

OERC	
Date 5/7	16/3
Designation	Initials
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Member	
Member	
Secretary	
Dir. (Tariff)	
Dir. (Engg.)	
Dir. (RA)	
Dy. Dir. P&A	
Initial of Central Resister I/C	

TPCODL

9

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BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION,
BIDYUT NIYAMAK BHAWAN.
PLOT No-4, CHUNOKOLI, SHAILASHREE VIHAR, BHUBANESWAR-751021

Case No: 51 of 2025

IN THE MATTER OF:

An 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.

IN THE MATTER OF:

Director (Regulatory Affairs), OERC

...Petitioner

IN THE MATTER OF:

TP Central Odisha Distribution Limited (TPCODL)

...Respondent

Affidavit

I, Bharat Kumar Bhadawat, aged about 53 Years, son of late Shri Shankar Lal Bhadawat residing at Bhubaneswar do hereby solemnly affirm and say as follows:

1. I am the Chief-Regulatory, Enforcement & Legal of TP Central Odisha Distribution Ltd., the Respondent in the above matter and I am duly authorized to swear this affidavit on its behalf.
2. The statements made in the submission herein shown to me are based on information provided to me and I believe it to be true.

Bhubaneswar.

Dated: 4th July 2025

Bharat Kumar Bhadawat
Bharat Kumar Bhadawat

Chief-Regulatory, Enforcement & Legal

IDENTIFIED BY ME
cy/m
ADVOCATE, BBSR



Jagyneshwar Acharya
Jagyneshwar Acharya,
Notary, Govt. of India
Odisha, BBSR, Dist.- Khurda
Regd. No.-7791/2009
8455885397

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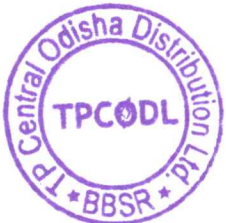
...Respondent

Most Respectfully Sheweth,

1. Director (Regulatory Affairs), OERC has filed an 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 with the following prayers.

“In view of the above facts and circumstances stated above, the petitioner therefore prays the Commission to admit this application and issue Public Notice inviting general consumers to give their comments and pass appropriate order after hearing the parties including DISCOMs for which act of kindness the Petitioner shall be duty bound ever pray”.

2. The respondent DISCOM with most respectfully submits its para wise response to the above application as under:-
3. That, in reply to the contention made under para no-1 of application, it is to submit that as per Section 21(a) of the Act, the utility of CESU has been vested in TP Central



BBS Wadawar

Odisha Distribution Limited (TPCODL) with effect from 1.6.2020 vide Vesting Order of Hon'ble Commission dated 26.05.2020 in Case No-11/2020. Hon'ble Commission has issued License Conditions to the respondent DISCOM vide order No. OERC/Engg./19/2005 (Vol.-III)/994 Dated: 24.08.2020.

Respondent DISCOM is bound to provide services as per the provisions provided in the Electricity Act, 2003, Vesting Order dtd. 26/05/2020, OERC (Conditions of Supply) Code, 2019, OERC (Standard of Performance) Regulations, 2004 and Licence Conditions.

It is pertinent to mention here that Respondent DISCOM is putting all efforts in discharging its obligations and has fulfilled all performance parameters set out in the Vesting Order dtd. 26.05.2020 issued by this Hon'ble Commission in the Case No. 11/2020 including other performance parameters mentioned in the various statutes as mentioned above.

Because of good intent, spirit, efforts and timely guidance from this Hon'ble Commission, the respondent DISCOM has been able to transform erstwhile CESU to a financially viable company and achievements of respondent DISCOM have received various accolades and recognition at national level.

During events organised by the Forum of Regulators and the Forum of Regulators for Eastern and North Eastern States, the Hon'ble Commission has witnessed the appreciation expressed by counterparts from other States regarding the comprehensive power sector reforms undertaken in Odisha over the past five years, with particular commendation for the performance of the Respondent DISCOM.

