

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2022-23 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	TPCODL	TPNODL	TPWODL	TPSODL
		For the year 2022-23	For the year 2022-23	For the year 2022-23	For the year 2022-23
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	98.00	100.00	100.00	100.00
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	94.00	100.00	100.00	100.00
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00	100.00
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00	100.00
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	100.00	99.08	100.00
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	98.00	98.00	97.33	100.00
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	100.00	--	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					
EHT		--	--	--	0
HT		--	--	1.5	0
LT		--	--	--	0
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	--	--	--	100.00
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.1	1.49	0.0004	0.14
No. of faulty/defective meters as a percentage of total no. of existing meters	5	1.36	13	0.0013	2.29
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)(Nos.)		341	621	468	225
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)(Nos.)		53	25	40	34
Total duration of interruption in minutes each 1 KW connected load (SAIDI)(Minutes)		8243	22703	19770	7647
No. of accident cases		21-22 22-23	21-22 22-23	21-22 22-23	21-22 22-23
Fatal Human		49 37	03 45	02 02	37 29
Fatal Animal		32 42	09 14	53 24	09 17
Non-fatal Human		55 42	11 41	16 24	30 41
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.