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ODISHA ELECTRICITY REGULATORY COMMISSION



ANNUAL REPORT

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2019-20

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ODISHA ELECTRICITY REGULATORY COMMISSION

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CONTENTS

Sl. No.	Description	Page No.
1.	Mission Statement	
2.	Profiles of Chairperson and Members	
3.	Overview of the Commission	
4.	Functions of the State Commission	
5.	Organizational Structure of the Commission	
6.	Activities of the Commission	
6.1	Tariff Division	
6.2	Engineering Division	
6.3	Regulatory Affairs Division	
7.	Secretariat & Administrative Functions	
8.	Consumer Interest	
9.	GRF and Ombudsman	
10.	Summary of Minutes of the SAC Meetings 2018-19	
	Annexures	
1.	Schedule of Retail Supply Tariff for 2018-19	
2.	Overall Performance of DISCOMs for 2017-18	
3.	Officers & Staff of the Commission	
4.	Organizational Chart of OERC	
5.	Balance Sheet as on 31.03.2019	
6.	Income & Expenditure Accounts as on 31.03.2019	
7.	Receipts & Payments Accounts as on 31.03.2019	
8.	Seminars, Workshops, Training Programmes, etc. attended by the Officials of the Commission	



ODISHA ELECTRICITY REGULATORY COMMISSION

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MISSION STATEMENT

The Odisha Electricity Regulatory Commission (OERC) is committed to fulfill its mandate for creating an efficient and economically viable electricity industry in the State. It balances the interests of all stakeholders while fulfilling its primary responsibility to ensure safe and reliable supply of power at reasonable rates. It is guided by the principles of good governance such as transparency, accountability, predictability, equitability and participation in discharge of its functions. It safeguards the interests of the State while giving a fair deal to the consumers.

2. PROFILES OF CHAIRPERSON & MEMBERS

Sri Upendra Nath Behera, Chairperson, OERC



Sri Upendra Nath Behera is an officer of the Indian Administrative Service of 1983 batch of Odisha cadre. An Engineering Graduate from IIT, Kharagpur, he has 34 years of valuable experience in the IAS. He had spent initial seven years in the District Administration supervising various development programmes. Subsequently, as Managing Directors of Odisha State Co-operative Milk Producers' Federation (OMFED) and Odisha State Co-operative Oilseed Growers' Federation (Oil Odisha) he had been actively involved in organising farmer co-operatives and promotion of production, processing and marketing of milk, milk products and edible oil. Under his stewardship Odisha State Oilseed Growers' Federation won the best productivity award from the National Productivity Council consecutively for two years i.e. 1991-92 and 1992-93.

He had worked in the industries sector as Managing Directors of IDCO and IPICOL primarily for promotion of industries, financing of small and medium industries and creation of industrial infrastructure for the State of Odisha. During his tenure as Managing Director the Odisha Industrial Infrastructure Development Corporation (IDCO) obtained ISO-9001 certification (1996) for quality standards and ISO-14001 certification (1998) for environmental standards. He also worked as Chief Executives of Odisha Renewable Energy Development Agency (OREDA) and Odisha Computer Application Centre (OCAC). Sri Behera played a key role in formation of Odisha State Disaster Management Authority (OSDMA), the first of its kind in the country immediately after the Odisha super cyclone of 1999 and was its first Managing Director.

He worked in Government of India for seven years between 2002 and 2009 in the Ministries of Steel, Science & Technology (Biotechnology) and Urban Development (DDA). During his tenure as Joint Secretary in the Department of Biotechnology, he also held the charge of Managing Director of Bharat Immunologicals & Biologicals Corporation (BIBCOL), a Central PSU. In the State Government, he had worked as Secretary in the premier Departments like Home, Finance, Planning & Co-ordination, General Administration, Forest & Environment, Steel & Mines, Excise and Parliamentary Affairs. He was the State Development Commissioner-cum-Additional Chief Secretary for a year. He spent a year as Additional Chief Secretary to Chief Minister, Odisha before joining the Odisha Electricity Regulatory Commission as its Chairperson on the 16th of January, 2017.

