

**Status of consumer metering and SOP - Q1
FY 25-26****raengg4-
jercuts**

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Superintending Engineer (Com & EHV) < secom-elec.goa@nic.in >

Wed, 24 Sep 2025 3:45:47 PM +0530

To "Rakesh Kumar"<secy.jercuts@gov.in>,"Rajesh Dangi"
<direngg.jercuts@gov.in>,"Shreya Pandit"<raengg4-jercuts@govcontractor.in>
Cc "Chief Electrical Engineer Engineer"<cee-elec.goa@nic.in>

Sir,

Please find enclosed herewith the Status of consumer metering reading and billing as on 30.06.2025 and report of achievement of Overall Level of Performance Standards/ Guaranteed Level of Performance standards for Quarter 1 of FY 2025-26 pertaining to Goa Electricity Department for your further needful.

Thanks & Regards,

**Superintending Engineer (Com & EHV),
Office of the Chief Electrical Engineer,
Goa Electricity Department,
3rd Floor, Vidyut Bhavan,
Panaji - Goa,403001.
www.goaelectricity.gov.in**

4 Attachment(s)

SOP for April 2025 to June 202...
16 KB

SOP Letter scan.jpeg
108.7 KB

Consumer metering letter scan...
117.4 KB

Status of consumer metering r...
19.8 KB

ANNEXURE-II (Q-I) 2025-26

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

Guarenteed Standard	Guarenteed Standard Parameter		Previous Quarter Pending Complaints	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter (No.)			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	10464	10464	10464	0	10464	0
		Rural Area	0	37469	37469	37469	0	37469	0
		Remote Area	0	915	915	915	0	915	0
2	Service Line or Snapped from Pole	Urban Area	0	1398	1398	1398	0	1398	0
		Rural Area	0	6204	6204	6204	0	6204	0
		Remote Area	0	477	477	477	0	477	0
3	Fault in Distribution System		0	12168	12168	12168	0	12168	0
4	HT Main Failure		0	3330	3330	3330	0	3330	0
5	Breakdown of underground Cables		0	199	199	199	0	199	0
6	Distribution Transformer failure/burnt	Urban Area	0	26	26	26	0	26	0
		Rural Area	0	25	25	25	0	25	0
		Remote Area	0	0	0	0	0	0	0
7	Problem in Grid substation		0	114	114	114	0	114	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	806	806	806	0	806	0
10 (i)	Voltage Fluctuations in case fault is identified to a		0	97	97	97	0	97	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	34	34	34	0	34	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		1	182	183	183	0	183	0
11 (ii)	Defective/stuck Meter		59	2098	2157	2139	0	2139	18
11 (iii)	Burnt Meter.		0	58	58	58	0	58	0
12 (i)	Consumer's name change		56	2643	2699	2645	0	2645	54
12 (ii)	Transfer of name to legal heir		32	547	579	565	0	565	14
12 (iii)	Load Reduction/ enhancement		4	54	58	52	0	52	6
12 (iv)	Change of Category		3	225	228	226	0	226	2
12 (v)	Shifting of Meter/ Service Line etc.		2	240	242	241	0	241	1
13	Complaint on Billing.		6	979	985	975	0	975	10
14 (i)	Request for reconnection		3	2395	2398	2397	0	2397	1
14 (ii)	Consumer wanting special reading of meter and		0	121	121	121	0	121	0

ANNEXURE-III - 1 (Q-I) 2025-26						
REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-						
Goa Electricity Department						
Overall Standard s Referenc e No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	61016	61016	61016	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	11608	11608	11608	0
3	Distribution Transformer Failures	0	51	51	51	0
4	Grid Sub-Station problem including Power Transformer Failure	0	114	114	114	0
5	Period of Scheduled Outages	0	806	806	806	0
6	Meter Complaints	60	2338	2398	2380	18
7	Voltage Fluctuation Complaints	0	131	131	131	0
8	Transfer of Consumers Connection/Services	97	3709	3806	3729	77
9	Consumers Bill Complaints	6	979	985	975	10
10	Reconnection of Supply	3	2395	2398	2397	1

