



GOVERNMENT OF PUDUCHERRY  
**ELECTRICITY DEPARTMENT**

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

© Off. : +91 413 2334277, EPABX : +91 413 2336361 (5 Lines), +91 413 2222270 (5 Lines)-Extension 200  
Fax : +91 413 2331556; Mobile : +91 94890 80301; Res. : +91 413 2254466 e-mail : se1ped.pon@nic.in

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

No.179/ED/EE-C&TTC/JE/F-SOP/2017-2018

Dated:06-02-2018

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-Division -II-Puducherry- Month wise  
report on Pending complaints for the period from October'17  
to December'17 and 3<sup>rd</sup> Quarter 2017-2018 report --  
Furnished - Regarding.

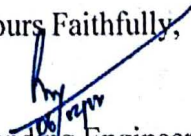
Ref: Lr.No.12/31/2013-JERC/1186-99, Dt: 13-09-2013 .

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The Standard of Performance report of Electricity Department,  
Puducherry for the period from October'17 to December'17 and 3<sup>rd</sup> Quarter  
2017-2018 are furnished herewith in the Annexure as per the format sent.

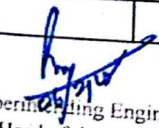
Encl: As above.

Yours Faithfully,

  
Superintending Engineer-Cum  
Head of Department

Ys

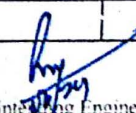
| Name of the Licensee : Electricity Department , Puducherry |                                                               |                                          |                                             |                  |                                               |                        |                        |                          |                                                    | As on last day of October-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 complainants 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   | morethan double the time | Total complainants 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                                        | 2942                                        | 2942             | 1242                                          | 1700                   | 0                      | 0                        | 0                                                  | 2942                           | 0                                  |                                                              |                        |
| 2                                                          | Service broken/service snapped                                | 0                                        | 452                                         | 452              | 273                                           | 179                    | 0                      | 0                        | 0                                                  | 452                            | 0                                  |                                                              |                        |
| 3                                                          | Fault in distribution line / system                           | 0                                        | 232                                         | 232              | 97                                            | 135                    | 0                      | 0                        | 0                                                  | 232                            | 0                                  |                                                              |                        |
| 4                                                          | DT failed / burnt                                             | 0                                        | 16                                          | 16               | 8                                             | 8                      | 0                      | 0                        | 0                                                  | 16                             | 0                                  |                                                              |                        |
| 5                                                          | HT mains failed                                               | 0                                        | 172                                         | 172              | 82                                            | 90                     | 0                      | 0                        | 0                                                  | 172                            | 0                                  |                                                              |                        |
| 6                                                          | Problem in grid (230/110 KV) SS                               | 0                                        | 11                                          | 11               | 6                                             | 5                      | 0                      | 0                        | 0                                                  | 11                             | 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                                        | 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                                        | 94                                          | 94               | 55                                            | 39                     | 0                      | 0                        | 0                                                  | 94                             | 0                                  |                                                              |                        |
| 11                                                         | For defective / struck meters                                 | 2639                                     | 544                                         | 3183             | 289                                           | 283                    | 0                      | 11                       | 11                                                 | 583                            | 2600                               |                                                              |                        |
| 12                                                         | For burnt meters                                              | 5                                        | 125                                         | 130              | 87                                            | 38                     | 0                      | 1                        | 1                                                  | 126                            | 4                                  |                                                              |                        |
| 13                                                         | Change of consumer name due to change in ownership            | 204                                      | 177                                         | 381              | 115                                           | 112                    | 0                      | 14                       | 14                                                 | 241                            | 140                                |                                                              |                        |
| 14                                                         | Transfer of consumer name to legal heir                       | 0                                        | 33                                          | 33               | 20                                            | 13                     | 0                      | 0                        | 0                                                  | 33                             | 0                                  |                                                              |                        |
| 15                                                         | Load reduction                                                | 0                                        | 3                                           | 3                | 2                                             | 1                      | 0                      | 0                        | 0                                                  | 3                              | 0                                  |                                                              |                        |
| 16                                                         | Change of category                                            | 6                                        | 26                                          | 32               | 14                                            | 16                     | 0                      | 0                        | 0                                                  | 30                             | 2                                  |                                                              |                        |
| 17                                                         | Shifting of meter / service line                              | 4                                        | 18                                          | 22               | 6                                             | 16                     | 0                      | 0                        | 0                                                  | 22                             | 0                                  |                                                              |                        |
| 18                                                         | For current bills where no additional information is required | 0                                        | 3                                           | 3                | 3                                             | 0                      | 0                      | 0                        | 0                                                  | 3                              | 0                                  |                                                              |                        |
| 19                                                         | For current bills where additional information is required    | 0                                        | 22                                          | 22               | 7                                             | 15                     | 0                      | 0                        | 0                                                  | 22                             | 0                                  |                                                              |                        |
| 20                                                         | Disconnection or reconnection of supply                       | 938                                      | 1267                                        | 2205             | 795                                           | 797                    | 0                      | 0                        | 0                                                  | 1592                           | 613                                |                                                              |                        |
| 21                                                         | Request for Reconnection                                      | 0                                        | 697                                         | 697              | 146                                           | 551                    | 0                      | 0                        | 0                                                  | 697                            | 0                                  |                                                              |                        |
| 22                                                         | Upto date bill                                                | 0                                        | 173                                         | 173              | 152                                           | 21                     | 0                      | 0                        | 0                                                  | 173                            | 0                                  |                                                              |                        |

