ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2024-25 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES		TPCODL	TPNODL	TPWODL	TPSODL
	Period	For the year 2024-25	For the year 2024-25	For the year 2024-25	For the year 2024-25
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	92.27%	100.00%	100.00%	93.99%
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	91.55%	100.00%	100.00%	95.92%
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	99.84%	100.00%	100.00%	96.51%
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	99.94%	100.00%	100.00%	97.07%
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00%	100.00%	96.39%	100.00%
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	96.55%	100.00%	85.01%	100.00%
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	99.69%	--	100.00%	--
No. of hourly measurement in which the supply frequency went beyond ± 3%	--	--	--	--	--
No. of cases in which voltage at the point of commencement of supply exceeded 3% of the voltage limits					
EHT				-	
HT				0.08	
LT				0	
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	-	-	-	100%
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.02%	1.66%	0.00%	0.00%
No. of faulty/defective meters as a percentage of total no. of existing meters	5	1.13%	1.20%	0.05%	0.23%
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)(Nos.)		248	526	424	316
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)(Nos.)		77	143	62	130
Total duration of interruption in minutes each 1 KW connected load (SAIDI)(Minutes)		12600	19459	20684	16282
No. of accident cases		23-24 24-25	23-24 24-25	23-24 24-25	23-24 24-25
Fatal Human		36 34	26 24	46 08	20 08
Fatal Animal		19 32	30 20	46 28	06 03
Non-fatal Human		46 38	49 19	44 12	18 08
Non-fatal Animal		00 00	00 00	00 00	00 00

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.tpcentralodisha.com for TPCODL, www.tpnodl.com for TPNODL, www.tpsouthernodisha.com for TPSODL and www.tpwesternodisha.com for TPWODL.

2.The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit.

Issued by OERC in Public interest.