

**Record Notes of Annual Performance Review of TPCODL held on 18.05.2026 at 02:30 PM in the office of OERC in the presence of the Commission**

**Date of Review** : 18<sup>th</sup> May, 2026

**Period of Review** : April 2025 - March 2026

The performance of TPCODL for the FY 2025-26 was reviewed by the Commission on 18<sup>th</sup> May, 2026 at 02:30 PM. The CEO, TPCODL presented the performance of TPCODL for the financial year 2025-26 and senior officials of TPCODL were present during the review.

TPCODL started its operation w.e.f. 01.06.2020 through the Vesting Order dated: 26.05.2020 in Case No.-11/2020 of the Commission. The operational area of TPCODL spreads across 29,354 sq.kms. area of central part of Odisha which includes the state capital (Bhubaneswar). Distribution network comprises of 382 Nos. of 33/11 kV sub-stations (286 Nos. are SCADA enabled), 840 Nos. of PTRs (5813 MVA), 70,978 Nos. of DTRs (5471 MVA), 4500 kms. of 33 kV lines, 30278 kms. of 11 kV lines and 41772 kms. of LT lines (37746 kms. of LT AB cable which is around 90.36%) that caters to a consumer base of 33,77,543 (as on 31.03.2026) covering 9 Nos. of Revenue Districts (5 Circles, 20 Divisions, 65 Sub-Divisions, 247 Sections & 5 GRFs).

In the FY 2025-26, the sale of Energy at EHT, HT and LT levels are 2073.59 MU, 2419.66 MU and 5519.63 MU respectively and total sales is 10012.87 MU. As compared to the sales in the FY 2024-25, there has been a reasonable increase in sales at all the voltage levels, such as EHT & HT sales has increased by 4% and LT sales has increased by 3%. In the FY 2025-26, 54105 numbers of consumers have been added with mere increase of 1.5% in the consumer base in FY 2025-26 over the previous financial year 2024-25. The licensee has engaged 4734 numbers of employees thereby reducing the employee per 1000 consumer ratio to 1.40 in FY 2025-26 which was 1.46 in the FY 2024-25.

From the total consumer base, LT consumers account for 99.66 % out of which, 24% is urban population and the rest is rural population. This segment of consumers contributes 55% of the sales and 48% of the revenue of TPCODL. HT and EHT consumers account to 45% of the energy sales and contribute 52% of the revenue of the licensee.

TPCODL has reduced the provisional billing from 2.43% in FY 2024-25 to 1.68% in FY 2025-26. The licensee has submitted that there has been 12.74% of AT&C loss reduction since takeover in 2020. TPCODL has submitted that it has completed energy audit of 280 Nos. of 33 kV feeders out of 285 Nos. of metered feeders. At 11 kV feeder level, energy has been completed in 1382 Nos. of 11 kV feeders out of 1395 Nos. of metered 11 kV feeders. The licensee has submitted that preventive action for checking theft is carried out by installation of Distribution Box on Poles for extending service connections, by conversion of LT bare conductors to AB cables and sealing of LT bushing of the Transformers.

TPCODL has submitted that 100% metering of all the 11 kV feeders would be completed by 30.06.2026. In the FY 2025-26, out of 2140 Nos. of GRF Orders and 128 Nos. of Ombudsman Orders issued, TPCODL has complied with 90% (1929 Nos.) and 80% (103 Nos.) of orders/directions have been complied.

**Commission's Observations/ Directions:**

1. The Commission took cognizance of the presentation made by the TPCODL and analysed various performance parameters. The summarized crucial performance parameters for FY 2025-26 presented by TPCODL along with previous years information are given in the table below;

