



Southern Electricity Supply Company of Orissa Limited.
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Ref: 9577

Date: 14.7.08

To:

The Secretary,
OERC, Bidyut Niyamak Bhawan,
Unit-VIII, Bhubaneswar

Sub: Submission of yearly Report of Guaranteed Standard of performance (Schedule-I) and overall Standard of performance Schedule-II) for the year 2007-08.

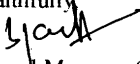
Ref: Your office L.No:OERC/Engg-14/2005 (ViI-IV) 1354 Dt: 21.06.08

Sir,

In inviting reference to the subject cited above, the yearly Report of Guaranteed Standard of Performance (Schedule-I) and overall standard of performance Schedule-II for the year 2007-08 are submitted herewith for your kind information

- Enclosed. 1. Schedule-I for the F.Y. 2007-08
2. Schedule-II for the F.Y. 2007-08

Thanking You
Yours faithfully


Dy. General Manager (Comm.)
Southco, Berhampur

**BEFORE THE ORISSA ELECTRICITY REGULATORY COMMISSION,
BIDYUT NIYAMAK BHAWAN, KALYANI COMPLEX, UNIT-VIII,
BHUBANESWAR**

IN THE MATTER OF

Publication of Annual achievement by SOUTHCO of Guaranteed Performance and over all performance for the Year 2007-08.

and

IN THE MATTER OF

Letter no. OERC/Engg.-14/2005(Vol-IV)/1354 dt.21.06.2008 of Hon'ble OERC.

And

IN THE MATTER OF

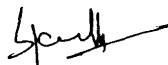
Southern Electricity Supply Company of Orissa Limited (SOUTHCO)
Regd. Office Plot No. 123, Sector-A, Zone-A, Mancheswar Industrial Estate,
Bhubaneswar.

MOST RESPECTFULLY SHEWETH:

1. The Petitioner is a Distribution Company in the State of Orissa registered under the provisions of the Companies Act, 1956 and is inter alia a Distribution and Retail Supply Licensee in the Southern part in the State of Orissa.
2. That, the information sought for vide Letter no. OERC/Engg.-14/2005 (Vol -IV)/1354 dt.21.06.2008 of Hon'ble OERC regarding Annual Guaranteed and over all Standard of performance for the year 2007-08 in the prescribed format is attached as Annexure-1.

PRAYER

In view of the above, SOUTHCO humbly submits before the Hon'ble Commission that the delay in submission of the above information may kindly be condoned.



**By the Applicant
Through its DGM(Commerce)**

GUARANTEED STANDARDS OF PERFORMANCE (SCHEDULE 1)
 TABLE OF THE LICENSEE - EQUUSCO, BERHAMPUR
 FOR THE YEAR 2007-08

Sl. No	Type of complaint	Specified Period	Opening balance of complaints / cases pending since last month	Complaints cases received during the month	Total complaints to be resolved during the month	Complaints / cases resolved with in the month		Complaints not at all resolved	No. of cases / complaints liable for compensation		Compensation amount due / paid (Rs.)				Reason of delay in payment / remedial action thereof (Details if any submitted separately)
						Within specified time of Col-3	Beyond specified time of Col-3		Liability arising automatically	Liability arising out of claim made by the consumer	Automatic cases		Cases arising out of consumer claiming it		
											Due	Paid	Due	Paid	
1	2	3	4	5	6=4+5	7	8	9=6+(7-8)	10	11	12	13	14	15	16
1 RESTORATION OF POWER SUPPLY															
1.1	Response to inform	4 Hrs													
1.2	Restoration of Normal Fuse off														
	In Towns / Cities	6 Hrs	C	75354	75354	75075	279	0							
	Rural	24 Hrs	D	76202	76202	75790	412	0							
1.3	Restoration of Line breakdown														
(a)	In Towns / Cities	12 Hrs	0	4214	4214	4200	14	0							
	Rural	24 Hrs	0	7485	7485	7467	18	0							
(b)	Restoration of Major Breakdowns														
	In Towns / Cities	24 Hrs	0	401	401	395	6	0							
	Rural	48 Hrs	0	870	870	859	11	0							
1.4	Detraction of Transformer Failure														
	In Towns / Cities	24 Hrs	0	288	288	286	2	0							
	Rural	48 Hrs	0	806	806	757	49	0							
1.5	Scheduled outage should not exceed 12 hrs in a day.	12 Hrs													
II QUALITY OF SUPPLY															
1 Voltage variation															
(i) The Licensee shall maintain the voltage															
a) in case of Low / Medium Voltage +5% & -6%															
b) in case of High Voltage +6% & -9%															
c) in case of Extra High Voltage +10% & -12.5%															
(ii) On receipt of a voltage variation complaint the Licensee shall															
a) Improve the voltage variation within 15 days if original complaint if no expansion/enhancement of network is involved															
b) (i) Resolve the complaint within 120 days, in case of upto 11 KV															
(ii) Resolve the complaint within 180 day, in case of upto 33KV															
c) If it is beyond its control (Due to transmission system), intimate the consumer within 7 Days															
2.2 Harmonics															

