



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.193/ED/EE-C&TTC/JE/F-SOP/2026-2027/

Dated:21-07-2026

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'26, Monthly reports for the period of April'26 to June'26 for the financial year 2026-27– 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 June'26, Monthly reports for the period of April'26 to June'26 for the financial year 2026-27 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

Name of the Licensee : Electricity Department , Puducherry									As on last day of 1st Quarter of 2026-27				
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					Compensatio n due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time	Total complaints attended beyond stipulated time				
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	8414	8414	6771	1643	0	0	0	8414	0		
2	Service broken/service snapped	0	1227	1227	216	1011	0	0	0	1227	0		
3	Fault in distribution line / system	0	1100	1100	531	569	0	0	0	1100	0		
4	DT failed / burnt	0	56	56	35	21	0	0	0	56	0		
5	HT mains failed	0	536	536	253	283	0	0	0	536	0		
6	Problem in grid (230/110 KV) SS	0	27	27	14	13	0	0	0	27	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	9	9	3	6	0	0	0	9	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	127	127	112	15	0	0	0	127	0		
11	For defective / struck meters	625	11985	12610	9821	2636	0	0	0	12457	153		
12	For burnt meters	0	151	151	121	30	0	0	0	151	0		
13	Change of consumer name due to change in ownership	15	895	910	728	167	0	0	0	895	15		
14	Transfer of consumer name to legal heir	0	58	58	34	24	0	0	0	58	0		
15	Load reduction	0	119	119	56	63	0	0	0	119	0		
16	Change of category	0	72	72	55	17	0	0	0	72	0		
17	Shifting of meter / service line	0	19	19	13	6	0	0	0	19	0		
18	For current bills where no additional information is required	0	259	259	39	220	0	0	0	259	0		
19	For current bills where additional information is required	0	365	365	106	244	0	0	0	350	15		
20	Disconnection or reconnectin of supply	0	1768	1768	1499	269	0	0	0	1768	0		
21	Request for Reconnection	0	491	491	391	100	0	0	0	491	0		
22	Upto date bill	0	634	634	480	154	0	0	0	634	0		


 Superintending Engineer
 Cum-Head of the Department
 2/10

Name of the Licensee : Electricity Department , Puducherry									As on last day of April-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 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 Complaintsattended beyond stipulated				
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	2544	2544	1996	548	0	0	0	2544	0		
2	Service broken/service snapped	0	410	410	79	331	0	0	0	410	0		
3	Fault in distribution line / system	0	334	334	168	166	0	0	0	334	0		
4	DT failed / burnt	0	12	12	11	1	0	0	0	12	0		
5	HT mains failed	0	143	143	82	61	0	0	0	143	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	1	1	1	0	0	0	0	1	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	49	49	38	11	0	0	0	49	0		
11	For defective / struck meters	625	3254	3879	2677	801	0	0	0	3478	401		
12	For burnt meters	0	53	53	43	10	0	0	0	53	0		
13	Change of consumer name due to change in ownership	15	273	288	234	41	0	0	0	275	13		
14	Transfer of consumer name to legal heir	0	19	19	8	11	0	0	0	19	0		
15	Load reduction	0	31	31	13	18	0	0	0	31	0		
16	Change of category	0	18	18	14	4	0	0	0	18	0		
17	Shifting of meter / service line	0	5	5	3	2	0	0	0	5	0		
18	For current bills where no additional information is required	0	111	111	10	101	0	0	0	111	0		
19	For current bills where additional information is required	0	125	125	35	90	0	0	0	125	0		
20	Disconnection or reconnectin of supply	0	689	689	620	69	0	0	0	689	0		
21	Request for Reconnection	0	213	213	194	19	0	0	0	213	0		
22	Upto date bill	0	233	233	172	61	0	0	0	233	0		



Superintending Engineer
Cum-Head of the Department

3/10

Name of the Licensee : Electricity Department , Puducherry									As on last day of May-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 dealy beyond stipulated	
					In stipulated time		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	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	2848	2848	2277	571	0	0	0	2848	0		
2	Service broken/service snapped	0	379	379	74	305	0	0	0	379	0		
3	Fault in distribution line / system	0	361	361	185	176	0	0	0	361	0		
4	DT failed / burnt	0	19	19	12	7	0	0	0	19	0		
5	HT mains failed	0	201	201	93	108	0	0	0	201	0		
6	Problem in grid (230/110 KV) SS	0	16	16	10	6	0	0	0	16	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	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	39	39	37	2	0	0	0	39	0		
11	For defective / struck meters	401	4272	4673	3381	1092	0	0	0	4473	200		
12	For burnt meters	0	47	47	36	11	0	0	0	47	0		
13	Change of consumer name due to change in ownership	13	298	311	255	32	0	0	0	287	24		
14	Transfer of consumer name to legal heir	0	16	16	13	3	0	0	0	16	0		
15	Load reduction	0	45	45	22	23	0	0	0	45	0		
16	Change of category	0	28	28	22	6	0	0	0	28	0		
17	Shifting of meter / service line	0	7	7	5	2	0	0	0	7	0		
18	For current bills where no additional information is required	0	123	123	15	108	0	0	0	123	0		
19	For current bills where additional information is required	0	50	50	24	26	0	0	0	50	0		
20	Disconnection or reconnectin of supply	0	585	585	431	154	0	0	0	585	0		
21	Request for Reconnection	0	166	166	97	69	0	0	0	166	0		
22	Upto date bill	0	190	190	148	42	0	0	0	190	0		



