

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		
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		
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	93.00	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		
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	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		
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	95.98	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		
<b>No. of accident cases</b>		20-21	21-22	20-21	21-22	20-21	21-22
Fatal Human		33	49	36	03	14	02
Fatal Animal		09	32	05	09	10	53
Non-fatal Human		57	55	11	11	16	18
Non-fatal Animal		00	00	00	00	08	00
<b>Note:</b>							
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