

No. 3399 /ED/SE-I/Tech-I/F-49 /2014-15  
GOVERNMENT OF PUDUCHERRY  
ELECTRICITY DEPARTMENT

Puducherry dated 26.02.2015.

**OFFICE MEMORANDUM**

Sub: Consumer Complaint Handling Mechanism – issue of – Reg.

Please find enclosed a copy of the Consumer Complaint Handling Mechanism put in place by the Department with an aim to facilitate resolution of complaints so as to settle issues amicably rather than forcing the consumer to take recourse to legal remedy.

The mechanism shall come into force from the 1<sup>st</sup> of April 2015. The interim period shall be utilized by the officers / Engineers concerned to take all required steps required to implement the mechanism in letter and spirit. Sufficient copies of the Consumer Complaint Handling Mechanism are being printed and will be made available before the due date. The Consumer Complaint Handling Mechanism is also being posted on the Department website.

The Superintending Engineer-II & III and all the Executive Engineers are requested to ensure that the field officers are properly orientated to meet the challenges ahead. Now that the role of the officers concerned are clearly defined in the Consumer Complaint Handling Mechanism, erring officials shall be responsible for any lapse. Special meetings shall be conducted at all levels to explain the contents and to familiarize the officials concerned with the Consumer Complaint Handling Mechanism.

2000 Copies of the above document is being arranged to be printed in English. The Executive Engineer II & III are requested to arrange for printing of sufficient copies of the translation of the Consumer Complaint Handling Mechanism as may be required in Telugu and Malayalam, respectively, for the benefit of the consumers of Yanam and Mahe. The Executive Engineer - I is requested to arrange for printing of sufficient copies of the translation of the Consumer Complaint Handling Mechanism in Tamil for distribution in Puducherry and Karaikal regions.

  
(K. Mathivanan)

Superintending Engineer-I

To,  
The Superintending Engineer II & III  
Electricity Department, Puducherry

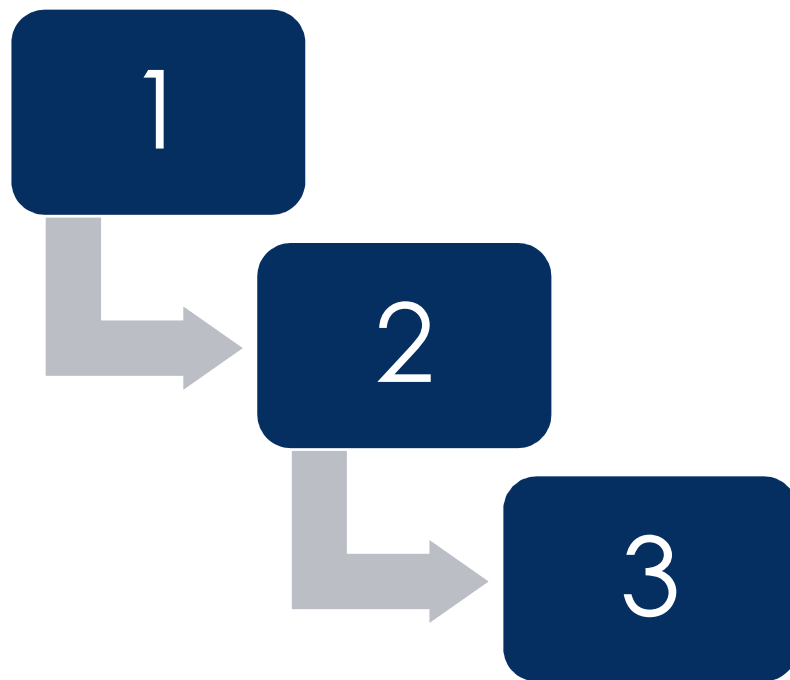
All Executive Engineer  
Electricity Department, Puducherry – through e-mail

The Financial Controller – through e-mail  
Electricity Department, Puducherry

Copy to: The Assistant Engineer / Computer – with instructions to upload the Consumer Complaint Handling Mechanism along with the OM on the department's website and to arrange to have 2,000 copies printed for distribution to all offices of the Department.



**GOVERNMENT OF PUDUCHERRY  
ELECTRICITY DEPARTMENT**



**GOVERNMENT OF PUDUCHERRY  
ELECTRICITY DEPARTMENT  
COMPLIANT HANDLING MECHANISM**

# KNOW YOUR RIGHTS

## DO YOU KNOW THAT A NEW ELECTRICITY CONNECTION TO YOUR HOUSE

### IS JUST FOUR STEPS AWAY?



**Step 1:** If you are the owner or occupier of the premises where electricity is required, visit our office and collect an application form or download it from our website. Fill up the form and submit it to the O/o the jurisdictional Assistant Engineer along with required documents and get an immediate acknowledgment.

**Step 2:** Our officers would then visit your premises within 5 working days to assess the connected load, test the wiring and to determine the point of supply.



If everything is in order and no line extension works are involved, an estimate would be prepared and communicated to you within 3 days.

gg0206468 www.gograph.com

**Step 3:** Payment of the service connection charges, security deposit and Meter security deposit within seven days of receipt of demand notice.



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**Step 4:** Power

supply will be extended within 15 days of payment.



**AND**

**WHAT IF WE DON'T GIVE YOU  
POWER SUPPLY IN TIME?**

Section 43 (3) of Electricity Act, 2003:

“If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be liable to a penalty which may extend to One thousand rupees for each day of default.”

For non-resolution of complaints, approach

The Chairman

Consumer Grievances Redressal Forum

No 6, 17<sup>th</sup> Cross Street, Anna Nagar

Puducherry -605 013

Phone: 0413 2243251 and 0413 2243151

E-mail: [cgrfpd.pon@nic.in](mailto:cgrfpd.pon@nic.in)

Department's web address: <http://electricity.puducherry.gov.in>

## Table of Content

CONSUMER COMPLAINT HANDLING - INTRODUCTION	
CONSUMER COMPLAINT HANDLING MECHANISM .....	4
INTRODUCTION.....	4
NATURE OF COMPLAINTS AND DUTY OF THE DEPARTMENT.....	5
CONSUMER GRIEVANCES REDRESSAL FORUM (CGRF).....	6
OMBUDSMAN .....	7
SCHEDULE I.....	7
COMPLAINT RESOLUTION PROCEDURE AND TIME LIMITS FOR DIFFERENT CATEGORIES OF COMPLAINTS.....	7
Complaint on Interruption in power supply and its resolution .....	7
Complaint on voltage related issues and its resolution.....	9
Complaint on Load shedding /scheduled outage and its resolutions.....	10
Meter related complaints .....	10
Complaints on Electricity bill related matters and their resolution: .....	12
Complaints on Non receipt / delayed receipt of bill and their resolution:.....	13
Complaints on Disconnection and Reconnection of power supply and their resolution: .....	14
Complaints on delay in providing new connection including enhancement or reduction of load.....	14
Complaints on Transfer /conversion of consumer connection and their resolution: .....	16
Other complaints .....	17
IMPLEMENTATION STEPS .....	18
ACKNOWLEDGEMENT OF COMPLAINT.....	32
Registration of Complaint at Level 2.....	33

**GOVERNMENT OF PUDUCHERRY**  
**ELECTRICITY DEPARTMENT**

**CONSUMER COMPLAINT HANDLING MECHANISM**

**INTRODUCTION**

Section 14 of the Electricity Act, 2003 confers upon the Electricity Department the status of a Deemed Licensee, engaged in the business of transmission and Distribution of electricity within the Union Territory of Puducherry.

The two - member Joint Electricity Regulatory Commission for the State of Goa and Union Territories is the regulator constituted by the Government of India. The Commission is functioning from its headquarters at Gurgaon, Haryana. The Commission has notified several Regulations to govern the functioning of the Department. The JERC (Electricity Supply Code) Regulations 2010 and the JERC (Standards of Performances) Regulations, 2009 are of importance to the consumers as these regulations draws the broad contours within which the Department has to deliver.

