

ODISHA ELECTRICITY REGULATORY COMMISSION

**PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING 2022-23
BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT**

Sl. No.	Type of complaints	TPCODL			TPNODL			TPWODL			TPSODL						
		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 31.03.2023	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 31.03.2023	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 31.03.2023	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 31.03.2023
			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.)	54239	53009	1230	0	42410	42410	0	0	69570	54916	14654	0	85260	85260	0	0
	Rural (within 24 hrs.)	225071	211371	13700	0	187695	187695	0	0	200135	161435	38700	0	137270	137270	0	0
2	Line Breakdowns:																
	Urban(within 12 hrs.)	25011	25011	0	0	7361	7361	0	0	34846	34826	20	0	4931	4931	0	0
	Rural (within 24 hrs.)	116926	116926	0	0	23444	23444	0	0	76646	76640	6	0	23553	23553	0	0
3	Major Breakdowns:																
	Urban(within 24 hrs.)	0	0	0	0	585	585	0	0	3998	3996	2	0	372	372	0	0
	Rural (within 48 hrs.)	0	0	0	0	1340	1340	0	0	8370	8370	0	0	630	630	0	0
4	Distribution Transformer Failure:																
	Urban(within 24 hrs.)	235	235	0	0	292	292	0	0	729	708	21	0	506	506	0	0
	Rural (within 48 hrs.)	1823	1781	42	0	1870	1827	43	0	2054	1954	100	0	1080	1080	0	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	0	0	0	0	713	640	73	0	0	0	0	0
ii)	Cases where expansion/enhancement is involved					2598	2598	0	0								
a)	For cases upto 11 KV (to be resolved within 120 days)	0	0	0	0	0	0	0	0	150	150	0	0	0	0	0	0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Complaints about meter:																
	Inspection & checking correctness of meter within 7 working days	4221	1273	2306	642	6610	6610	0	0	16928	6824	9057	1047	135044	135044		0
	Replacement of slow, creeping or stuck up meters within 30 working days	30403	26252	1617	2534	4335	4335	0	0	6410	5311	1084	15	93257	93257		0

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	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	7051	6167	299	585	296885	296885	0	0	4812	2804	1805	203	30747	30747	0	0
	Replacement of burnt meters in all other cases within 15 days of payment by the									4252	3488	764	0	11040	11040	0	0
7	Application for new connection/ additional load:	108048	97768	2486	7794	87701	87701	0	0	177050	151788	23213	2049	67618	67618	0	0
(i)	Release of supply (connection of feasibility from existing network)	102159	94676	759	6724	87697	87697	0	0	131360	113529	15915	1916				
a)	Within 1 month if no extension required.	102159	94676	759	6724	87636	87636	0	0								
b)	HT-11 KV within 60 days of feasibility					38	38	0	0								
c)	HT-33 KV within 60 days of feasibility					23	23	0	0								
d)	EHT					0	0	0	0								
(ii)	Network expansion/enhancement required for providing connection					4	4	0	0	10286	6695	3522	69				
a)	Low Tension (including Agriculture) within 30 days of payment of security	5758	2997	1724	1037					9578	6187	3334	57				
b)	HT-11 KV within 60 days of payment of security	122	90	3	29					594	437	154	3				
c)	HT-33 KV within 90 days of payment of security	9	5	0	4					74	50	21	3				
d)	EHT	2	2	0	0	4	4	0	0	40	21	13	6				
(iii)	Erection of Substation required for release of supply									1512	1444	68	0				

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a)	Low Tension (including Agriculture)			0	0					1188	1159	29	0				
b)	HT-11 KV				0					307	268	39	0				
c)	HT-33 KV				0					17	17	0	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)	5113	3502	1158	453	6608	6608	0	0	2949	2025	766	158	7903	7903	0	
	Change of category	2653	2506	147	0	25884	25884	0	0	576	542	33	1	22131	22131	0	
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	894	818	76	0	0	0	0	0	811	783	28	0	77	77	0	
	Conversion from LT to 11 K V (within 60 days of payment of charges) & vice versa	0	0	0	0	0	0	0	0	267	231	36	0	0	0	0	
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0	0	0	0	0	21	16	5	0	2	2	2	
9	Resolution of complaints on consumer bills within 30 days:	112476	37604	44255	30617	322525	322525	0	0	19807	16352	3455	0	10187	10187	0	
10	Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:	3779	3779	0	0	3994	3994	0	0	81143	59862	20274	1007	11044	11044	0	
11	Disconnection due to nonpayment of bills					110245	110245	0	0								

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12	Nos. of Permanent Disconnections	The total consumer growth during the FY 2022-23 includes the cases of Regularisation, temporary connections & conversion cases from Bill Stop to OK status.			There are 1,26,702 non-existing consumers as per the site verification have been removed from the active directory of the Billing System in FY 22-23 and 8,494 numbers PDC. .			The net consumer growth of 190579 includes 15578 nos. of earlier disconnected consumers regularised during the FY 2022-23.			29106		

Note: 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, payment pending, augmentation by Customer pending, Agreement by Customer pending, OPTCL approval Pending etc. Further, the redressal of complaints, as regards the electricity bill, is pending beyond the specified time because of the finalisation of the bill after 6 months of installation of the correct meters.