load reduction	23	65	88	41	32	0	0	0	73	15			
16	Change of category	4	45	49	27	17	0	0	0	44	5			
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	123	123	9	114	0	0	0	123	0			
19	For current bills where additional information is required	11	46	57	30	27	0	0	0	57	0			
20	Disconnection or reconnectin of supply	0	799	799	507	292	0	0	0	799	0			
21	Request for Reconnection	10	194	204	116	88	0	0	0	204	0			
22	Upto date bill	3	279	282	220	62	0	0	0	282	0			

  
 Superintending Engineer  
 Cum-Head of the Department  
 3/10

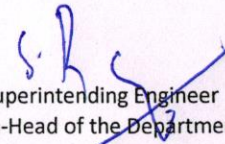
Name of the Licensee : Electricity Department , Puducherry

As on last day of May-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 dealy beyond stipulated		
					In stipulated time		Beyond stipulated time					Total Complaints attended beyond stipulated time	Compenction 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	2675	2675	2067	608	0	0	0	2675	0			
2	Service broken/service snapped	0	469	469	138	331	0	0	0	469	0			
3	Fault in distribution line / system	0	412	412	317	95	0	0	0	412	0			
4	DT failed / burnt	0	24	24	17	7	0	0	0	24	0			
5	HT mains failed	0	222	222	94	128	0	0	0	222	0			
6	Problem in grid (230/110 KV) SS	0	3	3	2	1	0	0	0	3	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	131	131	127	4	0	0	0	131	0			
11	For defective / struck meters	470	685	1155	425	220	0	0	0	645	510			
12	For burnt meters	5	41	46	26	14	0	0	0	40	6			
13	Change of consumer name due to change in ownership	17	332	349	280	47	0	0	0	327	22			
14	Transfer of consumer name to legal heir	30	78	108	3	88	0	0	0	91	17			
15	Load reduction	15	59	74	38	23	0	0	0	61	13			
16	Change of category	5	36	41	20	16	0	0	0	36	5			
17	Shifting of meter / service line	0	15	15	12	2	0	0	0	14	1			
18	For current bills where no additional information is required	0	121	121	9	112	0	0	0	121	0			
19	For current bills where additional information is required	0	48	48	32	16	0	0	0	48	0			
20	Disconnection or reconnectin of supply	0	682	682	493	189	0	0	0	682	0			
21	Request for Reconnection	0	177	177	106	71	0	0	0	177	0			
22	Upto date bill	0	228	228	193	32	0	0	0	225	3			

  
 Superintending Engineer  
 Cum-Head of the Department  
 4/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of June-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 complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond stipulated time					Total compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints 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	2679	2679	2068	611	0	0	0	2679	0		
2	Service broken/service snapped	0	421	421	112	309	0	0	0	421	0		
3	Fault in distribution line / system	0	396	396	259	137	0	0	0	396	0		
4	DT failed / burnt	0	27	27	22	5	0	0	0	27	0		
5	HT mains failed	0	206	206	92	114	0	0	0	206	0		
6	Problem in grid (230/110 KV) SS	0	4	4	3	1	0	0	0	4	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	3	3	0	3	0	0	0	3	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	190	190	185	4	0	0	0	189	1		
11	For defective / struck meters	510	725	1235	445	248	0	0	0	693	542		
12	For burnt meters	6	33	39	18	21	0	0	0	39	0		
13	Change of consumer name due to change in ownership	22	346	368	310	51	0	0	0	361	7		
14	Transfer of consumer name to legal heir	17	75	92	3	85	0	0	0	88	4		
15	Load reduction	13	72	85	38	45	0	0	0	83	2		
16	Change of category	5	51	56	40	15	0	0	0	55	1		
17	Shifting of meter / service line	1	12	13	10	2	0	0	0	12	1		
18	For current bills where no additional information is required	0	17	17	6	11	0	0	0	17	0		
19	For current bills where additional information is required	0	177	177	46	123	0	0	0	169	8		
20	Disconnection or reconnectin of supply	0	726	726	488	238	0	0	0	726	0		
21	Request for Reconnection	0	206	206	102	104	0	0	0	206	0		
22	Upto date bill	3	280	283	192	86	0	0	0	278	5		

