

ODISHA ELECTRICITY REGULATORY COMMISSION

**PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING 2023-24
BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT**

Sl. No.	Type of complaints	TPCODL			No. of complaint which could not be resolved by 31.03.2024	TPNODL			No. of complaint which could not be resolved by 31.03.2024	TPWODL			No. of complaint which could not be resolved by 31.03.2024	TPSODL			No. of complaint which could not be resolved by 31.03.2024
		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	
1	Normal Fuse-off:																
	Urban(within 6 hrs.)	133464	126567	6897	0	48909	48909	0	0	167315	124018	43297	0	13881	13881	0	0
	Rural (within 24 hrs.)	231622	211287	20335	0	193631	193631	0	0	460255	390780	69475	0	83353	83353	0	0
2	Line Breakdowns:																
	Urban(within 12 hrs.)	33954	33940	14	0	16845	16845	0	0	17899	17828	71	0	9013	9013	0	0
	Rural (within 24 hrs.)	102952	102942	10	0	71703	71703	0	0	83301	83271	30	0	84499	84499	0	0
3	Major Breakdowns:																
	Urban(within 24 hrs.)	0	0	0	0	3107	3107	0	0	4262	4261	1	0	2318	2318	0	0
	Rural (within 48 hrs.)	0	0	0	0	40375	40375	0	0	11414	11414	0	0	1934	1934	0	0
4	Distribution Transformer Failure:																
	Urban(within 24 hrs.)	424	424	0	0	373	373	0	0	920	878	40	2	638	638	0	0
	Rural (within 48 hrs.)	2076	1978	98	0	2960	2960	0	0	2565	2147	336	82	910	906	4	0
5	Voltage beyond prescribed limit																
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	0	0	0	0	2714	2714	0	0	67002	66979	19	4	0	0	0	0
ii)	Cases where expansion/enhancement is involved	0	0	0	0												
a)	For cases upto 11 KV (to be resolved within 120 days)	0	0	0	0					52165	51911	254	0	0	0		0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0					4945	4776	169	0	0	0		0
6	Complaints about meter:																
	Inspection & checking correctness of meter within 7 working days	3221	1497	1682	42	252574	252574	0	0	21787	15937	5810	40	181456	181456		0
	Replacement of slow, creeping or stuck up meters within 30 working days	36798	34565	1595	638	3126	3126	0	0	235	152	82	1	111603	111603		0

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			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time		
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	6017	5601	339	77	6385	6385	0	0	5155	3608	1419	128	50953	50953	0	0	
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	0	0	0	0	0	0	0	0	0	0	0	0	18900	18900	0	0	
7	Application for new connection/ additional load:	127163	102486	2682	21995	103760	103760	0	0	195674	191073	7	4594	76853	76853	0	0	
(i)	Release of supply (connection of feasibility from existing network)	114572	98388	157	16027	103760	103760	0	0	123371	121136	0	2235	76825	76825	0	0	
a)	Within 1 month if no extension required.	114572	98388	157	16027	103671	103671	0	0									
b)	HT-11 KV within 60 days of feasibility	0	0	0	0	54	54	0	0									
c)	HT-33 KV within 60 days of feasibility	0	0	0	0	34	34	0	0									
d)	EHT	0	0	0	0	1	1	0	0									
(ii)	Network expansion/enhancement required for providing connection	12591	4098	2525	5968					70660	68301	0	2359	4	4	0	0	
a)	Low Tension (including Agriculture) within 30 days of payment of security	12059	3797	2516	5746													
b)	HT-11 KV within 60 days of payment of security	467	276	7	184													
c)	HT-33 KV within 90 days of payment of security	61	24	2	35													
d)	EHT	4	1	0	3													
(iii)	Erection of Substation required for release of supply	0	0	0	0					1643	1636	7	0	24	24	0	0	
a)	Low Tension (including Agriculture)	0	0	0	0					1302	1298	4	0					
b)	HT-11 KV	0	0	0	0					330	328	2	0					
c)	HT-33 KV	0	0	0	0					9	8	1	0					
d)	EHT	0	0	0	0					2	2	0	0					

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8	Transfer of ownership and conversion of service:																	
(i)	Title transfer of ownership (within 15 days)	4983	2945	1362	676	2945	2945	0	0	3475	3103	0	372	3359	3344	0	15	
(ii)	Change of category	2638	2324	254	60	20100	20100	0	0	2172	1682	0	490	31095	31095	0	0	
a)	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	1168	958	120	90					256	254	0	2	45	45	0	0	
b)	Conversion from LT to 11 kV (within 60 days of payment of charges) & vice versa	0	0	0	0					0	0	0	0	3	3	0	0	
c)	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0					0	0	0	0	1	1	0	0	
9	Resolution of complaints on consumer bills within 30 days:	64318	5917	36436	21965	327030	327030	0	0	14783	13967	816	0	1716	1716	0	0	
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	13761	13761	0	0	11779	11779	0	0	62970	61041	1851	78	41793	41793	0	0	
11	Disconnection due to nonpayment of bills					235184	235184	0	0									
12	Nos. of Permanent Disconnections	The total consumer growth during the FY 2023-24 includes the cases of Regularisation of old cases and Govt: schemes, temporary connections & inactive Consumers.				There are 1,03,456 non-existing consumers as per the site verification have been removed from the active directory of the Billing System in FY 2023-24 and 87,379 numbers PDC. .				The total new connection as per the Annual Performance Review Report for FY 2023-24 is 90097 . The total number of applications and complaints resolved for new connection/additional load etc. as per SOP is 191080 . However, net consumer growth during the FY 2023-24 is negative i.e. -204789 .				2,30,562 consumers were converted to the PDC category during FY 2023-24				