

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2019-20 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

Sl. No.	Type of complaints	CESU/TPCODL			NESCO Utility			WESCO Utility			SOUTHCO Utility					
		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 31.03.2020	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 31.03.2020	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 31.03.2020			
			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.)	202665	202665	0	43459	43459	13	-13	11608	11038	569	1	59057	59057	0	
	Rural (within 24 hrs.)	113089	113089	0	124573	124573	0	0	15256	14945	311	0	73433	73433	0	
2	Line Breakdowns:															
	Urban(within 12 hrs.)	10834	10834	0	5794	5794	0	0	5248	5163	85	0	3340	3340	0	
	Rural (within 24 hrs.)	42166	42166	0	20983	20983	0	0	5258	5046	212	0	10090	10090	0	
3	Major Breakdowns:															
	Urban(within 24 hrs.)	466	466	0	1508	1508	0	0	1028	969	59	0	124	124	0	
	Rural (within 48 hrs.)	2213	2213	0	896	896	0	0	1303	1214	89	0	695	695	0	
4	Distribution Transformer Failure:															
	Urban(within 24 hrs.)	691	691	0	399	399	0	0	872	863	9	0	522	522	0	
	Rural (within 48 hrs.)	1966	1966	0	1938	1938	0	0	1272	1242	30	0	903	903	0	
5	Voltage beyond prescribed limit								42212	41383	827	2				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	44	44	0	0	0	0	0	0	0	0	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	0	0	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	0	0	0	0	0	0	
6	Complaints about meter:															
	Inspection & checking correctness of meter within 7 working days	32596	28079	4517	0	281125	281125	0	0	10246	10073	173	0	456916	456916	0
	Replacement of slow, creeping or stuck up meters within 30 working days	22450	22354	96	0			0	0	12719	12428	289	2	424634	424634	0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	29834	29819	15	0			0	0	8703	8475	228	0	23826	23826	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	6602	6587	15	0	205	205	0	0	10544	10407	137	0	8456	8456	0
7	Application for new connection/ additional load:															
	Release of supply (connection of feasibility from existing network)	160542	160542	0	202644	202644	0	0	241258	241258	0	0	257422	257422	0	
(i)	Release of supply (connection of feasibility from existing network)						0	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			
12	No. of Permanent Disconnections							12512				30985			46657