  
 Superintending Engineer  
 Cum-Head of the Department



GOVERNMENT OF PUDUCHERRY

**ELECTRICITY DEPARTMENT**

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

☎ Off. : 0413-2334277 Mobile : 94890 80301

e-mail : se1ped@py.gov.in

**G. KANIYAMUTHAN, B.E.,MIE., D.Ma.M., PGDCA, PGDBA**

**SUPERINTENDING ENGINEER-CUM-HOD**

Date : .....

No. 322/ED/EE-C&TTC/JE/F-SOP/2025-2026/

Dated:23-10-2025

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. – 2<sup>nd</sup> Quarter ending of September'25, Monthly reports for the period of July'25 to September'25 for the financial year 2025-26– 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 2<sup>nd</sup> Quarter ending of September'25, Monthly reports for the period of July'25 to September'25 for the financial year 2025-26 are furnished in the Annexure as per the prescribed format.

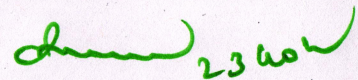
Yours faithfully



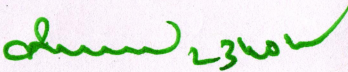
(G.Kaniyamuthan)

10 Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry

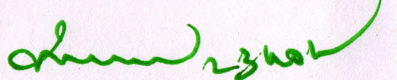
Name of the Licensee : Electricity Department , Puducherry										As on last day of 2nd Quarter of 2025-26				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complaints 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	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	8148	8148	6402	1746	0	0	0	8148	0			
2	Service broken/service snapped	0	1202	1202	276	926	0	0	0	1202	0			
3	Fault in distribution line / system	0	1090	1090	614	476	0	0	0	1090	0			
4	DT failed / burnt	0	68	68	46	22	0	0	0	68	0			
5	HT mains failed	0	599	599	251	348	0	0	0	599	0			
6	Problem in grid (230/110 KV) SS	0	6	6	4	2	0	0	0	6	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	7	7	0	7	0	0	0	7	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	1	458	459	449	10	0	0	0	459	0			
11	For defective / struck meters	542	2427	2969	1573	733	0	0	0	2306	663			
12	For burnt meters	0	137	137	87	50	0	0	0	137	0			
13	Change of consumer name due to change in ownership	7	1136	1143	959	179	0	0	0	1138	5			
14	Transfer of consumer name to legal heir	4	167	171	9	162	0	0	0	171	0			
15	Load reduction	2	176	178	106	72	0	0	0	178	0			
16	Change of category	1	151	152	109	42	0	0	0	151	1			
17	Shifting of meter / service line	1	45	46	35	11	0	0	0	46	0			
18	For current bills where no additional information is required	0	127	127	16	111	0	0	0	127	0			
19	For current bills where additional information is required	8	331	339	67	272	0	0	0	339	0			
20	Disconnection or reconnectin of supply	0	2094	2094	1458	636	0	0	0	2094	0			
21	Request for Reconnection	0	653	653	399	254	0	0	0	653	0			
22	Upto date bill	5	698	703	556	147	0	0	0	703	0			

