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ODISHA ELECTRICITY REGULATORY COMMISSION

ANNUAL REPORT ବାର୍ଷିକ ବିବରଣୀ 2018-19



ANNUAL REPORT 2018-19



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ODISHA ELECTRICITY REGULATORY COMMISSION

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ODISHA ELECTRICITY REGULATORY COMMISSION

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MISSION STATEMENT

The Odisha Electricity Regulatory Commission (OERC) is committed to fulfill its mandate for creating an efficient and economically viable electricity industry in the State. It balances the interests of all stakeholders while fulfilling its primary responsibility to ensure safe and reliable supply of power at reasonable rates. It is guided by the principles of good governance such as transparency, accountability, predictability, equitability and participation in discharge of its functions. It safeguards the interests of the State while giving a fair deal to the consumers.

2. PROFILES OF CHAIRPERSON & MEMBERS

Sri Upendra Nath Behera, Chairperson, OERC



Sri Upendra Nath Behera is an officer of the Indian Administrative Service of 1983 batch of Odisha cadre. An Engineering Graduate from IIT, Kharagpur, he has 34 years of valuable experience in the IAS. He had spent initial seven years in the District Administration supervising various development programmes. Subsequently, as Managing Directors of Odisha State Co-operative Milk Producers' Federation (OMFED) and Odisha State Co-operative Oilseed Growers' Federation (Oil Odisha) he had been actively involved in organising farmer co-operatives and promotion of production, processing and marketing of milk, milk products and edible oil. Under his stewardship Odisha State Oilseed Growers' Federation won the best productivity award from the National Productivity Council consecutively for two years i.e. 1991-92 and 1992-93.

He had worked in the industries sector as Managing Directors of IDCO and IPICOL primarily for promotion of industries, financing of small and medium industries and creation of industrial infrastructure for the State of Odisha. During his tenure as Managing Director the Odisha Industrial Infrastructure Development Corporation (IDCO) obtained ISO-9001 certification (1996) for quality standards and ISO-14001 certification (1998) for environmental standards. He also worked as Chief Executives of Odisha Renewable Energy Development Agency (OREDA) and Odisha Computer Application Centre (OCAC). Sri Behera played a key role in formation of Odisha State Disaster

Management Authority (OSDMA), the first of its kind in the country immediately after the Odisha super cyclone of 1999 and was its first Managing Director.

He worked in Government of India for seven years between 2002 and 2009 in the Ministries of Steel, Science & Technology (Biotechnology) and Urban Development (DDA). During his tenure as Joint Secretary in the Department of Biotechnology, he also held the charge of Managing Director of Bharat Immunologicals & Biologicals Corporation (BIBCOL), a Central PSU. In the State Government, he had worked as Secretary in the premier Departments like Home, Finance, Planning & Co-ordination, General Administration, Forest & Environment, Steel & Mines, Excise and Parliamentary Affairs. He was the State Development Commissioner-cum-Additional Chief Secretary for a year. He spent a year as Additional Chief Secretary to Chief Minister, Odisha before joining the Odisha Electricity Regulatory Commission as its Chairperson on the 16th of January, 2017.

He has travelled widely covering almost all the Indian states and about thirty foreign countries.

Sri Aswini Kumar Das, Member

Sri A. K. Das, born on 21st March, 1956 in Kalyanpur village of Jajpur District, graduated in Electrical Engineering from University College of Engineering, VSSUT, Burla) in 1978, completed Masters Degree from University of (now IIT, Roorkee) in 1988 and Masters Degree in Business Administration University. He joined Odisha Service of Electrical Engineers in 1978. After 35 years under Govt. of Odisha, he retired as Engineer-in-Chief (Elect.)-cum-Principal Chief Electrical Inspector in March, 2014 and joined as Member, OERC, Odisha.



Odisha,
Burla (now
Roorkee
from Utkal
serving for

During his tenure under Govt., he contributed to the development of Power Projects of the State like Upper Kolab, Upper Indravati & Rengali Hydro Projects. He had tenure in Industry Deptt., Govt. of Odisha before moving to the Electrical Inspectorate & Works Deptt. and finally retired as EIC (Elect.)-Cum-Principal Chief Electrical Inspector (PCEI).

He visited Japan on Energy Efficiency Activities and has contributed to technical sections in many conferences & seminars and is an active member of the World Energy Council – Indian Member Committee.

Sri Sauri Kant Parhi, Member



Sri Sauri Kant Parhi retired as Air Vice Marshal from Indian Air Force (IAF) on 30 September, 2016 after distinguished service of above 37 years (including period of training). He joined OERC as Member on 4th November, 2016. He belongs to Brahmapur, Odisha. During his illustrious career in IAF, he served in various capacities in the Air Defence and Administrative branches. He was awarded commendation by the Chief of IAF and conferred with Vishist Seva Medal (VSM).

He has done MA (English), M.Sc. in Defence and Strategic Studies and PG Diploma in Business & Marketing Management. He has undergone numerous prestigious inter-services and IAF specific

courses & training i.e. Defensive Service Staff College (Wellington, TN), College of Air Warfare (Secunderabad) National Defence College (New Delhi), etc.

He was a category 'A' Master Fighter Controller who commanded two frontline Air Defence Radar Units, Joint Control and Analysis Centre, Delhi. He was the COO of a frontline Air Defence Direction Centre, a Command Examiner & had been involved in evaluation of Air Defence Security systems in India & abroad. In the field of Administration he worked as the Chief Administrative Officer of front line fighter base, commanded the Garud Commando Training Centre of IAF. As an Air Commodore and Air Vice Marshal he had been the Provost Marshal (Air), Assistant Chief of Air Staff (Security, Vigilances & Discipline) at Air HQ and the Senior Officer Administration at HQ Training Command. Span of his administrative domain included infrastructure development, finance, security, vigilance, HR, medical, legal, welfare, organization, procurements etc.

3. OVERVIEW OF THE COMMISSION

- (1) The Odisha Electricity Reform Act, 1995 (Odisha Act 2 of 1996), in short OER Act, 1995 was enacted for the purpose of restructuring the electricity industry, for rationalization of Generation, Transmission, Distribution and Supply of Electricity, for opening avenues for participation of private sector entrepreneurs and for establishment of a Regulatory Commission for the State, independent of the state government. OER Act, 1995 is the first of its kind in the country. The Electricity Act, 2003 has been modeled mostly on the provisions of the OER Act, 1995.
- (2) An important component of power sector reform is establishment of an independent autonomous Regulator, the Odisha Electricity Regulatory Commission for achievement of objectives enshrined in the OER Act, 1995. It became functional on 01.8.1996 with the joining of its three members, as the pioneer electricity regulators of the country.
- (3) The property, interest in property, rights and liabilities belonging to the erstwhile Odisha State Electricity Board (OSEB) were vested in the State Government as on 1.4.1996. All loans, subventions and obligations of the Board towards the State stood extinguished. The State Government classified the assets, liabilities and proceedings acquired by the State as well as the assets, liabilities and proceedings relating to the undertakings owned by the State Government to (a) Generation Undertaking (b) Transmission Undertaking and those not classified within (a) & (b) to residual assets. The State Government was empowered to vest the Undertakings in GRIDCO & OHPC which the State executed only after upvaluation of assets on the same day and restructured the Balance Sheet of GRIDCO and OHPC.
- (4) The Grid Corporation of Odisha Limited (GRIDCO) was incorporated under Companies Act, 1956 on 20.4.1995. All Transmission and Distribution Undertakings were transferred to GRIDCO on 01.4.1996 with upvalued cost with a restructured Balance Sheet. It was to engage in the business

of procurement, transmission & bulk supply of electric energy apart from planning, co-ordination & load forecast.

- (5) The Odisha Hydro Power Corporation Limited (OHPC) was incorporated under the Companies Act, 1956 on 21.4.1995. All the generating assets of Government as well as OSEB were transferred to OHPC on 01.4.1996. This Corporation takes care of all the operating and ongoing Hydro Power Stations. 49% of the share of the Odisha Power Generation Corporation (OPGC) were disinvested to the US based AES company in January, 1999.
- (6) As a sequel to the passing of the Act, the distribution of power was privatized in Odisha and the management of the four subsidiary companies in charge of distribution in the Central Northern, Southern and Western zones of Odisha, namely CESCO, NESCO, SOUTHCO and WESCO were entrusted to private companies which took over 51% of the shares. GRIDCO became a deemed trading licensee from 10.6.2005. The Odisha Power Transmission Corporation Ltd. (OPTCL) took over intra-state transmission & functions of the State Load Despatch Centre (SLDC) on the same date.
- (7) The Electricity Act, 2003 was enacted by Govt. of India and came into force w.e.f. 10.06.2003. The Electricity Act, 2003 aims to promote competition, protect interest of consumers while supplying electricity to all areas, rationalize electricity tariff, ensure transparent policies regarding subsidies and provide an enabling regulatory environment. Besides allowing private investments in all the segments of the electricity supply chain, the Act provides various measures to introduce competition in the electricity industry. Now, the Chairperson and Members of OERC are appointed under section 82(5) of the Electricity Act, 2003 (No. 36 of 2003) which is a Central Act.
- (8) The OERC completed 23rd year of its operation on 01.08.2019. Since 09.05.2016 the Commission is operating at its New Building at Plot No.4, Chunokoli, Sailashree Vihar, Bhubaneswar – 751 021.

4. FUNCTIONS OF THE STATE COMMISSION

- (1) Section 86 of the Electricity Act, 2003 deals with the functions of the State Commission. As per Section 86(1) the State Commission shall discharge the following functions, namely:-
 - (a) Determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the state.
 - (b) Regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
 - (c) Facilitate intra-State transmission and wheeling of electricity;
 - (d) Issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;

- (e) Promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee;
 - (f) Adjudicate upon the disputes between the licensees and generating companies and to refer any dispute for arbitration;
 - (g) Levy fee for the purpose of this Act;
 - (h) Specify State Grid Code consistent with the Grid Code specified under clause (h) of subsection (1) of Section 79 of the Electricity Act, 2003.
 - (i) Specify or enforce standards with respect to quality, continuity and reliability of service by licensees;
 - (j) Fix the trading margin in the intra-state trading of electricity; if considered, necessary; and
 - (k) Discharge such other functions as may be assigned to it under the Electricity Act, 2003.
- (2) As per Section 86(2) of the Electricity Act, 2003, the State Commission shall advise the State Government on all or any of the following matters, namely:-
- (i) Promotion of competition, efficiency and economy in activities of the electricity industry;
 - (ii) Promotion of investment in electricity industry;
 - (iii) Reorganization and restructuring of electricity industry in the State;
 - (iv) Matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by that Government.
- (3) As per Section 86(3) the State Commission shall ensure transparency while exercising its powers and discharging its functions. Section 86(4) envisages that in discharge of its functions, the State Commission shall be guided by the National Electricity Policy, 2005, National Electricity Plan and Tariff Policy, 2016 published under Subsection(2) of Section 3 of the Electricity Act, 2003.
- (4) Besides, the other provisions of the Electricity Act, 2003 which have a direct bearing on the functioning of the Commission are extracted below for reference.

(a) Section 11 – Directions to generating companies

- (1) The Appropriate Government may specify that a generating company shall, in extraordinary circumstances operate and maintain any generating station in accordance with the directions of that Government. Explanation - For the purposes of this section, the expression “extraordinary circumstances” means circumstances arising out of threat to security of the State, public order or a natural calamity or such other circumstances arising in the public interest.
- (2) The Appropriate Commission may offset the adverse financial impact of the directions referred to in sub-section (1) on any generating company in such manner as it considers appropriate.

(b) Section 23 - Directions to Licensees

If the Appropriate Commission is of the opinion that it is necessary or expedient so to do for maintaining the efficient supply, securing the equitable distribution of electricity and promoting competition, it may, by order, provide for regulating supply, distribution, consumption or use thereof.

(c) Section 37 – Directions by Appropriate Government

The Appropriate Government may issue directions to the Regional Load Despatch Centres or State Load Despatch Centres, as the case may be to take such measures as may be necessary for maintaining smooth and stable transmission and supply of electricity to any region or State.

(d) Section 108 – Directions by State Government

In the discharge of its functions, the State Commission shall be guided by such directions in matters of policy involving public interest as the State Government may give to it in writing. If any question arises as to whether any such direction relates to a matter of policy involving public interest, the decision of the State Government thereon shall be final.

5. ORGANISATIONAL STRUCTURE OF THE COMMISSION

The OERC is a three-member Commission headed by the Chairperson. The Commission has four Divisions namely, Tariff, Engineering, Regulatory Affairs and Secretariat Division. Tariff Division is entrusted upon the responsibilities of assisting the Commission in preparing various Tariffs and/or Commercial Orders based on applications of licensees, generators, consumers, government and other stakeholders. Engineering Division assists the Commission in monitoring technical performance of the Utilities under various technical parameters, including License Conditions and Performance Standards. The Commission is assisted by Regulatory Affairs Division on all legal matters. This Division renders necessary legal advice to the Commission and with help of advocates represents the Commission in various Courts, Fora and Tribunals. The Secretariat Division assists the Commission in day-to-day administrative functioning. It is the repository of the Commission's order and records and carries out all correspondences on behalf of the Commission. This Division authenticates all the orders passed by the Commission. A State Advisory Committee (SAC) is functional and its meetings are held in OERC once in a quarter to discuss various practical issues facing the licensees/consumers/other stakeholders. The Commission benefits by interacting with the Members of the SAC, who represent every corner of the State.

6. ACTIVITIES OF THE COMMISSION

6.1 TARIFF DIVISION

The functions of the State Commission have been specified under Section 86 of Electricity Act, 2003. According to Section 86(1)(a) the Commission determines the Tariff for Generation, Supply, Transmission and wheeling of electricity, wholesale, Bulk or Retail, as the case may be within the State of Odisha. Keeping this in view the Commission obtains and analyses the Annual Revenue Requirements of the licensees and determines charges to be levied on various categories of consumers including those seeking Open Access to the intra-state transmission and distribution

systems. It also undertakes scrutiny of Power Purchase Agreements, approval of MYT, Cost data and Business Plans etc.

While fixing retail tariff for different types of consumers, the Commission is mandated to follow the provisions of the Electricity Act, 2003, Tariff Policy notified on 28.01.2016 and National Electricity Policy notified on 12.02.2005. Sections 61, 62, 65 and 86 of the Electricity Act, 2003 deal with principles and guidelines of tariff fixation. The important parameters for tariff fixation are as follows:-

- (i) The generation, transmission, distribution and supply of electricity should be conducted on commercial principles: Section 61(b) of Electricity Act, 2003.
- (ii) The factors which would encourage competition, efficiency, economical use of the resources, good performance and optimum investments: Section 61(c).
- (iii) Safeguarding the consumers' interests and at the same time recovering the cost of supply of electricity in a reasonable manner: Section 61(d).
- (iv) The principles regarding efficiency in performance: Section 61(e).
- (v) The tariff progressively reflects the cost of supply of electricity and also reduces cross subsidies in the manner specified by the appropriate Commission: Section 61(g).
- (vi) The National Electricity Policy envisages existence of some amount of cross-subsidy. As per para 1.1 of National Electricity Policy, the supply of electricity at reasonable rate to rural India is essential for its overall development. Equally important is availability of reliable and quality power at competitive rates to Indian Industries to make them globally competitive and enable to exploit tremendous potential of employment generation. Similarly, as per Para 5.5.2 of the National Electricity Policy, a minimum level of support may be required to make the electricity affordable for consumers of very poor category. Consumers below poverty line who consume below a specified level, say 30 units per month, may receive special support in terms of Tariff which are cross-subsidized. Tariff for such designated group of consumers will be at least 50% of the "average (overall) cost of supply".
- (vii) Promotion of Co-generation and generation of electricity from renewable sources of energy: Section 61(h).
- (viii) Section 86(1) (e) casts responsibilities on the State Commission to promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee.

6.2 Consumers' Status:

The DISCOM-wise status of category wise consumers and their consumption during the FY 2018-19 is as shown in the table below:

ALL ODISHA CONSUMPTION FOR FY 2018-19 (MU)										
Category	CESU		NESCO		WESCO		SOUTHCO		TOTAL	
	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)
Domestic	2286325	2652.18	1652236	1343.29	1347701	1649.11	1551213	1184.04	6837475	6828.62
Kutir Jyoti	40405	15.09	191477	46.02	259836	62.53	399506	151.03	891224	274.67
LT General(Com)	154153	734.08	77345	284.87	77414	358.64	75172	232.45	384084	1610.04
Agriculture	21018	67.21	23857	90.67	50417	323.80	20848	71.14	116140	552.82
Agro	-	-	1091	18.89	211	5.33	609	9.83	1911	34.05
Allied Agro	-	-	20	0.95	68	2.61	89	0.86	177	4.42
Street Lighting	1398	44.03	811	15.20	1648	34.47	2752	22.77	6609	116.47
PWW	4790	87.39	2957	29.61	3508	43.93	3974	35.72	15229	196.68
Small Industry	7842	41.45	4375	23.97	3877	22.42	2484	12.53	18578	100.37
Medium Industry	2597	119.06	1036	42.25	1380	62.82	1743	59.80	6756	283.93
Specified Pub. Purpose	11673	50.03	7590	24.83	6462	40.94	9782	34.39	35507	150.19
G.P.	-	-	-	-	2	0.02	-	-	2	0.02
Large Industry	-	-	-	-	-	-	-	-	-	-
LT (Total)	2530201	3810.52	1962795	1920.55	1752524	2606.64	2068172	1814.56	8313692	10152.28
HT	2173	1254.65	482	431.34	882	1808.75	392	285.30	3929	3780.04
EHT	30	1245.69	39	2179.03	34	1556.92	15	456.02	118	5437.66
TOTAL	2532404	6310.86	1963316	4530.92	1753440	5972.32	2068579	2555.88	8317739	19369.98

6.3. The important orders passed by the Commission during 2018-19 relating to Tariff are as follows:

- (i) Approval of Annual Revenue Requirement & Generation Tariff of OHPC for FY 2019-20 (Case No. 69 of 2018);
- (ii) Approval of Annual Revenue Requirement & Generation Tariff of OPGC for FY 2019-20 (Case No. 70 of 2018);
- (iii) Approval of Annual Revenue Requirement & Bulk Supply Price of GRIDCO for FY 2019-20 (Case No. 73 of 2018);
- (iv) Approval of Annual Revenue Requirement & Transmission Tariff of OPTCL for FY 2019-20 (Case No. 71 of 2018);
- (v) Approval of ARR and Fees and charges of State Load Dispatch Centre for FY 2019-20 (Case No. 72 of 2018);
- (vi) Approval of Annual Revenue Requirement & Retail Supply Tariff of four DISCOM Utilities for FY 2019-20 (Case Nos. 74, 75, 76 & 77 of 2018);

6.4 As per the Electricity Act, 2003, Section 61, 62, 65, 86, Tariff Policy, 2016 (para8.3.2), National Electricity Policy, 2005 (Para 5.5.2), the Annual Electricity Tariff for the state is determined by Odisha Electricity Regulatory Commission for generation, transmission supply and distribution utilities of the state taking into account their commercial viability & operational efficiency. The OERC balances the interest of all stake holders, while determining the tariff. The OERC, taking into account the proposal filed by the utilities, advice of the State Advisory Committee, opinion of the State govt. and conducting a Public Hearing has passed the Annual Revenue Requirement and

Tariff Order for the FY 2019-20 on 29.03.2019. However the tariff orders of OPGC, OHPC and SLDC shall be effective from 1st April, 2019 and the tariff orders of GRIDCO, OPTCL and DISCOMs shall be effective from 1st June, 2019.

6.5 Highlights of Tariff for FY 2019-20

- (i) The Retail Supply Tariff for FY 2019-20 remains unaltered. There was no tariff rise from 2001-02 to 2009-10, 2014-15, 2016-17 & 2018-19. The tariff rise during 2010-11, 2011-12, 2012-13, 2013-14, 2015-16 and 2017-18 were 22.20%, 19.74%, 11.84%, 2.40%, 4.64% & 1.44% respectively.
- (ii) There is no rise in tariff for Kutir Jyoti (BPL consumers) & agriculture consumer.
- (iii) There is no change in Monthly Minimum Fixed Charge (MMFC) and Demand Charge.
- (iv) There is no change in meter rent.
- (v) No change in transmission charges during 2019-20, remained same as 25 paise per unit as in 2018-19.
- (vi) The Commission has introduced special rebate for the following categories of consumers:
 - The rural LT domestic consumers shall get 5 paise per unit rebate in addition to existing prompt payment rebate who draw their power through correct meter and pay the bill in time.
 - 2% rebate over and above normal rebate shall be allowed on the bill to the LT domestic category of consumers only over and above all the rebates who pay through digital means. This rebate shall be applicable on the current month bill if paid in full.
 - The Educational Institution (Specified Public Purpose) having attached hostel and / or residential colony who draw power through a single meter in HT shall be eligible to be billed 15% of their energy drawal in HT bulk supply domestic category.
 - A Special rebate to the LT single phase consumers in addition to any other rebate he is otherwise eligible for shall be allowed at the end of the financial year (the bill for month of March) if he has paid the bill for all the 12 months of the financial year consistently without fail within due date during the relevant financial year. The amount of rebate shall be equal to the rebate of the month of March for timely payment of bill.
- (vii) Power factor incentive above 97% has been retained.
- (viii) The Commission has not accepted the proposed ARR of DISCOMs of Rs. 11664.33 Cr. and approved an amount of Rs.10443.87 Cr.
- (ix) The Commission has approved the distribution loss of 21.36 % against the proposed distribution loss 23.69% by DISCOMs. Similarly, the Commission has approved AT&C loss of 22.15 % instead of 25.78 % proposed by DISCOMs.
- (x) While rejecting the proposal of DISCOM's proposed AT&C loss, the Commission has approved 22.15% AT&C loss taking into account all efficiency parameters and carrying out the

prudent check on the data/information furnished by DISCOMs. The tariff could have been increased manifold, if the loss proposed by DISCOMs has been accepted.

- (xi) Cross subsidy has remained within $\pm 20\%$ for all categories (LT/HT/EHT).
- (xii) The average cost of supply for DISCOMs has increased from 489.47 Paise/unit in 2018-19 to 499.71 paise/unit in 2019-20.
- (xiii) The average power purchase price of GRIDCO has slightly increased from 259.34 Paise/unit in 2018-19 to 259.88 Paise/unit in 2019-20 against the Gridco's proposal of 266.15 Paise/unit. The Commission has left a gap of Rs. 172.94 crore in the ARR of GRIDCO which will be bridged by GRIDCO through UI & Trading of power.
- (xiv) Average BSP of the State has decreased from 276.66 paise/unit in 2018-19 to 270.47 paise/Unit in 2019-20 against the GRIDCO's proposal of 290.39 paise/unit.
- (xv) Out of average bulk supply price of 270.47 paise /unit of GRIDCO, CESU is required to pay 261.00 paise/unit, NESCO 298.00 paise/unit, WESCO 304.00 paise/unit and SOUTHCO 186.00 paise/unit. All the distribution companies to pay 25 paise/unit as Transmission cost to OPTCL.
- (xvi) Section 61(g) Electricity Act, 2003 read with para 8.3.2 of Tariff Policy, 2016 stipulates that the tariff should be within $\pm 20\%$ of the average cost of supply. Hence, average tariff of any consumer should not be more than 599.65 paise and less than 399.78 paise. With this mandate, the Commission has fixed 406.21 paise in case of LT (-18.71% of average cost of supply of 499.71 paise), 579.38 paise for HT(+15.94% of average cost of supply of 499.71 paise) and 577.21 paise for EHT (+15.51% of average cost of supply of 499.71 paise).
 - (a) The charges as notified for the FY 2019-20 will remain in force until further order.
 - (b) The other features of the RST order for FY 2019-20 are highlighted in **Annexure-1**.