Annexure II - 2 - Compensation paid - April 2025 to June 2025

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

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the following Format:- (April 2025 to June 2025)

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	59	2156	2215	2197	18

**Status of Consumer metering reading and
billing and SOP - for Q2 of FY 2025-26****raengg4-
jercuts** < raengg4-jercuts@govcontractor.nic.in >**Superintending Engineer (Com & EHV)** < secom-elec.goa@nic.in >

Wed, 04 Feb 2026 3:46:40 PM +0530

To "Rajesh Dangi"<secy.jercuts@gov.in>,"Chandvir"<raengg4-jercuts@govcontractor.in>,"Rajesh Dangi"<direngg.jercuts@gov.in>,"Amar Jeet Chaudhary"<raengg1-jercuts@govcontractor.in>

Cc "Chief Electrical Engineer Engineer"<cee-elec.goa@nic.in>,"sburye"<sburye@rediffmail.com>,"Akshata Dabholkar"<akshata.dabholkar@goa.gov.in>,"AE"<aeipm@yahoo.com>

Sir,

Please find attached herewith the details pertaining to:

1. Status of consumer metering reading and billing as on 30.09.2025 (Annexures A, B and Format II)
2. Standard of Performance (SOP) - for Q2 - July 2025 to Sept 2025

This is for your further needful.

Thanks & Regards,

**Superintending Engineer (Com & EHV),
Office of the Chief Electrical Engineer,
Goa Electricity Department,
3rd Floor, Vidyut Bhavan,
Panaji - Goa,403001.
www.goaelectricity.gov.in**

2 Attachment(s)

SOP in new format from July 2...
39.5 KB

Status of consumer metering r...
61 KB

ANNEXURE-II (Q-II) 2025-26

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

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	9569	9569	9569	0	9569	0
		Rural Area	0	41655	41655	41655	0	41655	0
		Remote Area	0	788	788	788	0	788	0
2	Service Line or Snapped from Pole	Urban Area	0	1183	1183	1183	0	1183	0
		Rural Area	0	5078	5078	5078	0	5078	0
		Remote Area	0	367	367	367	0	367	0
3	Fault in Distribution System		0	11303	11303	11303	0	11303	0
4	HT Main Failure		0	2844	2844	2844	0	2844	0
5	Breakdown of underground Cables		0	65	65	65	0	65	0
6	Distribution Transformer failure/burnt	Urban Area	0	6	6	6	0	6	0
		Rural Area	0	23	23	23	0	23	0
		Remote Area	0	0	0	0	0	0	0
7	Problem in Grid substation		0	119	119	119	0	119	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	543	543	543	0	543	0
10 (i)	Voltage Fluctuations in case fault is identified		0	73	73	73	0	73	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	32	32	32	0	32	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		0	210	210	209	0	209	1
11 (ii)	Defective/stuck Meter		18	1740	1758	1758	0	1758	0
11 (iii)	Burnt Meter.		0	57	57	57	0	57	0
12 (i)	Consumer's name change		54	2530	2584	2554	0	2554	30
12 (ii)	Transfer of name to legal heir		14	491	505	501	0	501	4
12 (iii)	Load Reduction/ enhancement		6	65	71	61	0	61	10
12 (iv)	Change of Category		2	268	270	267	0	267	3
12 (v)	Shifting of Meter/ Service Line etc.		1	780	781	781	0	781	0
13	Complaint on Billing.		10	1175	1185	1125	0	1125	60
14 (i)	Request for reconnection		1	3240	3241	3239	0	3239	2
14 (ii)	Consumer wanting special reading of meter and update bill		0	211	211	211	0	211	0

