

TP SODA

TPSODL

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TPSODL/Regulatory /2025/64/3976

04-July-25

Secretary
Odisha Electricity Regulatory Commission
Bidyut Niyamak Bhawan
Plot No 4, Chunokoli
Shailashree Vihar
Bhubaneswar 751021

Subject: 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. (Case No 51 of 2025)

Reference: Your Office Letter No. 780 dated 25.06.2025.

Dear Sir,

With reference to the above subject matter; we are herewith attaching our response as **Appendix** on behalf of TPSODL.

We trust our submissions are in order.

Yours faithfully



(Soumitry Dey)
Head-Regulatory



OERC	
Date	10/7/25 1648
Designation	Initials
Chairman	
Member	
Member	
Secretary	
Dir. (Tariff)	
Dir. (Engg.)	
Dir. (RA)	
Dy. Dir. P&A)	
Initial of Central Resister I/C	

TP SOUTHERN ODISHA DISTRIBUTION LIMITED

(A Joint Venture of Tata Power and Government of Odisha)

Regd./Corp Office: Kamapalli, Courtpet, Berhampur, Ganjam, Odisha – 760 004

Website: www.tpsouthernodisha.com Email: tpsodl@tpsouthernodisha.com

Corporate Identification Number (CIN): U40109OR2020PLC035195, GSTN: 21AAICT3239P1Z1

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

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.
(Case No. 51 of 2025)

And

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

...Petitioner

Vrs.

TP Southern Odisha Distribution Ltd. (TPSODL).

...Respondent



AFFIDAVIT

I Soumitry Dey, aged about 47 years, S/o. late Banshidhar Dey, working as the Head Regulatory Affairs, do hereby solemnly affirm and state as follows:

a. That, I am working as Head Regulatory Affairs of TPSODL, Courtpetta, Berhampur, Dist. - Ganjam-760004. I am the authorized representative in the above matter and duly authorized by the said applicant to make this affidavit on its behalf.



b. That, I have gone through the contentions in this submission and understood the contents thereof.

c. That, the facts stated in the application are true to the best of my knowledge and belief.

Time: 11:55 AM/PM

Deponent

Verified that the contents of the above affidavit are true and correct, no part of it is false and nothing material has been concealed therefrom.

Verified at Berhampur on this 4th day of July 2025

DECLARATION

The deponent having been identified by Advocate Sri. S. R. Mahapatra, Berhampur, solemnly affirm before me on this day of 04th July 2025 at 11:55 AM/PM that the contents mentioned in this Affidavit are true to his/her knowledge information and belief.

Identified by

ADVOCATE

Deponent

Rama Prasanna Mahapatra
NOTARY, Govt. of INDIA,
Berhampur, GM., Odisha

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.

And

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

...Petitioner

Vrs

TP Southern Odisha Distribution Ltd. (TPSODL)

...Respondent

MOST RESPECTFULLY SHOWETH:

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 contentions made under Para 1 of application, it is to submit that as per Section 21(a) of the Act, the utility of SOUTHCO has been vested in TP Southern Odisha Distribution Limited (TPSODL) with effect from 01.01.2021 vide Vesting Order of Hon'ble Commission dated 28.12.2020 in Case No. 83/2020. Hon'ble Commission has issued License Conditions to the respondent vide order No. No. OERC/Engg./1/2021/408 Date : 26.03.2021.

The Respondent DISCOM is bound to provide services as per the provisions provided in the Electricity Act, 2003, Vesting Order dtd. 28.12.2020, 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. 28.12.2020 issued by this Hon'ble Commission in the Case No. 83/2020 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 utility of SOUTHCO to a financially viable company 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, the Hon'ble Commission has witnessed the appreciation expressed by counterparts from other States regarding the comprehensive power sector reforms undertaken in Odisha.

The Respondent DISCOM humbly submits that, the Group of Ministers (GoM) constituted by the Ministry of Power, Govt. of India have expressed strong appreciation for the performance and transformation achieved by the Odisha DISCOMs during a meeting held in Lucknow in March 2025.

Under Consumer Service Rating of Discoms for FY 23-24 the respondent DISCOM has secured "B+" 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 interests of all stakeholders are protected and our consumers are served with the utmost care and dedication.

