



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

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

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 e-mail : se1ped.pon@nlc.in

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

Date : .....

No. /ED/EE-C&TTC/JE/F-SOP/2021-2022,

Dated:23-07-2021

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'2021 and Monthly reports for the period of April'21 to June'21-  
 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 Electricity Department, Puducherry for the 1<sup>st</sup> Quarter ending of June'21 and Monthly reports for the period of April'21 to June'21 are furnished in the Annexure as per the prescribed format.

Yours faithfully

*T. Chanemougam*

(T.Chanemougam)

Superintending Engineer-Cum  
 Head of Department

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							As on last day of 1st Quarter of 2021-22			
					In stipulated time			Beyond stipulated time			Total complaints attended beyond stipulated time	Total complaints attended	Balance complaints to be redressed	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	6	9269	9275	5612	3663	0	0	0	9275	0				
2	Service broken/service snapped	1	1358	1359	451	908	0	0	0	1359	0				
3	Fault in distribution line / system	3	779	782	418	364	0	0	0	782	0				
4	DT failed / burnt	2	21	23	18	5	0	0	0	23	0				
5	HT mains failed	0	342	342	92	250	0	0	0	342	0				
6	Problem in grid (230/110 KV) SS	0	24	24	4	20	0	0	0	24	0				
7	Failure of Power Transformer	0	2	2	0	2	0	0	0	2	0				
8	Voltage variation where augmentation is not required	0	9	9	7	2	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	2	316	318	225	84	0	0	0	309	9				
11	For defective / struck meters	96	802	898	394	391	0	0	0	785	113				
12	For burnt meters	5	144	149	64	67	0	0	0	131	18				
13	Change of consumer name due to change in ownership	88	420	508	249	191	0	0	0	440	68				
14	Transfer of consumer name to legal heir	0	13	13	0	12	0	0	0	12	1				
15	Load reduction	7	9	16	1	8	0	0	0	9	7				
16	Change of category	21	48	69	20	27	0	0	0	47	22				
17	Shifting of meter / service line	9	19	28	10	8	0	0	0	18	10				
18	For current bills where no additional information is required	0	6	6	6	0	0	0	0	6	0				
19	For current bills where additional information is required	2	30	32	22	6	0	0	0	28	4				
20	Disconnection or reconnection of supply	21	174	195	0	174	0	0	0	174	21				
21	Request for Reconnection	1	103	104	0	103	0	0	0	103	1				
22	Upto date bill	5	698	703	509	188	0	0	0	697	6				

2/10  
 T. Chidambaram  
 Superintending Engineer  
 Cum-Head of the Department

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						As on last day of April-2021		
					In stipulated time		Beyond stipulated time		Total Complaints attended	Balance Complaints to be redressed	Compensation due in ₹	Compensation paid in ₹	
					within 50% of stipulated time	within stipulated time	upto double the time	more than double the time					
1		3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	6	2976	2982	1814	1168	0	0	0	2982	0		
2	Service broken/service snapped	1	437	438	145	293	0	0	0	438	0		
3	Fault in distribution line / system	3	247	250	135	115	0	0	0	250	0		
4	DT failed / burnt	2	4	6	5	1	0	0	0	6	0		
5	HT mains failed	0	83	83	29	54	0	0	0	83	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	1	1	0	1	0	0	0	1	0		
8	Voltage variation where augmentation is not required	0	7	7	5	2	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	2	68	70	31	35	0	0	0	66	4		
11	For defective / struck meters	96	249	345	149	83	0	0	0	232	113		
12	For burnt meters	5	46	51	25	20	0	0	0	45	6		
13	Change of consumer name due to change in ownership	88	183	271	89	89	0	0	0	178	93		
14	Transfer of consumer name to legal heir	0	12	12	0	12	0	0	0	12	0		
15	Load reduction	7	3	10	0	1	0	0	0	1	9		
16	Change of category	21	20	41	8	11	0	0	0	19	22		
17	Shifting of meter / service line	9	7	16	4	3	0	0	0	7	9		
18	For current bills where no additional information is required	0	6	6	6	0	0	0	0	6	0		
19	For current bills where additional information is required	2	12	14	9	3	0	0	0	12	2		
20	Disconnection or reconnection of supply	21	165	186	0	165	0	0	0	165	21		
21	Request for Reconnection	1	101	102	0	101	0	0	0	101	1		
22	Upto date bill	5	238	243	197	41	0	0	0	238	5		

T. Chandra Prasad

Superintending Engineer  
Cum-Head of the Department

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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					As on last day of May-2021			
					In stipulated time		Beyond stipulated time		Total Complaints attended beyond stipulated time	Total Complaints attended	Balance Complaints to be redressed	Compensation due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1		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	3028	3028	1793	1235	0	0	0	3028	0		
2	Service broken/service snapped	0	450	450	137	313	0	0	0	450	0		
3	Fault in distribution line / system	0	275	275	145	130	0	0	0	275	0		
4	DT failed / burnt	0	7	7	5	2	0	0	0	7	0		
5	HT mains failed	0	113	113	28	85	0	0	0	113	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	1	1	0	1	0	0	0	1	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	4	102	106	75	25	0	0	0	100	6		
11	For defective / struck meters	113	195	308	71	119	0	0	0	190	118		
12	For burnt meters	6	46	52	24	13	0	0	0	37	15		
13	Change of consumer name due to change in ownership	93	108	201	60	47	0	0	0	107	94		
14	Transfer of consumer name to legal heir	0	0	0	0	0	0	0	0	0	0		
15	Load reduction	9	3	12	0	4	0	0	0	4	8		
16	Change of category	22	12	34	7	8	0	0	0	15	19		
17	Shifting of meter / service line	9	5	14	3	2	0	0	0	5	9		
18	For current bills where no additional information is required	0	0	0	0	0	0	0	0	0	0		
19	For current bills where additional information is required	2	7	9	4	3	0	0	0	7	2		
20	Disconnection or reconnectin of supply	21	6	27	0	6	0	0	0	6	21		
21	Request for Reconnection	1	2	3	0	2	0	0	0	2	1		
22	Upto date bill	5	248	253	160	88	0	0	0	248	5		

