

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2021-22 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	TPCODL		TPNODL		TPWODL		TPSODL	
		For the year 2021-22	For the year 2021-22	For the year 2021-22	For the year 2021-22	For the year 2021-22	For the year 2021-22		
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	95.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	93.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	99.94	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	95.98	100.00	100.00	100.00	100.00	100.00	100.00	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	0.46	0.40	0.10	0.10				
No. of faulty/defective meters as a percentage of total no. of existing meters	5	1.42	14	5	8				
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)(Nos.)		378	680	600	234				
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)(Nos.)		85	209	66	-				
Total duration of interruption in minutes each 1 KW connected load (SAIDI)(Minutes)		9304	27331	25441	9337				
No. of accident cases		20-21	21-22	20-21	21-22	20-21	21-22	20-21	21-22
Fatal Human		33	49	36	03	14	02	35	37
Fatal Animal		09	32	05	09	10	53	11	09
Non-fatal Human		57	55	11	11	11	16	18	30
Non-fatal Animal		00	00	00	00	08	00	00	00

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.tpcentralodisha.com for TPCODL, www.tpnodl.com for TPNODL, www.tpsouthernodisha.com for TPSODL and www.tpwesternodisha.com for TPWODL.

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

Issued by OERC in Public interest.