सत्यमेव जयते

GOVERNMENT OF PUDUCHERRY

ELECTRICITY DEPARTMENT

# CITIZENS' CHARTER 2014

**137, Nethaji Subbash Chandra Bose Salai, Puducherry - 605 001**
**Phone: 0413-2336361-65 & 2222270-74 (PBX), Fax: 0413-2331556**
**Website: http://electricity.puducherry.gov.in**

# CITIZEN CHARTER

## ELECTRICITY DEPARTMENT

The Electricity Department of Government of Puducherry, a deemed licensee under section 14 of the Electricity Act 2003, is in the business of Transmission, Distribution and retail supply of Electricity in Puducherry, Karaikal, Yanam and Mahe regions of the U.T of Puducherry.

### *2. Services Provided by the Electricity Department*

i. New Electricity connection to Domestic, Commercial, Industrial, Agricultural and Public Lighting.

ii. Enhancement/Reduction of load.

iii. Name Transfer/Change of Tariff.

iv. Shifting of Service Connection & equipments.

v. Extending Temporary power supply.

vi. Replacement of defective meters.

vii. Attending billing complaints.

### *3. The Quality of Service Benchmarks*

The Electricity Department is committed to provide uninterrupted power supply and quality services to its customers and comply with the quality benchmarks as prescribed by JERC from time to time.

### *3.1 The following table provides the target period of completion of various activities.*

| *Sl. No* | *Type of Service* | *Time Limit for Rendering the Service* |
|---|---|---|
| ***1.*** | ***LT Connection*** | |
| | 1. Acceptance and Notice of inspection on receipt of complete application. | 5 days |
| | 2. Inspection after sending the notice | |
| | a. Urban areas | 3 days |
| | b. Rural areas | 7 days |
| | i. ***If the extension work is not required and the connection is to be given from the existing network.*** | |

3. Issue of demand note to the applicant for payment of estimated charges.

| | |
|---|---|
| a. Urban areas | 3 days |
| b. Rural areas | 5 days |

4. Serving of power availability notice for commencement of supply after payment of necessary charges.

| | |
|---|---|
| a. Urban areas | 5 days |
| b. Rural areas | 7 days |

**ii.** ***If the extension work or enhancement of transformer capacity is required.***

5. Issue of demand note to the applicant for payment of estimated charges.

| | |
|---|---|
| a. Urban areas<br>b. Rural areas | 20 days |

6. After payment of necessary charges serving of power availability notice for commencement of supply-all connections. — 30 days

| ***Sl. No*** | ***Type of Service*** | ***Time Limit for Rendering the Service*** |
|---|---|---|
| ***2.*** | ***High Tension Connection*** | |
| | 1. Informing feasibility after receipt of the application. | 10 days |
| | 2. Issue of demand note of estimated charges (after issue of notice of feasibility). | |
| | i. If no extension of work is involved | 7 days |
| | ii. If extension work is involved | 45 days |
| | 3. Serving of power availability notice for commencement of supply/release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector. | |
| | i. If no extension of work is involved | 7 days |
| | ii. If extension work is involved | |
| | - Construction of 11KV line | 30 days |
| | - Construction of 22KV or 33KV line | 45 days |
| ***3.*** | ***Extra High Tension Connection*** | |
| | 1. Informing feasibility after receipt of the application | 10 days |
| | 2. Issue of demand note of estimate charges after issue of notice feasibility. | 60 days |
| | 3. Serving of power availability notice for commencement of supply/release of connection after receipt of estimated charges. | |
| | i. Involving construction/extension of EHT line | 45 days **(subject to receipt of clearance from Electrical Inspector)** |
| | ii. Involving construction/extension of EHT line and additional transformer | 180 days |