Superintending Engineer  
 Cum-Head of the Department  
 T= 2150/2021  
 4/10

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						As on last day of June-2021		
					In stipulated time		Beyond stipulated time		Total complaints attended beyond stipulated time	Total complaints attended	Balance complaints to be redressed	Compensation due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time					
1	Fuse blow down	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
2	Service broken/service snapped	0	3265	3265	2005	1260	0	0	0	3265	0		
3	Fault in distribution line / system	0	471	471	169	302	0	0	0	471	0		
4	DT failed / burnt	0	257	257	138	119	0	0	0	257	0		
5	HT mains failed	0	10	10	8	2	0	0	0	10	0		
6	Problem in grid (230/110 KV) SS	0	146	146	35	111	0	0	0	146	0		
7	Failure of Power Transformer	0	12	12	1	11	0	0	0	12	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	2	2	2	0	0	0	0	2	0		
10	For Accuracy of meters	0	0	0	0	0	0	0	0	0	0		
11	For defective / struck meters	6	146	152	119	24	0	0	0	143	9		
12	For burnt meters	118	358	476	174	189	0	0	0	363	113		
13	Change of consumer name due to change in ownership	15	52	67	15	34	0	0	0	49	18		
14	Transfer of consumer name to legal heir	94	129	223	100	55	0	0	0	155	68		
15	Load reduction	0	1	1	0	0	0	0	0	0	1		
16	Change of category	8	3	11	1	3	0	0	0	4	7		
17	Shifting of meter / service line	19	3	11	5	8	0	0	0	13	22		
18	For current bills where no additional information is required	19	16	35	5	8	0	0	0	6	10		
19	For current bills where additional information is required	9	7	16	3	3	0	0	0	9	4		
20	Disconnection or reconnection of supply	2	11	13	9	0	0	0	0	9	4		
21	Request for Reconnection	21	3	24	0	3	0	0	0	3	21		
22	Upto date bill	1	0	1	0	0	0	0	0	0	1		
		5	212	217	152	59	0	0	0	211	6		

9/0  
 T. Chandra Sekhara  
 Superintending Engineer  
 Cum-Head of the Department

**5525/2021/Diary Section**

With Regards,  
PA to Secy., JERC

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**From:** secretaryjerc@gmail.com  
**To:** "Rakesh Kumar" <secy.jercuts@gov.in>  
**Sent:** Monday, October 25, 2021 1:22:18 PM  
**Subject:** Fwd: PED SOP 2nd Qtr

Sent from Secretary's iPad

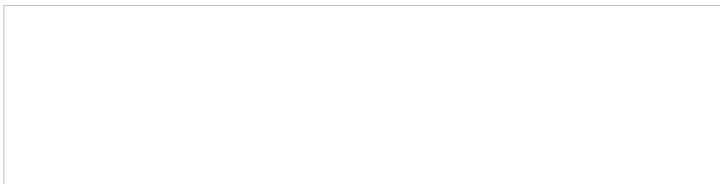
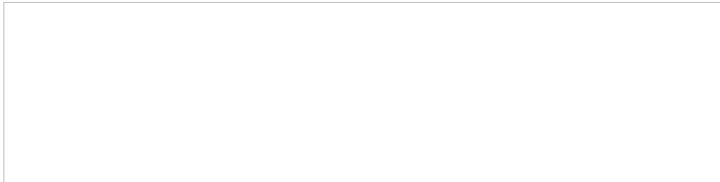
Begin forwarded message:

**From:** "Executive Engineer, Division-II Pondicherry Electricity Department" <ee2ped.pon@nic.in>  
**Date:** 25 October 2021 at 12:46:50 PM IST  
**To:** JERC JERC <secretaryjerc@gmail.com>  
**Subject:** PED SOP 2nd Qtr

Sir ,

pls find the enclosed file for PED SOP 2nd QTR

with regards  
Executive Engineer- Cables & TTC,  
Electricity Department,  
Puducherry.  
Phone : 0413 2225552.





GOVERNMENT OF PUDUCHERRY

**ELECTRICITY DEPARTMENT**

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

© Off. : 0413-2334277 Extn.,-200 Mobile : 94890 80301

e-mail : se1ped.pon@nlc.in

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

Date : .....

No. 686/ED/EE-C&amp;TTC/JE/F-SOP/2021-2022,

Dated:22-10-2021

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'2021 and Monthly reports for the period of July'21 to September'21- 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 Electricity Department, Puducherry for the 2<sup>nd</sup> Quarter ending of September'21 and Monthly reports for the period of July'21 to September'21 are furnished in the Annexure as per the prescribed format.

