



GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

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

No.630/ED/EE-Cables & TTC/JE/F-SOP/2017-2018

Dated:10-08-2017

To:
The Secretary,
Joint Electricity Regulatory Commission (For State of Goa and UTs),
"VANIYA 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. – Monthly /Quarterly returns for the period April'17 to June'17 – Furnished - Regarding.

No. 8/6/2010-JERC, 19-11-2010.

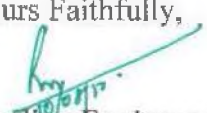
Ref: No.34/1/2015-JERC/1306, Dt:8-04-2015

The region wise SoP report for the 1st Quarter ending June'17 for the financial year 2017-18 Month wise from April'17 to June'17 are furnished in the Annexure as per the existing format.

Further it is to inform that the reason for delay in attending the consumer complaints beyond the stipulated time with an action plan to eliminate such delays as per the Revised format will be furnished in the next monthly / quarterly report on Standard of Performance .

Encl: As above.

Yours Faithfully,


Superintending Engineer-Cum
Head of Department

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

Proforma

Department : Electricity Department, Puducherry.				Period :	April-17 to June-17		1st Qtr	Region: Puducherry		
Sl No	Nature of complaints	Pending complaints of previous Qtr	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		6365	6365	3264	3101			6365	
A(ii)	Service broken/service snapped		915	915	724	189	3		915	
A(iii)	Fault in distribution line/system		588	588	384	204			588	
A(iv)	Distribution transformer failed		33	33	20	13			33	
A(v)	HT Mains failed		148	148	55	93			148	
A(vi)	Problem in grid (110 KV to 230 KV)		3	3		3			3	
A(vii)	Failure of power transformer		1	1		1			1	
B(i)	Voltage variation where augmentation is not required		14	14	8	6			14	
B(ii)	Voltage variation where augmentation is required		15	15	8	5	2		15	
C(i)	For accuracy test of meters		89	89	81	8			89	
C(ii)	For defective/struck meters	2208	1267	3475	595	538			1133	2342
C(iii)	For burnt meters	10	138	148	81	61			142	6
D(i)	Change of name due to change in ownership/occupancy	159	697	856	367	346		4	717	139
D(ii)	Transfer of consumer name to legal heir		69	69	28	35			63	6
D(iii)	Load reduction		9	9	3	5			8	1
D(iv)	Change of category	11	67	78	49	18			67	11
D(v)	Shifting of meter/service line etc.	1	41	42	21	21			42	
E(i)	For current bills where no additional information is required	5	15	20	15	5			20	
E(ii)	Where additional information relating to correction of reading etc. is required	16	77	93	53	27			80	13
F(i)	Disconnection or reconnection of supply	399	3251	3650	1234	2137			3371	279
F(ii)	Request for reconnection		461	461	118	343			461	
F(iii)	Upto to date bill		409	409	317	92			409	

Superintending Engineer -Cum
Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Period : Apr-17

Region: Puducherry

Sl No	Nature of complaints	Pending complaints of previous months	Complaints received during the month of April	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 60% of stipulated time	Within stipulated time	Upto double the stipulated time	More than double the stipulated time		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		1942	1942	1011	931			1942	
A(ii)	Service broken/service snapped		305	305	223	81	1		305	
A(iii)	Fault in distribution line/system		165	165	104	61			165	
A(iv)	Distribution transformer failed		7	7	6	1			7	
A(v)	HT Mains failed		44	44	12	32			44	
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		6	6	4	2			6	
C(i)	For accuracy test of meters		24	24	20	4			24	
C(ii)	For defective/struck meters	2208	379	2587	184	196			380	2207
C(iii)	For burnt meters	10	42	52	24	31			45	7
D(i)	Change of name due to change in ownership/occupancy	159	232	391	113	118		2	233	158
D(ii)	Transfer of consumer name to legal heir		17	17	3	14			17	
D(iii)	Load reduction		4	4	1	3			4	
D(iv)	Change of category	11	37	48	29	12			41	7
D(v)	Shifting of meter/service line etc.	1	10	11	1	9			10	1
E(i)	For current bills where no additional information is required	5	5	10	5				5	5
E(ii)	Where additional information relating to correction of reading etc. is required	16	31	47	19	14			33	14
F(i)	Disconnection or reconnection of supply	399	1066	1465	541	594			1135	330
F(ii)	Request for reconnection		109	109	25	84			109	
F(iii)	Upto to date bill		143	143	86	57			143	

