	TP WESTERN ODISHA DIS	TRIBUTION LI	MITED
	OVERALL STANDARD OF PERFO	DRMANCE FOR FY	21-22
Sl.No	LICENSEES	Period	TPWODL 2021-2022
	Achievement % of the licensees in the following service area	Minimum % target fixed by Hon'ble Commission	2021-2022
1	Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00
2	Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00
3	Restoration of line breakdown within 12 hrs. of receiving the complaint in urban areas	95	100.00
4	Restoration of line breakdown within 24 hrs. of receiving the complaint in rural areas	95	100.00
5	Replacement of Distribution Transformer within 24hrs. of receiving the complaint in urban areas	95	100.00
6	Replacement of Distribution Transformer within 48hrs. of receiving the complaint in rural areas	95	100.00
7	Completing the work within 12hrs. of the scheduled outage before 5PM/6PM	90	100.00
8*	No. of hourly measurement in which the supply frequency went beyond <u>+</u> 3%		,
9*	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		

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Rectification of street light fault	Likortia	DISHA DISTR	TP WESTERN OF	
complaint	90 YUROR 3340A	90	CONTRALL STARMA	
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.1	FICENS	
No. of faulty meters prepared as a percentage of total no. of existing meters	gd bright fag 5 old t rrokelims	5 15 93 10	n to at manesverito A. Ness gravolicite di al.	
Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)	OR .	600.00	Rectification of fust in the second of the second of the second of fust in the second of	
Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)	96	66.00	24 hrs. of resolving the life runs) sectors of resolving the life life life life life life life lif	
Total duration in Hr of each 1 kW connected load (SAIDI)		424.02	ntoscio al mantgaso l	
No.of accident cases	Fa	the getting	Barry P. H. Blad	
Fatal Human	V - 7 M (1 - 1)	2	s team in zorstgawy)	
Fatal Animal		53	Naph coment of Diam	
Non-fatal Human	100	16	Tagastorper within 8	
Non-fatal animal		ns 0 i e in	H bines up grivings	
	within 6 hrs. of receiving the complaint No. of faulty bills prepared as a percentage of total no. of bills issued No. of faulty meters prepared as a percentage of total no. of existing meters Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI) Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI) Total duration in Hr of each 1 kW connected load (SAIDI) No.of accident cases Fatal Human Fatal Animal Non-fatal Human	within 6 hrs. of receiving the complaint No. of faulty bills prepared as a percentage of total no. of bills issued No. of faulty meters prepared as a percentage of total no. of existing meters Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI) Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI) Total duration in Hr of each 1 kW connected load (SAIDI) No.of accident cases Fatal Human Fatal Animal Non-fatal Human	within 6 hrs. of receiving the complaint No. of faulty bills prepared as a percentage of total no. of bills issued No. of faulty meters prepared as a percentage of total no. of existing meters Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI) Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI) Total duration in Hr of each 1 kW connected load (SAIDI) No.of accident cases Fatal Human Fatal Animal Non-fatal Human 16	within 6 hrs. of receiving the complaint No. of faulty bills prepared as a percentage of total no. of bills issued No. of faulty meters prepared as a percentage of total no. of existing meters Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI) Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI) Total duration in Hr of each 1 kW connected load (SAIDI) No.of accident cases Fatal Human Fatal Animal Non-fatal Human 16

^{*} The records are available at 132KV & 220 KV grid S/S.We are not able to furnish the data as it is not available with us.

