

**ORISSA ELECTRICITY REGULATORY COMMISSION
BIDYUT NIYAMAK BHAVAN
UNIT - VIII, BHUBANESWAR - 751 012**

**No.DIR (T)-369/09/
Dated- .07.2011**

From

Shri P K Swain
Secretary

To

The Chief Executive Officer,
NESCO,
Januganj, Balasore

Sub: Review of Performance of NESCO for the FY 2010-11, taken up on 26.05.2011.

Sir,

In inviting a reference to the subject cited above, I am directed to send herewith the aforesaid report for your information and necessary action.

Yours faithfully,

Encl : As above.

SECRETARY

Copy to:

- i) The Principal Secretary, Department of Energy, Govt. of Orissa along with copy of the enclosure for favour of information.
- ii) The CMD, GRIDCO, Janpath, Bhubaneswar along with copy of the enclosure for favour of information.
- iii) The CMD, OPTCL, Janpath, Bhubaneswar along with copy of the enclosure for favour of information.

**Minutes of Performance Review of NESCO
from April, 10 to March, 2011 held in OERC on 26.05.2011.**

Date of Review : 26.05.2011 at 11.00 AM

Period of Review : From April, 2010 to March, 2011

Representative of NESCO, GRIDCO, OPTCL & DoE, GoO present during the review:

- (i) Shri S.K. Singh, CEO, NESCO
- (ii) Shri R.K. Behera, VP, NESCO
- (iii) Shri D. Sahoo, GM, NESCO
- (iv) Shri S.D. Bhanja, DGM, NESCO
- (v) Shri A.K. Mohanty, GM (R&T), OPTCL
- (vi) Shri B.K. Tripathy, Sr. GM (O&M), OPTCL
- (vii) Shri B. P. Mahapatra, Director (Finance), GRIDCO
- (viii) Shri S. Pradhan, Dy. Secretary, DoE, GoO

1. Shri S. K Singh, CEO, NESCO made a presentation before the Commission about the performance of NESCO during the period from April, 2010 to March, 2011 as per the agenda items indicated by the Commission. Commission's Observations on Licensee's Performance in brief are as follows:

(A) PERFORMANCE OF NESCO

Sales Analysis of NESCO

2. The Commission noted that during the period under review the energy purchase by the licensee was found to be 5067.40 MU compared to the target of the Commission at 5122.00 MU for FY 2010-11 resulting in a net decrease of 1.07 % from the target of the Commission. At the same time, the net sales by the licensee has been lower less by 17.14 % at 3435.59 MU compared to the target of the Commission of 4176.30 MU for FY 2010-11. However, compared to the input and sales of previous year i.e. FY 2009-10, the purchase increased by 7.70 % compared to increase in sales by 8.20%. The licensee has achieved 88.59% collection compared to the target fixed by the Commission. There has been 15.86% rise in EHT sales and 12.35% rise in LT sales compared to the last financial year. Accordingly, the share of EHT to total sales has been increased from 48.32% in FY 2009-10 to 51.74% in FY 2010-11. The share of HT declined by 4.64% (19.88% - 15.24%) while that of LT increased by 1.22% (33.02% - 31.81%) compared to the last financial year.

SALES ANALYSIS OF NESCO-FY-2010-11								
	INPUT	TOTAL SALES	EHT	% to Total Sales	HT	% to Total Sales	LT	% to Total Sales
TARGET	5122.00	4176.30	1794.60	42.97%	750.00	17.96%	1631.70	39.07%
ACHIEVEMENT	5067.40	3435.59	1777.48	51.74%	523.53	15.24%	1134.58	33.02%
% Achieved	98.93%	82.26%	99.05%		69.80%		69.53%	
Achieved Last Year	4705.25	3175.14	1534.11	48.32%	631.18	19.88%	1009.86	31.81%
Change Compared to Last Year	7.70%	8.20%	15.86%	3.42%	-17.05%	-4.64%	12.35%	1.22%
COLLECTION								
TARGET		1335.28	691.37		312.88		331.02	
ACHIEVEMENT		1182.95	692.38		238.79		251.78	
% Achieved		88.59%	100.15%		76.32%		76.06%	

Loss Analysis of the NESCO

3. While analyzing the reduction loss target achieved by the licensee it is noticed that the overall loss achieved by the licensee is 32.20 % compared to 32.52% during FY 2009-10 resulting in a marginal decrease of overall loss by 0.32 %. It is observed that LT loss has reduced from 55.83% during FY 2009-10 to 54.67 % during FY 2010-11 - a decline of 1.15 %. However, NESCO is still far away from the target of the Commission to achieve LT loss of 29.40% for FY 2010-11. With regard to the performance in achieving AT&C loss it is observed that NESCO has achieved an overall AT&C loss of 36.04% compared to 35.73% during FY 2009-10 resulting in a marginal increase of 0.31% compared to the last financial year. The AT&C loss of the licensee could not be improved due to very low level of collection efficiency by the licensee. It has been observed that the collection efficiency in LT achieved by the licensee was only 75.60 % compared to 77.43% during the last FY 2009-10. Apart from that the collection efficiency in HT has also decreased by 1.19 % compared to the last FY 2009-10 there by a net reduction of overall collection efficiency by 0.90 %. However, the billing efficiency by the licensee attained by the licensee has marginally increased by 0.32 % only.

PERFORMANCE OF NESCO-LOSS					
	Actual 2009-10	Actual 2010-11	OERC Target 2010-11	Deviation from Target	Deviation from last year
LOSS (%)					
HT (Assume)	8.00%	8.00%	8.00%	0%	0.00%
LT	55.83%	54.67%	29.40%	25%	-1.15%
HT & LT	48.25%	49.60%	28.42%	21%	1.35%
OVERALL	32.52%	32.20%	18.46%	14%	-0.32%
BILLING EFFECIENCY (%)					
HT	92.00%	92.00%	92.00%	0%	0.00%
LT	44.17%	45.33%	70.60%	-25%	1.15%
HT & LT	51.75%	50.40%	71.58%	-21%	-1.35%
OVERALL	67.48%	67.80%	81.54%	-14%	0.32%
COLLECTION EFFICIENCY (%)					
EHT	101.53%	101.56%	98.00%	4%	0.03%
HT	101.05%	99.86%	98.00%	2%	-1.19%
LT	77.43%	75.60%	98.00%	-22%	-1.83%
HT & LT	88.88%	85.74%	98.00%	-12%	-3.14%
OVERALL	95.24%	94.34%	98.00%	-4%	-0.90%
AT & C LOSS (%)					
LT	65.80%	65.73%	30.81%	35%	-0.06%
HT & LT	54.01%	56.79%	29.85%	27%	2.78%
OVERALL	35.73%	36.04%	20.09%	16%	0.31%

Performance of Divisions:

4. The divisional performance sheet of NESCO shows that overall LT Realization to input for all divisions taken together has increased from 81.00 Paise during the FY 2009-10 to 101.00 Paise during the period FY 2010-11. The increase in realization per input is around 24.69% compared to the overall RST rise of 22.2% during FY 2010-11. The most efficient division in terms of reduction of AT&C loss is found to be KED, Keonjhar where the overall loss has been reduced by 5.41%. Apart from that two more divisions namely, CED, Balasore and JTED, Jajpur fared better in reducing AT&C loss by 3.01% and 4.86% respectively. It is unfortunate that the AT&C LT loss in urban divisions like BNED, Bhadrak(N) and BSED, Bhadrak(S) has increased

by 9.01% and 4.05% respectively compared to the last FY 2009-10. It is a matter of concern that despite repeated instruction the AT&C LT loss has remained above 70% in many divisions like, AED, Anandapur(80.58%), JRED, Jajpur town 71.92%, UED, Udala (72.07%), BSED, Bhadrak (S) (78.67%), BNED, Bhadrak(N) (70.77%). The CEO must initiate stern action against the non-performing divisional heads.