6.6 Distribution Capex and other Programmes

In order to provide quality power at a stable voltage, strengthening the fragile distribution network, reducing high AT&C loss etc., the Commission has allowed asset addition under various schemes like State Govt. formulated Capex Programme, R-APDRP, System Improvement, DESI (GoO), Elephant Corridor, School Anganabadi, etc. as reflected in the following table:

Approved addition of Fixed Assets for FY 2018-19 (Rs. in Cr.)

Approved addition of Fixed Assets FY 2018-19	WESCO	NESCO	SOUTHCO	CESU
Land Building Furniture and Fixtures		0.97	0.30	
RGGVY				
Biju Gram Jyoti				
RE/LI/MNP				
PMU				
APDRP				

Approved addition of Fixed Assets FY 2018-19	WESCO	NESCO	SOUTHCO	CESU
RAPDRP (A)				79.57
RAPDRP (B)				126.10
System Improvement	2.00			
Deposit work	6.96	80.00	2.26	
Metering and others				
RGVY				
Biju Gram Jyoti		7.00		
Biju Saharanchal				
SOUBHAGYA	20.70	48.22	61.35	0
DESI (GoO)	2.49	27.29		21.29
Capex Plan (GoO)	110.75	5.47	25.14	28.26
Elephant Corridor			1.20	7.78
School Anganwadi				4.91
National Highway				
RLTP			0.62	
IPDS	99.52		15.00	
District Mineral Fund				25.23
Ruban				0.74
Nabakalebar				
Other works (including PMGY)	12.50	5.55	1.23	
Total	254.92	174.50	107.10	293.88

6.7 Performance of DISCOMs

The Commission monitors the performance of the utilities under various financial & technical parameters, including distribution loss, AT&C loss, collection efficiency, license conditions and performance standards, etc. Interruptions in Distribution System are measured in terms of Reliability Indices. The performance of DISCOMs for FY 2018-19 and the corresponding approved figures for FY 2019-20 are furnished in the table below:

Proposed and Approved Loss of DISCOM Utilities

	2017-18 (Audited)	2018-19 Approved	2018-19 Actual (PR)	2019-20 Proposed	2019-20 Approved
CESU					
Distribution Loss	31.72%	23.00%	28.16%	25.99%	23.00%
Collection Efficiency	94.79%	99.00%	96.75%	99.00%	99.00%
AT & C Loss	35.28%	23.77%	30.49%	26.73%	23.77%
NESCO Utility					
Distribution Loss	22.54%	18.35%	18.74%	19.00%	18.35%
Collection Efficiency	97.10%	99.00%	94.10%	97.00%	99.00%
AT & C Loss	24.79%	19.17%	23.53%	21.43%	19.17%
WESCO Utility					
Distribution Loss	25.81%	19.60%	21.14%	23.12%	19.60%

	2017-18 (Audited)	2018-19 Approved	2018-19 Actual (PR)	2019-20 Proposed	2019-20 Approved
Collection Efficiency	88.45%	99.00%	86.30%	96.00%	99.00%
AT & C Loss	34.38%	20.40%	31.94%	26.19%	20.40%
SOUTHCO Utility					
Distribution Loss	32.70%	25.50%	29.76%	26.37%	25.50%
Collection Efficiency	89.95%	99.00%	86.95%	96.00%	99.00%
AT & C Loss	39.47%	26.25%	38.93%	29.31%	26.25%
ODISHA					
Distribution Loss	28.08%	21.32%	24.25%	23.67%	21.36%
Collection Efficiency	92.77%	99.00%	91.67%	97.27%	99.00%
AT & C Loss	33.28%	22.11%	30.57%	25.75%	22.15%

The above table shows that the actual Distribution Loss and AT & C Loss figures are higher than the approved ones by the Commission. Similarly, collection efficiency figures are lower than the approved figures of the Commission. All these signify that the DISCOMs are unable to check losses in the system and improve their collection efficiency to the desired levels.

6.8 Segregation of wheeling and retail supply business

The DISCOMs in their ARR submission had proposed allocation statement of wheeling and retail supply cost as follows:-

Allocation of Wheeling and Retail Supply Cost

Sl No.	Cost/Income Component	Ratio for consideration in Wheeling Business	Ratio for consideration in Retail Supply Business
1	Cost of Power	0%	100%
2	Transmission Charges	0%	100%
3	SLDC Charges	0%	100%
	Total power purchase cost *		
	O & M		
4	Employee Cost	60%	40%
5	Repair and Maintenance Cost	90%	10%
6	Administrative and General Expenses	40%	60%
7	Bad and Doubtful Debt including Rebate	0%	100%
8	Depreciation	90%	10%
	Interest on Loans		
9	for Capital loan	90%	10%
10	for Working capital	10%	90%

Sl No.	Cost/Income Component	Ratio for consideration in Wheeling Business	Ratio for consideration in Retail Supply Business
11	Interest on Security Deposits	0%	100%
12	Return on Equity	90%	10%
	Special Appropriation		
13	Amortization of Regulator Assets	25%	75%
14	True Up of Current year GAP 1/3rd	25%	75%
15	Other, if any-Contingency Reserve	90%	10%
	Grand Total		
	Miscellaneous Receipt		
16	Non-Tariff Income - Wheeling	as per actual/assumption	as per actual/assumption
17	Non-Tariff Income - Retail Business	as per actual/assumption	as per actual/assumption

The distribution licensees are yet to segregate the accounts of their licensed business into wheeling and retail supply business as provided in the OERC (Terms and Conditions for Determination of Wheeling Tariff & Retail Supply Tariff) Regulations, 2014. The Commission therefore, based on the above uniform allocation matrix allowed cost towards Retail Supply business and Wheeling business in the following manner.

Wheeling Business

On the basis of the aforesaid Allocation of Wheeling and Retail Supply Cost matrix table, the ARR for wheeling business for WESCO, NESCO, SOUTHCO and CESU is approved at Rs.369.43 cr, Rs360.80 cr, Rs. 307.49 cr and Rs. 582.43 respectively. The wheeling charges (per unit) for WESCO, NESCO, SOUTHCO and for CESU has been accordingly determined at 57.28 paise/unit, 86.40 p/u, 84.62 p/u and 67.97 p/u respectively for FY 2019-20.

Retail Supply Business

Following the aforesaid Allocation of Wheeling and Retail Supply Cost matrix table, the net retail supply cost for WESCO, NESCO, SOUTHCO Utilities and for CESU is approved at Rs. 2651.25 cr, Rs. 2143.10 cr, Rs.1016.59 cr and Rs.3016.36 cr respectively for FY 2019-20.

6.9 Calculation of Average Cost of Supply

With approved revenue for the DISCOMs the average cost of supply for Odisha for FY 2019-20 is as follows:

Average Cost of Supply (per Unit) FY 2019-20

Expenditure	2019-20 (Approved)
Cost of Power Purchase	7529.96
Transmission Cost	696.00
SLDC Cost	4.32
Total Power Purchase, Transmission & SLDC Cost(A)	8230.28
Net Employee costs	1604.34
Repair & Maintenance	354.44
Administrative and General Expenses	188.55
Provision for Bad & Doubtful Debts	75.54
Depreciation	235.41
Interest Chargeable to Revenue including Interest on S.D	215.49
Sub-Total	2673.77
Less: Expenses capitalised	-
Total Operation & Maintenance and Other Cost	2673.77
Return on equity	36.00
Total Distribution Cost (B)	2709.77
Amortisation of Regulatory Asset	
True up of Past Losses	
Contingency reserve	
Total Special Appropriation (C)	
Total Cost (A+B+C)	10940.06
Approved Saleable Units (MU)	21892.72
Average Cost (paisa per unit)	499.71

6.10 Cross-Subsidy

The cross-subsidy for FY 2019-20 has been calculated as shown in the following table:

Cross Subsidy Table for FY 2019-20

Year	Level of Voltage	Average cost of supply for the State as a whole (P/U)	Average Tariff P/U	Cross-Subsidy P/U	Percentage of Cross-subsidy above/below of cost of supply	Remarks
1	2	3	4	5= (4) – (3)	6= (5 / 3)	7
2015-16	EHT	488.81	572.03	83.22	17.03%	The tariff for HT and EHT category has been calculated based on average tariff.
	HT		575.59	86.78	17.75%	
	LT		396.53	-92.28	-18.88%	
2016-17	EHT	480.40	572.36	91.96	19.14%	
	HT		575.86	95.46	19.87%	
	LT		393.36	-87.04	-18.12%	
2017-18	EHT	488.26	580.45	92.19	18.88%	
	HT		581.60	93.34	19.12%	
	LT		398.95	-89.31	-18.29%	

2018-19	EHT	489.47	576.88	87.41	17.86%
	HT		579.18	89.71	18.33%
	LT		398.72	-90.76	-18.54%
2019-20	EHT	499.71	577.21	77.49	15.51%
	HT		579.38	79.67	15.94%
	LT		406.21	-93.50	-18.71%

6.11 OHPC Tariff

The station-wise ARR and average tariff calculated for the year 2019-20 is presented in the table below:

Station wise ARR & Tariff of different power station of OHPC Approved for FY 2019-20 (Rs. Cr.)

Components	RHEP	UKHEP	BHEP	HHEP	CHEP	Sub Total	UIHEP	Total FY 2019-20
Saleable Design Energy (MU)	519.75	823.68	1171.17	677.16	485.10	3676.86	1942.38	5619.24
Return on Equity	2.84	0.98	10.61	12.59	2.41	29.42	49.59	79.01
Interest on Loan	1.45	0.12	0.39	2.78	0.19	4.93	1.67	6.60
Depreciation	3.90	3.30	8.64	8.32	3.63	27.77	36.05	63.82
O & M expenses	54.56	55.97	48.86	58.83	28.30	246.51	79.36	325.88
Interest on Working Capital	2.63	2.63	2.59	3.12	1.40	12.38	5.26	17.64
Total ARR	65.38	62.99	71.09	85.64	35.93	321.01	171.94	492.95
Average Tariff (P/U) for 2019-20	125.78	76.47	60.70	126.46	74.06	87.31	88.52	87.73
Average Tariff approved for FY 2018-19 (P/U)	122.82	58.32	85.91	151.01	55.19	92.88	80.36	88.55

On the basis of the ARR determined above, the Commission has approved station-wise capacity charge and energy charge rate for the FY 2019-20 as per the schedule given below:

Station-wise Capacity Charge and Energy Charge Rate for FY 2018-19 & 2019-20

	Year	RHEP, Rengali	UKHEP, Baraniput	BHEP, Balimela	HHEP, Burla	CHEP, Chiplima	OHPC Old Stations	UIHEP, Mukhiguda	OHPC Total
Capacity Charges (Rs in Crs.)	2018-19 Approved	31.92	24.02	50.31	51.13	13.39	170.76	78.04	248.80
	2019-20 Proposed	33.44	25.33	52.99	56.15	14.06	181.96	94.66	276.61

	Year	RHEP, Rengali	UKHEP, Baranipu t	BHEP, Balimela	HHEP, Burla	CHEP, Chiplim a	OHPC Old Stations	UIHEP, Mukhigud a	OHPC Total
	2019-20 approved	32.69	31.49	35.54	42.82	17.96	160.51	85.97	246.47
Energy Charge Rate(P/U)	2018-19 Approved	61.41	29.16	42.96	75.50	27.60	46.44	40.18	44.28
	2019-20 Proposed	64.99	31.07	45.70	85.89	29.28	50.22	49.23	49.88
	2019-20 approved	62.89	38.23	30.35	63.23	37.03	43.65	44.26	43.86

The unit cost of energy from Machhakund is approved at 51.33 P/kWh for FY 2019-20 as against the average rate of 75.34 P/kWh for FY 2018-19.

6.12 OPGC Tariff

The two part generation tariff proposed by OPGC and approved by the Commission for FY 2019-20 are depicted in the table below:

Summary of Approved Generation Tariff of OPGC for FY 2019-20

Particulars	Units	OPGC Proposal	OERC Approval
Annual Fixed Cost	Rs. Crore	269.57	240.96
Variable Charges	Paisa/Kwh	162.74	150.68

- The Commission has also provisionally approved for reimbursement of other charges (year-end charges) amounting to Rs.59.73 Cr. against OPGC proposal of Rs.73.51 crore for FY 2019-20.

6.13 Transmission Charges - OPTCL

- 28270 MU of energy to be transmitted through OPTCL's network in FY 2019-20 as against 26400 MU in 2018-19.
- Total revenue requirement is approved at Rs. 706.71 crore for FY 2019-20 as against Rs. 659.95 crore for FY 2018-19.
- Transmission charge to use OPTCL's line and sub-stations has been kept constant at 25.00 p/u w.e.f. 01.06.2019.
- The Open Access Charges has been kept constant at Rs.6000 /MW/Day or Rs.250.00/MWh for long-term customers for FY 2019-20.
- Short-term Open Access customers shall continue to pay Rs.1500 /MW/day or Rs.62.50/MWh w.e.f. 01.06.2019.

(vi) The transmission loss has been approved as 3.00% for FY 2019-20.

6.14 BSP-GRIDCO

➤ Demand Estimation:

- The SMD approved for the FY 2019-20 for DISCOMs is 4680 MVA.
- Out of the total estimated purchase of 28731.03 MU during FY 2019-20, GRIDCO sales 27840.00 MU to DISCOMs and 30 MU to CGPs. Balance energy of 861.03 MU goes towards Transmission Loss on DISCOMs' purchase.
- **Bulk Supply Price:**
 - ✓ DISCOM-wise Bulk Supply Price as approved by the Commission for the FY 2019-20 is as follows:-

Name of the DISCOM Utilities	Bulk Supply Price approved for 2017-18 (P/U)	Bulk Supply Price approved for 2018-19 (P/U)	Bulk Supply Price approved for 2019-20 (P/U)
CESU	274.00	274.00	261.00
NESCO	301.00	301.00	298.00
WESCO	301.00	300.00	304.00
SOUTHCO	199.00	197.00	186.00
Total	277.21	276.66	270.47

Comparison of power purchase cost of GRIDCO approved by the Commission in the ARR vrs Actual

Year	Commission's Approval			Actual		
	Energy MU	Avg. Rate P/U	Total cost Rs. in Cr.	Energy MU	Avg. Rate P/U	Total cost Rs. in Cr.
2015-16 (Audited)	25776.23	229.97	5927.67	25037.61	247.16	6188.32
2016-17 (Audited)	25492.87	229.44	5849.16	25795.89	253.60	6541.90
2017-18 (Audited)	26051.63	246.42	6419.56	26077.00	282.25	7360.32
2018-19 (Prov.)	26803.81	259.34	6951.38	27446.40	266.61	7317.40
2019-20	28731.03	259.88	7466.64			

6.15 Renewable Purchase obligation

- OERC in its order dtd. 30.09.2010 vide Case No. 59/2010 had issued a Regulation fixing the RCPO in the State of Odisha as follows:

Year-wise target	Minimum quantum of purchase in percentage (in terms of energy consumption in the State in KWH)			
	Renewable		Co-generation	Total
	Solar	Non-solar		

2009-10	-	0.80	3.45	4.25
2010-11	-	1.0	3.50	4.5
2011-12	0.10	1.20	3.70	5.0
2012-13	0.15	1.40	3.95	5.5
2013-14	0.20	1.60	4.20	6.0
2014-15	0.25	1.80	4.45	6.5
2015-16	0.30	2.00	4.70	7.0

- The Commission, vide its order dated 18.11.2010, designated OREDA as State Agency for accreditation and recommending the renewable energy projects for registration and to undertake to function under OERC (Renewable and Co-Gen purchase obligation and its compliance) Regulations, 2010.
- However, on 1st August, 2015, the Commission notified Odisha Electricity Regulatory Commission (Procurement of Energy from Renewable Sources and its Compliance) Regulations, 2015. According to the said Regulations, every Obligated Entity shall at least purchase source-wise energy from renewable sources as indicated in the table below:

**Minimum quantum of electricity to be procured from Renewable Sources
by Obligated Entity as percentage of total Consumption in KWh**

Year	Solar Source (%)	Non-Solar sources (%)	Total (%)
2015-16	0.50	2.50	3.00
2016-17	1.50	3.00	4.50
2017-18	3.00	4.50	7.50
2018-19	4.50	5.00	9.50
2019-20	5.50	5.50	11.00

6.16 Tariff for Renewable Energy

- The Commission in its order dated 14.09.2010 in Case No.37/2008 has approved following levelled generic tariff for various renewable sources applicable for the project to be commissioned during the Control period from the FY 2010-11 to 2012-13.

Particular	Levelled Total Tariff (for the control period 2010-11 to 2012-13) (Rs./kWh)	Benefit of Accelerated Depreciation (if availed) (Rs./kWh)	Net Levelled Tariff (upon adjusting for Accelerated Depreciation benefit) (if availed) (Rs./kWh)	Tariff Period (Years)
Wind Energy	5.31	(0.83)	4.48	13
SHP projects of 5 to 25 MW	3.64	(0.55)	3.09	13

capacity				
SHP projects below 5 MW capacity	3.91	(0.60)	3.31	35
Solar PV	17.80	(3.03)	14.77	25
Solar Thermal	14.73	(2.41)	12.32	25

- The levelled generic tariff for various renewable sources of energy having “Single part tariff with two components” has been approved as in the following table:

Particular	Levelled fixed component of Tariff (Rs./kWh)	Variable(Fuel) Component of tariff for FY 2010-11	Effective tariff for FY 2010-11	Benefit of Accelerated depreciation (if availed) (Rs./kWh)	Net Tariff (Rs./kWh)
Biomass	1.95	2.14	4.09	(0.21)	3.88
Non-fossil fuel based co-generation	2.26	2.14	4.40	(0.28)	4.12

- Further, the Commission in its order dated 23.09.2011 in Case No. 151-155/2010 had revised the generic tariff of Bio-mass projects commissioned during the control period of 2010-11 to 2012-13 as given in the table below:

Year	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Variable tariff	2.92	3.06	3.21	3.37	3.54	3.72	3.91	4.10	4.31	4.52	4.75	4.99	5.24
Levelled fixed Tariff	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95
Year-wise Tariff	4.87	5.01	5.16	5.32	5.49	5.67	5.86	6.05	6.26	6.47	6.70	6.94	7.19
Benefit of Accel. Deprn	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.21
Year-wise tariff after Accel Deprn.	4.66	4.80	4.95	5.11	5.28	5.46	5.65	5.84	6.05	6.26	6.49	6.73	6.98

- The Commission vide its order dated 20.06.2012 in Case No. 1 of 2012 had re-determined the generic tariff of Solar PV and Solar Thermal Projects commissioned during the FY 2012-13 as given in the table below.

Particular	Levelled Tariff (Rs./kWh)	Benefit of Accelerated Depreciation (Rs./kWh)	Net Levelled Tariff (Benefit of Accelerated Depreciation if availed) (Rs./kWh)	Tariff Period (Years)
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Solar PV	13.34	(1.75)	11.59	12
	8.74	-	8.74	13
Solar Thermal	14.81	(1.96)	12.85	12
	10.91	-	10.91	13

- Thereafter, the Commission, vide its Order dated 15.01.2014 passed in Case No 80 of 2013, has determined the generic tariff of Renewable Energy Sources for the Second Control Period i.e. from 2013-14 to 2015-16. However, the Second Control Period for SHEP is five years i.e. from the FY 2013-14 to 2017-18. The generic tariff determined in the said Order is applicable to the Renewable Power Projects to be set up in the State of Odisha during the Second Control Period.
- The levelled generic tariff determined for the second control period for various renewable sources of energy having “Single part tariff” is as given in the following tables:

Particular	Levelled Total Tariff (for the 1st year of current control period (Rs./kWh)	Benefit of Accelerated Depreciation (Rs./kWh)	Net Levelled Tariff (upon adjusting for Accelerated Depreciation benefit) (Rs./kWh)	Tariff Period (Years)
Wind Energy	6.24	(0.45)	5.79	13
SHP projects of 5 to 25 MW capacity	4.26	(0.48)	3.78	25
SHP projects below 5 MW capacity	4.89	(0.52)	4.37	25
Solar PV	11.44	(1.12)	10.32	First 12 yrs
	6.78	-	6.78	Next 13 yrs
Solar Thermal	9.52	(1.70)	7.82	First 12 yrs
	5.26	-	5.26	Next 13 yrs

- The levelled generic tariff for various renewable sources of energy having “Single part tariff with two components “ is approved as in the following table:

Particular	Levelled fixed component of Tariff (Rs./kWh)	Variable(Fuel) Component of tariff	Effective tariff	Benefit of Accelerated depreciation (Rs./kWh)	Net Tariff (Rs./kWh)
Biomass	2.13	3.20	5.33	(0.15)	5.18

Non-fossil fuel based co-generation	2.34	2.77	5.11	(0.28)	4.83
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- Further, the Commission, vide its Order dated 16.02.2019 passed in Case No 46 of 2019, has determined the generic tariff of Renewable Energy Sources for the Third Control Period i.e. from FY 2018-19 to 2020-21. However, the Third Control Period for SHEP is five years i.e. from the FY 2018-19 to 2022-23. The generic tariff determined in the said Order is applicable to the Renewable Power Projects to be commissioned in the State of Odisha during the Third Control Period.
- The levelized generic tariff determined for Small Hydro renewable sources of energy having “Single part tariff” is given in the following table. This levelized tariff will be applicable for a period of 13 years from the date of commercial operation for the projects of 5 to 25 MW capacities and for a period of 35 years from the date of commercial operation for the Small Hydro projects below 5 MW capacities.

Particular	Levelized Tariff (Rs./kWh)	Benefit of Accelerated depreciation (Rs./kWh)	Net Levelized Tariff Rs./kWh)	Tariff Period (Years)
SHP projects below 5 MW capacity	6.05	(0.46)	5.59	35
SHP projects of 5 MW above to 25 MW capacity	5.07	(0.42)	4.65	35

- The following renewable sources of energy will be procured only through competitive bidding process.

RE Sources	
Wind Energy	To be procured only through competitive bidding process
Solar PV	
Solar Thermal	
Biomass	
Non-fossil fuel based co-generation	
MSW	

- The Commission shall take into consideration any incentive or subsidy offered by the Government of India/State Govt. including accelerated depreciation benefit if availed by the

developer for the renewable energy power plants and such benefits shall be passed on to the consumers of the State. Developer and GRIDCO are directed to bring such evidence to the notice of the Commission.

- Water royalty charges shall not be internalised in tariff. However, the actual amount of water royalty charges as levied by the Govt. of Odisha shall be allowed as pass through component.

