

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2015-16 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

Sl. No.	Type of complaints	CESU			
		Total No. of complaints received in the year (including pending)	Total no. of complaints resolved		No. of complaint which could not be
			Within specified time	Beyond specified time	
1	Normal Fuse-off:				
	Urban(within 6 hrs.)	197274	197272	0	2
	Rural (within 24 hrs.)	131215	131211	0	4
2	Line Breakdowns:				
	Urban(within 12 hrs.)	6661	6659	0	2
	Rural (within 24 hrs.)	7934	7934	0	0
3	Major Breakdowns:				
	Urban(within 24 hrs.)	593	593	0	0
	Rural (within 48 hrs.)	1094	1094	0	0
4	Distribution Transformer Failure:				
	Urban(within 24 hrs.)	673	673	0	0
	Rural (within 48 hrs.)	2025	2024	0	1
5	Voltage beyond prescribed limit				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	120	120	0	0
ii)	Cases where expansion/ enhancement is involved				
a)	For cases upto 11 KV (to be resolved within 120 days)	0	0	0	0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0
6	Complaints about meter:				
	Inspection & checking correctness of meter within 7 working days	22547	21642	905	0
	Replacement of slow, creeping or stuck up meters within 30 working days	20490	20286	204	0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	17191	17054	137	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	9037	8961	96	0
7	Application for new connection/ additional load:	133204	133204		
(i)	Release of supply (connection feasibility from existing network)				
a)	Within 1 month if no extension required.	133136	133136	0	0
b)	HT-11 KV within 60 days of feasibility	120	120	0	0
c)	HT-33 KV within 60 days of feasibility	0	0	0	0
d)	EHT	3	3	0	0
(ii)	Network expansion/enhancement required for providing connection				
a)	Low Tension (including Agriculture) within 30 days of payment of security	945	945		0
b)	HT-11 KV within 60 days of payment of security				0
c)	HT-33 KV within 90 days of payment of security				0
d)	EHT				
(iii)	Erection of substation required for release of supply				
a)	Low Tension (including Agriculture)			0	0
b)	HT-11 KV				0
c)	HT-33 KV				0
d)	EHT				0
8	Transfer of ownership and conversion of service:				

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ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	CESU
		For the year 15-16
Achievement in % of the licensees in the following service area	Minimum % target fixed by the Commission	
Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	99.97
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	99.95
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	100.00
No. of hourly measurement in which the supply frequency went beyond $\pm 3\%$	--	--
No. of cases in which voltage at the point of commencement of supply exceeded 3% of the voltage limits fixed under I.E. Rules, 1956		
EHT		--
HT		--
LT		--
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	--
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.10
No. of faulty/defective meters as a percentage of total no. of existing meters	5	--
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)		131
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		59
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		3907
No. of accident cases		14-15 15-16
Fatal Human		19 21
Fatal Animal		14 03
Non-fatal Human		14 10
Non-fatal Animal		06 0

Note:

1. The information on Guaranteed Standards of Performance is available in the OERC website: www.orierc.org and in respective websites of the Distribution Licensees i.e. www.cesuodisha.com for CESU, www.nescodisha.com for NESCO Utility, southcodisha.com for SOUTHCO Utility and wescodisha.com for WESCO Utility.

2. The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit and is not based on any independent audit carried out by the Commission.

Issued by OERC in Public interest.