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GUARANTEED STANDARDS OF PERFORMANCE (SCHEDULE II)
NAME OF THE LICENSEE: SOUTHCO BERDAMPUS
FOR THE YEAR 2007-08

Sl. No.	Type of complaint	Specified Period	Opening balance of complaints / cases pending since last month	Complaints cases received during the month	Total complaints to be resolved during the month	Complaints / cases resolved within in the month		Complaints not if all resolved	No. of cases / complaints liable for compensation		Compensation amount due / paid (Rs.)				Reason of an Delay in pay-remedial a thereof (Det any autom separate
						Within specified time of Col-3	Beyond specified time of col-3		Liability arising automatically	Liability arising out of claim made by the consumers	Automatic cases		Cases arising out of consumer claiming it		
											Due	Paid	Due	Paid	
2.3	Complaints about meter	Not to be specified													
(i)	The Licensee shall inspect the no of meters & correctness to be checked-up within 7 working days of receiving complaints	7 days	0	24303	24303	23466	833	4							
(ii)	No. of replacement of Slow, Creeping or struck meters after 30 working days of receiving the complaints	30 working days	18	12889	12907	11944	963	0							
(iii)	No. of replacement of Slow, Creeping or struck meters after 30 working days of removal of the meter	30 working days	0	2953	2953	2697	256	0							
(iv)	No. of replacement of burnt meters in all other cases/Within 15 days of receiving the payment from consumers)	15 days	0	875	875	857	18	0							
III APPLICATION FOR NEW CONNECTION / ADDITIONAL LOAD															
3.1	For 250V/600V Supplies														
(a)	Low tension including agriculture/Within 3 days of receipt of application for the purpose of inspection of premises & location of point of supply	3days	43	38347	38390	34039	2342	9							
(b)	Low tension including agriculture/ Estimated cost & security deposit charges to be intimated within one week after the point of supply is settled	one week	0	34436	34436	32492	1944	0							
3.2	For HT supply upto 33KV														
(a)	(i) Responding whether the connection is feasible or not within 21 days	21 working days	0	35	35	35	0	0							
(ii)	Within 60 working days of notifying feasibility of supply intimate the consumer estimated charges etc	60 working days	0	37	37	37	0	0							
(b)	EIT-within 30working days intimate consumer regarding feasibility	30working days	0	0	0	0	0	0							
(c)	Total connections provided within the estimated time after deposits of estimated charges, submission of last reports by consumers	Estimated time													
3.3	Where no extension or commissioning of new substation is required, the licensee shall give supply within one moth	one month	0	34278	34278	32332	1944	0							

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**GUARANTEED STANDARDS OF PERFORMANCE (SCHEDULE 1)
NAME OF THE LICENSEE - BOUTINO, BERNARDINO
FOR THE YEAR 2021-22**

Sl. No	Type of complaint	Specified Period	Opening balance of complaints / cases pending since last month	Complaints cases received during the month	Total complaints to be resolved during the month	Complaints / cases resolved within the month		Complaints not at all resolved	No. of cases / complaints liable for compensation		Compensation amount due / paid (Rs.)				Reason of an int. Delay in paym int remedial action thereof (Detail any submitted separately)
						Within specified time of Col-6	Beyond specified time of Col-6		Liability arising automatically	Liability arising out of claim made by the consumer	Automatic cases		Cases arising out of consumer claiming it		
						Due	Paid				Due	Paid			
3.4	Where power supply requires extension of distribution mains														
(a)	(i) Low tension including agriculture within 30days from the date of payment of required security		0	80	80	80	0	0							
	(ii) HT (11KV) within 60days	60days	0	15	15	15	0	0							
	(iii) HT (33KV) within 90days	90days	0	0	0	0	0	0							
	(iv) EHT within 90days														
(b)	Where erection of substation required for release of supply														
	(i) Low tension, including agriculture		0	80	80	80	0	0							
	(ii) HT (11KV)	Estimated time	0	17	17	17	0	0							
	(iii) HT (33KV)	Estimated time	0	1	1	1	0	0							
	(iv) EHT within 90days														
IV	OTHER SERVICES														
4	The transfer of ownership within 15days of receipt of application	15days	2	180	182	180	2	0							
a)	Change of category	15days	2	394	396	389	7	0							
b)	Conversion from LT 1-Ph to 3-Ph & Vice-Versa within 30days from the date of payment of necessary charges	30days	0	39	39	39	0	0							
c)	Conversion from LT 1-Ph to 11kv & Vice-Versa within 90days from the date of payment of necessary charges by the consumer	90days	0	4	4	4	0	0							
d)	Conversion from LT 1ph to 33kv & vice-versa within 90 days from the date of payment of necessary charges by the consumer	90days	0	0	0	0	0	0							
e)															
V	COMPLAINTS ABOUT CONSUMER BILLS														
5.1	The Licensee shall resolve the complaints regarding erroneous bills within 30 days of its receipt	30 Days	7	9550	9597	9332	214	51							
(i)															
5.2	Reconnection of supply following disconnection due to non-payment of bills														
(i)	The Licensee shall restore power supply to a consumer within 4 working hours of receipt of production of proof of payment by the consumer.	4 Hours	0	16156	16156	15257	880	19							