  
 Superintending Engineer  
 Cum-Head of the Department  
 2/10

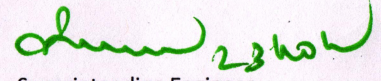
Name of the Licensee : Electricity Department , Puducherry										As on last day of July-2025				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated		
					In stipulated time		Beyond stipulated time					Total complanints attended beyond stipulated time	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	2585	2585	1983	602	0	0	0	2585	0			
2	Service broken/service snapped	0	425	425	109	316	0	0	0	425	0			
3	Fault in distribution line / system	0	370	370	231	139	0	0	0	370	0			
4	DT failed / burnt	0	22	22	16	6	0	0	0	22	0			
5	HT mains failed	0	201	201	98	103	0	0	0	201	0			
6	Problem in grid (230/110 KV) SS	0	2	2	1	1	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	4	4	0	4	0	0	0	4	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	1	188	189	185	3	0	0	0	188	1			
11	For defective / struck meters	542	838	1380	507	259	0	0	0	766	614			
12	For burnt meters	0	50	50	31	19	0	0	0	50	0			
13	Change of consumer name due to change in ownership	7	367	374	308	53	0	0	0	361	13			
14	Transfer of consumer name to legal heir	4	79	83	3	39	0	0	0	42	41			
15	Load reduction	2	61	63	31	31	0	0	0	62	1			
16	Change of category	1	54	55	42	13	0	0	0	55	0			
17	Shifting of meter / service line	1	17	18	15	3	0	0	0	18	0			
18	For current bills where no additional information is required	0	9	9	2	7	0	0	0	9	0			
19	For current bills where additional information is required	8	133	141	33	108	0	0	0	141	0			
20	Disconnection or reconnectin of supply	0	723	723	494	229	0	0	0	723	0			
21	Request for Reconnection	0	235	235	130	105	0	0	0	235	0			
22	Upto date bill	5	246	251	204	47	0	0	0	251	0			

  
 Superintending Engineer  
 Cum-Head of the Department  
 3/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of August-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 complainants attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					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	Total complainants 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	2691	2691	2103	588	0	0	0	2691	0		
2	Service broken/service snapped	0	370	370	86	284	0	0	0	370	0		
3	Fault in distribution line / system	0	332	332	192	140	0	0	0	332	0		
4	DT failed / burnt	0	18	18	11	7	0	0	0	18	0		
5	HT mains failed	0	167	167	56	111	0	0	0	167	0		
6	Problem in grid (230/110 KV) SS	0	3	3	2	1	0	0	0	3	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	2	2	0	2	0	0	0	2	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	1	143	144	139	3	0	0	0	142	2		
11	For defective / struck meters	614	846	1460	582	230	0	0	0	812	648		
12	For burnt meters	0	46	46	29	17	0	0	0	46	0		
13	Change of consumer name due to change in ownership	13	373	386	326	53	0	0	0	379	7		
14	Transfer of consumer name to legal heir	41	76	117	3	94	0	0	0	97	20		
15	Load reduction	1	54	55	35	20	0	0	0	55	0		
16	Change of category	0	39	39	30	9	0	0	0	39	0		
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	0	6	6	2	4	0	0	0	6	0		
19	For current bills where additional information is required	0	140	140	27	113	0	0	0	140	0		
20	Disconnection or reconnectin of supply	0	683	683	479	204	0	0	0	683	0		
21	Request for Reconnection	0	212	212	122	90	0	0	0	212	0		
22	Upto date bill	0	224	224	182	42	0	0	0	224	0		

  
 Superintending Engineer  
 Cum-Head of the Department  
 11/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of September-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 complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					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	Total complanints 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	2872	2872	2316	556	0	0	0	2872	0		
2	Service broken/service snapped	0	407	407	81	326	0	0	0	407	0		
3	Fault in distribution line / system	0	388	388	191	197	0	0	0	388	0		
4	DT failed / burnt	0	28	28	19	9	0	0	0	28	0		
5	HT mains failed	0	231	231	97	134	0	0	0	231	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	1	1	1	0	0	0	0	1	0		
8	Voltage variation where augmentation is not required	0	1	1	0	1	0	0	0	1	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	2	127	129	125	4	0	0	0	129	0		
11	For defective / struck meters	648	743	1391	484	244	0	0	0	728	663		
12	For burnt meters	0	41	41	27	14	0	0	0	41	0		
13	Change of consumer name due to change in ownership	7	396	403	325	73	0	0	0	398	5		
14	Transfer of consumer name to legal heir	20	12	32	3	29	0	0	0	32	0		
15	Load reduction	0	61	61	40	21	0	0	0	61	0		
16	Change of category	0	58	58	37	20	0	0	0	57	1		
17	Shifting of meter / service line	0	16	16	10	6	0	0	0	16	0		
18	For current bills where no additional information is required	0	112	112	12	100	0	0	0	112	0		
19	For current bills where additional information is required	0	58	58	7	51	0	0	0	58	0		
20	Disconnection or reconnectin of supply	0	688	688	485	203	0	0	0	688	0		
21	Request for Reconnection	0	206	206	147	59	0	0	0	206	0		
22	Upto date bill	0	228	228	170	58	0	0	0	228	0		

