

# ORISSA ELECTRICITY REGULATORY COMMISSION

## PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2006-07 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	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.07	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.07	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06
1	<b>Normal Fuse-off:</b> Urban(within 6 hrs.) Rural (within 24 hrs.)	114718 129022	114357 128664	361 358	25335 22311	25217 22087	118 224	29625 42609	29625 42609	0 0	87592 104088	87592 104088	0 0
2	<b>Line Breakdowns:</b> Urban(within 12 hrs.) Rural (within 24 hrs.)	34031 8401	34025 8385	6 16	3912 3484	3733 3313	179 171	1775 3628	1775 3628	0 0	3934 7555	3934 7555	0 0
3	<b>Major Breakdowns:</b> Urban(within 24 hrs.) Rural (within 48 hrs.)	800 1904	797 1904	3 0	1223 1168	1074 1021	149 147	369 780	369 780	0 0	727 1310	727 1310	0 0
4	<b>Distribution Transformer Failure:</b> Urban(within 24 hrs.) Rural (within 48 hrs.)	301 1283	282 1060	19 223	1284 1201	1148 1060	136 141	875 1873	875 1869	0 4	221 683	221 683	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)	36	36	0	649	535	114	0	0	0	20	20	0
ii)	Cases where expansion/enhancement is involved												
a)	For cases upto 11 KV (to be resolved within 120 days)	13	13	0	0	0	0	45	44	1	19	19	0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0	0	0	3	3	0	0	0	0
6	<b>Complaints about meter:</b>						0						

	Inspection & checking correctness of meter within 7 working days	15041	14474	567	3414	3247	167	21030	21030	0	24404	24404	0
	Replacement of slow, creeping or stuck up meters within 30 working days	7632	7189	443	1712	1576	136	9142	9142	0	5821	5803	18
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	5944	5726	218	1553	1425	128	4317	4317	0	831	831	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	4431	4239	192	2352	2229	123	10303	10303	0	283	283	0
7	<b>Application for new connection/ additional load:</b>												
(i)	Release of supply (connection feasibility from existing network)												
a)	Within 1 month if no extension required.	51723	51723	0	5352	4962	390	20896	20896	0	30959	30959	0
b)	HT-11 KV within 60 days of feasibility	68	68	0	0	0	0	39	39	0			
c)	HT-33 KV within 60 days of feasibility	9	9	0	0	0	0	12	12	0	16	16	0
d)	EHT	3	3	0	0	0	0	2	2	0			
(ii)	Network expansion/enhancement required for providing connection												
a)	Low Tension (including Agriculture) within 30 days of payment of security	328	328	0	0	0	0	26	26	0	58	58	0
b)	HT-11 KV within 60 days of payment of security	0	0	0	0	0	0	9	9	0	1	1	0
c)	HT-33 KV within 90 days of payment of security	0	0	0	0	0	0	0	0	0	0	0	0
d)	EHT				0	0	0	0	0	0			
(iii)	Erection of substation required for release of supply												
a)	Low Tension (including Agriculture)				0	0	0	7	7	0	48	48	0
b)	HT-11 KV	0	0	0	0	0	0	5	5	0	14	14	0

c)	HT-33 KV	0	0	0	0	0	0	0	0	0	0	1	1	0
d)	EHT	0	0	0	0	0	0	0	0	0	0			
8	<b>Transfer of ownership and conversion of service:</b>													
	Title transfer of ownership (within 15 days)	257	256	1	0	0	0	158	158	0	205	203	2	
	Change of category			0	0	0	0	189	189	0	380	378	2	
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	248	246	2	0	0	0	38	38	0	32	31	1	
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	1	1	0	0	0	0	18	18	0	1	1	0	
	Conversion from LT to 33 K V (within 90 days of payment of charges) & vice versa	0	0	0	0	0	0	0	0	0	0	0	0	
9	<b>Resolution of complaints on consumer bills within 30 days:</b>	29789	28864	925	Not furnished	Not furnished	Not furnished	17476	17445	31	3471	3460	11	
10	<b>Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:</b>	159857	138912	20945	Not furnished	Not furnished	Not furnished	183044	182918	126	14007	14007	0	