Concrete action taken in this regard against the non-performing and poor performing official and staff should be reported to the Commission by 31.07.2011.

LT PERFORMANCE OF NESCO FOR FY 2010-11 (APRIL - MARCH)									
Sl. No.	Name of Division	For FY 2010-11		For FY 2009-10		Percentage Change	LT Collection to LT Input P/U		Percentage Change
		AT & C Loss (%)		AT & C Loss (%)			for 2010-11	for 2009-10	
		LT	TOTAL	LT	TOTAL				
	TARGET / APPROVAL	30.81%	20.09%						
1	BED, Balasore	35.98%	26.79%	34.90%	26.50%	0.29%	220	177	24.29%
2	BTED, Basta	65.18%	67.58%	66.70%	69.40%	-1.82%	81	67	20.90%
3	JED, Jaleswar	61.49%	49.58%	62.00%	50.70%	-1.12%	84	77	9.09%
4	CED, Balasore	66.20%	18.89%	67.00%	21.90%	-3.01%	96	78	23.08%
5	BNED, Bhadrak (N)	70.77%	32.11%	66.80%	23.10%	9.01%	91	81	12.35%
6	BSED, Bhadrak (S)	78.67%	78.85%	72.90%	74.80%	4.05%	56	59	-5.08%
7	SED, Soro	67.03%	68.45%	68.40%	69.70%	-1.25%	93	70	32.86%
8	BPED, Baripada	63.42%	62.08%	61.00%	59.80%	2.28%	114	94	21.28%
9	UED, Udala	72.07%	73.90%	70.00%	71.80%	2.10%	81	68	19.12%
10	RED, Rairangpur	69.77%	66.86%	67.40%	65.30%	1.56%	93	82	13.41%
11	JRED, Jajpur Road	71.92%	19.22%	68.10%	21.40%	-2.18%	87	79	10.13%
12	JTED, Jajpur Town	66.46%	69.14%	72.30%	74.00%	-4.86%	82	59	38.98%
13	KUED, Kuakhia	62.70%	65.68%				103	0	
14	KED, Keonjhar	55.60%	18.09%	62.30%	23.50%	-5.41%	147	96	53.13%
15	AED, Anandapur	80.58%	73.94%	82.60%	72.70%	1.24%	58	43	34.88%
	NESCO TOTAL	65.74%	36.04%	65.80	35.73		101	81	24.69%

Arrear Analysis

- The performance sheet of NESCO depicts that NESCO has an arrear of 941.76 cr. as on 31.03.2011 compared to the net arrear of 870.81 cr. as on 31.03.2010 resulting a net increase of 70.95 cr. The net addition of arrear by Rs.70.95 cr. was due to an increase in arrear in LT, HT, and Govt. Deptt. by Rs.77.56 cr., Rs.0.16 cr., Rs.3.87 cr. respectively. It is a matter of satisfaction that at least NESCO has reduced the EHT arrear by Rs.10.64 cr. compared to previous year. The arrear addition in HT also is a marginal amount of Rs.0.16 cr. However, the addition of arrear in LT sector of the licensee has still remained high at Rs.77.56 cr.

STATUS OF ARREAR-NESCO (Rs-Cr)

Category	Arrears as on 31.03.2010 (Including the arrears as on 31.03.1999)	Billing for the period 2010-11	Collection against current dues 2010-11 against '4'	Collection against arrear during 2010-11 against '3'	Total collection	Arrear for the period 2010-11	Arrear as on 31-03-2011	Net Arrear Added
1	2	3	4	5	6=4+5	7=3-4	8=2+3-6	9=8-2
EHT	101.44	681.74	681.74	10.64	692.38	0.00	90.80	-10.64
HT	19.42	208.11	207.95	0.00	207.95	0.16	19.58	0.16
LT	679.28	311.84	234.28	0.00	234.28	77.56	756.84	77.56
Govt & PSU	70.67	52.21	48.34	0.00	48.34	3.87	74.54	3.87
Total	870.81	1253.90	1172.31	10.64	1182.95	81.59	941.76	70.95

Addition of Infrastructure and Metering

6. During the period under review the number of consumers in NESCO has increased from 607677 to 681030, an increase of 12.07% compared to the last financial year i.e. FY 2009-10. The number of 33 KV feeders has been reoriented to 64 as on 31st March, 2011. A number of 33 KV metering has increased from 57 as on 31.03.2010 to 63 as on 31.03.2011. There was a net increase of 23.10% in the number of distribution transformers of the licensee (from 22,647 to 27,879 as on 31.03.2011). The number of distribution transformer metering position has increased significantly from 372 by 52.96%. However, the licensee has to go a long way in attaining 100% metering of distribution transformer. So far only 569 numbers of DTRs are metered compared to 27879 transformers existing today.

SYSTEM and FEEDER METERING	As on 31st Mar,2010	As on 31st Mar, 2011	Percentage Change
CONSUMER STATUS	607,677	681,030	12.07%
Length of 33 KV Line (km.)	2,131.00	2141	0.47%
Length of 11 KV Line (km.)	16,821.00	17446	3.72%
Length of LT KV Line (km.)	19,552.00	21913	12.08%
No. of 33 KV feeders (excluding GRIDCO interface)	60	64	6.67%
No. of 33 KV feeder metering	57	63	10.53%
No. of 11 KV feeders	428	428	0.00%
No. of 11 KV feeder metering	93	83	-10.75%
No. of 33 / 11 kv transformers	261	267	2.30%
No. of 33/11 kv transformer metering position	Nil	nil	
No. of distribution transformers (11/0.4 & 33/ 0.4 kv)	22,647	27879	23.10%
No. of distribution transformer metering position	372	569	52.96%
METERING POSITION			#DIV/0!
Total number of meters	557,832	635840	13.98%
No. of working meters	399,311	483548	21.10%
Percentage of working meters (%)	72%	76%	6.24%
No. of defective meters	158,521	152,292	-3.93%
Replacement of defective meters		80648	

Quality of Supply and System Improvement

7. The CEO NESCO stated that they have taken several steps to improve the quality of supply to the consumers. The licensee has been giving priority to settle the disputed cases through Bijuli Adalat for which the number of cases disposed through CHP and Bijuli Adalat has increased from 576 during FY 2009-10 to 690 during the FY 2010-11. The number of interruption in 33 KV and 11 KV feeders has decreased by 2.61 % and 9.63% respectively. However, the performance of licensees in improving system network has deteriorated during the period of review.

