

# ORISSA ELECTRICITY REGULATORY COMMISSION

## PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2008-09 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

### 1 ACHIEVEMENT ON GUARANTEED STANDARDS OF PERFORMANCE :

Sl. No.	Type of complaints	CESU			NESCO			WESCO			SOUTHCO						
		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 31.03.09	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 31.03.09	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 31.03.09				
			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.)	166710	166305	0	405	23719	23712	0	7	24383	24355	0	28	72172	72172	0	0
	Rural (within 24 hrs.)	132078	132021	0	57	33796	33781	0	15	36311	36272	0	39	71255	71255	0	0
2	<b>Line Breakdowns:</b>																
	Urban(within 12 hrs.)	4570	4565	0	5	2423	2421	0	2	2160	2157	0	3	4324	4324	0	0
	Rural (within 24 hrs.)	5749	5734	0	15	4022	4013	0	9	5147	5142	0	5	8237	8237	0	0
3	<b>Major Breakdowns:</b>																
	Urban(within 24 hrs.)	695	695	0	0	476	476	0	0	476	475	0	1	347	347	0	0
	Rural (within 48 hrs.)	595	591	0	4	944	942	0	2	883	881	0	2	1929	1929	0	0
4	<b>Distribution Transformer Failure:</b>																
	Urban(within 24 hrs.)	329	327	0	2	757	756	0	1	942	941	0	1	472	472	0	0
	Rural (within 48 hrs.)	1681	1586	0	95	1163	1150	0	13	1676	1673	0	3	1001	1001	0	0
5	<b>Voltage beyond prescribed limit</b>																
	i) Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	236	236	0	0	868	861	0	7			0		0	0	0	0
	ii) Cases where expansion/enhancement is involved																
	a) For cases upto 11 KV (to be resolved within 120 days)	16	16	0	0	0	0	0	0	48	48	0	0	0	0	0	0
	b) For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	2	2	0	0	0	0	0	0			0		0	0	0	0
6	<b>Complaints about meter:</b>																
	Inspection & checking correctness of meter within 7 working days	8520	8009	0	511	25161	25152	0	9	7918	7912	0	6	15366	14547	809	10
	Replacement of slow, creeping or stuck up meters within 30 working days	8124	7905	0	219	11978	11973	0	5	4879	4851	0	28	13402	13058	344	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	
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	4493	4161	0	332	3872	3869	0	3	4702	4684	0	18	484	484	0	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	4059	3944	0	115	2283	2280	0	3	5332	5321	0	11	68	68	0	0
7	<b>Application for new connection/ additional load:</b>																
	(i) Release of supply (connection feasibility from existing network)					7809	7809	0					0				
	a) Within 1 month if no extension required.	59228	59228	0	0	21393	21312	0	81	29663	29663	0	0	36025	35073	952	0
	b) HT-11 KV within 60 days of feasibility	71	71	71	0				0	29	29	0	0	32	32	0	0
	c) HT-33 KV within 60 days of feasibility				0				0	5	5	0	0	0	0		0
	d) EHT	0	0	0	0	3	3	0	0	0	0	0	0				
	(ii) Network expansion/enhancement required for providing connection																
	a) Low Tension (including Agriculture) within 30 days of payment of security				0				0	0	0	0	0	162	162		0
	b) HT-11 KV within 60 days of payment of security				0	13	13	0	0	27	27	0	0	17	17		0
	c) HT-33 KV within 90 days of payment of security				0	9	9	0	0	0	0	0	0	1	1		0
	d) EHT								0				0				
	(iii) Erection of substation required for release of supply																
	a) Low Tension (including Agriculture)	693	693	0	0				0	1	1	0	0	120	120		0
	b) HT-11 KV				0				0	22	22	0	0	0	0		0
	c) HT-33 KV				0				0	0	0	0	0	0	0		0
	d) EHT				0				0	0	0	0	0				
8	<b>Transfer of ownership and conversion of service:</b>																

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	Title transfer of ownership (within 15 days)	761	761	0	0	793	793	0	0	87	87	0	0	126	126	0	0
	Change of category	117	113	0	4	660	660	0	0	68	68	0	0	235	235	0	0
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	112	110	0	2	0	0	0	0	78	78	0	0	27	27	0	0
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	14	13	0	1	0	0	0	0	33	33	0	0	1	1	0	0
	Conversion from LT to 33 K V (within 90 days of payment of charges) & vice versa	23	17	0	6	0	0	0	0	0	0	0	0				0
9	<b>Resolution of complaints on consumer bills within 30 days:</b>	44169	42158	0	2011	29930	29276		654	14790	14737	0	53	10344	10268	76	0
10	<b>Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:</b>	74136	67631	0	6505	4888	4888	0	0	122001	121896	0	105	14258	14105	153	0