Record Notes of Annual Performance Review of TPNODL held on 15.05.2026 at 02:30 PM in the office of OERC in the presence of the Commission

Date of Review : 15th May, 2026

Period of Review : April 2025 - March 2026

The performance of TPNODL for the FY 2025-26 was reviewed by the Commission on **15th May, 2026** at 02:30 PM. The CEO, TPNODL presented the performance of TPNODL for the financial year 2025-26 and senior officials of TPNODL were present during the review.

TPNODL started its operation w.e.f. 01.04.2021 through the Vesting Order dated: 25.03.2021 in Case No.-9/2021 of the Commission. The operational area of TPNODL spreads across 27,857 sq.kms. area of northern part of Odisha with its headquarter office at Balasore. Distribution network comprises of 254 Nos. of 33/11 kV sub-stations (201 Nos. are SCADA enabled), 576 Nos. of PTRs (2862 MVA), 87572 Nos. of DTRs (3611 MVA), 3821 kms. of 33 kV lines, 42864 kms. of 11 kV lines and 69396 kms. of LT lines (50192 kms. of LT AB cable which is around 72%) that caters to a consumer base of 20,64,672 (as on 31.03.2026) covering 5 Nos. of Revenue Districts (5 Circles, 16 Divisions, 50 Sub-Divisions, 159 Sections & 4 GRFs).

In the FY 2025-26, the sale of Energy at EHT, HT and LT levels are 3335.85 MU, 962.16 MU and 2677.02 MU respectively and total sales is 6975.03 MU. As compared to the sales in the FY 2024-25, there has been appreciable growth in EHT sales by 8.83%, the HT sales have shown excellent growth of 16.42% while the LT sales have increased marginally by 3.90%. Overall, there is increase in sale of energy by about 7.84%. There has been moderate growth in consumer base which is 3.2% more than the FY 2024-25. The licensee has engaged 2219 numbers of employees thereby reducing employee per 1000 consumer ratio to 1.08 in FY 2025-26 against 1.15 in the FY 2024-25.

From the total consumer base, LT consumers account 99.96% out of which, 15% is urban population and the rest is rural population. This segment of consumers contributes 38% of the energy sales and 34% of the revenue of TPNODL. However, HT and EHT consumers which constitutes merely 0.04% of the consumer base that accounts for 14% & 48% of the energy sales and contribute 15% & 51% of the revenue of the licensee.

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. Such area needs to be 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 along with date of achievement/ timeline to achieve.

TPNODL has submitted that with system driven approaches, it has successfully reduced the distribution losses in all the division as compared to the previous financial year. Additionally, the licensee has achieved overall and LT collection efficiency of more than 99% in all the circles. The AT&C loss % has reduced by 5.07% in LT and 2.69% in overall in FY 2025-26 as compared to FY 2024-25, which is without consideration of past arrear collection. The average per unit cost realisation at LT level is more than Rs. 4 at all the circle levels.

Commission's Observations/ Directions:

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

ANNUAL PERFORMANCE OF TPNODL for FY 2025-26 as on 31.03.2026

Particulars	2023-24	2024-25	2025-26	OERC approval for FY 2025-26	Increase/ Decrease in FY26 over FY25 (%)
DEMAND (MVA)	1123.83	1231.72	1246.07	1478.00	1.17
Energy input (MU)	7047.15	7388.95	7749.88	8719	4.88
SALE TO CONSUMERS (MU)					
EHT	3115.166	3065.294	3335.852	3759.089	8.83
HT	685.813	826.434	962.16	943.17	16.42
LT	2195.379	2576.467	2677.019	2886.564	3.90
TOTAL	5,996.36	6,468.20	6,975.03	7,588.82	7.84
DISTRIBUTION LOSS (%)					
LT	25.11%	18.24%	13.61%	20.26%	-25.39
HT & LT	26.72%	21.30%	17.55%	22.79%	-17.57
OVERALL	14.91%	12.46%	10.00%	12.96%	-19.77
BILLING EFFECIENCY (%)					
LT	74.89%	81.76%	86.39%	79.74%	5.67
HT & LT	73.28%	78.70%	82.45%	77.21%	4.75
OVERALL	85.09%	87.54%	90.00%	87.04%	2.81
BILLING TO CONSUMERS (CR.)					
EHT	1976.4167	1973.3306	2152.5174	2420.62	9.08
HT	466.1096	564.4251	667.1574	627.16	18.20
LT	1217.6623	1365.849	1400.6161	1439.01	2.55
TOTAL	3,660.19	3,903.60	4,220.29	4,486.79	8.11
COLLECTION RECEIVED (CR.)					
EHT	2044.88	1985.18	2206.62	2396.41	11.15
HT	461.74	553.93	666.07	620.89	20.24
LT	1291.36	1422.82	1457.74	1424.62	2.45
TOTAL	3,797.97	3,961.93	4,330.43	4,441.92	9.30
COLLECTION EFFICIENCY (%)					
EHT	103.46%	100.60%	102.51%	99.00%	1.90
HT	99.06%	98.14%	99.84%	99.00%	1.73
LT	106.05%	104.17%	104.08%	99.00%	-0.09
HT & LT	104.12%	102.41%	102.71%	99.00%	0.29
OVERALL	103.76%	101.49%	102.61%	99.00%	1.10
AT & C LOSS (%)					
LT	20.58%	14.83%	10.09%	21.06%	-32.00
HT & LT	23.71%	19.40%	15.32%	23.56%	-21.03
OVERALL	11.71%	11.15%	7.65%	13.83%	-31.42