6.17 Power Purchased by GRIDCO from Renewable Sources:

- RPO status of GRIDCO from FY 2015-16 to FY 2018-19 is given in the Table below:

	2015-16		2016-17		2017-18		2018-19	
	RPO target as per Regulation	Achievement	RPO target as per Regulation	Achieve	RPO target as per Regulation	Achievement	RPO target as per Regulation	Achievement
Non Solar (%)	2.50%	1.21%	3.00%	1.26%	4.50%	1.27%	5.00%	1.54%
Solar (%)	0.50%	0.67%	1.50%	0.99%	3.00%	0.92%	4.50%	1.26%
Total (%)	3.00%	1.88%	4.50%	2.25%	7.50%	2.19%	9.50%	2.80%

- Based on the proposal of GRIDCO and considering the availability, the Commission has approved the quantum of 1473 MU from renewable energy sources (both solar and non-solar) for State use during the FY 2019-20. The source-wise power procurement from renewable sources are indicated in the table below:

Estimated Drawal from Renewable Energy Sources during FY 2019-20

Sl. No.	RE Sources	Renewable Energy approved for drawal during FY 2019-20 (MU)	Percentage w.r.t. the total estimated drawl of DISCOMs (%)	RPO fixed in the Regulation for FY 2019-20 (%)
A.	Non-Solar			
(i)	Small Hydro Electric Project (SHEP)	417.00	1.50	
(ii)	Bio-mass Energy	80.00	0.29	
(iii)	Wind Energy	290.00	1.04	
	Sub-Total (Non-Solar)	787.00	2.83	5.50
B.	Solar	686.00	2.46	5.50
C.	Total (Solar & Non-Solar)	1473.00	5.29	11.00

(* Sale of power to DISCOMs including emergency power supply to CGPs has been estimated at 27870 MU.

- The Commission has directed GRIDCO to explore all possibilities for purchase of additional quantum of renewable energy from some other sources to meet the RPO fixed by the Commission for the FY 2019-20.

6.18 Net Metering

The Commission is mandated to promote Co-generation and Generation of electricity from Renewable Sources of Energy by providing suitable measures for connectivity with the Grid and sale of electricity to any person under Section 86 (1) (e) of the Electricity Act, 2003. Keeping this in view, the Commission had issued order dated 26.11.2014 relating to Net-metering/ Bi-directional metering for solar generation project including its LT connectivity for Government/ PSU owned and other buildings. Thereafter, some amendments were made in this order on dated 26.11.2014, 18.05.2015, 16.09.2015 and 19.08.2016. Subsequently, the Commission has passed a consolidated order dated 17.01.2018 on Net Metering / Bi-directional Metering and their connectivity with respect to Rooftop Solar PV Projects considering the earlier amendments, which is applicable both to the prospective net metered solar consumers and to the existing similar categories of consumers.

6.19 SLDC to function as Independent System Operator (ISO)

- Section 31 and 32 of the Electricity Act, 2003 contemplate SLDC as an Independent Apex Body to ensure integrated operation of the power system in the State. The Act also provides for financial independence of SLDC under Section 32 (3) by way of levy and collection of fees and charges from generating companies and the licensees using the Intra-State transmission network. OERC has formulated the OERC (Fees and Charges of SLDC and other related matters) Regulations, 2010 for implementation of levy of annual fee and charges for SLDC functions in Odisha.
- The Commission vide Order dtd. 29.03.2019 has approved the ARR of Rs. Rs.937.47 lakh for SLDC to be recovered through SOC & MOC during FY 2019-20.

6.20 Open Access in Transmission and Distribution:

- OERC has issued OERC (Terms and Conditions for Open Access) Regulations, 2005 on 06.06.2005 for introduction of Open Access to the intra-state transmission and distribution system in Odisha effective from 21.06.2005.
- As per that Regulation, consumers seeking Open Access to the distribution and/or intra-state transmission system can avail supply of electricity exceeding 1 MW from any licensee other than the Distribution Licensee of the respective area of supply w.e.f. 01.04.2008 and from a generating company w.e.f. 01.01.2009.
- The Commission has also issued OERC (Determination of Open Access Charges) Regulations, 2006 on 06.06.2006 and made effective from 18.07.2006.

- As per this Regulation transmission charges (payable to STU), wheeling charges and cross-subsidy surcharges (payable to DISCOMs) are being notified by the Commission for Open Access consumers every financial year w.e.f. FY 2008-09.

6.21 Open Access Charges

- In exercise of the powers conferred under Sections 39,40 and 42 of the Electricity Act, 2003 read with the provisions of Chapter II of OERC (Determination of Open Access Charges) Regulations, 2006, the Odisha Electricity Regulatory Commission has passed Common order on 29.03.2019 in Case Nos.78,79,80 & 81 of 2018 with regard to approval of Open Access Charges (Transmission/wheeling Charges, Surcharge and Additional Surcharge applicable to open access customers for use of Intra-state transmission/ distribution system) which shall be effective from 1st June, 2019.
- The Surcharge, Wheeling Charge & Transmission Charge for Open access consumer of 1MW & above as indicated in Table below shall be applicable w.e.f. 01.06.2019.

Surcharge, Wheeling Charge & Transmission Charge for Open access consumer 1MW &

above

Name of the licensee	Cross Subsidy Surcharge (P/U)		Wheeling Charge P/U applicable to HT consumers only	Transmission Charges for Short Term Open access Customer (applicable for HT and EHT consumers)
	EHT	HT		
CESU	149.88	94.53	67.97	Rs. 1500/MW/day or Rs.62.5/MWh
NESCO Utility	126.57	57.58	86.41	Rs. 1500/MW/day or Rs.62.5/MWh
WESCO Utility	122.79	71.82	57.28	Rs. 1500/MW/day or Rs.62.5/MWh
SOUTHCO Utility	197.13	135.40	84.62	Rs. 1500/MW/day or Rs.62.5/MWh

- No additional surcharge has been determined by the Commission to meet the fixed cost of distribution arising out of his obligation to supply as provided under Sub-Section 4 of Section 42 of the Act.
- The normative transmission loss at EHT (3.00%) and normative wheeling loss for HT level (8%) are applicable for the year 2019-20.
- Additional Surcharge: No additional surcharge over and above the Cross-subsidy Surcharge needs to be given to the embedded licensee.

- No Cross Subsidy Surcharge are payable by the consumers availing Renewable power.
- 20% wheeling charge is payable by the consumer drawing power from Renewable source excluding Co-generation and Bio mass power plant.
- As per Clause 8.5.1 the cross subsidy surcharge shall not exceed 20% of the tariff applicable to the category of the consumers seeking open access. For the state as a whole, the above cross subsidy surcharge works out to 16.28% in case of HT and 27.46% in case of EHT consumers as against 17.42% for HT and 27.56% for EHT consumers for FY 2019-20.

6.22 Present status of Open Access

- (xvii) All the STOA applications for inter-State / intra-State Open Access have been processed by SLDC.
- (xviii) In FY 2018-19, 1731 numbers of applications were received by SLDC for STOA/MTOA in Inter-State Transmission system. Consent has been accorded for 1701 numbers of applications and the remaining 30 numbers have been rejected / withdrawn by applicants.
- (xix) Similarly, 365 nos. of intra-state STOA applications are allowed against the receipt of total 388 nos. of applications.
- (xx) Generally the status of the applications is conveyed to the applicant by SLDC within the stipulated time as per the Regulations.
- (xxi) There were two nos. of Intra-State long term Open Access consumers such as M/s ICCL and NALCO who have been availing Open Access in State Transmission System since OSEB days. Now, M/s. Bharat Electrical Ltd. (BEL) has been allowed for long term Open Access of 7.5 MW solar power.

6.2 ENGINEERING DIVISION

Major Activities of Engineering Section (FY 2018-19)

This Division provides vital technical input for grant, revocation, amendment or exemption from license. It monitors the performance of the utilities [i.e. Bulk Supply (Trading) Licensee, Transmission Licensee and Distribution Licensees] under various technical parameters, including license conditions and performance standards. Interruptions in Distribution System are measured in term of Interruption Reliability Indices (known as SAIFI, SAIDI and MAIFI), for which the Distribution Licensees submit their monthly, quarterly and annual performance report once in every monthly/quarter and a consolidated annual report in every financial year. This division is also monitoring the installation of meters/smart meters, energy audit of feeders taking steps for setting up of common consumer call centre and implementation of common consumer indexing programme in Odisha DISCOMs. This Division also looks into general complaints of technical nature affecting large areas / industrial / group of consumers.

1. Publication of Annual Guaranteed and Overall Performance Report

The Annual Guaranteed and Overall Performance report for the year 2017-18 were submitted by the DISCOMs. The consolidated Annual Guaranteed Performance report was published in the OERC

website and Overall Performance report was published in daily newspapers and also in the OERC website. The Overall Standards of Performance of DISCOMs, as reported and furnished through affidavit for the year 2017-18 is placed as **ANNEXURE-I**.

2. **Monitoring R&M**

OPTCL has inherited from GRIDCO a considerable ageing transmission network. Continuous up-gradation and regular repairs and maintenance are required to keep the network in a safe and operational condition and to meet the growing requirements of DISCOMs' demand as well as to fulfill the Commission's and consumers' expectations on quality of supply, performance standards and availability of transmission network. As a result of this, the Commission, over the past several years, has been approving new transmission projects, augmentation of existing one, provision of SCADA, keeping spare transformers to meet contingencies and also allowing a significantly higher amount for R&M expenses for encouraging the Licensee to undertake regular & adequate maintenance. Timely maintenance of equipment can prolong the longevity of the equipments, reduce downtime and provide quality supply.

3. OPTCL has been directed to undertake the following key technological advancements for efficient transmission system.

- Integrated ERP system
- Uprating of ACSR conductors to HTLS conductor
- Upgradation and renovation of overloaded s/s and Provision of spare transformer.
- Implementation of SCADA/EMS package and substation scheme (SAS).
- Gas Insulated sub-station (GIS).
- Underground cables & Digitisation of Bays.
- Introduction of automation in existing sub-stations, laying of Fiber optics cable & underground EHV cables etc.

4. **Project Approval**

The Commission has directed OPTCL that DISCOMs are to be intimated well before the completion of any transmission project so that they should be prepared for receiving power from those and accordingly build their downstream distribution lines for evacuation of power. OPTCL should discuss with the DISCOMs before submission of transmission project for approval of OERC, so that the investment on s/s should be well justified and not be left idle due to non-completion of inter linking transmission/distribution lines. The equity infusion is required to be balanced and the assets so created should be utilized in a productive manner. The financing of CAPEX may be done at Debt: Equity ratio of 70:30 in line with OERC Regulations for Intra-State Transmission System. Further, OPTCL should have a proper, monitoring and execution mechanism in place and regularly monitor the progress of all its on-going projects to avoid in-ordinate delay. Projects should be completed within the time schedule to avoid cost and time over-run. OPTCL

should prioritize the projects in terms of requirement and draw a phase wise project implementation schedule with specific time-line.

5. **Monitoring the operation of the transmission system**

The Commission directs that OPTCL shall continuously monitor the operation of the transmission system, prevent overloading by load diversion wherever possible and take up advanced practices for improving system loading of the existing network. Effective utilization of new lines and their impact on transmission loss need to be monitored on continuous basis along with loss reduction strategies.

6. **Monitoring Transmission System Planning**

OPTCL needs to ensure avoidance of under loading of lines and substations to minimize system losses. OPTCL must ensure thorough system studies so that no under loaded projects are taken up due to its economic un-viability. The proper system study should be conducted before proceeding to any network expansion for evacuation of power. The system study should be comprehensive and should clearly specify point of interconnection and additional links required for evacuation. OPTCL shall prepare a plan for increasing automation and implementation of Smart grids in the system gradually.

7. **Energy Audit**

Energy audit is the back bone of Distribution Business. That is why; the Commission has been consistently pursuing the DISCOMs to establish a system for the above purpose. The main hurdles in conducting energy audit are due to non availability of meters. The DISCOMs have been directed to carry out Energy Audit on regular basis. The Commission has issued a protocol to carry out energy audit vide letter No.OERC-Eng-4/G-2010/130 Dtd 11.09.2017. As per the said protocol Energy Audit has to be carried out in four stages such as

- (i) Energy Audit between 33 kV to 11 kV
- (ii) Energy Audit from 11 kV feeder up to consumer
- (iii) Energy Audit from DTR to the consumer
- (iv) Energy Audit from 33 kV to 11 kV, DTR and up to the consumer

The DISCOMs are directed to continue with the present practice till implementation of 100% metering of consumers and DTRs of the system.

8. **Provision of Meters/Smart Meters**

As per the mandate in Electricity Act, 2003 in no case, the consumer should avail power supply without a correct meter. As reported, a large nos. of consumers in State are availing power supply either through defective meter or without any meter. Due to procurement of around 31 lakh meters by the licensees under different govt. schemes / own procurement, the Commission has directed to install the meters in the following priority to achieve optimum results.

- (a) New supply connection

- (b) Consumer without meter
- (c) Consumer with defective meter and
- (d) Consumer with electro-mechanical meter.

The Power utilities throughout the country are moving towards smart metering/digitisation/automation etc. in order to stay competitive and extend quality service to their consumers. Further, the Smart metering solution in the DISCOM system would eliminate human interface and thus it is the need of the hour. It will also help in implementation of Demand Side Management (DSM) and remote connection/disconnection of power supply. The Commission therefore is keeping track of the developments in the field of smart metering. The Commission has asked to take necessary steps for provision of smart meters in loss making divisions on Pilot basis.

9. Implementation of a common consumer indexing

Consumer indexing is the basis of conducting Energy Audit in distribution business. With an aim to give an identity to each of the elements (and attributes) in a distribution system, the Commission, with the suggestion of a committee involving DISCOM officials, had issued a protocol for Consumer Indexing in the state. A properly planned Consumer Indexing practice is necessary for the state in order to tag all the elements of a distribution system to a network path. The objectives behind Consumer Indexing are as follows:

- (i) To determine the loss in the identified / whole distribution network as a part of energy audit in the DISCOMs
- (ii) To identify a consumer with his connected network such as DTR, 11 KV Feeder, 33 KV Feeder and so on; thus enabling the DISCOMS to focus on elements responsible for high AT&C loss.
- (iii) To identify a particular asset of a DISCOM with its predecessors and successors thus helping in getting holistic picture of the network and managing its assets.
- (iv) Maintenance and planning through asset history management
- (v) Inventory planning resulting in lower down time
- (vi) Power pilferage detection
- (vii) Promoting feeder or DTR profit centre concepts.

10. Steps for consumer awareness

Proper communication/awareness programmes should be conducted by the DISCOMs so that the consumer should know about its rights and duties. In any case, consumer's confidence on the system is required for a successful operation. DISCOMs are required to run on commercial principle. The fundamental principle of survival of DISCOM as a commercial entity is to have proper control over the behavior of its consumer, energy input, energy billing, collection, energy pilferage and developmental activities etc. DISCOMs should maintain a detailed profile of the

consumers, have online consumer complaint redressal call centre and have an automatic system of response through SMS.

11. **Monitoring quality of power in DISCOMs**

The Commission expects that with continuous monitoring, the system will revive and continue to give good service to the consumers. In order to extend quality & reliable power to the consumers of the state, distribution licensees are to comply with the following recommendations:

- The DISCOMs should complete pole scheduling, consumer indexing, distribution network mapping linking with indexed consumer and also ensure that reliable & correct meters are installed at all points of consumption for the purpose of Energy Audit to identify revenue leakage.
- Pro-active action for disconnection of such consumers whose bills are not paid continuously (including Govt Connections).
- In order to have the capacity building of employees and officers as regards to enhancement of knowledge on evolving technologies and best practices being used by the other organizations, the licensees should impart training to its personnel to upgrade their skills to cope up with the changing needs.
- A special rebate of 1% over and above normal rebate shall be allowed on the bill to the LT category of consumers over and above all the rebates who pay through digital means (cash less).
- A Special rebate to the LT single phase consumers in addition to any other rebate, he is otherwise eligible for, shall be allowed at the end of the financial year (the bill for month of March), if he has paid the bill for all the 12 months of the financial year consistently without fail within due date during the relevant financial year. The amount of rebate shall be equal to the rebate of the month of March for timely payment of bill.
- The Standard of Performance should be verified by a third party on behalf of licensee itself.
- The DISCOMs should ensure that the Standard of Performance in the OERC (Licensees' Standard of Performance) Regulation, 2004 are displayed prominently at all section offices and bill collection counters.
- The DISCOMs should establish centralised customer care centres at urban and suburban areas also.
- *The DISCOM should fulfil their obligation of energy conservation and DSM activities under OERC (DSM) Regulation, 2011.*

12. The Engg. Division in addition to other works took up the following other activities during the FY 2018-19:

a) **Publication of System Performance during FY 2017-18 of OPTCL**

The annual system performance of OPTCL for the year 2017-18 was submitted by SLDC, OPTCL on 14.08.2018 and cross checked with the data furnished by Gridco. The consolidated statement of system performance was examined and approved along with the observations by OERC on 15.10.2018 for publication.

The summery findings of Transmission and Bulk Supply Performance as submitted by OPTCL are as below:

- i) The annual peak demand of OPTCL was 4515 MW during 2017-18 as compared to 4105 MW during 2016-17.
- ii) GRIDCO had drawn 15591.80 MU from the State sector and 10050.64 MU from the Central sector and 388.18 MU as banking and IEX power import during 2017-18, whereas it had drawn 17177.37 MU, 8308.44 MU and 243.740 MU respectively from the State, Central sector and banking power during 2016-17.
- iii) During this period, OPTCL made addition of 3.47 Ckt km of 400 kV line, 11.604 Ckt km of 220 kV lines and 354.871 Ckt km of 132 kV lines. As on 01.04.2018, OPTCL is having total 1133.404 ckt. Km of 400 KV lines, 5922.812 ckt. Km of 220 KV lines and 6385.692 ckt km of 132 KV lines. There was capacity addition of 2 nos. of 220 kV S/S, 6 nos. of 132/33 KV S/s. As on 01.04.2018, OPTCL is having 3 nos of 400 KV/s, 29 nos of 220 KV s/s and 108 nos of 132 KV s/s (including switching stations and switching stations for industries) totaling to 140 s/s in the transmission system.
- iv) During 2017-18, about 183 hours of load restriction was clamped on rotation basis to curtail demand due to non-availability of generation/failure of generating stations and no restriction was clamped due to non-availability of transmission capacity. Also, there was no rescheduling of generation on account of non-availability of transmission capacity.

b) Other important tasks carried out by the Engineering Division during 2018-19 include:

- i. Annual System Performance of OPTCL.
- ii. Long Term Demand Forecast and Transmission Plan for the State of Orissa.
- iii. CEA, CERC, FOR, Assembly Questions, Parliament Questions.
- iv. General Consumer Complaints.
- v. Smart Metering and AMI for DISCOMs.
- vi. Monitoring of License Fees.
- vii. Technical visit to licensee area, S/S and Electrical Installation.
- viii. Energy Conservation and DSM.
- ix. Issues related to roof top solar installation, Renewable Energy Certificate Mechanism, Operation of franchisees in DISCOMs.
- x. Investment approval of the licensees.

- xi. Inspection of GRF, Consumer Interface and Workshop in distribution licensees on various issues.
- xii. Imparting of training to DISCOM officials at OERC.
- xiii. Formulation of new version of OERC Distribution (Conditions of Supply) Code.
- xiv. Empanelment of Audit firms for audit of SoP of DISCOMs.

B. Major Activities of IT section (FY 2018-19)

Implementation of eOffice System

OERC has implemented e-Office package of NIC for electronic filing and workflow automation in its office. The eOffice system is running smoothly and the Diary section is up-to-date. All officers have been sending the files electronically since January 2019. However, the files of the law section continue to move physically. In certain cases, where the documents involved are quite big, the physical and electronic files are now processed parallelly.

2. Procurement of IT Equipments and Services

- (a) Three desktop computers of HP make were procured for a total cost of Rs.1.43 lakh.
- (b) The contract for Leasing of 100 GB web space and hosting existing portal of OERC (www.orierc.org) along with mission-critical applications on Oracle was renewed for a period of one year with the existing terms and conditions including the same financial provision of Rs.1,98,540/- (inclusive of all charges and taxes).

3. Advising Commission & Utilities on IT Projects

IT section advised the Commission and also, the utilities in the matters of information and communication technologies especially in Smart Grid, Consumer Indexing and Enterprise Resource Planning (ERP).

4. Review of Restructured Accelerated Power Development and Reforms Programme (R-APDRP) Work of CESU

R-APDRP work at CESU has two parts:- (i) Part-A & (ii) Part(B). Part-A entails IT implementation in 12 towns under CESU and SCADA/ DMS (Supervisory Control & Data Acquisition System/ Distribution Management System) implementation in only Bhubaneswar & Cuttack for a total project cost of Rs.159.74 crore. Part-B involves system strengthening works like addition / up-gradation of sub-stations, transformers, lines etc. across twelve towns of CESU including Bhubaneswar & Cuttack for a total cost of Rs.248.12 crore. IT section reviewed the aforesaid works continuously and brought out the critical issues before the CESU management for taking timely action so that the whole project would get completed in time.

5. Review of Integrated Power Development Scheme (IPDS) Work

One of the flagship programmes of the Ministry of Power, IPDS will aim at strengthening of sub-transmission network, and also be involved in metering, IT application, customer care Services,

provisioning of solar panels, and the completion of the ongoing works of Restructured Accelerated Power Development and completion of the Reforms Programme (RAPDRP).

The IPDS (or IT Phase-II) program for three Discoms (NESCO, SOUTHCO & WESCO) involves establishment of Data Centre & Customer Care Centre and implementation of MBC (Meter Billing & Collection) and ERP (Enterprise Resource Planning) Systems for 84 towns under these three Discoms. The total outlay for this project is Rs.276.22 cr and the timeline for complete implementation is 24 months with FMS (Facility Management Services) for 60 months after that. Out of Rs.276.22 cr., the capex part is Rs.160.41 cr and the opex part (FMS cost) is Rs.115.81 cr. This project has been awarded to the consortium of M/s Fluentgrid Ltd. and M/s Bosch Engg. & Business Solutions Pvt. Ltd. The kick-off meeting for the project will be held on 29th April 2019. The funding for this project will be shared by GoI & GoO with 60% and 40% contribution respectively.

IT section will review the aforesaid works under IPDS continuously and bring out the critical issues before the management for taking timely action so that the whole project will get completed in time.

6. Maintaining Monthly Data of Discoms (Financial & Technical) in Oracle

The month wise data received from each Discom was maintained in the Oracle Database for security and retrieval as and when required by the Commission. These data relate to important financial, commercial and technical requirements reflecting number of consumers, billing, purchase, loss, arrear, metering of feeders, DTRs, interruption and length of new conductors added etc.

7. Entry/Updation/Maintenance of Data in Case Tracking System

IT section made the entry / updation of details related to the cases including the orders on regular basis. The uploading of the data maintained in the local server was effected every day to our website making the data about the cases available to the public. MIS reports for pending cases, final cases and cases whose hearing are concluded and order reserved were provided to RA (Regulatory Affairs) division for taking necessary action at their end.

8. Entry/Updation/Maintenance of Data in Web-based GRF System

The web-based System on GRF Orders gets the case orders in soft form from 12 GRFs across Odisha every week and these are processed, formatted and entered into the system for enabling the users to view /query the orders on the basis of various parameters like category of complaint, regulation & clause involved, divisions, period etc. Presently, all the orders from January 2014 are available on the website of OERC i.e. www.orierc.org.

This system provides useful and detailed information about the cases which have been disposed of by twelve no. of GRFs in Odisha.