With increasing consumer awareness and their active participation in the Grievances Resolution activities, the Electricity Department, recognizes the urgency and need for enhancing the levels of service to the electricity consumers in the Union Territory. It accords high importance to the rights of the customers. With the objective of safeguarding their interests, the Electricity Department, has brought out this booklet on “Consumer Complaint Handling Procedures” with an aim to streamline and simplify the process for registration and resolution of complaints in line with the JERC (Standard of Performance) Regulations, 2009, notified in the Official Gazette of the Government of India, dated 07.01.2010.

The Department shall review and modify these Guidelines from time-to-time to ensure that further improvement of consumer services is continuously kept in focus. As the infrastructure of the utility improves, the Department shall improve on the level of service rendered.

The Department shall strive hard to ensure quality power and good service. The Department recognises that the responsibility of timely and satisfactory resolution of consumer complaints lies with the officials and employees of the Department. However, if the consumers’ complaints are not resolved to their satisfaction the complaints become grievances and the consumer shall be free to approach the Consumer Grievances Redressal Forum (CGRF) and the Electricity Ombudsman as per the Guidelines/Regulations notified in the “JERC (Establishment of Forum for Redressal of Consumer Grievances) Regulations, 2009 and JERC (Appointment and functioning of Ombudsman) Regulations, 2009”.

The “Consumer Complaint Handling Procedures” has been made available in the Department website. Any changes / improvements will also be similarly publicised. The consumer should also be made aware of his rights and duties from time to time. All necessary forms / rules related to complaints will be stocked in sufficient quantities at all offices and will be made available to the consumers as and when required.

The Department will declare one day of every month as “Consumer complaint resolution day” in every Distribution Division, as per the directions of the Commission and give

wide publicity to it so that aggrieved consumers can discuss their complaints with the officers concerned on that day and get them resolved as far as possible.

The Divisional Officers concerned shall also take all necessary steps to give wide publicity to this ““Consumer Complaint Handling Procedures”

The Local office of the Department shall be the **Primary Complaint Centre** for the complainant to approach in the first instance for resolution of the complaint. It is expected that most of the complaints would be attended in this first Level itself. In case the consumer is not satisfied with the resolution of his complaint he shall have a second level for the resolution of his complaint within the Department as detailed in Schedule I. If there is no settlement within the stipulated time, the complainant shall also have the right to approach the Public Grievance Officer or the Consumer Grievances Redressal Forum.

The Public Grievances Officers (PGOs) are intended to provide a focal point where the decisions will be taken on the Consumer Grievances without delay and in an objective manner. This is also to give an opportunity to the Department to satisfactorily settle the grievances of the consumer without the need for the Consumer to approach the CGRF or the Ombudsman. However, in the event, the Consumer is not satisfied with the resolution of the complaint by the PGO he will be entitled to make a representation to the CGRF.

The Divisional officers shall give wide publicity of the name, designation, address and telephone numbers of the I and II Level Officials in charge for the resolution of the consumer complaints, for information of the consumer.

Forms 1 and 2 for filing complaints before designated officers are available as Annexures.

## **NATURE OF COMPLAINTS AND DUTY OF THE DEPARTMENT**

### Nature of Complaint and its Registration

The Consumer complaints are to be classified for convenience of handling into the following categories:

- Interruption in power supply
- Voltage related complaints
- Load shedding / scheduled outage
- Meter related complaints
- Complaints related to billing, collection etc.
- Disconnection and reconnection of power supply
- Delay in new service connection or extension of Load
- Others

The Department shall maintain at each of the office of the Junior Engineer /Assistant Executive Engineer /Assistant Engineer a Register for registering the complaints received.

The Consumer complaints shall be duly registered under the above categories in separate registers immediately on receipt of the complaint.

The officers concerned of the Department shall deal with the complaint in the manner set out in Schedule I to these guidelines and shall follow the implementation steps specified in Schedule II.

The complainant may approach the PGC or the CGRF if his complaint is not redressed both at Level I and Level II specified in Schedule I.

The Department and its officers, in dealing with the consumer complaints, shall be guided by the following:

- a. The provisions of the Electricity Act, 2003 and the rules and regulations framed there under;
- b. The standard of performance for the Distribution Licensee as laid down in the JERC (Standard of Performance) Regulations 2009, JERC (Electricity Supply Code) Regulations 2010, and its subsequent amendments, this Complaint Handling Procedures, and any other order or directions, of the Commission shall have to be duly complied with and fulfilled;
- c. The fact that the Department is undertaking a public utility service and that the consumer who is paying for the service is entitled to expect quality and prompt service;
- d. The resolution of complaint is done promptly;
- e. The resolution of the complaint satisfactorily, is to preserve or enhance the relationship between the licensee and the consumer;
- f. The intention should be to encourage amicable resolution of disputes without formal legal representation or reliance on legal procedures;
- g. The complaints are generally taken up and decided on first come first served basis without showing undue preference to any person; and
- h. Proper and accurate records of the complaints received, action taken and the reaction of the consumer concerned are duly maintained.

#### **CONSUMER GRIEVANCES REDRESSAL FORUM (CGRF)**

The Electricity Department, Government of Puducherry has constituted the Consumer Grievances Redressal Forum (CGRF) vide Go. Ms. No. 20 dated 07.05.2010. The Forum consists of one Chairperson and two Members.

While, the Electricity Department, Government of Puducherry, as the Deemed Licensee has appointed a Chairperson, and a Member for the Forum as per the JERC (Establishment of Forum for Redressal of Consumer Grievances) Regulations, 2009 the Joint Electricity Regulatory Commission has appointed one Independent Member of the Forum, familiar with consumer affairs. The Forum started functioning from 24.05.2010.

The Department has given publicity of the constitution and existence of the Forum through the Print and Visual media permanent Notice Boards have been displayed at every field office and the information is conveyed in the bills raised for the supply of electricity to the consumers

**Address of the Forum:**

The Chairman  
Consumer Grievances Redressal Forum  
No 6, 17th Cross Street, Anna Nagar  
Puducherry – 605 013  
**Telephone:** Chairman Office: 0413-2243251  
Working Member Office: 0413-2243251  
Office General: 0413-2243251  
Fax: 0413-2243251  
E-mail: cgrfped.pon@nic.inPhone:

**OMBUDSMAN**

Any consumer, aggrieved by the non-resolution of the grievance by the Forum, may make a representation to the Ombudsman within thirty days from the date of the decision of the Forum or within thirty days from the date of the expiry of the period within which the Forum was required to take decision and communicate the same to the Complainant. Provided that the Ombudsman may entertain an appeal after the expiry of the said period of thirty days if the Ombudsman is satisfied that there was sufficient cause for not filing it within that period.

The Ombudsman shall decide the representation, after providing the Complainant and the Distribution Licensee an opportunity of being heard. For the purpose of carrying out the functions, the Ombudsman shall be guided by the JERC (Appointment and Functioning of Ombudsman) Regulations 2009.

**Address of the Ombudsman:**

Electricity 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

**SCHEDULE I****COMPLAINT RESOLUTION PROCEDURE AND TIME LIMITS FOR DIFFERENT CATEGORIES OF COMPLAINTS.****Complaint on Interruption in power supply and its resolution**

In case of interruption of power supply, the complaint shall be registered with the Local O&M Office / Central Complaint Centre along with name, address, consumer number, and a brief description of the complaint. The HT consumers may also register their complaints with the Local O&M Junior Engineer / Assistant Engineer/ Assistant Executive Engineer.

The complaint may be made by telephone or personally and the officer concerned of the Department shall ensure prompt response and action. The official, immediately on receiving the complaint, shall register it and issue a Complaint Number.