  
 Superintending Engineer  
 Cum-Head of the Department  
 9/10



GOVERNMENT OF PUDUCHERRY

**ELECTRICITY DEPARTMENT**

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

☎ Off. : 0413-2334277 Mobile : 94890 80301

e-mail : se1ped@py.gov.in

**G. KANIYAMUTHAN**, B.E., MIE., D.Ma.M., PGDCA, PGDBA  
SUPERINTENDING ENGINEER-CUM-HOD

Date : .....

No. 536/ED/EE-C&TTC/JE/F-SOP/2025-2026/

Dated:22-01-2026

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'25, Monthly reports for the period of October'25 to December'25 for the financial year 2025-26– 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'25, Monthly reports for the period of October'25 to December'25 for the financial year 2025-26 are furnished in the Annexure as per the prescribed format.


Yours faithfully

(G.Kaniyamuthan)  
Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry


1/10

No. 1  
23-1-26


Name of the Licensee : Electricity Department , Puducherry										As on last day of 3rd Quarter of 2025-26			
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					Compensation 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	8210	8210	6437	1773	0	0	0	8210	0		
2	Service broken/service snapped	0	1065	1065	234	831	0	0	0	1065	0		
3	Fault in distribution line / system	0	1154	1154	585	569	0	0	0	1154	0		
4	DT failed / burnt	0	55	55	47	8	0	0	0	55	0		
5	HT mains failed	0	668	668	284	384	0	0	0	668	0		
6	Problem in grid (230/110 KV) SS	0	8	8	6	2	0	0	0	8	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	4	4	0	3	0	0	0	3	1		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	222	222	215	5	0	0	0	220	2		
11	For defective / struck meters	663	2771	3434	1770	964	0	0	0	2734	700		
12	For burnt meters	0	79	79	45	32	0	0	0	77	2		
13	Change of consumer name due to change in ownership	5	1014	1019	859	137	0	0	0	996	23		
14	Transfer of consumer name to legal heir	0	12	12	9	3	0	0	0	12	0		
15	Load reduction	0	204	204	130	74	0	0	0	204	0		
16	Change of category	1	90	91	67	24	0	0	0	91	0		
17	Shifting of meter / service line	0	35	35	26	9	0	0	0	35	0		
18	For current bills where no additional information is required	0	252	252	36	216	0	0	0	252	0		
19	For current bills where additional information is required	0	366	366	200	128	0	0	0	328	38		
20	Disconnection or reconnectin of supply	0	2264	2264	1725	539	0	0	0	2264	0		
21	Request for Reconnection	0	666	666	432	234	0	0	0	666	0		
22	Upto date bill	0	542	542	449	93	0	0	0	542	0		

