

No.403/ED/EE-II/JE/F-SOP/2015-16
GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

Puducherry, Dt: 25-01-2016

To:
The Secretary,
Joint Electricity Regulatory Commission (For State of Goa and UTs),
"VANIJYA NIKUNJ",
II Floor, Udyog Vihar,
Phase V, Gurgaon - 122016.
Haryana.

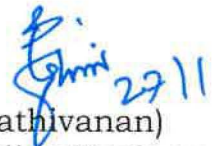
Sir,

Sub: Electricity Department-Division -II-Puducherry- Month wise
report on Pending complaints for the period from October'15
to December'15 - Furnished - Regarding.

Ref: Lr.No.12/31/2013-JERC/1186-99, Dt: 13-09-2013 .

The region wise SoP report for the period from October'15 to
December'15 are furnished herewith in the Annexure as per the format sent.

Yours faithfully,


(K.Mathivanan)

$\frac{1}{3}$ Superintending Engineer - I.

Encl: As above.

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Period : Oct-15

Region: Puducherry

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped	64	2938	3002	1160	1770	8		2938	64
A(ii)	Service broken/service snapped	3	383	386	281	102	1		384	2
A(iii)	Fault in distribution line/system	5	223	228	134	88	1		223	5
A(iv)	Distribution transformer failed	7	8	15	5	3			8	7
A(v)	HT Mains failed	6	280	286	250	30			280	6
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required	6	7	13	5	2			7	6
B(ii)	Voltage variation where augmentation is required	1	7	8	2	1	1		4	4
C(i)	For accuracy test of meters		137	137	87	50			137	
C(ii)	For defective/struck meters	5073	714	5787	252	389	10	13	664	5123
C(iii)	For burnt meters	430	99	529	33	69		1	103	426
D(i)	Change of name due to change in ownership/occupancy	316	245	561	97	109	4	4	214	347
D(ii)	Transfer of consumer name to legal heir	2	2	4	2				2	2
D(iii)	Load reduction		2	2		2			2	
D(iv)	Change of category	30	18	48	12	8	2		22	26
D(v)	Shifting of meter/service line etc.	26	10	36	5	2			7	29
E(i)	For current bills where no additional information is required	3	21	24	15	6			21	3
E(ii)	Where additional information relating to correction of reading etc. is required	38	16	54	16	2			18	36
F(i)	Disconnection or reconnection of supply	685	1389	2074	613	423			1036	1038
F(ii)	Request for reconnection	45	1118	1163	227	834			1061	102
F(iii)	Upto to date bill		15	15	11	1			12	3

(K. Mathivanan)
Superintending Engineer-I

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Period : Nov-15

Region: Puducherry

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated time	Within stipulated time	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped	64	4378	4442	1830	2540	8		4378	64
A(ii)	Service broken/service snapped	2	710	712	432	273	4	1	710	2
A(iii)	Fault in distribution line/system	5	463	468	150	309	2	2	463	5
A(iv)	Distribution transformer failed	7	18	25	9	5	2	2	18	7
A(v)	HT Mains failed	6	275	281	232	43			275	6
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required	6	15	21	10	4	1		15	6
B(ii)	Voltage variation where augmentation is required	4	10	14	7	2	1	3	13	1
C(i)	For accuracy test of meters		72	72	38	34			72	
C(ii)	For defective/struck meters	5123	603	5726	206	389	10	13	618	5108
C(iii)	For burnt meters	426	79	505	33	46		1	80	425
D(i)	Change of name due to change in ownership/occupancy	347	231	578	106	136		3	245	333
D(ii)	Transfer of consumer name to legal heir	2	4	6	2	2			4	2
D(iii)	Load reduction		1	1		1			1	
D(iv)	Change of category	26	11	37	5	9			14	23
D(v)	Shifting of meter/service line etc.	29	8	37	5	2			7	30
E(i)	For current bills where no additional information is required	3	1	4	1				1	3
E(ii)	Where additional information relating to correction of reading etc. is required	36	11	47	8	4			12	35
F(i)	Disconnection or reconnection of supply	1038	1412	2450	699	737			1436	1014
F(ii)	Request for reconnection	102	317	419	304	13			317	102
F(iii)	Upto to date bill	3	49	52	49	3			52	

(K. Mathivanan)
Superintending Engineer-I

Review of the Implementation of Standard of Performance by deemed licensees of JERC

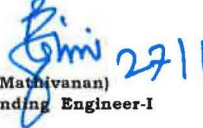
Proforma

Department : Electricity Department, Puducherry.