Superintending Engineer -Cum
Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Period : May-17

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		2217	2217	1122	1095			2217	
A(ii)	Service broken /service snapped		322	322	261	60	1		322	
A(iii)	Fault in distribution line/system		205	205	133	72			205	
A(iv)	Distribution transformer failed		16	16	8	8			16	
A(v)	HT Mains failed		52	52	25	27			52	
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		10	10	6	4			10	
B(ii)	Voltage variation where augmentation is required		6	6	2	2	2		6	
C(i)	For accuracy test of meters		16	16	12	4			16	
C(ii)	For defective/struck meters	2207	440	2647	199	148			347	2300
C(iii)	For burnt meters	7	53	60	25	25			50	10
D(i)	Change of name due to change in ownership/occupancy	158	265	423	137	108			245	178
D(ii)	Transfer of consumer name to legal heir		23	23	8	12			20	3
D(iii)	Load reduction		2	2	1	1			2	
D(iv)	Change of category	7	14	21	12	3			15	6
D(v)	Shifting of meter/service line etc.	1	7	8	3	5			8	
E(i)	For current bills where no additional information is required	5	8	13	8	5			13	
E(ii)	Where additional information relating to correction of reading etc. is required	14	25	39	22	5			27	12
F(i)	Disconnection or reconnection of supply	330	903	1233	249	670			919	314
F(ii)	Request for reconnection		80	80	18	62			80	
F(iii)	Upto to date bill		115	115	101	14			115	


 Superintending Engineer - Cum
 Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Period : Jun-17

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		2206	2206	1131	1075			2206	
A(ii)	Service broken/service snapped		288	288	240	47	1		288	
A(iii)	Fault in distribution line/system		218	218	147	71			218	
A(iv)	Distribution transformer failed		10	10	6	4			10	
A(v)	HT Mains failed		52	52	18	34			52	
A(vi)	Problem in grid (110 KV to 230 KV)		1	1		1			1	
A(vii)	Failure of power transformer		1	1		1			1	
B(i)	Voltage variation where augmentation is not required		4	4	2	2			4	
B(ii)	Voltage variation where augmentation is required		3	3	2	1			3	
C(i)	For accuracy test of meters		49	49	49				49	
C(ii)	For defective/struck meters	2300	448	2748	212	194			406	2342
C(iii)	For burnt meters	10	43	53	32	15			47	6
D(i)	Change of name due to change in ownership/occupancy	178	200	378	117	120		2	239	139
D(ii)	Transfer of consumer name to legal heir	3	29	32	17	9			26	6
D(iii)	Load reduction		3	3	1	1			2	1
D(iv)	Change of category	6	16	22	8	3			11	11
D(v)	Shifting of meter/service line etc.		24	24	17	7			24	
E(i)	For current bills where no additional information is required		2	2	2				2	
E(ii)	Where additional information relating to correction of reading etc. is required	12	21	33	12	8			20	13
F(i)	Disconnection or reconnection of supply	314	1282	1596	444	873			1317	279
F(ii)	Request for reconnection		272	272	75	197			272	
F(iii)	Upto to date bill		151	151	130	21			151	

