

ODISHA ELECTRICITY REGULATORY COMMISSION

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

Sl. No.	Type of complaints	TPCODL				TPNODL				TPWODL			TPSODL			
		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.2022	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.2022	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved.		No. of complaint which could not be resolved by 31.03.2022
			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time		Within specified time	Beyond specified time	
1	Normal Fuse-off:															
	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	Line Breakdowns:															
	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	Major Breakdowns:															
	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	Distribution Transformer Failure:															
	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	Voltage beyond prescribed limit															
										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	Complaints about meter:									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	Application for new connection/ additional load:	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	0
c)	HT-33 KV within 60 days of feasibility			0	0	0	0	0	0	352	352		0	0	0	0
d)	EHT			0	0	0	0	0	0	18	18	0	0	0	0	0

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			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time		
(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			10912	10912		0
b)	HT-11 KV within 60 days of payment of security	278	216	3	59	0	0	0	0			0			4	4		0
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	0		0
d)	EHT								0	0	0	0	0	0	0	0		0
(iii)	Erection of substation required for release of supply									0	0	0	0					
a)	Low Tension (including Agriculture)			0	0				0	0	0	0	0		83	83		0
b)	HT-11 KV				0				0	0	0	0	0		40	40		0
c)	HT-33 KV				0				0	0	0	0	0		0	0		0
d)	EHT				0				0	0	0	0	0					
												0						
8	Transfer of ownership and conversion of service:											0						
	Title transfer of ownership (within 15 days)	2752	1782	606	364	1640	1640		0	27	23	4	0	1059	1059	0		0
	Change of category			0	0	35521	35521		0	24	24	0	0	939	939	0		0
	Conversion from LT 1-Ph to 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		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		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		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		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				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 by Customer pending, OPTCL approval Pending etc.																		