The Table 1A below outlines the normal time limit for resolution of complaints:



Adherence of time limit for rendering the services under various nature of complaint mentioned below is subjected to the condition that Department is not prevented from doing so due to extraordinary situations like cyclone, flood, storm or any such occurrences not attributable to the Licensee

**Table 1A**

Sl. No.	Type of Service	Time Limit for Rendering the Service
1	<p><b>(a) Fuse-off Calls:</b></p> <p><b>(b) Service Line Fault:</b></p> <p><b>(c) Distribution Line /system Fault;</b> i) line snapping , which may or may not require replacement of poles</p> <p><b>(d) Replacement of failed Distribution Transformer:</b></p> <p><b>(e) HT Feeder faults.</b></p> <p>(f) Other Interruptions Like faults in Sub- stations equipments/failure of Power Transformers etc.,</p>	<p>4 hours in Urban Areas 8 hours in Rural Areas</p> <p>6 Hrs in Urban Areas 12 Hrs in Rural Areas</p> <p>12 Hrs. for rectification of faults and restoration of normal power supply. Temporary supply to be extended within 4 Hrs from alternate source</p> <p>24 Hrs ( Temporary supply to be arranged in 8 Hrs) in Urban Areas 48 days ( Temporary supply to be arranged in 8 Hrs) in Rural Areas</p> <p>Within 12 Hrs normal supply to be restored – Temporary supply to be arranged within 4 Hrs</p> <p>As per the provisions of SoP in force from time to time.</p>

In case of non-resolution or unsatisfactory resolution of the complaint at Level I, the consumer may take his/her complaint to the officer at Level II mentioned in Table 1B below. Immediately on receipt of complaint the officer at Level II, shall not only take action to ensure restoration of supply immediately, he will also investigate the reason of delay in providing service at level 1.

Table 1B presents the procedure for lodging the complaints:

**Table 1B**

Sl. No.	Category of consumers	Where to lodge the complaint	Level I	Level II
1	Fuse-off calls, Line breakdowns, transformer failure, etc. of all LT consumers	Local O&M Office / Central complaint centre	Junior Engineer	Assistant Engineer/ Assistant Executive Engineer
2	HT consumers (all complaints)	Local O&M office / Central complaint centre	Junior Engineer / Assistant Executive Engineer/Assistant Engineer	Executive Engineer

### Complaint on voltage related issues and its resolution

In case of low / high or erratic voltage condition for LT consumers, the complaint may be registered with the Local O&M office / Central Complaint Centre / Junior Engineer of the area along with name, address, consumer number, and a brief description of the complaint. The complaints of HT consumer will be registered with the jurisdictional Junior Engineer / Assistant Engineer.

The complaint may be made by telephone, by post or personally and the Department shall ensure prompt response and action. The official receiving the complaint shall register it and issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.

The Table 2A below outlines the time limit for resolution of complaints:

Table 2A

Sl. No	Type of service	Time limit for rendering the service
1	Local Problem	4 hrs.
2	Tap changing of DTR required	Within 3 days
3	Repairs to distribution line/ transformer/ capacitor required	LT System within 30 days; HT system within 120 days Capacitor within 30 days
4	Installation & up gradation of LT/HT system	Within 180 days.

(Applicable only when the transmission voltage is within the prescribed limit)

For complaints of nature coming under sl. No.3 & 4 above the consumer shall be informed of the minimum duration required for rectification of the faults, in writing by the Assistant Engineer.

In case of non-resolution, at Level I, the consumer may take his complaint to the officer at level II as mentioned in the Table 2B below. The officer at Level II shall take immediate action on the same and shall inform the consumer about the reasons for the delay and the time required to solve the problem. He shall provide this information to the consumer, in writing, within 3 days of receipt of complaint.

Table 2B.

Sl. No.	Category of consumers	Where to lodge the complaint	Level I	Level II
1	LT consumers	Local O&M Office 1 / Central complaint Centre	Junior Engineer	Assistant Engineer / Assistant Executive Engineer/ Executive Engineer

2	HT consumers	Local O&M Office / Central Complaint Centre	Junior Engineer / Assistant Engineer/ Assistant Executive Engineer	Executive Engineer /
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### **Complaint on Load shedding /scheduled outage and its resolutions**

In case of load shedding or scheduled power cuts exceeding 12 hours of duration in a day or power cuts exceeds 25 hours in a week, the LT consumer may lodge a complaint with the jurisdictional Assistant Engineer of the Department. The HT consumer shall register his complaint with the Executive Engineer.

The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The officer concerned of the Department shall ensure prompt response and action and also ensure non-recurrence.

For scheduled power cuts, the consumers must be intimated at least 24 hours in advance through the print media, public address, electronic media and/or through telephone. The timing for the scheduled power cut must also be displayed on the notice board of the Local O&M Office for the information of the consumer.

The duration of scheduled power cut must never exceed 12 hours, and supply should be restored by 6 PM.

However load shedding arising out of forced outage of transmission/ distribution line and due to system contingencies may continue beyond 6 PM in a day under exceptional circumstances.

In case of non-resolution or unsatisfactory resolution of complaints at Level I, the consumer may lodge a complaint with the officer at Level II as mentioned in the Table 3 below. The officer shall take action to resolve the complaint and after investigating the case, shall intimate the consumer, in writing, the reason for delay if any, within the next working day

**Table 3**

Sl. No.	Category of consumers	Level I	Level II
1	LT consumers	Assistant Engineer / Assistant Executive Engineer	Executive Engineer
2	HT consumers	Executive Engineer	Superintending Engineer

### **Meter related complaints**

If the consumer suspects that his meter is faulty, he may record his complaint with the Junior Engineer in case of LT connection and with the Junior Engineer /Assistant Engineer/Assistant Executive Engineer / Executive Engineer in case of HT connection. The complaint may be made by post or in person. The officer receiving the complaint must immediately issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.

On receipt of the complaint, the initial inspection shall be done within 3 working days of the complaint. .If the meter is found to be defective; the Department shall immediately undertake replacement as per time limit in Table 4A.

If on inspection, the Department finds that the meter is not defective and a replacement is not required, but the consumer is not satisfied with the finding, he may pay Meter Testing Charge and have the meter tested in the Licensee laboratory in his presence. Alternatively, the Department may install a check-meter in the consumer premises to check its accuracy, wherever feasible.

The Table 4A below also provides the time limit for replacement of burnt meters. However, during inspection if it is found that the burning is a result of tampering of the meter or attached equipment, or if the seal is found broken, action will be taken against the consumer as per prevailing rules.

**Table 4A**

<b>Nature of complaint</b>	<b>Time to be taken by the Department</b>
<b>Complaint lodged for accuracy test of meter</b>	Within 30 days of receiving the Complaint, the Department shall test the meter and if needed, the meter shall be replaced within 15 days thereafter
<b>Complaint lodged for defective / stuck meter</b>	Within 30 days of receiving the Complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within 15 days thereafter
<b>Complaint lodged for burnt meter</b>	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within 3 days
<b>Shifting of meter/service line etc.</b>	(1) 15 working days for issuing the Demand note to the consumer. (2) Within 15 working days of the consumer depositing the estimated amount as mentioned above.

In case of non-resolution or unsatisfactory resolution of complaints at Level I within the timeframe mentioned above, the consumer may lodge a complaint with the Level II Officer mentioned in Table 4B below. The officer at Level II shall take steps to resolve the complaint immediately and after investigating the case, shall intimate the consumer, in writing, the reason for delay if any, within 3 days of receipt of complaint

Table 4B

Sl. No	Category of Consumers	Level I	Level II
1	LT consumers	Junior Engineer	Assistant Engineer/ Assistant Executive Engineer
2	HT consumers	Assistant Engineer / Assistant Executive Engineer	Executive Engineer

**Complaints on Electricity bill related matters and their resolution:**

**Incorrect Bills**

**LT Bills** In case of errors in the bill, the consumer may register his complaint with the Jurisdictional Junior Accounts Officer (Revenue) in Puducherry and Karaikal Regions and with the Assistant Engineer (O&M) in Mahe and Yanam Regions

**HT Bills** In case of errors in the bill, the consumer may register his complaint with Senior Accounts Officer I for Consumers of Puducherry Region, and with the Junior Accounts Officer (Revenue) for the consumer of Karaikal Region, The Consumers of Mahe and Yanam Regions shall file the complaint with the respective Assistant Engineer (O&M)

The complaints may be made either in person, or by post. The officer receiving the complaint must immediately issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day. The time limit for resolution of above complaints is provided in Table 5A.