He has travelled widely covering almost all the Indian states and about thirty foreign countries.

Sri Sauri Kant Parhi, Member



Sri Sauri Kant Parhi retired as Air Vice Marshal from Indian Air Force (IAF) on 30 September, 2016 after distinguished service of 37.3 years (including period of training). He joined OERC as Member on 4th November, 2016. He belongs to Brahmapur, Odisha. During his illustrious career in IAF, he served in various capacities in the Air Defence and Administrative branches. He was awarded commendation by the Chief of IAF and conferred with Vishist Seva Medal (VSM).

He has done MA (English), M.Sc. in Defence and Strategic Studies and PG Diploma in Business & Marketing Management. He has undergone numerous prestigious inter-services and IAF specific courses & training i.e. Defensive Service Staff College (Wellington, TN), College of Air Warfare (Secunderabad) National Defence College (New Delhi), etc.

He was a category 'A' Master Fighter Controller who commanded two frontline Air Defence Radar Units, Joint Control and Analysis Centre, Delhi. He was the COO of a frontline Air Defence Direction Centre, a Command Examiner & had been involved in evaluation of Air Defence systems in India & abroad. In the field of Administration he worked as the Chief Administrative Officer of front line fighter base, commanded the Garud Commando Training Centre of IAF. As an Air Commodore and Air Vice Marshal he had been the Provost Marshal (Air), Assistant Chief of Air Staff (Security, Vigilances & Discipline) at Air HQ, New Delhi and the Senior Officer Administration at HQ Training Command, Bangalore. Span of his administrative domain included infrastructure development, finance, security, vigilance, HR, medical, legal, welfare, organization, procurements, etc.

3. OVERVIEW OF THE COMMISSION

- (1) The Odisha Electricity Reform Act, 1995 (Odisha Act 2 of 1996), in short OER Act, 1995 was enacted for the purpose of restructuring the electricity industry, for rationalization of Generation, Transmission, Distribution and Supply of Electricity, for opening avenues for participation of private sector entrepreneurs and for establishment of a Regulatory Commission for the State, independent of the state government. OER Act, 1995 is the first of its kind in the country. The Electricity Act, 2003 has been modeled mostly on the provisions of the OER Act, 1995.
- (2) An important component of power sector reform is establishment of an independent autonomous Regulator, the Odisha Electricity Regulatory Commission for achievement of objectives enshrined in the OER Act, 1995. It became functional on 01.8.1996 with the joining of its three members, as the pioneer electricity regulators of the country.
- (3) The property, interest in property, rights and liabilities belonging to the erstwhile Odisha State Electricity Board (OSEB) were vested in the State Government as on 1.4.1996. All loans, subventions and obligations of the Board towards the State stood extinguished. The State Government classified the assets, liabilities and proceedings acquired by the State as well as the assets, liabilities and proceedings relating to the undertakings owned by the State Government to (a) Generation Undertaking (b) Transmission Undertaking and those not classified within (a) & (b) to residual assets. The State Government was empowered to vest the Undertakings in GRIDCO & OHPC which the State executed only after upvaluation of assets on the same day and restructured the Balance Sheet of GRIDCO and OHPC.
- (4) The Grid Corporation of Odisha Limited (GRIDCO) was incorporated under Companies Act, 1956 on 20.4.1995. All Transmission and Distribution Undertakings were transferred to GRIDCO on 01.4.1996 with upvalued cost with a restructured Balance Sheet. It was to engage in the business of procurement, transmission & bulk supply of electric energy apart from planning, co-ordination & load forecast.
- (5) The Odisha Hydro Power Corporation Limited (OHPC) was incorporated under the Companies Act, 1956 on 21.4.1995. All the generating assets of Government as well as OSEB were transferred to OHPC on 01.4.1996. This Corporation takes care of all the

operating and ongoing Hydro Power Stations. 49% of the share of the Odisha Power Generation Corporation (OPGC) were disinvested to the US based AES company in January, 1999.