Superintending Engineer -Cum
Head of Department

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Review of the Implementation of Standard of Performance by deemed licensees of JERC										Proforma
Department : Electricity Department, Puducherry.			Division :	V	Period :	April-17 to June-17		1st Qtr	Region: Karaikal	
Sl No	Nature of complaints	Pending complaint s of previous Qtr	Complaint s received during the month	Total complaint s	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 time	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		1977	1977		1977			1977	
A(ii)	Service broken/service snapped		343	343		343			343	
A(iii)	Fault in distribution line/system		115	115		115			115	
A(iv)	Distribution transformer failed		3	3		3			3	
A(v)	HT Mains failed		38	38		38			38	
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	12	22	34		24			24	10
C(ii)	For defective/struck meters	423	269	692		169			169	523
C(iii)	For burnt meters	18	29	47		37			37	10
D(i)	Change of name due to change in ownership/occupancy	25	26	51		44			44	7
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category	16	36	52		44			44	8
D(v)	Shifting of meter/service line etc.	6	15	21		15			15	6
E(i)	For current bills where no additional information is required		36	36		36			36	
E(ii)	Where additional information relating to correction of reading etc. is required	6	32	38		32			32	6
F(i)	Disconnection or reconnection of supply	136	52	188		140			140	48
F(ii)	Request for reconnection	56	7	63		51			51	12
F(iii)	Upto to date bill		7	7		5			5	2


 Superintending Engineer -Cum
 Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Division : V

Period : Apr-17

Region: Karaikal

Sl No	Nature of complaints	Pending complaint s of previous months	Complaint s received during the month of April	Total complaint s	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 time	More than double the stipulated time		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		594	594		594			594	
A(ii)	Service broken/service snapped		96	96		96			96	
A(iii)	Fault in distribution line/system		33	33		33			33	
A(iv)	Distribution transformer failed		1	1		1			1	
A(v)	HT Mains failed		14	14		14			14	
A(vi)	Problem in grid (110 KV to 230 KV)		2	2		2			2	
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	12	3	15		6			6	9
C(ii)	For defective/struck meters	423	77	500		54			54	446
C(iii)	For burnt meters	18	7	25		17			17	8
D(i)	Change of name due to change in ownership/occupancy	25	10	35		18			18	17
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category	16	10	26		9			9	17
D(v)	Shifting of meter/service line etc.	6	3	9		3			3	6
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	6	14	20		14			14	6
F(i)	Disconnection or reconnection of supply	136	9	145		9			9	136
F(ii)	Request for reconnection	56	2	58		11			11	47
F(iii)	Upto to date bill		4	4		4			4	

Superintending Engineer -Cum
Head of Department

Department : Electricity Department, Puducherry.

Division : V

Period : May-17

Region: Karaikal

Sl No	Nature of complaints	Pending complaint s of previous months	Complaint s received during the month	Total complaint s	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 time	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		768	768		768			768	
A(ii)	Service broken/service snapped		129	129		129			129	
A(iii)	Fault in distribution line/system		43	43		43			43	
A(iv)	Distribution transformer failed		1	1		1			1	
A(v)	HT Mains failed		11	11		11			11	
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	9	14	23		13			13	10
C(ii)	For defective /struck meters	446	103	549		56			56	493
C(iii)	For burnt meters	8	11	19		11			11	8
D(i)	Change of name due to change in ownership/occupancy	17	5	22		18			18	4
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category	17	6	23		16			16	7
D(v)	Shifting of meter/service line etc.	6	6	12		6			6	6
E(i)	For current bills where no additional information is required		21	21		21			21	
E(ii)	Where additional information relating to correction of reading etc. is required	6	15	21		15			15	6
F(i)	Disconnection or reconnection of supply	136	4	140		50			50	90
F(ii)	Request for reconnection	47	2	49		20			20	29
F(iii)	Upto to date bill		1	1						1


 Superintending Engineer - Cum
 Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Division : V