Yours faithfully

*T. Chanemougam*  
22/10

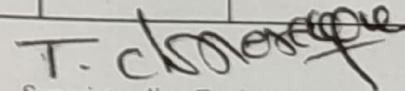
(T.Chanemougam)

Superintending Engineer-Cum  
Head of Department

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25/10

Name of the Licensee : Electricity Department , Puducherry													
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					As on last day of 2nd Quarter of 2021-22		Compensation to consumers for delay beyond stipulated period	
					In stipulated time		Beyond stipulated time			Total complaints attended	Balance complaints to be redressed	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	10791	10791	6507	4284	0	0	0	10791	0		
2	Service broken/service snapped	0	1657	1657	571	1086	0	0	0	1657	0		
3	Fault in distribution line / system	0	828	828	491	337	0	0	0	828	0		
4	DT failed / burnt	0	23	23	15	8	0	0	0	23	0		
5	HT mains failed	0	390	390	93	297	0	0	0	390	0		
6	Problem in grid (230/110 KV) SS	0	22	22	3	19	0	0	0	22	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	8	8	8	0	0	0	0	8	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	9	275	284	221	56	0	0	0	277	7		
11	For defective / struck meters	113	1327	1440	605	696	0	0	0	1301	139		
12	For burnt meters	18	180	198	75	96	0	0	0	171	27		
13	Change of consumer name due to change in ownership	68	846	914	390	436	0	0	0	826	88		
14	Transfer of consumer name to legal heir	1	9	10	1	8	0	0	0	9	1		
15	Load reduction	7	17	24	4	15	0	0	0	19	5		
16	Change of category	22	106	128	40	71	0	0	0	111	17		
17	Shifting of meter / service line	10	35	45	11	23	0	0	0	34	11		
18	For current bills where no additional information is required	0	16	16	16	0	0	0	0	16	0		
19	For current bills where additional information is required	4	64	68	23	43	0	0	0	66	2		
20	Disconnection or reconnectin of supply	21	10	31	0	21	0	0	0	21	10		
21	Request for Reconnection	1	0	1	0	0	0	0	0	0	1		
22	Upto date bill	6	735	741	478	257	0	0	0	735	6		

  
 T. Chinnappa  
 Superintending Engineer  
 Cum-Head of the Department  
 2/10



Name of the Licensee : Electricity Department , Puducherry										As on last day of July-2021			
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 period	
					In stipulated time		Beyond stipulated time					13	14
					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	3470	3470	2172	1298	0	0	0	3470	0		
2	Service broken/service snapped	0	594	594	165	429	0	0	0	594	0		
3	Fault in distribution line / system	0	274	274	160	114	0	0	0	274	0		
4	DT failed / burnt	0	7	7	4	3	0	0	0	7	0		
5	HT mains failed	0	138	138	41	97	0	0	0	138	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	0	0	0	0	0	0	0	0	0		
8	Voltage variation where augmentation is not required	0	3	3	3	0	0	0	0	3	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	9	107	116	77	24	0	0	0	101	15		
11	For defective / struck meters	113	353	466	149	212	0	0	0	361	105		
12	For burnt meters	18	76	94	33	44	0	0	0	77	17		
13	Change of consumer name due to change in ownership	68	228	296	103	117	0	0	0	220	76		
14	Transfer of consumer name to legal heir	1	2	3	1	2	0	0	0	3	0		
15	Load reduction	7	3	10	2	1	0	0	0	3	7		
16	Change of category	22	16	38	4	14	0	0	0	18	20		
17	Shifting of meter / service line	10	10	20	3	6	0	0	0	9	11		
18	For current bills where no additional information is required	0	6	6	6	0	0	0	0	6	0		
19	For current bills where additional information is required	4	12	16	9	5	0	0	0	14	2		
20	Disconnection or reconnectin of supply	21	7	28	0	7	0	0	0	7	21		
21	Request for Reconnection	1	0	1	0	0	0	0	0	0	1		
22	Upto date bill	6	299	305	186	113	0	0	0	299	6		

T. Chokkappa  
 Superintending Engineer  
 Cum-Head of the Department

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Name of the Licensee : Electricity Department , Puducherry										As on last day of August-2021			
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 period	
					In stipulated time		Beyond stipulated time					13	14
					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	3624	3624	2161	1463	0	0	0	3624	0		
2	Service broken/service snapped	0	536	536	188	348	0	0	0	536	0		
3	Fault in distribution line / system	0	274	274	156	118	0	0	0	274	0		
4	DT failed / burnt	0	6	6	3	3	0	0	0	6	0		
5	HT mains failed	0	99	99	28	71	0	0	0	99	0		
6	Problem in grid (230/110 KV) SS	0	17	17	0	17	0	0	0	17	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	5	0	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	15	92	107	80	21	0	0	0	101	6		
11	For defective / struck meters	105	493	598	250	218	0	0	0	468	130		
12	For burnt meters	17	52	69	22	25	0	0	0	47	22		
13	Change of consumer name due to change in ownership	76	314	390	146	142	0	0	0	288	102		
14	Transfer of consumer name to legal heir	0	4	4	0	3	0	0	0	3	1		
15	Load reduction	7	7	14	1	3	0	0	0	4	10		
16	Change of category	20	35	55	17	21	0	0	0	38	17		
17	Shifting of meter / service line	11	11	22	5	6	0	0	0	11	11		
18	For current bills where no additional information is required	0	5	5	5	0	0	0	0	5	0		
19	For current bills where additional information is required	2	26	28	8	18	0	0	0	26	2		
20	Disconnection or reconnectin of supply	21	2	23	0	2	0	0	0	2	21		
21	Request for Reconnection	1	0	1	0	0	0	0	0	0	1		
22	Upto date bill	6	166	172	127	39	0	0	0	166	6		