### *3.2 The following table provides Guaranteed standard of performance on various services.*

| *Nature of cause of power supply failure* | *Maximum time limit for restoration* |
|---|---|
| 1. Fuse blown out or MCB tripped | Within 4 hours for Urban areas<br>Within 8 hours for Rural areas |
| 2. Service line broken/Service line snapped from the pole | Within 6 hours for Urban areas<br>Within 12 hours for Rural areas |
| 3. Fault in distribution line/system | Rectification of fault and thereafter restoration of normal power supply within 12 hours<br>Temporary supply to be restored within 4 hours from alternate source, wherever feasible |
| 4. Distribution transformer failed/burnt | Replacement of failed transformer<br>Within 24 hours in Urban areas<br>Within 48 hours in Rural areas<br>Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible |
| 5. HT mains failed | Rectification of fault within 12 hours<br>Temporary restoration of power supply within 4 hours, wherever feasible |
| 6. Problem in grid (33KV or 66KV) substation | Repair and restoration of supply within 48 hours<br>Restoration of supply from alternate source, within 6 hours, wherever feasible<br>Roaster load shedding may be carried out to avoid overloading of alternate source |
| 7. Failure of Power Transformer | Rectification action plan to be intimated to the commission within 72 hours<br>Rectification to be completed within the time frame approved by the commission<br>Restoration of supply from alternate source within 6 hours, wherever feasible<br>Roaster load shedding may be carried out to avoid overloading of alternate source |

### *3.3 Quality of Power Supply*

*Voltage variations:*

1. The Department will maintain the voltage at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

a. In the case of Low Voltage, +6% and -6%
b. In the case of High Voltage, +6% and -9%; and
c. In the case of Extra High Voltage, +10% and -12.5%

2. The voltage problem will be resolved with the time limits specified in table given below:

| ***Sl. No*** | ***Cause of problem related to voltage variation*** | ***Time limit for the rendering service*** |
|---|---|---|
| 1. | Local problem | Within 4 hours |
| 2. | Tap of transformer | Within 3 days |
| 3. | Repair of distribution line/ transformer / capacitor | LT system within 30 days<br>HT system within 120 days<br>Capacitor within 30 days |
| 4. | Installation & up-gradation of HT/LT system | Within 180 days |

### *3.4 Harmonics*

The Electricity Department shall follow the voltage and current harmonics distribution limits as specified by the CEA in the Gird Connectivity Standards applicable to distribution systems.

### *3.5 Complaints about meters*

Subject to the provisions of the Electrical Supply Code:

| ***Nature of Complaint*** | ***Time to be Taken by the Department*** |
|---|---|
| Complaint lodged for accuracy test of meter | Within 30 days of receiving the complaint, the Department will test the meter and if needed, the meter shall be replaced within 15 days thereafter. |
| Complaint lodged for defective/stuck meter | Within 30 days of receiving the complaint, the Department will check the meter and if needed, the meter shall be replaced within 15 days thereafter. |
| Complaint lodged for burnt meter | The Department will restore supply within 6 hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within 3 days. |

### *3.6 Transfer of Consumer's Connection and Conversion of Services*

The Department will give effect to a request for transfer of consumer's, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits.

| ***Nature of Request*** | ***Time to be Taken by Licensee*** |
|---|---|
| Change of consumer's name due to change in ownership/occupancy for property | Change shall be effected in two billing cycles. |
| Transfer of consumer's name to legal heir | Change shall be effected in two billing cycles. |
| Load reduction | Department, after verification shall sanction the reduced load within 30 days after receipt of the application. |
| Change of category | Department will inspect the premises and change the category within 10 days from the date of receipt of application. |
| Shifting of meter/service line etc., | 1. One month for giving the estimated amount to the consumer for shifting.<br>2. Within one month of the consumer depositing the estimated amount as mentioned above. |
| Cancellation of Service Connection | Within two belling cycles after payment of all dues including cancellation chargers. |

***3.7 Complaints about Consumer' s Bills***

| ***Nature of Complaint*** | ***Time to be taken by Department*** |
|---|---|
| Complaints on billing | Department will acknowledge the complaint immediately, if received in person, or within 3 days from the date of receipt if received by post. If no additional information is required, Department will resolve the complaint and intimate the result to the consumer within 15 days of receipt of the Complaint. In case any additional information is required, the same shall be obtained, the issue resolved the result intimated to the consumer within 15 days of the receipt of the additional information, whichever is later. |

### *3.8 Issues Relating to Disconnection/Reconnection of Supply*

| *Issue Under Consideration* | *Time to be Taken by Licensee* |
|---|---|
| Non payment of dues by the consumer | 15 days notice will be given to pay the dues and if not paid, the Department may disconnect the consumer's installation on the expiry of the notice period. |
| Request for reconnection | In case consumer requests for reconnection within a period six months after disconnection, the Department will reconnect the consumer's installation with 5 days of payment of past dues and reconnection charges.<br>However in case consumer request for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that category of consumer. |
| Consumer wanting upto date bill | Department will carry out special reading and prepare final bill, including all arrears upto the date of billing within 7 days. |