9. Entry/Updation/Maintenance of Data in Web-based System on Orders of SC (Supreme Court) and ATE (Appellate Tribunal on Electricity)

This system allows users to view / download abstract of orders of SC and ATE on the basis of keywords. For example, on choosing ‘Cross Subsidy’ as the keyword, the relevant orders of SC and/or ATE are displayed. The user can view / download the abstract of the order. This system is available in the OERC’s website under the heading, ‘Cases’ and is updated by IT section.

10. Entry/Updation/Maintenance of Data in Web-based System on Consumer Grievance Report

This system allows users to view / download report on ‘consumer grievances’ on the basis of the consumer name and / or the period in which the consumer complaint was filed in OERC.

This system is available in the OERC’s website under the heading, ‘Consumers’ and updated on a monthly basis.

11. Maintenance of Database, Hardware and Software

a) Maintenance of Database entailed the following activities

- System data transfer from Excel/ Other Formats to text
- Converting Data to Oracle format
- Exporting data from Local Server
- Importing & configuring Data in Web Server
- Regular backup of

- RIMS (Regulatory Information Management System)
- Savior System (Attendance Recording System)
- CTS (Case Tracking System)
- GRF Orders System

b) Hardware Maintenance involved the following activities

- Solving Computer Booting/Shutdown/Hang problems
- Resolving Network problems
- Installation of Biometric Attendance Recording System
- Fixing of Printer and Monitor related problems
- Maintenance of Oracle Server, Internet Server, Switch, HUB, Modem, CCTV, Mail Server

c) Software Maintenance entailed the following activities

- Installation of software including Operating System and Application software
- Up gradation of software including anti-virus
- Maintenance of software & data in Attendance Recording System

12. Managing OERC Pension Fund Trusts

The Group Superannuation Cash Accumulation (GSCA) Plan and Group Leave Encashment Scheme (GLES) of the LIC of India have been adopted by OERC for its employees. As per the actuarial estimation made by LIC towards superannuation of employees of OERC, a sum of Rs.84 lac was transferred to GSCA fund of LIC in FY 2018-19. The balance of that fund at the end of the FY 2018-19 stood at Rs.7.15 crore. The GLES fund, at the end of FY 2018-19, has a balance of Rs.1.09 crore.

6.3 REGULATORY AFFAIRS DIVISION DURING FY 2018 -19

The Regulatory Affairs Division deals with all legal matters pertaining to the functions of the Commission. It also scrutinizes applications / replies/objections filed before the Commission, rendering necessary legal advice on various matters. The Division engages Advocates for representing the Commission in various Courts, Fora and Tribunals including liaisoning with legal counsels. It is also involved in drafting and vetting of Regulations, Tariff Orders, practice directions, notifications; maintaining relevant legal information, participating in Commission's proceedings.

1. Case matters before the High Court/Supreme Court/ATE (During FY 2018-19)

During the year 2018-19 the Commission had receive notices in 8 nos. of cases from the Hon'ble High Court of Orissa, Cuttack. The Commission also received notices in 2 no. of appeals from the Appellate Tribunal for Electricity (ATE), New Delhi and received notice in 1 no. of Civil Appeal from the Hon'ble Supreme Court of India.

The Commission had engaged Shri Rutwik Panda, Advocate- on- Record and Shri P. Ramesh Bhatt, Sr. Advocate, Sri Prasanto Sen, Advocate and Shri G.Umapathy, Sr. Advocate and Sri Sekhar Naphede, Sr. Counsel in Supreme Court of India/ Appellate Tribunal for Electricity, New Delhi as its Legal Counsels and Shri Biswajit Mohapatra, Advocate as its Legal Counsel to represent the cases on behalf of the Commission before the Hon'ble High Court of Orissa.

2. Status Regulations Framed under Electricity Act, 2003 by OERC

Consequent upon implementation of the Electricity Act, 2003, the Odisha Electricity Regulatory Commission has framed a number of Regulations which are shown in the Table below:

Sl No.	Name of the Regulations	Odisha Notification Date	Published in Orissa Gazette No. and Date
1.	OERC (Conditions of Supply) Code, 2004.	21 st May, 2004	28 th May, 2004
2.	OERC (Licensees Standards of Performance) Regulations, 2004.	21 st May, 2004	28 th May, 2004
3.	OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2004.	5 th April, 2004	17 th May, 2004
4.	OERC (Terms and Conditions for	9 th June, 2004	10 th June, 2004

Sl No.	Name of the Regulations	Odisha Notification Date	Published in Orissa Gazette No. and Date
	Determination of Tariff) Regulations, 2004.		
5.	OERC (Procedure for filing appeal before the Appellate Authority) Regulations, 2004.	21 st May, 2004	28 th May, 2004
6.	OERC (State Advisory Committee) Regulations, 2004.	21 st May, 2004	28 th May, 2004
7.	OERC (Conduct of Business) Regulations, 2004.	21 st May, 2004	28 th May, 2004
8.	OERC (Terms and Conditions for Open Access) Regulations, 2005.	6 th June, 2005	21 st June, 2005
9.	OERC (Determination of Open Access Charges) Regulations, 2006	6 th June, 2006	18 th July, 2006
10.	Odisha Grid Code Regulation, 2006	-	14 th June, 2006
11.	OERC (Intra-State ABT) Regulations, 2007	17 th Dec., 2007	14 th Feb., 2008
12.	OERC(Fees and Charges of State Load Despatch Centre and other related matters) Regulation, 2010	6 th June, 2010	18 th November, 2010
13.	OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulation, 2010	30 th Sept., 2010	14 th Dec., 2010
14.	OERC (Demand Side Management) Regulation, 2011	20 th August, 2011	16 th Nov., 2011
15	OERC (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2014	14 th Nov,2014	20 th Dec,2014
16	OERC (Terms and Conditions for Determination of Generation Tariff) Regulations, 2013	8 th Sept,2014	10 th Oct,2014
17	OERC (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2014	21 st Oct,2014	4 th Dec.2014
18	OERC (Procurement of Energy from Renewable Sources and its Compliance)	1 st Aug. 2015	10 th Sep., 2015

Sl No.	Name of the Regulations	Odisha Notification Date	Published in Orissa Gazette No. and Date
	Regulations, 2015		
19	Odisha Grid Code (OGC) Regulations, 2015	11 th Aug., 2015	21 st Dec., 2015

The above Regulations are available in the commission's website –www.orierc.org.

3. Proceedings before the Commission

The Regulatory Affairs Division examines and scrutinizes petitions/ replies/ objections filed before the Commission.

The Division advises and renders legal opinion on matters referred to it by the Engineering, Tariff, Secretarial and Administrative Divisions.

78 no. of Cases were registered and 79 no. of Cases were disposed of by the OERC during the period from 01.04.2018 to 31.03.2019 including 10 nos. of cases of Tariff matters for FY 2019-20.

Important Orders passed during 1st April, 2018 to 31st March, 2019

Sl. No.	CASE No.	Date of Final Order	PETITIONER	SUBJECT
1	95/2013	29-Jun-18	SESA STERLITE LTD	Power Purchase Agreement & Determination of Tariff
2	41/2016	13-Jun-18	GRIDCO	U/s. 86 of the EA,2003 read with other enabling provisions for approval of the PPA executed with Kratos Trans. & Infra. Pvt. Ltd.-the developer, for procurement of the entire power to be produced from the proposed 6 MW Biomass Power Plant situated at Mahandri, Nawarangapur district.
3	43/2016	4-Jan-19	JUGA JYOTI ICE FACTORY	An application under S.142 of the EA, 2003 for non-implementation of order dated 10.05.2016 of the Ombudsman-I passed in C.R Case No. Omb(I)-03/2016
4	20/2017	7-Sep-18	JAGANNATH INSTITUTE OF ENGG. & TECH	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 28.01.2017 of the Commission passed in Case No. 42 of 2016.
5	28/2017	4-Sep-18	UMESH CHANDRA	An application under Section 142 of the Electricity

			DORA	Act, 2003 for non-implementation of Order dated 1.12.2016 of the Appellate Authority-cum-Dy. Electrical Inspector, Jajpur Road, Jajpur passed in Case No.AAC No.02 of 2015.
6	29/2017	4-Sep-18	RANA IRON AND POWER LTD	An application under Section 142 of the Electricity Act, 2003 for non-implementation of Order dated 23.03.2017 of the GRF, Dhenkanal, CESU passed in Case No.662 of 2016.
7	30/2017	24-Sep-18	NEW LAXMI STEEL & POWER LTD.	An application for adjudication of disputes regarding provision non-discriminatory open access under Sub-Section (2), (3) & (4) of Section 42 of the Electricity Act, 2003 for procurement of 9 MW power from power exchange/third party.
8	37/2017	4-Sep-18	IDEA CELLULAR INFRA. SERVICES LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 25.02.2017 of the Ombudsman-II, passed in Case No.37 of 2016.
9	38/2017	25-Apr-18	ARNAPURNA STONE CRUSHER LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 09.02.2017 of the Ombudsman-II, passed in Case No.08 of 2016.
10	40/2017	25-Apr-18	HARSABARDHAN JENA	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 25.06.2014 of the GRF, Jajpur Road in Case No. 26/2014.
11	41/2017	3-May-18	OPTCL	An application under Clause 3.10 (1) & (2) of the OGC Regulations, 2006 seeking approval of Long Term Demand Forecast for the period for 2016-17 to 2025-26.
12	42/2017	16-Nov-18	BHARAT BHUSAN DEO	An application under Section 142 of the Electricity Act, 2003 for non-implementation of order dated 08.02.2017 & modified order dated 22.02.2017 of the Ombudsman-II passed in C.C.Case No. 54/2016.
13	44/2017	23-Oct-18	BHARAT BHUSAN	An application under Section 142 of the Electricity

			DEO	Act, 2003 for non-implementation of order dated 27.01.2017 of the Ombudsman-II passed in C.C.Case No. 53/2016.
14	49/2017	15-May-18	GRIDCO	An application under Sections 94 (1) (f) of the EA, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Reg.s, 2004 and under Order 47 Rule 1 (c) of CPC 1908 for review of Order dated 17.04..2017 passed in Case No. 08 of 2017.
15	50/2017	5-Feb-19	OPTCL	An application under Regulation 4 (5) (i) of OERC (Determination of Open Access Charges) Regulations, 2006 and incompliance with the directions of OERC in Case No. 60/2016 for determination of Reactive Energy Charges for FY 2016-17 and 2017-18 .
16	52/2017	17-Nov-18	NAVA BHARAT VENTURES LTD	An application under S.142 of the Electricity Act, 2003 read with Clause-3(11) & Clause-17 of the OERC (GRF & Ombudsman) Regulations, 2004 for imposition of penalty on CESU and for non-implementation of Order dated 15.07.2017 of the GRF, Dhenkanal passed in C.C.Case No. 01/2017.
17	55/2017	19-Jun-18	NESCO	An application under Clause 11 & 32 of the Odisha Distribution & Retail Supply License, 2006 seeking approval of DPR for utilization of balance unspent materials of CAPEX programme
18	59/2017	1-Jan-19	ARUN KUMAR MISHRA	An application under Section 142 of the Electricity Act, 2003 for challenging the provisional assessment order of the SDO (Elect.), NESCO Utility, Khunta passed u/S. 126 of the above Act.
19	60/2017	28-Aug-18	GANESWAR DAS	An application under Section 142 of the Electricity Act, 2003 for challenging the provisional assessment order of the SDO (Elect.), NESCO Utility, Khunta passed u/S. 126 of the above Act.
20	61/2017	19-Jun-18	SRINIBASH PUTHAL	An application under Regulation 142 of the Electricity Act, 2003 for miss-utilization of the

				provisional assessment order u/S. 126 of the said Act.
21	63/2017	8-May-18	EASTERN FREEZE PVT. LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 31.05.2016 passed in C.R.Case No. OM (I)-05 of 2016 and also Order dated 22.11.2016 passed in C.R.Case No.OM(I)-104 of 2016.
22	65/2017	15-May-18	CESU	An application under Clause 11 of its license condition for approval of Revised Detailed Project Report (DPR) for Infrastructure Development under CAPEX programme of the State Government to be taken up during FY 2017-18
23	67/2017	13-Jun-18	SURAJ KUMAR	An application under Section 142 of the Electricity Act, 2003 for non-implementation of order dated 16.01.2017 of the GRF, Balasore passed in C.C.Case No. 280/2016 and also order dated 31.08.2017 of the Ombudsman-II passed in C.R.Case No. 16/2017
24	68/2017	29-Jun-18	BAIKUNTHA MOHAPATRA	An application under Section 142 of the Electricity Act, 2003 for non-implementation of order dated 13.09.2017 of the GRF, Khurda passed in C.C.Case No. 380/2017.
25	69/2017	23-Oct-18	PRAGATI MILK PRODUCTS PVT. LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 31.08.2017 of the Ombudsman-I passed in C.R.Case No. 92/2017.
26	70/2017	5-Jun-18	SOUTHCO	An application under Clause 11 & 32 of the Odisha Distribution & Retail Supply License, 2006 seeking approval of revised DPR for execution of six packages thereby utilization of balance materials under CAPEX programme.
27	72/2017	17-Jul-18	SANJEEB KUMAR GIRI	An application under S.142 of the EA, 2003 for non-implementation of Order dated 23.07.2016 passed in C.R.Case No. Omb(II) N-39 of 2016 of the Ombudsman-II and also the Order dated 06.

				05.2017 of the OERC passed in Case No.77 of 2016.
28	73/2017	17-Jul-18	ANJUSHREE SAHOO	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 26.11.2016 passed in C.R.Case No. Omb(II) N-75 of 2016 of the Ombudsman-II.
29	87/2017	19-Jun-18	DILLIP KUMAR AGARWAL	An application under Sections 142 of EA, 2003 for non-implementation of order dated 31.01.2014 passed in C.R.Case No. Omb(II) W-25 of 2013.
30	01/2018	4-Sep-18	SCAN STEELS LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 23.11.2017 of the Ombudsman-II passed in C.R.Case No. OM(II) W-11 of 2017.
31	04/2018	19-Jun-18	ASHOK KUMAR SAHOO	An application under S.142 of the EA, 2003 against the Provisional assessment Order of the E.E (Electrical), CESU, CED, Jobra, Cuttack and the Divisional Head, RUPL, Bhubaneswar passed under S.126 of the above Act.
32	05/2018	3-Jul-18	OPTCL	An application For Truing Up for FY 2016-17 in compliance with Reg. 7 of OERC (Terms and Conditions for Determination of Transmission Tariff) Reg., 2014 to carry out truing up exercise to adjust the deficit amount of Rs. 214.62 Crore.
33	06/2018	19-Jun-18	HM, BALIMUNDULI HIGH SCHOOL	An application under S.142 of the EA, 2003 for gross violation of initiating proceeding u/S. 126 of the said Act. and also for non-implementation of Order dated 22.07.2017 of the Ombudsman-II passed in C.R.Case No. OM(II) N-28 of 2017.
34	07/2018	28-Jun-18	PARAMESWAR DAS	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 24.06.2017 of the Ombudsman-II passed in C.R.Case No. OM (II) N-10 of 2017.
35	08/2018	29-Nov-18	GANAPATI MINERALS (P) LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 08.02.2017 of the Ombudsman-I passed in

				C.R.Case No. OM(I) -134 of 2016.
36	09/2018	17-Jul-18	SUKADEV PORO	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 21.12.2016 of the Ombudsman-I passed in C.R.Case No. OM(I) 82 of 2016.
37	10/2018	17-Jul-18	RANJAN KUMAR MOHANTY	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 29.01.2017 of the Ombudsman-II passed in C.R.Case No. OM (II) N-23 of 2017.
38	11/2018	17-Jul-18	KHSYANAPRAVA SAHOO	An application under S.142 of the Electricity Act, 2003 for non-implementation of Order dated 24.08.2017 of the Ombudsman-I passed in C.R.Case No. OM (I) -97 of 2017.
39	13/2018	28-Aug-18	BINATA SAHU	An application under S.142 of the Electricity Act, 2003 against the judgment dated 05.01.2018 of the Ombudsman-II passed in C.R.Case No. OM (II) (N)-68 of 2017
40	14/2018	23-Oct-18	ABHINNA MOHAN SAHU	An application under S.142 of the Electricity Act, 2003 being aggrieved by the order dated 05.01.2018 Ombudsman-II passed in C.R.Case No. OMB-II (N)-67.
41	15/2018	17-Jul-18	JAGANNATH PLASTIPACKS LTD.	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 13.02.2018 passed in C.R.Case No.Om(I)-184 of 2017 of the Ombudsman-I.
42	17/2018	28-Aug-18	MAA GADA CHANDI STONE CRUSHER	An application u/S.142 of the EA,2003 for non-implementation of order dtd. 12.06.2017 of the GRF, Balasoe passed in C.no.95 of 2017 and Order dtd. 25.09.2014 of the said Forum passed in C.No.188 of 2014 and also violation of the RST orders from time to time since 2005-06 un-wards.
43	19/2018	2-Jan-19	SAMBHU KALYNA DAS	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 18.01.2017 passed in C.R.Case No.Om(II)N-93 of 2016 of the Ombudsman-II.

44	20/2018	23-Oct-18	RABINDRANATH BEHERA	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 26.10.2017 passed in C.R.Case No.Om(II)N-21 of 2017 of the Ombudsman-II.
45	21/2018	23-Oct-18	RAJA-1 FLYASH BRICKS	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 19.02.2018 passed in C.R.Case No.Om(II)N-44 of 2017 of the Ombudsman-II.
46	22/2018	28-Aug-18	ASHAMANI POLY PRODUCTS (P) LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 24.01.2018 passed in C.R.Case No.Om(II)N-46 of 2017 of the Ombudsman-II.
47	23/2018	4-Jan-19	ABDYUT UDYOG	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 05.08.2017 passed in C.R.Case No.Om(II)N-25 of 2017 of the Ombudsman-II.
48	24/2018	23-Oct-18	POOJA TRADERS	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 19.12.2017 passed in C.R.Case No.OM(I)-176 of 2017 of the Ombudsman-I.
49	25/2018	8-Nov-18	POOJA TRADERS	An application under S.142 of the EA, 2003 being aggrieved by the Order dated 11.01.2017 of the GRF, Balasore passed in C.C.Case No.264 of 2016 wherein the Forum has dismissed the case has denied adjudicating the issues which are coming under the provisions of S.126 of the EA, 2003.
50	30/2018	3-Jan-19	HALADHAR MISHRA	An application under S.142 of the Electricity Act, 2003 for non-implementation of order.
51	31/2018	16-Nov-18	TATA STEEL SPECIAL ECONOMICZONE LTD	An application u/S 14 & 15 of the EA, 2003 read with Reg. 26 of the OERC (Conduct of Business) Reg.s, 2004 for grant of Distribution License to Tata Steels special Economic Zone Limited for distribution of power in the Gopalpur SEZ/Industrial Park at Gopalpur, Ganjam.
52	33/2018	28-Mar-19	ORISSA POWER	An application for re-determination of the

			GENERATION CORPORATION	Generation Tariff of Unit-I & II of IB Thermal Power Station of OPGC Limited as per direction/order dated 19.04.2018 of the Hon'ble Supreme Court of India passed in Civil Appeal No. 9485/2017 for FY 2016-17, 2017-18 & 2018-19.
53	35/2018	5-Jan-19	ORISSA POWER GENERATION CORPORATION	An application under S Section 86(1)(f) of the EA,2003 for resolution of dispute between GRIDCO Ltd, CESU and the applicant regarding restoration of power supply to its 2x250kW Mini Hydel Plant at Kendupatna and Biribati MHP of OPGC Ltd. and also for release of payment by GRIDCO Ltd.
54	36/2018	11-Dec-18	ADITYA STEEL INDUSTRIES LTD	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 26.03.2018 of the Ombudsman-I passed in C.R. Case No.21 of 2018.
55	37/2018	18-Feb-19	RAMESH CHANDRA SAHOO	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 21.02.2017 of the Ombudsman-I passed in C.R. Case No.78 of 2016.
56	38/2018	8-Nov-18	RAJAT CHANDRA ACHARYA	An application under Section 142 of the Electricity Act, 2003 for misutilization of the provisions of S.126 of the EA, 2003 by the Asst. Manager(Elect.), Nesco Utility, Udala Electrical Sub-division, Udala.
57	39/2018	1-Jan-19	OHPC	An application under Section 94 (1) (f) of the Electricity Act, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Regulations, 2004 for review of order dated 22.03.2018 of the Commission passed in Case No. 74/2017.
58	43/2018	7-Jan-19	OPTCL	An application under S Section 94 (1) (f) of the EA, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Regulations, 2004 for review of order dated 22.03.2018 of the Commission passed in Case No. 77/2017 regarding

				approval of ARR & Transmission Tariff for FY 2018-19.
59	46/2018	16-Feb-19	DIRECTOR (RA)	Suo-motu proceeding for finalization of tariff of Renewable Energy Sources including Co-generation for the third control period 2017-18 to 2019-20.
60	47/2018	15-Jan-19	OPTCL	An application under Clauses 3.10 (1) & (2) of the Odisha Grid Code (OGC) Regulations, 2015 seeking approval of the Long Term demand Forecast for the period from 2017-18 to 2026-27.
61	49/2018	2-Feb-19	KISHAN SEVA KENDRA LTD.	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 25.04.2018 of the Ombudsman-II passed in C.R. Case No.54 of 2017.
62	50/2018	2-Feb-19	KAMAL LOCHAN SAHOO	An application under S.142 of the EA, 2003 for misutilisation of Sections 126,135 and 138 of the EA, 2003 by the Respondent-S.D.O(Elect.), Electrical Sub-Division-I, Balasore without taking any action under the above noted sections.
63	53/2018	5-Feb-19	PARADEEP PHOSPHATES LTD.	An application under Regulation 9 of the OERC(Conduct of Business) Regulations, 2004 for modification of order dated 04.02.2016 of the Commission passed in Case No.42 of 2015 regarding exemption from the purview of Obligated Entity pursuant to the Memorandum dated 06.12.2017 of the MNRE.
64	58/2018	2-Feb-19	RAYET ENGINEERING	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 21.09.2017 of the Ombudsman-I passed in C.R. Case No.121 of 2017.
65	61/2018	13-Feb-19	TATA STEEL LIMITED	An application under S. 86(k) of the Electricity Act, 2003 read with Reg.112 of the OERC Distribution (Conditions of Supply) Code,2004 for supply of power at 220 KV for a period of minimum one month and maximum for three

				months after switching over power supply to 400KV.
66	64/2018	1-Jan-19	OPTCL	An application under Section 94 (1) (f) of the Electricity Act, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Regulations, 2004 for review of order dated 03.07.2018 of the Commission passed in Case No. 05/2018.
67	69/2018	28-Mar-19	OHPC	ARRs for FY 2019-20
68	71/2018	29-Mar-19	OPTCL	
69	72/2018	29-Mar-19	SLDC	
70	73/2018	29-Mar-19	GRIDCO	
71	74/2018	29-Mar-19	WESCO	
72	75/2018	29-Mar-19	NESCO	
73	76/2018	29-Mar-19	SOUTHCO	
74	77/2018	29-Mar-19	CESU	
75	78/2018	29-Mar-19	WESCO	
76	79/2018	29-Mar-19	CESU	
77	80/2018	29-Mar-19	NESCO	
78	81/2018	29-Mar-19	SOUTHCO	
79	70/2018	29-Mar-19	OPGC	

4. **Consumer Counsel**

The Commission had engaged World Institute for Sustainable Energy (WISE), Pune as consumer counsel for analysis of tariff applications of licensees for FY 2018-19. The said consumer counsel submitted its reports & presented its views during the tariff hearing of the Commission. The Commission had also engaged 9 NGOs/persons as consumer counsel to collect necessary feedback on consumer services from WESCO Utility, NESCO Utility, SOUTHCO Utility & CESU areas and participate in the tariff hearing. Out of which six consumer counsels had submitted their reports and participated in the tariff hearing of the Commission.

