



GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

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

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D. RAVI, B.E., M.I.E.,
SUPERINTENDING ENGINEER - CUM -
HEAD OF THE DEPARTMENT

No. /ED/EE-C&TTC/JE/F-SOP/2017-2018

Dated:20-04-2018

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 Puducherry - Furnishing of
information on Standard of Performance (SOP) and other
Regulations notified by the Joint Electricity Regulatory
Commission (JERC) for Goa and UTs. - Annual 17-18 and 4th
Quarterly returns for the period January'18 to March'18 -
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 4th Quarter ending of March'18 and Annual report for the
financial year 2017-18 are furnished in the Annexure as per the prescribed
format.

Yours Faithfully

(D.Ravi)

Superintending Engineer-Cum
Head of Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of the Financial Year-2017-18			
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	34556	34556	14536	20015	5	0	5	34556	0		
2	Service broken/service snapped	0	5500	5500	2649	2848	3	0	3	5500	0		
3	Fault in distribution line / system	0	2848	2848	1362	1486	0	0	0	2848	0		
4	DT failed / burnt	0	116	116	54	60	0	2	2	116	0		
5	HT mains failed	0	1651	1651	613	1036	1	1	2	1651	0		
6	Problem in grid (230/110 KV) SS	0	94	94	31	63	0	0	0	94	0		
7	Failure of Power Transformer	0	9	9	2	7	0	0	0	9	0		
8	Voltage variation where augmentation is not required	0	15	15	8	7	0	0	0	15	0		
9	Voltage variation where augmentation is required	0	15	15	8	5	2	0	2	15	0		
10	For Accuracy of meters	12	1196	1208	774	420	0	0	0	1194	14		
11	For defective / struck meters	2645	7105	9750	3024	3840	30	174	204	7068	2682		
12	For burnt meters	28	1109	1137	452	679	0	4	4	1135	2		
13	Change of consumer name due to change in ownership	184	2887	3071	1408	1456	30	42	72	2936	135		
14	Transfer of consumer name to legal heir	0	366	366	122	198	3	0	3	323	43		
15	Load reduction	0	39	39	14	25	0	0	0	39	0		
16	Change of category	27	411	438	190	234	2	1	3	427	11		
17	Shifting of meter / service line	7	207	214	87	127	0	0	0	214	0		
18	For current bills where no additional information is required	5	199	204	117	86	0	0	0	203	1		
19	For current bills where additional information is required	22	349	371	131	240	0	0	0	371	0		
20	Disconnection or reconnectin of supply	535	22388	22923	10072	12851	0	0	0	22923	0		
21	Request for Reconnection	56	6168	6224	1158	5066	0	0	0	6224	0		
22	Upto date bill	0	2883	2883	2469	414	0	0	0	2883	0		

Superintending Engineer
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry

As on last day of 4th Quarter of 2017

Name of the Licensee : Electricity Department , Puducherry										As on last day of 4th Quarter of 2017			
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	6848	6848	2965	3880	3	0	3	6848	0		
2	Service broken/service snapped	0	1395	1395	633	762	0	0	0	1395	0		
3	Fault in distribution line / system	0	546	546	242	304	0	0	0	546	0		
4	DT failed / burnt	0	7	7	1	6	0	0	0	7	0		
5	HT mains failed	0	305	305	117	188	0	0	0	305	0		
6	Problem in grid (230/110 KV) SS	0	27	27	8	19	0	0	0	27	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	2	376	378	298	66	0	0	0	364	14		
11	For defective / struck meters	2611	1786	4397	774	888	0	53	53	1715	2682		
12	For burnt meters	3	254	257	64	190	0	1	1	255	2		
13	Change of consumer name due to change in ownership	115	764	879	374	359	0	11	11	744	135		
14	Transfer of consumer name to legal heir	21	103	124	26	52	3	0	3	81	43		
15	Load reduction	0	12	12	1	11	0	0	0	12	0		
16	Change of category	7	100	107	44	52	0	0	0	96	11		
17	Shifting of meter / service line	0	43	43	16	27	0	0	0	43	0		
18	For current bills where no additional information is required	0	92	92	59	32	0	0	0	91	1		
19	For current bills where additional information is required	0	65	65	18	47	0	0	0	65	0		
20	Disconnection or reconnectin of supply	43	7466	7509	2821	4688	0	0	0	7509	0		
21	Request for Reconnection	0	1894	1894	217	1677	0	0	0	1894	0		
22	Upto date bill	0	1095	1095	950	145	0	0	0	1095	0		

