ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING 2021-22 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

Urba Rura 2 Line Urba	Type of complaints ormal Fuse-off: ban(within 6 hrs.) rral (within 24 hrs.) ne Breakdowns:	Total No. of complaints received in the year (including pending complaints of previous year if any) 51301 150555		f complaints blved Beyond specified	No. of complaint which could not be	Total No. of complaints received in the year (including pending	Total no. of	complaints	No. of	Total No. of complaints			No. of complaint	Total No. of complaints			No. of
Urba Rura 2 Line Urba	ban(within 6 hrs.) bral (within 24 hrs.) ne Breakdowns:	previous year if any) 51301	specified			complaints of	Total no. of complaints resolved Within Beyond		No. of complaint which could not be resolved by	complaints received in the year (including pending	Total no. of complaints resolved Within Beyond				TPSODL Total no. of complaints resolved. Within Beyond		complaint which could not be
Urba Rura 2 Line Urba	ban(within 6 hrs.) bral (within 24 hrs.) ne Breakdowns:			time	resolved by 31.03.2022	previous year if any)	specified time	specified time	31.03.2022	previous year if any)	specified time	specified time	by 31.03.2022	previous year if any)	specified time	specified time	resolved by 31.03.2022
2 Line	ral (within 24 hrs.) ne Breakdowns:		l														
2 Line	ne Breakdowns:	150555	51301	0	0	42970	42970	0	0	25733	24951	782	0	56828	56828		0
Urba		100000	150555	0	0	125424	125424	0	0	34210	33639	571	0	76294	76294		0
Urba																	
	ban(within 12 hrs.)	29192	29174	18		4641	4641	0	Ŭ		27475	231	0		3492		0
Rura	ral (within 24 hrs.)	112141	112140	1	0	21015	21015	0	0	34503	34119	384	0	10037	10037		0
	njor Breakdowns:	0				740	740		0	2000	0707	550	0	405	405		
	ban(within 24 hrs.)	0	0	0	0	742	742	0	0	3266	2707	559	0	125	125	0	0
Kura	ral (within 48 hrs.)	0	0	- 0	1	1055	1055	- 0	0	3774	3604	170	0	690	690	0	0
	stribution Transformer ilure:																
	ban(within 24 hrs.)	500	500	0	n	268	268	0	0	736	724	12	0	530	530	0	n
	ral (within 48 hrs.)	2689	2568	121	v	2266	2266	0	Ŭ			112	0	994		0	0
	Itage beyond prescribed									3736		221	0				
i) expa netw	ses where no pansion/enhancement of twork is involved (to be	0	0	0	0	0	0	0	0	860	810	50	0	0	0	0	0
ii) Cas	solved within 15 days) uses where expansion/ hancement is involved																
₂₎ For	r cases upto 11 KV (to be solved within 120 days)	0	0	0	0	0	0	0	0	550	545	5	0	0	0		0
b) upto	r cases beyond 11 KV & to 33 KV (to be resolved hin 180 days)	0	0	0	0	0	0	0	0	275	275		0	0	0		0
	emplaints about meter:									86992	85803	1189	0				
corre	spection & checking rrectness of meter within 7 rking days	391	28	363	0	140224	140224	0	0	23704	23202	502	0	245238	245238		0
cree	placement of slow, eeping or stuck up meters hin 30 working days	13454	11685	1769	0			0	0	33516	33262	254	0	186895	186895		0
Rep (if ca cons	placement of burnt meters cause not attributable to nsumer) within 30 working ys of removal of meter	2445	1939	506	0			0	0	10101	9961	140	0	44412	44412		0
in al days	placement of burnt meters all other cases within 15 ys of payment by the nsumer	0	0	0	0			0	0	19671	19378	293	0	13931	13931	0	0
7 con load		89557	83810	596	5151	113608	113608		0	89327	89327		0	80312	80312		
(i) (con exis	elease of supply onnection of feasibility from sting network)							0	0	46037	46037		0				
a) exte	thin 1 month if no tension required.	85570	81091	275	4204			0	0	42932	42932		0	0	0		0
^{D)} feas	-11 KV within 60 days of asibility			0	0				0	0	0	0	0	0	0	0	0
	-33 KV within 60 days of asibility			0	0	0	0		0	352 18			0	0			0

			TPCOI	DL		TPNODL				TPWODL				TPSODL				
SI. No.	. Type of complaints	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	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 by	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	
		previous year if any)	specified time	specified time	resolved by 31.03.2022	previous year if any)	specified time	specified time	,	previous year if any)	specified time	specified time	by 31.03.2022	previous year if any)	specified time	specified time	resolved by 31.03.2022	
(ii	Network expansion/enhancement required for providing connection					0	0		0				0					
a	Low Tension (including Agriculture) within 30 days of payment of security	3674	2489	317	868				0	0	0	0	0	10912	10912		C	
b	HT-11 KV within 60 days of payment of security	278	216	3	59	0	0	0	0				0	4	4		C	
	HT-33 KV within 90 days of payment of security	35	14	1	20	0	0	0	0	0	0	0	0	0	0		(
(iii	Erection of substation required for release of supply								U	0	0	0	0	0				
а	Low Tension (including Agriculture)			0	0				0	0	0	0	0	83			C	
b	HT-11 KV HT-33 KV				0				0	0		0	0	40				
	EHT				0				0	0		0	0	0	0			
													0					
8	Transfer of ownership and conversion of service:									0			0					
	Title transfer of ownership (within 15 days)	2752	1782	606		1640	1640		0	27	23	4	0	1059	1059	0		
	Change of category Conversion from LT 1-Ph to			0	0	35521	35521		0	24	24	0	0	939	939	0) (
	3-Ph (within 30 days of payment of charges) & vice versa	205	138	13	54	0	0		0	67	67	0	0	78	78	0) (
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	0	0	0	0	0	0		0	627	543	84	0	0	0	0	(
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0	0	0		0	261	248	13	0	2	2		2	
9	Resolution of complaints on consumer bills within 30 days:	17008	2047	9364	5597	677114	677114		0	13272	12746	526	0	25207	25207	0)	
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	485	485	0	0	906	906	0	0	9709	9339	370	0	18420	18420	0	(
11	Disconnection due to nonpayment of bills					37703	37703											
12	Nos. of Permanent Disconnections/ Nos. of cases Regularised/excludes the cases of Regularisation, temporary connections & conversion cases from Bill Stop to OK status in case of TPCODL	50308				32658				142596 Omer meter submission pending, DN payment pending,				34913				

Note: TPCODL has submitted that the cases pending/could not be resolved within due time for release of supply is mainly because of Customer meter submission pending, DN payment pending, augmentation by Customer pending, Agreement I Customer pending, OPTCL approval Pending etc.