

ODISHA ELECTRICITY REGULATORY COMMISSION			
PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2021-22 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)			
ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:			
LICENSEE	TPCODL		
	Period	For the year 2021-22	
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	95.00	
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	93.00	
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	99.94	
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	95.98	
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	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 fixed under I.E. Rules, 1956			
EHT		--	
HT		--	
LT		--	
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	--	
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.46	
No. of faulty/defective meters as a percentage of total no. of existing meters	5	1.42	
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)(Nos.)		378	
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)(Nos.)		85	
Total duration of interruption in minutes each 1 KW connected load (SAIDI)(Minutes)		9304	
No. of accident cases		20-21	21-22
Fatal Human		33	49
Fatal Animal		09	32
Non-fatal Human		57	55
Non-fatal Animal		00	00
Note:			
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