ANNEXURE-III - 1 (Q-II) 2025-26						
REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-						
Goa Electricity Department						
Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	63315	63315	63315	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	9537	9537	9537	0
3	Distribution Transformer Failures	0	29	29	29	0
4	Grid Sub-Station problem including Power Transformer Failure	0	119	119	119	0
5	Period of Scheduled Outages	0	543	543	543	0
6	Meter Complaints	18	2007	2025	2024	1
7	Voltage Fluctuation Complaints	0	105	105	105	0
8	Transfer of Consumers Connection/Services	77	4134	4211	4164	47
9	Consumers Bill Complaints	10	1175	1185	1125	60
10	Reconnection of Supply	1	3240	3241	3239	2

Annexure II - 2 - Compensation paid - July 2025 to September 2025

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

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the following Format:- (July 2025 to September 2025)

Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	18	1797	1815	1815	0

ANNEXURE-II (Q-III) 2025-26

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

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	8184	8184	8184	0	8184	0
		Rural Area	0	32091	32091	32091	0	32091	0
		Remote Area	0	897	897	897	0	897	0
2	Service Line or Snapped from Pole	Urban Area	0	902	902	902	0	902	0
		Rural Area	0	4938	4938	4938	0	4938	0
		Remote Area	0	455	455	455	0	455	0
3	Fault in Distribution System		0	8509	8509	8509	0	8509	0
4	HT Main Failure		0	2100	2100	2100	0	2100	0
5	Breakdown of underground Cables		0	72	72	72	0	72	0
6	Distribution Transformer failure/burnt	Urban Area	0	102	102	102	0	102	0
		Rural Area	0	19	19	19	0	19	0
		Remote Area	0	2	2	2	0	2	0
7	Problem in Grid substation		0	97	97	97	0	97	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	723	723	723	0	723	0
10 (i)	Voltage Fluctuations in case fault is identified to a		0	30	30	30	0	30	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	26	26	26	0	26	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	21	21	21	0	21	0
11 (i)	Accuracy testing of Meter		1	151	152	152	0	152	0
11 (ii)	Defective/stuck Meter		0	1346	1346	1346	0	1346	0
11 (iii)	Burnt Meter.		0	27	27	27	0	27	0
12 (i)	Consumer's name change		30	1973	2003	1963	0	1963	40
12 (ii)	Transfer of name to legal heir		4	608	612	587	0	587	25
12 (iii)	Load Reduction/ enhancement		10	40	50	47	0	47	3
12 (iv)	Change of Category		3	141	144	134	0	134	10
12 (v)	Shifting of Meter/ Service Line etc.		0	892	892	892	0	892	0
13	Complaint on Billing.		60	693	753	722	0	722	31
14 (i)	Request for reconnection		2	2273	2275	2275	0	2275	0
14 (ii)	Consumer wanting special reading of meter and update bill		0	171	171	171	0	171	0

ANNEXURE-III - 1 (Q-III) 2025-26						
REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following						
Goa Electricity Department						
Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	49681	49681	49681	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	8467	8467	8467	0
3	Distribution Transformer Failures	0	123	123	123	0
4	Grid Sub-Station problem including Power Transformer Failure	0	97	97	97	0
5	Period of Scheduled Outages	0	723	723	723	0
6	Meter Complaints	1	1524	1525	1525	0
7	Voltage Fluctation Complaints	0	77	77	77	0
8	Transfer of Consumers Connection/Services	47	3654	3701	3623	78
9	Consumers Bill Complaints	60	693	753	722	31
10	Reconnection of Supply	2	2273	2275	2275	0

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

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the					
Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	0	1373	1373	1373	0

