

ODISHA ELECTRICITY REGULATORY COMMISSION

PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2014-15 AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT

ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:

LICENSEES	Period	CESU		NESCO		WESCO		SOUTHCO	
		For the year 14-15	For the year 14-15	For the year 14-15	For the year 14-15	For the year 14-15	For the year 14-15		
Achievement in % of the licensees in the following service area	Minimum % target fixed by the Commission								
Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00	100.00	99.99	100.00				
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	99.74	100.00				
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	99.73	100.00				
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	99.77	98.09	100.00				
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	100.00	99.64	100.00				
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	100.00	99.78	97.09	100.00				
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM	90	100.00	--	--	--				
No. of hourly measurement in which the supply frequency went beyond $\pm 3\%$	--	--	--	--	--				
No. of cases in which voltage at the point of commencement of supply exceeded 3% of the voltage limits fixed under I.E. Rules, 1956									
EHT		--	--	--	--				
HT		--	--	--	--				
LT		--	--	--	--				
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	92	--	90	100.00				
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	10	0.75	0.1	0.1				
No. of faulty/defective meters as a percentage of total no. of existing meters	5	10	19	5	12				
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)		109	219	27	164				
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		59	43	21	154				
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		3366	2820	642	5275				
No. of accident cases		13-14	14-15	13-14	14-15	13-14	14-15	13-14	14-15
Fatal Human		21	19	09	12	12	21	36	29
Fatal Animal		17	14	07	05	09	13	26	33
Non-fatal Human		27	14	06	07	07	15	20	17
Non-fatal Animal		02	06	02	05	0	0	0	02

Note:

1. The information on Guaranteed Standards of Performance is available in the OERC website: www.orierc.org and in respective websites of the Distribution Licensees i.e. www.cesoorissa.com for CESU, www.nescoorissa.com for NESCO Utility, southoorissa.com for SOUTHCO Utility and wesoorissa.com for WESCO Utility.

2. The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit and is not based on any independent audit carried out by the Commission.

3. Members of the public may furnish their comments on the above data to the Commission.

Issued by OERC in Public interest.