

**BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION**  
**Plot No.4, Chunokoli, Shailashree Vihar, Chandrasekharpur**  
**Bhubaneswar-751021**

**TEL. No. 2721048, 2721049, FAX: 2721053/2721057**  
**E-mail: [orierc@gmail.com](mailto:orierc@gmail.com), Website: [www.orierc.org](http://www.orierc.org)**

**Case No- 51/2025**

In the matter of: Application for initiation of Suo Motu Proceeding under Regulation 9 (1) and (4) of OERC (Conduct of Business) Regulations, 2004 to issue suitable directions with respect to deficiency in consumer service by TP DISCOMs in the State under OERC Supply Code, 2019 and License Conditions issued to them.

AND

In the matter of: Response filed by The Utkal Chamber of Commerce & Industry Ltd. (UCCI), N-6, IRC Village, Nayapalli, Bhubaneswar – 751015 on behalf of its members.

**Letter of Authorization**

I, Sri (Dr.) Prabodh Mohanty, President of The Utkal Chamber of Commerce & Industry Ltd. (UCCIL), N-6, IRC Village, Nayapalli, Bhubaneswar – 751015 do hereby Authorize Mr. Bibhu Charan Swain, Chairman of Electricity and Power Committee, Executive Member of UCCI (whose details are furnished below) legally competent to represent our organization and to sign the representation and present oral submission before the Hon'ble Odisha Electricity Regulatory Commission and to submit any additional documents as may be required and in general do all such thing as may be required in connection with the above mentioned matter.

**Details information of the authorized representative**

Name : Mr. Bibhu Charan Swain  
Full & details address : The Utkal Chamber of Commerce & Industry Ltd., N/6, IRC Village  
Nayapalli, Bhubaneswar-751015  
Address of Auth Rep. : AT-K-8-82, Kalinga Nagar, Ghatikia, Bhubaneswar-751029  
Mobile : 9437155337  
Email : [contactus@utkalchamber.in](mailto:contactus@utkalchamber.in), [pwrtrch@gmail.com](mailto:pwrtrch@gmail.com)

Details information and signature of the authorized representative is hereby attested.

**For The Utkal Chamber of Commerce and Industry Ltd.**

OERC	
Date	14/7/25
Designation	Initials
Chairman	
Member	
Member	
Secretary	
Dir. (Tariff)	
Dir. (Engg.)	
Dir. (RA)	
Dy. Dir. P&A)	



**President**

Place: Bhubaneswar

Date: 14/07/2025

**Accepted**

**(Bibhu Charan Swain)**

**BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION**  
**Plot No.4, Chunokoli, Shailashree Vihar, Chandrasekharpur**  
**Bhubaneswar-751023**

**Filing No: 1**  
**Case No: 51/2025**

**IN THE MATTER OF:**

Application for initiation of Suo Motu Proceeding under Regulation 9 (1) and (4) of OERC (Conduct of Business) Regulations, 2004 to issue suitable directions with respect to deficiency in consumer service by TP DISCOMs in the State under OERC Supply Code, 2019 and License Conditions issued to them.

**AND**

**IN THE MATTER OF:**

Director (Regulatory Affairs), OERC, Bhubaneswar, Odisha

**...Petitioner**

**VRS**

**IN THE MATTER OF:**

DoE, GoO, TPCODL, TPNODL, TPWODL, TPSODL, Shri Debashis Nayak, M/s. Jagannath Spintex Pvt. Ltd., Shri B. C. Jena, Ex-Member, Shri A. K. Sahani, Rural Welfare Organization, Bairoi, Cuttack.

**...Opposite Parties**

**VRS**

**IN THE MATTER OF:**

The Utkal Chamber of Commerce & Industry Ltd. (UCCI), N-6, IRC Village, Nayapalli, Bhubaneswar-751015, Email: pwrtrch@gmail.com, contactus@utkalchamber.in, Phone-9437155337

**...Respondent**

**MOST RESPECTFULLY SHEWETH: -**

1. That, the Respondent, Utkal Chamber of Commerce & Industry Ltd. (UCCIL), N-6, IRC Village, Nayapalli, Bhubaneswar - 751015 is represented by its Member Industries drawing power at EHT, HT & LT as well having Independent Power Producing Units, Captive Power Plants in the State of Odisha and the present response is filed in general on behalf



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of the said member industries through Expert Committee for Power and Electricity.

2. Hon'ble OERC has initiated the suo-motu proceeding under Regulation 9 (1) and (4) of OERC (Conduct of Business) Regulations, 2004 to issue suitable directions with respect to deficiency in consumer service by TP DISCOMs in the State under OERC Supply Code, 2019 and License Conditions issued to them. UCCIL being an association of MSMEs, Large Industries and various organizations involved in Trades, Commerce and service sectors would like to be impleaded in the present proceedings so as to assist the Hon'ble OERC in modifying the license conditions and pray before Hon'ble OERC to allow UCCIL to be a Respondent in the abovementioned matter.
3. UCCIL is submitting the following points on the suo-motu proceeding under Regulation 9 (1) and (4) of OERC (Conduct of Business) Regulations, 2004 to issue suitable directions with respect to deficiency in consumer service by TP DISCOMs in the State under OERC Supply Code, 2019 and License Conditions issued to them for kind review and necessary action by the Hon'ble Commission.
4. **Non-compliances and disobedience to the Tariff Order of Hon'ble OERC from time to time:**

**a. Mail Id, Mobile/ Telephone Numbers of Officials**

In the last tariff order for FY 2024-25, Hon'ble OERC has directed to DISCOM to display the name, designation, email id, mobile/telephone number of designated officers, assigned in public services, from section level upto Corporate level in their website and also at public interface point. However, same has not been displayed by the licensee. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.