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 Superintending Engineer  
 Cum-Head of the Department

| Name of the Licensee : Electricity Department , Puducherry |                                                               |                                          |                                             |                  |                                               |                        |                        |                          |                                                    | As on last day of November-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 complainants attended     | Balance complaints to be redressed | Compensation to consumers for dealy beyond stipulated period |                        |
|                                                            |                                                               |                                          |                                             |                  | 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 complainants 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                                        | 3766                                        | 3766             | 1473                                          | 2293                   | 0                      | 0                        | 0                                                  | 3766                            | 0                                  |                                                              |                        |
| 2                                                          | Service broken/service snapped                                | 0                                        | 387                                         | 387              | 177                                           | 210                    | 0                      | 0                        | 0                                                  | 387                             | 0                                  |                                                              |                        |
| 3                                                          | Fault in distribution line / system                           | 0                                        | 283                                         | 283              | 103                                           | 180                    | 0                      | 0                        | 0                                                  | 283                             | 0                                  |                                                              |                        |
| 4                                                          | DT failed / burnt                                             | 0                                        | 8                                           | 8                | 1                                             | 6                      | 0                      | 1                        | 1                                                  | 8                               | 0                                  |                                                              |                        |
| 5                                                          | HT mains failed                                               | 0                                        | 166                                         | 166              | 48                                            | 117                    | 1                      | 0                        | 1                                                  | 166                             | 0                                  |                                                              |                        |
| 6                                                          | Problem in grid (230/110 KV) SS                               | 0                                        | 9                                           | 9                | 4                                             | 5                      | 0                      | 0                        | 0                                                  | 9                               | 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                                        | 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                                        | 158                                         | 158              | 105                                           | 51                     | 0                      | 0                        | 0                                                  | 156                             | 2                                  |                                                              |                        |
| 11                                                         | For defective / struck meters                                 | 2600                                     | 581                                         | 3181             | 282                                           | 303                    | 0                      | 4                        | 4                                                  | 589                             | 2592                               |                                                              |                        |
| 12                                                         | For burnt meters                                              | 4                                        | 88                                          | 92               | 29                                            | 61                     | 0                      | 0                        | 0                                                  | 90                              | 2                                  |                                                              |                        |
| 13                                                         | Change of consumer name due to change in ownership            | 140                                      | 214                                         | 354              | 87                                            | 99                     | 30                     | 0                        | 30                                                 | 216                             | 138                                |                                                              |                        |
| 14                                                         | Transfer of consumer name to legal heir                       | 0                                        | 37                                          | 37               | 7                                             | 11                     | 0                      | 0                        | 0                                                  | 18                              | 19                                 |                                                              |                        |
| 15                                                         | Load reduction                                                | 0                                        | 2                                           | 2                | 1                                             | 1                      | 0                      | 0                        | 0                                                  | 2                               | 0                                  |                                                              |                        |
| 16                                                         | Change of category                                            | 2                                        | 43                                          | 45               | 11                                            | 26                     | 0                      | 0                        | 0                                                  | 37                              | 8                                  |                                                              |                        |
| 17                                                         | Shifting of meter / service line                              | 0                                        | 17                                          | 17               | 5                                             | 12                     | 0                      | 0                        | 0                                                  | 17                              | 0                                  |                                                              |                        |
| 18                                                         | For current bills where no additional information is required | 0                                        | 9                                           | 9                | 3                                             | 2                      | 0                      | 0                        | 0                                                  | 5                               | 4                                  |                                                              |                        |
| 19                                                         | For current bills where additional information is required    | 0                                        | 29                                          | 29               | 5                                             | 24                     | 0                      | 0                        | 0                                                  | 29                              | 0                                  |                                                              |                        |
| 20                                                         | Disconnection or reconnectin of supply                        | 613                                      | 1964                                        | 2577             | 1172                                          | 1053                   | 0                      | 0                        | 0                                                  | 2225                            | 352                                |                                                              |                        |
| 21                                                         | Request for Reconnection                                      | 0                                        | 628                                         | 628              | 57                                            | 571                    | 0                      | 0                        | 0                                                  | 628                             | 0                                  |                                                              |                        |
| 22                                                         | Upto date bill                                                | 0                                        | 306                                         | 306              | 280                                           | 26                     | 0                      | 0                        | 0                                                  | 306                             | 0                                  |                                                              |                        |