T. Chinnappa  
 Superintending Engineer  
 Cum-Head of the Department

4/10

Name of the Licensee : Electricity Department , Puducherry										As on last day of September-2021			
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 complanints attended beyond stipulated time 10=8+9	Total complantins attended 11=6+7+8+9	Balance complaints to be redressed 12=5-11	Compensation to consumers for dealy beyond stipulated period	
					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					
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	3697	3697	2174	1523	0	0	0	3697	0		
2	Service broken/service snapped	0	527	527	218	309	0	0	0	527	0		
3	Fault in distribution line / system	0	280	280	175	105	0	0	0	280	0		
4	DT failed / burnt	0	10	10	8	2	0	0	0	10	0		
5	HT mains failed	0	153	153	24	129	0	0	0	153	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	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	6	76	82	64	11	0	0	0	75	7		
11	For defective / struck meters	130	481	611	206	266	0	0	0	472	139		
12	For burnt meters	22	52	74	20	27	0	0	0	47	27		
13	Change of consumer name due to change in ownership	102	304	406	141	177	0	0	0	318	88		
14	Transfer of consumer name to legal heir	1	3	4	0	3	0	0	0	3	1		
15	Load reduction	10	7	17	1	11	0	0	0	12	5		
16	Change of category	17	55	72	19	36	0	0	0	55	17		
17	Shifting of meter / service line	11	14	25	3	11	0	0	0	14	11		
18	For current bills where no additional information is required	0	5	5	5	0	0	0	0	5	0		
19	For current bills where additional information is required	2	26	28	6	20	0	0	0	26	2		
20	Disconnection or reconnectin of supply	21	1	22	0	12	0	0	0	12	10		
21	Request for Reconnection	1	0	1	0	0	0	0	0	0	1		
22	Upto date bill	6	270	276	165	105	0	0	0	270	6		

*T. Chokkappa*  
Superintending Engineer  
Cum-Head of the Department

5/10



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

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

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

Date : .....

No.1000/ED/EE-C&TTC/JE/F-SOP/2021-2022, | 1281

Dated:12-01-2022

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'2021 and Monthly reports for the period of October'21 to December'21- 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 Electricity Department, Puducherry for the 3<sup>rd</sup> Quarter ending of December'2021 and Monthly reports for the period of October'21 to December'21 are furnished in the Annexure as per the prescribed format.

Yours faithfully

(T.Chanemougam)

Superintending Engineer-Cum  
 Head of Department

U. J. 12/01/22  
**RESPATCHED**

12/1/22

Name of the Licensee: Electricity Department, Puducherry										As on last day of 3rd Quarter of 2021-22			
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 period	
					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	11895	11895	7012	4883	0	0	0	11895	0		
2	Service broken/service snapped	0	1934	1934	647	1287	0	0	0	1934	0		
3	Fault in distribution line / system	0	980	980	579	401	0	0	0	980	0		
4	DT failed / burnt	0	45	45	20	25	0	0	0	45	0		
5	HT mains failed	0	266	266	46	220	0	0	0	266	0		
6	Problem in grid (230/110 KV) SS	0	8	8	1	7	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	13	13	12	1	0	0	0	13	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	7	232	239	170	65	0	0	0	235	4		
11	For defective / struck meters	139	1043	1182	547	468	0	0	0	1015	167		
12	For burnt meters	27	189	216	77	139	0	0	0	216	0		
13	Change of consumer name due to change in ownership	88	648	736	309	348	0	0	0	657	79		
14	Transfer of consumer name to legal heir	1	24	25	1	24	0	0	0	25	0		
15	Load reduction	5	24	29	5	21	0	0	0	26	3		
16	Change of category	17	75	92	26	60	0	0	0	86	6		
17	Shifting of meter / service line	11	23	34	11	19	0	0	0	30	4		
18	For current bills where no additional information is required	0	13	13	11	2	0	0	0	13	0		
19	For current bills where additional information is required	2	35	37	11	22	0	0	0	33	4		
20	Disconnection or reconnectin of supply	10	312	322	176	144	0	0	0	320	2		
21	Request for Reconnection	1	136	137	54	79	0	0	0	133	4		
22	Upto date bill	6	584	590	401	188	0	0	0	589	1		

Superintending Engineer  
Cum-Head of the Department

12/11

14/11

Name of the Licensee: Electricity Department, Puducherry										As on last day of November-2021			
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 period	
					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	4412	4412	2597	1815	0	0	0	4412	0		
2	Service broken/service snapped	0	650	650	232	418	0	0	0	650	0		
3	Fault in distribution line / system	0	377	377	234	143	0	0	0	377	0		
4	DT failed / burnt	2	22	24	9	15	0	0	0	24	0		
5	HT mains failed	0	105	105	19	86	0	0	0	105	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	5	5	5	0	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	6	77	83	63	16	0	0	0	79	4		
11	For defective / struck meters	140	321	461	159	144	0	0	0	303	158		
12	For burnt meters	3	57	60	15	42	0	0	0	57	3		
13	Change of consumer name due to change in ownership	78	153	231	87	86	0	0	0	173	58		
14	Transfer of consumer name to legal heir	2	10	12	0	12	0	0	0	12	0		
15	Load reduction	2	9	11	4	5	0	0	0	9	2		
16	Change of category	20	27	47	10	30	0	0	0	40	7		
17	Shifting of meter / service line	2	7	9	3	4	0	0	0	7	2		
18	For current bills where no additional information is required	0	4	4	3	1	0	0	0	4	0		
19	For current bills where additional information is required	3	4	7	1	4	0	0	0	5	2		
20	Disconnection or reconnection of supply	2	120	122	76	44	0	0	0	120	2		
21	Request for Reconnection	1	28	29	0	25	0	0	0	25	4		
22	Upto date bill	1	143	144	92	51	0	0	0	143	1		