## *4. Area contact Information*

The Electricity Department is divided into three Circles and functioning under the administrative control of Superintending Engineer–I as Head of Department. The jurisdictional area and address of the three Superintending Engineers are given below:

| | | |
|---|---|---|
| 1. **Superintending Engineer– I**<br>Electricity Department (Main Office),<br>137, Subbash Chandra Bose Salai,<br>Puducherry-605 001. | : | Over all Administration (Whole Union Territory of Puducherry). |
| 2. **Superintending Engineer– II**<br>Electricity Department (Main Office),<br>137, Subbash Chandra Bose Salai,<br>Puducherry-605 001. | : | Operation and Maintenance of Karaikal, Mahe and Yanam Regions. |
| 3. **Superintending Engineer– III**<br>Electricity Department (Main Office),<br>137, Subbash Chandra Bose Salai,<br>Puducherry-605 001. | : | Operation and Maintenance of Puducherry Region. |

The public of Puducherry region who encounter any delay in redressal of their grievances may approach Superintending Engineer–III at the above mentioned address for solvation. The public living in Karaikal, Mahe and Yanam regions may approach Superintending Engineer–II at the above mentioned address for solvation of their long pending problems.

## PUDUCHERYY REGION

The Operation and Maintenance of Electricity Distribution in Puducherry region is under the control of three Divisional Officers as detailed below:

| | |
|---|---|
| 1. **Executive Engineer–I (Town)** | Operation and Maintenance of town areas. |
| 2. **Executive Engineer–IV (North)** | Operation and Maintenance Outside town areas (North) |
| 3. **Executive Engineer–IX (South)** | Operation and Maintenance Outside town areas (South) |

**EXECUTIVE ENGINEER-I (TOWN)**
NEW BUILDING, II FLOOR
PUDUCHERRY.
Off : (0413)2339543
Mobile : 94890 80310

The following Subdivision Offices and the respective jurisdictional areas under the control of Division-I are as detailed below. The public residing in the below mentioned areas can approach their concerned Officers for the services rendered by this Department. Besides, the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT EXECUTIVE ENGINEER / TOWN – I**
Electricity Department (Main Office),
137, Subbash Chandra Bose Salai,
Puducherry – 605 001.
Off : (0413)2336361
Extn : 526
Mobile : 94890 80311

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Town South**
Off : (0413)2336361
Extn : 527
Mobile : 94890 80317

***Service Areas***

From Kandappa Mudali Street to Subbaiah Salai which includes Sonampalayam, Kolas Nagar, Kannibai Thotam, Vambakeerapalayam, Dubrayapet, Part of White Town.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Town North**
Off : (0413)2336327
Mobile : 94890 80316

***Service Areas***

From Perumal Koil Street to Chinnayapuram, Thiruvalluvar Nagar Vazhaikulam, Vaithikuppam and portion of White Town (From Rangapillai Street to S.V.Patel Salai)

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Town Central**
Off : (0413)2336327
Mobile : 94890 80315

***Service Areas***

From Needarajappaiyar Street to Muthumariamman Koil Street, Thirumudi Nagar.

## 4. SECTION OFFICER

**JUNIOR ENGINEER**
**Town South Central**
Off : (0413)2336299
Mobile : 94890 80318

***Service Areas***

Vanarapet, Nethaji Nagar I, II & III entire area upto Mill Road, part of White Town excluding Needarajappaiyar Street, part of Ambour Salai upto Botanical Garden.

## B. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER / TOWN – II**
100, Perumal Koil Street,
Puducherry - 605 001.
Off : (0413)2223857
Mobile : 94890 80314

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Muthialpet**
Off : (0413)2236166
Mobile : 94890 80321

***Service Areas***

From Bharathidasan Women's College to Muthialpet entire area (Northern Border of Puducherry) and portion of Karuvadikuppam.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Saram**
Off : (0413)2200776
Mobile : 94890 80322

***Service Areas***

Mohan Nagar, Ellapillaichavady, Saram, Pillaithottam, Kuyavarpalayam, Thanthai Periyar Nagar, Saradambal Nagar, portion of Kamaraj Salai.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Venkata Nagar**
Off : (0413)2210361
Mobile : 94890 80323

***Service Areas***

Venkata Nagar, Rainbow Nagar, Rajarajeswari Nagar, Chellan Nagar, Kamarajar Nagar, Nehru Nagar, Chittankudisai, Brindavanam, Elango Nagar, Santhi Nagar, Rajarajeshwari Nagar, Chellan Nagar, Kamaraj Nagar, Nehru Nagar, Chithankudisai, Brindavanam, Elango Nagar, Santhi Nagar, Rajaji Nagar, Kumaragururpallam and portion of Kamarajar Street.