QUALITY OF SUPPLY	As on 31st Mar,2010	As on 31st Mar,2011	Percentage Change
Failure of Power Transformers	14	14	0.00%
No. of transformers burnt	1673	1716	2.57%
Cost involved (Cr.)	2.48	3.16	27.42%
No of Interruptions in 33 KV Feeders	10863	9817	-2.61%
No of Interruptions in 11 KV Feeders	30631	29832	-9.63%
No. of Grievances received	584	696	19.18%
Disposed through CHP including Bijuli Adalat	576	690	19.79%

QUALITY OF SUPPLY	As on 31st Mar,2010	As on 31st Mar,2011	Percentage Change
SYSTEM IMPROVEMENT WORKS DURING REVIEW PERIOD			
Installation of New Transformers	269	168	-37.55%
Upgradation of Transformers	258	69	-73.26%
Installation of Pillar Box	0	0	
Length of AB Cable Laid	74	81.90	10.68%
Conversion of Single Phase to Three Phase Lines	38	21	-44.74%

(B) SECTORAL ANALYSIS

Sales Analysis of the Sector

8. A glance to the input to the sector as whole shows a rise of 8.34% in purchase of energy by the licensee i.e from 19484.81 MU in the year 2009-10 to 21109.48 MU during FY 2010-11. Accordingly the sales by the licensee shows an increase of energy by 7.13% i.e. from 12228 MU in the year 2009-10 to 13099.73 MU during FY 2010-11. The rise in 7.13% in sales achieved mainly due to the increased sales in EHT and LT by 11.22% and 11.53% respectively during FY 2010-11. A cursory look into the ratio of LT to total sales shows that SOUTHCO has the highest dependency in LT sales followed by CESU, NESCO and WESCO at 63.8 %, 48.42 %, 33.02 % and 29.02 % respectively.

PERFORMANCE OF DISTCOS (ALL ORISSA)-Sales							
	CESU	NESCO	WESCO	SOUTHCO	Total Sales During FY- 2010-11	2009-10	Change Comp. to 2009-10
TOTAL Purchase	7,069.31	5,067.40	6,421.89	2,550.88	21,109.48	19484.81	8.34%
SALE (MU)							
EHT	1,397.23	1,777.48	1,459.62	278.53	4,912.86	4417.09	11.22%
HT	852.22	523.53	1,363.67	200.17	2,939.59	3106.27	-5.37%
LT	2,111.99	1,134.58	1,156.10	844.61	5,247.28	4704.64	11.53%
TOTAL	4,361.44	3,435.59	3,979.39	1,323.30	13,099.73	12,228.00	7.13%

Growth of Categories and their Consumption

So a LT Sales are concerned it has been observed that during the year under review there was an increase of 11.38 % in domestic consumers while their consumption has been increased by 10.35 %. The kutir jyoti consumption of all DISCOMs are not submitted by the licensees. Only in case of allied agro consumers the consumption is less compared to the increase in numbers. The licensees should look into this sector. Moreover it is observed that the average consumption by domestic consumers has increased from 96 units per months during 2009-10 to 100 units during 2010-11.

All Orissa Consumers & Consumptions on LT Sector

Category	As on 31st March-2010		As on 31st March-2011		% increase in consumers	% Increase in consumption
	No. of Consumer as on March,10	Consumption (MU)	No. of Consumer as on March,11	Consumption (MU)		
Domestic	2617264	3,188.89	2915066	3,518.90	11.38%	10.35%
KutirJyoti	0	-	65070	12.15		
L.T. General (Com)	238169	820.76	253638	962.64	6.49%	17.29%
Irrigation	35729	148.64	36261	170.34	1.49%	14.60%

Agro	46	2.00	102	4.73	121.74%	136.84%
Allied Agro	42	1.30	94	1.91	123.81%	46.73%
Street Lighting	1526	56.39	1542	58.06	1.05%	2.97%
PWW	6993	93.90	8051	108.21	15.13%	15.24%
Small Industry	18664	114.07	18675	112.34	0.06%	-1.52%
Medium Industry	4174	204.91	4521	215.74	8.31%	5.28%
Specified Pub. Purp	18755	73.34	20597	81.91	9.82%	11.68%
General Purpose	1	0.18	1	0.14	0.00%	-24.51%
Large Industry	1	0.29	4	0.33	300.00%	10.98%
TOTAL L.T.	2941364	4,704.67	3323622	5,247.38	13.00%	11.54%
HT	2039	3106	2245	2938.92	10.10%	-5.38%
EHT	75	4417.09	84	4912.87	12.00%	11.22%
TOTAL	2943478	12,227.76	3325951	13,099.17	12.99%	7.13%

Collection of Arrear Analysis of the Licensee vis-à-vis the sector

9. During the period under review the net arrear of all the DISCOMs taken together has increased from Rs.3494.55 Crore as on 31.03.2010 to Rs. 3772 Crore as on 31.03.2011 i.e the Opening Balance has increased by 7.97 %. The major contribution in the net addition of to Rs. 278.56 Cr. has come from WESCO followed by CESU, NESCO & SOUTHCO with Rs. 36.22%, 25.84%, 25.47%, & 12.47% respectively. Against the arrear addition of Rs. 278.56 Cr. by all DISCOMs the arrear collection has been found to be Rs. 119.30 Cr. only. In arrear collection efficiency performance of CESU is found to be the best followed by SOUTHCO & WESCO. The arrear collected as percentage of the addition of the arrear during FY 2010-11 is of the order of 88.38% for CESU, 69.33% for SOUTHCO, 26.49% by WESCO and 15.00% by NESCO. NESCO is the worst performer with collection of only 15 % of the arrear added by the licensee. CESU has fared better than others by adding arrear the least (5.29%) to its Opening Balance followed by 8.29%, 8.15% and 12.18% by NESCO, SOUTHCO and WESCO respectively.

PERFORMANCE - ARREAR

DISCOM	Arrear as on 31.03.2010	Arrear Added	Arrear Collected	Net added during the Year	Net Arrear as on 31.03.2011	Contribution of DISCOM in arrear addition to total	Addition of arrear as % of OB	Collected amount as % of arrear added
CESU	1375.48	129.83	57.85	71.98	1447.46	25.84%	5.23%	80.38%
NESCO	870.81	122.48	10.64	70.95	941.76	25.47%	8.15%	15.00%
WESCO	828.17	97.95	26.72	100.90	929.06	36.22%	12.18%	26.49%
SOUTHCO	419.09	58.82	24.09	34.74	453.83	12.47%	8.29%	69.33%
TOTAL	3493.55	409.08	119.30	278.56	3772.10	100.00%	7.97%	42.83%

Performance Analysis of NESCO vis-à-vis the sector as a whole

10. It is observed that the LT AT&C loss achieved by the licensee has increased by 2.04% i.e. from 61.67% during the year 2009-10 to 63.71% during FY 2010-11. The major contributor to increase in LT AT&C loss has come from CESU where LT AT&C loss has increased by 2.90% followed by WESCO and SOUTHCO where the LT AT&C loss has increased by 1.88% and 1.44% respectively compared to the year 2009-10. It is observed that while the LT distribution loss has increased in WESCO by 1.40% all other DISCOMs have performed well in reducing LT distribution loss. The increase in LT AT&C loss by 2.04% against a net decrease in LT distribution loss by 0.13 % was due to decreased LT collection efficiency by the licensees. So far the overall