3/5  
  
 Superintending Engineer  
 Cum-Head of the Department

| Name of the Licensee : Electricity Department , Puducherry |                                                               |                                          |                                             |                  |                                               |                        |                        |                          |                                                  | As on last day of December-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   | morethan 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                                        | 3003                                        | 3003             | 1253                                          | 1750                   | 0                      | 0                        | 0                                                | 3003                            | 0                                  |                                                              |                        |
| 2                                                          | Service broken/service snapped                                | 0                                        | 363                                         | 363              | 186                                           | 177                    | 0                      | 0                        | 0                                                | 363                             | 0                                  |                                                              |                        |
| 3                                                          | Fault in distribution line / system                           | 0                                        | 196                                         | 196              | 66                                            | 130                    | 0                      | 0                        | 0                                                | 196                             | 0                                  |                                                              |                        |
| 4                                                          | DT failed / burnt                                             | 0                                        | 11                                          | 11               | 6                                             | 4                      | 0                      | 1                        | 1                                                | 11                              | 0                                  |                                                              |                        |
| 5                                                          | HT mains failed                                               | 0                                        | 149                                         | 149              | 56                                            | 93                     | 0                      | 0                        | 0                                                | 149                             | 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                | 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                                        | 2                                        | 140                                         | 142              | 95                                            | 45                     | 0                      | 0                        | 0                                                | 140                             | 2                                  |                                                              |                        |
| 11                                                         | For defective / struck meters                                 | 2592                                     | 584                                         | 3176             | 307                                           | 223                    | 0                      | 35                       | 35                                               | 565                             | 2611                               |                                                              |                        |
| 12                                                         | For burnt meters                                              | 2                                        | 126                                         | 128              | 44                                            | 81                     | 0                      | 0                        | 0                                                | 125                             | 3                                  |                                                              |                        |
| 13                                                         | Change of consumer name due to change in ownership            | 138                                      | 198                                         | 336              | 94                                            | 119                    | 0                      | 8                        | 8                                                | 221                             | 115                                |                                                              |                        |
| 14                                                         | Transfer of consumer name to legal heir                       | 19                                       | 53                                          | 72               | 31                                            | 20                     | 0                      | 0                        | 0                                                | 51                              | 21                                 |                                                              |                        |
| 15                                                         | Load reduction                                                | 0                                        | 1                                           | 1                | 0                                             | 1                      | 0                      | 0                        | 0                                                | 1                               | 0                                  |                                                              |                        |
| 16                                                         | Change of category                                            | 8                                        | 34                                          | 42               | 19                                            | 16                     | 0                      | 0                        | 0                                                | 35                              | 7                                  |                                                              |                        |
| 17                                                         | Shifting of meter / service line                              | 0                                        | 16                                          | 16               | 10                                            | 6                      | 0                      | 0                        | 0                                                | 16                              | 0                                  |                                                              |                        |
| 18                                                         | For current bills where no additional information is required | 4                                        | 18                                          | 22               | 17                                            | 5                      | 0                      | 0                        | 0                                                | 22                              | 0                                  |                                                              |                        |
| 19                                                         | For current bills where additional information is required    | 0                                        | 18                                          | 18               | 3                                             | 15                     | 0                      | 0                        | 0                                                | 18                              | 0                                  |                                                              |                        |
| 20                                                         | Disconnection or reconnectin of supply                        | 352                                      | 1162                                        | 1514             | 575                                           | 896                    | 0                      | 0                        | 0                                                | 1471                            | 43                                 |                                                              |                        |
| 21                                                         | Request for Reconnection                                      | 0                                        | 583                                         | 583              | 67                                            | 516                    | 0                      | 0                        | 0                                                | 583                             | 0                                  |                                                              |                        |
| 22                                                         | Upto date bill                                                | 0                                        | 190                                         | 190              | 161                                           | 29                     | 0                      | 0                        | 0                                                | 190                             | 0                                  |                                                              |                        |