The Respondent DISCOM humbly submits that it was invited to make a presentation before the Group of Ministers (GoM), constituted by the Ministry of Power, Govt. of India for addressing issues related to the financial viability of DISCOMs, at a meeting held in Lucknow in March 2025. The GoM expressed strong appreciation for the performance and transformation achieved by the Odisha DISCOMs in a short span of 5 years.

For FY 2023-24, Ministry of Power, Government of India has announced the 13th Annual Integrated Rating & Ranking of Power Distribution Utilities. As per the report, respondent DISCOM has been ranked 7th with A+ rating and 91.80 score as compared to 9th position in FY 2022-23.

Under Consumer Service Rating of DISCOMs for FY 23-24 the respondent DISCOM has secured "A" Grade which is calculated on four parameters viz. Operational Reliability,



B. B. Lal

Connection & Other Services, Metering, Billing & Collection and Fault Rectification & Grievances Redressal. For FY 22-23, the respondent DISCOM was rated at "B+".

While discharging duties and obligations set out in the various statutes, the respondent DISCOM is adopting highest standards of governance system so that interest of all stakeholders are protected and our consumers are served with the utmost care and dedication.

In the Vesting Order dtd. 26/05/2020 issued in Case No. 11/2020, Hon'ble Commission has set trajectory for AT&C loss reduction, pre-vesting period arrear collection and capex investment as mentioned in the Para No. 43 (c), 46 (c) and 42 (c) respectively. The respondent DISCOM achieved the stipulated targets as per the data furnished below. These data reveal that responded DISCOM is fully committed to improve the overall service delivery ecosystem in its license area and is making continuous efforts to further improve the performance.

I. AT&C Loss Trajectory

Year	Target %	Actuals %	Overachieved %
2020-21*	29.13	29.54	(-)0.41%
2021-22	26.89	25.70	1.19%
2022-23	23.76	20.96	2.80%
2023-24	21.98	21.23	0.75%
2024-25	20.19	18.94	1.25%

*10 months of operations from vesting date i.e. 01/06/2020

II. Past Arrear Collection

Year	Target (₹ Cr)	Actuals (₹ Cr)	Overachieved ((₹ Cr)
2020-21	20	177	157
2021-22	80	113	33
2022-23	40	81	41
2023-24	40	58	18
2024-25	20	49	29
Total	200	478	278



B. B. S. R.

III. (A) Cumulative Capital Investment- Financial Year wise

Year	Target (₹ Cr)	Actuals (₹ Cr)
2020-21	201	85
2021-22	594	324
2022-23	904	627
2023-24	1242	1098
2024-25	1541	1542

III. (B) Cumulative Capital Investment- Major Category wise.

Major Head	Approved (₹ Cr)	Actuals (₹ Cr)
Statutory & Safety	130.81	136.38
Loss Reduction	224.86	190.05
Reliability	630.36	599.22
Load Growth	294.82	282.12
Technology & Infrastructure	353.22	334.67
Total	1634.07	1542.44

4. That, contentions made under para 2, 3 and 4 of the application are factual submissions.
5. That in reply to the contention made under point no-5, it is to submit that respondent DISCOM is following the provisions provided in the OERC Supply Code, 2019.

Kind attention of Hon'ble commission is drawn to the specific instance with respect to the compliance of one of key provision of Supply Code, 2019 where respondent DISCOM is facing problem i.e. for ensuring compliance of clause no-134(II) the relevant clause is reproduced below:-

"134(II) Power supply to multi-storeyed buildings, residential apartments, multiple duplexes/simplexes etc. developed by the promoter.

- (i) All such projects need to have prior approval of competent authority.
- (ii) The promoter on its own cost shall develop the infrastructure required for effecting power supply to consumers and handover to the licensee/supplier on deposit of necessary charges. Alternatively, the cost of such infrastructure may be deposited with the licensee/supplier and licensee/supplier shall be responsible for installation, maintenance, repair/replacement etc. thereafter.



B. B. Chatterjee

- (iii) The power supply shall not in any way affect the right of a person residing in the housing unit sold/leased to demand power supply directly from the licensee/supplier."