Table 5A

S. No	Type of Service	Time Limit for resolution of complaint
1.	<b><u>LT Connections</u></b> In case any additional information is not required to be collected. In case any additional information is required to be collected:	Within one working day  7 working days in Urban Areas 10 working days in Rural Areas
2	<b><u>HT Connections</u></b> <b><u>For Puducherry Region:</u></b> In case any additional information is not required to be collected In case any additional information is required to be collected:  <b><u>For Karaikal Region</u></b> In case any additional information is not required to be collected In case any additional information is required to be collected: <b><u>For Mahe / Yanam Region</u></b> In case any additional information is not required to be collected In case any additional information is required to be collected:	Within one working days  Within 7 working days for <b>Urban Areas</b> Within 10 working days for <b>Rural Areas</b>  Within one working day Within 10 working days  Within one working day Within 10 working days

**Complaints on Non receipt / delayed receipt of bill and their resolution:**

The Department shall intimate the consumer of the Bill date and also the due date for payment of his bills in the CC Bills. In case the due date falls on a holiday in any month, the next working day shall be the due date for that month.

In case of non-receipt or delayed receipt of bill, the Consumer/Licensee shall take the following steps:

In case of non-receipt of bill within three days from the normal bill date the consumer may contact the bill issuing office (Office of the Junior Accounts Officer/ Revenue) to collect the duplicate bill and arrange payment before the due date of payment. In case the licensee is not in a position to provide duplicate bill, the consumer shall be permitted to pay on the basis of past average bill amount. In the event of non- receipt of the bill the responsibility of the licensee and the consumers are summarized as below:

Sl. No	Responsibility of the consumer	Responsibility of the Department
1.	In case of non-receipt of bill by the normal bill date the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment before the due date of payment.	The Department shall issue a duplicate bill promptly, free of charge. The department shall investigate the cause of non-receipt of bill and take suitable steps to ensure that the consumer receives his electricity bills regularly thereafter.
2.	In case the Department is not in a position to provide duplicate bill, the consumer shall pay on the basis of past average bill amount. Excess or less claim shall be adjusted in the subsequent t bill.	Licensee shall accept payment on the basis of the past average

Those consumers who repeatedly experience non receipt or delayed receipt of bills, may register their complaint of non-receipt/delayed receipt with Junior Engineer in case of LT connection and Assistant Executive Engineer /Assistant Engineer in case of HT connection.

The complaints may be made in person, or by post. For all complaints a Complaint Number will be issued and in case of postal complaints, the receipt shall be issued by the next working day.

In case of non-resolution or unsatisfactory resolution of complaints within the time limit mentioned above, the consumer may lodge a complaint with the Level 2 officers mentioned in Table 5B below. The officer shall take steps to resolve the complaint immediately and after investigating the case, shall intimate the consumer, in writing, the reason of delay if any, within the next working day.

**Table 5B**

<b>Sl. No</b>	<b>Category of Consumers</b>	<b>Level 1 (Office of)</b>	<b>Level 2 (Office of)</b>
<b>1</b>	All LT Consumers	Junior Accounts Officer (Revenue)	Assistant Executive Engineer / Assistant Engineer O&M
<b>2</b>	All HT consumers	Senior Accounts Officer (HT)	Executive Engineer O&M / Financial Controller

**Complaints on Disconnection and Reconnection of power supply and their resolution:**

When a consumer fails in payment of any bill in full, without the approval of the authorized officer, by the due date, the service connection of the consumer will be liable to be disconnected on temporary basis as per section 56 of the Electricity Act 2003 (36 of 2003). Effort should be made that before disconnecting a domestic connection; an adult member of the family should be informed. If the proof of payment of dues is produced to the satisfaction of the Licensee's employee deputed for the purpose, the supply shall not be disconnected.

Reconnection will be done within the time limit mentioned in Table 6A below, if the proof of payment is produced.

**Table 6A**

<b>Sl. No.</b>	<b>Type of Service</b>	<b>Time Limit for Rendering the Service</b>
<b>1.</b>	Reconnection after	a) Urban areas 12 hours
	Payment	b) Rural areas 24 hours

In cases of incorrect disconnection and delays in reconnection, the consumer may lodge a complaint with the officer at level 1 of the utility mentioned in the Table 6B below. Complaint may be registered over telephone or in person. In case of non-resolution or unsatisfactory resolution of complaints the consumer may approach the higher officer at level 2 as mentioned in the Table 6B, by registering his complaints. The officer, shall take steps to resolve the complaint immediately and after investigating the case, shall intimate the consumer, in writing, the reason of delay if any, within the next working day.

**Table 6B**

<b>Sl. No</b>	<b>Category of Consumers</b>	<b>Level 1 (Office of)</b>	<b>Level 2 (Office of)</b>
<b>1</b>	All consumers	Assistant Engineer / Assistant Executive Engineer	Executive Engineer

**Complaints on delay in providing new connection including enhancement or reduction of load**

All applications for new LT connections / enhancement / reduction of load shall be received by the Jurisdictional Assistant Executive Engineer/ Assistant Engineer. The Jurisdictional Executive Engineer shall receive all applications for the new HT connections and

change of load. The application forms shall be available at the offices of the Department or on the website of the Department.

The timeframe for activities to provide new connection, change of point of supply and change of load, including inspection of premises, intimation of charges to be paid and execution of the work after payment is provided in the Table 7A below. The timeframes so provided are as per the limitations allowed under the Act and fixed by the Commission from time to time.

**Table 7A**

Sl. No.	Type of service	Time limit for rendering service
1	<p><b>LT Connections</b></p> <ol style="list-style-type: none"> <li>1. Acceptance and notice of inspection on receipt of complete application</li> <li>2. Inspection after sending the notice               <ol style="list-style-type: none"> <li>a. Urban areas</li> <li>b. Rural areas</li> </ol> </li> <li><b>(i) If the extension work is not required and the connection is to be given form the existing network</b></li> <li>3. Issue of Demand note to the applicant for the payment of estimated charges               <ol style="list-style-type: none"> <li>a. Urban areas</li> <li>b. Rural areas</li> </ol> </li> <li>4. Serving of power availability notice for the commencement of supply after payment of necessary charges               <ol style="list-style-type: none"> <li>a. Urban areas</li> <li>b. Rural areas</li> </ol> </li> <li><b>ii). If the extension work or enhancement of transformer capacity is required</b></li> <li>5. Issue of Demand note to the applicant for the payment of estimated charges               <ol style="list-style-type: none"> <li>a. Urban areas</li> <li>b. Rural areas</li> </ol> </li> <li>6. After payment of necessary charges serving of power availability notice for commencement of supply – <b>All Connections</b></li> </ol>	<p>5 days</p> <p>3 days 7 days</p> <p>3 days 5 days</p> <p>5 days 7 days</p> <p>20 days 20 days</p> <p>30 days</p>
2	<p><b>High Tension Connections</b></p> <ol style="list-style-type: none"> <li>a) Information of feasibility after receipt of application</li> <li>b) Issue of Demand note of estimated charges (after issue of notice of feasibility)               <ol style="list-style-type: none"> <li>(i) If no extension work is involved</li> <li>(ii) If extension work is involved</li> </ol> </li> <li>c ) Serving of Power availability notice for commencement of supply /release of connection after receipt of estimated subject to receipt of clearance from Electrical Inspector               <ol style="list-style-type: none"> <li>(i) If no extension work is involved</li> <li>(ii) If extension work is involved                   <ol style="list-style-type: none"> <li>- Construction of 11 KV lines</li> <li>- Construction of 22 KV or 33 KV Lines</li> </ol> </li> </ol> </li> </ol>	<p>10 days</p> <p>7 days 45 days</p> <p>7 days</p> <p>30 days 45 days</p>



<b>3.</b>	<b>Extra High Tension Connection</b>	
	a) Information of feasibility after receipt of application	10 days
	b) Issue of demand note of estimated charges after issue of notice of feasibility.	60 days
	c) Serving of power feasibility notice for commencement of supply/release of connection after receipt of estimated charges	45 day (subject to receipt of clearance from
	(i) Involving construction / extension of EHT lines	Electrical Inspector)
(ii) Involving construction / extension of EHT lines and additional transformer	180 days	

Where the distance of the premises where service connection is required is more than 30.0 (Thirty) meters away from the existing distribution main, such service connection shall be deemed as requiring the extension of distribution main.