AT&C loss is concerned WESCO has performed worst with increased AT&C loss of 6.40% while CESU has performed the best by decreasing the same by 0.19%. So far the overall realization per unit input achieved by the licensees are concerned CESU and NESCO fared better compared to the target fixed by the Commission by achieving 94.22% and 89.38% respectively. The performance of WESCO is again worst in this parameter. It has achieved 86.13% of the target realization during the FY 2010-11 compared to 99.31% during the year 2009-10 thereby reducing the realization by 13.34%. With regard to the LT target realization compared to the target of the Commission, all DISCOMs have fared well compared to their performance during 2009-10, with an average increased achievement of 11.26%. In this respect NESCO is a better performer which has increased target realization of 13.34% i.e. from 57.19% during first half of the year 2010-11 to 70.53% during the entire year. Considering the achievements of all DISCOMs the Commission feels that CESU has performed relatively better than others since the achievement of CESU during FY 2009-10 includes collection under OTS scheme. Among the Reliance DISCOMs NESCO has fared better than SOUTHCO and WESCO in that order. But systematic approach in wanting in respect of all DISCOMs to enforce collection of arrears following the prescribed procedure for disconnection of power supply in case of default in payment of the dues.

PERFORMANCE OF DISCOMs-AT A GLANCE								
OVERALL PERFORMANCE								
	2009-10	2010-11		Change compared to Last Year	2009-10	2010-11		Change compared to Last Year
	Actual	OERC Approval	Actual		Actual	OERC Approval	Actual	
	DISTRIBUTION LOSS				AT & C LOSS			
CESU	39.43%	25.37%	38.30%	-1.13%	41.19%	26.86%	41.00%	-0.19%
NESCO	32.52%	18.46%	32.20%	-0.32%	35.73%	20.09%	36.04%	0.31%
WESCO	34.68%	19.93%	38.03%	3.35%	35.74%	21.53%	42.14%	6.40%
SOUTHCO	48.02%	27.82%	48.12%	0.10%	50.16%	29.27%	52.04%	1.88%
ORISSA	37.24%	22.22%	37.94%	0.70%	39.15%	23.77%	41.48%	2.33%
	LT PERFORMANCE OF DISCOMs							
	LT LOSS				AT & C LOSS			
CESU	51.97%	29.40%	51.63%	-0.34%	53.65%	30.81%	56.55%	2.90%
NESCO	55.83%	29.40%	54.67%	-1.16%	65.80%	30.81%	65.73%	-0.07%
WESCO	62.49%	29.40%	63.89%	1.40%	71.49%	30.81%	73.37%	1.88%
SOUTHCO	56.22%	29.40%	55.32%	-0.90%	59.39%	30.81%	60.83%	1.44%
ORISSA	56.26%	29.40%	56.13%	-0.13%	61.67%	30.81%	63.71%	2.04%
	REALIZATION PER UNIT INPUT (RPI) OF DISCOMS							
	OVERALL(2009-10)			OVERALL (2010-11)			Growth	
	Target	Achieved	% Realised	Target	Achieved	% Realised		
CESU	201.72	177.33	87.91%	236.73	223.05	94.22%	6.31%	
NESCO	192.07	189.11	98.46%	260.69	233.00	89.38%	-9.08%	
WESCO	203.13	201.73	99.31%	257.15	221.47	86.13%	-13.19%	
SOUTHCO	169.44	144.98	85.56%	196.07	166.64	84.99%	-0.58%	
ORISSA	196.32	180.89	92.14%	244.37	216.43	88.57%	-3.57%	
	LT-FY (2009-10)			LT-FY (2010-11)				BSP+Tr
	Target	Achieved	% Realised	Target	Achieved	% Realised	Change	
CESU	174.90	122.00	69.75%	174.9	143.87	82.26%	12.51%	180.5
NESCO	143.20	81.10	56.63%	143.2	101.00	70.53%	13.90%	218.5
WESCO	130.40	66.40	50.92%	130.4	78.73	60.37%	9.45%	217.5
SOUTHCO	143.70	102.20	71.12%	143.7	119.02	82.83%	11.71%	113.5
ORISSA	154.76	95.36	61.62%	154.76	112.79	72.88%	11.26%	

OBSERVATIONS

While looking in to the performance of the sector during the period under review following points were observed by the Commission.

1. While LT sales increased by 11.53% LT loss increased by 2.04%
2. Although AT&C loss in LT increased by 2.04% the LT realization target achieved by the licensees as a whole has been increased by 11.26%.
3. The arrear Opening Balance was 3494.55Cr as on 31st March 2010. The growth of arrear during 1st half of the FY 2010-11 was Rs337.74Cr i.e 9.66% of the Opening Balance. The growth at the end of the Financial Year stood at Rs 278.56 Cr (i.e 7.97% of OB) there-by a net reduction of arrear during the 2nd Half of the Financial Year.

(C) **Compliance to the action points outlined by the Commission in the performance review meeting for FY 2010-11(U to Sept) during the month of December 2010.**

Fixation of Responsibility & Accountability

11. **Directives:**

Strict administrative action must be taken against errant and callous employees as provided under service code. Performance review of employees after attaining the age of 50 years and compulsory retirement to the non-performing/poor performing officials should be initiated.

Achievement:

In his reply the CEO, NESCO stated that periodic performance reviews of the executives are being made at corporate level and those are found lacking in their responsibility is being issued with show cause for their dereliction of duty. During the month of Apr-May'2011 show cause notices have been served in respect of 15 nos. Jr. Manager (Elect.) Charge Sheets have been issued to 35 nos. of Executives, Show Cause notices/explanations have been issued to 46 nos. of Executives and 5 nos. of Executives are under suspension. Moreover, steps are being taken to assess the performance of the Executives, who have attained the age of 50 years and after proper scrutiny/examination further follow up steps shall be initiated as per NESCO Officers Service Regulation.

Further Directives:

Action report have been taken is merely an eyewash. The Commission reiterated the earlier directives in fixing the responsibility and accountability and instructed to speed up the compulsory retirement of the non-performing and poor performing officials. Suspending to-day and reinstating tomorrow with out any disciplinary action is no action against the earning officers.

Load Verification of Feeders

12. **Directives:**

DISCOMs must submit the load verification report of all feeders up to 440 volt /LT before next review meeting and match it with the load of the consumers.

Achievement:

In the FY 2010-11 NESCO has undertaken load verification at LT level for 11/0.4 KV DTR. In 586 nos. of cases load balancing has been done. In another 215 nos. cases it

has been sanctioned to upgrade/addition of new DTR to match the demand at consumer level.

Further Directives:

The Commission being dissatisfied with the reply of the licensees instructed to expedite the process of load verification starting from 440 Volt LT network to 33 KV incoming feeders taking each 33/11 KV s/s as one unit.

Submission of cost Data

13. Directives:

Cost Data upto 2009-10 should be submitted before 29th February'2011.

Achievement:

Cost data up to 2009-10 has already been submitted to EIC, Bhubaneswar vide letter No. 1195, dtd.: 06.09.2010 from Regd. Office (CSO), NESCO, WESCO & SOUTHCO..

Further Directives:

The DISCOMs should also submit the copy of the above cost data before the Commission. With FY 2010-11 being over, the licensees should have been submitted their Cost data for the completed year FY 2010-11 well before the end of the year i.e 31st March 2011. This should be submitted before 25.07.2011.