  
 Superintending Engineer  
 Cum-Head of the Department  
 7/10

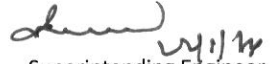
Name of the Licensee : Electricity Department , Puducherry										As on last day of October-2025				
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated		
					In stipulated time		Beyond stipulated time					Total compianints 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	2539	2539	2013	526	0	0	0	2539	0			
2	Service broken/service snapped	0	389	389	79	310	0	0	0	389	0			
3	Fault in distribution line / system	0	372	372	192	180	0	0	0	372	0			
4	DT failed / burnt	0	22	22	20	2	0	0	0	22	0			
5	HT mains failed	0	249	249	112	137	0	0	0	249	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	2	2	0	0	0	0	0	0	2			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	103	103	101	0	0	0	0	101	2			
11	For defective / struck meters	663	773	1436	510	253	0	0	0	763	673			
12	For burnt meters	0	31	31	20	8	0	0	0	28	3			
13	Change of consumer name due to change in ownership	5	357	362	303	34	0	0	0	337	25			
14	Transfer of consumer name to legal heir	0	3	3	3	0	0	0	0	3	0			
15	Load reduction	0	61	61	40	9	0	0	0	49	12			
16	Change of category	1	32	33	23	2	0	0	0	25	8			
17	Shifting of meter / service line	0	10	10	8	0	0	0	0	8	2			
18	For current bills where no additional information is required	0	119	119	12	100	0	0	0	112	7			
19	For current bills where additional information is required	0	66	66	57	6	0	0	0	63	3			
20	Disconnection or reconnectin of supply	0	724	724	561	163	0	0	0	724	0			
21	Request for Reconnection	0	174	174	111	63	0	0	0	174	0			
22	Upto date bill	0	209	209	164	41	0	0	0	205	4			

  
 Superintending Engineer  
 Cum-Head of the Department  
 3/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of November-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 complainants attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					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	Total complainants 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	3008	3008	2383	625	0	0	0	3008	0		
2	Service broken/service snapped	0	352	352	78	274	0	0	0	352	0		
3	Fault in distribution line / system	0	404	404	196	208	0	0	0	404	0		
4	DT failed / burnt	0	22	22	19	3	0	0	0	22	0		
5	HT mains failed	0	234	234	99	135	0	0	0	234	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	2	1	3	0	0	0	0	0	0	3		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	2	91	93	89	0	0	0	0	89	4		
11	For defective / struck meters	673	765	1438	485	275	0	0	0	760	678		
12	For burnt meters	3	28	31	14	13	0	0	0	27	4		
13	Change of consumer name due to change in ownership	25	341	366	298	53	0	0	0	351	15		
14	Transfer of consumer name to legal heir	0	4	4	3	1	0	0	0	4	0		
15	Load reduction	12	76	88	45	43	0	0	0	88	0		
16	Change of category	8	31	39	22	17	0	0	0	39	0		
17	Shifting of meter / service line	2	11	13	9	4	0	0	0	13	0		
18	For current bills where no additional information is required	7	106	113	11	102	0	0	0	113	0		
19	For current bills where additional information is required	3	150	153	103	9	0	0	0	112	41		
20	Disconnection or reconnectin of supply	0	848	848	633	215	0	0	0	848	0		
21	Request for Reconnection	0	298	298	197	101	0	0	0	298	0		
22	Upto date bill	4	172	176	146	26	0	0	0	172	4		