In all cases when the licensee completes the extension work and is ready to give supply, the licensee shall serve a notice on the consumer to take power supply within thirty days. If the consumer fails to make arrangements to receive power supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay any charges due as per the agreement. In the cases, where the consumer is informed about non-feasibility of any of his requisitions by the Licensee, the Consumer may approach the Commission for necessary direction.

In case action is not taken by the licensee as per the time limit provided in the table above, the applicant may lodge a complaint with the officer at level 1 mentioned below in Table 7B. Complaints may be lodged over telephone or in person. If still no action is taken within 7 working days, the applicant may lodge his complaint with higher officer at level 2 as mentioned below. The officer, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 7 days.

**Table 7B**

Sl. No	Category of Consumers	Level 1 (Office of)	Level 2 (Office of)
1	All LT consumers	Assistant Executive Engineer/ Assistant Engineer	Executive Engineer
2	All HT consumers	Executive Engineer	Superintending Engineer

**Complaints on Transfer /conversion of consumer connection and their resolution:**

All applications for Transfer of service connections in the name of new owners or legal heirs and for the conversion of service connections from one category to another in respect of LT service connections shall be received by the Assistant Engineer. The Executive Engineer shall receive all applications in respect of HT service connections. The application forms shall be available at the offices of the Department or on the website of the Department

The timeframe for activities to provide the above services including inspection of premises, information of charges to be paid is provided in the Table 8A below.

**Table 8A**

Nature of request	Time to be taken by the Department
Change of consumer's name due to change in ownership/occupancy for property	Change shall be effected as detailed below: <ol style="list-style-type: none"> <li>1. Verification of documents by AEE/AE - 3 days</li> <li>2. Issue of Notice calling for further details , if required – 7 days</li> <li>3. Field report – 7 days</li> <li>4. Notice for Payment of charges – 2 days</li> <li>5. Issue of Orders after payment – 3 days</li> </ol>
Transfer of consumer's name to legal heir	Change shall be effected as detailed below: <ol style="list-style-type: none"> <li>1. Verification of documents by AEE/AE - 3 days</li> <li>2. Issue of Notice calling for further details , if required – 7 days</li> <li>3. Field report – 7 days</li> <li>4. Notice for Payment of charges – 2 days</li> <li>5. Issue of Orders after payment – 3 days</li> </ol>
Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application <ol style="list-style-type: none"> <li>1. Field Inspection and submission of reports to revenue section – 7 days</li> <li>2. Issue of orders – 3 days</li> </ol>

In case action is not taken by the utility as per the time limit provided in the table above, the applicant may lodge a complaint with the officer at level 1 mentioned below in Table 8B. Complaints may be lodged in person or by post. If still no action is taken within 5 working days, the applicant may lodge his complaint with higher officer at level 2 as mentioned below. The officer, shall take steps to resolve the complaint immediately and after investigating the case, shall intimate the consumer, in writing, the reason of delay if any, within the next working day

**Table 8 B**

Sl. No	Category of Consumers	Level 1	Level 2
1	All LT consumers	Assistant Executive Engineer/ Assistant Engineer	Executive Engineer

**Other complaints**

In case of complaints of a nature other than those covered above, for example complaint/information on misuse of energy, wastage of energy, misbehaviour by Distribution Licensee personnel, irregular entry into consumer's premises by Department employees etc., may be registered with the office of the Assistant Executive Engineer/ Assistant Engineer / Executive Engineer / Superintending Engineer. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt

shall be dispatched by the next working day. The officer concerned of the Department shall ensure prompt response and action and also ensure non-recurrence.

The time limit for resolution of such a complaint would normally not exceed 15 days and a written reply shall be made along with resolution of the complaint.

### **IMPLEMENTATION STEPS**

To ensure that this Charter is put in place and action taken accordingly, the following steps will be taken by the Department:

**Consumer Grievance Register:** All information regarding complaints received at the respective office and their resolution shall be maintained in a “Consumer Grievance Register” in the specified format at all Sectional, Sub-Divisional, Divisional and Circle Offices.

**Monthly Report:** The Division wise monthly report on complaints received, redressed and pending along with reasons for pendency shall be sent to the Consumer Complaint Co-ordinating Cell. The “Consumer Grievance Register” shall be reviewed fortnightly by the next higher authority. The Inspecting Officer shall also review the above register of complaints and follow-up action from time to time. A synopsis of the format, represented circle-wise, shall be posted on the websites of the Department. The progress of the resolution of complaints by the Forum shall also be posted on the website of the licensee every month.

In addition to assisting the CPGO, the Assistant Engineer/ Tech-I shall monitor the compliance of this Memorandum and suggest such remedial measures as may be deemed fit so as to ensure that the performance of the Department does not fall below the levels set by the Regulatory Commission and suggest remedial action wherever required to avoid recurrence of delay in resolution and to maintain the Standards set by the Commission.

**Consumer Complaints Co-ordinating Cell (CCC Cell)** All the consumer complaints received by the CGRF shall be forwarded to the Executive Engineer II, who shall be the Nodal Officer /CGRF, who shall in turn call for records from the officials concerned with the complaint and arrange for the preparation of the reply to be filed before the Forum. He shall monitor the complaints received and redressed, collect all data on complaint handling, compile data for reporting to the Commission. (Ref: No. 107/ ED/SE-I/EE/RPMC/F-14/2010-11 dated 15.07.2010).

**Availability of Forms / Rules:** The Department will ensure the availability of the following at all offices for the convenience of the consumers:

- a) Guidelines for Redressal of Consumer Grievance.
- b) Various forms for lodging of complaints.
- c) Application form for power supply.
- d) Seniority list for new applications for connections.
- e) Electricity Supply Code
- f) Schedule of Miscellaneous Charge.
- g) Consumer Rights Statement
- h) Approved Performance Standards.

- i) Applicable electricity tariff and surcharges/duties.
- j) Display of the names, addresses and telephone numbers of officers on the notice boards.
- k) Display of the office timings for bill collection on the notice boards.
- l) Display of the time schedule of the power cuts on the notice board.
- m) Display of target time-period within which the different types of problems will be resolved by the licensee.

**Centralised Computerised Call Centre:** A Centralised Computerised Call Centre (CCCC) is proposed to be established under the R-APDRP scheme in due course of time. Till such time the telephone operators who are posted round the clock shall receive, register and pass on the complaint to the respective sections / Junior Engineers for further action. The BSNL “**Short Code No. 1912**” shall be the designated number for complaints on electricity.

**Public Grievances Officers:**

The Superintending Engineer – II shall be the Public Grievances Officer for the outlying regions of Karaikal, Mahe and Yanam. The Superintending Engineer –III shall be the Public Grievances Officer for Puducherry Circle. The Superintending Engineer –I / Head of the Department, shall be the Chief Public Grievances Officer of the Department. The PGOs and the CPGO shall be assisted by their respective Assistant Engineer / Technical in maintaining records relating to consumer complaints and its resolution.

