

# ODISHA ELECTRICITY REGULATORY COMMISSION

## PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2019-20 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

### ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	CESU/ TPCODL		NESCO Utility		WESCO Utility		SOUTHCO Utility	
		For the year 19-20		For the year 19-20		For the year 19-20		For the year 19-20	
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	100.00	100.00	98.45	100.00			
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	100.00	99.01	100.00			
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00	99.25	100.00			
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00	99.43	100.00			
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00	99.53	100.00			
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00	98.96	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	--	--	--	90	100.00			
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.10	0.24	0.10	0.10	0.10			
No. of faulty/defective meters as a percentage of total no. of existing meters	5	--	11	5	16	16			
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)		148	838	403	235	235			
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		58	405	241	118	118			
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		4175	10220	12518	7463	7463			
<b>No. of accident cases</b>		18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20
Fatal Human		25	09	31	34	12	20	20	28
Fatal Animal		24	13	40	34	03	07	02	02
Non-fatal Human		07	10	20	12	01	06	15	48
Non-fatal Animal		04	01	01	00	00	08	00	00

**Note:**

1. The information on Guaranteed Standards of Performance is available in the OERC website: [www.orierc.org](http://www.orierc.org) and in respective websites of the Distribution Licensees i.e. [www.tpcentralodisha.com](http://www.tpcentralodisha.com) for TPCODL, [www.nescodisha.com](http://www.nescodisha.com) for NESCO Utility, [southcodisha.com](http://southcodisha.com) for SOUTHCO Utility and [wescodisha.com](http://wescodisha.com) for WESCO Utility.

2. The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit.

Issued by OERC in Public interest.