	TP WESTERN ODISH	IA DISTRIBUTI	ON LIMIT	ED	
	OVERALL STANDARD OF PERFORI	MANCE FOR QUAR	TER 1 (APR-J	UNE)2021	
Sl.No	LICENSEES		TPWODL		
		Period	April-21	May-21	June-21
	Achievement % of the licensees in the following service area	Minimum % target fixed by Hon'ble Commission			
1	Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00	100.00	100.00
2	Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	100.00
3	Restoration of line breakdown within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
4	Restoration of line breakdown within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
5	Replacement of Distribution Transformer within 24hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
6	Replacement of Distribution Transformer within 48hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
7	Completing the work within 12hrs. of the scheduled outage before 5PM/6PM	90	100.00	100.00	100.00
8*	No. of hourly measurement in which the supply frequency went beyond <u>+</u> 3%				
9*	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				
10	Rectification of street light fault within 6 hrs. of receiving the complaint	90	90	90	90

	No. of faulty bills prepared as a	u ameioo y	FARSARS.	1	
11	percentage of total no. of bills issued	0.1	0.1	0.1	0.1
12	No. of faulty meters prepared as a percentage of total no. of existing meters	5	5	5	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)		isi sili to 38 dayra galw	117.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)			18.00	H
15	Total duration in Hr of each 1 kW connected load (SAIDI)	AS nieline	Still p Hauti	90.560	1
166.69	No.of accident cases	ni rah	iduos embi	ns, of recessor	1 5
	Fatal Human			0	T
16	Fatal Animal	and was	dokosed stal	24	3
90,001	Non-fatal Human	4 (1) (a) (a) (b)	MAC SALL SALLY	6	4
	Non-fatal animal			0	N.

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Non-fatal animal 0

* The records are available at 132KV & 220 KV grid S/S.We are not able to furnish the data as it is not available with us.

	TP WESTERN ODISHA	DISTRIBUTIO	N LIMITE	D	
	OVERALL STANDARD PERFORMA	NCE FOR QUARTER	R 2 (JULY-SEP	T)2021	
Sl.No	LICENSEES		TPWODL		
		Period	July-21	Aug-21	Sept-21
	Achievement % of the licensees in the following service area	Minimum % target fixed by Hon'ble Commission			
1	Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00	100.00	100.00
2	Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	100.00
3	Restoration of line breakdown within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
4	Restoration of line breakdown within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
5	Replacement of Distribution Transformer within 24hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
6	Replacement of Distribution Transformer within 48hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
7	Completing the work within 12hrs. of the scheduled outage before 5PM/6PM	90	100.00	100.00	100.00
8*	No. of hourly measurement in which the supply frequency went beyond <u>+</u> 3%				
9*	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	v			
	EHT HT				
10	LT Rectification of street light fault within 6 hrs. of receiving the complaint	90	90	90	90

11	No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.1	0.1	0.1
	No. of faulty meters prepared as a	and present per law estimates	EBS HIDL		un i
12	percentage of total no. of existing meters	5	5	5	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)	censeas in 1	deni ko 22 ma	190.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)	ð airlifw ti		20.20	
15	Total duration in Hr of each 1 kW connected load (SAIDI)	#S malify lie		122.57	
DANE	No.of accident cases	Per Arricha	a see an ann	NACELIN CE	1 =
	Fatal Human			2	4
16	Fatal Animal	DIRTUM SHIP	alsentend to	24	il.
	Non-fatal Human	1 et mister	en extresion	5	1 3
_	Non-fatal animal		British His	0	

 $^{^*}$ The records are available at 132KV & 220 KV grid S/S.We are not able to furnish the data as it is not available with us.

TP WESTERN ODISHA DISTRIBUTION LIMITED

OVERALL STANDARD OF PERFORMANCE FOR QUARTER 3 (OCT-DEC)2021

Sl.No	LICENSEES		TPWODL		
		Period	Oct-21	Nov-21	Dec-21
	Achievement % of the licensees in the following service area	Minimum % target fixed by Hon'ble Commission			
1	Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas	90	100.00	100.00	100.00
2	Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	100.00
3	Restoration of line breakdown within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
4	Restoration of line breakdown within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
5	Replacement of Distribution Transformer within 24hrs. of receiving the complaint in urban areas	95	100.00	100.00	100.00
6	Replacement of Distribution Transformer within 48hrs. of receiving the complaint in rural areas	95	100.00	100.00	100.00
7	Completing the work within 12hrs. of the scheduled outage before 5PM/6PM	90	100.00	100.00	100.00
8*	No. of hourly measurement in which the supply frequency went beyond <u>+</u> 3%				
9*	No. of cases in which voltage at the point of commencement of supply exceeded 3% of the voltage limits fixed under I.E. EHT HT LT				