Superintending Engineer
Cum-Head of the Department
4/10

Name of the Licensee : Electricity Department , Puducherry									As on last day of June-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 complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		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	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	3022	3022	2498	524	0	0	0	3022	0		
2	Service broken/service snapped	0	438	438	63	375	0	0	0	438	0		
3	Fault in distribution line / system	0	405	405	178	227	0	0	0	405	0		
4	DT failed / burnt	0	25	25	12	13	0	0	0	25	0		
5	HT mains failed	0	192	192	78	114	0	0	0	192	0		
6	Problem in grid (230/110 KV) SS	0	8	8	3	5	0	0	0	8	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	5	5	3	2	0	0	0	5	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	39	39	37	2	0	0	0	39	0		
11	For defective / struck meters	200	4459	4659	3763	743	0	0	0	4506	153		
12	For burnt meters	0	51	51	42	9	0	0	0	51	0		
13	Change of consumer name due to change in ownership	24	324	348	239	94	0	0	0	333	15		
14	Transfer of consumer name to legal heir	0	23	23	13	10	0	0	0	23	0		
15	Load reduction	0	43	43	21	22	0	0	0	43	0		
16	Change of category	0	26	26	19	7	0	0	0	26	0		
17	Shifting of meter / service line	0	7	7	5	2	0	0	0	7	0		
18	For current bills where no additional information is required	0	25	25	14	11	0	0	0	25	0		
19	For current bills where additional information is required	0	190	190	47	128	0	0	0	175	15		
20	Disconnection or reconnectin of supply	0	494	494	448	46	0	0	0	494	0		
21	Request for Reconnection	0	112	112	100	12	0	0	0	112	0		
22	Upto date bill	0	211	211	160	51	0	0	0	211	0		



5/10
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.399/ED/EE-C&TTC/JE/F-SOP/2026-2027/

Dated:26-10-2026

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'26 and Monthly reports for the period of July'26 to September'26 for the financial year 2026-27– 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'26 and Monthly reports for the period of July'26 to September'26 for the financial year 2026-27 are furnished in the Annexure as per the prescribed format.

Yours faithfully

(G.Kaniyamuthan)

Superintending Engineer-Cum
Head of Department
Electricity Department
Puducherry

32248/2026/RA Section City Department, Puducherry

As on last day of 2nd Quarter of 2026-27

No. of Complaints redressed during this Month										As On last day of 2nd Quarter of 2020-21			
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	In stipulated time		Beyond stipulated time			Total complaints attended	Balance complaints to be redressed	Compensation to consumers for delay beyond stipulated	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time	Total complaints attended beyond stipulated time			Compensation 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	9016	9016	7214	1802	0	0	0	9016	0		
2	Service broken/service snapped	0	1418	1418	334	1084	0	0	0	1418	0		
3	Fault in distribution line / system	0	1230	1230	647	583	0	0	0	1230	0		
4	DT failed / burnt	0	80	80	49	31	0	0	0	80	0		
5	HT mains failed	0	725	725	277	448	0	0	0	725	0		
6	Problem in grid (230/110 KV) SS	0	8	8	0	8	0	0	0	8	0		
7	Failure of Power Transformer	0	4	4	3	1	0	0	0	4	0		
8	Voltage variation where augmentation is not required	0	9	9	3	6	0	0	0	9	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	0	97	97	91	6	0	0	0	97	0		
11	For defective / struck meters	153	20906	21059	17082	3844	0	0	0	20926	133		
12	For burnt meters	0	114	114	103	11	0	0	0	114	0		
13	Change of consumer name due to change in ownership	15	915	930	751	168	0	0	0	919	11		
14	Transfer of consumer name to legal heir	0	54	54	31	23	0	0	0	54	0		
15	Load reduction	0	120	120	61	59	0	0	0	120	0		
16	Change of category	0	127	127	102	21	0	0	0	123	4		
17	Shifting of meter / service line	0	29	29	15	14	0	0	0	29	0		
18	For current bills where no additional information is required	0	131	131	8	123	0	0	0	131	0		
19	For current bills where additional information is required	15	568	583	201	382	0	0	0	583	0		
20	Disconnection or reconnectin of supply	0	1411	1411	1135	276	0	0	0	1411	0		
21	Request for Reconnection	0	397	397	235	162	0	0	0	397	0		
22	Upto date bill	0	606	606	449	157	0	0	0	606	0		