The relevant portion of the tariff order at para 93 is furnished below for ready reference of the Hon'ble OERC.



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- **Mail Id, Mobile/ Telephone Numbers of Officials**

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*Many Consumers brought to the notice of the Commission that they are unable to find out Designated Officers responsible for a particular work. Therefore, they run from pillar to post to get their work done by the DISCOM's staff. The DISCOMs are advised to display the name, designation, email Id & Mobile/Telephone number of the Designated Officers, assigned in public service, from Section level upto Corporate level in their website and so also at public interface points."*

**b. Segregation of wheeling and Retail business as per actual in accordance with OERC (Wheeling & RST) Regulation, 2022**

In the last tariff order for FY 2024-25, Hon'ble OERC has directed all the DISCOM to submit compliance report on segregation of wheeling and Retail business as per actual in accordance with OERC (Wheeling & RST) Regulation, 2022. Perhaps DISCOM has not complied the same, the Hon'ble Commission may kindly look into the same and if required may initiate suo-motu proceedings against the DISCOM under section 142 of the Electricity Act, 2003.

- c. It may be noted that Hon'ble Commission in last tariff order for FY 2024-25 at para 239 has amply clarified that power supply to any dwelling unit utilized solely for residential purpose shall be classified under Domestic Category. However DISCOM is not obeying the same and collect excess tariff by illegally charging them at General Purpose tariff along with interest and also initiate a suo-motu proceedings against TPCODL under section 142 of Electricity Act 2003.

**5. Non-compliances and disobedience to the Order of Hon'ble OERC in implementation of KUSUM-C :**

The DISCOM have not initiated a time-bound action plan for the immediate execution of the KUSUM C projects. In this connection UCCIL would like to furnish the relevant order dated 19.01.2023 at para 28 in case no 41/2022 and 62/2022 and prays before Hon'ble OERC to verify how the DISCOM failed to comply the all the directives and order of the Hon'ble OERC. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.



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**ODISHA ELECTRICITY REGULATORY COMMISSION**  
**BIDYUT NIYAMAK BHAWAN**  
**PLOT NO.-4, CHUNOKOLI, SHAILASHREE VIHAR**  
**BHUBANESWAR - 751 021**  
\*\*\*\*\*

Present: Shri G. Mohapatra, Officiating Chairperson  
Shri S. K. Ray Mohapatra, Member

Case No. 41/2022

M/s. TPCODL, M/s. TPWODL, M/s. TPNODL & M/s. TPSODL	Petitioners
Vrs	
OREDA & Others	Respondents

In the matter of: Application filed by TP Central Odisha Distribution Ltd. on behalf of all the four DISCOMs of Odisha for determination of tariff from Pump Connected Solar Projects set up under Component C of Pradhan Mantri Kisan Urja Suraksha evam Uthan Mahabhiyan ("Kusum C") under Pump Level solarisation and for approval of PPA signed with the farmers for purchase of power by the DISCOMs from such solar Projects.

AND

Case No. 62/2022

M/s. TPWODL, M/s. TPCODL, M/s. TPNODL & M/s. TPSODL	Petitioners
Vrs	
GRIDCO Ltd. & Others	Respondents

In the matter of: Application filed by TP Western Odisha Distribution Ltd. on behalf of all the four DISCOMs of Odisha for allowing interest on loan to be taken by the farmer for setting up Solar Capacity for Kusum C Pump level solarisation in ARR of DISCOMs under Section 62 of the Electricity Act, 2003 in conformity with the provisions of OERC (Terms and Conditions for Determination of wheeling Tariff and Retail Supply tariff) Regulations, 2014 and OERC (Conduct of Business) Regulations, 2004.

For Petitioners : Shri Puneet Munjal, (Head Regulatory Affairs), TP Central Odisha Distribution, Shri K. C. Nanda, GM(RA & Strategy) & Shri Gajanan Kale, CEO, TPWODL, Ms. Malancha Ghose, DGM(RA), TPNODL, Shri V.H. Wagle, (Head Regulatory Affairs), TPSODL.

For Respondents : Ms. Sasmita Patyoshi, Jt Director, OREDA, Shri T.P. Panda of GRIDCO Ltd., Shri Sukanta Panda, Sr GM (RT&C), OPTCL, Ms. Sonali Patnaik, ALO I/c., DoE, GoO, Shri Shobhit Srivastava of MNRE, Shri Bibhu Charan Swain, M/s. Power Tech Consultants Pvt. Ltd. and Shri R. P. Mahapatra.