10	Rectification of street light fault within 6 hrs. of receiving the complaint	90	90	90	90
11	No. of faulty bills prepared as a percentage of total no. of bills issued	borraq or 0.1 days	0.1	0.1	0.1
12	No. of faulty meters prepared as a percentage of total no. of existing meters	eldinoH nga 5mmo3	5	sens selvent	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)	0.0	g the	154.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)	Ze.	kdown	15.74	eni mie lo nolts leid si mie mie
15	Total duration in Hrs. of each 1 kW connected load (SAIDI)		H.	109.15	
16	No.of accident cases Fatal Human		1 20172 (211	0	174 114
16	Fatal Animal Non-fatal Human Non-fatal animal		1	2 2 0	Patricipani

^{*} The records are available at 132KV & 220 KV grid S/S.We are not able to furnish the data as it is not available with us.

TP WESTERN ODISHA DISTRIBUTION LIMITED

OVERALL STANDARD OF PERFORMANCE FOR QUARTER 4(JAN-MAR)2022

Sl.No	LICENSEES		TPWODL		
		Period	Jan-22	Feb-22	Mar-22
		Minimum %			
	Achievement % of the licensees	target fixed by			
	in the following service area	Hon'ble			,
		Commission			
	Rectification of fuse-off call				400.00
1	within 6 hrs. of receiving the	90	100.00	100.00	100.00
	complaint in urban areas				
	Rectification of fuse-off call				
2	within 24 hrs. of receiving the	90	100.00	100.00	100.00
	complaint in rural areas				
	Restoration of line breakdown				
3	within 12 hrs. of receiving the	95	100.00	100.00	100.00
	complaint in urban areas				
	Restoration of line breakdown				465
4	within 24 hrs. of receiving the	95	100.00	100.00	100.00
	complaint in rural areas				
	Replacement of Distribution				
5	Transformer within 24hrs. of	95	100.00	100.00	100.00
3	receiving the complaint in urban	18			
	areas)
	eplacement of Distribution				
6	Transformer within 48hrs. of	95 10	100.00	100.00	100.00
Ů	receiving the complaint in rural		100.00		100.00
	areas				
	Completing the work within				
7	12hrs. of the scheduled outage	90	100.00	100.00	100.00
·	before 5PM/6PM				
,	No. of hourly measurement in				
8*	which the supply frequency went				
	beyond ± 3%				
	No. of cases in which voltage at				
	the point of commencement of				
	supply exceeded 3% of the				
^*	voltage limits fixed under I.E.				
9*	Rules,1956				
	FUT				
	EHT				
	HT				
	Destification of street light fault				
10	Rectification of street light fault	00	00	90	90
10	within 6 hrs. of receiving the	90	90	90	90
	complaint				

11	No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.1	0.1	0.1
12	No. of faulty meters prepared as a percentage of total no. of existing meters	5 5 15 13 13 13 13 13 13 13 13 13 13 13 13 13	5	5	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)	For Used my Road Use Por Use Commission	soverge soves	139.00	inversari the folio
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)	69	12.05		ewi 6 m general deathan en 51 m
15	Total duration in Hr of each 1 kW connected load (SAIDI)		i i nwdx	101.740	of tolsic
	No.of accident cases	38. 3	grid g	aivieceivia.	end Eil ne
	Fatal Human			to to Orday	ni misin
16	Fatal Animal	i 1	- awat	165 G 3 m 1 kg	PENDENO
	Non-fatal Human	(EE)	g the	nive 31 to	ewi As no
	Non-fatal animal		•		(t) 5 (E) 7

^{*} The records are available at 132KV & 220 KV grid S/S.We are not able to furnish the data as it is not available with us.