

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2014-15 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

Sl. No.	Type of complaints	CESU				NESCO Utility				WESCO Utility				SOUTHCO Utility			
		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 31.03.15	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 31.03.15	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 31.03.15	Total no. of complaints resolved.		No. of complaint which could not be resolved by 31.03.15	
			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.)	162836	162836	0	0	3449	3403	0	46	13911	13911	0	0	68250	68250	0	
	Rural (within 24 hrs.)	95509	95509	0	0	9591	9403	0	188	23541	23541	0	0	97947	97947	0	
2	Line Breakdowns:																
	Urban(within 12 hrs.)	9849	9849	0	0	642	635	0	7	800	800	0	0	3164	3164	0	
	Rural (within 24 hrs.)	12122	12122	0	0	1758	1699	0	59	2014	2011	2	1	10676	10676	0	
3	Major Breakdowns:																
	Urban(within 24 hrs.)	165	165	0	0	143	135	0	8	389	388	0	1	280	280	0	
	Rural (within 48 hrs.)	811	811	0	0	665	635	0	30	1467	1467	2	-2	1732	1732	0	
4	Distribution Transformer Failure:																
	Urban(within 24 hrs.)	540	540	0	0	639	633	0	6	1331	1331	0	0	223	223	0	
	Rural (within 48 hrs.)	2208	2208	0	0	1389	1333	0	56	943	942	1	0	816	816	0	
5	Voltage beyond prescribed limit									41733	41724	5	4				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	
ii)	Cases where expansion/enhancement is involved																
a)	For cases upto 11 KV (to be resolved within 120 days)	0	0	0	0	0	0	0	0	0	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	
6	Complaints about meter:																
	Inspection & checking correctness of meter within 7 working days	26032	25901	131	0	8674	7742	0	932	9453	9452	0	1	25098	25098	0	
	Replacement of slow, creeping or stuck up meters within 30 working days	21813	21643	170	0	34472	31469	0	3003	17253	17252	1	0	11498	11498	0	
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	20415	20408	7	0	1011	1005	0	6	6758	6753	2	3	1133	1133	0	
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	23726	23717	9	0	10717	10038	0	679	8269	8267	2	0	3352	3352	0	
7	Application for new connection/ additional load:												0				
i)	Release of supply (connection feasibility from existing network)					48311	46063	0	2248	144977	144977	0	0				
a)	Within 1 month if no extension required.	145929	145929	0	0	54067	52397	0	1670	144977	144977	0	0	124585	124585	0	