**ANNUAL PERFORMANCE OF TPCODL for FY 2025-26 as on 31.03.2026**

<b>BULK SUPPLY</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>Commission's approval 2025-26</b>	<b>Increase/ Decrease in FY26 over FY25 (%)</b>
<b>DEMAND (MVA)</b>	2,243.82	2,451.93	2,539.50		3.57
Energy input (MU)	11,299.17	11,981.45	12,180.56	13823	1.66
<b>SALE TO CONSUMERS (MU)</b>					
EHT	2020.14	1993.65	2073.59	2127.529	4.01
HT	2111.22	2326.90	2419.66	2770.78	3.99
LT	4722.04	5370.97	5519.63	6551.068	2.77
<b>TOTAL</b>	<b>8,853.40</b>	<b>9,691.52</b>	<b>10,012.87</b>	<b>11,449.38</b>	3.32
<b>DISTRIBUTION LOSS (%)</b>					
LT	26.51%	21.73%	19.76%	18.00%	-9.06
HT & LT	26.36%	22.93%	21.45%	20.30%	-6.45
<b>OVERALL</b>	<b>21.65%</b>	<b>19.11%</b>	<b>17.80%</b>	<b>17.17%</b>	-6.89
<b>BILLING EFFECIENCY (%)</b>					
LT	73.49%	78.27%	80.24%	82.00%	2.52
HT & LT	73.64%	77.07%	78.55%	79.70%	1.92
<b>OVERALL</b>	<b>78.35%</b>	<b>80.89%</b>	<b>82.20%</b>	<b>82.83%</b>	1.63
<b>BILLING TO CONSUMERS (CR.)</b>					
EHT	1377.92	1383.65	1434.87	1402.15	3.70
HT	1471.07	1641.56	1738.67	1893.29	5.92
LT	2530.80	2866.16	2959.16	3319.93	3.24
<b>TOTAL</b>	<b>5,379.78</b>	<b>5,891.38</b>	<b>6,132.69</b>	<b>6,615.37</b>	4.10
<b>COLLECTION RECEIVED (CR.)</b>					
EHT	1377.92	1383.65	1434.20	1388.13	3.65
HT	1434.38	1654.29	1744.61	1874.36	5.46
LT	2596.19	2865.95	2961.06	3286.73	3.32
<b>TOTAL</b>	<b>5,408.48</b>	<b>5,903.90</b>	<b>6,139.87</b>	<b>6,549.22</b>	4.00
<b>COLLECTION EFFICIENCY (%)</b>					
EHT	100.00%	100.00%	99.95%	99.00%	-0.05
HT	97.51%	100.78%	100.34%	99.00%	-0.43
LT	102.58%	99.99%	100.06%	99.100%	0.07
HT & LT	100.72%	100.28%	100.17%	99.00%	-0.11
<b>OVERALL</b>	<b>100.53%</b>	<b>100.21%</b>	<b>100.12%</b>	<b>99.00%</b>	-0.10
<b>AT &amp; C LOSS (%)</b>					
LT	24.61%	21.73%	19.71%	18.82%	-9.32
HT & LT	25.83%	22.71%	21.32%	21.09%	-6.15
<b>OVERALL</b>	<b>21.23%</b>	<b>18.94%</b>	<b>17.70%</b>	<b>18.00%</b>	-6.55

2. From the above table, moderate growth is observed in sales for TPCODL. EHT and HT sales have increased by 4% while the LT sales have increased marginally by 3%. The distribution loss has reduced by 9% at LT level while the overall reduction in distribution loss is by 7% from previous financial year and is 17.80% in the FY 2025 against the Commission's approval of 17.17%. The licensee has not achieved the desired billing efficiency of 82.83% and is lagging behind at 82.20%. Due to higher collection efficiency during the year, which has resulted from collection of arrears from the consumers, the licensee has achieved the desired AT&C loss % target of the Commission. The overall AT&C loss % for the FY 2025-26 is 17.70% against the Commission's approval of 18%.