Any consumer aggrieved by non-resolution of his/her complaint at the level of the Divisional Officers, can approach the PGOs / CPGO with their grievances, without prejudice to their rights of approaching the CGRF for grievances resolution.

**Infrastructure and Training:** The Circle Heads shall ensure that all adequate infrastructures are put in place, to handle the complaint resolution mechanism and to ensure that all time limits are adhered to. It shall be the responsibility of the Circle Head to ensure that there are adequate phone lines with internet connections to take all complaint calls, that the complaint desk is manned at all times, that adequate training on telephone and personal etiquette is undertaken, that all necessary forms / rules / procedures etc. are available at all times and all other necessary steps are taken to ensure that consumers have a good experience in their interaction with the officers / staff.

**JURISDICTIONAL OFFICERS AND THEIR DETAILS**

The Department is divided into Three Circles. The Superintending Engineer–I is head Circle-I and is the Head of Department. The Superintending Engineer is the head of Circle II and has jurisdiction over the outlying areas of Karaikal, Mahe and Yanam. The Superintending Engineer III is head of Circle-III with jurisdiction over Puducherry region.

**1. Superintending Engineer – I**  
**Head of the Department**  
 Electricity Department (Main Office),  
 137, Subhash Chandra Bose Salai,  
 Puducherry-605 001.

## **2. Superintending Engineer – II**

Electricity Department (Main Office),  
137, Subhash Chandra Bose Salai,  
Puducherry-605 001.

Operation and Maintenance of Karaikal, Mahe and Yanam Regions.

## **3. Superintending Engineer – III**

Electricity Department (Main Office),  
137, Subhash Chandra Bose Salai,  
Puducherry-605 001.

Operation and Maintenance of Puducherry Region.

The consumers of electricity shall approach their respective jurisdictional officers for any service offered by the Department and for Resolution of their complaints. The details of jurisdictional officers are given below:

### **PUDUCHERRY REGION**

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

#### **CIRCLE HEAD**

##### **The Superintending Engineer –III**

Electricity Department (Main Office Complex)

137, Subhash Chandra Bose Salai.

Puducherry – 605 001

Off: 0413 2339532

Mobile: 94890 80303

#### **DIVISIONAL HEADS:**

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

#### **DIVISION I**

##### **Executive Engineer-I (Town)**

Electricity Department (Main Office Complex)

137, Subhash Chandra Bose Salai., New Building, 1<sup>st</sup> Floor

Puducherry.

Off: 0413 2339543

Res: 0413 2200960

Mobile: 94890 80310

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

## **SUB -DIVISION OFFICER -I**

### **Assistant Executive Engineer /Town-I**

Electricity Department (Main Office),  
137, Subhash Chandra Bose Salai,  
Puducherry - 605 001.  
Off: 0413 2222639 (Direct); 0413 2336361 Ext: 526  
Res: 0413 2200128  
Mobile: 94890 80311

## **SECTION OFFICERS**

### **1. Junior Engineer /Town South**

Off: 0413 2222641 (Direct); 0413 2336361 Ext: 527  
Mobile: 94890 80317

#### **Jurisdictional area of operation:**

From Kandappa Mudali Street to Subbaiah Salai which includes Vanarapet, Kolas Nagar, Nethaji Nagar, Vambakeerapalayam, Dubrayapet.

### **2. Junior Engineer/Town North**

Off : 0413 2336327  
Mobile : 94890 80316

#### **Jurisdictional area of operation:**

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

### **3. Junior Engineer/Town Central**

Off : 2336299  
Mobile : 94890 80315

#### **Jurisdictional area of operation:**

From Needarajappaiyar Street to Muthumariamman Koil Street.

### **4. Junior Engineer /Town South Central**

Off : 0413 2336299  
Mobile : 94890 80318

#### **Jurisdictional area of operation:**

Vanarapet North, Govindasalai (Upto Needarajappaiyar Street, Ambour Salai, Botanical Garden).

## **SUB -DIVISION OFFICER- II**

### **Assistant Engineer/ Town – II**

100, Perumal Koil Street,  
Puducherry - 605 001.  
Off : 0413 2223857  
Mobile : 94890 80314

## **SECTION OFFICERS**

### **1. Junior Engineer/Muthialpet**

Off : 0413 2236166  
Mobile : 94890 80321

#### **Jurisdictional area of operation:**

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

## **2. Junior Engineer /Saram**

Off : 0413 2200776

Mobile : 94890 80322

### **Jurisdictional area of operation**

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

## **3. Junior Engineer/Venkata Nagar**

Off : 0413 2210361

Mobile : 94890 80323

### **Jurisdictional area of operation:**

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.

## **SUB-DIVISION OFFICER-III**

### **Assistant Engineer / Marapalam S.S**

Sub-Station Campus,

Cuddalore Road, Marapalam,

Puducherry - 605 001.

Off : 0413 2358547

Res : 0413 2257001

Mobile : 94890 80312

## **SECTION OFFICERS**

### **1. Junior Engineer/Mudaliarpet**

Off : 0413 2357697

Mobile : 94890 80324

### **Jurisdictional area of operation:**

From Railway Crossing at Cuddalore Road up to Murungapakkam Bridge, Thengaihitu and Uzhavarkrai South.

### **2. Junior Engineer/Town West**

Off : 0413 2203110

Mobile : 94890 80325

### **Jurisdictional area of operation:**

From Attupatti Anthoniar Koil junction up to Reddiarpalayam from Karamanikuppam up to Ellaipillachavady.

### **3. Junior Engineer/Murungapakkam**

Off : 0413 2357362

Mobile : 94890 80326

### **Jurisdictional area of operation:**

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

## **DIVISION IV**

### **Executive Engineer-IV (North)**

Electricity Department

Head Office Campus

137, Subhash Chandra Bose Salai

Puducherry 605 001.  
Off : 0413 2334279 (Direct); 0413 2336361 Ext: 516  
Res : 0413 2280175  
Mobile : 94890 80340

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

### **SUB-DIVISION OFFICER-I**

#### **Assistant Engineer/ Lawspet**

Electricity Department,  
Lawspet Main Road,  
Puducherry - 605 001.  
Off : 0413 2273768, 2273769  
Mobile : 94890 80345

### **SECTION OFFICERS**

#### **1. Junior Engineer/Lawspet**

Off : 0413 2253124  
Mobile : 94890 80363  
Jurisdictional area of operation:  
Karuvadikuppam, Lawspet, Pakkamudayanpet, Rajaji Nagar and Tagore Nagar.

#### **2. Junior Engineer/Ashok Nagar**

Off : 0413 2257100  
Mobile : 94890 80361  
**Jurisdictional area of operation:**  
Tagore Arts College Complex, Kurunji Nagar, Kumaran Nagar, Ashok Nagar, Chozan Nagar and Government Servants Quarters.

#### **3. Junior Engineer/Gorimedu**

Off : 0413 2248093  
Mobile : 94890 80362  
**Jurisdictional area of operation:**  
From Chain Factory up to Gorimedu (Pondicherry Border), from Subbaiah Nagar to Kadirkamam and Thattanchavady.

### **SUB-DIVISION OFFICER- II**

#### **Assistant Engineer/Kalapet,**

Sub-Station Campus,  
Kalapet, Puducherry.  
Off : 0413 2655180  
Mobile : 94890 80342

### **SECTION OFFICER**

#### **Junior Engineer/Kalapet**

Off : 0413 2655181  
Mobile : 94890 80337  
**Jurisdictional area of operation:**  
Kalapet, Chinnakalpet, Kanagachettikulam, Alankuppam including nearby villages.



**SUB-DIVISION OFFICER-III****Assistant Engineer/Kurumbapet,**

PIPDIC Industrial Estate,

Sub-Station Complex,

Kurumbapet, Puducherry.