2. From the above table, it is seen that the overall energy sales have increased in the FY 2025-26 as compared to FY 2024-25 by 7.84%. The major growth is observed at HT level with an increase in sales by 16.42% in FY 2025-26 over FY 2024-25. There has been appreciable growth in case of EHT sales by 8.83% and moderate growth in LT sales by 3.9%. The distribution loss has

reduced by 19.77% in the year under review as compared to the previous financial year. TPNODL has achieved lower distribution loss of 10% against the Commission's approval of 12.96%. The overall AT&C loss for the FY 2025-26 is 7.65% as compared to the Commission's approved AT&C loss% of 13.83%. The AT&C loss % without considering past arrear collection in the FY 2025-26 is 9.95% which is commendable. This is very good indicator of strategic planning, network strengthening and augmentation, which will have long term benefit to the consumers of the state in terms of reliability and availability of power supply. However, lot more actions are further required to achieve the ultimate objective of 24x7 quality power supply to all.

3. The TPNODL system has expanded over the years and system improvement can be visible 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**
No. of Active Consumers				
EHT	41	42	43	45
HT	659	748	834	880
LT	2,040,888	1,953,723	1,998,614	2063747
Total	2,041,588	1,954,513	1,999,491	2064672
Network System				
No. of PTRs	550	564	566	576
MVA Capacity of PTRs	2615	2704	2765	2862
No. of DTRs.	74726	77688	81168	87572
MVA Capacity of DTRs	2787	2832	3150	3611
Length of 33 KV Line (km.)	3024	3226	3605	3821
Length of 11 KV Line (km.)	40189	41108	42651	42864
Length of LT Line (km.)	67486	68139	68962	69396
Length of LT AB cable (km)	44786	47197	48210	50192
Percentage of LT cable (%)	66.36	69.27	70.00	72
Length of HT cable	64.40	126.90	201.40	311
No. of 33 kV feeders	108	115	131	137
No. of 11 kV feeders	825	853	888	909
No. of DTRs failure	2877	3343	3447	3442
No. of PTR failure	8	10	7	2
Total No. of Human Accidents	-	75	43	25
Fatal accidents (human)	26	26	24	19
Total No. of Animal Accidents	30	30	20	12

4. As per the data submitted by TPNODL, the length of 11 kV lines (42864 ckt. kms.) is almost more than 11 times the length of 33 kV lines (3821 ckt. kms.). Moreover, there are 49 Nos. of 33 kV feeders whose line length is more than 30 ckt. kms and 214 Nos. of 11 kV feeders with line length more than 50 ckt. kms. This constitutes around 35% and 23% of total numbers of 33 kV feeders and 11 kV feeders respectively. TPNODL has brought down the numbers of 11 kV feeders with line length more than 50 kms from 222 (in FY 2024-25) to 214 (in the FY 2025-26) reducing by 8 Nos. only. However, the numbers of 33 kV feeders with line length more than 30 kms has increased from 46 to 49 in the FY 2026-27 as compared to previous financial year. TPNODL must endeavour towards reasonable reduction in line length at 33kV & 11kV level as well as limiting LT line length to about 500m in order to address low voltage issues at tail end.