3. The TPCODL system has expanded over the years and system improvement can be identified from the details in the table below;

Particulars	As on 31st March 2023	As on 31st March 2024	As on 31st March 2025	As on 31st March 2026
<b>No. of Active Consumers</b>				
EHT	37	38	41	42
HT	2234	11720	11974	11531
LT	3073159	3194842	3313423	3365970
<b>Total</b>	<b>3075430</b>	<b>3206600</b>	<b>3325438</b>	<b>3377543</b>
<b>Network System</b>				
No. of PTRs	816	826	825	840
MVA Capacity of PTRs	4863	5184	5479	5812.7
No. of DTRs.	77549	77549	69883	70978
MVA Capacity of DTRs (Utility DT)	5702	5768	5269	5471
Length of 33 KV Line (ckm.)	4082	4129	4265	4500
Length of 11 KV Line (ckm.)	39350	39560	29821	30278
Length of LT Line (ckm.)	50435	52851	41568	41772
Length of LT AB cable (ckm)	32925	36631	37469	37746
Percentage of LT cable ( % )	65%	69%	90%	90.36%
Length of HT cable	898	1050	996	1198
No. of 33 kV feeders	233	250	262	286
No. of 11 kV feeders	1411	1404	1377	1423
No. of DTRs failure	2729	2277	2055	2085
No. of PTR failure	7	4	2	0
Total No. of Human Accidents	-	82	73	64
Fatal accidents (human)	8	36	34	31
Total No. of Animal Accidents	-	19	32	26

4. As per the data submitted by TPCODL, it has added 15 new PTRs to the system with aggregate addition of 334 MVA capacity. This data implies that there has been addition of 20 MVA PTRs to the system which is a good practice. Further, there has been addition of 1095 Nos. of DTRs in the FY 2025-26 with addition of 202 MVA capacity. At the same time there has been reduction in single phase DTR by 345 Nos. Moreover, TPCODL has reduced the numbers of 33 kV feeders having line length more than 30 kms from 21 Nos. in FY 2024-25 to 16 in FY 2025-26. Accordingly, there are 16 Nos. of 33 kV feeders whose line length is more than 30 ckt. kms and 133 Nos. of 11 kV feeders with line length more than 50 ckt. kms. which constitutes around 6% and 9% of the total line length of 33 kV feeders and 11 kV feeders respectively. TPCODL must further endeavour towards reduction of line length of these feeders in order to eradicate voltage drop/ low voltage issues at tail end. Further, proper planning must also be carried out to reduce numbers of 11 kV sub-lines in the system that would benefit in reduction of losses and to analyse the cases where instead of DTR addition, the requirement can be met by upgradation of existing DTR, thereby reducing redundancy & increasing transformation losses.
5. System metering plays a crucial role in network planning and loss reduction. As per the current status, TPCODL has 100% metering of 33 kV feeders and 98% metering of 11 kV feeders. However, only 63% of the Power Transformers (33/11 kV Transformers) and merely 26% of the Distribution transformers are metered. TPCODL has submitted that 100% metering of 11 kV feeders would be completed by 30.06.2026. The metering of all feeders (33kV & 11kV), DTRs of 63kVA & above and 11kV feeders with loss level 50% and above has to be completed

during the FY 2026-27. This must be carried out on priority basis in order to enable necessary energy audit and to identify high loss areas and to take remedial measures for reduction of losses.