Superintending Engineer
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of January-2018			
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	2323	2323	1030	1293	0	0	0	2323	0		
2	Service broken/service snapped	0	392	392	214	178	0	0	0	392	0		
3	Fault in distribution line / system	0	171	171	63	108	0	0	0	171	0		
4	DT failed / burnt	0	3	3	0	3	0	0	0	3	0		
5	HT mains failed	0	99	99	29	70	0	0	0	99	0		
6	Problem in grid (230/110 KV) SS	0	4	4	2	2	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	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	105	107	75	32	0	0	0	107	0		
11	For defective / struck meters	2611	558	3169	275	257	0	35	35	567	2602		
12	For burnt meters	3	89	92	24	63	0	1	1	88	4		
13	Change of consumer name due to change in ownership	115	215	330	124	89	0	2	2	215	115		
14	Transfer of consumer name to legal heir	21	40	61	3	15	0	0	0	18	43		
15	Load reduction	0	3	3	0	3	0	0	0	3	0		
16	Change of category	7	35	42	17	14	0	0	0	31	11		
17	Shifting of meter / service line	0	9	9	0	9	0	0	0	9	0		
18	For current bills where no additional information is required	0	32	32	28	4	0	0	0	32	0		
19	For current bills where additional information is required	0	19	19	5	14	0	0	0	19	0		
20	Disconnection or reconnectin of supply	43	1006	1049	421	622	0	0	0	1043	6		
21	Request for Reconnection	0	404	404	0	404	0	0	0	404	0		
22	Upto date bill	0	220	220	176	44	0	0	0	220	0		

Superintending Engineer
Cum-Head of the Department

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Name of the Licensee : Electricity Department , Puducherry										As on last day of February-2018				
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						
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	2142	2142	887	1253	2	0	2	2142	0			
2	Service broken/service snapped	0	515	515	216	299	0	0	0	515	0			
3	Fault in distribution line / system	0	177	177	78	99	0	0	0	177	0			
4	DT failed / burnt	0	2	2	1	1	0	0	0	2	0			
5	HT mains failed	0	92	92	33	59	0	0	0	92	0			
6	Problem in grid (230/110 KV) SS	0	11	11	2	9	0	0	0	11	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	124	124	108	16	0	0	0	124	0			
11	For defective / struck meters	2602	610	3212	254	319	0	14	14	587	2625			
12	For burnt meters	4	89	93	20	56	0	0	0	76	17			
13	Change of consumer name due to change in ownership	115	263	378	120	133	0	4	4	257	121			
14	Transfer of consumer name to legal heir	43	34	77	1	28	3	0	3	32	45			
15	Load reduction	0	4	4	1	3	0	0	0	4	0			
16	Change of category	11	29	40	14	15	0	0	0	29	11			
17	Shifting of meter / service line	0	17	17	6	10	0	0	0	16	1			
18	For current bills where no additional information is required	0	51	51	20	25	0	0	0	45	6			
19	For current bills where additional information is required	0	22	22	4	16	0	0	0	20	2			
20	Disconnection or reconnectin of supply	6	2489	2495	955	1297	0	0	0	2252	243			
21	Request for Reconnection	0	792	792	125	666	0	0	0	791	1			
22	Upto date bill	0	503	503	449	54	0	0	0	503	0			

Superintending Engineer
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of March-2018			
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	2383	2383	1048	1334	1	0	1	2383	0		
2	Service broken/service snapped	0	488	488	203	285	0	0	0	488	0		
3	Fault in distribution line / system	0	198	198	101	97	0	0	0	198	0		
4	DT failed / burnt	0	2	2	0	2	0	0	0	2	0		
5	HT mains failed	0	114	114	55	59	0	0	0	114	0		
6	Problem in grid (230/110 KV) SS	0	12	12	4	8	0	0	0	12	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	147	147	115	18	0	0	0	133	14		
11	For defective / struck meters	2625	618	3243	245	312	0	4	4	561	2682		
12	For burnt meters	17	76	93	20	71	0	0	0	91	2		
13	Change of consumer name due to change in ownership	121	286	407	130	137	0	5	5	272	135		
14	Transfer of consumer name to legal heir	45	29	74	22	9	0	0	0	31	43		
15	Load reduction	0	5	5	0	5	0	0	0	5	0		
16	Change of category	11	36	47	13	23	0	0	0	36	11		
17	Shifting of meter / service line	1	17	18	10	8	0	0	0	18	0		
18	For current bills where no additional information is required	6	9	15	11	3	0	0	0	14	1		
19	For current bills where additional information is required	2	24	26	9	17	0	0	0	26	0		
20	Disconnection or reconnectin of supply	243	3971	4214	1445	2769	0	0	0	4214	0		
21	Request for Reconnection	1	698	699	92	607	0	0	0	699	0		
22	Upto date bill	0	372	372	325	47	0	0	0	372	0		

Superintending Engineer
Cum-Head of the Department