Period : Dec-15

Region: Puducherry

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated time	Within stipulated time	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped	64	3484	3548	1451	2028	5		3484	64
A(ii)	Service broken/service snapped	2	615	617	370	243	2		615	2
A(iii)	Fault in distribution line/system	5	244	249	122	119	2	1	244	5
A(iv)	Distribution transformer failed	7	12	19	6	2	1	3	12	7
A(v)	HT Mains failed	6	134	140	104	30			134	6
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required	6	7	13	5	1	1		7	6
B(ii)	Voltage variation where augmentation is required	1	4	5	2	2			4	1
C(i)	For accuracy test of meters		64	64	45	19			64	
C(ii)	For defective/struck meters	5108	553	5661	202	227	12	11	452	5209
C(iii)	For burnt meters	425	126	551	44	80		1	125	426
D(i)	Change of name due to change in ownership/occupancy	333	197	530	69	98	2	4	173	357
D(ii)	Transfer of consumer name to legal heir	2	3	5	3				3	2
D(iii)	Load reduction									
D(iv)	Change of category	23	14	37	6	4			10	27
D(v)	Shifting of meter/service line etc.	30	13	43	5	8			13	30
E(i)	For current bills where no additional information is required	3	7	10	6	1			7	3
E(ii)	Where additional information relating to correction of reading etc. is required	35	14	49	12	2			14	35
F(i)	Disconnection or reconnection of supply	1014	614	1628	334	284	13		631	997
F(ii)	Request for reconnection	102	746	848	494	354			848	
F(iii)	Upto to date bill		6	6	3	3			6	


 (K. Mathivanan)
 Superintending Engineer-I

Department : Electricity Department, Puducherry.

Division : V

Period : Oct-15

Region: Karaikal

Sl No	Nature of complaints	Pending complain ts of previous months	Complaint s received during the month	Total complain ts	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint s to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		599	599		599			599	
A(ii)	Service broken/service snapped		88	88		88			88	
A(iii)	Fault in distribution line/system		25	25		25			25	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		12	12		12			12	
A(vi)	Problem in grid (110 KV to 230 KV)		6	6		6			6	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters	5	4	9		3			3	6
C(ii)	For defective/struck meters	851	96	947		24			24	923
C(iii)	For burnt meters	31	17	48		14			14	34
D(i)	Change of name due to change in ownership/occupancy	9	27	36		21			21	15
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction	3	6	9		6			6	3
D(iv)	Change of category	6	4	10		4			4	6
D(v)	Shifting of meter/service line etc.	2	10	12		10			10	2
E(i)	For current bills where no additional information is required		12	12		12			12	
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill		2	2		2			2	

(K. Mathivanan)
Superintending Engineer-I

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division : V

Period : Nov-15

Region: Karaikal

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		1135	1135		1135			1135	
A(ii)	Service broken/service snapped		199	199		199			199	
A(iii)	Fault in distribution line/system		92	92		92			92	
A(iv)	Distribution transformer failed		4	4		4			4	
A(v)	HT Mains failed		19	19		19			19	
A(vi)	Problem in grid (110 KV to 230 KV)		4	4		4			4	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters	6	5	11		5			5	6
C(ii)	For defective/struck meters	923	91	1014		19			19	995
C(iii)	For burnt meters	34	16	50		16			16	34
D(i)	Change of name due to change in ownership/occupancy	15	20	35		18			18	17
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction	3	7	10		7			7	3
D(iv)	Change of category	6	4	10		4			4	6
D(v)	Shifting of meter/service line etc.	2	14	16		14			14	2
E(i)	For current bills where no additional information is required		6	6		6			6	
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply									
F(ii)	Request for reconnection		1	1						1
F(iii)	Upto to date bill		1	1						1

(K. Mathivanan)
Superintending Engineer-I

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division : V

Period : Dec-15

Region: Karaikal

Sl No	Nature of complaints	Pending complain ts of previous months	Complaint s received during the month	Total complain ts	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint s to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		748	748		748			748	
A(ii)	Service broken/service snapped		106	106		106			106	
A(iii)	Fault in distribution line/system		53	53		53			53	
A(iv)	Distribution transformer failed		4	4		4			4	
A(v)	HT Mains failed									
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters	6	3	9		2			2	7
C(ii)	For defective/struck meters	995	92	1087		49			49	1038
C(iii)	For burnt meters	34	22	56		14			14	42
D(i)	Change of name due to change in ownership/occupancy	17	14	31		6			6	25
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction	3		3						3
D(iv)	Change of category	6	4	10		3			3	7
D(v)	Shifting of meter/service line etc.	2	5	7		3			3	4
E(i)	For current bills where no additional information is required		15	15		15			15	
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		2	2		2			2	
F(ii)	Request for reconnection	1		1						1
F(iii)	Upto to date bill	1	1	2		1			1	1

(K. Mathiyanan)
Superintending Engineer-I

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Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division :

Period : Oct-15

Region: Yanam

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated time	Within stipulated time	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		71	71		71			71	
A(ii)	Service broken/service snapped		9	9		9			9	
A(iii)	Fault in distribution line/system		1	1		1			1	
A(iv)	Distribution transformer failed		32	32		32			32	
A(v)	HT Mains failed		2	2		2			2	
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters		45	45		45			45	
C(iii)	For burnt meters		13	13		13			13	
D(i)	Change of name due to change in ownership/occupancy		4	4		4			4	
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category		1	1		1			1	
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		52	52		52			52	
F(ii)	Request for reconnection		52	52		52			52	
F(iii)	Upto to date bill									