## B. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER – MARAPALAM S.S**
Sub-Station Campus,
Cuddalore Road, Marapalam,
Puducherry - 605 001.
Off : (0413)2358547
Mobile : 94890 80312

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Mudaliarpet**
Off : (0413)2357697
Mobile : 94890 80324

***Service Areas***

From Railway Crossing at Cuddalore Road up to Marapalam Junction, Thengaithittu and Uzhavarkarai South.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Town West**
Off : (0413)2203110
Mobile : 94890 80325

***Service Areas***

From Attupatti Anthoniar Koil junction up to Ellaipillachavady from Railway Cross to Anna Nagar 6th Cross, Mariamman Nagar, Ragavendira Nagar (Part), Kodisamy Nagar, Nadesan Nagar (East Part) Sivandha Nagar, Nellithope, Raja Nagar, Subbaya Nagar, Periyar Nagar, J.V.S Nagar, Maghalakshmi Nagar.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Murungapakkam**
Off : (0413)2357362
Mobile : 94890 80326

***Service Areas***

Velrampet, Nagammal Nagar, Pudhu Nagar, Priyadharsni Nagar, NainarMandabam, Mookambigai Nagar, Thakka Thoppu, Murungapakkampet Papanchavadi, Ottenpalayam up to Kobakkampet, Kobakkam.

**EXECUTIVE ENGINEER-IV (NORTH)**
ELECTRICITY DEPARTMENT
HEAD OFFICE CAMPUS
137, SUBBASH CHANDRA BOSE SALAI
PUDUCHERRY 605 001.
Off : (0413)2334279
Extn : 516
Mobile : 94890 80340

The following Subdivision Offices and the respective jurisdictional areas under the control of Division-IV are as detailed below. The public residing in the below mentioned area can approach their concerned Officers for availing the services rendered by this Department. Besides the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER**
Electricity Department,
Lawspet O&M, Lawspet Main Road,
Puducherry - 605 001.
Off : (0413)2273768
Mobile : 94890 80345

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Lawspet**
Off : (0413)2253124
Mobile : 94890 80363

***Service Areas***

Karuvadikuppam, Lawspet, Pakkamudayanpet, Rajaji Nagar and Tagore Nagar, Jeevanatha Puram, Muthulinga Pet, Saint Pall Pet part of Avai Nagar, Pethuchettipet, Selaperumal Pet, Bharathi Nagar, Mahaveer Nagar, Shanmuga Nagar, Sami Pillai Thotam, Krishna Nagar, Madu Pet, Pudu Pet, Lakshmi Nagar, Kavikuil Nagar Part, Sundaramoorthy Nagar, Muthurangachetti Nagar, Palani Raja Udaiyar Thotam.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Ashok Nagar**
Off : (0413)2257100
Mobile : 94890 80361

***Service Areas***

Tagore Arts College Complex, Kurunji Nagar & Extn., Kumaran Nagar & Extn., Ashok Nagar, Chozan Nagar and Government Servants Quarters, Avai Nagar Part, Shanthi Nagar, Nesavalar Nagar, Navarkulam, Annai Nagar.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Gorimedu**
Off : (0413)2248093
Mobile : 94890 80362

***Service Areas***

From Chain Factory up to Gorimedu (Pondicherry Border), from Subbaiah Nagar to Kadirkamam, Sockanathan Pettai, Thattanchavady, Raja Annamalai Nagar, Rama Rajan Nagar, Puspha Nagar, Sivaji Nagar, Kamaraja Nagar and Indira Nagar.

**B. SUB-DIVISION OFFICER**

**ASSISTANT ENGINEER**
Kalapet,
Sub-Station Campus,
Kalapet, Puducherry.
Off : (0413)2655180
Mobile : 94890 80342

**1. SECTION OFFICER**

**JUNIOR ENGINEER**
**Kalapet**
Off : (0413)2655181
Mobile : 94890 80337

***Service Areas***

Kalapet, Chinnakalapet, Pillaichavedy, Kanapathichettikulam, Alankuppam, Sanjevi Nagar.