Delegation of Power

14. Directives:

The delegation of technical, financial and administrative matter should be finalised before 28.02.2011

Achievement:

NESCO has recently upgraded the limit of delegation of financial and administrative power at all levels. However, as per the decision taken during last delegation of power meeting the CSO Reliance Head Office is preparing a delegation of power model which will be finalized after due consent of Chairman, CESU. The CSO office must delegate full power to the CEO. The utilization of fund deposited by collections and consumers for deposit work are not being utilized because of concentration of power at the CSO which is not a legal entity.

Further Directives:

The Commission instructed to complete the process well before the implementation Capex programme undertaken by Govt. of Odisha. CSO office is meant to function as a liason or co-ordinating office. The

Preparedness of DISCOMS to utilize capex

15. Directives:

DISCOMs were advised to prepare ring fenced projects along with their base line data and submit before the Commission.

Achievement:

Out of share allocation of NESCO for the period of FY 2010 to 2014 is of Rs.504 crore. The DPR approved by the Commission for the period 2010-12 is Rs.189 crore, out of which NESCO has to made its contribution of Rs.42 crore.

Further Directives:

The Commission expressed dissatisfaction of incompleteness information. The name of area where the ring fencing is attempted along with base line date of energy input, energy billed and collection figure are not given with the calculation of base line date. The Commission directed to submit the details base line data of the ring fenced area prepared so far by 31st July 2011.

Reduction of AT&C loss

16. Directives:-

- a) The LT loss reduction for FY 2010-11 should not be less than 10%
- b) Divisions with LT loss more than 50% should achieve minimum 10% LT loss during FY 2010-11
- c) Verification of load and contract demand for all high valued consumers with CD>20KW and covering under AMR.
- d) Voluntary declaration of contract demand of residential premises of the DISCOM employees

Achievement:

It is observed that instead of decreasing AT&C loss by 10% as per the directive of the Commission during last review meeting, AT&C – LT loss in NESCO has been increased by 0.31% (from 35.73% during FY 2009-10 to 36.04% during FY 2010-11). So far the loss level reduction in division level is concerned instead of decreasing the loss level by 10% all divisions have performed badly. The better performing division is found to be KED, Keonjhar where the loss has been reduced by 5.41%. It is a matter of concern that the loss level increased by 9.01% in BNED, Bhadrak North Division. Regarding the verification load the CEO, NESCO stated that the load end contract demand of all the consumers with CD above 20 KW is verified on monthly basis. Out of the total 1746 nos. of consumers above 20 KW in 473 cases the maximum demand has been found to be more than the contract demand. All the employees of NESCO have been notified to voluntarily declare their contract demand. The premises of the Employees those have not declared their contract demand will be checked by Vigilance and MRT teams. The SEs and EEs have failed to achieve the target of collection and reduction of loss should be sacked. It is not understood why so casual attitude is being shown by CEO as well as MD.

Further Directives:

The Commission expressed displeasure over the performance of the licensees and reiterated earlier target of loss reduction during the current FY 2011-12. Prompt follow up action should be taken to collect the balance penal amount.

Cross checking of meter readings

17. Directives:

DISCOMs were directed to submit the revenue generated by cross-checking of meter reading.

Achievement:

Regular cross checking of the meter readings taken by the billing agency is done on regular basis and in case of any discrepancy found the bills are being revised as per actual and penalty is imposed on the billing agency as per the terms of the work order issued to them. In FY 10-11 Random Sampling has been done for 5836 nos. of

consumers and discrepancies has been found for 576 nos. of cases. The suppressed Reading found is 8, 84, 382 units and penalty amount imposed on Billing Agency is of Rs.1,54,528.

Further Directives:

While appreciating the role of the analysis wing the Commission directed to speed up the activities of the analysis wing further. It may be further clarified whether suppressed units have been billed and the electricity charges have been collected or not.

LT collection LT input (Realization per Input)

18. Directives:

The licensees were instructed to increase Collection Per unit LT Input to match with their respective BST figures.

Achievement:

The realization cost per LT input has increased from 81 paise during FY 2009-10 to 101 paise in FY 2010-11 thereby achieving an increase 24.69% against a tariff hike up 22.5% during FY 2010-11. Against the BST of NESCO i.e. 218.50 paise per unit except BED, Balasore none has achieved the target of the Commission. It is the matter of concern that despite several instructions from the Commission realization per LT input has remained at 58 paise in AED, Anandpur.

Further Directives:

While expressing satisfaction over the realization made by BED, Balasore, the Commission expressed very low level LT realization in divisions like AED, Anandpur, BSED, Bhadrak etc. The concerned Executive Engineer be asked to give report in detail of their poor performance and their suggestion/action initiated for improvement with timelines to achieve the target, failing which appropriate action be initiated.

Separate target for collection of Current and Arrear revenue and Improvement of Collection Efficiency.

19. Directives:

The DISCOMs were directed to fix specific target for collection of current and arrear revenue for each and every divisional officer.

Achievement:

On contrary to the collection efficiency target fixed by the Commission at 98 %, the collection efficiency in LT achieved by NESCO is 94.34 % and reduction of 0.90% compare to the FY 2009-10. The overall collection efficiency is found to be 94.34 % during FY 2010-11 despite 101.56 % Collection efficiency in EHT sector.

Further Directives:

For sustainability of distribution business the licensee needs to achieve the collection target set by the Commission. The performance of executive engineers should be linked to the collection of arrear. Monthly target should be given to all Divisional Managers to attain the specific target fixed by the management. Performance regarding collection of both arrear and current revenue should be on weekly basis by a senior designated officer at the head quarter and follow up action taken up to ensure to ensure the monthly target is achieved. If any compelling reasons there in shortfall from the monthly collection target in a

month vigorous steps should be taken in the subsequent month to make up the shortfall of previous months.

Collection of Arrear

20. Directives:

CESU, NESCO and WESCO were directed to collect Rs.200 crore out of arrear outstanding of Rs.1379.46 crore.,Rs.710.56 crore and Rs.758.69 crore respectively and Rs.100 crore for SOUTHCO out of arrear outstanding of Rs.419.09 crore as on 31.03.2010.

Achievement

On the contrary NESCO has been able to collect only Rs.10.64 Cr. an achievement of about 8.15% of the opening arrear balance, while the arrear added by the licensees is Rs.70.95 Cr. which is more than the arrear collected by the licensees. The CEO, NESCO stated that they have given utmost priority in collection of arrear for which there is a net reduction in EHT arrear by Rs.10.64 crore. Moreover, the arrear addition in HT sector is nominal to the tune of Rs.0.16 crore only.

Further Directives:

Though apparently there is reduction in arrear in EHT sector, immediate steps should be taken for vacation of the stay Order in respect of substantial amount outstanding against some of the industrial consumers. Further, NESCO is directed to strengthen its grip further in collection of arrear in LT sector. The licensees must achieve the target fixed by the Commission for its own survival. There must be a net reduction in cumulative arrear during the 1st half of the FY 2011-12. Regular/weekly revenue of the divisions from collection of current and arrear dues should be monitored and in case of shortfall in any week they should be cumulated in the following month so that monthly target is achieved. Camp should be held at different places for collection of bills and to regularize the new connections.

