



GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

137, Nethaji Subhash Chandra Bose Salai, Puducherry - 605 001.
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No.1151/ED/EE-Cables & TTC/JE/F-SOP/17-2018,

Dated:30-10-2017

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,

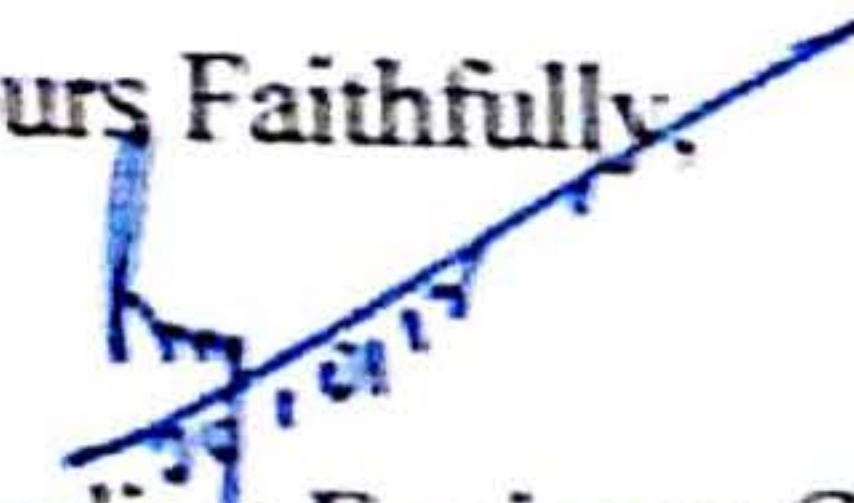
Sub: Electricity Department-Division -II-Puducherry- Month wise report on Pending complaints for the period from July'17 to September'17 and II Quarter 2017-2018 report - Furnished - Regarding.

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

The SoP report of Electricity Department, Puducherry for the period from July'17 to September'17 and II Quarter 2017-2018 are furnished herewith in the Annexure as per the format sent.

Encl: As above.

Yours Faithfully,


Superintending Engineer-Cum
Head of Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of 2nd Quarter of 2017			
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 complantins attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond dtipulated time					Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints attended beyond stipulated time				
					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	9020	9020	3781	5237	2	0	2	9020	0		
2	Service broken/service snapped	0	1402	1402	588	814	0	0	0	1402	0		
3	Fault in distribution line / system	0	814	814	413	401	0	0	0	814	0		
4	DT failed / burnt	0	38	38	18	20	0	0	0	38	0		
5	HT mains failed	0	502	502	173	328	0	1	1	502	0		
6	Problem in grid (230/110 KV SS	0	19	19	2	17	0	0	0	19	0		
7	Failure of Power Transformer	0	2	2	1	1	0	0	0	2	0		
8	Voltage variation where augn entation is not required	0	1	1	0	1	0	0	0	1	0		
9	Voltage variation where augn entation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	10	297	307	140	167	0	0	0	307	0		
11	For defective / struck meters	2872	1739	4611	729	1142	30	71	101	1972	2639		
12	For burnt meters	16	281	297	117	173	0	2	2	292	5		
13	Change of consumer name due to change in ownership	146	797	943	368	366	0	5	5	739	204		
14	Transfer of consumer name to legal heir	6	64	70	10	60	0	0	0	70	0		
15	Load reduction	1	11	12	7	5	0	0	0	12	0		
16	Change of category	19	95	114	50	55	2	1	3	108	6		
17	Shifting of meter / service line	6	48	54	20	30	0	0	0	50	4		
18	For current bills where no additional information is required	0	26	26	20	6	0	0	0	26	0		
19	For current bills where additional information is required	19	106	125	45	80	0	0	0	125	0		
20	Disconnection or reconnectin of supply	327	7226	7553	3475	3140	0	0	0	6615	938		
21	Request for Reconnection	12	1897	1909	552	1357	0	0	0	1909	0		
22	Upto date bill	2	702	704	608	96	0	0	0	704	0		

