

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2017-18 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	CESU For the year 17-18
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	100.00
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	100.00
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)		127
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		61
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		3696
No. of accident cases		16-17 17-18
Fatal Human		37 27
Fatal Animal		22 18
Non-fatal Human		42 12
Non-fatal Animal		1 02

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.

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2017-18

CESU					
Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.18
			Within specified time	Beyond specified time	
1	Normal Fuse-off:				
	Urban(within 6 hrs.)	185845	185845	0	0
	Rural (within 24 hrs.)	114990	114990	0	0
2	Line Breakdowns:				
	Urban(within 12 hrs.)	6596	6596	0	0
	Rural (within 24 hrs.)	28756	28756	0	0
3	Major Breakdowns:				
	Urban(within 24 hrs.)	527	527	0	0
	Rural (within 48 hrs.)	2460	2460	0	0
4	Distribution Transformer Failure:				
	Urban(within 24 hrs.)	923	923	0	0
	Rural (within 48 hrs.)	1716	1716	0	0
5	Voltage beyond prescribed limit				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	61	61	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	41149	39020	2129	0
	Replacement of slow, creeping or stuck up meters within 30 working days	33883	33425	458	0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	9962	9937	25	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	4361	4239	122	0
7	Application for new connection/ additional load:	64294	64294		0
(i)	Release of supply (connection feasibility from existing network)				
a)	Within 1 month if no extension required.	62990	62990	0	0

Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	CESU		No. of complaint which could not be resolved by 31.03.18
			Total no. of complaints resolved		
			Within specified time	Beyond specified time	
b)	HT-11 KV within 60 days of feasibility	130	130	0	0
c)	HT-33 KV within 60 days of feasibility	0	0	0	0
d)	EHT	0	0	0	0
(ii)	Network expansion/enhancement required for providing connection				
a)	Low Tension (including Agriculture) within 30 days of payment of security	1174	1174		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:				
	Title transfer of ownership (within 15 days)	926	926	0	0
	Change of category			0	0
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	810	810	0	0
	Conversion from LT to 11 KV (within 60 days of payment of charges) & vice versa	21	21	0	0
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0
9	Resolution of complaints on consumer bills within 30 days:	63721	61027	2694	0
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	40147	32494	7653	0
11	Disconnection due to nonpayment of bills				
12	No. of Permanent Disconnections				