Arrear for Govt. Dept & PSU

21. Directives:

DISCOMs were directed to furnish the list of defaulting organizations to the concerned treasury, special treasury and sub-treasury for disallowing and bills of such defaulting organizations as advised by the Finance Department.

Achievement:

NESCO has already submitted to Housing and Urban Development Department, GoO the detail list of outstanding amount of respective Govt. Dept. Moreover another letter has been addressed to Housing and Urban Development and other Govt. Depts from the corporate office of the licensee issuing stern warning for non-payment of arrear dues.

Further Directives:

The Commission reiterated it earlier directions of treating the Govt. Deptt. like ordinary consumers and ensuring disconnection of power supply for default of payment as per letter no.1577 dtd 23.02.2010 read with Ltr No.109073 Dtd 08.06.2010 of Dept of energy and Finance Deptt. Ltr No 36933/F Dtd 26.08.2010 and Ltr No 36938/F Dtd 24.08.2010.

Target for Franchisees Operation

22. Directives:

NESCO was instructed to introduce at least one Micro franchisee per section by the end of the year 2010. Thus with 125 sections NESCO should cover at least 125 Micro Franchisees or say 62,500 nos. of consumers by the end of the year.

Achievement:

The CEO, NESCO in his reply stated that 84196 nos. of consumers are already covered under Franchise operation in their area of operation till March, 2011. This includes 3 nos. of input based Macro Franchise and 10 nos. of collection based Micro Franchise. Further, letter of intent (LOI) has been issued to another 3nos of Macro Franchise and 3nos of Micro Franchise for 53,340 nos. of consumers. They are expected to start commercial operation by July-11.

Further Directives:

The Commission expressed displeasure over the progress of franchisee operation in NESCO area and directed to follow the franchisee model of CESU in their area of operation. The franchisee performance in CESU area so far found to be very satisfactory and should propagate in rest of the State. A brief out look of franchisee operation in CESU area is reproduced below:

Overall Performance of Franchisees

- Average Collection Growth 52%
- Growth in Collection Efficiency : 69% to 87 %
- Consumer Coverage from 51% to 61%
- Reduction of AT & C loss from 76% to 71%
- No. of Consumers covered : 3.7 lakh (30% of total consumer)
- Collection has grown up from Rs. 7.18 Cr. to Rs. 10.91 Cr. during 2010-11 with a additional cost of Rs. 36 lakh. Also Rs. 38 lakh is saved due to engagement of franchisees for meter reading & collection.

Metering and Energy Audit

23. Directives:

DISCOMs were directed to achieve energy audit for at least 50% of 33 and 11KV feeders by end of this year to achieve the long term goal of Energy Audit at DTR level.

Achievement:

Presently Energy Audit is being carried out for 9 nos. of 33 KV and 12 nos. of 11 KV feeders. In 1st phase of Capex, ring fencing of 21 nos. of 33 KV feeders will be done in FY 11-12. In addition to this Energy Audit of another 3 nos. of 33 KV feedrs and 17 nos. of 11 KV feeders will be taken up. In these 3 feeders (Balasore-I, Jajpur Road & Bhadrak) Energy Audit will be done up to the consumer Level. The procurement process for all Capex materials are already tendered. It is observed that though no. of distribution transformer metering position has been increased to 372 during FY 2009-10 to 569 at the end of the FY 2010-11. The no. of 11 KV metering has reduced from 93 to 83 during the corresponding period. The energy audit data provided by NESCO is as submitted below:

Energy Audit of 33 KV feeders of NESCO					
Sl No	Name of the Feeder	Length of the tail end feeder (KMs)	Sending energy at OPTCL S/s (MU)	Input energy to 33/11 KV S/s (MU)	Percentage of loss in 33 KV system
1	Bahanaga	15	23.86	23.23	2.66
2	Markona	25	40.48	38.57	4.73
3	Dungura	48	46.32	44.32	4.31
4	Jajpur Town	0.2	71.17	70.77	0.57
5	Kuakhia	30	25.99	25.32	2.58
6	Panikoili	15	59.34	56.64	4.55
7	Neulpur	15	12.05	11.40	5.34
8	Keonjhar-II	22	42.05	41.86	0.46
Energy Audit of 11 KV feeders of NESCO					
1	Bonthchhack	1	0.40	0.28	5.36
2	Bagurl	8	2.24	1.77	6.68

Further Directives:

Energy audit for at least 50 % of the feeders should be completed by 1st half of the current Financial Year and feeder wise energy transaction report should be submitted before the Commission before next review meeting.

Quality of Supply and Service

24. **Directives:**

NESCO was directed to update routine maintenance of power distribution transformers so that the rate of failure of transformers will be reduced by 50 %.

Achievement:

Instead of reduction in failure of transformer the no. of transformer burnt and failure of power transformer is more or less constant compared to the previous FY 2009-10. The CEO, NESCO stated that apart from the system improvement work as submitted earlier NESCO has undertaken following measures for improvement of safety and quality of supply:

- Addition of 168 nos. of DTR;s under S.I. scheme and 5064 nos. of DTR under RGGVY & BGJY scheme. Up-gradation of 69 nos. of DTR under S.I. scheme.
- Phase balancing of 586 nos. of distribution transformers.
- New/Re-Earthing of 330 nos. of sub-stations.
- Installation of 20 nos. of 33 KV and 42 nos. of 11 KV VCBs.
- 993 nos. Lighting Arrester, 206 sets of AB switches, 84 HG fuses etc. have been installed.

Further Directives:

The Commission reiterated its earlier direction to provide quality supply to the consumers. It is the Consumer who matters. Collection from consumers is directly proportionate to the satisfaction they have. The licensee should plan and make strategy to meet with the low voltage problem in both rural and urban areas in view of the increasing economic activities in the state. Full O&M Provision approved by the Commission for 2011-12 should be utilized along with the unspent balance of 2010-11. For this to happen the licensee must collect

enough of revenue to meet full BST, transmission charges, SLDC charges, salary expenditure, O&M expenditure.

Consumer Complaints

25. Directives:

Prompt follow up action should be taken on all grievances. Punishment should be initiated for non compliance of consumer grievances.

Achievement:

NESCO was provided with a list of 41 pending consumer complaints/grievances reported in news dailies up to May 2010 forwarded by OERC for disposal vide Commission's letter no Secy/CC/3970 dtd 21.5.10. Compliance reports on the above are yet to be submitted. Since then 20 more complaints have been forwarded for action up till March, 2011.

Further Directives:

The Commission while retreating its earlier direction stressed for early settlement of consumer grievances. Full compliance should be furnished for the Commission before 31.08.2011.

Implementation of GRF Orders

26. Directives:

NESCO was directed to comply with the orders of GRF in a time bound manner.

Achievement:

In the year 2010-11 as reported by the respective GRFs, 498 cases have been registered by GRF Balasore and 486 disposed. Similarly, 648 cases were registered by GRF Jajpur in 2010-11 and 620 have been disposed. 28 cases of GRF Jajpur & 12 of GRF Balasore are pending for disposal.