**C. SUB-DIVISION OFFICER**

**ASSISTANT ENGINEER**
**Kurumbapet,**
PIPDIC Industrial Estate,
Sub-Station Complex,
Kurumbapet, Puducherry.
Off : (0413)2275711
Mobile : 94890 80343

**1. SECTION OFFICER**

**JUNIOR ENGINEER**
**Muthirapalayam**
Off : (0413)2275744
Mobile : 94890 80348

***Service Areas***

Shanmugapuram, Muthirapalayam, Mettupalayam, PIPDIC Industrial Estate, Tharmapuri, Iyankutti Palayam, Kalmedu Pet, Kurumba Pet, Gandhi Thiru Nallar.

**D. SUB-DIVISION OFFICER**

**ASSISTANT ENGINEER**
Boomianpet Housing Board Campus,
Boomianpet, Puducherry.
Off : (0413)2201160
Mobile : 94890 80341

**1. SECTION OFFICER**

**JUNIOR ENGINEER**
**Villianur**
Off : (0413)2666324
Mobile : 94890 80329

***Service Areas***

Thakkakuttai, Arumparthapuram, Villianur, Odiampet, Manavelli, Thattanchavadi, Sulthan Pet, Gobalankadai and Arasur.

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## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Boomianpet**

Off : (0413)2205205

Mobile : 94890 80328

***Service Areas***

Vivekanantha Nagar, Victoria Nagar, Boomiyanpet Housing Board Campus, Agiz Nagar, Pavazhakaranchavady, Kamban Nagar, Jaya Nagar, Pudhu Nagar, Marial Nagar, Kaveri Nagar, portion of Oulgarpet, South Oulgaret, Moolakulam and portion of Pitchaveeranpet.

## E. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER**

**Sedharapet**

PIPDIC Industrial Estate,

Sedharapet, Puducherry.

Off : (0413)2677390

Mobile : 94890 80346

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Ramanathapuram**

Off : (0413)2666374

Mobile : 94890 80365

***Service Areas***

Pathukannu, Ramanathapuram, Pillaiyarkuppam, Thuthipet, Thondamanathan, Koodapakkam, Koneri Kuppam, Agaram, Ulavaikkal, Poraiyur, Usudu, Valluvan Pet, Senthanatham.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Sedharapet**

Off : (0413)2677906

Mobile : 94890 80366

***Service Areas***

Sedharapet, Karasur, Sedharapet Industrial Estate.

## F. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER**

**Thethampakkam**

Sub-Station Complex,

Thethampakkam, Puducherry.

Off : (0413)2674975

Mobile : 94890 80347

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Katterikuppam**

Off : (0413)2674898

Mobile : 94890 80364

***Service Areas***

Katterikuppam, Lingareddipalayam, Kumarapalayam, Suthukeni, Thethampakkam, Pudhukuppam, Sandaipudhukuppam, and Kuppam.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Thirukkanur**

Off : (0413)2688471

Mobile : 94890 80369

***Service Areas***

Kaikalampet, Koonichampet, Thirukanur, Kodathur, Kodathur Manaveli, Chethipattu, Manalipet.

**EXECUTIVE ENGINEER-IX (SOUTH)**
MARAPALAM SUB-STATION CAMPUS
CUDDALORE ROAD, MARAPALAM
PUDUCHERRY 605 004.
Off : (0413)2280337
Mobile : 94890 80390

The following Subdivision Offices and the respective jurisdictional areas under the control of Division-IX are as detailed below. The public residing in the below mentioned area can approach their concerned Officers for availing the services rendered by this Department. Besides, the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT EXECUTIVE ENGINEER – RURAL SOUTH**

Marapalam Sub-Station Campus,

Marapalam, Cuddalore Road,

Puducherry - 605 004.

Off : (0413)2358564

Mobile : 94890 80391

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Ariyankuppam**
Off : (0413)2600340
Mobile : 94890 80375

***Service Areas***

Ariyankuppam, Manaveli, Radhakrishna Nagar, Veerampattinam and Chinnaveerampattinam, Odaveli, Nonankuppam, Kakaiyanthoppu.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Karikalampakkam**
Off : (0413)2666369
Mobile : 94890 80376

***Service Areas***

Karikalampakkam, Korkadu, Nathamedu, Embalam, Manakuppam, Shankaranpettai, Kambalikarankuppam, Pudhukuppam, Kanathamedu, Sembiapalayam, Thanikuppam, Peranglore and Santhamangalam.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Vadamangalam**
Off : (0413)2666606
Mobile : 94890 80397

***Service Areas***

Vadamangalam, Mangalam, Ariyur, Pangoor, Kizhuoor, Anandapuram, Sivarandhagam, Uruvaiyar, Thirukanjee, Keelzh Agragram.

