

Record Notes of Annual Performance Review of TPSODL held on 15.05.2026 at 11:00AM in the office of OERC in the presence of the Commission

Date of Review : 15th May, 2026

Period of Review : April 2024 - March 2025

The performance of TPSODL for the FY 2025-26 was reviewed by the Commission on 15th May, 2026 at 11:00 AM. The CEO, TPSODL presented the performance of TPSODL for the financial year 2025-26 and senior officials of TPSODL were present during the review.

TPSODL started its operation w.e.f. 01.01.2021 through the Vesting Order dated: 28.12.2020 in Case No.-83/2020 of the Commission. The operational area of TPSODL spreads across 48,751 sq.kms. area of southern part of Odisha. Distribution network comprises of 263 Nos. of 33/11 kV sub-stations (250 Nos. are SCADA enabled), 600 Nos. of PTRs (2994 MVA), 73478 Nos. of DTRs (3321 MVA), 5053 kms. of 33 kV lines, 40878 kms. of 11 kV lines and 37472 kms. of LT lines (35363 kms. of LT AB cable which is around 94%) that caters to a consumer base of 22,80,572 (as on 31.03.2026) covering 8 Nos. of Revenue Districts (6 Circles, 19 Divisions, 51 Sub-Divisions, 135 Sections & 4 GRFs).

In the FY 2025-26, the sale of Energy at EHT, HT and LT levels are 816.344 MU, 475.908 MU and 2379.734 MU respectively and total sales is 3671.985 MU. As compared to the sales in the FY 2024-25, there has been increase in EHT sales by 5.5%, the HT sales have shown appreciable growth of 8.6% while the LT sales have increased marginally by 3.61%. Overall, there is moderate increase in sale of energy by about 4.7%. There has not been any substantial growth in consumer base which is 1% more than the Fy 2024-25. The licensee has engaged 2780 numbers of employees thereby reducing employee per 1000 consumer ratio to 1.24 in FY 2025-26 against 1.27 in the FY 2024-25.

From the total consumer base, LT consumers account 99.96% out of which, 18.23% is urban population and the rest is rural population. This segment of consumers contributes 65% of the energy sales and 57% of the revenue of TPSODL which is in contrast to all other DISCOMs of the state. However, HT and EHT consumers which constitutes merely 0.04% of the consumer base that accounts for 35% of the energy sales and contribute 43% of the revenue of the licensee.

TPSODL has taken various initiatives to reduce distribution losses such as use of armoured cable for providing service connections to households from the pole. The licensee has implemented SCADA in 95% of the PSSs, i.e. 250 Nos. out of 263 Nos. TPSODL is expected to complete 100% SCADA implementation in the current FY 2026-27.

TPSODL has submitted that it has completed 99% energy audit of all 11 kV feeders and 89% of 33 kV feeders. There has been 1679 Nos. of GRF Orders issued out of which 1538 Nos. have been implemented. From safety aspect, TPSODL has had 7 numbers of human accidents and 2 Nos. of animal accidents in the FY 2025-26.

Commission's Observations/ Directions:

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

ANNUAL PERFORMANCE OF TPSODL 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)	711.00	797.93	792.08	861.00	-0.73%
Energy input (MU)	4345.37	4576.23	4574.21	5062.15	-0.04%
SALE TO CONSUMERS (MU)					
EHT	729.48	773.65	816.34	829.96	5.52%
HT	419.80	438.23	475.91	460.50	8.60%
LT	2045.68	2295.30	2379.73	2544.63	3.68%
TOTAL	3,194.96	3,507.18	3,671.99	3,835.09	4.70%
DISTRIBUTION LOSS (%)					
LT	29.62%	24.99%	20.18%	25.88%	-19.27%
HT & LT	31.82%	28.11%	24.01%	28.99%	-14.60%
OVERALL	26.47%	23.36%	19.72%	24.24%	-15.57%
BILLING EFFECIENCY (%)					
LT	70.38%	75.01%	79.82%	74.1%	6.42%
HT & LT	68.18%	71.89%	75.99%	71.0%	5.71%
OVERALL	73.53%	76.64%	80.28%	75.76%	4.75%
BILLING TO CONSUMERS (CR.)					
EHT	472.69	500.63	527.45	532.95	5.36%
HT	309.01	325.42	356.59	303.74	9.58%
LT	1006.81	1134.48	1196.55	1326.38	5.47%
TOTAL	1,788.51	1,960.53	2,080.59	2,163.07	6.12%
COLLECTION RECEIVED (CR.)					
EHT	464.30	511.72	527.16	527.6205	3.02%
HT	320.55	334.32	366.76	300.7026	9.71%
LT	1016.40	1179.39	1211.43	1313.1162	2.72%
TOTAL	1801.24	2025.43	2105.36	2141.44	3.95%
COLLECTION EFFICIENCY (%)					
EHT	98.22%	102.22%	99.95%	99%	-2.22%
HT	103.73%	102.73%	102.85%	99%	0.12%
LT	100.95%	103.96%	101.24%	99%	-2.61%
HT & LT	101.61%	103.69%	101.61%	99%	-2.00%
OVERALL	100.71%	103.31%	101.19%	99.00%	-2.05%
AT & C LOSS (%)					
LT	28.95%	22.02%	19.19%	26.62%	-12.89%
HT & LT	30.72%	25.46%	22.78%	29.70%	-10.53%
OVERALL	25.95%	20.82%	18.77%	25.00%	-9.87%

2. From the above table, it is seen that the DISCOM overall energy demand is dominated by LT sales which accounts for 65% of the total sales and there has been moderate growth in LT sales by 3.68%. There has been an increase in overall energy sales in the FY 2025-26 as compared to FY 2024-25 by 4.7%. There has been appreciable growth in case of HT sales by 8.6% and EHT sales by 5.5%. The licensee has been able to achieve reduction in distribution loss by 15.57% in the year under review as compared to the previous financial year. The distribution loss has reduced to 19.72% as compared to the Commission's approval of 24.24%. TPSODL has achieved lower distribution loss of 14.89% against the Commission's approval of 15.05%. TPSODL has achieved overall AT&C loss % of 17.70% in FY 2025-26 which is 7.3% less than the OERC approval of 25% for the said financial year. The AT&C loss % without consideration of past arrears is 18.77%. 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 TPSODL 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	18	19	14	14
HT	650	712	794	882
LT	24,23,956	22,70,184	22,56,544	22,79,676
Total	24,24,624	22,70,915	22,57,352	22,80,572
Network System				
No. of PTRs	553	566	576	600
MVA Capacity of PTRs	2,594	2,664	2,818	2,994
No. of DTRs.	58,003	63,112	70,137	73,478
MVA Capacity of DTRs	2,535	2,765	3,162	3,321
Length of 33 KV Line (km.)	4,046	4,241	4,772	5,053
Length of 11 KV Line (km.)	39,200	39,368	39,801	40,878
Length of LT Line (km.)	34,563	34,816	35,267	37,472
Length of LT AB cable (km)	31,884	32,137	32,588	35,363
Percentage of LT cable (%)	92.25%	92.31%	92.40%	94.37%
Length of HT cable	106	366	537	766
No. of 33 kV feeders	147	153	158	164
No. of 11 kV feeders	906	928	938	962
No. of DTRs failure	1,590	1,491	1,491	1,808
No. of PTR failure	8	7	6	1
Total No. of Human Accidents	-	40	16	7
Fatal accidents (human)	46	20	8	6
Total No. of Animal Accidents	-	6	3	2

4. As per the data submitted by TPSODL, the length of 11 kV lines (40878 ckt. kms.) is almost more than 8 times the length of 33 kV lines (5,053 ckt. kms.). Moreover, there are 46 Nos. of 33 kV feeders whose line length is more than 30 ckt. kms and 277 Nos. of 11 kV feeders with line length more than 50 ckt. kms. This constitutes around 28% each numbers of 33 kV feeders and 11 kV feeders respectively. TPSODL has brought down the numbers of 11 kV feeders with line length more than 50 kms from 282 (in FY 2024-25) to 277 (in the FY 2025-26) reducing by 5 Nos. only. However, the numbers of 33 kV feeders with line length more than 30 kms has increased from 41 to 46 in the FY 2026-27 as compared to last financial year. Considering the consumer sparsity and terrain of the southern part of the state, necessary action for length reduction of the 33 kV and 11 kV lines might be unviable for the licensee. Therefore, TPSODL may also seek Government grant only for the cause of line length reduction of 33 kV and 11 kV feeders. This is necessary for improvement of reliability, reduction of losses and 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 TPSODL, the licensee has achieved 98% metering of 33 kV feeders and 99% metering of 11 kV feeders. As per their submission, 8 meters of 33 kV feeders have