Superintending Engineer
Cum-Head of the Department

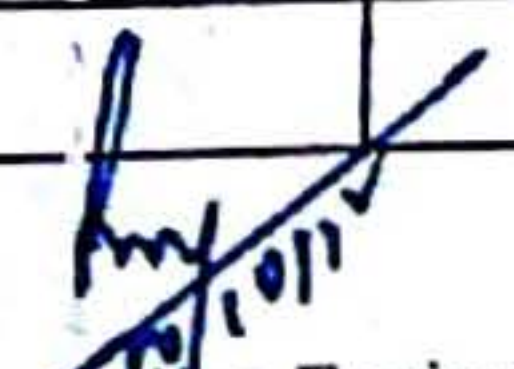
Name of the Licensee : Electricity Department , Puducherry										As on last day of July-2017			
Sl.No	Nature of Complaints	Pending complaints of the previous month	Total complaints received during this month	Total Complaints	No. of Complaints redressed during this Month					Total complaints attended	Balance complaints to be redressed	Compensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond dtipulated time					Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints attended beyond stipulated time				
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	3029	3029	1265	1762	2	0	2	3029	0		
2	Service broken/service snapped	0	510	510	161	349	0	0	0	510	0		
3	Fault in distribution line / system	0	313	313	175	138	0	0	0	313	0		
4	DT failed / burnt	0	16	16	6	10	0	0	0	16	0		
5	HT mains failed	0	197	197	67	129	0	1	1	197	0		
6	Problem in grid (230/110 KV) SS	0	8	8	0	8	0	0	0	8	0		
7	Failure of Power Transformer	0	1	1	0	1	0	0	0	1	0		
8	Voltage variation where augmentation is not required	0	1	1	0	1	0	0	0	1	0		
9	Voltage variation where augmentation is required	0	0	0	0	0	0	0	0	0	0		
10	For Accuracy of meters	10	55	65	0	55	0	0	0	55	10		
11	For defective / struck meters	2872	530	3402	200	336	0	1	1	537	2865		
12	For burnt meters	16	90	106	41	48	0	0	0	89	17		
13	Change of consumer name due to change in ownership	146	278	424	146	101	0	0	0	247	177		
14	Transfer of consumer name to legal heir	6	20	26	2	23	0	0	0	25	1		
15	Load reduction	1	4	5	2	3	0	0	0	5	0		
16	Change of category	19	44	63	25	21	0	0	0	46	17		
17	Shifting of meter / service line	6	9	15	5	6	0	0	0	11	4		
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	19	50	69	22	33	0	0	0	55	14		
20	Disconnection or reconnectin of supply	327	2737	3064	1337	1418	0	0	0	2755	309		
21	Request for Reconnection	12	529	541	218	311	0	0	0	529	12		
22	Upto date bill	2	282	284	260	22	0	0	0	282	2		

Superintending Engineer
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry										As on last day of August-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 complantins attended	Balance complaints to be redressed	Comper sation to consumers for deay beyond stipulated	
					In stipulated time		Beyond dtipulated time					Compenstion due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints attended beyond stipulated time				
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	3128	3128	1356	1772	0	0	0	3128	0		
2	Service broken/service snapped	0	477	477	225	252	0	0	0	477	0		
3	Fault in distribution line / system	0	260	260	125	135	0	0	0	260	0		
4	LT failed / burnt	0	14	14	6	8	0	0	0	14	0		
5	LT mains failed	0	157	157	58	99	0	0	0	157	0		
6	Problem in grid (230/110 KV) SS	0	6	6	2	4	0	0	0	6	0		
7	Failure of Power Transformer	0	1	1	1	0	0	0	0	1	0		
8	Voltage variation where augmentation is not required	0	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	10	121	131	40	38	0	0	0	78	53		
11	For defective / struck meters	2865	524	3389	216	409	30	30	60	685	2704		
12	For burnt meters	17	95	112	39	56	0	1	1	96	16		
13	Change of consumer name due to change in ownership	177	298	475	106	146	0	3	3	255	220		
14	Transfer of consumer name to legal heir	1	26	27	6	20	0	0	0	26	1		
15	Load reduction	0	3	3	2	1	0	0	0	3	0		
16	Change of category	17	33	50	14	17	0	1	1	32	18		
17	Shifting of meter / service line	4	20	24	11	10	0	0	0	21	3		
18	For current bills where no additional information is required	0	20	20	14	6	0	0	0	20	0		
19	For current bills where additional information is required	14	20	34	5	20	0	0	0	25	9		
20	Disconnection or reconnectin of supply	309	2406	2715	1235	853	0	0	0	2088	627		
21	Pequest for Reconnection	12	647	659	161	498	0	0	0	659	0		
22	Upto date bill	2	264	266	240	26	0	0	0	266	0		

Superintending Engineer
Cum-Head of the Department

Name of the Licensee : Electricity Department , Puducherry									As on last day of September-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 complantins attended	Balance complaints to be redressed	Con pensation to consumers for dealy beyond stipulated	
					In stipulated time		Beyond dtipulated time					Compensation due in ₹	Compensation paid in ₹
					within 50% of stipulated time	within stipulated time	upto double the time	morethan double the time	Total complanints attended beyond stipulated time				
1	2	3	4	5	6	7	8	9	10=8+9	11=6+7+8+9	12=5-11	13	14
1	Fuse blow down	0	2863	2863	1160	1703	0	0	0	2863	0		
2	Service broken/service snapped	0	415	415	202	213	0	0	0	415	0		
3	Fault in distribution line / system	0	241	241	113	128	0	0	0	241	0		
4	DT failed / burnt	0	8	8	6	2	0	0	0	8	0		
5	HT mains failed	0	148	148	48	100	0	0	0	148	0		
6	Problem in grid (230/110 KV) SS	0	5	5	0	5	0	0	0	5	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	53	121	174	100	74	0	0	0	174	0		
11	For defective / struck meters	2704	685	3389	313	397	0	40	40	750	2639		
12	For burnt meters	16	96	112	37	69	0	1	1	107	5		
13	Change of consumer name due to change in ownership	220	221	441	116	119	0	2	2	237	204		
14	Transfer of consumer name to legal heir	1	18	19	2	17	0	0	0	19	0		
15	Load reduction	0	4	4	3	1	0	0	0	4	0		
16	Change of category	18	18	36	11	17	2	0	2	30	6		
17	Shifting of meter / service line	3	19	22	4	14	0	0	0	18	4		
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	9	36	45	18	27	0	0	0	45	0		
20	Disconnection or reconnectin of supply	627	2083	2710	903	869	0	0	0	1772	938		
21	Request for Reconnection	0	721	721	173	548	0	0	0	721	0		
22	Upto date bill	0	156	156	108	48	0	0	0	156	0		


 Superintending Engineer
 Cum-Head of the Department