6. The PSS and DSS earthing must be given highest priority with regards to maintaining the system. The protection system works effectively only when proper earthing is available otherwise the fault would reflect at the OPTCL Grid Sub-station, thereby affecting power supply of a larger area. As per the information submitted, TPCODL has reduced the numbers of PSSs without earthing system from 34 Nos. in FY 2024-25 to 14 in FY 2025-26. TPCODL is required to complete the earthing of all the PSSs and DSS of 63kVA and above capacity by the end of the FY 2026-27.
7. It is observed that some of the divisions such as BCDD-1 & 2 (Bhubaneswar), BED (Bhubaneswar), CDD-1 & 2 (Cuttack) and Paradeep have losses less than 10%. However, the LT Billing efficiency of TPCODL is 80.24% with LT distribution loss of 19.76% during the FY 2025-26. The divisions of Nimapada, CED Cuttack, Salipur and Dhenkanal contribute majorly to the distribution losses with more than 30% loss. However, on the contrary, Collection efficiency is 100% in these divisions. Therefore, TPCODL must put concentrated efforts in these Divisions for reduction of technical losses as well as check of electricity theft. Bilateral effort and sensitisation is necessary for both Company's end as well as Consumer's end for loss reduction. The percentage of LT AB cable in LT line is 90.36% which is a very effective step in reduction of LT losses. Further, it is experienced by other DISCOMs that the adoption of armoured cable for providing service connections to the consumers have resulted in reduction of LT loss. Therefore, such practice must also be followed by TPCODL
8. The AT&C loss % at LT level is very high in the Divisions of Nimapada (40.99%), CED Cuttack (37.64%), Athagarh (43.55%), Dhenkanal (36.32%) and Talcher (34.72%). The situation is concerning in case of Dhenkanal division where the LT AT&C loss has increased from 32.80% in FY 2024-25 to 36.32% in FY 2025-26. Further, The LT and overall per unit cost realization in the Division of Nimapada is Rs. 2.91 and Rs. 2.95 per unit. Similarly, the LT and overall per unit cost realization in the Division of Athagarh is Rs. 2.77 and Rs. 4.25 per unit. These figures affect the financial aspect of the distribution system operation. Therefore, TPCODL must take administrative support if necessary while taking corrective measures for loss reduction. The loss incurred due to theft and non-payment of dues are a burden to the paying consumers of the state. This must be checked with utmost priority taking strategic steps in this regard.
9. The distribution loss in BCDD-1 is 2.94% and AT&C loss is 5.03%. Similarly, the distribution loss in BCDD-2 is 6.11% and AT&C loss is 6.55%. These figures are overwhelming and may serve as the ideal area to declare trip-free. TPCODL must take steps in this regard to declare these areas as trip-free ensuring the public of providing reliable quality power.
10. It has been observed that the distribution system network has multiple levels of direct tapping of the main feeder without proper protection system resulting in interruption of power supply to a large group of consumers in case of fault in any section of the feeder (33kV or 11kV). TPCODL must focus on proper segregation of network infrastructure at 33kV & 11kV level using RMUs, ARs & sectionalisers at identified locations so that the faulty section is segregated from the healthy system network affecting minimum nos. of consumers. Unnecessary power interruption/outage must be avoided. The planned outages must be carried out in such a way

that all the pending activities relating to network maintenance, providing new connections, preventive maintenance, tree trimming etc. of that area is completed within that shutdown period. The adequate manpower must be engaged for such simultaneous activities in that area accordingly.

11. The outstanding electricity dues of Distribution licensee for the post-vesting period is on rising trends. As per the information submitted by TPCODL, the post Vesting arrear as on 31.03.2026 is Rs. 733.09 Crs. out of which Rs. 653.21 Crs. belongs to LT category of consumers. Even though the licensee has engaged a manpower base of 4726 numbers under Administrative & General (A&G) which is basically for performing MBC activities, the outstanding liability of the company is a matter of concern. TPCODL is required to take necessary steps in this regard which otherwise is a burden to the paying consumers of the state.
12. TPCODL has achieved 100% of GIS mapping of assets and 96.90% consumer indexing. The consumer indexing need to be verified w.r.t the DTR at site. This will help the O&M team for locating the consumer easily for attending to his complain / addressing any other issue of the consumer faster. The GIS mapping of assets should be integrated with the Gross Fixed Asset Register that would prove beneficial in monitoring of assets and necessary future planning. After completion of asset mapping & integration with asset register through SAP and proper consumer indexing, the TP DISCOMs should showcase their achievement at national level.
13. So far around 99.54% of the consumer base is metered with correct meters and 23% (793363 Nos.) have Smart meters. The existing consumers who have functioning correct meters within having valid lifespan should not be replaced. Focus must be towards metering of unmetered consumers (1279 Nos. as on 31.03.2026) and replacement of defective meters (15572 Nos. as on 31.03.2026) within the timeline as mentioned in the Supply Code. In case of streetlight connections, effort must be put for completion of metering and actual billing of such consumption and no new street light supply should be given without installation of a meter (preferably pre-paid smart meters).
14. The Distribution licensees of the state must facilitate ease of doing business for new upcoming industries or commercial consumers. Accordingly, the TP DISCOMs must work in coordination with OPTCL in planning and development/upgradation of Transmission & Distribution infrastructure to facilitate hassle free power supply to industrial and commercial consumers, which will increase the energy consumption level as well as revenue of the DISCOMs and support the state's economy.
15. Given the ease of providing e-bill, digital payment facility and delivery of important messages through WhatsApp, the company must strive to sensitise other consumers for the use of WhatsApp facility to receive digital electricity bill (to avail rebate of Rs.10 for e-bill), digital payment (to avail 4% rebate) and for sharing of important information like planned shutdown or breakdown etc.
16. During the FY 2025-26, there has not been any PTR failure in TPCODL area and 2085 Nos. of DTRs have failed due to various reasons. The failure of DTRs, because of over loading, aging, poor maintenance and absence of proper protection system including non-availability of Surge Arrester, have become a matter of concern. It adds financial loss worth hundreds of crores to the licensees affecting power supply to consumers and ultimately a tariff burden to the consumers