5. **Drafting and legal vetting**

The Division drafted, and also made legal vetting of public notices, show cause notices, circulars etc. and assisted the Engineering Division in amendment of Regulations.

6. **Legal Information**

The Division subscribed law journals/reports/Collected CDs such as CLT, Supreme Court Cases and Energy Law Reports to update information on latest judicial precedents / legislative developments. It gathered relevant information on Acts, Rules, Regulations and Orders on legal and regulatory matters relating to electricity. Relevant Orders of High Courts, Supreme Court, Central Electricity Regulatory

Commission (CERC), Appellate Tribunal for Electricity (ATE), Rules and Notifications of Govt. of Odisha/ Govt. of India.

7. SECRETARIAT & ADMINISTRATIVE DIVISION

The Secretariat of the Commission looks after the day to day administration of the Commission. It is the pivot of the Commission's activities. Under the provisions of section 91(1), the Secretary is required to assist the Commission to carry out its functions. The OERC (Conduct of Business) Regulations, 2004 also defines the role of Secretary as the spokesman & representative of the Commission in all matters pertaining to its proceedings/hearings. Secretary of the Commission has also been declared as Head of Office by Govt. of Odisha. The Secretary is assisted by Deputy Director (Personnel & Administration/OSD (P&A)) under the existing provisions.

2. The Commission Secretariat is the repository of the Commission's orders and records and carries out all correspondences on behalf of the Commission. The true copies/certified copies of orders, documents, and notification for and on behalf of the Commission are issued by the Secretariat. The Secretary being the custodian of the seal of the Commission acts as the ex-officio Secretary of the State Advisory Committee and is the first Appellate Authority under the RTI Act, 2005.
3. The Administration Section is manned by Deputy Director (P&A)/OSD (P&A) and a Personal Assistant who supports him in day to day Administration Works. This Section provides vital support to the Commission in various matters such as recruitment, appointment of executives and non-executives, housekeeping, procurement of materials, equipment maintenance, organizing functions/seminars/ workshop, printing of Tariff Order & other publications, Audit & Accounts, matters relating to FOR, FOIR, CEA, CBIP, Ministry of Power, SAFIR, CIGRE, Assembly & Parliament, caretaking, security, training, performance appraisal, materials management etc.
4. Accounts Section under the Secretariat is manned by Accounts Officer who is assisted by Accountant-cum-Cashier and is responsible for preparation of bills, maintenance of accounts, reconciliation; audit (both financial & transactional) handling of cash and other accounts related work.

7. Assets acquisition

- i. Photocopier Machine – 1 no.
- ii. Monitor– 1 no.
- iii. Computer – 3 nos.

Participation in Training/ Seminar/ Workshop/ Conference

Participation in Training/ Seminar/ Workshop/ Conference etc. is integral part of knowledge based organization like OERC. Officers and Staff have attended various training programmes, seminars, workshops & conferences in the year 2018-19 to enhance their professional skills and update their knowledge.

8. CONSUMER INTEREST

Under the OER Act, 1995, the OERC is mandated to safeguard the interests of the state consumers and ensures that all consumers are provided with reliable, safe and uninterrupted power supply at reasonable rates. The Electricity Act, 2003 also provides wide ranging provisions to protect the interest of consumers. It gives electricity consumers a statutory right of minimum standards of supply and service. The Commission's approach to consumer protection has been proactive from the inception and in order to fulfill its legal obligation, the OERC has undertaken a number of steps to empower electricity consumers which are as follows:

• Issue of Regulations, Codes, Licenses and Practice Directions

The Commission has issued a number of Regulations, Codes and Practice Directions in order to safeguard the consumers' interest.

- Odisha Electricity Regulatory Commission (Demand Side Management) Regulations, 2011
- OERC (Procurement of Energy from Renewable sources and its Compliance) Regulations, 2015
- OERC (Procurement of Energy Renewable Sources and its Compliance) Regulations, 2015
- OERC (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2014.
- OERC (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2014.
- Odisha Electricity Regulatory Commission (Terms and Conditions for Determination of Generation Tariff) Regulations, 2014
- OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulation 2010
- OERC (Fees and Charges of State Load Despatch Centre and Other Related matters) Regulations, 2010
- OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulations, 2010
- Regulation on Fees for filing of petitions or applications before the Commission on 31st August, 2009
- Intra-State Availability Based Tariff (ABT) Regulations, 2007
- Regulations for Determination of Charges for Open Access Customers
- OERC (Terms and Conditions for Open Access) Regulation, 2005
- OERC (Conduct of Business) Regulations, 2004
- Regulation for imposing fines and charge for non-compliance or isolation on part of generating companies, licensees, or other persons
- OERC (Terms & Conditions for determination of tariff) Regulations, 2004

- OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2004.
- OERC (Licensees Standards of Performance) Regulations, 2004.
- OERC (State Advisory Committee) Regulations, 2004.
- OERC (Exemption from License) Regulation, 1998
- OERC (Consumers Right to Information and Standards of Performance) Regulations, 1998
- OERC (Method of Recruitment and Conditions of service of Officers and Staff) Regulations, 1997

Consumer Friendly Tariff

- Introduction of Multi Year Tariff(MYT) in 2003
- Rationalization of Tariff towards cost base and voltage base
- Reduction of cross-subsidy
- Normative loss considers for tariff calculation
- Introduction of Time of Day (ToD) tariff for all three phase consumers.
- Introduction of spot billing and meter cards
- Introduction of Voluntary Disclosure Scheme for unauthorized consumers
- Appointment of Consumer Counsel in Tariff Proceedings.
- Commission sets targets for loss reduction, franchisee appointment.
- Consumer counsel engaged for analysis and presentation of Tariff applications.
- Introduction of inter- and intra-state open access

• Standards of Performance & Grievance Redressal

- Introduction of guaranteed overall and individual Standards of Performance
- Performance Standards published annually
- Vigorous monitoring of licensees' performance
- Inspection by independent enquiry teams regarding the maintenance of transmission and distribution system.
- SAC Monitoring Subcommittee on quality of supply, standards of performance & commercial loss reduction, constituted.

• Alternate Dispute Resolution forum in OERC

• Creation of 12 Grievance Redressal Fora and 2 Ombudsmen to dispose of consumer complaints

- Regular monitoring of disposal of consumer grievances by GRFs/Ombudsmen & implementation of their orders by OERC
- Inspection of GRF done by Commission's officers.
- Proceedings conducted by Commission to penalize the Distribution licensees' for non-compliance of GRF/Ombudsman orders

• Pro-active Consumer Education

- Direct consumer interface programs
- Print & audio-visual campaign in news dailies, Radio & TV on GRF & Ombudsman, safety and environmental awareness.
- Publication of FAQs, booklets & brochures
- Translation of regulations into local languages
- Networking of consumer groups empanelled with OERC
- Compilation of Regulations published in English

• **Training & Capacity Building**

- Extensive training for DISCOMs staff by OERC on regulations/Electricity Act, 2003
- Gramsat used to sensitize senior government functionaries on state power sector issues
- State level workshops to sensitize representative PR institutions & ULBs on standards of performance & tariff process.
- Training & workshops held for Presidents/ Members of GRF/Ombudsman
- AC representing cross-section of consumers in state constituted - Frequent Meetings held for constructive advice
- State Co-ordination Forum formed by Govt. of Odisha - Chairperson & Members of OERC are Chairperson and Members of Forum
- District Committees formed
- State-wide Consumer Satisfaction Survey
- State level workshop on consumer rights

• **Approval of Consumer Service Documents of DISCOMs and their license conditions**

- Consumer Rights Statement
- Complaint Handling Procedure
- Code of Procedure on Payment of Bills

There is an existing Complaint Handling Procedure for disposal of consumer complaints. Aggrieved consumers can approach the Jr. Manager/ SDO/ Executive Engineer of DISCOMs and there is time bound schedule for disposal of their complaints at different levels. Each Division is required to have a Consumer Cell to deal with consumer complaints.

With the enactment of Electricity Act, 2003, a statutory provision was made for disposal of consumer complaints by a two-tier mechanism consisting of Grievance Redressal Fora and Ombudsmen.

9. GRF AND OMBUDSMAN

There are 12 GRFs and 02 Ombudsmen working in the State. Their location and address are given below:

Grievance Redressal Fora (GRFs): 12

- (1) The President, GRF, Dhenkanal, CESU, Near Fisheries Office, Kunjakant, Dhenkanal-759001.
- (2) The President, GRF, Cuttack, 3R-1, CESCO Colony, Badambadi, PO: Arundeo Nagar, Dist-Cuttack.

- (3) The President, GRF, Bhubaneswar, BCDD-I Campus, Power house, Bhubaneswar-8
- (4) The President, GRF, Khurda, CESU, Quarter No.3R/1, T.L.C. Colony, Khurda -752055.
- (5) The President, GRF, Paradeep, CESU, AT-Pitambarpur, PO-Bhutmundai, Via-Kujang, Dist-Jagatsinghpur.
- (6) The President, GRF, Jajpur, NESCO, T.T.S. Colony, Dhabalagiri, At- Sobra, Jajpur.
- (7) The President, GRF, Balasore, NESCO, Near Kali Mandir, Balasore-756001.
- (8) The President, GRF, Rourkela, WESCO, Office of the S.E, Rourkela Electrical Circle, Q-2, Rourkela Civil Township, Rourkela.
- (9) The President, GRF, Burla, WESCO, Qtr No. D-2, Near Power House Club in Burla Town, P.O.Burla, Dist-Sambalpur-768017.
- (10) The President, GRF, Bolangir, WESCO, O/o S.E. (Elect), Bolangir Electrical Circle, At/Po-Bolangir.
- (11) The President, GRF, Berhampur, Near De Paul School, Engineering School Road, Berhampur-760010.
- (12) The President, GRF, Jeypore, SOUTHCO, Power House Colony, Jeypore, Dist-Koraput.

Ombudsmen:02

- (1) Ombudsmen-I (CESU Zone), Qrs. No. 3R S/2, GRIDCO Colony, P.O.- Bhoinagar, Bhubaneswar-751022.
- (2) Ombudsmen-II (NESCO, WESCO & SOUTHCO Zone), Qrs. No. 3R S/2, GRIDCO Colony, P.O. - Bhoinagar, Bhubaneswar- 751022.

As per reports of GRFs to the OERC from April 2018 to March 2019, 6597 cases were registered 6214 cases were disposed off and of them 6068 were implemented by the licensees.

355 cases came up for appeal before the two Ombudsmen, 153 were disposed off and 110 of them were implemented by the licensees at the end of March, 2019. The position is indicated as follows:

Annual data on disposal of consumer complaints by the GRFs/Ombudsman for FY 2018-19

Name of licensee	Name of GRFs/Ombudsmen	No. of cases received/outs tanding from previous year	No. of cases dispos ed	No. of cases pendi ng	Cases passed in favour of consu mer	No. of order implemen ted by the licensees (current & previous)	Remarks
NESCO	Balasore	221	198	23	168	183	

	Jajpur	84	77	7	65	72	
SOUTHCO	Berhampur	424	320	104	307	360	
	Jeypore	246	207	39	205	282	
WESCO	Burla	207	200	7	200	269	
	Rourkela	347	299	48	279	363	
	Bolangir	538	533	5	508	595	
CESU	Bhubaneswar	689	669	20	663	697	
	Khurda	1099	1048	51	976	896	
	Cuttack	1073	1064	9	622	836	
	Dhenkanal	708	691	17	654	666	
	Paradeep	961	908	53	887	849	
	Total	6597	6214	383	5534	6068	
Ombudsman-I	CESU	160	103	57	92	65	
Ombudsman-II	NESCO, WESCO SOUTHCO	195	99	96	59	45	
	Total	355	202	153	151	110	

The Consumer can also approach the Commission directly under Section 142 of the Electricity Act, 2003 if any provisions of the Act or any regulation is violated by the licensee. The Commission has set up its own Grievance Redressal Cell to monitor disposal of consumer complaints by the licensee. As on March 31st 2019, 97 consumer complaints were registered, 97 were disposed off.

1. To expedite disposal of consumer complaints forwarded by the Commission to Utilities and ensure implementation of orders of GRFs/Ombudsman, the Commission introduced a quarterly meeting for monitoring of consumer complaints by the Utilities/GRFs/Ombudsmen. Four such meetings were held on 02.05.2018, 06.08.2018, 12.12.2018 and 18.02.2019, respectively. Quarterly data on disposal of consumer complaints by DISCOMs/implementation of orders of GRF/Ombudsmen were compiled and put up to the Commission and the same were also posted online on the Commission's Website. This helped to improve the disposal of consumer complaints by DISCOMs/GRFs/Ombudsmen considerably.
2. Teams of officers of OERC also visited GRF & Ombudsman offices and inspected their records and functioning as per statutory requirement. The reports were approved by the Commission and forwarded to the DISCOMs for compliance.

Publicity

3. In order to ensure transparency, all orders of the Commission on major issues are passed after conducting open public hearings. In 2018-19 the Commission carried out a number of public relation activities including press briefings during the annual tariff hearing, issue of press releases and preparation of promotional materials.
4. Consumer interface programmes were held at Bhubaneswar, Khurda, Cuttack, Paradeep, Dhenkanal, Jajpur, Balasore, Burla, Bolangir, Rourkela, Berhampur and Jeypore.
5. A public awareness programme on rights and duties of electricity consumers covering print, audio visual, outdoor, events and social media including publication and distribution of FAQs, production and broadcast of cine spots, enacting of street theatre, operating interactive stalls in festivals, operating website, facebook, instagram, youtube and wall painting on substations, was initiated by the Commission and executed successfully by the four utilities under the supervision of the Commission.

Publication

6. A Compendium of Orders on Annual Revenue Requirement and Bulk Supply & Retail Supply Tariff for FY 2018-19 was published by OERC and distributed among various stakeholders including consumer groups.
7. Copies of the FAQ (Frequently Asked Questions of Electricity Consumers) in English & Oriya were distributed among various consumer groups, for creating greater awareness of Rules, Regulations and Standards in the Sector.

Community Participation

A Community Participation Scheme in rural power distribution involving WSHGs in Metering, Billing and Collection was started in three electrical sub-divisions of CESU, NESCO & WESCO and five electrical sub-divisions of SOUTHCO, was successfully taken up by the Commission during the year.

10. **SUMMARY OF MINUTES OF THE STATE ADVISORY COMMITTEE (SAC) MEETINGS OF OERC**

The State Advisory Committee Meetings are usually held in every quarter of a year. During the year there were four meetings held in the Commission on 30.05.2018, 31.08.2018, 29.11.2018 and 20.02.2019.

MINUTES OF THE 18th MEETING OF STATE ADVISORY COMMITTEE OF OERC HELD ON 30.05.2018 AT 3:00 PM

Summary of the proceedings:

Agenda No. I - Action Taken Report (ATR) of the 17th SAC Meeting

Shri U.N. Behera, Chairperson, OERC, welcomed all present to the 18th meeting of the SAC. He asked representatives of DISCOMs to submit the status of compliance to the items listed in the ATR. Regarding item no 1, i.e, suggestions of SAC for Supply Code, Shri P. Patnaik informed that they had been incorporated into the final version of the same.

Regarding item no 2, i.e, tagging of mobile phones of consumers under Urja Mitra Scheme, CESU, CEO informed that 40% of consumers of CESU were covered till date and AO, NESCO informed that 12 lac out of 15.5 lac consumers of the DISCOM were already tagged. Both assured that 90% of consumers would be tagged by end of June, 2018. AO of SOUTHCO Utility and COO, WESCO Utility informed that 4 lac out of 15 lac and 2 lac out of 14 lac consumers of the respective DISCOMs had been tagged and the remaining would be covered by end of August, 2018.

Regarding item no 3, i.e, misuse of Section 126, the Chairperson informed that the Commission had banned levy of multiple penalty under the latter in the current tariff order.

Regarding item no 4 i.e, introduction of smart meter/prepaid meter, the Chairperson informed that the Commission had set up a task force consisting of representatives of OERC and the DISCOMs under the leadership of Shri Bibhu Mohapatra to study phase wise introduction of smart meters in Odisha. The Commission had also held discussions with Energy Efficiency Services Limited (EESL), Govt. of India, who are in the process of installing some smart meters in UP and Haryana. They were ready to install the same in Odisha @ Rs. 72 per month for 8 years if large scale order for installation of up to 50 lac smart meters were given to them. Shri A.K. Das, Member, OERC added that the amount would be Rs.72 per month for single phase meters, Rs. 85 per month for three phase meters and Rs. 100 for CTBT meters, respectively. Shri A.K. Padhi wished to know whether this included total cost of meter, to which Shri Das replied that it included meter rent and basic data services. Shri B.K. Mohapatra enquired why smart meters were not being used instead of ordinary static meters to replace the defective meters and install new meters in case of unmetered consumers. The requirement for this replacement and new installation shall be around 20 lac in number. The Chairperson pointed out that as many as 13 lakh consumers in Odisha either had defective meters or no meters and in addition to that about 10 lakh consumers had electro-mechanical

meters. Taken together these account for 35% of the total consumers and that no other state in the country had such alarming situation so far as metering is concerned. Therefore, the priority should be on going for 100% metering first instead of waiting for smart meters at affordable cost. Shri Mohapatra also wished to know if meter rent, depreciation and other charges would be levied on the static meters being purchased as Govt. of Odisha was providing grant for the same. Shri Bibhu Mohapatra clarified that no meter rent would be charged on the new meters for which Govt. grant was availed. However, he said that the GST would apply on meter rent. The Chairperson also informed that smart metering was proposed to be taken up on a pilot basis in two divisions of each DISCOM initially. Shri Mohapatra suggested that areas with better performance be covered under the pilot project; otherwise there would not be adequate return on investment. The Chairperson felt that it would be better to go for urban areas that have higher losses. Shri Dora suggested that different features of smart meters should be used effectively. Shri A.K. Padhi asked whether the smart meters were standardized and could be customized. Shri S.P. Mishra replied that they were standardized by BIS and CEA. Shri B.K. Mohapatra wanted to know the time frame for 100% metering to which Shri Bibhu Mohapatra replied that it would be done by Sept. 2019. The former suggested that a quarterly review of the above should be done by the Commission.

Regarding item no 5, i.e, standardization of new connection charges in case of LT consumers having CD up to 5 KW, Shri P. Patnaik informed that the same had been addressed in the proposed Supply Code. Shri Bibhu Mohapatra added that connection charges would not be recovered from any consumers under the Soubhagya Scheme. Shri B.K. Mohapatra said that the ATR of 15th & 16th SAC meeting may be sent to the members for their comments which were circulated during the meeting.

Agenda No. II – Quality of Power Supply:

Shri B. K. Mohapatra pointed out that the loss in the sector has remained the same since beginning of the reforms. Regarding information given under SAIFI, MAIFI & SAIDI, he enquired whether it was reliable. The Chairperson replied that periodic reviews as well as inspection were being conducted by the Commission to verify the information. Regarding third party audit Shri Mohapatra suggested that auditors for the DISCOMs should be selected by them from among the firms empanelled with OERC. He also added that no auditor should be allowed to continue beyond two years. Shri P. Patnaik informed that CESU and NESCO Utility had already conducted third party audit through well known auditors Power Tech Consultants and PRDC, respectively. The Chairperson directed that the SOUTHCO Utility and WESCO Utility should conduct third party audit immediately and directed Shri Patnaik to issue an advertisement for empanelment of audit firms. However, he said that the prevailing practice of engaging auditors for a maximum period of three years could be followed. Shri A. K. Padhi pointed out that the figures provided by WESCO Utility and SOUTHCO Utility were improbable and should be verified. Regarding Standards of Performance set by the Commission, he added that if they were being met so easily, they were too liberal and should be tightened. The Chairperson directed Shri Patnaik to review the standards and upgrade the SOP accordingly.

Regarding Call Centres, the Chairperson informed that all four DISCOMs had already set up the same, but more expanded facilities including toll free nos., mobile tagging, grievance documentation and time bound resolution would be included shortly. CESU, CEO informed that the new Call Centre facility for CESU would be set up in the old OERC office building and would be operational by Sept, 2018. Shri Bibhu Mohapatra said that similar Call Centres for the other three DISCOMs would be located in the OPTCL building and would start functioning by Dec, 2018. Shri Mohapatra suggested that these centres should be operated by independent third parties. Shri A.K. Padhi added that the Call Centres should record the date of logging and disposal and should provide the consumers a number to call, if he is not satisfied. The Call Centre can also call back the consumers to ensure that the complaint has been addressed and if not, it should be escalated to the next higher level. Shri P. Patnaik informed that APDRP has developed an App for the purpose. The Chairperson directed that the new grievance redressal system could have an App based option. Shri B.K. Mohapatra also called for quarterly report on progress of the above.

Regarding voltage of supply, Prof A K Tripathy pointed out the inconsistency in voltage limits set up such as LT (+/- 6%), HT (+/- 9%) & EHT (+/- 12%). He said that the limits should be reversed. Shri Patnaik added that the imbalances actually exist as recorded by OPTCL and the standards had been set keeping the consumer's convenience in mind. He also added that they can be adjusted by tap changes at LT level. Shri K. L. Panda informed that the standards were based on IE Rules and CEA guidelines. Prof. Tripathy felt that they were redundant in the present day. The Chairperson asked Shri Patnaik to examine the voltage norms and see if they need to be changed.

Shri B.K. Mohapatra stated that since quality of power has been achieved, it should be sustained by regular monitoring of load factor and load balancing. He suggested that the consumer should be educated to make the system more efficient. Prof. Tripathy suggested that the DISCOMs should maintain proper records of materials and equipment in stock and network to ensure that supply lines are maintained within the permissible limits. Shri A.K. Padhi said that transformer repair and maintenance should not be outsourced. AO, NESCO Utility informed that NESCO Utility is repairing its own transformers. Shri Mohapatra suggested that when transformers are purchased, AMC for R&M and spare parts should be signed. Shri Bibhu Mohapatra said that currently there is no short supply of transformers as the State Govt. had been providing enough materials and equipment under different schemes. Shri R. Mishra pointed out that loss is high because the DISCOMs are using old transformers. Shri G. Pujari added that R&M funds are not being utilised hence quality of power is not maintained. The Chairperson directed that they should be replaced and asked Shri Patnaik to revisit relaxation of ESCROW for purchase of spare parts.

Shri P. Dora regretted that compensation for violation of SOP was not paid in a single instance by the DISCOMs. The Chairperson observed that the SOP Regulation provides for payment of compensation and it should be paid wherever applicable.