28. In view of above observations and submission of petitioner & respondents, we are of the opinion that unless it is a win-win situation for the farmer(s) as well as to the implementing agency, it would be a futile exercise and

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considering the benefit of PM KUSUM-C scheme, the commission issues following directives:

- a) The DISCOMs, the designated implementing agencies for the Scheme, shall be responsible for successful implementation of the Scheme.
- b) The farmer shall install the solar PV capacity twice the capacity of pump which shall not be more than 7.5 HP and shall not be less than 5 kWp (for 3HP solarised pump).
- c) Presently all Distribution licensees are purchasing power from GRIDCO, the state Designated Entity for bulk power purchase and sale of power to all four (4) Discom(s). However, under PM KUSUM-C Scheme, DISCOM(s), the implementing agency, will purchase entire quantum / surplus quantum of power directly from the solar installation of the farmer at LT level.
- d) The farmer shall execute a valid supply contract/agreement with licensee for implementation of KUSUM-C. The minimum energy consumption by the farmer from the solar installations has to be at annual load factor of 15% for effective use of solar energy. The farmer shall use the pumps for irrigation purpose during day time (from 5.00 AM to 6.00 PM) availing the generation from the solar installation which is the primary objective of the scheme to reduce cross subsidy and introduce Demand Side Management (DSM). The farmer shall be responsible to conserve the ground water.
- e) Farmers can arrange loan on their own or DISCOM(s) on behalf of farmer can arrange loan for solar plant installation(s).
- f) The solar power injected to the Grid shall be metered through Gross metering arrangement for useful life of the project (25 years). The DISCOMs shall raise the monthly bill to the farmers for energy consumed basing on actual meter reading at a rate approved by the Commission in the RST order. However, the minimum annual consumption of the farmer shall be at 15% load factor and accordingly reconciliation of bill shall be done at the end of the year.
- g) In case of farmer(s), who is availing the loan for solarisation of pump through DISCOM(s), the entire quantum of power will be purchased by the DISCOM(s) at the rate of Rs.3.60 per kWh. AMC shall be the responsibility of the Developer for the initial five years. DISCOM(s), on behalf of farmer(s), shall arrange/facilitate the AMC of the Project from 6th year.
- h) In case the farmer(s), who does not avail any loan for solarisation of pump through DISCOM(s), the solar power will be injected to the grid after self-consumption for irrigation purpose by the farmer and shall be metered through gross metering arrangement. The generated solar power shall be paid at the rate of Rs.3.60 per kWh and the amount will be transferred to farmer's account after adjustment of the amount due for self-consumption. The AMC of the Project shall be the responsibility of the farmer.
- i) The self-consumption of power by farmer for irrigation purpose will be billed at RST rate approved by the Commission from time to time.
- j) An ESCROW account for individual farmer [availing loan through DISCOM(s)] would be opened by the respective DISCOM(s). The revenue earned from sale of solar power by the farmer will be transferred to the ESCROW account (the



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farmer's designated account) on monthly basis after deduction of amount due for payment towards self-consumption for irrigation purpose. The components of principal, interest on loan amount and cost of Annual Maintenance Contract (AMC), which will be applicable after 5th year i.e. after completion of warranty period shall be paid from the fund available in this account. After repayment of loan amount, the entire amount will go to the farmer(s) after deduction of amount due for payment towards self-consumption of farmer(s) for irrigation purpose and cost of Annual Maintenance. Therefore, the net amount to be credited to the farmer's account shall be as follows:

**Net Amount to be credited to Escrow account** (the farmer's designated account) = [(Solar energy generated x tariff approved by Commission in this order i.e. Rs.3.60 per kWh) - (Energy consumed by farmer as per meter reading x approved RST for farmer) - (Interest on loan amount) - (Cost of AMC after five years)]

k) In case the farmer(s) does not avail any loan for installation through DISCOM(s), opening of ESCROW account is not required. The net amount to be credited to the farmer's account shall be as follows:

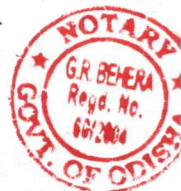
**Net Amount to be credited to the farmer** = [(Solar energy generated x tariff approved by Commission in this order i.e. Rs.3.60 per kWh) - (Energy consumed by farmer as per meter reading x approved RST for farmer)]

l) The solar power injected to the grid through gross metering arrangement shall be purchased by the DISCOMs at the tariff of **Rs.3.60 per kWh**. In addition to the above no other charges shall be payable to the farmer. The rate will remain unchanged as long as RST under "irrigation pumping & agriculture" category of consumers is unchanged and the rate of interest on loan amount does not exceed 9%. If Retail Supply Tariff (RST) for above category of consumer and/or the interest rate on loan amount changes, DISCOM (s) shall approach the Commission for re-determination of Power Purchase Cost for solarised pump installations covered under PM KUSUM-C scheme.

m) Whenever sufficient fund is not available in ESCROW account to meet expenses towards interest on loan amount and AMC cost, in such case the deficit amount shall be paid by the licensee / DISCOM(s) from the receipts on account of Cross Subsidy Surcharge and Non-Tariff income of the respective DISCOM(s) as there will be adequate saving in Power Purchase Cost (PPC) of GRIDCO consequent to implementation of the scheme in addition to other benefits. Moreover, the scheme will not contribute towards increase in RST.

n) More generation will result in more revenue to the farmers and early closure of loan resulting in early benefit to farmer(s). The DISCOM(s) will also gain in terms of reduction in AT&C loss by implementation of PM KUSUM -C Scheme.

o) In case farmer [availing loan through DISCOM(s)] wants to repay the balance amount of loan at any point of time in one instalment, then he will be entitled for 10% discount of the balance amount which will be paid by DISCOM(s) from the receipts on account of Cross Subsidy Surcharge and Non-Tariff income for early closure of loan resulting in early benefit to farmer(s).



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p) The solar insolation level and hence CUF of solar installation in western part is expected to be higher compared to other parts of Odisha. Any additional income due to increase in generation over & above the assumed CUF (>17%) shall be adjusted against payment towards the Principal amount of loan so that interest burden will be reduced in subsequent months, and the loan amount will be cleared / paid early and ultimately farmer will get early benefit out of this arrangement.

