ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2020-21 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

	Γ		TPCOL	N	BASE	ED ON THE D			TPSODL								
SI. No.		Total No. of complaints received in the year (including pending complaints of	Total no. of complaints resolved		No. of complaint which could not be resolved	Total No. of complaints received in the year (including pending complaints of	TPNODL Total no. of complaints resolved Within Beyond		No. of complaint which could not be resolved	Total No. of complaints received in the year (including pending complaints of	Total no. of complaints resolved Within Beyond		No. of complaint which could not be resolved	Total No. of complaints received in the year (including pending complaints of	Total no. of complaints resolved. Within Beyond		No. of complaint which could not be resolved
		previous year if any)	specified time	specified time	by 31.03.2021	previous year if any)	specified time	specified time	by 31.03.2021	previous year if any)	specified time	specified time	by 31.03.2021	previous year if any)	specified time	specified time	by 31.03.2021
1	Normal Fuse-off:																
	Urban(within 6 hrs.)	118658	118658	0	\$	44884	44884	0	0	14384	14025	356	3	58525	58525		0
	Rural (within 24 hrs.)	73605	73605	0	0	141311	141311	0	0	16175	15722	453	0	73357	73357		0
2	Line Breakdowns:																
	Urban(within 12 hrs.)	50126	50126	0	0	5295	5295	0	0	6672	6599	73	0	3361	3361		0
	Rural (within 24 hrs.)	113577	113577	0	0	23598	23598	0	0	7123	6962	161	0	9974	9974		0
3	Major Breakdowns:																
	Urban(within 24 hrs.)	238	238	0	0	1620	1620	0	0	1281	1235	46	0	125	125	0	0
	Rural (within 48 hrs.)	962		0	0		828	0	0	1380			0			0	0
4	Distribution Transformer Failure:																
	Urban(within 24 hrs.)	816	816	0	0	392	392	0	0	1150	1134	16	0	482	482	0	0
	Rural (within 48 hrs.)	2212	2212	0	0	1920	1920	0	0	1312	1245	64	3	909	909	0	0
5	Voltage beyond prescribed limit												0				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	34	34	0	0	0	0	0	0	0	0		0	0	0	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	0	0	0	0	0	0	0	0	0	0		0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0	0	0	0	0	0	0		0	0	0		0
6	Complaints about meter:									38758	38244	514					
	Inspection & checking correctness of meter within 7 working days	14420	12129	2291	0	114555	114555	0	0	9377	9248	129	0	282743	282743		0
	Replacement of slow, creeping or stuck up meters within 30 working days	6153	6036	117	0			0	0	10859	10760	99	0	247546	247546		0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	12052	11967	85	0			0	0	8842	8640	202	0	26784	26784		0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	2129	2123	6	0			0	0	9680	9596	84	0	8413	8413	0	0
7	Application for new connection/ additional load:	77010	77010		0	114201	114201		0	203850	203850		0	112531	112531		
(i)	Release of supply (connection of feasibility from existing network)							0	0	0	0		0				
a)	Within 1 month if no extension required.	74174	74174	0	0			0	0	0	0		0	0	0		0

			TPCOD	DL		TPNODL					TPWOD		TPSODL				
		Total No. of		No. of	Total No. of			No. of	Total No. of	l		No. of	Total No. of			No. of	
		complaints	Total no. of complaints resolved which			complaints	Total no. of		complaint	complaints	Total no. of complaints		complaint	complaints	Total	no. of	complaint
		received in the			complaints resolved		which	received in the	resolved		which	received in the	complaints	complaints resolved.			
SI. No.	Type of complaints	year (including			could not	year (including			could not	year (including			could not	year (including			 which could not
	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	pending			be resolved	pending		r	be resolved	pending			be	pending			be resolved
		complaints of	Within	Beyond	by	complaints of	Within	Beyond	by	complaints of	Within	Beyond	resolved	complaints of	Within	Beyond	by
		previous year if	specified	specified	31.03.2021	previous year if	specified	specified	31.03.2021	previous year if	specified	specified	by	previous year if	specified	specified	31.03.2021
		any)	time	time		any)	time	time		any)	time	time	31.03.2021	any)	time	time	
b)	HT-11 KV within 60 days of	134	134	0	0				0			0	0	0	0	0	0
- /	feasibility			-	-				-			-	-	-		-	
c)	HT-33 KV within 60 days of	8	8	0	0	0	0		0	7	7		0	0	0		0
,	feasibility				0					-	-						
d)	EHT	3	3	0	0	0	0		0	5	5	0	0	0	0		0
	Network																
(ii)	expansion/enhancement required for providing					0	0		0				0				
	connection																
	connection																
	Low Tension (including																
a)	Agriculture) within 30 days	1419	1419		0				0	0	0	0	0	5457	5457		0
	of payment of security																
												<u> </u>					
	HT-11 KV within 60 days of payment of security	1272	1272		0	0	0	0	0				0	4	4		0
												<u> </u>					<u> </u>
c)	HT-33 KV within 90 days of				0	51	51	0	0	0	0	0	0	0	0		0
· ·	payment of security				-	-				-							
d)	EHT								0	0	0	<u> </u>	0	0	0		0
(:::)	Erection of substation required for release of									4	0	0	4				
(11)										1	0	0	1				
	supply Low Tension (including																
a)	Agriculture)			0	0				0	0	0	0	0	37	37		0
b)	HT-11 KV				0				0	0	0	0	0	40	40		0
	HT-33 KV				0				0	0	0	0	0		0		0
	EHT				0				0	0	0	0	0				
													0				
	Transfer of ownership																
8	and conversion of									0			0				
	service:									0			0				
	Title transfer of ownership	306	306	0	0	5247	5247		0	0	0	0	0	1059	1059	0	0
	(within 15 days)																
	Change of category			0	0	35698	35698		0	22	21	0	1	938	938	0	0
	Conversion from LT 1-Ph to																
	3-Ph (within 30 days of	265	265	0	0	0	0		0	26	26		0	78	78	0	0
	payment of charges) & vice																
	versa																┝──┤
	Conversion from LT to 11 K																
	V (within 60 days of	24	24		0	0	0		0	260	249	11	0	0	0	0	0
	payment of charges) & vice																
	versa Conversion from LT to 33																<u> </u>
	KV (within 90 days of																
	payment of charges) & vice	0	0	0	0	0	0		0	312	301	10	1	2	2		2
	versa																
				1	1			1	1		-	1	1			1	
	Resolution of complaints						.										
	on consumer bills within	32411	30354	2057	0	91454	91454	·	0	9104	8614	490	0	30178	30178	0	0
	30 days:																
	De como etilo di conti							1									
	Reconnection of supply																
	following disconnection	6045	4350	1695	0	3590	3590		0	10044	10000	24	0	18336	18336	0	0
	within 4 working hrs. of production of proof of	0045	4300	1095	0	3590	3590	0	0	10044	10020	24	0	10330	10330	0	0
	production of proof of payment:																
	Disconnection due to					5609	5609										
	nonpayment of bills											ļ					
	Nos. of Permanent	00047							40004				05400				E4020
12	Disconnections/ Nos. of	22817							12624	1			25469				51030
	cases Regularised			1		1		I		l	l	I	L	L		I	1