Period : Jun-17

Region: Karaikal

Sl No	Nature of complaints	Pending complaint s of previous months	Complaint s received during the month	Total complaint s	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 time	More than double the		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		615	615		615			615	
A(ii)	Service broken/service snapped		118	118		118			118	
A(iii)	Fault in distribution line/system		39	39		39			39	
A(iv)	Distribution transformer failed		1	1		1			1	
A(v)	HT Mains failed		13	13		13			13	
A(vi)	Problem in grid (110 KV to 230 KV)		3	3		3			3	
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	10	5	15		5			5	10
C(ii)	For defective/struck meters	493	89	582		59			59	523
C(iii)	For burnt meters	8	11	19		9			9	10
D(i)	Change of name due to change in ownership/occupancy	4	11	15		8			8	7
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category	7	20	27		19			19	8
D(v)	Shifting of meter/service line etc.	6	6	12		6			6	6
E(i)	For current bills where no additional information is required									
E(ii)	Where additional information relating to correction of reading etc. is required	6	3	9		3			3	6
F(i)	Disconnection or reconnection of supply	90	39	129		81			81	48
F(ii)	Request for reconnection	29	3	32		20			20	12
F(iii)	Upto to date bill	1	2	3		1			1	2

Superintending Engineer -Cum
Head of Department

Review of the Implementation of Standard of Performance by deemed licensees of JERC										Proforma
Department : Electricity Department, Puducherry.		Division : II	Period : April-17 to June-17	1st Qtr	Region: Yanam					
Sl No	Nature of complaints	Pending complaints of previous Qtr	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		77	77		77			77	
A(ii)	Service broken/service snapped		173	173		173			173	
A(iii)	Fault in distribution line/system		17	17		17			17	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		89	89		89			89	
A(vi)	Problem in grid (110 KV to 230 KV)		7	7		7			7	
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		20	20		20			20	
C(ii)	For defective/struck meters		294	294		294			294	
C(iii)	For burnt meters		38	38		38			38	
D(i)	Change of name due to change in ownership/occupancy		11	11		11			11	
D(ii)	Transfer of consumer name to legal heir		7	7		7			7	
D(iii)	Load reduction		1	1		1			1	
D(iv)	Change of category		7	7		7			7	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									

Superintending Engineer -Cum
Head of Department

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

Proforma

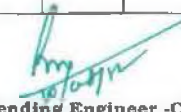
Department : Electricity Department, Puducherry.

Division : II

Period : Apr-17

Region: Yanam

SI No	Nature of complaints	Pending complaints of previous months	Complaints received during the month of April	Total complaints	Number of complaints redressed during the month				Total (\$ 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 time	More than double the stipulated time		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		36	36		36			36	
A(ii)	Service broken/service snapped		9	9		9			9	
A(iii)	Fault in distribution line/system		3	3		3			3	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		19	19		19			19	
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		134	134		134			134	
C(iii)	For burnt meters		7	7		7			7	
D(i)	Change of name due to change in ownership/occupancy		6	6		6			6	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									


 Superintending Engineer -Cum
 Head of Department

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

Proforma

Department : Electricity Department, Pudukkottai.

Division : II

Period : May-17

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		12	12		12			12	
A(ii)	Service broken/service snapped		81	81		81			81	
A(iii)	Fault in distribution line/system		9	9		9			9	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		21	21		21			21	
A(vi)	Problem in grid (110 KV to 230 KV)		3	3		3			3	
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		12	12		12			12	
C(ii)	For defective/struck meters		147	147		147			147	
C(iii)	For burnt meters		22	22		22			22	
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		1	1		1			1	
D(iv)	Change of category		2	2		2			2	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									

Superintending Engineer -Cum
Head of Department

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

Proforma

Department : Electricity Department, Puducherry.