Similarly, any reduction in income due to decrease in generation resulting in reduction in CUF (<17%), shall be paid by the DISCOM(s) (for farmers' availing loan through DISCOM) from the receipts on account of Cross Subsidy Surcharge and Non-Tariff income of the respective DISCOM(s), which will be limited to interest on loan amount, discount for early closure of loan amount and cost of AMC. The farmer (s) can also clear / pay the loan amount early to get benefit out of this scheme.

q) The Petitioner-DISCOMs shall also negotiate with bank to avail loan at reasonable rate of interest to reduce the contribution of / burden on the farmer(s). The term / duration of loan shall not exceed 12 years.

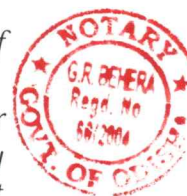
r) The solar installation shall be insured against the natural calamities and cost related to it shall be borne by the developer of the solar plant.

s) MNRE has already issued updated specifications for stand-alone solar water pumping system; vide circular dated 17.07.2019 (as amended from time to time). These specifications also cover specifications for solar modules, MMS and other balance of system. Implementing agency shall ensure that the systems installed under this Programme shall meet technical specification and construction standards as specified by BIS and MNRE from time to time including proper smart metering, communication hardware, mandatory AMC and creation of remote monitoring system to monitor performance of the system post-installation etc. For grid-tied inverters, applicable BIS/MNRE specifications shall be followed. Protection equipment including Surge Protection Device (SPD), lightning arrestors, earthing, MCB/MCCB/RCCB, etc., shall be provided as per standard industry practice.

t) Exercising power conferred under Section 86(2) of the Electricity Act, GoO is advised to consider waiver of ED for consumption of power from solar installation linked to individual pump level or feeder level solarisation in line with solar policy of GoO so that financial burden on farmer gets reduced.

u) The GoO is advised to take necessary action to extend grant/subsidy of 30% as per guidelines of MNRE for the PM KUSUM-C Scheme.

v) The DISCOMs, the implementing agencies, shall take necessary steps for wide circulation/publication of the Scheme through their own people by organising village level meetings, through hoardings, leaf let, electronic & print media, DISCOMs' website etc. and can engage NGOs or other agency(ies) so that maximum no. of farmers get the benefit of the Scheme. Ultimately the implementing agency shall take all measures for successful implementation of the project.



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w) DISCOMs shall also take initiatives for identification of feeders for implementation of feeder level solarisation of grid connected agricultural pumps in consultation with willing farmers.

x) The implementing agency shall maintain proper record of energy generated, injected/sold to DISCOMs & consumed by the farmers(s), rate of interest, payment of principal & interest on loan amount and AMC cost etc., which can be availed as and when required.

y) The model PPA to be executed with farmer(s) (common to all four DISCOMs) as approved and attached to this order shall be uniformly applied across the DISCOMs. DISCOM may include any additional provision in PPA in consultation with farmer(s) for successful implementation of the Scheme with intimation to the Commission. “

In view of the above, we recommend a time-bound action plan for the immediate execution of the pending KUSUM C awareness initiatives and a proactive approach in realizing the solarization plans for agricultural feeders.

#### **6. Non-compliances and disobedience to the Order of Hon'ble OERC in implementation of Demand Side Management in the State of Odisha:**

The Demand Side Management Regulations has been made implemented long back, however no major DSM program has been launched by DISCOM. Lots of Study have been conducted by DISCOM for implementation of DSM, but no major implementation has been done in ground which violates the provision of DSM Regulations in spite of detailed order passed by Hon'ble OERC. DISCOMs have not proposed any major DSM initiatives and investment requirement thereof.

In this connection UCCIL would like to furnish the relevant order dated 17.11.2023 at para 14 in case no 79/2023 and prays before Hon'ble OERC to verify how the DISCOM failed to comply the all the directives and order of the Hon'ble OERC. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.



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ODISHA ELECTRICITY REGULATORY COMMISSION  
BIDYUT NIYAMAK BHAWAN  
PLOT No.4, CHUNOKOLI, SHAILASHREE VIHAR,  
BHUBANESWAR - 751 021  
\*\*\*\*\*

Present: Shri S. C. Mahapatra, Chairperson  
Shri G. Mohapatra, Member  
Shri S. K. Ray Mohapatra, Member

Case No. 79/2023

M/s. TPCODL, TPWODL, TPSODL & TPNODL

Vrs.

M/s. GRIDCO Ltd. & Others

..... Petitioner

..... Respondent

In the matter of: Application of the DISCOMs of Odisha under Section 42(1), 61, 86 (2) of the Electricity Act, 2003 read with Clause 5.9.2, 5.9.4 and 5.9.6 of the National Electricity Policy and in accordance with Regulation 10 of the OERC (Demand Side Management) Regulations, 2011 for approval of Energy Efficiency Program for Domestic Consumers for Promotion of Demand Side Management in the State of Odisha.

For Petitioner: Shri V. Wagle (Head- Regulatory Affairs) TPSODL for self and on behalf of the other DISCOMs, Shri K. C. Nanda, GM (Regulatory & Strategy), TPWODL and Ms. Malancha Ghosh, DGM (RA), TPNODL.

Respondent: Shri B. K Das, Sr. GM (Electrical), GRIDCO Ltd.; Shri B.C. Padhiary, CGM (F), GRIDCO; Sri Subhashis Samantaray, DGM (RT & C), OPTCL; Ms. Nadi Yagnyaseni, S.E. EIC (Electricity-cum-PCEI), DoE, GoO; the Representative of SLDC; and Shri Bibhu Charan Swain, Director, M/s. Swain & Sons Power Tech Pvt. Ltd.

