

# ODISHA ELECTRICITY REGULATORY COMMISSION

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

Details on the Distribution Transformer and Consumer Complaints																	
Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	TPCODL		No. of complaint which could not be resolved by 31.03.2022	TPNODL			Total No. of complaints received in the year (including pending complaints of previous year if any)	TPWODL			No. of complaint which could not be resolved by 31.03.2022	TPSODL			No. of complaint which could not be resolved by 31.03.2022
			Total no. of complaints resolved			Total no. of complaints resolved	No. of complaint which could not be resolved by 31.03.2022	Total no. of complaints resolved		Total no. of complaints resolved	No. of complaint which could not be resolved by 31.03.2022	Total no. of complaints resolved.					
			Within specified time	Beyond specified time				Within specified time				Beyond specified time		Within specified time	Beyond specified time		
1	<b>Normal Fuse-off:</b>																
	Urban(within 6 hrs.)	51301	51301	0	0	42970	42970	0	0	25733	24951	782	0	56828	56828	0	
	Rural (within 24 hrs.)	150555	150555	0	0	125424	125424	0	0	34210	33639	571	0	76294	76294	0	
2	<b>Line Breakdowns:</b>																
	Urban(within 12 hrs.)	29192	29174	18	0	4641	4641	0	0	27706	27475	231	0	3492	3492	0	
	Rural (within 24 hrs.)	112141	112140	1	0	21015	21015	0	0	34503	34119	384	0	10037	10037	0	
3	<b>Major Breakdowns:</b>																
	Urban(within 24 hrs.)	0	0	0	0	742	742	0	0	3266	2707	559	0	125	125	0	
	Rural (within 48 hrs.)	0	0	0	0	1055	1055	0	0	3774	3604	170	0	690	690	0	
4	<b>Distribution Transformer Failure:</b>																
	Urban(within 24 hrs.)	500	500	0	0	268	268	0	0	736	724	12	0	530	530	0	
	Rural (within 48 hrs.)	2689	2568	121	0	2266	2266	0	0	2118	2006	112	0	994	994	0	
5	<b>Voltage beyond prescribed limit</b>									3736	3515	221	0				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	0	0	0	0	0	0	0	0	860	810	50	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	550	545	5	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	275	275		0	0	0	0	
6	<b>Complaints about meter:</b>									86992	85803	1189	0				
	Inspection & checking correctness of meter within 7 working days	391	28	363	0	140224	140224	0	0	23704	23202	502	0	245238	245238	0	
	Replacement of slow, creeping or stuck up meters within 30 working days	13454	11685	1769	0			0	0	33516	33262	254	0	186895	186895	0	
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	2445	1939	506	0			0	0	10101	9961	140	0	44412	44412	0	
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	0	0	0	0			0	0	19671	19378	293	0	13931	13931	0	
7	<b>Application for new connection/ additional load:</b>	89557	83810	596	5151	113608	113608		0	89327	89327		0	80312	80312		
(i)	Release of supply (connection of feasibility from existing network)							0	0	46037	46037		0				
a)	Within 1 month if no extension required.	85570	81091	275	4204			0	0	42932	42932		0	0	0	0	
b)	HT-11 KV within 60 days of feasibility			0	0				0	0	0	0	0	0	0	0	
c)	HT-33 KV within 60 days of feasibility			0	0	0	0		0	352	352		0	0	0	0	
d)	EHT			0	0	0	0		0	18	18	0	0	0	0		

[illegible]