  
 Superintendent Engineer  
 Cum-Head of the Department

| Name of the Licensee : Electricity Department . Puducherry |                                                               |                                            |                                               |                  |                                                 |                        |                        |                          |                                                   | As on last day of 3rd 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 period |                        |
|                                                            |                                                               |                                            |                                               |                  | 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                                          | 9711                                          | 9711             | 3968                                            | 5743                   | 0                      | 0                        | 0                                                 | 9711                                  | 0                                  |                                                              |                        |
| 2                                                          | Service broken/service snapped                                | 0                                          | 1202                                          | 1202             | 636                                             | 566                    | 0                      | 0                        | 0                                                 | 1202                                  | 0                                  |                                                              |                        |
| 3                                                          | Fault in distribution line / system                           | 0                                          | 711                                           | 711              | 266                                             | 445                    | 0                      | 0                        | 0                                                 | 711                                   | 0                                  |                                                              |                        |
| 4                                                          | DT failed / burnt                                             | 0                                          | 35                                            | 35               | 15                                              | 18                     | 0                      | 2                        | 2                                                 | 35                                    | 0                                  |                                                              |                        |
| 5                                                          | HT mains failed                                               | 0                                          | 487                                           | 487              | 186                                             | 300                    | 1                      | 0                        | 1                                                 | 487                                   | 0                                  |                                                              |                        |
| 6                                                          | Problem in grid (230/110 KV) SS                               | 0                                          | 24                                            | 24               | 12                                              | 12                     | 0                      | 0                        | 0                                                 | 24                                    | 0                                  |                                                              |                        |
| 7                                                          | Failure of Power Transformer                                  | 0                                          | 5                                             | 5                | 1                                               | 4                      | 0                      | 0                        | 0                                                 | 5                                     | 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                                          | 392                                           | 392              | 255                                             | 135                    | 0                      | 0                        | 0                                                 | 390                                   | 2                                  |                                                              |                        |
| 11                                                         | For defective / struck meters                                 | 2639                                       | 1709                                          | 4348             | 878                                             | 809                    | 0                      | 50                       | 50                                                | 1737                                  | 2611                               |                                                              |                        |
| 12                                                         | For burnt meters                                              | 5                                          | 339                                           | 344              | 160                                             | 180                    | 0                      | 1                        | 1                                                 | 341                                   | 3                                  |                                                              |                        |
| 13                                                         | Change of consumer name due to change in ownership            | 204                                        | 589                                           | 793              | 296                                             | 330                    | 30                     | 22                       | 52                                                | 678                                   | 115                                |                                                              |                        |
| 14                                                         | Transfer of co-nsumer name to legal heir                      | 0                                          | 123                                           | 123              | 58                                              | 44                     | 0                      | 0                        | 0                                                 | 102                                   | 21                                 |                                                              |                        |
| 15                                                         | Load reduction                                                | 0                                          | 6                                             | 6                | 3                                               | 3                      | 0                      | 0                        | 0                                                 | 6                                     | 0                                  |                                                              |                        |
| 16                                                         | Change of category                                            | 6                                          | 103                                           | 109              | 44                                              | 58                     | 0                      | 0                        | 0                                                 | 102                                   | 7                                  |                                                              |                        |
| 17                                                         | Shifting of meter / service line                              | 4                                          | 51                                            | 55               | 21                                              | 34                     | 0                      | 0                        | 0                                                 | 55                                    | 0                                  |                                                              |                        |
| 18                                                         | For current bills where no additional information is required | 0                                          | 30                                            | 30               | 23                                              | 7                      | 0                      | 0                        | 0                                                 | 30                                    | 0                                  |                                                              |                        |
| 19                                                         | For current bills where additional information is required    | 0                                          | 69                                            | 69               | 15                                              | 54                     | 0                      | 0                        | 0                                                 | 69                                    | 0                                  |                                                              |                        |
| 20                                                         | Disconnection or reconnectin of supply                        | 938                                        | 4393                                          | 5331             | 2542                                            | 2746                   | 0                      | 0                        | 0                                                 | 5288                                  | 43                                 |                                                              |                        |
| 21                                                         | Request for Reconnection                                      | 0                                          | 1908                                          | 1908             | 270                                             | 1638                   | 0                      | 0                        | 0                                                 | 1908                                  | 0                                  |                                                              |                        |
| 22                                                         | Upto date bill                                                | 0                                          | 669                                           | 669              | 593                                             | 76                     | 0                      | 0                        | 0                                                 | 669                                   | 0                                  |                                                              |                        |

5/5  
Superintending Engineer  
Cum-Head of the Department