5. System metering plays a crucial role in network planning and loss reduction. As per the information received from TPNODL, the licensee has achieved 100% metering of 33 kV feeders and 11 kV feeders. 57% of the 33/11 kV PTRs are metered and only 18% of DTRs are metered. TPNODL has completed 100% energy audit of all the 33 kV and 11 kV feeders in the FY 2025-26. Complete system metering is required to be carried out in phased manner in order to enable necessary energy audit and to identify high loss areas 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, TPNODL has 52 Nos. of PSS without proper earthing. TPNODL 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 BED (Balasore), SED (Soro) and JTED (Jajpur Town) have AT&C loss level of less than 10%. Major achievement is seen in the division of KED (Keonjhar) and JOED (Joda) where there is no loss accounted for. The efforts of TPNODL for reduction of losses is evident from the reduction of loss level in the divisions of CED (Balasore) and SED (Soro) from 25 % & 17.03 % in FY 2024-25 to 17.43% & 8.96% in FY 2025-26. Reduction of loss level by more than 7% in a single financial year is appreciable and such concentrated efforts and planning is necessary in other loss making divisions. The divisions of BTED (Basta), BNED (Bhadrak) and KUED (Kuakhai) have losses more than 23% and majorly contribute to the overall loss of 13.61% of the licensee. 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 TPNODL.

8. The expenses incurred by the licensee in MBC (Metering, Billing and Collection) activities is very high. Considering the fact that 25% of the consumer base of TPNODL are already with Smart Meters and almost all HT & EHT consumers have AMR/ Smart meters, the MBC cost incurred by the licensee is very high compared to the consumption level of electricity of a poor consumer. Further, there are a large population of consumers whose monthly bill is less than Rs. 100.00. The percentage of consumers opting for e-bill and digital payment is also increasing. Therefore, TPNODL is required to optimize the expenses against MBC. The licensee is directed to submit the monthly expenses incurred by the licensee for MBC activity, to the Commission every month.

9. 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). TPNODL 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.

10. The outstanding electricity dues of Distribution licensee for the post-vesting period is on rising trends. As per the information submitted by TPNODL, the arrear of post Vesting period as on 31.03.2026 is Rs. 306.30 Crs., out of which Rs. 278.17 Crs. belongs to LT category of consumers. Further, around Rs. 24.64 Crs. of arrear is pending from Government & PSU's consumers at LT level. Even though the licensee has engaged a manpower base of 1042 numbers under Administrative & General (A&G) which is basically for performing MBC activities, the outstanding liability of the company is a matter of concern. TPNODL is required to take necessary steps in this regard, which otherwise is unnecessary burden to the paying consumers of the state.

11. TPNODL has achieved 98% of GIS mapping of distribution system assets and 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.

12. TPNODL has added 10 Nos. of PTRs with effective addition of 97 MVA of PTR capacity in the FY 2025-26. Further, 6404 numbers of DTRs have also been added with an effective addition of 461 MVA of transformation capacity, implying higher capacity DTRs are being added to the distribution network. The DISCOM need to ensure that all new / replaced DTRs are provided with required protection system on either side with metering arrangement. In the process installation of new/ replaced DTRs are complete in all respect. The effort should be made to reduce No. of DTRs of 10KVA, 16KVA & 25KVA capacity, which will help the DISCOM to operate & maintain the system more effectively reducing transformation loss and failure of DTRs can be reduced to a great extent.

13. So far around 99% of the consumers are metered with correct meters out of which 20325 Nos. are defective meters. TPNODL further has 2244 numbers of consumers without meters. Provisional billing of TPNODL has reduced to 1.31% in FY 2025-26 as compared to 1.03% in FY 2024-25. However, effort must be made to replace the defective meters at the earliest as per regulatory provisions. Further, there should not be any consumer connection without a correct meter. The metering of all existing connections must be completed by December 2026. 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 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, 2 Nos. of PTR and 3442 Nos. of DTRs have failed in TPNODL operational area due to various reasons. The failure rate of DTRs has not improved for TPNODL as compared to the FY 2024-25 with 3447 Nos. of DTRs. 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 31st, 2026.

18. TPNODL 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 TPNODL as per their submission are 466.23 Nos. and 271.78 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 31st, 2026.

20. The number of fatal and non-fatal accidents (human beings including the personnels of licensee & animal) in the distribution sector is a matter of concern. As compared to the previous year, TPNODL has reduced the numbers of accidents occurred during the previous FY 2024-25 from 43 (human) & 20 (animals) to 25 (human) & 12 (animal) in the FY 2025-26. However, there has been 6 numbers of non-fatal accidents that concern TPNODL personnel. Further, there are 19 Nos. of fatal accidents of general public that has resulted in loss of human life. Rigorous training and sensitization programs must be conducted to instill safe practices among the field level personnel. Thus, TPNODL must endeavour to take all necessary measures to create an accident-free environment in its area of operation.

21. 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.