ORDER

Date of hearing: 07.11.2023

Date of Order: 17.11.2023

"14. In view of the above scenario, provisions and considering the submissions of the parties, the Commission hereby accords in-principle approval of the energy efficiency program for domestic consumers for promotion of DSM scheme in form of replacement of existing conventional induction Fans by BLDC Fans as proposed by all four DISCOMs and approved by the Government of Odisha in the next five years along with the following directives:

i. All the four DISCOMs will replace 20,00,000 induction Fans with BEE 5 Star rated BLDC Fans (5,00,000 nos. of Fans in the operating area of each DISCOM) for domestic consumers limiting supply of 2 nos. of Fans per household.

ii. The DISCOMs may procure the BLDC Fans through a transparent competitive bidding process so that the cost of the Fans can be further



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- reduced. The procurement may be done collectively by all four DISCOMs through a centralized contract group.
- iii. DISCOMs, in consultation with the Department of Energy, Government of Odisha, shall devise the modalities for the effective implementation of the subject DSM scheme, including the dismantling & installation charges, transportation Charges, buyback price/ method and procedure for release of subsidy the by State Government. After finalization of such modalities and fixation of charges, the selling price of the Fans shall be arrived at with openness. The DSM incentive shall cover 50% of the cost (so derived) of maximum 2 energy-efficient BLDC Fans per household, out of which 30% cost of the scheme will be borne by Government of Odisha and balance 20% will be recovered through ARR of DISCOMs. However, actual DSM expenditure for the respective FY will be allowed at the truing up stage basing upon the audited accounts.
- iv. The old induction Fans after dismantling shall be deposited with the respective DISCOMs and necessary steps will be taken by DISCOMs for its scraping. The scrap value of dismantled Fans shall be treated as Non-Tariff Income of the DISCOMs and accordingly, adjusted against ARR of the respective DISCOM.
- v. For effective implementation of DSM measures, an online portal shall be developed by the DISCOMs along with the detailed guidelines approved by the State Government. The progress of the DSM Schemes is required to be monitored rigorously for effective implementation and for achieving the desired goal.
- vi. DISCOMs should monitor, update/ maintain the progress status of implementation, which should be available on their website for the information of all concerned. Reports on the progress of this DSM plan and expenses incurred on implementation shall be submitted by each DISCOM every six months to the Commission. The report shall cover the actual expenses, achievement, outcomes, constraints & difficulties faced, conclusions, recommendations, lessons learned, and way forward.
- vii. The Government of Odisha may release subsidy/ incentive in phases considering the progress of actual installation of BLDC Fans by DISCOMs preferably in each six months. If the results are encouraging, additional budgetary support may be provided for execution of ensuing DSM Schemes.
- viii. DISCOMs shall explore the possibility of recovery of the cost of Fans in installments from the consumers.
- ix. To maximize the benefits, the DISCOMs may also plan to extend the proposed DSM scheme to encourage voluntary participation of more consumers in rural as well as urban areas with objective to save electricity and reduce carbon footprint. Basing upon success of the scheme, the potential expansion of the scheme can be planned by DISCOMs.
- x. DISCOMs shall identify other potential areas for implementation of DSM scheme in different sectors like domestic, commercial, and industry including the suitable business model, if any, and submit the same along with the action plan for consideration by the Commission.



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xi. The DISCOMs may explore DSM scheme like Automatic Power Factor Correction (APFC) panels for small/medium industrial consumers to reduce their energy drawl.

xii. Any monetary benefit arising due to PAT or any such scheme (arising due to reduction in carbon emission) shall be passed on to the consumers as Non-Tariff Income.”

In view of the above it is proposed that DISCOM should explore implementation of DSM inside the state through Private ESCO. This will reduce the ARR of DISCOM and both the Consumers and Utility will be benefitted. The DISCOM also should initiate such DSM awareness program from its own fund and educate the consumers to use the electrical equipment like Energy Efficient Motor, Super-Efficient AC, LED bulbs, Super-Efficient fans etc. to ensure energy conservation and better demand side management.

## **7. Contravention of Hon'ble OERC Conditions of Supply Code - 2019:**

### **a) Not showing Power availability Hour in bills:**

DISCOMs are not showing the actual availability of power in the electricity bill. In case of any consumers having smart meters, the actual availability of power can be shown in the electricity bill and the OERC condition of supply code – 2019 mandates that the actual hour of availability of power needs to be shown in the monthly electricity bills. Still DISCOM are not showing the same. Few copies of the electricity bills are shown for the kind information of Hon'ble OERC.



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Area Details		Connection Details	Supply and Meter Details
DIV	: BCDD-2, BHUBANESWAR	Tariff Category : Large Ind.	Power Status : Active
SUBDIV	: PERIPHERI	Contract Demand : 450.00 KVA	Power Factor : 99.95
SECTION	: CS PUR 2	Supply Voltage : 11.00	Power on Hour : 480
DT No.		Own Transformer : 500.00 KVA	Billed Demand : 360.00KVA
Pole No.		ED Exemption : NIL	Meter Sl. No. : AH3103513
MRU No.	: BD02TOD	Date of Connection : 01/01/2006	Col. Meter No. :
Walking Sequence		Security Deposit : 2,455,360.00	Bill Period : 02.07.2024 - 01.08.2024
Organization		Metering : HV	Bill Days/Months : 20/0.6452
Connection Type			Load Factor : 25.97
			Meter Reading : OK

