

# ODISHA ELECTRICITY REGULATORY COMMISSION

## PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING 2021-22 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

Sl. No.	Type of complaints	TPCODL			
		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 31.03.2022
			Within specified time	Beyond specified time	
1	<b>Normal Fuse-off:</b>				
	Urban(within 6 hrs.)	51301	51301	0	0
	Rural (within 24 hrs.)	150555	150555	0	0
2	<b>Line Breakdowns:</b>				
	Urban(within 12 hrs.)	29192	29174	18	0
	Rural (within 24 hrs.)	112141	112140	1	0
3	<b>Major Breakdowns:</b>				
	Urban(within 24 hrs.)	0	0	0	0
	Rural (within 48 hrs.)	0	0	0	0
4	<b>Distribution Transformer Failure:</b>				
	Urban(within 24 hrs.)	500	500	0	0
	Rural (within 48 hrs.)	2689	2568	121	0
5	<b>Voltage beyond prescribed limit</b>				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	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
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0
6	<b>Complaints about meter:</b>				
	Inspection & checking correctness of meter within 7 working days	391	28	363	0
	Replacement of slow, creeping or stuck up meters within 30 working days	13454	11685	1769	0
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	2445	1939	506	0
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	0	0	0	0
7	<b>Application for new connection/ additional load:</b>	89557	83810	596	5151
(i)	Release of supply (connection of feasibility from existing network)				
a)	Within 1 month if no extension required.	85570	81091	275	4204
b)	HT-11 KV within 60 days of feasibility			0	0
c)	HT-33 KV within 60 days of feasibility			0	0

		TPCODL			
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			Within specified time	Beyond specified time	
d)	EHT			0	0
(ii)	Network expansion/enhancement required for providing connection				
a)	Low Tension (including Agriculture) within 30 days of payment of security	3674	2489	317	868
b)	HT-11 KV within 60 days of payment of security	278	216	3	59
c)	HT-33 KV within 90 days of payment of security	35	14	1	20
d)	EHT				
(iii)	Erection of substation required for release of supply				
a)	Low Tension (including Agriculture)			0	0
b)	HT-11 KV				0
c)	HT-33 KV				0
d)	EHT				0
8	<b>Transfer of ownership and conversion of service:</b>				
	Title transfer of ownership (within 15 days)	2752	1782	606	364
	Change of category			0	0
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	205	138	13	54
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	0	0	0	0
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0
9	<b>Resolution of complaints on consumer bills within 30 days:</b>	17008	2047	9364	5597
10	<b>Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:</b>	485	485	0	0
11	<b>Disconnection due to nonpayment of bills</b>				
12	Nos. of Permanent Disconnections/ Nos. of cases Regularised/excludes the cases of Regularisation, temporary connections & conversion cases from Bill Stop to OK status in case of TPCODL	50308			
<b>Note:</b> TPCODL has submitted that the cases pending/could not be resolved within due time for release of supply is mainly because of Customer meter submission pending, DN payment pending, augmentation by Customer pending, Agreement by					