- (6) As a sequel to the passing of the Act, the distribution of power was privatized in Odisha and the management of the four subsidiary companies in charge of distribution in the Central Northern, Southern and Western zones of Odisha, namely CESCO, NESCO, SOUTHCO and WESCO were entrusted to private companies which took over 51% of the shares. GRIDCO became a deemed trading licensee from 10.6.2005. The Odisha Power Transmission Corporation Ltd. (OPTCL) took over intra-state transmission & functions of the State Load Despatch Centre (SLDC) on the same date.
- (7) The Electricity Act, 2003 was enacted by Govt. of India and came into force w.e.f. 10.06.2003. The Electricity Act, 2003 aims to promote competition, protect interest of consumers while supplying electricity to all areas, rationalize electricity tariff, ensure transparent policies regarding subsidies and provide an enabling regulatory environment. Besides allowing private investments in all the segments of the electricity supply chain, the Act provides various measures to introduce competition in the electricity industry. Now, the Chairperson and Members of OERC are appointed under section 82(5) of the Electricity Act, 2003 (No. 36 of 2003) which is a Central Act.
- (8) The OERC completed 24th year of its operation on 01.08.2020. Since 09.05.2016 the Commission is operating at its New Building at Plot No.4, Chunokoli, Shailashree Vihar, Bhubaneswar – 751 021.

4. FUNCTIONS OF THE STATE COMMISSION

- (1) Section 86 of the Electricity Act, 2003 deals with the functions of the State Commission. As per Section 86(1) the State Commission shall discharge the following functions, namely:-
 - (a) Determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the state.
 - (b) Regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
 - (c) Facilitate intra-State transmission and wheeling of electricity;
 - (d) Issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;
 - (e) Promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee;
 - (f) Adjudicate upon the disputes between the licensees and generating companies and to refer any dispute for arbitration;
 - (g) Levy fee for the purpose of this Act;
 - (h) Specify State Grid Code consistent with the Grid Code specified under clause (h) of subsection (1) of Section 79 of the Electricity Act, 2003.
 - (i) Specify or enforce standards with respect to quality, continuity and reliability of service by licensees;
 - (j) Fix the trading margin in the intra-state trading of electricity; if considered, necessary; and
 - (k) Discharge such other functions as may be assigned to it under the Electricity Act, 2003.
- (2) As per Section 86(2) of the Electricity Act, 2003, the State Commission shall advise the State Government on all or any of the following matters, namely:-
 - (i) Promotion of competition, efficiency and economy in activities of the electricity industry;
 - (ii) Promotion of investment in electricity industry;

- (iii) Reorganization and restructuring of electricity industry in the State;
 - (iv) Matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by that Government.
- (3) As per Section 86(3) the State Commission shall ensure transparency while exercising its powers and discharging its functions. Section 86(4) envisages that in discharge of its functions, the State Commission shall be guided by the National Electricity Policy, 2005, National Electricity Plan and Tariff Policy, 2016 published under Subsection(2) of Section 3 of the Electricity Act, 2003.
- (4) Besides, the other provisions of the Electricity Act, 2003 which have a direct bearing on the functioning of the Commission are extracted below for reference.
- (a) Section 11 – Directions to generating companies**
- (1) The Appropriate Government may specify that a generating company shall, in extraordinary circumstances operate and maintain any generating station in accordance with the directions of that Government. Explanation - For the purposes of this section the expression “extraordinary circumstances” means circumstances arising out of threat to security of the State, public order or a natural calamity or such other circumstances arising in the public interest.
 - (2) The Appropriate Commission may offset the adverse financial impact of the directions referred to in sub-section (1) on any generating company in such manner as it considers appropriate.
- (b) Section 23 - Directions to Licensees**
- If the Appropriate Commission is of the opinion that it is necessary or expedient so to do for maintaining the efficient supply, securing the equitable distribution of electricity and promoting competition, it may, by order, provide for regulating supply, distribution, consumption or use thereof.
- (c) Section 37 – Directions by Appropriate Government**
- The Appropriate Government may issue directions to the Regional Load Despatch Centres or State Load Despatch Centres, as the case may be to take such measures as may be necessary for maintaining smooth and stable transmission and supply of electricity to any region or State.
- (d) Section 108 – Directions by State Government**
- In the discharge of its functions, the State Commission shall be guided by such directions in matters of policy involving public interest as the State Government may give to it in writing. If any question arises as to whether any such direction relates to a matter of policy involving public interest, the decision of the State Government thereon shall be final.

