

TP WESTERN ODISHA DISTRIBUTION LIMITED			
OVERALL STANDARD OF PERFORMANCE 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	
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 + 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		

10	Rectification of street light fault within 6 hrs. of receiving the complaint	90	90
11	No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.1
12	No. of faulty meters prepared as a percentage of total no. of existing meters	5	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)		600.00
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)		66.00
15	Total duration in Hr of each 1 kW connected load (SAIDI)		424.02
16	No.of accident cases		
	Fatal Human		2
	Fatal Animal		53
	Non-fatal Human		16
	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 DISTRIBUTION LIMITED					
OVERALL STANDARD OF PERFORMANCE FOR QUARTER 1 (APR-JUNE)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 \pm 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				
10	Rectification of street light fault within 6 hrs. of receiving the complaint	90	90	90	90

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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	5	5
13	Total no. of interruption each lasting more than 5 minutes faced by 1 kW connected load (SAIFI)			117.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)			18.00	
15	Total duration in Hr of each 1 kW connected load (SAIDI)			90.560	
16	No.of accident cases				
	Fatal Human			0	
	Fatal Animal			24	
	Non-fatal Human			6	
	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 DISTRIBUTION LIMITED

OVERALL STANDARD PERFORMANCE FOR QUARTER 2 (JULY-SEPT)2021

Sl.No	LICENSEES	Period	TPWODL 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 $\pm 3\%$				
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				
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	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)			190.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)			20.20	
15	Total duration in Hr of each 1 kW connected load (SAIDI)			122.57	
16	No.of accident cases				
	Fatal Human			2	
	Fatal Animal			24	
	Non-fatal Human			5	
	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 DISTRIBUTION LIMITED

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

Sl.No	LICENSEES	Period	TPWODL		
			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 $\pm 3\%$				
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	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)			154.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)			15.74	
15	Total duration in Hrs. of each 1 kW connected load (SAIDI)			109.15	
16	No.of accident cases				
	Fatal Human			0	
	Fatal Animal			2	
	Non-fatal Human			2	
	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 DISTRIBUTION LIMITED

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

Sl.No	LICENSEES	Period	TPWODL		
			Jan-22	Feb-22	Mar-22
	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 + 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				
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	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)			139.00	
14	Total no. of interruption each lasting less than 5 minutes faced by 1 kW connected load (MAIFI)			12.05	
15	Total duration in Hr of each 1 kW connected load (SAIDI)			101.740	
16	No. of accident cases				
	Fatal Human			0	
	Fatal Animal			3	
	Non-fatal Human			3	
	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.