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BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION  
PLOT NO. 4, SHAILASHREE VIHAR, BHUBANESWAR-751023

**CASE NO. 51/2025**

**FILING NO. 01**

**IN THE MATTER OF:** An Application for initiation of Sua 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.

..... **Petitioner**

**AND**

**IN THE MATTER OF: TP Northern Odisha Distribution Limited, Corporate Office- Januganj,  
Remuna Golei, Balasore-756019**

..... Respondent

**Affidavit verifying submission of TPNODL**

I, Sri Pratap Kumar Mohanty aged about 59 years, son of late Gyanendra Prasad Mohanty, residing at Balasore, do hereby solemnly affirm and state as follows:

I am the Sr. General Manager (Risk, Regulatory & Legal) of TP Northern Odisha Distribution Ltd (TPNODL), Corporate Office-Januganj, Balasore, Odisha-756019.

The statements made in the submission are true to the best of my knowledge and the statements made are based on information and records and I believe them to be true.

Pratap Kumar Mohanty

**DEPONENT**

The deponent being identified by Sri- Advocate Balasore solemnly affirm and state that the facts stated above are true to his/her knowledge and believe and put his/her signature / LTI on this day of July 2013 A.M./P.M.

1 J.N. BEHERA  
Notary Public, Balasore



J.N. BEHERA, NOTARY, BLS.  
SI. No. 5030 Vol. ....  
Date..... 4/7/2024

Received  
on 5-7-25  
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OERC	
Date 7/7	1619
Designation:	Bill Place: Bal
Chairman	Dated: 04
Member	
Member	
Secretary	
Mr. (Tarli)	
Mr. (Engg.)	
Mr. RA,	
By Mr. Pali	
Mr. of	Mr. Resister V/C

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PLOT NO. 4, SHAILASHREE VIHAR, BHUBANESWAR-751023

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IN THE MATTER OF: Director (Regulatory Affairs ), OERC.

..... Petitioner

AND

IN THE MATTER OF: TP Northern Odisha Distribution Limited, Corporate Office- Januganj, Remuna Golei, Balasore-756019

..... Respondent

The above named respondent, TP Northern Odisha Distribution Limited  
MOST RESPECTFULLY SHEWETH

1. That, 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 herewith submits its para wise response to the above application as under.
3. That, in reply to the contentions made under point no-1 , it is to submit that as per Section 21(a) of the Act, the utility of NESCO has been vested in TP Northern Odisha Distribution





Limited with effect from 1.4.2021 vide Vesting order of Hon'ble Commission dated 25.3.21 in Case no-9/2021. Hon'ble Commission has issued License Conditions to the respondent vide order No-OERC/Engg./06/2021/718 dated 29.06.2021.

Respondent DISCOM is bound to provide services as per the provisions provided in the Electricity Act, 2003, Vesting Order dtd. 25/03/2021, 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. 25.03.2021 issued by Hon'ble Commission in the Case No. 9/2021 including other performance parameters mentioned in the various statutes as mentioned above.

Because of good intent, spirit, efforts and timely guidance from the Hon'ble Commission, the respondent DISCOM has been able to transform its distribution system and achievements of respondent DISCOM has received various accolades and recognition at national level.

During various events organised by the Forum of Regulators and the Forum of Regulators for Eastern and North Eastern States, Hon'ble Commission has itself 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 4 years.

For FY 2023-24, Ministry of Power, Government of India has announced the 13<sup>th</sup> Annual Integrated Rating & Ranking of Power Distribution Utilities. In the tally respondent DISCOM has ranked at 9<sup>th</sup> position with A+ rating and 90.90 score.

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, 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 stake holders are protected and our consumers are served with the utmost care and dedication.