of the state. The discom is directed to take all required measures mentioned above to reduce the failure of PTRs & DTRs including replacement of old and aged PTRs/DTRs in phased manner.

17. The licensee is directed to submit the status of number of existing un-electrified households in its area of operation and action being taken by the licensee for electrification of such households to the Commission by July 31<sup>st</sup>, 2026.
18. TPCODL is directed to identify the 11 kV feeders with loss level of 50% or more. Necessary strategic planning and investment must be done to bring down the loss level of such feeders to less than 25%. The licensee is directed to assign responsibility of each such feeder to one officer of the company for achieving loss reduction target of the respective feeder. Necessary monthly update and compliance of the same must be submitted to the Commission.
19. The SAIFI and SAIDI of TPCODL as per their submission are 207 Nos. and 169 Hrs. for the FY 2025-26. But in the absence of complete digitization/ metering of all the DTRs, the data of SAIDI and SAIFI cannot be relied upon. In the last performance review for FY 2024-25, the Commission had directed to install at least 3 to 4 Smart Meters in every Village, if not available, to get the true picture of availability of power supply in rural area & remote villages in the operation area of the Discom. The licensee is directed to submit status report on implementation of Smart meters in each village of the state by July 31<sup>st</sup>, 2026.
20. The number of fatal and non-fatal accidents (human beings including the personnels of licensee & animal) in the area of operation of TPCODL is a matter of concern. 64 Nos. of fatal & non-fatal human accidents have occurred during the last FY 2025-26 which includes 5 personnels of the licensee. Out of the 64 Nos. of human accidents, 31 Nos. of accidents have resulted in loss of human life. Rigorous training and sensitization programs must be conducted to integrate safe practices among the field level personnel. Thus, TPCODL must endeavour to take all necessary measures to create an accident-free environment in its area of operation.
21. TPNODL has initiated an effort to create and declare a trip free area in its area of operation. About 15 sq. kms. of area in Balasore has been identified as a pilot project and the Commission has already approved required capital expenditure for this project along with similar pilot project in Keonjhar area likely to be implemented by the end of current financial year (FY 2026-127). The completion of pilot project in Balasore area is expected by December 2026. Similar action needs to be taken up by other three (3) DISCOMs (TPCODL, TPWODL and TPSODL) and declare trip free area in their operating area. The DISCOMs can identify and declare such area, if such area is already in existence in their area of operation due to systematic capital investment during last five years. Such area needs to be identified or expanded/increased every financial year. Accordingly, the declaration of trip free area achieved/ likely to be achieved shall form part of submission of annual capital investment plan of each DISCOM along with date of achievement/ timeline to achieve.
22. The Distribution licensee shall have to take necessary actions strictly in line with the Directions issued by the Commission in RST order of DISCOMs for the FY 2026-27 and the order issued for approval of investment under CAPEX for the FY 2026-27 for strengthening and augmentation of existing distribution network for improving reliability and availability of power supply to the consumers at remote corner of the state. The electricity bills of all category of consumers must indicate Power on hours by the end of this year as directed earlier without further delay.