5. ORGANISATIONAL STRUCTURE OF THE COMMISSION

The OERC is a three-member Commission headed by the Chairperson. The Commission has four Divisions namely, Tariff, Engineering, Regulatory Affairs and Secretariat Division. Tariff Division is entrusted upon the responsibilities of assisting the Commission in preparing various Tariffs and/or Commercial Orders based on applications of licensees, generators, consumers, government and other stakeholders. Engineering Division assists the Commission in monitoring technical performance of the Utilities under various technical parameters, including License Conditions and Performance Standards. The Commission is assisted by Regulatory Affairs Division on all legal matters. This Division renders necessary legal advice to the Commission and with help of advocates represents the Commission in various Courts, Fora and Tribunals. The Secretariat Division assists the Commission in day-to-day administrative functioning. It is the repository of the Commission’s order and records and carries out all correspondences on behalf of the Commission. This Division authenticates all the orders passed by the Commission. A State Advisory Committee (SAC) is functional and its meetings are held in OERC once in a quarter to discuss various practical issues facing the licensees/consumers/other stakeholders. The Commission benefits by interacting with the Members of the SAC, who represent every corner of the State.

6. ACTIVITIES OF THE COMMISSION

6.1 TARIFF DIVISION

The functions of the State Commission have been specified under Section 86 of Electricity Act, 2003. According to Section 86(1)(a) the Commission determines the Tariff for Generation, Supply, Transmission and wheeling of electricity, wholesale, Bulk or Retail, as the case may be within the State of Odisha. Keeping this in view the Commission obtains and analyses the Annual Revenue Requirements of the licensees and determines charges to be levied on various categories of consumers including those seeking Open Access to the intra-state transmission and distribution systems. It also undertakes scrutiny of Power Purchase Agreements, approval of MYT, Cost data and Business Plans etc.

While fixing retail tariff for different types of consumers, the Commission is mandated to follow the provisions of the Electricity Act, 2003, Tariff Policy notified on 28.01.2016 and National Electricity Policy notified on 12.02.2005. Sections 61, 62, 65 and 86 of the Electricity Act, 2003 deal with principles and guidelines of tariff fixation. The important parameters for tariff fixation are as follows:-

- (i) The generation, transmission, distribution and supply of electricity should be conducted on commercial principles: Section 61(b) of Electricity Act, 2003.
- (ii) The factors which would encourage competition, efficiency, economical use of the resources, good performance and optimum investments: Section 61(c).
- (iii) Safeguarding the consumers' interests and at the same time recovering the cost of supply of electricity in a reasonable manner: Section 61(d).
- (iv) The principles regarding efficiency in performance: Section 61(e).
- (v) The tariff progressively reflects the cost of supply of electricity and also reduces cross subsidies in the manner specified by the appropriate Commission: Section 61(g).
- (vi) The National Electricity Policy envisages existence of some amount of cross-subsidy. As per para 1.1 of National Electricity Policy, the supply of electricity at reasonable rate to rural India is essential for its overall development. Equally important is availability of reliable and quality power at competitive rates to Indian Industries to make them globally competitive and enable to exploit tremendous potential of employment generation. Similarly, as per Para 5.5.2 of the National Electricity Policy, a minimum level of support may be required to make the electricity affordable for consumers of very poor category. Consumers below poverty line who consume below a specified level, say 30 units per month, may receive special support in terms of Tariff which are cross-subsidized. Tariff for such designated group of consumers will be at least 50% of the "average (overall) cost of supply".
- (vii) Promotion of Co-generation and generation of electricity from renewable sources of energy: Section 61(h).
- (viii) Section 86(1) (e) casts responsibilities on the State Commission to promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee.