  
 Superintending Engineer  
 Cum-Head of the Department  
 4/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of December-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 complantins 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	10=8+9					
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	2663	2663	2041	622	0	0	0	2663	0			
2	Service broken/service snapped	0	324	324	77	247	0	0	0	324	0			
3	Fault in distribution line / system	0	378	378	197	181	0	0	0	378	0			
4	DT failed / burnt	0	11	11	8	3	0	0	0	11	0			
5	HT mains failed	0	185	185	73	112	0	0	0	185	0			
6	Problem in grid (230/110 KV) SS	0	6	6	4	2	0	0	0	6	0			
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	0			
8	Voltage variation where augmentation is not required	3	1	4	0	3	0	0	0	3	1			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	4	28	32	25	5	0	0	0	30	2			
11	For defective / struck meters	678	1233	1911	775	436	0	0	0	1211	700			
12	For burnt meters	4	20	24	11	11	0	0	0	22	2			
13	Change of consumer name due to change in ownership	15	316	331	258	50	0	0	0	308	23			
14	Transfer of consumer name to legal heir	0	5	5	3	2	0	0	0	5	0			
15	Load reduction	0	67	67	45	22	0	0	0	67	0			
16	Change of category	0	27	27	22	5	0	0	0	27	0			
17	Shifting of meter / service line	0	14	14	9	5	0	0	0	14	0			
18	For current bills where no additional information is required	0	27	27	13	14	0	0	0	27	0			
19	For current bills where additional information is required	41	150	191	40	113	0	0	0	153	38			
20	Disconnection or reconnectin of supply	0	692	692	531	161	0	0	0	692	0			
21	Request for Reconnection	0	194	194	124	70	0	0	0	194	0			
22	Upto date bill	4	161	165	139	26	0	0	0	165	0			

  
 Superintending Engineer  
 Cum-Head of the Department  
 9.10



GOVERNMENT OF PUDUCHERRY

**ELECTRICITY DEPARTMENT**

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

☎ Off. : 0413-2334277 Mobile : 94890 80301

e-mail : se1ped@py.gov.in

**G. KANIYAMUTHAN, B.E., MIE., D.Ma.M., PGDCA, PGDBA**

**SUPERINTENDING ENGINEER-CUM-HOD**

Date : .....

No.27/ED/EE-C&TTC/JE/F-SOP/2026-2027/

Dated:27-04-2026

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'26, Monthly reports for the period of January'26 to March'26 and Annual report for the financial year 2025-26– 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'26, Monthly reports for the period of January'26 to March'26, and Annual report for the financial year 2025-26 are furnished in the Annexure as per the prescribed format.


Yours faithfully

(G.Kaniyamuthan)

Superintending Engineer-Cum  
Head of Department  
Electricity Department  
Puducherry

1/12

Name of the Licensee : Electricity Department , Puducherry										As on last day of January-2026				
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	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	2404	2404	1847	557	0	0	0	2404	0			
2	Service broken/service snapped	0	289	289	85	204	0	0	0	289	0			
3	Fault in distribution line / system	0	341	341	186	155	0	0	0	341	0			
4	DT failed / burnt	0	6	6	4	2	0	0	0	6	0			
5	HT mains failed	0	165	165	64	101	0	0	0	165	0			
6	Problem in grid (230/110 KV) SS	0	5	5	3	2	0	0	0	5	0			
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0			
8	Voltage variation where augmentation is not required	1	3	4	2	2	0	0	0	4	0			
9	Voltage variation where augmentation is required	0	1	1	1	0	0	0	0	1	0			
10	For Accuracy of meters	2	28	30	26	4	0	0	0	30	0			
11	For defective / struck meters	700	1363	2063	1039	307	0	0	0	1346	717			
12	For burnt meters	2	14	16	12	4	0	0	0	16	0			
13	Change of consumer name due to change in ownership	23	251	274	230	34	0	0	0	264	10			
14	Transfer of consumer name to legal heir	0	5	5	3	2	0	0	0	5	0			
15	Load reduction	0	46	46	22	24	0	0	0	46	0			
16	Change of category	0	22	22	16	6	0	0	0	22	0			
17	Shifting of meter / service line	0	13	13	8	5	0	0	0	13	0			
18	For current bills where no additional information is required	0	119	119	13	106	0	0	0	119	0			
19	For current bills where additional information is required	38	50	88	42	46	0	0	0	88	0			
20	Disconnection or reconnectin of supply	0	707	707	527	180	0	0	0	707	0			
21	Request for Reconnection	0	163	163	107	56	0	0	0	163	0			
22	Upto date bill	0	259	259	225	34	0	0	0	259	0			