Superintending Engineer  
Cum-Head of the Department

dc 2/10 12/11

Name of the Licensee : Electricity Department , Puducherry										As on last day of December-2021				
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 period		
					In stipulated time		Beyond stipulated time					Total complainants 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	10=8+9					
3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14			
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	3940	3940	2429	1511	0	0	0	3940	0			
2	Service broken/service snapped	0	669	669	185	484	0	0	0	669	0			
3	Fault in distribution line / system	0	286	286	164	122	0	0	0	286	0			
4	DT failed / burnt	0	7	7	5	2	0	0	0	7	0			
5	HT mains failed	0	65	65	15	50	0	0	0	65	0			
6	Problem in grid (230/110 KV) SS	0	4	4	1	3	0	0	0	4	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	2	0	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	4	119	123	84	35	0	0	0	119	4			
11	For defective / struck meters	158	369	527	179	181	0	0	0	360	167			
12	For burnt meters	3	76	79	30	49	0	0	0	79	0			
13	Change of consumer name due to change in ownership	58	299	357	125	153	0	0	0	278	79			
14	Transfer of consumer name to legal heir	0	8	8	0	8	0	0	0	8	0			
15	Load reduction	2	7	9	0	6	0	0	0	6	3			
16	Change of category	7	18	25	7	12	0	0	0	19	6			
17	Shifting of meter / service line	2	10	12	5	3	0	0	0	8	4			
18	For current bills where no additional information is required	0	8	8	7	1	0	0	0	8	0			
19	For current bills where additional information is required	2	19	21	7	10	0	0	0	17	4			
20	Disconnection or reconnectin of supply	2	173	175	100	73	0	0	0	173	2			
21	Request for Reconnection	4	80	84	42	38	0	0	0	80	4			
22	Upto date bill	1	244	245	177	67	0	0	0	244	1			

Superintending Engineer  
Cum-Head of the Department

12/10

12/1

Name of the Licensee : Electricity Department , Puducherry					As on last day of October-2021									
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 period		
					In stipulated time		Beyond stipulated time					Total compenints attended beyond stipulated time	Compenstion 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	3543	3543	1986	1557	0	0	0	3543	0			
2	Service broken/service snapped	0	615	615	230	385	0	0	0	615	0			
3	Fault in distribution line / system	0	317	317	181	136	0	0	0	317	0			
4	DT failed / burnt	0	16	16	6	8	0	0	0	14	2			
5	HT mains failed	0	96	96	12	84	0	0	0	96	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	6	6	5	1	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	7	36	43	23	14	0	0	0	37	6			
11	For defective / struck meters	139	353	492	209	143	0	0	0	352	140			
12	For burnt meters	27	56	83	32	48	0	0	0	80	3			
13	Change of consumer name due to change in ownership	88	196	284	97	109	0	0	0	206	78			
14	Transfer of consumer name to legal heir	1	6	7	1	4	0	0	0	5	2			
15	Load reduction	5	8	13	1	10	0	0	0	11	2			
16	Change of category	17	30	47	9	18	0	0	0	27	20			
17	Shifting of meter / service line	11	6	17	3	12	0	0	0	15	2			
18	For current bills where no additional information is required	0	1	1	1	0	0	0	0	1	0			
19	For current bills where additional information is required	2	12	14	3	8	0	0	0	11	3			
20	Disconnection or reconnectin of supply	10	19	29	0	27	0	0	0	27	2			
21	Request for Reconnection	1	28	29	12	16	0	0	0	28	1			
22	Upto date bill	6	197	203	132	70	0	0	0	202	1			

Superintending Engineer  
Cum-Head of the Department

26/10/21





GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

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

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

Date : .....

No. 112 /ED/EE-C&TTC/JE/F-SOP/2022-2023,

Dated:19-04-2022

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'22, Monthly reports for the period of January'22 to March'22 and Annual report for the financial year 2021-22– 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 Electricity Department, Puducherry for the 4<sup>th</sup> Quarter ending of March'22, Monthly reports for the period of January'22 to March'22 and Annual report for the financial year 2021-22 are furnished in the Annexure as per the prescribed format.

Yours faithfully

(T.Chanemougam)  
Superintending Engineer-Cum  
Head of Department

1/2

Name of the Licensee - Electricity Department, Puducherry										As on last day of 4th Quarter of 2021-22			
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 period	
					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				
6	7	8	9	10=8+9	11=6+7+8+9	12=5-11							
1	2	3	4	5	6	7	8	9	10	11	12	13	14
1	Fuse blow down	0	9632	9632	5624	4008	0	0	0	9632	0		
2	Service broken/service snapped	0	1103	1103	439	664	0	0	0	1103	0		
3	Fault in distribution line / system	0	857	857	455	402	0	0	0	857	0		
4	DT failed / burnt	0	7	7	4	3	0	0	0	7	0		
5	HT mains failed	0	162	162	37	125	0	0	0	162	0		
6	Problem in grid (230/110 KV) SS	0	10	10	6	4	0	0	0	10	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	8	8	7	1	0	0	0	8	0		
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0		
10	For Accuracy of meters	4	195	199	140	59	0	0	0	199	0		
11	For defective / struck meters	167	1174	1341	547	580	0	0	0	1127	214		
12	For burnt meters	0	138	138	45	93	0	0	0	138	0		
13	Change of consumer name due to change in ownership	79	842	921	403	421	0	0	0	824	97		
14	Transfer of consumer name to legal heir	0	35	35	14	20	0	0	0	34	1		
15	Load reduction	3	29	32	8	21	0	0	0	29	3		
16	Change of category	6	108	114	40	62	0	0	0	102	12		
17	Shifting of meter / service line	4	38	42	9	24	0	0	0	33	9		
18	For current bills where no additional information is required	0	21	21	16	5	0	0	0	21	0		
19	For current bills where additional information is required	4	70	74	12	62	0	0	0	74	0		
20	Disconnection or reconnect of supply	2	1414	1416	908	506	0	0	0	1414	2		
21	Request for Reconnection	4	738	742	580	159	0	0	0	739	3		
22	Upto date bill	1	717	718	479	238	0	0	0	717	1		