DATE OF APPROVAL
12-1-2022

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A.P. (Comm)

**(OERC GUIDELINE/PART B/SECTION II)
 OVERALL STANDARD OF PERFORMANCE (SCHEDULE-II)
 NAME OF THE LICENSEE - SOUTHCO
 FOR THE YEAR 2007-08**

SL.No	Item of OERC overall Performance standard	Minimum Standard	No. of complaint received	No. of complaint attended in time.	% of achievement	Remark
SOUTHCO TOTAL						
1	Normal fuse off - Licensee shall maintain the fuse off call rectified with in					
	a) 6 hours in Urban areas	90% of cases	75354	75075	100%	
	b) 24 hours in Rural areas	90% of cases	76202	75790	99%	
2	Line breakdown - The Licensee shall ensure restoration within					
	a) 12 hours in Urban areas	95%	4214	4200	100%	
	b) 24 hours in Rural areas	95%	7485	7467	100%	
3	Replacement of Distribution transformer					
	a) Town/City - 24 hours	95%	288	286	99%	
	b) Rural - 48 hours	95%	806	757	94%	
4	Schedule Outage (As per 1.5 of Schedule 1)	90%				
5 (A)	Total no of interupption each lasting more than 5minutes faced by 1KW connected load		Enclosed Format			
(B)	Total no of interupption each lasting less than 5minutes faced by 1KW connected load					
(C)	Total duration of interupption in minutes each 1KW connected load					
6	Licensee shall active of normal frequency	±3				
7	Licensee shall ensure voltage unbalance at point of commencement of supply					
	EHT.....(+10 to -12%)	3%				
	HT.....(+6 to -9%)	3%				
	LT.....(+6)	3%				
8	Licensee shall rectify Street light points with in 6 hours.	90%	166	157	95%	
9	Licensee shall prepare the Bills not more than mistakes	0.1%	7561	7393	2%	
10	Faulty meters -Maintain the % of defective meters to the total working of meters.	5%	522781	487332	7%	Working Meters 93%
11	The licensee shall endeavor to minimize electrical accidents in the distribution system. Increase or decrease in number of electrical accidents compared over a period of time will be an indicator of the licensee performance.	Fatal Human	16	16		
		Fatal Animal	10	10		
		Non fatal Human	16	16		
		Non fatal Animal	0	0		

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 2007-08

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SOUTHCO

SAIFI, SAIDI, MAIFI FOR THE YEAR 2007-08

1st Qr 04 to 06 of 2007	SAIFI	Ai x Ni/Nt	46	Nos./KW
	SAIDI	Bi x Ni/Nt	1569	Minutes/KW
	MAIFI	Ci x Ni/Nt	32	Nos./KW

2nd Qr 07 to 09 of 2007	SAIFI	Ai x Ni/Nt	43	Nos./KW
	SAIDI	Bi x Ni/Nt	1502	Minutes/KW
	MAIFI	Ci x Ni/Nt	30	Nos./KW

3rd Qr 07 to 09 of 2007	SAIFI	Ai x Ni/Nt	39	Nos./KW
	SAIDI	Bi x Ni/Nt	1208	Minutes/KW
	MAIFI	Ci x Ni/Nt	26	Nos./KW

4th Qr 07 to 09 of 2007	SAIFI	Ai x Ni/Nt	32	Nos./KW
	SAIDI	Bi x Ni/Nt	1299	Minutes/KW
	MAIFI	Ci x Ni/Nt	21	Nos./KW

for the year 2007-08	SAIFI	Ai x Ni/Nt	160	Nos./KW
	SAIDI	Bi x Ni/Nt	5578	Minutes/KW
	MAIFI	Ci x Ni/Nt	109	Nos./KW

PART OF AFFIDAVIT
 M-L-D
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 NOTARY

ABB (CONF)