Division :

Period : Jun-17

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		29	29		29			29	
A(ii)	Service broken/service snapped		83	83		83			83	
A(iii)	Fault in distribution line/system		5	5		5			5	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		49	49		49			49	
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		8	8		8			8	
C(ii)	For defective/struck meters		13	13		13			13	
C(iii)	For burnt meters		9	9		9			9	
D(i)	Change of name due to change in ownership/occupancy		3	3		3			3	
D(ii)	Transfer of consumer name to legal heir		5	5		5			5	
D(iii)	Load reduction									
D(iv)	Change of category		4	4		4			4	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									

ELECTRICITY DEPARTMENT

GOVERNMENT OF PUDUCHERRY

Superintending Engineer -Cum
Head of Department

Department : Electricity Department, Puducherry.		Division :	III	Period :	April-17 to June-17		1st Qtr	Region:	Mahe	
SI No	Nature of complaints	Pending complaint s of previous Qtr	Complaint s received during the month	Total complaint s	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	IA	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		558	558	558				558	
A(ii)	Service broken/service snapped		70	70	68	2			70	
A(iii)	Fault in distribution line/system		57	57	57				57	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		82	82	82				82	
A(vi)	Problem in grid (110 KV to 230 KV)		9	9	9				9	
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	14	41	55	48				48	7
C(iii)	For burnt meters		30	30	30				30	
D(i)	Change of name due to change in ownership/occupancy		3	3	3				3	
D(ii)	Transfer of consumer name to legal heir									
D(iii)	Load reduction									
D(iv)	Change of category		3	3	3				3	
D(v)	Shifting of meter /service line etc.		9	9	9				9	
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									
F(ii)	Request for reconnection		1	1	1				1	
F(iii)	Upto to date bill		1	1	1				1	

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 Superintending Engineer -Cum
 Head of Department

Department : Electricity Department, Puducherry.

Division : III

Period : Apr-17

Region: Mahe

Sl No	Nature of complaints	Pending complaint s of previous months	Complaint s received during the month of April	Total complaint s	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 time	More than double the stipulated time		
1	1A	2	3	4	5	6	7	8	9	10
A(i)	Fuse blown off /MCB tripped		149	149	149				149	
A(ii)	Service broken/service snapped		17	17	17				17	
A(iii)	Fault in distribution line/system		15	15	15				15	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		18	18	18				18	
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	14	10	24						24
C(iii)	For burnt meters		8	8	8				8	
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.		8	8	8				8	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									

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 Superintending Engineer -Cum
 Head of Department

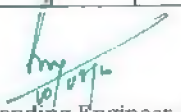
Department : Electricity Department, Puducherry.

Division : III

Period : May-17

Region: Mahe

Sl No	Nature of complaints	Pending complaint s of previous months	Complaint s received during the month	Total complaint s	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		176	176	176				176	
A(ii)	Service broken/service snapped		22	22	22				22	
A(iii)	Fault in distribution line/system		19	19	19				19	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		25	25	25				25	
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									
C(ii)	For defective/struck meters	24	22	46	36				36	10
C(iii)	For burnt meters		12	12	12				12	
D(i)	Change of name due to change in ownership/occupancy		3	3	3				3	
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									
F(ii)	Request for reconnection									
F(iii)	Upto to date bill									

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 Superintending Engineer -Cum
 Head of Department

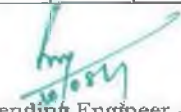
Department : Electricity Department, Puducherry.

Division : III

Period : Jun-17

Region: Mahe

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		233	233	233				233	
A(ii)	Service broken/service snapped		31	31	29	2			31	
A(iii)	Fault in distribution line/system		23	23	23				23	
A(iv)	Distribution transformer failed									
A(v)	HT Mains failed		39	39	39				39	
A(vi)	Problem in grid (110 KV to 230 KV)		5	5	5				5	
A(vii)	Failure of power transformer									
B(ii)	Voltage variation where augmentation is not required									
B(iii)	Voltage variation where augmentation is required									
C(i)	For accuracy test of meters									
C(ii)	For defective/struck meters	10	9	19	12				12	7
C(iii)	For burnt meters		10	10	10				10	
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		3	3	3				3	
D(v)	Shifting of meter/service line etc.		1	1	1				1	
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									
F(ii)	Request for reconnection		1	1	1				1	
F(iii)	Upto to date bill		1	1	1				1	

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 Superintending Engineer -Cum
 Head of Department