DIV	: BCDD-2, BHUBANESWAR	Tariff Category : Domestic	Power Status : Active
SUBDIV	: KHANDAGIRI	Contract Demand : 3.00 KW	Power Factor : 0.00
SECTION	: BHARATPUR	Supply Voltage : 0.23	Power on Hour :
DT No.		Own Transformer :	Billed Demand : 4.00KW
Pole No.		ED Exemption : NIL	Meter Sl. No. : TLAN4857426
MRU No.	: BD021105	Date of Connection : 15/12/2015	Col. Meter No. :
Walking Sequence		Security Deposit : 3,524.00	Bill Period : 20.01.2025 - 18.02.2025
Organization		Metering : LV	Bill Days/Months : 30/1.0300
Connection Type			Load Factor : 0.00
			Meter Reading : OK

Area Details		Connection Details	Supply and Meter Details
DIV	: BCDD-2, BHUBANESWAR	Tariff Category : Large Ind.	Power Status : Active
SUBDIV	: PERIPHERI	Contract Demand : 450.00 KVA	Power Factor : 99.95
SECTION	: CS PUR 2	Supply Voltage : 11.00	Power on Hour : 480
DT No.		Own Transformer : 500.00 KVA	Billed Demand : 360.00KVA
Pole No.		ED Exemption : NIL	Meter Sl. No. : AH3103513
MRU No.	: BD02TOD	Date of Connection : 01/01/2006	Col. Meter No. :
Walking Sequence		Security Deposit : 2,455,360.00	Bill Period : 02.07.2024 - 01.08.2024
Organization		Metering : HV	Bill Days/Months : 20.0.6452
Connection Type			Load Factor : 25.97
			Meter Reading : OK

: BED, BHUBANESWAR	Tariff Category : Large Ind.	Power Status : Active
: RASULGARH	Contract Demand : 140.00 KVA	Power Factor : 99.95
: MANCHESWAR	Supply Voltage : 11.00	Power on Hour : 720
	Own Transformer :	Billed Demand : 117.20KVA
: BEDITOD	ED Exemption : NIL	Meter Sl. No. : RCSL 0770
	Date of Connection : 01/03/2005	Col. Meter No. :
	Security Deposit : 760,894.00	Bill Period : 01.06.2023 - 30.06.2023
	Metering : HV	Bill Days/Months : 30.1.0000
		Load Factor : 42.81
		Meter Reading : OK

: AFD, ATHAGADA	Tariff Category : Large Ind.	Power Status : Active
: ATHAGADA	Contract Demand : 1600.00 KVA	Power Factor : 99.41
: KHUNTUNI	Supply Voltage : 33.00	Power on Hour : 720
	Own Transformer : 2500.00 KVA	Billed Demand : 1455.00KVA
: AEDITOD	ED Exemption : NIL	Meter Sl. No. : CSCU00540
	Date of Connection : 13/08/2014	Col. Meter No. :
	Security Deposit : 10,553,020.00	Bill Period : 01.04.2024 - 01.04.2024
	Metering : HV	Bill Days/Months : 30.1.0000
		Load Factor : 54.83
		Meter Reading : OK



**b) Not furnishing Remunerative Calculations while issuing Estimate for new Connections:**

DISCOMs are not furnishing Remunerative Calculations while issuing Estimate for new connection. Hon'ble Commission may kindly look

*Signature*

into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.

**c) DISCOM fails to refund excess security deposit and excess payment collected with interest:**

Whereas, DISCOM serves the notice for revised security deposit after the announcement of tariff, but fails to refund the consumer the excess security deposit, if any. As the consumers are required to pay the surcharge @ 15% for delay in making the revised security deposit after 30 days from the date of notice, DISCOM should also be asked to pay the similar surcharge for the refund due to the consumer in the difference of the security deposit refundable to the consumer as per OERC Rules.

DISCOM collect excess payment with arbitrary billing and fails to refund the same with interest. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.

**d) DISCOM sometimes collect supervision charges for electrical installation beyond meters.**

Supervision charges should not be collected beyond the meter. For Transformer within consumer premises, the DISCOM is considering the same in the estimates and collecting the supervision charges. It is our view that supervision charges should be limited to the meter and the current practice of estimating and collecting beyond this point requires careful consideration. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.

**e) DISCOM delays in allowing contract demand reduction.**

Consumers are being harassed while making application for contract demand reduction and CD reduction approval are being delayed by DISCOM without any proper and valid reasons. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.



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**f) DISCOM not issuing notice while changing classification of consumers.**

DISCOM is not correctly classifying consumers as per their consumption practice and as per their application, DISCOM are classifying consumers arbitrarily and putting them in the classification where the consumers will have to pay more and while changing classification, the DISCOMs are not issuing proper notice. Hon'ble Commission may kindly look into the matter and issue suo-motu proceeding against the licensee under section 142 of the Electricity Act, 2003.

**8. Poor LT P/U Realization in spite of approval of Huge CAPEX:**

In spite of spending huge CAPEX, the performance of DISCOM particularly in LT P/U realization is not satisfactory. There are large variances in LT P/U realization and in divisions like Nimapada, CED, AED (under TPCODL), Bargarh, Bargarh (W), Bolangir, Sonapur under (TPWODL) and Aska, Nabarangpur, Koraput, Chhatarpur (under TPSODL), the LT P/U realization is very poor. The major reason for poor LT P/U realization is mainly due to low billing efficiency and DISCOM failure to address the issue of consumer behavior and bring them into proper billing mechanism.

