

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2025-26 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	TPCODL	TPNODL	TPWODL	TPSODL
		For the year 2025-26	For the year 2025-26	For the year 2025-26	For the year 2025-26
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	92.74%	100.00%	90.75%	91.25%
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	92.10%	100.00%	93.93%	91.59%
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	99.76%	100.00%	98.92%	95.42%
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	99.93%	100.00%	90.04%	95.42%
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00%	100.00%	97.63%	100.00%
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	98.48%	100.00%	73.77%	100.00%
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	99.47%	--	99.79%	--
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					
HT				1.08	
LT				0	
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	-	-	-	95%
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.01%	2.20%	0.00%	0.00%
No. of faulty/defective meters as a percentage of total no. of existing meters	5	0.5%	0.99%	0.03%	0.21%
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)(Nos.)		207	466	375	264
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)(Nos.)		69	177	60	210
Total duration of interruption in minutes each 1 KW connected load (SAIDI)(Minutes)		10140	16306	18091	14126
No. of accident cases		24-25	25-26	24-25	25-26
Fatal Human		34	31	24	19
Fatal Animal		32	26	20	08
Non-fatal Human		38	33	19	18
Non-fatal Animal		00	00	00	00

Note:

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

Issued by OERC in Public interest.

PERFORMANCE OF ELECTRICITY DISTRIBUTION LICENSEE IN ODISHA DURING FY 2025-26

Sl. No.	Type of complaints	TPCODL				TPNODL				TPWODL				TPSODL			
		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 31.03.2026	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 31.03.2026	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	No. of complaint which could not be resolved by 31.03.2026
			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time		Within specified time	Beyond specified time		
6	Complaints about meter:																
i)	Inspection & checking correctness of meter within 7 working days	3893	1037	2435	421	29662	29662	0	0	4428	3172	605	7813	0	0	7813	0
ii)	Replacement of slow, creeping or stuck up meters within 30 working days	26839	23740	2370	729	116810	116810	0	0	9341	9166	728	5572	5071	437	5572	64
iii)	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	4840	4338	355	147	4350	4350	0	0	1295	1155	152	0	0	0	0	0
iv)	Replacement of burnt meters in all other cases within 15 days of payment by the consumer					0	0	0	0	0	0	0	2306	1719	581	6	6
7	Application for new connection/ additional load:	161190	123105	3379	34706	85788	85788	0	0	124186	120401	262	80046	80046	0	0	0
(i)	Release of supply (connection of feasibility from existing network)	144261	116859	333	27069	85788	85788	0	0	55615	63016	0	76339	76339	0	0	0
a)	Within 1 month if no extension required.	144261	116859	333	27069	85725	85725	0	0								
b)	HT-11 KV within 60 days of feasibility					52	52	0	0								
c)	HT-33 KV within 60 days of feasibility					8	8	0	0								
d)	EHT					3	3	0	0								
(ii)	Network expansion/enhancement required for providing connection	16929	6246	3046	7637					52855	51957	0	3155	3155	0	0	0
a)	Low Tension (including Agriculture) within 30 days of payment of security	16263	5932	3043	7288												
b)	HT-11 KV within 60 days of payment of security	586	283	2	301												
c)	HT-33 KV within 90 days of payment of security	76	29	1	46												
d)	EHT	4	2	0	2												
(iii)	Erection of Substation required for release of supply									5716	5428	262	552	552	0	0	0
a)	Low Tension (including Agriculture)									4728	4508	194	350	350	0	0	0
b)	HT-11 KV									965	898	67	190	190	0	0	0
c)	HT-33 KV									23	22	1	12	12	0	0	0
d)	EHT									0	0	0	0	0	0	0	0

Sl. No.	Type of complaints	TPCODL			TPNODL			TPWODL			TPSODL		
		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved	
			Within specified time	Beyond specified time		Within specified time	Beyond specified time		Within specified time	Beyond specified time		Within specified time	Beyond specified time
8	Transfer of ownership and conversion of service:	9278	7095	1588	595	14162	0	25538	25433	0	7895	7895	0
(i)	Title transfer of ownership (within 15 days)	4804	3085	1199	520	5557	0	24497	24416	0	6202	6202	0
(ii)	Change of category	4474	4010	389	75	8605	0	1041	1017	0	1693	1693	0
	a) Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa												
	b) Conversion from LT to 11 KV (within 60 days of payment of charges) & vice versa												
	c) Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa												
9	Resolution of complaints on consumer bills within 30 days:	22089	3740	6787	11562	530953	0	8645	8417	228	426	426	0
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	14334	14334	0	0	93474	0	75627	64873	10754	385	385	0
11	Disconnection due to nonpayment of bills					113406	0						
12	Nos. of Permanent Disconnections	The total consumer growth during the FY 2025-26 includes the cases of Regularisation of old cases and Govt. schemes (5,041), temporary connections (8,365) and permanent Disconnected Consumers (48,785).			The total number of consumer growth as per the Annual Performance Review Report for FY 2025-26 is 65,181. The total number of applications and complaints resolved for new connection/additional load etc. as per SOP is 85,788. The difference is mainly due to 20,607 numbers of normal permanent Disconnected Consumers during FY 2025-26.			The number of active consumers growth as per the Annual Performance Review Report for FY 2025-26 is 71,170. As per the SOP data, 1,20,663 applications/complaints relating to new connections and additional load were resolved during the year. Further, 26,392 consumers were converted to Permanent Disconnection (PD).			The total consumers added during FY 2025-26 is 80,046 and No of consumers withdrawn during this period is 56,826. Therefore, the net consumer growth for FY 2025-26 is 23,220 (80,046-56,826)		

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