ANNEXURE-II (Q-IV) 2025-26

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

Guarenteed Standard Reference No.	Guarenteed Standard Parameter		Previous Quarter Pending Complaints (No.)	Complaints received in the Quarter (No.)	Total Complaints (No.)	No.of Complaints Redressed in the Quarter			Pending Complaints (No.)
						Within Standard Time	More than the Standard time	Total complaints Redressed	
1	Fuse blown out or MCB Tripped.	Urban Area	0	7646	7646	7646	0	7646	0
		Rural Area	0	27476	27476	27476	0	27476	0
		Remote Area	0	483	483	483	0	483	0
2	Service Line or Snapped from Pole	Urban Area	0	809	809	809	0	809	0
		Rural Area	0	4428	4428	4428	0	4428	0
		Remote Area	0	258	258	258	0	258	0
3	Fault in Distribution System		0	8346	8346	8346	0	8346	0
4	HT Main Failure		0	1710	1710	1710	0	1710	0
5	Breakdown of underground Cables		0	79	79	79	0	79	0
6	Distribution Transformer failure/burnt	Urban Area	0	1	1	1	0	1	0
		Rural Area	0	22	22	22	0	22	0
		Remote Area	0	1	1	1	0	1	0
7	Problem in Grid substation		0	94	94	94	0	94	0
8	Failure of power Transformer		0	0	0	0	0	0	0
9	Period of Scheduled outages		0	504	504	504	0	504	0
10 (i)	Voltage Fluctuations in case fault is identified		0	27	27	27	0	27	0
10 (ii) (a)	Voltage Fluctuations in case no expansion augmentation of network required.		0	0	0	0	0	0	0
10 (ii) (b)	Voltage fluctuations in case expansion augmentation of network required.		0	0	0	0	0	0	0
11 (i)	Accuracy testing of Meter		0	130	130	130	0	130	0
11 (ii)	Defective/stuck Meter		0	3194	3194	3194	0	3194	0
11 (iii)	Burnt Meter.		0	44	44	44	0	44	0
12 (i)	Consumer's name change		40	2159	2199	2070	0	2070	129
12 (ii)	Transfer of name to legal heir		25	780	805	786	0	786	19
12 (iii)	Load Reduction/ enhancement		3	16	19	15	0	15	4
12 (iv)	Change of Category		10	149	159	156	0	156	3
12 (v)	Shifting of Meter/ Service Line etc.		0	665	665	665	0	665	0
13	Complaint on Billing.		31	788	819	797	0	797	22
14 (i)	Request for reconnection		0	1514	1514	1514	0	1514	0
14 (ii)	Consumer wanting special reading of meter and update bill		0	142	142	142	0	142	0

ANNEXURE-III - 1 (Q-IV) 2025-26						
REPORTING FORMATS- OVERALL STANDARDS						
1. Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:-						
Goa Electricity Department						
Overall Standards Reference No;	Overall Standard Parameter	No. of Complaints pending at the start of the Quarter (A)	Total no. of complaints filed by the Consumers in this Quarter (B)	Total No. of Complaints C=(A+B)	Total no. of complaints redressed	No. of Complaints pending at the end of the Quarter
1	Normal fuse off calls	0	43951	43951	43951	0
2	Overhead Line Cable Breakdown including underground Cable Breakdown	0	7284	7284	7284	0
3	Distribution Transformer Failures	0	24	24	24	0
4	Grid Sub-Station problem including Power Transformer Failure	0	94	94	94	0
5	Period of Scheduled Outages	0	504	504	504	0
6	Meter Complaints	0	3368	3368	3368	0
7	Voltage Fluctuation Complaints	0	27	27	27	0
8	Transfer of Consumers Connection/Services	78	3769	3847	3692	155
9	Consumers Bill Complaints	31	788	819	797	22
10	Reconnection of Supply	0	1514	1514	1514	0

Annexure II - 2 - Compensation paid - January 2026 to March 2026

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

Annexure III - 2. The quarterly information regarding complaints of faulty meters shall be submitted by Licensee in the					
Reference Overall Standards	No. of Faulty Meters at the Start of the Quarter	No. of Faulty Meters Added during the Quarter	Total No. of Faulty Meters	No. of Meters Rectified/ Replaced	No. of Faulty Meters Pending at the end of the Quarter
	0	3238	3238	3238	0