Superintending Engineer
Cum-Head of the Department
7/10

32248/2026/RA Section

48/2026/RA Section

Name of the Licensee : Electricity Department , Puducherry										As on last day of July-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 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						
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	3058	3058	2501	557	0	0	0	3058	0			
2	Service broken/service snapped	0	463	463	87	376	0	0	0	463	0			
3	Fault in distribution line / system	0	416	416	209	207	0	0	0	416	0			
4	DT failed / burnt	0	20	20	13	7	0	0	0	20	0			
5	HT mains failed	0	235	235	101	134	0	0	0	235	0			
6	Problem in grid (230/110 KV) SS	0	3	3	0	3	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	5	5	3	2	0	0	0	5	0			
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0			
10	For Accuracy of meters	0	39	39	37	2	0	0	0	39	0			
11	For defective / struck meters	153	5000	5153	4525	449	0	0	0	4974	179			
12	For burnt meters	0	48	48	43	5	0	0	0	48	0			
13	Change of consumer name due to change in ownership	15	303	318	263	41	0	0	0	304	14			
14	Transfer of consumer name to legal heir	0	22	22	13	9	0	0	0	22	0			
15	Load reduction	0	52	52	27	25	0	0	0	52	0			
16	Change of category	0	29	29	23	6	0	0	0	29	0			
17	Shifting of meter / service line	0	7	7	5	2	0	0	0	7	0			
18	For current bills where no additional information is required	0	109	109	8	101	0	0	0	109	0			
19	For current bills where additional information is required	15	110	125	88	37	0	0	0	125	0			
20	Disconnection or reconnectin of supply	0	501	501	453	48	0	0	0	501	0			
21	Request for Reconnection	0	123	123	73	50	0	0	0	123	0			
22	Upto date bill	0	217	217	181	36	0	0	0	217	0			



Superintending Engineer
Cum-Head of the Department
3/10

32248/2026/RA Section Electricity Department, Puducherry

Electricity Department , Puducherry										As on last day of August-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 complainants attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond stipulated time		Total complanints attended beyond stipulated time			Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	3050	3050	2422	628	0	0	0	3050	0		
2	Service broken/service snapped	0	483	483	150	333	0	0	0	483	0		
3	Fault in distribution line / system	0	442	442	253	189	0	0	0	442	0		
4	DT failed / burnt	0	27	27	15	12	0	0	0	27	0		
5	HT mains failed	0	256	256	108	148	0	0	0	256	0		
6	Problem in grid (230/110 KV) SS	0	4	4	0	4	0	0	0	4	0		
7	Failure of Power Transformer	0	3	3	2	1	0	0	0	3	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	31	31	29	2	0	0	0	31	0		
11	For defective / struck meters	179	6973	7152	5213	1803	0	0	0	7016	136		
12	For burnt meters	0	41	41	38	3	0	0	0	41	0		
13	Change of consumer name due to change in ownership	14	309	323	253	59	0	0	0	312	11		
14	Transfer of consumer name to legal heir	0	21	21	13	8	0	0	0	21	0		
15	Load reduction	0	36	36	18	18	0	0	0	36	0		
16	Change of category	0	39	39	30	5	0	0	0	35	4		
17	Shifting of meter / service line	0	11	11	6	5	0	0	0	11	0		
18	For current bills where no additional information is required	0	11	11	0	11	0	0	0	11	0		
19	For current bills where additional information is required	0	207	207	44	163	0	0	0	207	0		
20	Disconnection or reconnectin of supply	0	446	446	358	88	0	0	0	446	0		
21	Request for Reconnection	0	131	131	84	47	0	0	0	131	0		
22	Upto date bill	0	215	215	145	70	0	0	0	215	0		



Superintending Engineer
Curn-Head of the Department

4/10

32248/2026/RA Section Electricity Department, Puducherry

18/2026/RA Section

Electricity Department , Puducherry

										As on last day of September-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 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						
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	2908	2908	2291	617	0	0	0	2908	0			
2	Service broken/service snapped	0	472	472	97	375	0	0	0	472	0			
3	Fault in distribution line / system	0	372	372	185	187	0	0	0	372	0			
4	DT failed / burnt	0	33	33	21	12	0	0	0	33	0			
5	HT mains failed	0	234	234	68	166	0	0	0	234	0			
6	Problem in grid (230/110 KV) SS	0	1	1	0	1	0	0	0	1	0			
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	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	27	27	25	2	0	0	0	27	0			
11	For defective / struck meters	136	8933	9069	7344	1592	0	0	0	8936	133			
12	For burnt meters	0	25	25	22	3	0	0	0	25	0			
13	Change of consumer name due to change in ownership	11	303	314	235	68	0	0	0	303	11			
14	Transfer of consumer name to legal heir	0	11	11	5	6	0	0	0	11	0			
15	Load reduction	0	32	32	16	16	0	0	0	32	0			
16	Change of category	4	59	63	49	10	0	0	0	59	4			
17	Shifting of meter / service line	0	11	11	4	7	0	0	0	11	0			
18	For current bills where no additional information is required	0	11	11	0	11	0	0	0	11	0			
19	For current bills where additional information is required	0	251	251	69	182	0	0	0	251	0			
20	Disconnection or reconnectin of supply	0	464	464	324	140	0	0	0	464	0			
21	Request for Reconnection	0	143	143	78	65	0	0	0	143	0			
22	Upto date bill	0	174	174	123	51	0	0	0	174	0			



Superintending Engineer
Cum-Head of the Department

7/10