Agenda No. III – Any other:

Shri B.K. Mohapatra suggested that SAC members should be involved in consumer awareness and loss reduction. He informed that two committees under the SAC had been set up for the purpose during Shri B.C. Jena's term as Chairperson but had become dysfunctional thereafter. Regarding consumer interface programmes conducted by OERC teams during GRF inspection, he said that there is no proper representation or coverage of consumers. He suggested that adequate notice of the same should be given. Shri Mohapatra called for a customer satisfaction index based on a state wide consumer survey. The Chairperson directed that a mechanism for ascertaining consumer satisfaction index may be developed.

Smt. Abanti Behera added that DISCOMs are inflating bills and not revising arrears. The Chairperson advised DISCOMs not to inflate bills and to conduct realistic assessment under Section 126. Shri G. Pujari pointed out that assessment notice does not give a fixed time and therefore the complainant has to run several times to the Assessing Officer. The Chairperson directed for the date and time to be clearly mentioned in the assessment notice.

Shri A.K. Padhi observed that safety and security aspects are being neglected by the DISCOMs and no gloves, boots or safety helmets are being provided to contractual staff. Shri Bibhu Mohapatra informed that the State Govt. provides for safety gear for 10,000 staff every year. One percent is deducted from contractors' dues for this purpose. He suggested that DISCOMs implement this scheme. Shri Padhi also pointed out that outsourced meter readers do not have any ID and as a result can indulge in all kinds of malpractice. The Chairperson wished to know the status of provision of uniforms to all Distcom staff as directed in the previous year's tariff order. COO, WESCO Utility informed that all employees of the DISCOM would have uniform by June, 15th. AO, NESCO Utility and SOUTHCO Utility and CEO, CESU informed that order for uniforms of the DISCOMs had been given to Raymond's but the company had delivered only shirts but not the trousers. He assured that uniforms would be provided to all employees by 30th June. Sri B. Mohanty felt that there should be some form of identification for outsourced staff so as to distinguish them from DISCOM employees. Shri G. Pujari suggested that ID cards countersigned by DISCOM officers should be supplied to the outsourced staff. Shri A. K. Padhi suggested that Aadhar card numbers of outsourced staff should be collected and the Aadhar card could be used as the ID with proper authorization. The Chairperson agreed to the proposal and directed all DISCOMs to do the needful.

Prof. Tripathy observed that in the age of GIS mapping and sensor systems, consumer grievances can be reduced drastically. He suggested that DISCOMs should start considering these options. He also emphasized on proper data collection which is the basis of all reform and added that analytics departments should now be created in all DISCOMs for the purpose. Shri G. Pujari felt that customer grievance redressal should be automated and informed that Prayas had developed a software for the purpose which can be useful. Shri Bibhu Mohapatra informed that in 220 KV substations of OPTCL, all changes are automatically recorded and 500 numbers of new 33/11 KV S/s would also be enabled with automatic data generation systems.

The meeting ended with vote of thanks by the Secretary.

ACTION POINTS:

- (a) Quarterly review by OERC of installation of 25 lakh meters scheduled for completion by September, 2019.
- (b) SOUTHCO Utility and WESCO Utility to conduct third party energy audit immediately and Secretary, OERC to advertise for empanelment of audit firms.
- (c) Since quality of power had improved, OERC to review the standards and upgrade the SOP accordingly.
- (d) Existing voltage limits set for LT, HT & EHT to be reviewed and changed by OERC if necessary.
- (e) Setting up of upgraded Call Centres for four DISCOMs to be monitored on a monthly basis by Commission and an App based grievance redressal system to be introduced.
- (f) Relaxation of ESCROW for purchase of spare parts to be increased to meet the requirements.
- (g) SOP Regulation provides for payment of compensation and the same should be paid by DISCOMs wherever applicable.
- (h) Date as well as time to be notified in Assessment Notices under Section 126.
- (i) A Customer satisfaction Index to be prepared on the basis of a state wide Consumer Satisfaction Survey.
- (j) All DISCOM employees to have uniforms by 30th June, 2018.
- (k) Safety gear and ID based on Aadhar card to be provided to all outsourced/Franchisee workers operating in DISCOM areas.

**MINUTES OF THE 19th MEETING OF STATE ADVISORY COMMITTEE OF
OERC HELD ON 31.08.2018 AT 3:00 PM**

Summary of the proceedings:

Shri U.N. Behera, Chairperson, OERC, welcomed all present to the 19th meeting of the SAC. He informed that Professor A.K. Tripathy had prepared a note on Distribution Management that had been circulated. The participants were invited to give their inputs.

The minutes of the last meeting were confirmed.

Agenda No. I - Action Taken Report (ATR) of the 18th SAC Meeting:

1. (a) Regarding status of replacement of 25 lakh meters by DMU for the DISCOMs, the Commission had prescribed a proforma for collection of metering data. While the current information regarding functioning meters is captured in the format, data on replacement of defective meters and fixing new meters is not captured. The Chairperson directed that the format may be changed to capture the detailed data. He then asked the DMU & GRIDCO to give the status of metering. Shri B.P. Mohapatra, Head, DMU, informed that order for 25 lakh meters had been placed. For WESCO Utility & NESCO Utility, the vendor had completed the survey and started installation. Regarding

work order for 1 lakh three phase meters, survey and PERT chart had been done and 50% were already supplied. Regarding CESU & SOUTHCO Utility, Shri Mohapatra informed that the vendor had backed out and fresh advertisement had been done and two agencies had submitted bids. Price bid would be opened shortly. The Chairperson directed Shri Mohapatra to coordinate with DISCOMs and get the meters installed. He asked the DISCOMs to submit monthly report on the same. He then asked the DISCOMs about their own plan of procurement of meters. CESU, CEO informed that 1.5 lakh meters had been ordered of which 50000 were received. NESCO Utility, AO informed that 90000 meters had been ordered of which 60000 were already received. Similarly, WESCO Utility had ordered 1 lakh of which 90000 had already been received. SOUTHCO Utility ordered 1 lakh of which 50000 were received. Apart from this, CESU would procure 2 lakh more meters under the SOUBHAGYA Scheme.

- (b) Upgradation of SoP: The Chairperson clarified that after supply code is finalized; the OERC will come up with the upgraded SoP. In the meantime he informed that FOR has also circulated very stringent standards of performance.
- (c) Customer Care Centre: CEO, CESU informed that CESU already has a centralized Customer Care Centre which is being made more comprehensive under the RAPDRP. He informed that a 24X7 toll free number (1952) was available to all consumers of CESU to lodge complaint or a query. A registration no. was being sent to the consumer's mobile along with date of disposal after the complaint was registered. The field officers receive the information from the Customer Care Centre and after disposing the complaint they inform the Centre, which in turn relays the information regarding disposal to the customer's mobile. The Chairperson asked for feedback from the SAC members on the above. Shri Tripathy said that since the agencies are outsourced, their staff were not properly educated and could not give proper information either in English or in Odia. The Chairperson suggested that people with proper language skills in Odia and English should be deputed in the Customer Care Centres. Regarding integrated Customer Care Centre for NESCO Utility, WESCO Utility & SOUTHCO Utility, Shri Mohapatra said that it is included in the IPDS Scheme and would be ready only after a year. The Chairperson pointed out that the GRIDCO, CMD, had assured that the Customer Care Centre would be ready by Sept., 2018, in his presentation to the Commission on capital investment in May, 2018. The AO, NESCO Utility said that currently the DISCOMs had a toll free no. 1912 which was manually operated from the Call Centre at the headquarters in Balasore. It is open from 11 AM morning to 5 PM in the evening. Fuse Call Systems were operating in the local substations. WESCO Utility & SOUTHCO Utility stated that they had the same system though the 1912 was not available in the Airtel phones in SOUTHCO Utility area. Shri Abhaya Padhi informed that the fuse call centres in WESCO Utility were not functioning properly. He suggested that until the integrated Customer Care Centre of the three DISCOMs comes up in GRIDCO, the same can be outsourced to a private party for the time

being. The Chairperson agreed and directed AO, WESCO Utility to enquire into the reasons for the poor functioning of the WESCO Utility fuse call centres.

- (d) Escrow Relaxation: It was agreed at a meeting at the Commission office on 16th Aug. in the presence of Chairperson and Members, OERC, CMD, GRIDCO, CEO, CESU and AOs of the utilities and Director (Finance), GRIDCO that R&M funds, Employee and A&G costs, would be made available to the DISCOMs as approved by OERC Tariff Order. The DISCOMs would also take urgent steps to reduce the gap in payment of their power purchase bills.
- (e) SoP: The Chairperson informed that letters from OERC had been sent to all DISCOMs to pay automatic compensation as per SoP Regulations for violation of the same and to mention date and time of appearance in notices u/s 126. He directed the AOs to implement the same.
- (f) Customer Satisfaction Survey: The Chairperson stated that OERC would take it up.
- (g) Uniform for Utility Staff: AO, NESCO Utility & WESCO Utility informed that they had already received the uniforms while CESU and SOUTHCO Utility were yet to receive the full order. The Chairperson enquired by what time the uniforms would be ready and was informed by the DISCOMs that all employees would be in uniform by 15th Oct.

Agenda No. II – Distribution System Management:

2. Prof. Tripathy explained in brief the note circulated by him on the Distribution System Management. Prof. Tripathy said that the same had already been discussed in bits and pieces in various SAC meetings but an integrated approach was required. He pointed out that the power distribution was being considered as a service rather than a business. The problems of the sector were absence of metering, improper billing, inadequate collection, theft and high T&D loss which are not impossible to solve. He outlined the following suggestions:

- (a) Odisha has 24 lakh absent or defective meters and the first requirement is to complete 100% metering in the State.
- (b) There should be no restriction on maximum demand and free connection should be given to all new consumers.
- (c) Feeder Manager Concept should be introduced and every feeder should be treated as a profit centre. Feeder should be categorized from a load and revenue audit with investment plan to bring each feeder to acceptable profit margin. There should be continuous energy audit and rapid action to reduce loss. The JE in-charge of the feeder should mail daily data on input, output and collection to the SDO.
- (d) Prepaid Metering: This should be introduced immediately and consumers should be given the option of adopting prepaid meters. In case of BPL households/unauthorized colonies, a cluster metering approach can be taken.
- (e) There is too much burden on the JEs and office environment should be upgraded by investment in infrastructure.

- (f) Decentralized Operation: There should be greater customer contact with the field staff.
- (g) HR Policy and Structure: There is an acute manpower shortage in the DISCOMs which cannot be met by outsourcing. Knowledgeable and qualified persons should be deputed in the field and there should proper interaction and motivation. For this a strong HR Policy has to be put in place.
- (h) Data: Today there is no sanctity of data as figures are manipulated. This can be very harmful as the entire system depends on data inputs. Any data needs accurate customer linkage and linkage to the network. Attempt should be made to sanitize the data and ensure correct data entry by adoption of IT solutions.

Prof. Tripathy concluded by stating that the brand image of power utilities is corrupt, inefficient and unviable. This should be changed so that franchisees will want to invest in the DISCOMs. The Chairperson asked SAC members to give inputs on the above. Regarding plan for replacement of 24 lakh meters by DMU, Member Shri A.K. Das enquired about warranty period life of the meters. Shri B.P. Mohapatra, Director (F), GRIDCO replied that life of the meters is eight years, with three years warranty and four years AMC (Annual Maintenance Contract). Shri Das informed that meters in Delhi have 15 years life and utilities should try to obtain better quality meters, to have better accuracy, better reliability and better service periods. He also enquired about replacement of defective meters and was told that single phase meter would be replaced after five years. If new meter was defective due to customer's fault, he would replace it; otherwise licensee would replace the meter. The Chairperson directed that information should be obtained on the Delhi model.

Shri P.K. Dora suggested that since 24 lakh meters were being replaced, smart meters should be installed. The Chairperson clarified that the EESL model was viable and if the SAC agreed consumers can either pay for the cost in eight years or pay entire cost upfront. The later would be passed on in ARR leading to substantial tariff hike. Member Das also enquired about failure rate and testing of the new meters and Shri B.P. Mohapatra replied that testing would be done by lots and if failure rate is higher than 2% it would be returned. The Chairperson enquired about the subsequent functioning of the meters post-installation. It was informed that the meters are tested once a year. Shri Gobardhan Pujari pointed that out consumers are being penalized for the same. Shri P. Patnaik, Secretary, OERC observed that this is not allowed under the Supply Code and the Chairperson directed that the practice should not be allowed. Regarding Feeder Management System, Shri B. P. Mohapatra said that attempt is being made to adopt the same but it will take time as it calls for major HR and Administrative changes. The Chairperson suggested that boundary meter concept can be applied to check input and output to a division. Prof. Tripathy suggested that accountability can be set and the consumers can be segregated accordingly.

Dr. Ramana agreed that it makes more sense to have Feeder Management System as the Division is an archaic system of accounting. He suggested that a 2-3 year action plan can be drawn up to switch to the Feeder Management System. He also demanded that the DISCOMs should be strengthened by appointing full time Authorized Officers instead of micro managing the DISCOMs. At present all AOs are senior

officers of GRIDCO/OPTCL and are holding dual charge of DISCOMs. He also called for fixing responsibility of officers of DISCOMs and accountability in meeting standards and directives of OERC. The Chairperson pointed out that since the NESCO Utility, WESCO Utility & SOUTHCO Utility has to be privatized within a year and the sale process has started, an Administrator has been appointed for the task. The Chairperson agreed that full time AOs, if available, should be appointed in the DISCOMs. Dr. Ramana also informed that quarterly performance report of the DISCOMs is not being uploaded on the OERC website as earlier and this information should be made available at the press of a button. Shri Pujari demanded that balance sheets of the four DISCOMs should be available on the website. Dr. Ramana also stressed on decentralized public hearings in the headquarters of the four DISCOMs as is being done in other states. The Chairperson observed that this could be tried.

Regarding increase in tariff to improve viability of the DISCOMs, Shri Bimal Das said that tariff cannot be increased without improving quality of service. Smt. Minati Behera also agreed. Dr. Ramana said that cost should be captured as meticulously as possible and this can be done through consumers or payment of subsidy by the Government. The Commission should direct the Government to do the needful, he added. The Chairperson said that the Government cannot be forced to pay subsidy to recover costs. Shri B.P. Mohapatra clarified that the Government is paying capital subsidy and also some O&M costs.

Regarding free connectivity, the Chairperson informed that extension of services had been made free for consumers up to 5KW in the tariff order. Regarding HR restructuring, he agreed that outsourcing was not a proper solution and recruitment would have to take place at one stage. This will however, push up the cost and effect tariff, he added. Metering would address much of these problems said Shri Mohapatra. Regarding reward/punishment for good/bad performance, the Chairperson clarified that it is not possible under the current service regulations. He however, suggested that efficiency based incentives may be introduced. AO, NESCO Utility said that as per current HR Policy, an officer with five years outstanding CCR can be promoted out of turn. The Chairperson added that stopping of increment and disciplinary action can be invoked for non performance. Shri B.P. Mohapatra informed that reward scheme for one division in each year had been introduced and transfer is linked to performance. CEO, CESU stated that they are following the same pattern.

Agenda No. – Any other item with permission of the Chair:

3. In his written submission Shri B.K. Mohapatra, regretted that the old employees of OSEB retained by the DISCOMs could not fit into the new culture and were an internal obstacle to reform from its inception. This also influenced the new employees to follow the same. Further, he felt that the Commission appears to be pro-licensee and no strict action was taken by them for implementation of its orders. The few monitoring committees formed by Commission in the past are now totally defunct although they yielded results. Shri Mohapatra said that the management can pinpoint the bad performance of any distribution area covered by a particular transformer from the audit results and fix responsibility to bring in efficiency. He added that 100% metering was taken up in 2001 and huge numbers of China made

meters were purchased without planning any time schedule for the installation and they proved to be useless. The Commission should issue guidelines for installation and monitoring of the new meters now being purchased. He also pointed out that the failure of proper result for heavy investment made by the government would come down heavily on consumers in future, if the government decides for realization or capitalization of the investment.

4. Prof. Tripathy asked whether lateral entry is possible in the DISCOMs. CEO, CESU clarified that lateral entry and promotion are allowed in CESU with Board approval if suitable internal candidates are not available.

The meeting ended with vote of thanks by the Secretary.

MINUTES OF THE 20th MEETING OF STATE ADVISORY COMMITTEE OF OERC HELD ON 29.11.2018 AT 3:00 PM

Summary of the proceedings:

Agenda No. I – Action Taken Report of the 19th Meeting:

Shri U.N. Behera, Chairperson, OERC, welcomed all present to the 20th meeting of the SAC. Secretary, OERC pointed out that though ATR had been circulated to the Distcoms along with a format for providing information on status of metering, the same had not yet been submitted by them even after the expiry of the deadline in Nov, 2018. He enquired about reasons for delay. Shri Md. Sadique Alam, CEO, CESU replied that the compliance report would be submitted within two days. Smt. M. Ghosh, AGM (RA), NESCO replied that the utility had already submitted the data in the previous format but would resubmit the same in the new format by 6th Dec, 2018. Shri R R Panda AO, SOUTHCO assured to submit the data in proper format by 6th Dec, 2018. Shri U K Samal, AO, WESCO sought for ten days time to submit the data as WESCO functioning was affected by local strike. However, the Chairperson instructed that report should be provided in proper format by 6th Dec, 2018.

Shri Das, Member, OERC, directed Shri B.P. Mohapatra to update the SAC on status of metering in WESCO, NESCO & SOUTHCO. Shri Mohapatra informed that order had been placed for 100% metering with 1 lac AMR meters for each of the three Distcoms. 30% of the order has been fulfilled with 48000 & 50000 single phase meters already provided for NESCO & WESCO respectively. 90000 meters of SOUTHCO had been diverted to Soubhagya Scheme, he added. The Chairperson observed that the Commission did not make a distinction between different schemes and wished to know the overall status of consumer metering in the State. Shri Mohapatra agreed to provide a monthly data on progress of metering by the three Distcoms. Shri Alam, CEO, CESU informed that 3.5 lac meters had been ordered by CESU of which 80% were already installed under the Soubhagya Scheme. 1.5 lac meters had been ordered under MR Scheme of which 50000 had been received and were expected to be installed by end of Dec.

Shri B K Mohapatra observed that though GRIDCO was placing the orders, the Distcoms were doing the actual installation at a slow pace due to lack of adequate staff and infrastructure. The Chairperson

pointed out that the involvement of the Distcoms was necessary but directed that adequate working hands should be deployed. Shri Mohapatra informed that the meter vendors sent their teams for the job but supervisory staff from the Distcoms was sent to monitor the work.

The Chairperson wished to know status of AMR metering in both 10 to 20 KW and 20 KW and above ranges. CEO, CESU informed that there were 6000 consumers above 20 KW and 13,000 between 10 & 20 KW range. Shri Bibhu Mohapatra informed that in the remaining three Distcoms there were 10000 consumers above 20 KW, 80% of which were metered. 65% of these meters were effective. The remaining un-metered consumers will be covered within three months by Feb, 2019, he assured. Similarly, there are 22,533 consumers between 10 & 20 KW range who will be covered by AMR metering within six months. The Chairperson stated that review of the progress of AMR metering would be carried out in the next SAC meeting in February, 2019. In the meantime, he asked CESU and DMU head to provide monthly updates on the above.

The Chairperson said that complaints had been received on non-functioning of Fuse Call Centres in WESCO area and sought for explanation for the same. He directed that punitive steps should be taken against the officials responsible for the situation. Shri Samal, AO requested one month's time to address the issue.

Regarding introduction of automatic compensation for violation of SoP by the utilities as instructed by OERC, the Chairperson wished to know whether the same had been granted in any case and whether a monitoring system to keep track of compensation paid was in place. He directed that a monthly report on the topic in the format provided by OERC should be submitted by the utilities. Shri G. Pujari informed that compensation had been granted in some cases by the GRFs/Ombudsman but none of the utilities had paid automatic compensation yet. The Chairperson directed that the OERC teams should take up the matter in their next inspection of GRFs/Ombudsman. He also directed that this should be the topic of the next training of utility officers by OERC. Shri B K Mohapatra suggested that the issue should be included in a public awareness campaign for sensitization of all parties concerned.

The Chairperson enquired about replacement of defective meters as per the Delhi Model suggested by an SAC member in the last meeting. Shri B K Mohapatra informed that the meter has a 15 year life and is replaced by the utility if it is found defective during the warranty period. He suggested that the same should apply for Odisha as the consumer is paying the cost of the meter provided by the utility through meter rent. As the current meters have a five year warranty, they should be replaced by the utility at no cost if they are found to be defective during this period. He also added that the consumer should not have to pay any further rent towards meter cost after five years as the OERC has directed in its Tariff Order for recovery of meter cost in 60 installments. The Chairperson agreed but added that the consumer would however have to pay for failure of the meter beyond the warranty period. Shri A K Tripathy informed that in Delhi a consumer pays Rs.500/- while applying for replacement of defective meter and if the case is found to be genuine, it is replaced by the licensee and the amount is forfeited if it is not. Shri B K

Mohapatra objected to the consumer being charged for change of meter due to up gradation of technology. He added that consumer should not be charged for the profit and convenience of the utilities. The Chairperson pointed out that the funds have to come from some source and is usually passed through in tariff. Shri P K Dora said that consumers are willing to pay for upgraded meters provided that they benefit from the technology. He informed that though currently meters take MD readings, bills are not issued on this basis. The Chairperson enquired about the reason for the same. Shri Sahu, AO, NESCO said that in rural areas there is extensive hooking and therefore billing is done on load factor basis. Shri Dora observed that this practice is illegal. The Chairperson directed that bills based on MD recording should be issued in urban area and practice of load factor bill should be stopped. Shri Bibhu Mohapatra informed that steps have already been taken to start MD based billing by the end of Dec, 2018 when new meters would have been installed. Shri B K Mohapatra also accused the utilities of making profit by selling meters at higher cost. Shri Bibhu Mohapatra countered that the price is increased to include GST which is charged on meter reading. He further added that this can be waived by changing the nomenclature to recovery of meter cost. The Chairperson directed that the needful be done.

Shri B.K. Mohapatra requested that agenda should be circulated well in advance and action points should be summarized at the end. Shri P. Patnaik pointed out that monitoring of Action Taken on SAC recommendations is being done separately and report on the same is being placed at the subsequent meeting.

Agenda No. II – Community Participation in Rural Power Distribution System:

The Chairperson requested Shri Manoj Singh, Sr. GM (AT&C), CESU, to brief the SAC on the background of the Scheme. Shri Singh informed that in 2006-07, as per the OERC Tariff order, steps were taken to involve the community in distribution of power. CESU adopted many models for the purpose including WSHGs, NGOs and Village Committees which functioned as micro franchisees. It was found that the WSHG model was most successful and it was adopted in some areas of Cuttack, Athagarh and Nayagarh Electrical Divisions. It proved to be most successful in NED and it was found that the WSHGs reduced losses from 67% to 24% in a period 10 years since inception of the Scheme. The average loss reduction of NED was 40% as compared to average of 8% in all other areas of Cesu. Shri Singh added that in rural areas where consumers are dispersed, income less, collection is irregular and arrears high, local WSHGs can take care of the logistics and access consumers every month through door to door collection. This is a win-win situation for both parties as the WSHGs have an income and are empowered while consumers received door step service and an effective grievance redressal system.