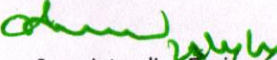
  
 Superintending Engineer  
 Cum-Head of the Department  
 2/2

Name of the Licensee : Electricity Department , Puducherry										As on last day of February-2026			
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	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	2448	2448	1969	479	0	0	0	2448	0		
2	Service broken/service snapped	0	363	363	85	278	0	0	0	363	0		
3	Fault in distribution line / system	0	319	319	187	132	0	0	0	319	0		
4	DT failed / burnt	0	6	6	5	1	0	0	0	6	0		
5	HT mains failed	0	138	138	69	69	0	0	0	138	0		
6	Problem in grid (230/110 KV) SS	0	3	3	1	2	0	0	0	3	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	2	1	0	0	0	3	0		
9	Voltage variation where augmentation is required	0	1	1	1	0	0	0	0	1	0		
10	For Accuracy of meters	0	29	29	27	2	0	0	0	29	0		
11	For defective / struck meters	717	1764	2481	1406	431	0	0	0	1837	644		
12	For burnt meters	0	16	16	12	4	0	0	0	16	0		
13	Change of consumer name due to change in ownership	10	330	340	278	50	0	0	0	328	12		
14	Transfer of consumer name to legal heir	0	5	5	3	2	0	0	0	5	0		
15	Load reduction	0	46	46	25	21	0	0	0	46	0		
16	Change of category	0	33	33	28	5	0	0	0	33	0		
17	Shifting of meter / service line	0	9	9	7	2	0	0	0	9	0		
18	For current bills where no additional information is required	0	123	123	11	112	0	0	0	123	0		
19	For current bills where additional information is required	0	38	38	31	7	0	0	0	38	0		
20	Disconnection or reconnectin of supply	0	684	684	535	149	0	0	0	684	0		
21	Request for Reconnection	0	163	163	120	43	0	0	0	163	0		
22	Upto date bill	0	211	211	152	59	0	0	0	211	0		

  
 Superintending Engineer  
 Cum-Head of the Department

3/12

Name of the Licensee : Electricity Department , Puducherry										As on last day of March-2026			
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					13	14
					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	2460	2460	1971	489	0	0	0	2460	0		
2	Service broken/service snapped	0	391	391	102	289	0	0	0	391	0		
3	Fault in distribution line / system	0	292	292	153	139	0	0	0	292	0		
4	DT failed / burnt	0	12	12	8	4	0	0	0	12	0		
5	HT mains failed	0	165	165	79	86	0	0	0	165	0		
6	Problem in grid (230/110 KV) SS	0	3	3	1	2	0	0	0	3	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	2	2	0	2	0	0	0	2	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	37	37	26	11	0	0	0	37	0		
11	For defective / struck meters	644	2481	3125	1945	555	0	0	0	2500	625		
12	For burnt meters	0	25	25	19	6	0	0	0	25	0		
13	Change of consumer name due to change in ownership	12	364	376	284	77	0	0	0	361	15		
14	Transfer of consumer name to legal heir	0	5	5	3	2	0	0	0	5	0		
15	Load reduction	0	44	44	18	26	0	0	0	44	0		
16	Change of category	0	30	30	24	6	0	0	0	30	0		
17	Shifting of meter / service line	0	9	9	7	2	0	0	0	9	0		
18	For current bills where no additional information is required	0	18	18	3	15	0	0	0	18	0		
19	For current bills where additional information is required	0	180	180	36	144	0	0	0	180	0		
20	Disconnection or reconnectin of supply	0	908	908	647	261	0	0	0	908	0		
21	Request for Reconnection	0	329	329	258	71	0	0	0	329	0		
22	Upto date bill	0	278	278	205	73	0	0	0	278	0		