T. Chinnappa  
Superintending Engineer  
Cum-Head of the Department

2/12

Name of the Licensee : Electricity Department , Puducherry										As on last day of January-2022				
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 period		
					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	10=8+9					
1	2	3	4	5	6	7	8	9	10	11=6+7+8+9	12=5-11	13	14	
1	Fuse blow down	0	3443	3443	2069	1374	0	0	0	3443	0			
2	Service broken/service snapped	0	458	458	157	301	0	0	0	458	0			
3	Fault in distribution line / system	0	298	298	162	136	0	0	0	298	0			
4	DT failed / burnt	0	1	1	1	0	0	0	0	1	0			
5	HT mains failed	0	49	49	11	38	0	0	0	49	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	3	3	2	1	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	4	69	73	53	19	0	0	0	72	1			
11	For defective / struck meters	167	394	561	183	201	0	0	0	384	177			
12	For burnt meters	0	42	42	9	33	0	0	0	42	0			
13	Change of consumer name due to change in ownership	79	247	326	122	133	0	0	0	255	71			
14	Transfer of consumer name to legal heir	0	7	7	0	6	0	0	0	6	1			
15	Load reduction	3	17	20	4	13	0	0	0	17	3			
16	Change of category	6	15	21	7	8	0	0	0	15	6			
17	Shifting of meter / service line	4	14	18	3	8	0	0	0	11	7			
18	For current bills where no additional information is required	0	5	5	5	0	0	0	0	5	0			
19	For current bills where additional information is required	4	26	30	4	21	0	0	0	25	5			
20	Disconnection or reconnectin of supply	2	249	251	114	135	0	0	0	249	2			
21	Request for Reconnection	4	124	128	57	67	0	0	0	124	4			
22	Upto date bill	1	176	177	102	74	0	0	0	176	1			

T. Chatterjee  
Superintending Engineer  
Cum-Head of the Department

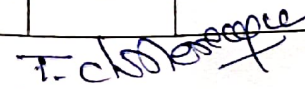
3/12

Name of the Licensee : Electricity Department , Puducherry										As on last day of February-2022				
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 period		
					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	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	3295	3295	1923	1372	0	0	0	3295	0			
2	Service broken/service snapped	0	413	413	161	252	0	0	0	413	0			
3	Fault in distribution line / system	0	274	274	157	117	0	0	0	274	0			
4	DT failed / burnt	0	3	3	1	2	0	0	0	3	0			
5	HT mains failed	0	54	54	14	40	0	0	0	54	0			
6	Problems in grid (230/110 KV) SS	0	1	1	0	1	0	0	0	1	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	2	0	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	82	83	56	26	0	0	0	82	1			
11	For defective /struck meters	177	372	549	160	195	0	0	0	355	194			
12	For burnt meters	0	38	38	16	22	0	0	0	38	0			
13	Change of consumer name due to change in ownership	71	219	290	87	117	0	0	0	204	86			
14	Transfer of consumer name to legal heir	1	6	7	4	2	0	0	0	6	1			
15	Load reduction	3	5	8	3	2	0	0	0	5	3			
16	Change of category	6	28	34	11	14	0	0	0	25	9			
17	Shifting of meter / service line	7	13	20	3	9	0	0	0	12	8			
18	For current bills where no additional information is required	0	6	6	5	1	0	0	0	6	0			
19	For current bills where additional information is required	5	23	28	4	19	0	0	0	23	5			
20	Disconnection or reconnectin of supply	2	122	124	85	37	0	0	0	122	2			
21	Request for Reconnection	4	80	84	63	13	0	0	0	76	8			
22	Upto date bill	1	239	240	173	66	0	0	0	239	1			

T. Chinnappa  
Superintending Engineer  
Cum-Head of the Department

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Name of the Licensee Electricity Department, Puducherry											As on last day of March-2022		Compensation to consumers for delay beyond stipulated period	
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 period		
					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					
6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14						
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	2894	2894	1632	1262	0	0	0	2894	0			
2	Service broken/service snapped	0	232	232	121	111	0	0	0	232	0			
3	Fault in distribution line / system	0	285	285	136	149	0	0	0	285	0			
4	DT failed / burnt	0	3	3	2	1	0	0	0	3	0			
5	HT mains failed	0	59	59	12	47	0	0	0	59	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	0	0	0	0	0	0	0	0	0			
8	Voltage variation where augmentation is not required	0	3	3	3	0	0	0	0	3	0			
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0			
10	For Accuracy of meters	1	44	45	31	14	0	0	0	45	0			
11	For defective / struck meters	194	408	602	204	184	0	0	0	388	214			
12	For burnt meters	0	58	58	20	38	0	0	0	58	0			
13	Change of consumer name due to change in ownership	86	376	462	194	171	0	0	0	365	97			
14	Transfer of consumer name to legal heir	1	22	23	10	12	0	0	0	22	1			
15	Load reduction	3	7	10	1	6	0	0	0	7	3			
16	Change of category	9	65	74	22	40	0	0	0	62	12			
17	Shifting of meter / service line	8	11	19	3	7	0	0	0	10	9			
18	For current bills where no additional information is required	0	10	10	6	4	0	0	0	10	0			
19	For current bills where additional information is required	5	21	26	4	22	0	0	0	26	0			
20	Disconnection or reconnectin of supply	2	1043	1045	709	334	0	0	0	1043	2			
21	Request for Reconnection	8	534	542	460	79	0	0	0	539	3			
22	Upto date bill	1	302	303	204	98	0	0	0	302	1			