## B. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER**
Thirubuvanai Sub-Station Campus
Villupuram Road, Thirubuvani,
Puducherry.
Off : (0413)2641144
Mobile : 94890 80395

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**T.A. Koil**
Off : (0413)2640149
Mobile : 94890 80396

***Service Areas***

Thiruvandar Koil, Madagadipet, Nallur, Kothapuri Natham, Thirubhuvanai, Sanniyasikuppam, Sagadapattu, Kalitherthalkuppam, Silkaripalayam, Kutchipalayam, Andiyarpalyam.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Vadhanur**

Off : (0413)2680044

Mobile : 94890 80398

***Service Areas***

Vadhanur, Sorapet, Mannadipet, Vinayagampet, Sellipet, Vambupet, Puranasingapalayam, Sombupattu.

## C. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER**

Eripakkam Sub-Station Campus

Eripakkam, Puducherry.

Off : (0413)2699494

Mobile : 94890 80393

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Kariamanickam**

Off : (0413)2699448

Mobile : 94890 80387

***Service Areas***

Eripakkam, Madukarai and Kalmandapam, Nettapakkam, Sooramangalam, Pandasozhanallur, Vadukuppam.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Karayambuthur**

Off : (0413)2698856

Mobile : 94890 80388

***Service Areas***

Kaduvanur, Manalmedu and Karayamputhur, Panayadikuppam.

## D. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER/BAHOUR**

Bahour Sub-Station Campus,

Cuddalore Road, Kattukuppam,

Puducherry.

Off : (0413)2611149

Mobile : 94890 80392

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Bahour**

Off : (0413)2633444

Mobile : 94890 80378

***Service Areas***

Bahour, Kuruvinatham, Soriankuppam, Parikkalpet, Arachikuppam, Cumathanmedu, Seliamedu, Pinnachikuppam, Kudieruppupalayam, Araganur, Nirnayapet, Adhingapet, Irulansanthai.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Kirumampakkam**
Off : (0413)2611129
Mobile : 94890 80379

***Service Areas***

Pannithittu, Aladimedu, Kirumambakkam, Echankadu, Pillaiyarkuppam, Narambai, Valluvarmedu, Sarkachimedu, Kandhanpet, Kattukuppam, Varkal Odai, Kanniakoil, Manapattu, Pudukuppam, Moorthikuppam, Vannankulam, Sulliankuppam, Koravallimedu, Mathikrishapuram, Uchimedu, Mullodai.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**
**Thavalakuppam**
Off : (0413)2618202
Mobile : 94890 80377

***Service Areas***

Thavalakuppam, Thanampalayam, Nallavadu, Pillaiyar Thittu, Korukumedu, Andiarpalayam, Pappanthittu, Muthumudaliar Nagar, Ananda Nagar, Rajaram Nagar, VIP Nagar, Rokini Nagar, Nanamedu, Edaiyar Palayam, Rangasami Nagar, Krishnasami Nagar, Puranangkuppam, Abishakapakkam, Theduvarnatham, TN Playam.

# KARAIKAL REGION

**EXECUTIVE ENGINEER-V**
7, KIRAMBUTHOTTAM SOUTH STREET
KARAIKAL.
Off : (04368)222694
Mobile : 94890 80350

The following Subdivision Offices and the respective jurisdictional areas under the control of Division-V are as detailed below. The public residing in the below mentioned area can approach their concerned Officers for availing the services rendered by this Department. Besides, the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER / TOWN - I**
No. 7, Kirambuthottam, South Street,
Karaikal.
Off : (04368)222694
Mobile : 94890 80352

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Thirumalairayanpattinam**
Off : (04368)234492
Mobile : 94890 80358

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***Service Areas***

Thirumalairayanpattinam, Polagam, Keezhavanjur, Melavanjur, Vadakkuvanjur, Mudalimedu, Pattinacherry, Vadakattalai, Nainikattalai, Padudarkollai, Melaiyurpettai, Idatheru.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Neravy**

Off : (04368)238798

Mobile : 94890 80357

***Service Areas***

Neravy, Oozhipathu, Thootupona-moolai, Kakamozhi, Keezhamanai, Manjavazhipattu, Melaoduthurai, Keezhaodutharai, Naduoduthurai, Karukalacherry, Akkaraivattam, Vizhithiyur and Manampettai.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**

**Town**

Off : (04368)222428

Mobile : 94890 80359

***Service Areas***

Whole Karaikal Town, Pudhuthurai, Darumapuram, Pachur and Thakkalur.