Further Directives:

The Commission while reiterated its earlier direction stressed for early execution of GRF orders. In case of GRF orders not in line with OERC regulations the licensee may request the concern GRF to review the same. Regular monthly interactive meeting may be held with GRF to ensure that grievances of consumers are redressed as per the schedule. In the said interactive meeting the activities of the licensee to produce the relevant documents and to explain the licensee's stand should be discussed with the specific cases. The progress of implementation of GRF order and Ombudsman Order also be monitored.

Enquiry of the Expert Team

27. Directives:

The licenses are required to take follow up pending recommendation /direction with reference to the enquiry conducted by independent expert as regards to maintenance and operation of distribution S/S and lines.

Achievement:

The licensees although attended some of the short term recommendations, but still a number of long term/short term recommendations have been pending for compliance.

Further Directives:

DISCOMs are required to complete the pending short term works within 30.09.2011 and long term recommendations within 31.03.2012. The Commission expects that the supply situation shall definitely improve after implementation of the recommendations. Although some of the recommendations are attended, status of compliance with reference to the enquiry committee recommendations as annexed as Annexure-I may be furnished within 31.08.2011 at the latest.

Functioning of the police station & Vigilance and Antitheft Measures

28. Directives:

The target for number of raids and checking to be carried out by DISCOMs was 720 & 7200 for CESU, 540 & 5400 for NESCO, 180 & 1800 for WESCO and SOUTHCO respectively and revenue generated should be 10 times that of expenditure.

Achievement:

The Commission finds that Energy Police Stations (EPS) are yet to show their effectiveness. In the ARR approved for NESCO for FY 2010-11 the cost allowed for maintenance of Energy Police Station is Rs.2.74 Cr. So NESCO should realize minimum 10 times of these amount by conducting raids in its areas of operation which works out to be nearly Rs.22.70 Cr. However the licensee has collected Rs.58.24 lakh only by conducting raids in various consumers. This is shameful.

Regarding functioning of Energy Police Stations the CEO, NESCO stated as follows:

- 3 nos. of Energy Police Stations are presently being operated at Balasore, Baripada and Rairangpur
- Dedicated vigilance cells headed by Asst. Vigilance Officer (AVO) are functioning in Balasore, Bhadrak, Baripada, Jajpur Road and Keonjhar Electrical Circle.
- The vigilance squads are engaged in the realization of outstanding arrear of three phase and high value consumers of NESCO and effecting disconnection of defaulted units wherever needed.
- Out of 8749 nos. of checkings conducted, 21154 nos. disconnection effected, 125 nos. of FIRs have been lodged.
- 12 nos. of accused persons have been forwarded to the court of law.
- Rs.58.24 lakh has been collected by Vigilance team.

Further Directives:

The Commission while reiterating its earlier direction and stressed for effective utilization of energy police stations. CVO should ensure proper coordination with the energy police station and MRT staff to launch broad based attack on theft of energy by consumers like industries, commercial establishments, hotels, nurshing homes, vehicle-shops, fabricating units, shopping malls, petrol tanks, professional institutes. The checking must be done in a plan and effective manner.

Action taken with report of EMR ,Vigilance

29. Directives:

All DISCOMs were advised to initiate strict disciplinary action against officials pointed out by EMR and Vigilance Cell and action taken report should be submitted

to the Commission. The Commission vide this para had directed NESCO to clean up its own house by taking action against the employees of the NESCO directly or indirectly indulging in theft of energy.

Achievement:

As per the enquiry report of vigilance cell proceedings has been initiated in 24 nos. of cases. 5 nos. of Executives are kept under suspension and in other cases explanation/show cause notice has been issued.

Further Directives:

The Commission while reiterating its earlier direction opines that the action taken as per the list provided by the licensee is notional only. All divisions except BED, Balasore have failed to achieve the collection target but little action has been taken against the officers concerned. The non-performing and poor performing EEs and SEs should be targeted first. The Commission directed that outcome of all such proceedings should be reported to the Commission within 31.08.2011.

Reduction of Loss & Turn around strategy of DISCOMS

30. Directives:

The Commission vide this Para had directed DISCOMS to generate sufficient revenue to meet their cost of service & turn around the distribution business. The DISCOMS were directed to achieve 90% of the collection per LT input target set by the Commission by adopting various technical as well as administrative measures.

Achievement:

The CEO, NESCO stated that they are trying their best to increase revenue & reduce theft. The following measures are taken up to reduce theft and improve billing and collection:

For prevention of theft of electricity

- 82 KM of LT lines replaced with Aerial Bunch Cables.
- 1543 nos. of automatic meter reading instrument has been introduced for high value consumers.
- Regular meetings with consumer organizations, formation of committees at village level with the help of panchayats and regular advertisement in print and electronic media is being done.
- 1650 nos. of theft cases and 8361 nos. of hook cases has been detected.

For improvement of billing and collection

- 1543 nos. of consumers above 20 KW are billed through AMR.
- 5836 nos. random sampling has been done to cross verify the meter reading.
- 80648 nos. of defective meters are replaced
- 60809 nos. of consumers are covered under input based franchisee and 23387 nos. of consumers are covered under collection based franchisee.
- Single window system has been introduced for regularization and new connection for irrigation consumer.

- Rs.2.20 cr. has been collected through 191 nos. Jana Seva Kendra in NESCO area.
- Special disconnection squad is operating for disconnection of defaulting consumers.

Further Directives:

The LT Realisation Per Input achieved by NESCO is 101.00 against BST fixed by the Commission at 218.50 paise. The licensee should try hard to match the RPI equivalent to the BST fixed by the Commission for its own survival. Special disconnection drive should be launched to disconnect power supply to the defaulting consumers following the prescribed procedure. Domestic consumers showing low consumption despite use of TV, AC, Fridge etc. should be targeted. The consumers having their lines charged under RGGVY and BGGVY should be brought under billing fold immediately.

31. **Improvement of Voltage Profile**

NESCO has been experiencing low voltage problem in Chandbali area of operation.

Reply-OPTCL

Presently, Chandbali is being fed from Bhadrak grid which is at a distance of 130 kms. from Bhadrak. This problem will be sorted out after functioning of 220/132 KV grid S/s at Dhamara in near future.

Directives of the Commission

All the OPTCL substations must be completed within the schedule time and the required downstream distribution network should be taken up simultaneously by NESCO. .

32. **Implementation of Safety Measures**

The DISCOMs should identify the critical distribution network for inspection on urgent and priority basis. Apart from that the DISCOMs should appoint Electrical Safety Officers, in terms of the requirement under CEA (Measures relating to safety and Electric Supply) Regulations, 2010 for ensuring observance of safety measures in their organisation for construction, operation and maintenance of distribution system.

The Electrical Safety Officer should inspect each 33/11 KV S/S periodically and ask the feeder managers to certify the healthiness of the feeders. He has to ensure the use of safety gadgets by the field employees and conduct random inspection of electrical installations. He should ensure proper operation of protection equipments in distribution network and furnish the inspection report along with his observation or recommendation, if any, to the concerned CEO/V.P for further necessary action. CEO/V.P. should review the work of the safety officer once in each quarter and take up the required steps on the report of the safety officer for overall safe operation of the distribution system.