  
 Superintending Engineer  
 Cum-Head of the Department  
 5/12

Name of the Licensee : Electricity Department , Puducherry					As on last day of the Financial Year-2021-22									
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 period		
					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	10=8+9					
6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14						
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	6	41587	41593	24755	16838	0	0	0	41593	0			
2	Service broken/service snapped	1	6052	6053	2108	3945	0	0	0	6053	0			
3	Fault in distribution line / system	3	3444	3447	1943	1504	0	0	0	3447	0			
4	DT failed / burnt	2	96	98	57	41	0	0	0	98	0			
5	HT mains failed	0	1160	1160	268	892	0	0	0	1160	0			
6	Problem in grid (230/110 KV) SS	0	64	64	14	50	0	0	0	64	0			
7	Failure of Power Transformer	0	2	2	0	2	0	0	0	2	0			
8	Voltage variation where augmentation is not required	0	38	38	34	4	0	0	0	38	0			
9	Voltage variation where augmentation is required	0	2	2	2	0	0	0	0	2	0			
10	For Accuracy of meters	2	1018	1020	756	264	0	0	0	1020	0			
11	For defective / struck meters	96	4346	4442	2093	2135	0	0	0	4228	214			
12	For burnt meters	5	651	656	261	395	0	0	0	656	0			
13	Change of consumer name due to change in ownership	88	2756	2844	1351	1396	0	0	0	2747	97			
14	Transfer of consumer name to legal heir	0	81	81	16	64	0	0	0	80	1			
15	Load reduction	7	79	86	18	65	0	0	0	83	3			
16	Change of category	21	337	358	126	220	0	0	0	346	12			
17	Shifting of meter / service line	9	115	124	41	74	0	0	0	115	9			
18	For current bills where no additional information is required	0	56	56	49	7	0	0	0	56	0			
19	For current bills where additional information is required	2	199	201	68	133	0	0	0	201	0			
20	Disconnection or reconnectin of supply	21	1910	1931	1084	845	0	0	0	1929	2			
21	Request for Reconnection	1	977	978	634	341	0	0	0	975	3			
22	Upto date bill	5	2734	2739	1867	871	0	0	0	2738	1			

T. Chinnappa  
 Superintending Engineer  
 Cum-Head of the Department

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GOVERNMENT OF PUDUCHERRY  
ELECTRICITY DEPARTMENT

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

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e-mail : se1ped.pon@nic.in

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

Date : .....

No. **657**/ED/EE-C&TTC/JE/F-SOP/2022-2023

Dated: **21-07-2022**

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'22, Monthly reports for the period of April'22 to June'22 for the financial year 2022-23–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 Electricity Department, Puducherry for the 1<sup>st</sup> Quarter ending of June'22, Monthly reports for the period of April'22 to June'22 for the financial year 2022-23 are furnished in the Annexure as per the prescribed format.

Yours faithfully

*T. Chanemougam*

(T. Chanemougam)

Superintending Engineer-Cum  
Head of Department

Name of the Licensee : Electricity Department , Puducherry					As on last day of 1st Quarter of 2022-23								
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 period	
					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	9445	9445	5698	3747	0	0	0	9445	0		
2	Service broken/service snapped	0	1502	1502	438	1064	0	0	0	1502	0		
3	Fault in distribution line / system	0	903	903	418	485	0	0	0	903	0		
4	DT failed / burnt	0	28	28	12	16	0	0	0	28	0		
5	HT mains failed	0	377	377	95	282	0	0	0	377	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	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	219	219	141	72	0	0	0	213	6		
11	For defective / struck meters	214	834	1048	362	588	0	0	0	950	98		
12	For burnt meters	0	143	143	55	83	0	0	0	138	5		
13	Change of consumer name due to change in ownership	97	465	562	226	262	0	0	0	488	74		
14	Transfer of consumer name to legal heir	1	16	17	0	17	0	0	0	17	0		
15	Load reduction	3	27	30	7	20	0	0	0	27	3		
16	Change of category	12	69	81	23	53	0	0	0	76	5		
17	Shifting of meter / service line	9	27	36	12	11	0	0	0	23	13		
18	For current bills where no additional information is required	0	35	35	28	7	0	0	0	35	0		
19	For current bills where additional information is required	0	107	107	58	49	0	0	0	107	0		
20	Disconnection or reconnectin of supply	2	950	952	947	5	0	0	0	952	0		
21	Request for Reconnection	3	552	555	551	4	0	0	0	555	0		
22	Upto date bill	1	484	485	387	97	0	0	0	484	1		

T. Chinnappa  
Superintending Engineer  
Cum-Head of the Department

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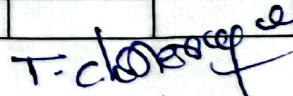