Shri Singh added that in May, 2017 a high level meeting was held at OERC to increase the level of community participation in rural power distribution. It was decided that the Nayagarh experiment would be extended on a limited scale to a pilot project covering all four Distcoms. A committee was set up to study Nayagarh and suggest amendments to the SHG Energy Franchisee Arrangement (SEFA) Guideline. It was decided that instead of Women Self Help Groups (WSHGs) agreement would be made with the Gram

Panchayat Level Federations (GPLFs) in Odisha Livelihood Mission intensive blocks. The utilities were asked to identify at least three loss making sub-divisions from each of their areas to be included in the scheme. Subsequently, three rural loss making subdivisions from OLM intensive blocks have been identified for the purpose in the CESU, NESCO & WESCO and five subdivisions from SOUTHCO. The initial training of utility staff in the area has been conducted by OERC and process of sensitization and identification of WSHGs is going on.

The Chairperson directed the nodal officers for community participation scheme in the utilities to present status of progress in their respective areas. Shri Manoj Singh informed that Ersama, Kujanga and Temple sub divisions have been selected for the Scheme. Already applications have been received from WSHGs and selection is in progress, he added. In the meantime FEDCO has also completed selection of ten WSHGs for Puri-II sub division. Smt. M. Ghosh, AGM (RA), NESCO informed that Keonjhar-II, Rairangpur-II & Morada electrical sub divisions have been selected for the scheme and Harichandanpur, Srijanga and Manitri sub divisions in Anandapur, BED-II and Baripada-I Divisions had also introduced WSHG Schemes successfully. In Harichandanpur 15 WSHGs were already performing MBC activities for two months. Apart from that, NGOs have been assigned revenue collection in seven more sub divisions. Shri Samal, AO, WESCO said that the scheme had been adopted in Nuapada, Biramaharajpur and Padmapur sub divisions and initial correspondence had been carried out with Collector and BDO but due to public agitation in Sambalpur for High Court bench, work had slowed down. Shri Panda, AO, SOUTHCO, informed that Umarkote, Manmunda, Phulbani, Laxmipur and Balimela sub divisions had been selected but due to the cyclone Titli, work had come to a standstill.

Shri B K Mohapatra questioned why the scheme had not been replicated in more areas if it was so successful in Nayagarh. Shri Singh replied that it had been extended to Athagarh & Cuttack but failed to take off in these areas. Smt M Ghosh also mentioned that the Scheme had recently been adopted in Harichandapur Sub Division of Anandapur Block where it was already showing results in just two months. Smt. Minati Behera enquired how many groups were included in the scheme to which Shri Singh replied that 600 WSHGs were covered. She suggested that all WSHGs in the State should be covered. The Chairperson replied that there were six lac WSHGs in the State and it would neither be possible nor viable to cover all of them under the scheme, but it can be extended to a large number of WSHGs, one per G.P., with sufficient training, logistic support and handholding. Smt. Behera sought more details of the scheme and the Chairperson directed Smt. Das to share the information with her. Shri Mohapatra was of the view that giving MBC work to WSHGs on a large scale would cause chaos due to politicization while Smt. Behera and Smt. Patnaik opined that the scheme should be expanded as WSHGs would curb corruption and increase efficiency while empowering women. Shri Surajit Das said that the Energy Dept. had made a presentation on the Nayagarh scheme before the W&CD Dept. and they were interested to replicate it. Shri Pujari was of the view that consumer awareness will help to make the scheme a success. Member Shri Das directed NESCO to include Jaleswar division in the scheme. Shri B P Mohapatra informed that the utilities

had decided to involve local NGOs in the training and sensitization process. Shri Tripathy suggested that S/s should be opened one day to the public to create awareness about power issues among the consumers.

The Chairperson said that consumer awareness in power sector could be included in the agenda for the meeting. Shri Mohapatra requested that this meeting should be held separately in Jan, 2019 as tariff would be discussed in the next meeting. He reiterated that wall painting of rights & duties of consumers should be put up in all bill collection centres. He also called for programmes in schools and post offices including distribution of FAQ. Shri Md. S. Alam suggested that puja pandals and Mohatsavs in all districts may be included in consumer awareness programme. Smt. Abanti Behera suggested for mega camps for consumer awareness. The Chairperson directed Smt. Das to prepare and put up a plan and calendar for consumer awareness. Shri Das, Member suggested a letter of commendation from OERC may be given to the officials responsible for successful implementation of the scheme in Harichandanpur.

The meeting ended with vote of thanks by the Secretary.

**MINUTES OF THE 21ST MEETING OF STATE ADVISORY COMMITTEE OF
OERC HELD ON 20.02.2019 AT 3:00 PM**

Summary of the proceedings:

Agenda No. I – Action-Taken-Report of the 20th Meeting.

Shri U.N. Behera, Chairperson, OERC, welcomed all present to the 21st meeting of the SAC. Shri P. Patnaik, Secretary, OERC pointed out that ATR had been circulated to the Utilities along with a format for providing information on status of metering. He informed that three members were absent and sought leave of absence. The Chairperson observed that the SAC was being held regularly at exactly three months interval. He clarified that though Shri B.K. Mohapatra had pointed out that some of the points raised by him were not included in the SAC, they actually were. He added that the views of the SAC members were given due importance.

Agenda No. II – Discussion of ARR & Tariff proposals for FY 2019-20 consequent to the tariff hearing made by the Commission.

1. Shri G. Pujari said that since he could not attend the tariff hearing, he had submitted his views in writing. He complemented the Commission as it is still managing the show in spite of such poor financial condition of the sector. He added that there was no infusion of capital or technology but the regulatory mechanism had made it possible for the system to improve its performance to some extent. Thus, with professional management, there was every possibility of good service. He felt that since all the utilities were now under the State Govt., it was time to take a re-look at the system and increase the Govt. share to 51% in future privatization models. The Chairperson pointed out that if Govt. takes over 51%, the DISCOMs will become Govt. companies. Shri Pujari called for share capital infusion into the companies to which Shri P. Patnaik replied that share capital cannot be infused into utilities. Shri A.K. Das, Member, OERC added that ESCROW mechanism should have shut-down after revocation. Shri B.P. Mohapatra, Director (F), GRIDCO informed that only

current accounts are being adjusted. Regarding the ARR submitted by WESCO Utility, Shri Pujari said that there is suppression of material facts and costs have been magnified. He demanded that the govt. dues should be cleared and charges collected by ULBs should be handed over to DISCOMs. Escrow mechanism should not be misused. High debtors such as PI and large industries should be disconnected. However, the utility is not taking steps to recover the debt, even though it is unable to pay salaries to its staff. Dues of defaulters should not be written off and should be recovered by the Govt. Ghost consumers should be identified and removed. The utility should not energise units with higher CD than transformer capacity. The DISCOM Utilities have now started power cut without permission of the Commission due to short supply of power, which is likely to continue for the ensuing year. Hence, GRIDCO and OPTCL may be directed to make suitable plan for availing required quantum of power in order to avoid power cut. He requested the Commission to give directions to recruit required number of staff.

2. Shri A. K. Padhi, Member observed that arrear projections by WESCO are not real. He said that books should be kept in order. He suggested some steps to improve the financial condition of the DISCOM. If billing will be organized properly, then loss will be reduced, he said. Some dull assets of the Utility like buildings and land which are lying unused can be monetized to improve the situation. GRF can play important role in consumer interaction. Some innovative schemes can be introduced such as an in-house transformer repair system which will reduce dependence on outsourcing. He also informed that there are a large number of defective transformers in WESCO. The Chairperson enquired whether the transformer repair unit proposed by WESCO has been set up to which the AO replied in the negative. The Chairperson directed him to do the needful right away. Shri Padhi also added that off late, the Govt. has become proactive in implementing many welfare schemes which are putting a huge burden on the utilities. They should be subsidized for the purpose.
3. Shri A.K. Tripathy, Member pointed out that transmission losses are high and though distribution losses are being shown as reduced, actual loss has gone up. The transmission lines should be less loaded and investment by OPTCL should show better results. He said that the proposal of increase of transmission tariff by 21% is primarily due to the increase in employee cost including terminal benefits, depreciation, RoE, etc. There should not be any increase in transmission tariff, if the reduction in loss is factored in the ARR proposed for FY 2019-20 by OPTCL. IPPs are not giving their 100% power. Solar & wind energy utilization is not up to the mark. GRIDCO is not availing State share of power from the existing IPPs, which is cheaper than the power availed by GRIDCO from other sources. There is no provision in the PPA to penalize them. The matter may be moved to the State Government for a suitable remedy of this problem. GRIDCO has continuously failed to meet the RPO fixed by Commission. Development of solar, wind and small hydro projects in the State is not up to the mark. The Commission and the State Government should look into the matter

seriously. He added that the State Transmission System should be capable enough to draw the State share from IPP's and there should be seamless integration of solar and wind generators coming up in the state. He called for adequate investment on technology, training etc. in SLDC, since the return on investment in SLDC is guaranteed in the coming years. Prof. G.C. Kar, Member observed that consumers are not yet aware about their rights and duties. He suggested that the Chairperson and officers should interact with consumers. There should be more consumer education by the DISCOMs and the Commission, he felt.

4. Smt. Abanti Behera, Member demanded that all communication to the consumers should be in Odia medium to which the Chairperson replied that bills were now being printed in Odia. Only the figures were in English due to the requirement of the software. She also said that domestic consumers are at the mercy of the linesman and feel that they have no scope for redressal. She added that consumer's mindset should be changed and they should be empowered. She felt that loss can be reduced if GRFs are more proactive. She suggested that a mega camp should be arranged at Kendrapada to help in public awareness. The Chairperson observed that if the GRFs hold more camp courts, more consumers will attend and become aware. Shri Das, Member, OERC added that tariff orders and bills should be made clearer by direct interaction with consumers. The Chairperson suggested an App for the purpose. Smt. Behera also suggested that SHGs should be trained for creating awareness.
5. Smt. Saishree Pattnaik, Member demanded that employee cost of OPTCL should be reduced. She also felt that tariff should not be raised this year. Smt. Pattnaik demanded that IPPs should supply power to the system as per tariff order of OERC. She also felt that SHGs should be given training for consumer awareness.
6. Shri P.K. Nanda, CII said that DISCOMs should be given IT roadmaps five year down the line like NDPL. There should be 24x7 toll free numbers for all services. He suggested adoption of the BOOT Model. He said that GRFs should be more activated and consumers made aware of their rights. This will solve half the problem, he concluded.
7. Shri B. Mohanty, Member felt that awareness is required at the executive level in the utilities. He informed that in spite of the Commission's order, utility staffs are not coming to office in uniform to avoid identification. He demanded increased manpower to expedite work. He also called for grievance redressal meeting once in a month like the State Govt. The Chairperson directed that like all Govt. offices, grievances would be heard by officers from 3 PM to 5 PM on Monday and the timing would be 10 AM to 12 Noon in case of morning office. This should be widely disseminated through mass media for information of consumers. Shri Mohanty also pointed that outsourced staff are not carrying any ID. No proper safety equipments are being provided to field staff. The Chairperson directed that all Utility employees should be in uniform while on duty. Shri Pujari observed that industrial workers under RSP are not being charged at domestic tariff and the latter is

imposing power cuts on them to reduce input cost. Member Shri Das said that the issue would be covered under the amended Supply Code.

8. Addressing the issues raised by the members, the Chairperson said that the land and buildings of the utilities which are mis-utilised should be surveyed and put to proper use to get some revenue. He directed Shri Hemant Sharma, the Energy Secretary to provide the latest position on government energy dues and to clarify the power procurement from IPPs. Regarding consumer awareness, he informed that a special meeting on the topic would be held in the month of May. He directed the utility officers to hold regular interactions with the consumers and the CEO/AOs to review the same. He also directed the GRFs to promote awareness through camp courts. About involvement of SHGs in rural power distribution, he informed that the pilot project at Nayagarh has now been successfully replicated in 20 electrical sub-divisions of the four utilities. He informed that an SHG group in Harichandanpur had paid dues of Rs.40,000/- against the transformer and got it replaced and were being paid back by the consumers in installments. He also agreed that an IT road map for utilities was very important and could address several issues. He directed the four utilities to strengthen their smart metering and customer care centres. He also informed that Monday would be designated as the earmarked day of interaction with the customers. He then asked the heads of utilities to present their replies to queries of the SAC members followed by the CMD, OPTCL/GRIDCO-cum-Energy Secretary.
9. Shri Md. Sadique Alam, CEO, CESU informed that a large number of LT domestic consumers have been brought into the fold under various Govt. Schemes and have to be billed. The actual figure as on date was approx. 27 lac consumers connected and 25 lac billed. He informed that the target of CESU was to bring receivables to zero and to collect segregated arrears aggressively. Target for the same had been provided to all divisions/sections. He assured that dress code for regular employees of CESU and ID for all contractual employees would be ensured. Regarding IT road map, he informed that all sub-stations under APDRP Scheme were SCADA enabled and those under ODSSP were also SCADA compatible and would be upgraded in a phased wise manner. The Data Centre for APDRP was already activated and report of Smart Metering Committee covering one lac consumers under pilot scheme was ready. He added that the 7th day of every month was designated as the Grievance Day of CESU. He also informed that 24x7 toll free customer number of CESU (1912) was activated. He said complaints could now be lodged by SMS and 15 lac consumers had been tagged under Urjja Mitra Scheme. Regarding the tariff proposal of CESU, he said that the utility was proposing an ARR of Rs.4335.84 crore at the current BST with a gap of Rs.632.84 crore. CESU had pegged its power purchase requirement at 7291.51 MU. No queries had been raised on the ARR by the members on the above, he concluded.
10. Shri B.K. Sahoo, Authorized Officer, NESCO, informed that the utility proposed to acquire 5127.03 MU at an ARR of Rs.2798.13 crore with a gap of Rs.207.54 crore which should be met

either from revised tariff or govt. subsidy. He said that NESCO was also aggressively collecting current receivable/arrears. 5% incentive was being provided for collection of arrears over two years and 7% for arrears over 30 lac. He also informed that NESCO was adjudged the fourth best performer in the country for Urjja Mitra linkage (85.4%) and had received an award from BEE.

11. Shri U.K. Samal, Authorized Officer, WESCO, informed that the utility proposed to acquire 5920 MU at an ARR of Rs.3339.19 crore with a revenue gap of Rs.166.6 crore. He added that T&D loss was 23% and collection efficiency 96%. 5.5 lakh consumers out of 16.5 lakh consumers had been covered under Urjja Mitra Scheme under WESCO, he informed. Regarding SHG Scheme, he said that 126 Gram Panchayats were covered in WESCO area.
12. Shri R.R. Panda, Authorized Officer, SOUTHCO informed that the utility was proposing to acquire 2975.4 MU at an ARR of Rs.1568.83 crore with a deficit Rs.182.39 crore. He added that 80 GPs/320 WSHGs were covered under the Community Participation Scheme.
13. Shri Hemant Sharma, Secretary, Dept. of Energy, Govt. of Odisha informed that by 31st December, 2018, 90 lakh consumers were covered under the billing fold in the state. He stated that OPTCL is having around 146 nos of grid s/s with around 13800 ckt kms of transmission lines. By addition of another 5 to 6 grid s/s by the end of March, 2019, total s/s will cross 150 and the transmission lines will also be increased commensurate to substations. OPTCL, over the years has been continuously undertaking construction of new lines and s/s, up-grading the capacity of s/s, up-rating the conductors and adding different transmission strengthening infrastructure in its system and thus has provided a financial support of around Rs.1200 cr. per year from the State Government. OPTCL is conducting grid by grid survey by its operation group during peak summer in 2017, 2018. Further, improvement in system operation and loss reduction measures have been undertaken by implementing the emerging technologies like Sub-station, Automation System, digitization of grids by using Bay Control Units, Protection system improvement using Busbar protection & event logger, up-rating of conductors from ACSR to HTLS etc. Everything is mapped and all operational actions are being taken in a co-ordinated manner in OPTCL. There is absolutely no problem as far as transmission system of OPTCL is concerned. He stated that requirement of power for the State during FY 2019-20 has been estimated by GRIDCO at about 28000 MU. Now, there is short supply of power from the existing IPPs like M/s. JITPL and M/s. Vedanta Ltd. M/s. JITPL is running intermittently due to its internal problems and availability of power from M/s. Vedanta Ltd. is low because of non-availability of required quantity of coal. However, GRIDCO is now drawing State share of power from M/s. GMR Kamalanga Energy Ltd. Further, the IPP of M/s. Ind-Barath Utkal Energy Ltd. is now closed down due to their internal problems. However, he stated that in spite of non-availability of power from the IPPs, GRIDCO will be comfortable of getting matching quantum of power from other sources during FY 2019-20. Now, management of water resources in the reservoirs is being done very prudently so that there will be optimum generation by the OHPC

hydro power stations. NTPC Super Thermal Power Project at Darlipalli in Sundargarh District and OPGC expansion project (Unit-3 & 4) are likely to be commissioned in the ensuing year, from which GRIDCO will avail the State share of power of 400 MW and 660 MW respectively. However, he stated that due to increase in price of coal, the cost of power will increase proportionately. Regarding RPO compliance and development of renewable power projects in the State, the Commissioner-cum-Secretary, DoE stated that Govt. of Odisha is taking steps for development of small hydro and solar PV power plants in the State. Further, GRIDCO has executed PPAs with SECI to avail solar power from the solar plants outside the State. He stated that now the gap of RPO is in decreasing trend and by the end of the ensuing year, GRIDCO will by and large catch the RPO target. OPTCL has also improved its IT system and any accident or mishap can now be mapped real time on the dash board. He said that PUC penalty is lowest to GRIDCO though system network of OPTCL has been huge. 47 grid sub stations would be added but there would be no impact on tariff due to grants by the State Govt. There would Rs.400 crore benefit to GRIDCO from Bank. Also due to Rs.3000 crore State Govt. bank guarantee in the coming year, interest on bank loan would be reduced and this will help in loan swapping and capital repayment.

Regarding IT road map, he stated that in the coming year the utilities are moving to technology platform to address consumer grievances. There would be a new IT setup for NESCO, WESCO & SOUTHCO to the tune of approx. Rs.100-150 crore for the year. Data Centre and IT equipment will be functioning by 6-9 months. Many new technologies such as SAP based system will be introduced. The system will be modernized in tune with NDPL. Tata Power is the consultant in the scheme. He admitted that distribution loss is still high and cannot be met merely by raising the tariff. He stressed that T&D loss should be benchmarked. He however, pointed out that in 2014-15 there was a gap of 16% between the OERC order and actual loss. In 2017-18 this gap has come down to 10% and is reducing at the rate of 1.3% every year. In the meantime LT consumer growth has gone up from 53 lac to 84 lac in the corresponding years. This situation can be improved in 6-8 months by aggressive metering that is going on. RCS system has been installed by NESCO and will be implemented in all four DISCOMs by the end of the FY.

This year there has been a vast network expansion from 66 to 96 lac consumers, which has put a huge pressure on technology and manpower of the utilities. 3000 transformers are being installed in a month at the rate of 100 per day. 2.34 lac transformers have been installed in all, 66000 in CESU, 62000 in NESCO, 48000 in WESCO and 42000 in SOUTHCO, respectively. By March, 2020, all ODSSP transformers in Bhubaneswar and Cuttack will be unmanned. He said that there was a huge manpower requirement of four employees per sub-station. Promotion prospects of DISCOM officers have stagnated. Change in HR structure without increase in cost can be done and the Energy Secretary should be authorized to do the needful as Administrative Officer of the utilities. The Chairperson said that if a proposal is submitted, the Commission will consider it.

ANNEXURES

Annexure-1

RETAIL SUPPLY TARIFF EFFECTIVE FROM 1ST APRIL, 2018

Sl. No.	Category of Consumers	Voltage of Supply	Demand Charge (Rs./KW/ Month)/ (Rs./KVA/ Month)	Energy Charge (P/kWh)	Customer Service Charge (Rs./Month)	Monthly Minimum Fixed Charge for first KW or part (Rs.)	Monthly Fixed Charge for any additional KW or part (Rs.)	Rebate (P/kWh)/ DPS
	LT Category							
1	Domestic							
1.a	Kutir Jyoti <= 30 Units/month	LT	FIXED MONTHLY CHARGE-->			80		
1.b	Others							10
	(Consumption <= 50 units/month)	LT		250.00		20	20	
	(Consumption >50, <=200 units/month)	LT		430.00				
	(Consumption >200, <=400 units/month)	LT		530.00				
	Consumption >400 units/month)	LT		570.00				
2	General Purpose < 110 KVA							10
	Consumption <=100 units/month	LT		540.00		30	30	
	Consumption >100, <=300 units/month	LT		650.00				
	(Consumption >300 units/month)	LT		710.00				
3	Irrigation Pumping and Agriculture	LT		150.00		20	10	10
4	Allied Agricultural Activities	LT		160.00		20	10	10
5	Allied Agro-Industrial Activities	LT		420.00		80	50	DPS/Rebate
6	Public Lighting	LT		570.00		20	15	DPS/Rebate
7	L.T. Industrial (S) Supply <22 KVA	LT		570.00		80	35	10
8	L.T. Industrial (M) Supply >=22 KVA <110 KVA	LT		570.00		100	80	DPS/Rebate
9	Specified Public Purpose	LT		570.00		50	50	DPS/Rebate
10	Public Water Works and Sewerage Pumping <110 KVA	LT		570.00		50	50	10
11	Public Water Works and Sewerage Pumping >=110 KVA	LT	200	570.00	30			10
12	General Purpose >= 110 KVA	LT	200	570.00	30			DPS/Rebate
13	Large Industry	LT	200	570.00	30			DPS/Rebate
	HT Category							
14	Bulk Supply - Domestic	HT	20	440.00	250			10
15	Irrigation Pumping and Agriculture	HT	30	140.00	250			10
16	Allied Agricultural Activities	HT	30	150.00	250			10
17	Allied Agro-Industrial Activities	HT	50	410.00	250			DPS/Rebate
18	Specified Public Purpose	HT	250		250			DPS/Rebate
19	General Purpose >70 KVA < 110 KVA	HT	250		250			10
20	H.T Industrial (M) Supply	HT	150		250			DPS/Rebate
21	General Purpose >= 110 KVA	HT	250		250			DPS/Rebate
22	Public Water Works & Sewerage Pumping	HT	250		250			10
23	Large Industry	HT	250		250			DPS/Rebate
24	Power Intensive Industry	HT	250		250			DPS/Rebate
25	Mini Steel Plant	HT	250		250			DPS/Rebate
26	Railway Traction	HT	250		250			DPS/Rebate

27	Emergency Supply to CGP	HT	0	730.00	250		DPS/Rebate
28	Colony Consumption (Both SPP & Industrial)	HT	0	440.00	0		DPS/Rebate
	EHT Category						
29	General Purpose	EHT	250	As indicated in the notes below	700		DPS/Rebate
30	Large Industry	EHT	250		700		DPS/Rebate
31	Railway Traction	EHT	250		700		DPS/Rebate
32	Heavy Industry	EHT	250		700		DPS/Rebate
33	Power Intensive Industry	EHT	250		700		DPS/Rebate
34	Mini Steel Plant	EHT	250		700		DPS/Rebate
35	Emergency Supply to CGP	EHT	0	720.00	700		DPS/Rebate
36	Colony Consumption	EHT	0	435.00	0		DPS/Rebate

Note:

Slab rate of energy charges for HT & EHT (Paise/unit)

Load Factor (%)	HT	EHT
= < 60%	535	530
> 60%	425	420

- (i) The reconnection charges w.e.f. 01.04.2015 shall continue unaltered

Category of Consumers	Rate Applicable
LT Single Phase Domestic Consumer	Rs.150/-
LT Single Phase other consumer	Rs.400/-
LT 3 Phase consumers	Rs.600/-
All HT & EHT consumers	Rs.3000/-

- (ii) Energy Charges shall be 10% higher in case of temporary connection compared to the regular connection in respective categories.