Off : 0413 2275711

Mobile : 94890 80343

**SECTION OFFICER****Junior Engineer/Muthirapalayam**

Off : 0413 2275744

Mobile : 94890 80348

**Jurisdictional area of operation:**

Shanmugapuram, Muthirapalayam, Mettupalayam, PIPDIC Industrial Estate, Thakkakuttai, Oulgaret, Moolakulam and Pitchaveeranpet.

**SUB-DIVISION OFFICER-IV****Assistant Engineer Boomianpet**

Housing Board Campus,

Boomianpet, Puducherry.

Off : 0413 2201160

Mobile : 94890 80341

**SECTION OFFICERS****1. Junior Engineer/Villianur**

Off : 0413 2666324

Mobile : 94890 80329

**Jurisdictional area of operation:**

Arumparthapuram, Villianur, Odiampet And Kompakkam.

**2. Junior Engineer/Boomianpet**

Off : 0413 2205205

Mobile : 94890 80328

**Jurisdictional area of operation:**

Vivekanantha Nagar, Victoria Nagar, Boomianpet 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.

**SUB-DIVISION OFFICER-V****Assistant Engineer/Sedharapet**

PIPDIC Industrial Estate,

Sedharapet, Puducherry.

Off :0413 2677390

Mobile : 94890 80346

**SECTION OFFICERS****1. Junior Engineer/Ramanathapuram**

Off : 0413 2666374

Mobile : 94890 80365

**Jurisdictional area of operation:**

Pathukannu, Ramanathapuram, Pillaiyarkuppam, Thuthipet, Thondamanathan, Koodapakkam.

**2. Junior Engineer/Sedharapet**

Off : 0413 2677906

Mobile : 94890 80366

**Jurisdictional area of operation:**

Sedharapet, Karasur, Sedharapet Industrial Estate.

**SUB-DIVISION OFFICER-VI****Assistant Engineer/Thethampakkam**

Sub-Station Complex,

Thethampakkam, Puducherry.

Off : 0413 2674975

Mobile : 94890 80347

**SECTION OFFICERS****1. Junior Engineer/Katterikuppam**

Off : 0413 2674898

Mobile : 94890 80364

**Jurisdictional area of operation:**

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

**2. Junior Engineer/Thirukkanur**

Off : 2688471

Mobile : 94890 80369

**Jurisdictional area of operation:**

Mannadipet, Koonichampet, Thirukanur, Sorapet and Sellipet.

**DIVISION IX****Executive Engineer-IX (South)**

Marapalam Sub-Station Campus

Cuddalore Road, Marapalam

Head Office Campus

Puducherry 605 004.

Off : 0413 2358564

Mobile : 94890 80390

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

**SUB-DIVISION OFFICER-I****Assistant Executive Engineer / Rural South**

Marapalam Sub-Station Campus,

Marapalam, Cuddalore Road,

Puducherry - 605 004.

Off : 0413 2358564

Mobile : 94890 80391

**SECTION OFFICERS****1. Junior Engineer/Ariyankuppam**

Off : 0413 2600340

Mobile : 94890 80375

**Jurisdictional Area Of Operation:**

Ariyankuppam, Manaveli, Radhakrishna Nagar, Veerampattinam and Chinnaveerampattinam.

**2. Junior Engineer/ Karikalampakkam**

Off : 0413 2666369

Mobile : 94890 80376

**Jurisdictional Area of operation:**

Karikalampakkam, Korkadu, Peranglore and Santhamangalam.

**3. Junior Engineer/Vadamangalam**

Off : 0413 2666606

Mobile : 94890 80397

**Jurisdictional Area Of Operation:**

Vadamangalam, Ariyur, Sivarandhagam, Uruvaiyar, Thirukanjee And Mangalam.

**SUB-DIVISION OFFICER-II**

**Assistant Engineer / Thirubuvanai**

Thirubuvanai Sub-Station Campus

Villupuram Road, Thirubuvani, Puducherry.

Off : 0413 2641144

Mobile : 94890 80395

**SECTION OFFICERS**

**1. Junior Engineer/T.A. Koil**

Off : 0413 2640149

Mobile : 94890 80396

**Jurisdictional Area Of Operation:**

Thiruvandar Koil, Madagadipet, Puranasingapalayam and Nallur.

**2. Junior Engineer/Vadhanur**

Off : 0413 2680044

Mobile : 94890 80398

**Jurisdictional Area of Operation:**

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

**SUB-DIVISION OFFICER-III**

**Assistant Engineer/Erripakkam**

Eripakkam Sub-Station Campus

Eripakkam, Puducherry.

Off : 0413 2699494

Mobile : 94890 80393

**SECTION OFFICER**

**1. Junior Engineer/Kariamanickam**

Off : 0413 2699448

Mobile : 94890 80387

**Jurisdictional Area Of Operation:**

Eripakkam, Madukarai and Kalmandapam.

**2. Junior Engineer/Karayambuthur**

Off : 0413 2698856

Mobile : 94890 80388

**Jurisdictional Area Of Operation:**

Kaduvanur, Manalmedu and Karayamputhur.

## KARAIKAL REGION

### **CIRCLE HEAD:**

#### **The Superintending Engineer- II**

Electricity Department (Main Office Complex)

137, Subhash Chandra Bose Salai

Puducherry – 605 001

Off : 0413 2343687

Mobile : 94890 80302

### **DIVISIONAL HEAD:**

#### **The Executive Engineer-V**

7, Kirambuthottam South Street

Karaikal. - 605602

Off : 04368 222694

Res: 04368 226599

Mobile : 94890 80350

The following Subdivision Offices and the respective jurisdictional areas under the control of Division-V are as detailed are as 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 primary complaint centers either in person or over phone for rectification of defects in supply of Electricity.

### **SUB--DIVISION OFFICER -I**

#### **Assistant Engineer / Town – I**

**7, Kirambuthottam South Street**

Karaikal.

Off : 04368 222598

Mobile : 94890 80352

**Res : 04368 226599**

#### **1. Junior Engineer /Neravy**

Off : 04368 238798

Mobile : 94890 80357

#### **Jurisdictional area of operation:**

Vadakattalai, Nainikkattalai, Padudarkollai, Melaiyurpettai, Idatheru, Neravy, Oozhipathu, Thootupona-moolai, Kakamozhi, Keezhamanai, Manjavazhipattu, Melaoduthurai, Keezhaoduthurai, Naduoduthurai, Karukalacherry and Akkaraivattam **Vizhithiyur and Manampettai.**

#### **2. Junior Engineer/Town**

Off : 04368 222428

Mobile : 94890 80359

#### **Jurisdictional area of operation:**

Whole Karaikal Town, Pudhuthurai, **Dharmapuram, Patchur** and Thakkalur

### **SUB-DIVISION OFFICER-II**

#### **Assistant Engineer /Town - II**

**110/11 KV Pillaiteruvassal Sub-Station**

**Karaikal.**

Off : 04368 220711

Mobile : 94890 80353

## **SECTION OFFICERS**

### **1. Junior Engineer /Town North**

Off : 04368 230798

Mobile : 94890 80411

#### **Jurisdictional arear of operation:**

Kovilpathu, Nehru Nagar, Thalatheru, Karaikalmedu, Kilinjalmedu, Ammankovilpathu, Pillaittheruvasal,

### **2. Junior Engineer / Kottucherry**

Off: 04368 266233

Mobile: 9489080412

#### **Jurisdictional are of operation:**

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

## **SUB--DIVISION OFFICER-III**

### **Assistant Engineer / Rural**

#### **110/11 KV Surakudy Sub-Station, Nedungadu- Surakudy Main Road**

Karaikal.

Off : 04368 261246/261065

Mobile : 94890 80354

## **SECTION OFFICERS**

### **Junior Engineer /Thirunallar**

Off : 04368 236674

Mobile : 94890 80416

#### **Jurisdictional area of operation:**

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

## YANAM REGION

The Superintending Engineer-II is the Circle Head and is in-charge of the Yanam region. The Executive Engineer-II is in-charge of the Operation and Maintenance of the Yanam region.

