

# ORISSA ELECTRICITY REGULATORY COMMISSION

## PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ORISSA DURING 2008-09 BASED ON THE DATA FURNISHED THROUGH AFFIDAVIT

### 1 ACHIEVEMENT ON GUARANTEED STANDARDS OF PERFORMANCE :

Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	NESCO		No. of complaint which could not be resolved by 31.03.09
			Total no. of complaints resolved		
			Within specified time	Beyond specified time	
1	<b>Normal Fuse-off:</b>				
	Urban(within 6 hrs.)	23719	23712	0	7
	Rural (within 24 hrs.)	33796	33781	0	15
2	<b>Line Breakdowns:</b>				
	Urban(within 12 hrs.)	2423	2421	0	2
	Rural (within 24 hrs.)	4022	4013	0	9
3	<b>Major Breakdowns:</b>				
	Urban(within 24 hrs.)	476	476	0	0
	Rural (within 48 hrs.)	944	942	0	2
4	<b>Distribution Transformer Failure:</b>				
	Urban(within 24 hrs.)	757	756	0	1
	Rural (within 48 hrs.)	1163	1150	0	13
5	<b>Voltage beyond prescribed limit</b>				
i)	Cases where no expansion/enhancement of network is involved (to be resolved within 15 days)	868	861	0	7
ii)	Cases where expansion/enhancement is involved				
a)	For cases upto 11 KV (to be resolved within 120 days)	0	0	0	0
b)	For cases beyond 11 KV & upto 33 KV (to be resolved within 180 days)	0	0	0	0
6	<b>Complaints about meter:</b>				
	Inspection & checking correctness of meter within 7 working days	25161	25152	0	9
	Replacement of slow, creeping or stuck up meters within 30 working days	11978	11973	0	5
	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	3872	3869	0	3
	Replacement of burnt meters in all other cases within 15 days of payment by the consumer	2283	2280	0	3