been removed temporarily for OPTCL SAS implementation and rest 9 defective meters are planned to be replaced. Further, around 36% of the DTRs have also been metered. The efforts of TPSODL in checking the system losses through energy audit is visible. Additionally, TPSODL has taken a strategic approach by almost completing the feeder metering and gradually increasing the DTR metering. The PTRs of the licensee are not yet metered but complete metering of incoming and outgoing feeders of a PSS provides information for energy audit and checking of losses. This strategy adopted by TPSODL is appreciable and TPSODL must continue the practice of periodic energy audit.

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, TPSODL has reduced the numbers of PSSs without earthing system to 63 in FY 2025-26 from 74 Nos. in FY 2024-25. TPSODL 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 Berhampur I & II, Raygada and Gunpur have AT&C loss level of less than 10%. Major improvement is seen in the Divisions of Digapahandi, Nabarangpur and Malkangiri where the AT&C loss% has reduced from 23.06%, 30.61% & 18.94% in FY 2024-25 to 18%, 18.75% & 12.48% in FY 2025-26 respectively. The efforts of TPSODL for reduction of losses is evident from such figures and TPSODL is expected to continue with the same continued endeavour for further reduction of losses in other loss making divisions. The divisions of Aska I & II, Purusotampur and Hinjlicut contribute majorly to the AT&C losses of the DISCOM. The per unit LT cost realization of these divisions are Rs. 2.46, Rs. 2.61, Rs. 3.33 and Rs. 2.94 respectively. As per the submission of TPSODL, adoption of armoured cable for providing service connections to the consumers have resulted in reduction of LT loss. This is a commendable strategy to check electricity theft and reduction of losses.
8. The expenses incurred by the licensee in MBC (Metering, Billing and Collection) activities is very high. Considering the fact that 29% of the consumer base of TPSODL 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, TPSODL 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). TPSODL 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 TPSODL, the arrear of post Vesting period as on 31.03.2026 is Rs. 408.44 Crs., out of which Rs. 375.78 Crs. belongs to LT category of consumers. Further, around Rs. 23.44 Crs. of arrear is pending from Government & PSU's consumers at LT level. Even though the licensee has engaged a manpower base of 3765 numbers under Administrative & General (A&G) which is basically for performing MBC activities along with security and house-keeping activities, the outstanding liability of the company is a matter of concern. TPSODL is required to take necessary steps in this regard, which otherwise is unnecessary burden to the paying consumers of the state.
11. TPSODL is the only DISCOM in the state which has achieved 100% in both GIS mapping of 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. TPSODL has added 24 Nos. of PTRs with effective addition of 176 MVA of PTR capacity in the FY 2025-26. Further, 3341 numbers of DTRs have also been added with an effective addition of 159 MVA of transformation capacity, implying higher 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 26,609 Nos. are defective meters. TPSODL is the only DISCOM in the state where there is not a single consumer without a meter. Provisional billing of TPSODL has reduced to 3% in FY 2025-26 as compared to 3.15% in FY 2024-25. The provisional billing of all the other TP DISCOMs of the state is 1% or less. Therefore, TPSODL must endeavour to reduce the provisional billing and replacement of the defective meters within timeline as per regulatory provisions. In case of streetlight connections, effort must be put for completion 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, 1 No. of PTR and 1808 Nos. of DTRs have failed in TPSODL operational area 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 31st, 2026.
18. TPSODL 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 TPSODL as per their submission are 264 Nos. and 236 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 other DISCOMs of the state, TPSODL has the lowest numbers of accidents of 7 Nos. in the FY 2025-26 out of which 6 Nos. have resulted in loss of human life. Further, all these accidents are related to the general public. This highlights the sense of safety among field level personnel. Thus, TPSODL must endeavour to take all necessary measures to create public awareness for 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.