  
 Superintending Engineer  
 Cum-Head of the Department  
 4/12

Name of the Licensee : Electricity Department , Puducherry										As on last day of 4th Quarter of 2025-26			
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 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	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	7312	7312	5787	1525	0	0	0	7312	0		
2	Service broken/service snapped	0	1043	1043	272	771	0	0	0	1043	0		
3	Fault in distribution line / system	0	952	952	526	426	0	0	0	952	0		
4	DT failed / burnt	0	24	24	17	7	0	0	0	24	0		
5	HT mains failed	0	468	468	212	256	0	0	0	468	0		
6	Problem in grid (230/110 KV) SS	0	11	11	5	6	0	0	0	11	0		
7	Failure of Power Transformer	0	2	2	2	0	0	0	0	2	0		
8	Voltage variation where augmentation is not required	1	8	9	4	5	0	0	0	9	0		
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0		
10	For Accuracy of meters	2	94	96	79	17	0	0	0	96	0		
11	For defective / struck meters	700	5608	6308	4390	1293	0	0	0	5683	625		
12	For burnt meters	2	55	57	43	14	0	0	0	57	0		
13	Change of consumer name due to change in ownership	23	945	968	792	161	0	0	0	953	15		
14	Transfer of consumer name to legal heir	0	15	15	9	6	0	0	0	15	0		
15	Load reduction	0	136	136	65	71	0	0	0	136	0		
16	Change of category	0	85	85	68	17	0	0	0	85	0		
17	Shifting of meter / service line	0	31	31	22	9	0	0	0	31	0		
18	For current bills where no additional information is required	0	260	260	27	233	0	0	0	260	0		
19	For current bills where additional information is required	38	268	306	109	197	0	0	0	306	0		
20	Disconnection or reconnectin of supply	0	2299	2299	1709	590	0	0	0	2299	0		
21	Request for Reconnection	0	655	655	485	170	0	0	0	655	0		
22	Upto date bill	0	748	748	582	166	0	0	0	748	0		

  
 Superintending Engineer  
 Cum-Head of the Department  
 9/2

Name of the Licensee : Electricity Department , Puducherry										As on last day of the Financial Year-2025-26				
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 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	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	31509	31509	24677	6832	0	0	0	31509	0			
2	Service broken/service snapped	0	4586	4586	1129	3457	0	0	0	4586	0			
3	Fault in distribution line / system	0	4359	4359	2508	1851	0	0	0	4359	0			
4	DT failed / burnt	0	212	212	162	50	0	0	0	212	0			
5	HT mains failed	0	2325	2325	981	1344	0	0	0	2325	0			
6	Problem in grid (230/110 KV) SS	0	34	34	20	14	0	0	0	34	0			
7	Failure of Power Transformer	0	6	6	6	0	0	0	0	6	0			
8	Voltage variation where augmentation is not required	0	25	25	4	21	0	0	0	25	0			
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0			
10	For Accuracy of meters	0	1235	1235	1192	43	0	0	0	1235	0			
11	For defective / struck meters	433	13014	13447	9098	3724	0	0	0	12822	625			
12	For burnt meters	0	408	408	255	153	0	0	0	408	0			
13	Change of consumer name due to change in ownership	9	4074	4083	3441	627	0	0	0	4068	15			
14	Transfer of consumer name to legal heir	43	424	467	36	431	0	0	0	467	0			
15	Load reduction	23	712	735	418	317	0	0	0	735	0			
16	Change of category	4	458	462	331	131	0	0	0	462	0			
17	Shifting of meter / service line	0	151	151	116	35	0	0	0	151	0			
18	For current bills where no additional information is required	0	900	900	103	797	0	0	0	900	0			
19	For current bills where additional information is required	11	1236	1247	484	763	0	0	0	1247	0			
20	Disconnection or reconnectin of supply	0	8864	8864	6380	2484	0	0	0	8864	0			
21	Request for Reconnection	10	2551	2561	1640	921	0	0	0	2561	0			
22	Upto date bill	3	2775	2778	2192	586	0	0	0	2778	0			

  
 Superintending Engineer  
 Cum-Head of the Department  
 4.2