In the Vesting Order dtd. 28.12.2020 issued in Case No. 83/2020, Hon'ble Commission has set AT&C loss Trajectory, Past Arrear collection Commitment and Cumulative Capital Expenditure as mentioned in the Para No. 44(a), 47(c) and 43(c) respectively. The Respondent DISCOM has been able to achieve these targets as per the data furnished below. These data reveal that the Respondent DISCOM is fully committed to improve the overall service delivery eco-system in its licensed area and is making continuous efforts to further improve the performance.

I. AT&C Loss Trajectory

Year	Target %	Actuals %	Overachieved %
2021-22	35.29	32.49	2.80
2022-23	34.29	26.96	7.33
2023-24	32.80	25.95	6.85
2024-25	30.00	20.82	9.18

II. Past Arrear Collection

Year	Target (₹ Cr)	Actuals (₹ Cr)	Overachieved ((₹ Cr)
2021-22	10	84.29	74.29
2022-23	30	99.48	69.48
2023-24	30	32.24	2.24
2024-25	20	30.49	10.49
Total	90	246.50	156.50

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

Year	Vesting Order Target (₹ Cr)	Actuals (₹ Cr)
2021-22	227	184.81
2022-23	543	483.23
2023-24	783	866.79
2024-25	1,016	1,187.07



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

Major Head	OERC Approved (₹ Cr)	Actuals (₹ Cr)
Statutory & Safety	134.01	133.31
Loss Reduction	178.62	146.24
Reliability	495.29	463.30
Load Growth	173.57	164.39
Technology & Infrastructure	265.22	271.43
Others	13.39	8.40
Total	1,260.10	1,187.07

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 Para 5; it is to submit that Respondent DISCOM is following the provisions provided in the OERC Supply Code, 2019.

Kind attention of the Hon'ble Commission is drawn to the specific instance with respect to the compliance of one of the key provisions of Supply Code, 2019 where the Respondent DISCOM is facing problem i.e. for ensuring compliance of the 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.

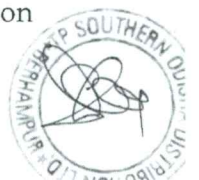
This matter warrants the kind intervention and guidance from the Hon'ble Commission for appropriate resolution.

6. In case of Para 6 of the application, the 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, the 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, as amended from time to time.
8. In case of Para 8 of the application, the Respondent DISCOM most respectfully submits that multiple avenues have been 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 Fluentgrid 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 is allowed to use his/her discretion to delay the application.

The connections are released within the timelines specified by the Hon'ble Commission. Instances of delay, if any, are confined to reasons like onnection 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, the Respondent DISCOM most respectfully submits 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. For Para 10 of the application, the Respondent DISCOM would like to submit that, the specific case pertains to TPCODL jurisdiction.

11. For Para 11 of the application, the Respondent DISCOM would like to submit that, the specific case of M/s Jagannath Spintex pertains to TPWODL jurisdiction. 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 expenditure/ investments is being periodically reported 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 expenditure of Rs. 1,187.07 crores, Rs. 773.93 crores have been invested for network augmentation i.e. 65.20% of total capital expenditure.

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, the Respondent DISCOM would like to submit that, an independent evaluation of TP Central Odisha Distribution Ltd's (TPCODL's) performance over the last five years is being carried out by IIT, Bhubaneswar; the report is expected to be shared with the Hon'ble Commission by end of the month.

13. For Para 13, the Respondent DISCOM would like to submit that, it operates a 24x7 Call Centre (1912 / 1800 345 6797 / 1800 2026) 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 TPSODL website, My Tata Power App, WhatsApp bot, email, social media and 7 Customer Care Centres across TPSODL. Complaint handling is system-driven with automated tracking, escalation protocols and quality monitoring including call recordings and periodic audits.



Customer feedback is captured through Happy Calling, feedback tablets, drop boxes, Customer Connect Camps and various social media platforms.

14. That, it is further submitted that the 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, the Respondent DISCOM is also in the process of submitting the performance review for FY 2024-25 and has already submitted the performance reviews year-wise till FY 2023-24 and assures that the 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.

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

Prayers:

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

Berhampur
04 July 2025



(Soumitry Dey)
Head-Regulatory

TP Southern Odisha Distribution Ltd.