Hon'ble OERC may direct DISCOM to improve LT P/U Realisation.

**9. Non-Adherence to OERC (Wheeling & RST) Regulation, 2022:**

- a) Regulation 2.14.2 of OERC (Wheeling & RST) Regulation, 2022, mandates that Hon'ble OERC shall treat the profit beyond the approved return as 1/3rd to be declared as dividend to the shareholder and 1/3rd to be returned to consumers by way reduction in consumer bills as rebate and 1/3rd to be kept as tariff balancing reserve which is to be returned to the consumers every three year. Hon'ble OERC may conduct the prudence check and direct the DISCOM to treat profit in accordance with Regulation



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2.14.2. At present, the tariff is designed in such a way that the licensee is able to achieve surplus revenue to the tune of 1980 Cr which is subsequently adjusted in next year. It will be better if tariff is reduced so that the licensee will not have much surplus and the benefits of privatization of DISCOM can be felt by Consumer.

b) The DISCOM are not furnishing the detailed cost benefit analysis and return on investment proposed while submitting CAPEX plan violating the Hon'ble OERC (Wheeling & RST) Regulation, 2022.

10. There are numbers of dissatisfied consumers who are facing problems in service issues and sharing the same in social media. It is proposed that the licensee may put their best effort in attending their Grievances in social platform as far as possible. Social media-based Grievance Handling can be initiated. Social media is one platform to be utilized for grievance handling as well. Consumer Satisfaction and Consumer Grievances needs to be handled with care for a DISCOM to achieve the success.
11. DISCOM should actively engage in widespread awareness campaigns to educate consumers about the benefits of shifting power consumption from evening peak to the designated off-peak periods. This strategic shift not only empowers consumers to reduce their energy bills but also plays a vital role in supporting DISCOM and GRIDCO efforts to flatten the demand curve.
12. It is crucial for DISCOM to establish and enforce safety protocols and Standard Operating Procedures (SOP) for the installation of telecom cables, ensuring the integrity of the power infrastructure.
13. It is obvious and system claims that Odisha is one of the power surplus state. At the same time when we analyze the rural power sector it can be concluded Power Supply is not reliable and also is not available. Neither the quality of power supply is as per standard nor the quantity of power supply as per the Regulations. Therefore, strategy planning and ground implementation should be made by the DISCOM to overcome the above issues in short term and long-term basis. Such remedial activities shall boost the rural economy.



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14. It has come to our attention that DISCOMs are invoking Section 126 and Section 135 of the Electricity Act 2003 to book consumers, often leading to disconnections without the issuance of provisional assessments. Furthermore, there have been instances where final assessment letters are issued without affording the affected parties an opportunity to file objections.

It is found DISCOM are booking the consumer under section 126 and section 135 of Electricity Act 2003 and as well as disconnecting the line without issuing provisional assessment. Even final assessment letters sometimes are issued without allowing the party to file an objection.

We propose the implementation of robust mechanisms to guarantee consumers the right to respond and file objections before final assessment letters are issued.

Further, there are numbers of consumers who are being assessed by DISCOM under Section 126 and Section 135 are not aware what to do next. It is duty for Hon'ble OERC for more awareness on the subject i.e. either assessing officer should mention that next course of action for the consumer i.e. either submitting reply to provisional assessment or filing of an appeal to Appellate Authority.

15. It is proposed that Tata power to submit all the details to Hon'ble Commission regarding the dues pending and payment made to Vendors / Service Provider whose payment are due by the earlier Utilities. This will help the Odisha based MSME, Service Provider and improve the business scenario in the state.

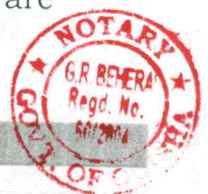
16. The empanelled name of Vendors in the for Rooftop Solar Section are not displayed in the website of TPCODL. In solar section

### HTTP Status 404 – Not Found

Type Status Report

Description The origin server did not find a current representation for the target resource or is not willing to disclose that one exists.

Apache Tomcat/9.0.88



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17. There is no data availability regarding the Quality of Power Supply Report in the website of TPCODL.

TPCODL : BRAP REPORT			
Quality of Power Supply			
Division Name	Search by	Month	
geep	Date	# Month	January, 2025
<a href="#">Show Data</a>			
No Data Available			

\* - SAIDI - System Average Interruption duration index. This is the average duration during which a consumer is affected.

\*\* - SAIFI - System Average Interruption Frequency Index. This is the average number of times a consumer is affected.

18. All the issues related to reliability in power supply, quality of services have really started during visit of Hon'ble President Smt. Droupadi Murmu to Baripada on 6th May 2023. The whole auditorium in the Maharaja Sriram Chandra Bhanja Deo University plunged into darkness for around nine minutes just after President Murmu began her speech. From 11.56 am to 12.05 pm, power tripped and the whole auditorium was in dark. While the President did not flinch and continued her speech in darkness with the light coming out of the podium, in the most graceful way possible. But it was shame for Odisha and nobody came forward or was willing to take the responsibility for this disaster and everybody was busy mudslinging at each other. Govt. of Odisha has entrusted the electrical inspection work of 11kV & LT to DISCOM & not to Electrical Inspectorate. Similar issues also happened during the International Cricket Match in Barabati Stadium in Cuttack where there is a power failure in the Lighting Mast. We propose that Hon'ble OERC will initiate a Suo motu proceeding on these issues and advise Govt. whether to continue the existing practices of electrical inspection in the scope of DISCOMs.