- (iii) The meter rent w.e.f. 01.04.2017 shall remain unaltered as follows:

Type of Meter	Monthly Meter Rent (Rs.)
1. Single phase electro-magnetic Kwh meter	20
2. Three phase electro-magnetic Kwh meter	40
3. Three phase electro-magnetic tri-vector meter	1000
4. Tri-vector meter for Railway Traction	1000
5. Single phase Static Kwh meter	40
6. Three Phase Static Kwh meter	150
7. Three phase Static Tri-vector meter	1000
8. Three phase Static Bi-vector meter	1000
9. LT Single phase AMR/AMI Compliant meter	50
10. LT Three phase AMR/AMI compliant meter	150

Note: Meter rent for meter supplied by DISCOMs shall be collected for a period of 60 months only. Once it is collected for sixty months meter rent collection should stop. **All statutory levies shall be collected in addition to meter rent.**

- (iv) A Reliability surcharge @ 10 paise per unit will continue for HT and EHT consumers availing power irrespective of nature of feeder. This surcharge @ 10 paise per unit shall be charged if reliability index is more than 99% and above and voltage profile at consumer end remains within the stipulated limit. (For details see the order)
- (v) Prospective small consumers requiring new LT single phase connection up to and including 5 kW load shall only pay a flat charge of Rs.1500/- as service connection charges towards new connection excluding security deposit as applicable as well as processing fee of Rs.25/-. The service connection charges include the cost of material and supervision charges.
- (vi) A “Tatkal Scheme” for new connection is applicable to LT Domestic, Agricultural and General Purpose consumers.
- (vii) In case of installation with static meter/meter with provision of recording demand, the recorded demand rounded to nearest 0.5 KW shall be considered as the contract demand requiring no verification irrespective of the agreement. Therefore, for the purpose of calculation of Monthly Minimum Fixed Charge (MMFC) for the connected load below 110 KVA, the above shall form the basis.
- (viii) The billing demand in respect of consumer with Contract Demand of less than 110 KVA should be the highest demand recorded in the meter during the Financial Year irrespective of the Connected Load, which shall require no verification.
- (ix) Three phase consumers with static meters are allowed to avail TOD rebate excluding Public Lighting and emergency supply to CGP @ 20 paise/unit for energy consumed during off peak hours. Off peak hours has been defined as **12 Midnight to 6 AM** of next day.
- (x) Hostels attached to the Schools recognized and run by SC/ST Dept., Govt. of Odisha shall get a rebate of Rs.2.40 paise per unit in energy charge under Specified Public Purpose category (LT / HT) which shall be over and above the normal rebate for which they are eligible.
- (xi) Swajala Dhara consumers under Public Water Works and Sewerage Pumping Installation category shall get special 10% rebate if electricity bills are paid within due date over and above normal rebate.
- (xii) During the statutory restriction imposed by the Fisheries Department, the Ice Factories located at a distance not more than 5 Km. towards the land from the sea shore of the restricted zone will pay demand charges based on the actual maximum demand recorded during the billing period.
- (xiii) Poultry Farms with attached feed units having connected load less than 20% of the total connected load of poultry farms should be treated as Allied Agricultural Activities instead of General Purpose category for tariff purpose. If the connected load of the attached feed unit exceeds 20% of the total connected load then the entire consumption by the poultry farm and feed processing unit taken together shall be charged with the tariff as applicable for General Purpose or the Industrial Purpose as the case may be.

- (xiv) The food processing unit attached with cold storage shall be charged at Agro-Industrial tariff if cold storage load is not less than 80% of the entire connected load. If the load of the food processing unit other than cold storage unit exceeds 20% of the connected load, then the entire consumption by the cold storage and the food processing unit taken together shall be charged with the tariff as applicable for general purpose or the industrial purpose as the case may be.
- (xv) Drawal by the industries during off-peak hours up to 120% of Contract Demand without levy of any penalty has been allowed. “Off-peak hours” for the purpose of tariff is defined as from **12 Midnight to 6.00 A.M.** of the next day. The consumers who draw beyond their contract demand during hours other than the off-peak hours shall not be eligible for this benefit. If the drawal in the off peak hours exceeds 120% of the contract demand, overdrawal penalty shall be charged on the drawal over and above the 120% of contract demand (for details refer Tariff Order). When Statutory Load Regulation is imposed then restricted demand shall be treated as contract demand.
- (xvi) General purpose consumers with Contract Demand (CD) < 70 KVA shall be treated as LT consumers for tariff purposes irrespective of level of supply voltage. As per Regulation 76 (1) (c) of OERC Distribution (Conditions of Supply) Code, 2004 the supply for load above 5 KW up to and including 70 KVA shall be in 2-phase, 3-wires or 3-phase, 3 or 4 wires at 400 volts between phases.
- (xvii) Own Your Transformer – “OYT Scheme” is intended for the existing individual LT domestic, individual/Group General Purpose consumers who would like to avail single point supply by owning their distribution transformer. In such a case licensee would extend a special concession of 5% rebate on the total electricity bill (except electricity duty and meter rent) of the respective category apart from the normal rebate on the payment of the bill by the due date. If the payment is not made within due date no rebate, either normal or special is payable. The maintenance of the ‘OYT’ transformer shall be made by DISCOM utilities. For removal of doubt it is clarified that the “OYT Scheme” is not applicable to any existing or new HT/EHT consumer.
- (xviii) Power factor penalty shall be
- i) 0.5% for every 1% fall from 92% up to and including 70% plus
 - ii) 1% for every 1% fall below 70% up to and including 30% plus
 - iii) 2% for every 1% fall below 30%
- The penalty shall be on the monthly demand charges and energy charges
- There shall not be any power factor penalty for leading power factor. (Please see the detailed order for the category of consumers on whom power factor penalty shall be levied.)
- (xix) The power factor incentive shall be applicable to the consumers who pay power factor penalty in the following rate:
- The rate of power factor incentive shall be 0.5% for every 1% rise above the PF of 97% up to and including 100% on the monthly demand charges and energy charges.
- (xx) The rural LT domestic consumers shall get 5 paise per unit rebate in addition to existing prompt payment rebate who draw their power through correct meter and pay the bill in time.

- (xxi) 1% rebate over and above normal rebate shall be allowed on the bill to the LT domestic category of consumers only over and above all the rebates who pay through digital means. This rebate shall be applicable on the current month bill if paid in full.
- (xxii) A Special rebate to the LT single phase consumers in addition to any other rebate he is otherwise eligible for shall be allowed at the end of the financial year (the bill for month of March) if he has paid the bill for all the 12 months of the financial year consistently without fail within due date during the relevant financial year. The amount of rebate shall be equal to the rebate of the month of March for timely payment of bill.
- (xxiii) The Educational Institution (Specified Public Purpose) having attached hostel and / or residential colony who draw power through a single meter in HT shall be eligible to be billed 15% of their energy drawal in HT bulk supply domestic category.
- (xxiv) The printout of the record of the static meter relating to MD, PF, number and period of interruption shall be supplied to the consumer wherever possible with a payment of Rs.500/- by the consumer for monthly record.
- (xxv) Charging of electric vehicles shall be treated as GP category use if vehicle charged is owned by the concerned consumer.

Tariff as approved shall be applicable in addition to other charges as approved in this Tariff order w.e.f. 01.04.2018.

ODISHA ELECTRICITY REGULATORY COMMISSION					
PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE				FY 2017-18 (AS	
REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)					
ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:					
LICENSEES		CESU	NESCO Utility	WESCO Utility	SOUTHCO Utility
	Period	For the year 17-18	For the year 17-18	For the year 17-18	For the year 17-18
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	99.65	100.00
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas	90	100.00	100.00	99.68	100.00
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas	95	100.00	100.00	99.60	100.00
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas	95	100.00	100.00	99.69	100.00
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas	95	100.00	00.00	99.72	100.00
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas	95	100.00	100.00	99.26	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					
EHT		--	--	--	--
HT		--	--	--	--
LT		--	--	--	--
Rectification of Street light fault within 6 hrs. of receiving the complaint	90	--	--	90	100.00
No. of faulty bills prepared as a percentage of total no. of bills issued	0.1	0.10	0.28	0.10	0.10
No. of faulty/defective meters as a percentage of total no. of existing meters	5	--	21	5	19
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)		127	592	26	228
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)		61	145	26	140

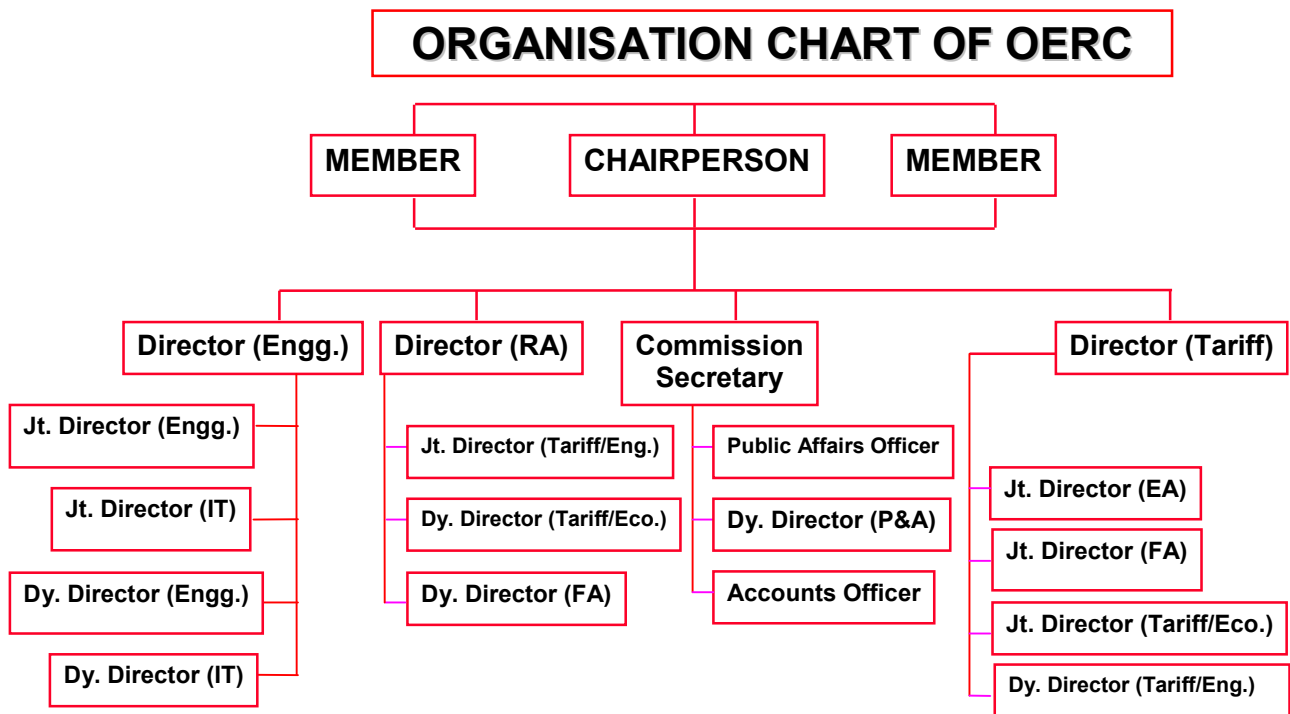
Total duration of interruption in minutes each 1 KW connected load (SAIDI)		3696	8593	679	5294
No. of accident cases		16-17 17-18	16-17 17-18	16-17 17-18	16-17 17-18
Fatal Human		37 27	24 33	12 10	36 33
Fatal Animal		22 18	26 41	05 05	15 12
Non-fatal Human		42 12	23 16	06 00	10 11
Non-fatal Animal		1 02	0 0	01 00	0 0
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.cesuodisha.com for CESU, www.nescoodisha.com for NESCO Utility, southcoodisha.com for SOUTHCO Utility and wescoodisha.com for WESCO Utility.					
2. The aforesaid information is based on the data furnished by the Distribution Licensees submitted through affidavit.					
Issued by OERC in Public interest.					

OFFICERS & STAFF

The Commission being the oldest in the country has a committed strength of officers and staff of mixed category i.e. Permanent, Deputation and Contractual Staff. The persons in position as on 17.08.2019 are detailed in the table below:

Sl No.	Designation	Persons in position
1	Commission Secretary	Sri P. Pattnaik I/c
2	Director (Engg.)	Vacant
3	Director (Tariff)	Vacant
4	Director (Regulatory Affairs)	Sri P. Pattnaik
5	Jt. Director (Economic Analyst)	Dr. M.S. Panigrahi
6	Jt. Director (IT)	Shri J.C. Mohanty
7	Jt. Director (T/Econ)	Dr. (Mrs.) A. Das
8	Jt. Director (Tariff-Engg)	Sri A.K. Panda
9	Jt. Director (Financial Analyst)	Sri Ajoy Sahu
10	Jt. Director (Engg.)	Sri S.P. Mishra
11	Public Affairs Officer	Ms. Purabi Das
12	Dy. Director (IT)	Sri S.C. Biswal
13	Dy. Director (T/Engg)	Sri A.K. Jagadev
14	Dy. Director (Financial Analyst)	Vacant
15	Dy. Director (Engg)	Vacant
16	Accounts Officer	Sri P.K. Tripathy
17	Dy. Director/OSD(P&A)	Sri S.K. Rout
18	Dy. Director (T/Econ)	Sri Archana Sahoo
19	Personal Assistant	Sri M. Moharana
20	Personal Assistant	Sri L.N. Padhi
21	Personal Assistant	Sri S.K. Sahoo
22	Personal Assistant	Sri P.K. Sahoo
23	Personal Assistant	Sri K.C. Tudu
24	Personal Assistant	Sri S.K. Das
25	Personal Assistant	Smt. L.B. Patnaik
26	Personal Assistant	Smt. S. Mishra
27	Accountant cum Cashier	Sri Jaypal Das
28	Jr. Caretaker-cum-Receptionist	Smt. Mamatarani Nanda

29	Driver	Sri R.C. Majhi
30	Driver	Sri Jalandhar Khuntia
31	Driver	Sri Jadunath Barik
32	Driver	Sri Ashok Ku. Digal
33	Driver	Sri Prakash Kumar Nayak
34	Driver	Sri Maheswar Nanda
35	Driver	Sri Sampad Kumar Parida
36	Peon	Sri Pitambar Behera
37	Peon	Sri Umesh Ch. Rout
38	Peon	Sri Sudarsan Behera
39	Peon	Sri P.K. Behera
40	Peon	Vacant
41	Peon	Sri R.C. Sahoo
42	Peon	Sri Abhimanyu Jena
43	Peon	Sri S.K. Mohapatra
44	Peon	Sri Rabindra Ku. Mekup
45	Peon	Sri Pradip Ku. Pradhan
46	Sweeper	Sri Ramesh Chandra Nayak
47	Sweeper	Sri Prafulla Kumar Nayak
48	Consultant (Legal)	Sri Hrudananda Parida
49	Consultant (DBA)	Sri Shesadev Sahoo
50	Consultant (Accounts & Admn.)	Sri Bhikary Mohanty
51	Consultant (SCA)	Sri Ranjit Kumar Mohanty
52	Consultant (SCA)	Sri Radhakanta Samal
53	Contractual (Driver)	Sri Bidyadhar Das



ODISHA ELECTRICITY REGULATORY COMMISSION
Balance Sheet as on 31st March of the year 2019

(Amount-Rs.)

LIABILITIES	Current Year	Previous Year	ASSETS	Current Year	Previous Year
CORPUS/CAPITAL FUND	33,31,09,413.33	27,64,42,149.15	FIXED ASSETS	39,67,173.56	45,81,070.22
RESERVES AND SURPLUS	-	-	INVESTMENTS- FROM EARMARKED/ ENDOWMENT FUNDS	-	-
EARMARKED/ ENDOWMENT FUNDS	8.00	8.00	INVESTMENTS	32,50,00,000.00	27,55,00,000.00
SECURED LOANS AND BORROWINGS	-	-	CURRENT ASSETS, LOANS, ADVANCES ETC.	8,39,36,512.51	6,50,54,218.39
UNSECURED LOANS AND BORROWINGS	-	-			
DEFERRED CREDIT LIABILITIES	-	-			
CURRENT LIABILITIES AND PROVISIONS	7,97,94,264.74	6,86,93,131.46			
TOTAL	41,29,03,686.07	34,51,35,288.61	TOTAL	41,29,03,686.07	34,51,35,288.61

Yet to be audited by C & AG of India

ODISHA ELECTRICITY REGULATORY COMMISSION

Income & Expenditure Account for the year ended 31st March 2019

(Amount-Rs.)

EXPENDITURE	Current Year	Previous Year	INCOME	Current Year	Previous Year
Establishment Expenses	8,92,72,269.16	9,23,26,799.48	Income from Sales/ Services		-
Other Administrative Expenses etc.	57,88,342.00	57,23,416.00	Grants/ Subsidies		-
Expenditure on Grants, Subsidies etc.	-	-	Fees/ Subscriptions	12,17,40,800.00	9,50,36,800.00
Interest	-	-	Income from investments (Income on invest. From earmarked/ endow. Funds transferrd to Funds)		-
Depreciation (Net Total at the year end - corresponding to Schedule 8)	8,35,027.59	9,92,783.38	Income from Royalty, Publication etc.		-
			Interest Earned	3,04,71,966.00	1,98,41,869.00
			Other Income	3,50,136.94	2,46,147.00
Excess of Income over Expenditure	5,66,67,264.19	1,60,81,817.14			
TOTAL	15,25,62,902.94	11,51,24,816.00	TOTAL	15,25,62,902.94	11,51,24,816.00

Yet to be audited by C & AG of India

ODISHA ELECTRICITY REGULATORY COMMISSION
RECEIPTS AND PAYMENTS FOR THE PERIOD/YEAR ENDED 31-03-2019

(Amount-Rs.)

RECEIPTS	Current Year	Previour Year	PAYMENTS	Current Year	Previour Year
<u>I. Opening Balance</u>			<u>I. Expenses</u>		
a) Cash in Hand	6,786.00	6,786.00	a) Establishment Expenses (corresponding to Schedule 20)	5,77,17,114.00	5,75,84,311.00
b) Bank Balances			b) Administrative Expenses (corresponding to Schedule 21)	2,26,65,335.30	1,74,11,005.15
i) In current accounts	15,07,246.40	15,79,235.40			
ii) In deposit accounts	27,55,00,000.00	16,98,82,797.00	<u>II. Payments made against funds for various projects</u>		
iii) Flexi accounts	97,73,797.26	7,78,45,362.41	(Name of the fund or project should be shown along with particulars of payments made for each project)		
<u>II. Grants Received</u>			<u>III. Investments & Deposits made</u>		
a) From Government of India			a) Out of Earmarked/Endowmwnt funds	-	-
b) From State Government	-	-	b) Out of Own Funds (Investment-others)	-	-
c) From other sources (details) (Grants for Capital & Revenue exp. to be shown separately)	-	-	<u>IV. Expenditure on Fixed Assets & Capital Work-in-Progress</u>		
<u>III. Income on Investments from</u>			a) Purchase of Fixed Assets	4,77,451.00	11,95,964.00
a) Earmarked/Endow. Funds	-	-	b) Expenditure on Capital Work-in-Progress		-
b) Own funds (Oth. Investment)	-	-	<u>V. Refund of surplus money/Loans</u>		
<u>IV. Interest Received</u>			a) To the Government of India		
a) On Bank Deposits	2,23,58,673.00	1,73,93,706.00	b) To the State Government		
b) Loans, Advances etc.	43,726.00		c) To other providers of funds		
<u>V. Other Income (Specify)</u>			<u>VI. Finance Charges (Interest)</u>		
License Fees	11,43,00,000.00	9,03,00,000.00	<u>VII. Other Payments (Specify)</u>		
Application/Processing Fees	74,40,800.00	47,36,800.00	EMD & Security Deposit refunded	4,11,245.00	-
Miscllaneous Income	2,77,240.00	63,289.00	VAT paid	20,000.00	80,529.00
<u>VI. Amount Borrowed</u>			Advance to Employees	51,84,030.00	13,25,000.00
<u>VII. Any other receipts (give details)</u>			TDS	2,97,170.00	22,978.00
EMD deposit from parties	3,04,000.00	20,000.00	Refund of Tender Fees	-	19,60,000.00
Security Deposit Receipt	32,640.00	39,641.00	<u>VIII. Closing Balances</u>		
EMD & Security Deposits received	-	-	a) Cash in Hand	6,723.00	6,786.00
Caution Money	-	-	b) Bank Balances		
Interest accrued on caution money	-	-	i) In current accounts	11,04,078.36	15,07,246.40
Refund of Income tax	6,74,950.00	-	ii) In deposit accounts	32,50,00,000.00	27,55,00,000.00
Tender Fees received	-	45,00,000.00	iii) Flexi accounts	1,93,36,712.00	97,73,797.26
Total	43,22,19,858.66	36,63,67,616.81	Total	43,22,19,858.66	36,63,67,616.81

Yet to be audited by C & AG of India

**Seminars/Meetings/Workshops/Training Programmes attended by
Commissioners/Officers/Officials during the FY 2018-19**

Sl. No.	Name and Designation	Particulars of Programme	Duration	Venue	Programme Conducted/ Sponsored by
1	Shri U.N. Behera, Chairperson	63 rd Meeting of FOR	9 th April, 2018	New Delhi	FOR
	-do-	24 th Steering Committee Meeting of SAFIR	10 th May, 2018	Dhaka	SAFIR
	-do-	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR
	-do-	64 th Meeting of FOR	24 th August, 2018	Ranchi	FOR
	-do-	65 th Meeting of FOR	12 nd & 13 rd Nov, 2018	Bhubaneswar	FOR
	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
	-do-	Workshop on Power Markets Design	14 th March, 2019	New Delhi	FOR
2	Shri A.K. Das, Member	3 rd TILA International Energy Conference	16 th April, 2018	New Delhi	D-GEF
	-do-	5 th Annual Conference on Metering in India	24 th May, 2018	New Delhi	Indian Infrastructure Publishing Pvt. Ltd.
	-do-	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR

	-do-	Creation of Eco System using Block Chain Technology for Renewable Energy Distributed Energy Generation & Supply.	10 th October, 2018	Lucknow	UPERC
	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
	-do-	Workshop on Power Markets Design	14 th March, 2019	New Delhi	FOR
3	Shri S.K. Parhi, Member	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR
	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
4	Shri A.K. Panda, Jt. Director (Tariff/Engg.)	First Regulatory Research Camp	10 – 14 th July, 2018	Himachal Pradesh	CER
5	Shri S.P. Mishra, Jt. Director (Engg)	Presentation of Draft DPR of Upper Indravati Pump Storage Project.	09 th July, 2018	Bhubaneswar	WAPCOS
6	Smt. Archana Sahoo, Dy. Director (Tariff-Econ.)	CER-FSR Symposium “Future of Utilities: International and Indian Perspectives”.	10 – 11 th Oct. 2018	Kanpur	IIT, Kanpur



ODISHA ELECTRICITY REGULATORY COMMISSION

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