

ODISHA ELECTRICITY REGULATORY COMMISSION					
PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2016-17					
BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT					
Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	CESU		No. of complaint which could not be resolved by 31.03.17
			Total no. of complaints resolved		
			Within specified time	Beyond specified time	
1	Normal Fuse-off:				
	Urban(within 6 hrs.)	168764	168764	0	0
	Rural (within 24 hrs.)	128860	128860	0	0
2	Line Breakdowns:				
	Urban(within 12 hrs.)	8003	8003	0	0
	Rural (within 24 hrs.)	20314	20314	0	0
3	Major Breakdowns:				
	Urban(within 24 hrs.)	501	501	0	0
	Rural (within 48 hrs.)	1779	1779	0	0
4	Distribution Transformer Failure:				
	Urban(within 24 hrs.)	1266	1266	0	0
	Rural (within 48 hrs.)	2949	2949	0	0
5	Voltage beyond prescribed limit				
	i) Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	120	120	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
	b) For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0
6	Complaints about meter:				
	Inspection & checking correctness of meter within 7 working days	19390	18496	894	0
	Replacement of slow, creeping or stuck up meters within 30 working days	12698	12457	241	0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	10834	10801	33	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	5536	5501	35	0
7	Application for new connection/ additional load:	54936	54936		
	(i) Release of supply (connection feasibility from existing network)				
	a) Within 1 month if no extension required	53236	53236	0	0
	b) HT-11 KV within 60 days of feasibility	144	144	0	0
	c) HT-33 KV within 60 days of feasibility	0	0	0	0
	d) EHT	3	3	0	0
	(ii) Network expansion/enhancement required for providing connection				
	a) Low Tension (including Agriculture) within 30 days of payment of security	1553	1553		0
	b) HT-11 KV within 60 days of payment of security				0
	c) HT-33 KV within 90 days of payment of security				0
	d) EHT				0
	(iii) Erection of substation required for release of supply				
	a) Low Tension (including Agriculture)			0	0
	b) HT-11 KV				0
	c) HT-33 KV				0
	d) EHT				0
8	Transfer of ownership and conversion of service:				
	Title transfer of ownership (within 15 days)	1199	1199	0	0
	Change of category			0	0
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	715	715	0	0
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	5	3	2	2
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0
9	Resolution of complaints on consumer bills within 30 days:	74269	73568	701	0
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	32253	27124	5129	0
11	Disconnection due to nonpayment of bills				
12	No. of Permanent Disconnections				

ODISHA ELECTRICITY REGULATORY COMMISSION			
PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2016-17 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)			
ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:			
LICENSEES	Period	CESU	
		For the year 16-17	
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	100.00	
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	100.00	
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	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	--	
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.10	
No. of faulty/defective meters as a percentage of total no. of existing meters	5	--	
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)		124	
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		62	
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		3419	
No. of accident cases		15-16	16-17
Fatal Human		21	37
Fatal Animal		03	22
Non-fatal Human		10	42
Non-fatal Animal		0	1
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.cesuodisha.com for CESU, www.nescodisha.com for NESCO Utility, southcodisha.com for SOUTHCO Utility and wescodisha.com for WESCO Utility.			
2. The aforesaid information are based on the data furnished by the Distribution Licensees submitted through			
Issued by OERC in Public interest.			