In the Vesting Order dtd. 25/03/2021 issued in Case No. 9/2021, Hon'ble Commission has set trajectory for Capital Investment, AT&C loss reduction, pre-vesting period arrear collection under Para No. 39, 40, 41 and 43 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 %
2021-22	19.17%	23.13%	-3.96%
2022-23	19.17%	11.36%	7.81%
2023-24	17.09%	11.71%	5.38%
2024-25	15.00%	11.15%	3.85%

**II. Past Arrear Collection**

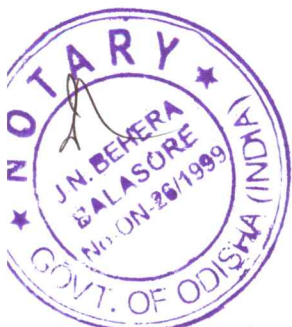
Year	Target (₹ Cr)	Actuals (₹ Cr)	Overachieved ((₹ Cr)
2021-22	50.00	191.47	141.47
2022-23	120.00	320.90	200.90
2023-24	100.00	106.37	6.37
2024-25	80.00	67.36	-12.64
<b>Total</b>	<b>350.00</b>	<b>686.10</b>	<b>336.10</b>

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

Year	Vesting Order Target (₹ Cr)	Actual Capitalization (₹ Cr)
2021-22	246.00	257.27
2022-23	376.00	318.25
2023-24	259.00	405.98
2024-25	247.00	313.68
<b>Total</b>	<b>1,128.00</b>	<b>1,295.17</b>

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

Major Head	Approved (₹ Cr)	Actuals (₹ Cr)
Statutory, Safety and Security	143.27	137.72
Loss Reduction	131.86	126.63
Network Optimization & Load Growth	369.89	330.19
Reliability	347.37	324.34
Technology	254.44	234.06
Civil Infrastructure and Administration	129.21	123.25
Disaster Mitigation /Solar	19.92	18.98
<b>Total</b>	<b>1,395.94</b>	<b>1,295.17</b>



Pratap Kumar Mohanty



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:-

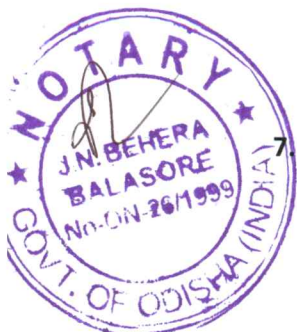
"134(II) Power supply to multi-storeyed buildings, residential apartments, multiple duplexes/simplexes etc. developed by the promoter.

- (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.
- (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 reply to the contentions made under Para No.8, it is to submit that, multiple avenues are created for applicants to register for temporary or permanent connections through the Mo-Bidyut portal, TPNODL website, Call Centre , Customer Service Centres, Anubhav Kendra, Section Office etc. All applications are registered online and processed through MO-Bidyut / FG.

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 as per requirement. This Information Technology enabled administrative control brings efficiency in system and ensures that none of employees is allowed to use his/her discretionary wisdom.

The connections are released within the timelines specified by the Hon'ble Commission. Instances of delay, if any, are confined to reasons like Site not ready leading to delay in meter Installation, Right of Way issue (ROW), Safety issue found at site, Customer applied in wrong category, Past dues on the applied premise / person Insufficient Documents, Force Majeure Condition etc.

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, in reply to the contentions made under point no. 10, it is to submit that, the case mentioned do not pertain to TPNODL and hence needs no reply.

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.1295.18 crores, Rs.788.72 crores was invested for network augmentation i.e. 61% 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. That, in reply to the contentions made under Para No. 12, it is to submit that an independent evaluation of TPCODL's performance over the last five years is being carried out by IIT, Bhubaneswar. The report submitted by IIT Bhubaneswar shall be submitted by TPCODL before Hon'ble Commission.
13. That in reply to the contentions made under Para no. 13, it is to submit that, the respondent operates a 24x7 Call Centre (1912 / 1800-345-6718) 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 TPNODL website, Mitra App, WhatsApp bot, email, social media and 16 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 2023-24 (during Feb 24 to March 24) across all consumer segments. The survey reported a Customer Satisfaction Index of 92.35 (Top 3 Box) 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 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.



Pratap Kumar Mohanty

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.

*Pratap Kumar Mohanty*

**Sr. GM (Risk, Regulatory & Legal)**

**For & on behalf of TP Northern Odisha Distribution Limited**