Further in order to prevent electrical accidents in Elephant corridors DPR should be quickly prepared and presented to the Forest Dept. for providing fund from Compensatory Afforestation Fund. Similarly for supplying uninterrupted quality supply in power to the medical institution/Hospitals, dedicated/alternate lines along with power transformers and distribution transformers should be provided and fund should be accessed from National Rural Health Mission and other programmes. The CEO should have the full authority to sanction the DPR and release the form to the field functionaries to ensure completion of the work in time.

(D) CONCLUSION

33. **The overall performance of NESCO has not changed while compared to the last FY, i.e. 2009-10. Moreover, it is not upto the expected level in different aspects. Though the performance of NESCO is better while compared to other two Reliance DISCOMs it is well behind the target set by the Commission in various aspects. Unless, the performance of NESCO is improved further during the next financial year which the CEO has promised, it will be difficult for the licensee to improve the quality of supply in its area of operation. This is a matter of serious concern for the consumers and for the employees of the NESCO whose sustenance depends on substantial improvement in its performance particularly in the matter of AT&C loss reduction and collection of arrear and redressal of consumer grievances. With the overall guidelines and supervision of the CEO a team of Senior Officers should go to the field in each division for a week to oversee the new connection, safety measure, consumer grievances, bill correction, anti-theft activities, quality of supply - in a campaign mode to elicit public co-operation by solving their problem in a time bound manner.**

RECOMMENDATION OF THE TECHNICAL ENQUIRY COMMITTEES

NESCO

Name of the Divn.	Deficiencies to be sorted out
	Provision of additional earthing in Duburi 33/11 kV S/S & VCB in incoming side.
Jajpur Town Electrical Division, Jajpur Road Electrical Division, AED, Anandpur, KED, Keonjhar.	33 kV VCBs at Panikolili to be replaced. Old lines of Kapila & Singhpur feeder should be changed. Associated 33 kV lines from the Proposed grid S/S at Karajia to be ready for power evacuation. Associated 33 kV lines from the Proposed grid S/S at Anandpur to be ready for power evacuation. Damaged VCBs of 33/11 kV S/S at Ramachandrapur to be replaced. Replacement of damaged Lightning Arrestors of Orali S/S. Provision of VCBs in feeders of Jaraka S/S. Upgradation of Conductor sizes in Kaima feeder is required. Transformer upgradation in Aruha S/S is required. Provision of VCBs in Kabatabandha S/S. Provision of 33 kV VCBs in DALA S/S. Damaged AB switches & HG fuses of Kuakhia S/S to be replaced.
BED, Balasore. CED, Balasore	Inter connection of Balasore/Basta feeder may be planned. Provision of Breakers in Chandipur 33/11 kV S/S transformer. VCBs of Gopalgaon S/S should operate from remote. Incoming 33 kV feeder breakers in Sovarampur S/S is required. New 11 kV line about 10 KMs from Odangi S/S with installation of 5 nos. of 11/0.4 kV DTs in place of 33/0.4 kV DTs. Provision of breakers in 33 kV Somanathpur industrial feeder. New 11 kV feeder from Ranakotha of 5 KM from Jaganathpur S/S to 4-pole structure at Fulbani. One 33/11 kV S/S at Kathapal on 11 kV Ajodhya feeder. Most of the damaged poles of Ajodhya feeder need replacement. Upgradation of 1.6 MVA transformer at Fakir Mohan University.
JED, Jaleswar, BED, Basta	Changing of 55 MM ² AAAC to 232 MM ² from Grid to Siba Kalbadia. 55 MM ² to 100 MM ² AAAC in 33 kV Basta feeder. One 3.15 MVA transformer at Fuladi. A new 33/11 kV S/S at Olanda-saragaon for Haladipada. Upgradation of Langaleswar 33/11 kV S/S (3.15 to 5 MVA & 1.6 to 3.15 MVA). Tr No-I of Rajghat to be upgraded to 5 MVA. 33 kV VCBs (2 nos.) to be repaired with upgradation of 11 kV feeder conductors to 80 MM ² . 33 kV conductors should be replaced with 232 MM ² AAAC from Balasore to Baliapal. 33 kV VCB for I/C feeders/transformer-II/Basta O/G at Rajghat 33/11 kV S/S. Upgradation of 1.6 MVA transformer to 3.15 MVA in Bhogarai 33/11 kV S/S. 33 kV incoming feeder conductor to Kamarada 33/11 kV S/S to be changed to 100 MM ² . OTI/WTI meter of transformers at Basta S/S are to be replaced, 33 kV breaker available in old Dehurda feeder to be installed for the incoming feeder with provision of isolators at Kamarda.
SED, Soro	Upgradation of Markona, Anantpur, Gopalpur, Bahanaga, Khaira, Dungura and Oupada S/S is required. New 33/11 kV S/S at Santargadia and 11 kV line from Soro College Chalk to Mangaiapur.
BED, Baripada RED, Rairangpur UED, Udala	New 2 x 3.15 MVA S/S at Murgabadi. New 11 kV feeder (2.8 KM) for separation of Industrial feeder. Interlinking of 33 kV feeder from Stadium S/S to Chhancha 33/11 kV S/S through Madhuban. 33 kV conductor to Shyamakhunta need upgradation. Upgradation of 3MVA Tr to 5 MVA in Betnoti and erection of new 100 KVA S/S at Dhrmasala & near Near Hanuman Mandir. One 33/11 kV S/S at Merda. 11 kV link line from Mohanpur to Khirpada. Construction of 14 KM, 33 kV line from Kosta to Suliapada. Establishment of 1 X 1.6 MVA 33/11 kV S/S at Suliapada, one at Chandua and one at Saraskana. Upgradation of 1 MVA to 3.15 MVA in Khunta & Puruna Baripada S/S is required. 33/11 kV S/S at Kaptipada may be shifted to a suitable location as the area is coming under road expansion zone. Upgradation of Tr. Capacity from 1.6 MVA to 3.15 MVA in Badampahar S/S and complete overhauling of 33 kV feeder from Badampahar to Karanjia under RED, Rairangpur. Construction of new S/S & 33 kV line (20 KM) from Surukuli to Ghagarbeda. Upgradation of Thakurmunda S/S from 1X1.6 MVA to 2X1.6 MVA.
	33 kV Bhadrak, Urali and Chandbali should be bifurcated. Upgradation of Tihidi, Jasipur, Chandbali, Basudevpur and Dhamara S/S is required. New 33/11 kV S/S at Dahala & Chhayalising with associated 33 kV line under BSED, Bhadrak. OLTC of Transformer-I to be repaired. Upgradation of Bishalpada S/S. Conductor upgrading from 80 MM ² to 232 MM ² of Dhamnagar feeder from Bhadrak grid and Bhandaripokhari feeder from 33/11 kV S/S Chhak.
KED, Keonjhar,	Temporarily constructed 33/11 kV S/S, Joda to be shifted to a new location. VCBs in Jurudi & AB switches in Barbil (Sudara) 33/11 kV S/Ss need to be replaced. Few Las in Champua need replacement. 33 kV line to Sahrapada from Patna S/S to be completed with all protection arrangement.
	33/11 kV SS at Harichandanpur & Dhenkikote are getting power supply from Polasponga grid. Quality of supply shall improve after commissioning of proposed grid S/S at Anandpur. NESCO should complete associated 33 kV lines to evacuate power, when the S/S at Anandpur will be commissioned.