## B. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER / TOWN - II**

Pillaitheruvasal 110/11KV Sub Station,

Karaikal.

Off : (04368)220711

Mobile : 94890 80353

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Town North**

Off : (04368)230798

Mobile : 94890 80411

***Service Areas***

Kovilpathu, Nehru Nagar, Thalatheru, Karaikalmedu, Kilinjalmedu, Ammankovilpathu, Pillaitheruvasal.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Kottucherry**

Off : (04368)266233

Mobile : 94890 80412

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***Service Areas***

Kottuchery, Ammayar Nagar, Keezhakasakudi, Kottucherimedu, Keezhakasakudimedu, Rayanpalayam, Koozkuditha, Agrakaram, Pulianthippu, Varichikudi, Kazhukumedu, Thiruvettakudi, Kalikuppam, Akkampet, Mandapathur, Poovam.

## C. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER - RURAL**

Sorakudy 110/11KV Sub Station,
Karaikal.
Off : (04368)261246
Mobile : 94890 80354

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Thirunallar**

Off : (04368)236674
Mobile : 94890 80416

***Service Areas***

Thirunallar, Athipadukai, Pettai, Sellur, Thennangudi, Agalankannu, Ilaingankudi, Surakudi, Karukkankudi, Thenur.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**

**Ambagarathur**

Off : (04368)252397
Mobile : 94890 80414

***Service Areas***

Ambagarathur, Thamanangudi, Kannapur, Nallazhundur, Nallambal, Kumarakudi, Sethur, Thenpidagai, Valathamangalam, Pandaaravadai, Vadaku Kottapady, Madhur and Muppayithangudi.

## 3. SECTION OFFICER

**JUNIOR ENGINEER**

**Nedungadu**

Off : (04368)261228
Mobile : 94890 80415

***Service Areas***

Nedungadu, Panchatcharam, Annavasal, Parutikudy, Agaramangudi, Kurumbagaram, Pandaaravaadai, Mathalankudi, Narikurumbai, Nallathur, Adaikalanpuram, Kottapakkam, Saravanairuppu, Vadakattalai, Kulakudi, Andur, Usuppoor, Kottagam, Kilianur, Melakottucherry, Melakasakudi, Thiruvenkatapuram, Devampuram, Sembiankal, Pathakudi, Serumavilangai, Suburayapuram and Keezhavur.

# MAHE REGION

The Superintending Engineer-II is the overall in-charge of the Mahe region and the Executive Engineer-III is looking after the Operation and Maintenance of the Mahe region, whose addresses are given below:

**THE SUPERINTENDING ENGINEER–II**
ELECTRICITY DEPARTMENT(MAIN OFFICE)
137, SUBBASH CHANDRA BOSE SALAI
PUDUCHERRY – 605 001
Off : (0413)2343687
Mobile : 94890 80302

**THE EXECUTIVE ENGINEER–III**
ELECTRICITY DEPARTMENT(MAIN OFFICE)
137, SUBBASH CHANDRA BOSE SALAI
PUDUCHERRY – 605 001
Off : (0413)2338689
Mobile : 94890 80330

The Subdivision Officer and the respective jurisdictional areas under the control of the Sub divisional Officer are as detailed below. The public residing at the below mentioned area may approach their concerned officers for availing the Services rendered by the Electricity Department. Besides, the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER - MAHE**
Electricity Department,
Civil Station, Mahe-673 310.
Off : (0490)2335666
Mobile : 094463 03666

## 1. SECTION OFFICER

**JUNIOR ENGINEER**
**Mahe**
Off : (0490)2332224
Mobile : 094463 05666

***Service Areas***

Whole of Mahe Town and Cherukallayui Village.

## 2. SECTION OFFICER

**JUNIOR ENGINEER**
**Pallor**
Off : (0490)2332624
Mobile : 094463 04666

***Service Areas***

Palloor, Pandakkal, East Palloor, Chalakkara, Chembra Village.