(K. Mathivanan)
Superintending Engineer-I

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Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division :

Period : Nov-15

Region: Yanam

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated time	Within stipulated time	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		101	101		101			101	
A(ii)	Service broken/service snapped		20	20		20			20	
A(iii)	Fault in distribution line/system		15	15		15			15	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		22	22		22			22	
A(vi)	Problem in grid (110 KV to 230 KV)									
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters		40	40		40			40	
C(iii)	For burnt meters		9	9		9			9	
D(i)	Change of name due to change in ownership/occupancy		2	2		2			2	
D(ii)	Transfer of consumer name to legal heir		2	2		2			2	
D(iii)	Load reduction									
D(iv)	Change of category		3	3		3			3	
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		45	45		45			45	
F(ii)	Request for reconnection		45	45		45			45	
F(iii)	Upto to date bill									


 (K. Mathivanan)
 Superintending Engineer-I
 27/11
 7/13

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division :

Period : Dec-15

Region: Yanam

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month	Total complaints	Number of complaints redressed during the month				Total (5 to 8)	Balance complaints to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated time	Within stipulated time	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		48	48		48			48	
A(ii)	Service broken/service snapped		10	10		10			10	
A(iii)	Fault in distribution line/system		6	6		6			6	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		12	12		12			12	
A(vi)	Problem in grid (110 KV to 230 KV)		1	1		1			1	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters		59	59		59			59	
C(iii)	For burnt meters		14	14		14			14	
D(i)	Change of name due to change in ownership/occupancy		2	2		2			2	
D(ii)	Transfer of consumer name to legal heir		5	5		5			5	
D(iii)	Load reduction									
D(iv)	Change of category		1	1		1			1	
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		62	62		62			62	
F(ii)	Request for reconnection		62	62		62			62	
F(iii)	Upto to date bill									

(K. Mathivanan)
Superintending Engineer-I

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Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division : III

Period : Oct-15

Region: Mahe

Sl No	Nature of complaints	Pending complain ts of previous months	Complaint s received during the month	Total complain ts	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint s to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		261	261	261				261	
A(ii)	Service broken/service snapped		17	17	17				17	
A(iii)	Fault in distribution line/system		16	16	15	1			16	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		11	11	11				11	
A(vi)	Problem in grid (110 KV to 230 KV)		5	5	5				5	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters	19	21	40	8				8	32
C(iii)	For burnt meters		6	6	6				6	
D(i)	Change of name due to change in ownership/occupancy									
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category		1	1	1				1	
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		3	3	3				3	
F(ii)	Request for reconnection		5	5	5				5	
F(iii)	Upto to date bill									

(K. Mathiyanan)
Superintending Engineer-I

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Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division : III

Period : Nov-15

Region: Mahe

Sl No	Nature of complaints	Pending complain ts of previous months	Complaint s received during the month	Total complain ts	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint s to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		243	243	243				243	
A(ii)	Service broken/service snapped		19	19	19				19	
A(iii)	Fault in distribution line/system		16	16	16				16	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		17	17	17				17	
A(vi)	Problem in grid (110 KV to 230 KV)		10	10	10				10	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters	32	19	51	36	2			38	13
C(iii)	For burnt meters		15	15	15				15	
D(i)	Change of name due to change in ownership/occupancy									
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category									
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		11	11	11				11	
F(ii)	Request for reconnection		9	9	9				9	
F(iii)	Upto to date bill									

(K. Mathivanan)
Superintending Engineer-I

Review of the Implementation of Standard of Performance by deemed licensees of JERC

Proforma

Department : Electricity Department, Puducherry.

Division : III

Period : Dec-15

Region: Mahe

Sl No	Nature of complaints	Pending complain ts of previous months	Complaint s received during the month	Total complain ts	Number of complaints redressed during the month				Total (5 to 8)	Balance complaint s to be redressed (4-9)
					In stipulated time		Beyond stipulated time			
					Within 50% of stipulated	Within stipulated	Upto double the stipulated	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		232	232	232				232	
A(ii)	Service broken/service snapped		21	21	21				21	
A(iii)	Fault in distribution line/system		16	16	15	1			16	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		13	13	13				13	
A(vi)	Problem in grid (110 KV to 230 KV)		8	8	8				8	
A(vii)	Failure of power transformer									
B(i)	Voltage variation where augmentation is not required									
B(ii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters	13	20	33	13				13	20
C(iii)	For burnt meters		6	6	6				6	
D(i)	Change of name due to change in ownership/occupancy		2	2	2				2	
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category									
D(v)	Shifting of meter/service line etc.									
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required									
F(i)	Disconnection or reconnection of supply		6	6	6				6	
F(ii)	Request for reconnection		6	6	6				6	
F(iii)	Upto to date bill									

(K. Mathivanan)
Superintending Engineer-I

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