The Respondent DISCOM most respectfully submits that in several cases, developers are undertaking plotted developments and subsequently selling individual plots to buyers, who then approach the Respondent DISCOM for electricity connections. As per the applicable regulations, it is the responsibility of the developer to bear the cost of developing the necessary electrical infrastructure. However, in the absence of such infrastructure, the Respondent DISCOM is unable to release connections to individual buyers.

This matter warrants the kind intervention and guidance from the Hon'ble Commission for appropriate resolution.

6. In case of para 6 of the application, respondent DISCOM most respectfully submits that, in most of the cases, while checking remunerativeness of the scheme, future load growth in that area cannot be considered because of lack of information or absence of application(s) for new service connections in the next one year. However, the respondent DISCOM is taking into account the other applied/ upcoming connections to the extent the information is available.
7. In case of para 7 of the application referring to single phase new connections, respondent DISCOM undertakes capacity augmentation of transformers as part of its system strengthening initiatives, ensuring that infrastructure keeps pace with demand. To provide Single Phase new connection, the charges are taken in line with clause No. 22 (vi) and 27 of OERC Supply Code Regulation 2019.
8. In case of para 8 of the application, respondent DISCOM most respectfully submit that multiple avenues are created for applicants to register temporary or permanent connections through the Mo-Bidyut portal, Call Centre and at Customer Service Centres. All applications are registered online and processed through our SAP-ISU platform.

Further, provision is provided to applicants to track the status online, and auto system based escalations are in place for any delay in granting of new connection(s). A dedicated centralised team is deputed to track, intervene and escalate the applications for timely resolution. Additionally, regular review mechanism at Circle and Corporate Level is in place for timely intervention. This Information Technology enabled administrative control brings efficiency in the system and ensures that none of employees are allowed to use his/her discretion to delay the application.



B. B. S. R.

The connections are released within the timelines specified by the Hon'ble Commission. Instances of delay, if any, are confined to reasons like connection is not feasible with the existing network, site not being ready leading to delay in meter installation, Right of Way (ROW) issues, safety issue found at site, customer application in wrong category and incomplete documents.

9. For para 9 of the application, respondent DISCOM most respectfully submit that it follows an annual maintenance plan that includes vegetation clearance and substation upkeep. These activities are undertaken in a planned and systematic manner, with special emphasis on pre- and post-monsoon preparedness. Mechanised pruning tools and trained personnel are deployed to ensure efficient and safe execution of the works. This is a continuous exercise.

Additionally, any grievance related to maintenance or safety received through various channels—such as customer care, field offices or digital platforms—are addressed on priority to ensure timely resolution.

10. That the suo moto petition, in Para 10, has mentioned one particular instance where one applicant, having applied on 28.04.2025, could not be provided with the connection till date. In this regard, it is humbly submitted that the said application has duly been processed and all the necessary steps taken to ensure supply to the said applicant. However, attention is drawn to regulation 34 of Supply Code which puts the onus of providing a right of way on the applicant and the licensee/supplier is not to be held responsible for the delay on account of such issues.

Having submitted the above, it is further stated that despite there being an issue regarding right of way at the location where the connection was sought for, the answering respondent took all efforts within its control to provide supply as requested for. Briefly stated, after receiving the application and having assessed the requirement for providing supply, the answering respondent found that the said application required extension of LT Line. Accordingly, the demand note was issued and paid by the applicant on 28.04.25.

Thereafter, the work order was issued and execution of work was initiated on multiple occasions during May'25 and Jun'25. However, every time the respondent faced challenge in accomplishing the desired outcome due to obstruction from the local villagers. Further, our security team has also intervened and sought support from local police. However, the local villagers are still not allowing for LT extension. The details of site works are as below:-



B. S. Wadgaonkar

- i. 1st Visit – 13.05.25 – Pole Erection and stay
- ii. 2nd Visit – 14.05.25 – Cable Stringing ROW issue
- iii. 3rd Visit – 18.06.25 – ROW issue.
- iv. 4th Visit – 19.06.25 – ROW Issue
- v. 5th visit – 02.07.25 – ROW Issue

In line with Clause No. 34 of OERC Supply Code 2019 as reproduced below, customer is also informed about the right of way issue.

