

ORISSA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2005-06 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

1 ACHIEVEMENT ON GUARANTEED STANDARDS OF PERFORMANCE :													
Sl. No.	Type of complaints	CESU			NESCO			WESCO			SOUTHCO		
		Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06	Total No. of complaints received in the year	Total no. of complaints resolved in time	No. of complaint which could not be resolved by 31.03.06
1	Normal Fuse-off:												
	Urban(within 6 hrs.)	45528	45528	0	36399	36147	252	40709	40702	7	93168	93168	0
	Rural (within 24 hrs.)	85899	85898	1	56401	46174	227	57008	57008	0	112597	112597	0
2	Line Breakdowns:												
	Urban(within 12 hrs.)	11822	11822	0	4231	4101	130	2245	2244	1	3754	3754	0
	Rural (within 24 hrs.)	10095	10095	0	7518	7359	159	5476	5475	1	6487	6487	0
3	Major Breakdowns:												
	Urban(within 24 hrs.)	572	572	0	249	211	38	180	177	3	429	429	0
	Rural (within 48 hrs.)	2134	2134	0	402	343	59	601	601	0	914	914	0
4	Distribution Transformer Failure:												
	Urban(within 24 hrs.)	182	182	0	293	249	44	481	481	0	394	394	0
	Rural (within 48 hrs.)	690	671	19	489	419	70	1183	1174	9	829	829	0
5	Voltage beyond prescribed limit												
	i) Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	Not furnished	Not furnished	Not furnished	567	502	65	26	26	0	32	32	0
	ii) Cases where expansion/enhancement is involved												
	a) For cases upto 11 KV (to be resolved within 120 days)	Not furnished	Not furnished	Not furnished	0	0	0	51	51	0	23	21	2
	b) For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	Not furnished	Not furnished	Not furnished	0	0	0	14	14	0	0	0	0
6	Complaints about meter:												
	Inspection & checking correctness of meter within 7 working days	9526	9451	75	7645	7464	181	19486	19484	2	42880	42803	77
	Replacement of slow, creeping or stuck up meters within 30 working days	4561	4558	3	1720	1578	142	4750	4747	3	13322	13234	58
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	3290	3281	9	1981	1866	115	6510	6510	0	3595	3555	40
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	2595	2585	10	4223	4050	173	13850	13737	113	3132	3098	34

7	Application for new connection/ additional load:													
	(i) Release of supply (connection feasibility from existing network)													
	a) Within 1 month if no extension required.	25803	25803	0	7993	7823	168	10392	10392	0	37972	37924	48	
	b) HT-11 KV within 60 days of feasibility	0	0	0	5	5	0	476	475	1				
	c) HT-33 KV within 60 days of feasibility	0	0	0	1	1	0	9	9	0				
	d) EHT				0	0	0	1	1	0				
	(ii) Network expansion/enhancement required for providing connection													
	a) Low Tension (including Agriculture) within 30 days of payment of security	55	55	0	61	50	11	111	111	0	33	33	0	
	b) HT-11 KV within 60 days of payment of security	114	114	0	0	0	0	19	19	0	3	3	0	
	c) HT-33 KV within 90 days of payment of security	0	0	0	0	0	0	5	5	0	0	0	0	
	d) EHT				0	0	0	0	0	0				
	(iii) Erection of substation required for release of supply													
	a) Low Tension (including Agriculture)				25	19	6	578	578	0	43	43	0	
	b) HT-11 KV	0	0	0	0	0	0	22	22	0	1	1	0	
	c) HT-33 KV	0	0	0	0	0	0	0	0	0	1	1	0	
	d) EHT	0	0	0	0	0	0	0	0	0				
8	Transfer of ownership and conversion of service:													
	Title transfer of ownership (within 15 days)	148	148	0	16	16	0	46	46	0	175	175	0	
	Change of category	142	142	0	0	0	0	45	45	0	367	367	0	
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	37	37	0	0	0	0	1	1	0	21	21	0	
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	7	7	0	0	0	0	0	0	0	1	1	0	
	Conversion from LT to 33 K V (within 90 days of payment of charges) & vice versa	0	0	0	0	0	0	0	0	0	0	0	0	
9	Resolution of complaints on consumer bills within 30 days:	24828	24764	64	10715	10468	247	19967	19907	60	Not furnished	Not furnished	Not furnished	
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	92152	89665	2487	658	585	73	95821	95704	117	Not furnished	Not furnished	Not furnished	