### **CIRCLE HEAD:**

#### **The superintending Engineer-III**

Electricity Department (main office complex)  
137, Subhash Chandra Bose Salai  
Puducherry – 605 001  
Off : 0413 2343687

### **DIVISIONAL HEAD:**

#### **The Executive Engineer-II**

Electricity Department (Main Office Complex)  
137, Subhash Chandra Bose Salai  
Puducherry – 605 001  
Off : 0413 2336361  
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 offered by the Electricity Department. Besides, the public may also contact the respective primary complaint centers either in person or over phone for rectification of defects in supply of Electricity.

### **SUB-DIVISION OFFICER**

#### **Assistant Engineer/ Yanam**

Electricity Department,  
4-80, New Bus Stand, Yanam.  
Off : 0884 2321278  
Mobile: 073826 05061

### **SECTION OFFICER**

#### **Junior Engineer / Yanam**

Off : 0884 2321278  
Mobile : 07382605062

#### **Jurisdictional Area of operation:**

The whole of Yanam Region

## MAHE REGION

The Superintending Engineer-II is the Circle Head and is in-charge of the Mahe region. The Executive Engineer-III is in-charge of the Operation and Maintenance of the Mahe region.

### **CIRCLE HEAD:**

The superintending Engineer- II  
Electricity Department (main office complex)  
137, Subhash Chandra Bose Salai  
Puducherry – 605 001  
Off : 0413 2343687; Mobile : 94890 80302

### **DIVISIONAL HEAD:**

The Executive Engineer -III  
Electricity Department (main office complex)  
137, Subhash Chandra Bose Salai  
Puducherry – 605 001  
Off : 0413 2336361; 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 offered by the Electricity Department. Besides, the public may also contact the respective primary complaint centers either in person or over phone for rectification of defects in supply of Electricity.

### **SUB--DIVISION OFFICER**

#### **Assistant Engineer - Mahe**

Electricity Department,  
Main Road, Mahe.  
Off : 0490 2335666  
**Mobile: 09446084289**

### **SECTION OFFICERS**

#### **1. Junior Engineer O&M/Mahe**

Off : 0490 2332224  
Mobile: 09895108220

#### **Jurisdictional Area of operation:**

Whole of Mahe Town and Chembra Village.

#### **2. Junior Engineer O&M/Pallor**

Off : 0490 2332624  
Mobile: 09495906465

#### **Jurisdictional Area of operation:**

Palloor, Pandakkal, East Palloor, Chalakkara, Cherukallayui.

**SCHEDULE II**

Form – 1

Registration of Complaint at Level 1

Complaint No.& Date: *(for Office Use)*

\_\_\_\_\_

\_\_\_\_\_

(To be provided by office)

1. Consumer No. : \_\_\_\_\_

2. Name and address:

\_\_\_\_\_

\_\_\_\_\_

3. Telephone no. of complainant: \_\_\_\_\_

4. Type of Complaint :( Please tick whichever is applicable)

- a) Interruption in power supply
- b) Voltage related complaints
- c) Load shedding / scheduled outage
- d) Meter related complaints
- e) Complaints related to billing, collection etc.
- f) Disconnection and reconnection of power supply
- g) Delay in new service connection or extension of Load
- h) Others

5. Brief description of Complaint :

\_\_\_\_\_

6. Any other information:

\_\_\_\_\_

Date:

Signature of complainant



**ACKNOWLEDGEMENT OF COMPLAINT**

Complaint No.& Date

\_\_\_\_\_

1. Consumer Number : \_\_\_\_\_

2.Name of consumer : \_\_\_\_\_-

\_\_\_\_\_

3- Brief description of complaint :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4- Target date for resolution of complaint:

\_\_\_\_\_

Signature of staff receiving the

Application &

Designation

(Please provide your complaint number in any future communications)

**Registration of Complaint at Level 2**

Complaint No.& Date \_\_\_\_\_

1. Consumer No. : \_\_\_\_\_

2. Name and address:

\_\_\_\_\_

3. Telephone No. of complainant: \_\_\_\_\_

4. Office where complaint was registered earlier(Level 1):

\_\_\_\_\_

5. Brief description of complaint :

\_\_\_\_\_

\_\_\_\_\_ 6. Date  
on which complaint at Level 1 office was registered: \_\_\_\_\_

7. Complaint no. (given by licensee at level 1) :

\_\_\_\_\_

8. Please attach copies of communication with level 1 office (if any):

Date

Signature of complainant

----- **Tear from here** -----

To be retained by Consumer

Complaint No.& Date

(To be provided by office)

Consumer Number : \_\_\_\_\_

1.Name of consumer :

\_\_\_\_\_

2-Brief description of complaint : \_\_\_\_\_

Signature & Designation of staff receiving the Application

**ELECTRICITY DEPARTMENT**

**137, Nethaji Subhash Chandra Bose Salai, Puducherry - 605 001**

**Phone: 0413-2336361-65 & 2222270-74 (PBX), Fax.: 0413-2331556**

**Website:- <http://electricity.puducherry.gov.in>**

**For complaints on electricity, call: 1912**

Any correspondence with the JERC shall be made to the following address:

**The Secretary**

**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)**

**Telephone : +91(124) 2342851-53**

**Telefax: +91(124) 2342853**

**GOVERNMENT OF PUDUCHERRY  
ELECTRICITY DEPARTMENT  
ATTENTION CONSUMERS OF ELECTRICITY!**

IS YOUR FUSE-OFF CALL COMPLAINT NOT BEING ATTENDED TO IN TIME?  
IS THERE DELAY IN GETTING YOUR ELECTRICITY CONNECTION?  
IS YOUR VOLTAGE PROBLEM NOT BEING RESOLVED FOR LONG?  
IS THERE FREQUENT AND LONG INTERRUPTIONS IN POWER SUPPLY?  
IS YOUR COMPLAINT ON FAULTY METERS NOT ADDRESSED?  
IS THERE DEFICIENCY IN BILLING AND COLLECTION?

**AND**

IS YOUR LOCAL ELECTRICITY OFFICE NOT RESPONDING TO YOUR COMPLAINTS?

**DO NOT  
WAIT !**

FILE YOUR GRIEVANCES, FREE OF COST, WITH ALL AVAILABLE DETAILS, BEFORE  
THE

**CONSUMER GRIEVANCES REDRESSAL FORUM**

(Constituted under the Provisions of Electricity Act, 2003)

No. 6, 17<sup>th</sup> Cross Street,  
Anna Nagar, Puducherry - 605 013.  
Phone: 0413 2243251 and 0413 2243151  
E-mail: [cgrfped.pon@nic.in](mailto:cgrfped.pon@nic.in)



Are you not satisfied with the orders of the CGRF?  
Appeal to the Appellate Authority

**Electricity 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)  
**Telephone:** 0124 –2340954  
**Email:** [ombudsmanjerc@gmail.com](mailto:ombudsmanjerc@gmail.com)

Issued in public interest. For further information, contact:  
Nodal Officer: Executive Engineer-II, Phone : 0413 2225552 Email: [ee2ped.pon@nic.in](mailto:ee2ped.pon@nic.in)

Government of Puducherry  
Electricity Department

## DO YOU KNOW?

THAT THE FOLLOWING ACTS AMOUNT TO COGNIZABLE AND NON-BAILABLE OFFENCE UNDER THE ELECTRICITY, ACT, 2003?

1. Theft of Electricity
2. Theft of electric line and material
3. Dishonestly receiving stolen electric line materials
4. Interfering with meters or works of licensee
5. Negligently breaking or damaging works of licensee
6. Intentionally injuring works of licensee
7. Extinguishing public lamps
8. Abetting an offence punishable under the Act.



Loss to us is loss to you – help us to serve you better.

In case of theft of electricity call 9489080400

The identity of the informer shall be kept confidential.