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# YANAM REGION

The Superintending Engineer-II is the overall in-charge of the Yanam region and the Executive Engineer-II is looking after the Operation and Maintenance of the Yanam region, whose addresses are given below:

**THE SUPERINTENDING ENGINEER–II**
ELECTRICITY DEPARTMENT(MAIN OFFICE)
137, SUBBASH CHANDRA BOSE SALAI
PUDUCHERRY – 605 001
Off : (0413)2343687
Mobile : 94890 80302

**THE EXECUTIVE ENGINEER–II**
ELECTRICITY DEPARTMENT(MAIN OFFICE)
137, SUBBASH CHANDRA BOSE SALAI
PUDUCHERRY – 605 001
Off : (0413)2225552
Mobile : 94890 80320

The Subdivision Officer and the respective jurisdictional areas under the control of the Sub divisional Officer are as detailed below. The public residing at the below mentioned area may approach their concerned officers for availing the Services rendered by the Electricity Department. Besides, the public may also contact the respective Section Office either in person or over phone for rectification of defects in supply of Electricity.

## A. SUB-DIVISION OFFICER

**ASSISTANT ENGINEER - YANAM**

Electricity Department,

4-80, New Bus Stand, Yanam-533 464.

Off : (0884)2321274

Mobile : 073826 05061

## 1. SECTION OFFICER

**JUNIOR ENGINEER**

**Yanam**

Off : (0884)2321278

Mobile : 073826 05062

***Service Areas***

Mettacur, Kanakalapeta, Kurusumpeta, Parampeta, Dommetivaripeta, Issukkalava, Seetharama Nagar, Darialathippa, Giriampeta, Savithri Nagar and Yanam Town.

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## *5. Complaint Resolution Procedure*

If any consumer has concern or complaint about any services of the Electricity Department, can make a Complaint over phone or in person or through a letter to the section offices or sub-division offices concerned, which is located nearer to their residence. If the complaint needs the attention of higher level officer, complaints can be sent to the Executive Engineer or Superintending Engineer concerned or contact them in person at their offices on all working days during the office hours.

Consumer Grievances Redressal Forum, established under "The JERC (Establishment of forum for Redressal of Grievances of Consumers) Regulation, 2009, is functioning at the following address for receiving and disposing of consumer grievances as specified in the regulations notified by the JERC, from time to time.

| | | |
|---|---|---|
| ***Address:*** | **Consumer Grievances Redressal Forum** | |
| | No. 6, 17th Cross Street, | |
| | Anna Nagar, | |
| | Puducherry – 605 005. | |
| ***Telephone:*** | Chairman Office | : 0413-220 1451 |
| | Working Member Office | : 0413-220 1351 |
| | Office General | : 0413-220 1351 |
| | Fax | : 0413-220 1451 |
| | e-mail | : cgrfped.pon@nic.in |

If the complainant is not satisfied with the order of the Consumer Grievance Redressal Forum, he/she has the liberty to prefer an appeal against the order of CGRF before **the Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and Union Territories, 2nd Floor, HSIIDC Office Complex, Vanijya Nikunj, Udyog Vihar, Phase-V, GURGAON – 122016 (HARYANA) Phone: 0124 – 2340954 Email: *ombudsmanjerc@gmail.com*** within one month from the date of receipt of the order of the CGRF.

Detailed information to the Public are available in the department's website at ***http://electricity.puducherry.gov.in***

**Superintending Engineer-I**
Electricity Department
Puducherry.

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## 6. ***How you can help us to service better***

- Please make your payment well in advance to avoid long queues.
- Please protect your energy meter from damage.
- Inform immediately when the meter is struck-up or burnt-out or when there is any damage.
- Electricity is precious please do not waste or misuse it.
- When the Electricity Department officials come over to your premises for inspection, please co-operate with them to carry out their duty.
- Please attend the Consumer Grievance meeting conducted by the Electricity Department and report your grievances for redressal.
- Please renew worn-out wiring to avoid electrical accidents.
- Use ISI marked standard electrical appliances / equipments.
- We try to minimize shut downs & break downs. However they are unavoidable. Please bear with us during such emergency.
- Please help us to bring down break downs by cutting trees and bushes near power lines.
- Please do not connect unauthorised loads.
- Please do not allow unqualified persons to work with the electrical installations.

**POWER SAVED IS EQUAL TO POWER GENERATED**