Name of the Licensee : Electricity Department , Puduchery					As on last day of April-2022									
Sl.No	Nature of Complaints	Pending Complaints of the previous month	Total Complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total Complaints attended	Balance Complaints to be redressed	Compensation to consumers for dealy beyond stipulated period		
					In stipulated time		Beyond stipulated time					Total Complaints at tended 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	2865	2865	1645	1220	0	0	0	2865	0			
2	Service broken/service snapped	0	416	416	122	294	0	0	0	416	0			
3	Fault in distribution line / system	0	255	255	92	163	0	0	0	255	0			
4	DT failed / burnt	0	7	7	2	5	0	0	0	7	0			
5	HT mains failed	0	76	76	6	70	0	0	0	76	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	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	108	108	82	24	0	0	0	106	2			
11	For defective / struck meters	214	388	602	189	179	0	0	0	368	234			
12	For burnt meters	0	38	38	16	22	0	0	0	38	0			
13	Change of consumer name due to change in ownership	97	193	290	109	92	0	0	0	201	89			
14	Transfer of consumer name to legal heir	1	9	10	0	9	0	0	0	9	1			
15	Load reduction	3	15	18	7	7	0	0	0	14	4			
16	Change of category	12	31	43	12	16	0	0	0	28	15			
17	Shifting of meter / service line	9	14	23	6	5	0	0	0	11	12			
18	For current bills where no additional information is required	0	18	18	13	3	0	0	0	16	2			
19	For current bills where additional information is required	0	36	36	8	28	0	0	0	36	0			
20	Disconnection or reconnectin of supply	2	932	934	932	0	0	0	0	932	2			
21	Request for Reconnection	3	546	549	545	0	0	0	0	545	4			
22	Upto date bill	1	228	229	139	88	0	0	0	227	2			

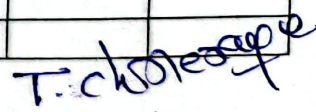
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T. chokkappa  
 Superintending Engineer  
 Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry					No. of Complaints redressed during this Month					As on last day of May-2022			
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 dealy beyond stipulated period	
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total Complaints attended beyond stipulated time			Compensation due in ₹	Compensation paid in ₹
					6	7	8	9	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	3311	3311	2012	1299	0	0	0	3311	0		
2	Service broken/service snapped	0	554	554	155	399	0	0	0	554	0		
3	Fault in distribution line / system	0	310	310	147	163	0	0	0	310	0		
4	DT failed / burnt	0	10	10	2	8	0	0	0	10	0		
5	HT mains failed	0	147	147	37	110	0	0	0	147	0		
6	Problem in grid (230/110 KV) SS	0	0	0	0	0	0	0	0	0	0		
7	Failure of Power Transformer	0	0	0	0	0	0	0	0	0	0		
8	Voltage variation where augmentation is not required	0	0	0	0	0	0	0	0	0	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	2	73	75	47	24	0	0	0	71	4		
11	For defective / struck meters	234	298	532	125	242	0	0	0	367	165		
12	For burnt meters	0	50	50	20	28	0	0	0	48	2		
13	Change of consumer name due to change in ownership	89	198	287	76	129	0	0	0	205	82		
14	Transfer of consumer name to legal heir	1	3	4	0	4	0	0	0	4	0		
15	Load reduction	4	6	10	0	8	0	0	0	8	2		
16	Change of category	15	22	37	9	12	0	0	0	21	16		
17	Shifting of meter / service line	12	6	18	3	2	0	0	0	5	13		
18	For current bills where no additional information is required	2	16	18	14	3	0	0	0	17	1		
19	For current bills where additional information is required	0	68	68	47	21	0	0	0	68	0		
20	Disconnection or reconnectin of supply	2	4	6	1	5	0	0	0	6	0		
21	Request for Reconnection	4	0	4	0	4	0	0	0	4	0		
22	Upto date bill	2	180	182	173	8	0	0	0	181	1		

  
 T. Chokkappa  
 Superintending Engineer  
 Cum-Head of the Department  
 7/10

Name of the Licensee : Electricity Department , Puducherry					As on last day of June-2022									
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 complanints attended beyond stipulated time	Total complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated period	
					In stipulated time		Beyond stipulated time						13	14
					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	3269	3269	2041	1228	0	0	0	3269	0			
2	Service broken/service snapped	0	532	532	161	371	0	0	0	532	0			
3	Fault in distribution line / system	0	338	338	179	159	0	0	0	338	0			
4	DT failed / burnt	0	11	11	8	3	0	0	0	11	0			
5	HT mains failed	0	154	154	52	102	0	0	0	154	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	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	4	38	42	12	24	0	0	0	36	6			
11	For defective / struck meters	165	148	313	48	167	0	0	0	215	98			
12	For burnt meters	2	55	57	19	33	0	0	0	52	5			
13	Change of consumer name due to change in ownership	82	74	156	41	41	0	0	0	82	74			
14	Transfer of consumer name to legal heir	0	4	4	0	4	0	0	0	4	0			
15	Load reduction	2	6	8	0	5	0	0	0	5	3			
16	Change of category	16	16	32	2	25	0	0	0	27	5			
17	Shifting of meter / service line	13	7	20	3	4	0	0	0	7	13			
18	For current bills where no additional information is required	1	1	2	1	1	0	0	0	2	0			
19	For current bills where additional information is required	0	3	3	3	0	0	0	0	3	0			
20	Disconnection or reconnectin of supply	0	14	14	14	0	0	0	0	14	0			
21	Request for Reconnection	0	6	6	6	0	0	0	0	6	0			
22	Upto date bill	1	76	77	75	1	0	0	0	76	1			

  
 Superintending Engineer  
 Cum-Head of the Department  
 7/10