“The Distribution Licensee/supplier shall not be responsible for the delay, in extending the supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer’s obligation to obtain approval of Electrical Inspector/Chief Electrical Inspector for his High Tension or Extra High Tension installation, or for any delay in compliance with requirements by the applicant or delay or for any other similar reasons beyond the reasonable control of the Distribution Licensee/supplier.”

Despite such hardships faced by the answering respondent, it is further assured that the answering respondent will take further initiative with stronger presence of police force to execute the job and to grant connection.

11. The specific instance of M/s Jagannath Spintex pertains to TPWODL. However, with respect to capital expenditure, the respondent DISCOM is undertaking investments strictly in accordance with the approvals granted by the Hon’ble Commission. The progress of capital investments is being periodically reported on a quarterly basis to the Hon’ble Commission. Out of the investments done so far, the respondent DISCOM has augmented the network to meet the electricity demand of the consumers.

Up to FY 24-25, out of total capital investment of Rs.1542 crores, Rs.1071 crores was invested for network augmentation i.e. 69.46% of total capital investment.

The respondent DISCOM remains committed to ensuring uninterrupted and reliable power supply to its consumers, and respectfully submits that the continued guidance and support of the Hon’ble Commission shall be instrumental in achieving this.

12. In respect of para 12 of the application, respondent DISCOM most respectfully submit that an independent evaluation of company’s performance over the last five years is being carried out by IIT, Bhubaneswar. The report of IIT Bhubaneswar will be submitted to the Hon’ble Commission by end of the month.



B. B. Choudhary

13. For para no. 13, the respondent DISCOM operates a 24x7 Call Centre (1912 / 1800-345-7122) with IVRS and integrated systems for prompt registration and resolution of customer queries and complaints. In addition, customers can register service requests through a range of digital and physical platforms including the TPCODL website, Mitra App, WhatsApp bot, email, social media and 20 Customer Care Centres across divisions. A 24x7 Digital Command Centre actively monitors social media platforms to ensure timely redressal. Complaint handling is system-driven with automated tracking, escalation protocols and quality monitoring including call recordings and periodic audits.

Customer feedback is captured through SMS notifications, Happy Calling, feedback tablets, drop boxes and the Anubhav Portal. To assess service quality and customer expectations, an independent Customer Satisfaction Survey was conducted in FY 2024-25 across all consumer segments. The survey reported a Customer Satisfaction Index of 96 (in Excellent, Very Good & Good category) reflecting a high level of customer satisfaction with the services provided.

14. That it is further submitted that Hon'ble Commission is cognizant of all the activities carried out by the respondent DISCOM and is taking periodical review of its functions, besides the annual performance appraisal and public hearing at the time of tariff fixation. As per the various directions of the Hon'ble Commission, the respondent DISCOM is also submitting several data and information from time to time as per the prescribed formats.

Further, Hon'ble Commission is also in the process of five-year performance review of the respondent DISCOM, corresponding data of which is being submitted by the respondent. Hon'ble Commission will be having an objective, critical analysis of the above mentioned data before arriving at any conclusion regarding performance of the DISCOM in FY24-25. The respondent assures that such objective analysis will reveal a gradual and continual improvement in performance. It is further assured that any shortcoming or process gaps so pointed out by the Hon'ble Commission or any stakeholder shall be duly taken into account by the DISCOM and will be addressed appropriately.



B. B. Mandal

15. In view of above, respondent DISCOM most respectfully prays to the Hon'ble Commission that:

Prayers:

- I. The Hon'ble Commission may kindly consider the above submissions of the respondent and close the Suo Moto proceedings.
- II. That, the respondent craves leave for submission of further/additional reply as and when required by the Hon'ble Commission.

B. B. S. Rao