19. Presently almost all the Electrical Pole of DISCOM in both HT and LT systems carrying Telecom Cables of Reliance, Airtel, BSNL. The cables are itself creating unsafe condition and are not laid in accordance with

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CEA Safety Regulations which is resulting in fire, electrical accidents. DISCOM should take action in removing these Telecom cable from its systems. In case the Telecom Companies would like to lay their cable in electricity pole of DISCOM, then they should pay rent for the same and lay the cable adopting prudent practices. The rental income from these Telecom Companies should be accounted for properly, to be treated as additional income and to be subtracted from the ARR of DISCOM so that tariff of consumer will reduce. However the safety of installation should be responsibility of DISCOM and Electrical Inspectorate.

**20.** Tata Power DISCOM has conducted various awareness programs, Nukkad Natak in the field of health education under the direction of Govt. of Odisha and also for its CSR activities. Tata Power DISCOM has also conducted lots of events in hotels like "Tata Cheers" spending huge sum of money. These events are not related to direct business of the licensee. Hon'ble Commission has directed the DISCOM to conduct public awareness on electrical safety, KUSUM Scheme, Demand Side Management which are related to licensee business. In case Tata Power DISCOM is conducting other events, awareness program and CSR activities, then expenditure there of should be excluded from A&G cost and Hon'ble Commission may direct Tata Power to have a separate heading for such A&G cost of non-licensee activities in the audit report.

**21.** CEA standard allows construction of 11 kV line and 33 kV line with PSC poles. MSME consumers and small solar generator while requesting for the DISCOM to provide power connectivity they have been issued estimate with H pole, GI lattice structure pole, Joist pole due to which the cost of electrical connectivity becoming high and the MSME consumers, small solar power generator cannot afford it. Hence, it is requested that Hon'ble OERC may direct DISCOM to prepare estimate with PSC Poles while providing power supply to MSME consumers and small solar generators in line with CEA construction standards.

**22. Arbitrary SoP without approval of Hon'ble OERC:**

DISCOM are having their own and arbitrary SoP for enforcement, assessment, bill revision. In fact DISCOM should provide services as



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per OERC Conditions of Supply code, 2019 and in case SoP are required then DISCOM should prepare detailed SOP, for enforcement, assessment, bill revision and same should be approved by Hon'ble OERC and should be available in DISCOM websites. It is learnt that the consumers are being harassed during enforcement and assessment drives.

In the facts and circumstances stated above and in the interest of the parties and the larger interest of the State the Hon'ble Commission be pleased to pass appropriate orders under section 142 of the Electricity Act 2003 and levy penalty on DISCOM for each type default separately so that they shall abide by the Rules and Regulations framed by Hon'ble Commission in future.

**Place: Bhubaneswar**

**For The Utkal Chamber of Commerce  
& Industry Ltd.**

**Date: 14.07.2025**

*mybran*  
**Chairman - Expert Committee For  
Electricity & Power**

**THE UTKAL CHAMBER OF COMMERCE & INDUSTRY LTD.  
N/6, IRC VILLAGE, NATAPALLI, BBSR, VS**



*Gangaram Behera*  
**GANGARAM BEHERA  
BBSR. NOTARY  
Ph - 9861128394**





**BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION**  
**Plot No.4, Chunokoli, Shailashree Vihar, Chandrasekharpur**  
**Bhubaneswar-751023**

**Filing No: 1**

**Case No: 51/2025**

**IN THE MATTER OF:**

Application for initiation of Suo Motu Proceeding under Regulation 9 (1) and (4) of OERC (Conduct of Business) Regulations, 2004 to issue suitable directions with respect to deficiency in consumer service by TP DISCOMs in the State under OERC Supply Code, 2019 and License Conditions issued to them.

**AND**

**IN THE MATTER OF:**

Director (Regulatory Affairs), OERC, Bhubaneswar, Odisha

**...Petitioner**

**VRS**

**IN THE MATTER OF:**

DoE, GoO, TPCODL, TPNODL, TPWODL, TPSODL, Shri Debashis Nayak, M/s. Jagannath Spintex Pvt. Ltd., Shri B. C. Jena, Ex-Member, Shri A. K. Sahani, Rural Welfare Organization, Bairoi, Cuttack.

**...Opposite Parties**

**VRS**

**IN THE MATTER OF:**

The Utkal Chamber of Commerce & Industry Ltd. (UCCI), N-6, IRC Village, Nayapalli, Bhubaneswar-751015, Email: pwrch@gmail.com, contactus@utkalchamber.in, Phone-9437155337

**...Respondent**

**Affidavit verifying the application**

I, Shri Bibhu Charan Swain, son of Shri Baishnab Charan Swain, aged about 48 years, resident of Bhubaneswar, do solemnly affirm and state as follows: -

1. That I am the Chairman Electricity Power Committee, Utkal Chamber of Commerce & Industry, the Objector in the above Petition and am fully authorized by the said Objector to make this Affidavit on its behalf.
2. That the statements made herein are to the best of my knowledge and information available and I believe them to be true.

**PLACE: Bhubaneswar**

**DATE: 14.07.2025**



identified by me  
Advocate. BASRE

I, Above named Deponent being duly identified by Shri. [Signature] Advocate, Bhubaneswar, appears Before Me on Dt. [ ] At [ ] AM/PM Contents of this Affidavit are True to the Best of his/her/His knowledge and Belief

**DEPONENT**

(Bibhu Charan Swain)  
**GANGARAM BEHERA**  
**BASRI NOTARY**  
on: 9881128384