6.2 Consumers' Status

The DISCOM-wise status of category wise consumers and their consumption during the FY 2019-20 is as shown in the table below:

ALL ODISHA CONSUMPTION FOR FY 2019-20 (MU)										
Category	CESU		NESCO		WESCO		SOUTHCO		ALL ODISHA	
	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)	No of Cons.	Consumption (MU)
Domestic	2447493	2814.07	1640208	1536.89	1548721	1624.65	1786360	1181.68	7422782	7157.29

Kutir Jyoti	26096	11.06	133950	42.00	253257	69.78	364409	155.03	777712	277.87
LT General(Com)	163800	717.53	83150	307.06	81881	352.99	81082	252.34	409913	1629.92
Agriculture	22057	52.03	25143	98.82	57594	344.35	22693	81.98	127487	577.19
Agro	0	-	1237	23.15	239	4.07	775	10.59	2251	37.81
Allied Agro	0	-	24	0.92	72	3.39	60	0.81	156	5.12
Street Lighting	1862	42.26	932	16.20	2153	36.94	3836	27.05	8783	128.45
PWW	5197	88.98	3405	35.28	3774	21.13	4210	39.42	16586	184.81
Small Industry	8032	39.67	4356	24.12	1354	62.54	2470	12.19	16212	138.52
Medium Industry	2817	113.93	1033	42.23	9801	42.38	1745	62.28	15396	260.82
Specified Pub. Purpose	13199	53.66	12546	27.61	3902	42.505	11009	38.33	40656	162.10
G.P.	0	-			1	0			1	0.01
Large Industry	0	-							0	-
LT (Total)	2690553	3939.19	1905984	2154.27	1962749	2604.74	2278649	1861.71	8837935	10559.91
HT	2364	1293.75	534	444.50	931	1929.55	432	269.74	4261	3937.54
EHT	29	1038.27	38	2123.40	33	1580.23	15	488.52	115	5230.42
TOTAL	2692946	6271.21	1906556	4722.18	1963713	6114.52	2279096	2619.97	8842311	19727.88

6.3 The important orders passed by the Commission during 2019-20 relating to Tariff are as follows:

- (i) Approval of Annual Revenue Requirement & Generation Tariff of OHPC for FY 2020-21 (Case No. 68 of 2019);
- (ii) Approval of Annual Revenue Requirement & Generation Tariff of OPGC for FY 2020-21 (Case No. 69 of 2019);
- (iii) Approval of Annual Revenue Requirement & Bulk Supply Price of GRIDCO for FY 2020-21 (Case No. 71 of 2019);
- (iv) Approval of Annual Revenue Requirement & Transmission Tariff of OPTCL for FY 2020-21 (Case No. 72 of 2019);
- (v) Approval of ARR and Fees and charges of State Load Dispatch Centre for FY 2020-21 (Case No. 73 of 2019);
- (vi) Approval of Annual Revenue Requirement & Retail Supply Tariff of four DISCOM Utilities for FY 2020-21 (Case Nos. 70, 74, 75, & 76 of 2019);

6.4 As per the Electricity Act, 2003, Section 61, 62, 65, 86, Tariff Policy, 2016 (para 8.3.2), National Electricity Policy, 2005 (Para 5.5.2), the Annual Electricity Tariff for the State is determined by Odisha Electricity Regulatory Commission for generation, transmission, supply and distribution utilities of the State taking into account their commercial viability & operational efficiency. The OERC balances the interest of all stake holders, while determining the tariff. The OERC, taking into account the proposal filed by the utilities, advice of the State Advisory Committee, opinion of the State govt. and conducting a Public Hearing has passed the Annual Revenue Requirement and **Tariff Order on dated 22.04.2020 for the FY 2020-21, which shall be effective from 1st May, 2020. In the said order due to COVID- 19 the Commission has not changed the Retail Supply Tariff for FY 2020-21 w.e.f. 01.05.2020.**

While approving the ARR & BSP Order dated 22.04.2020, the Commission has approved net ARR of Rs.8274.98 Crore with the avg. BSP of 271.09 P/U against GRIDCO's proposal of Rs.11243.72 Crore (BSP rate of 398.89P/U), recognizing revenue gap of Rs.660.15 Crore. The Commission has considered the BSP same as previous year for recovery of costs to the tune of Rs.7614.83 Crore. The gap in the ARR has been allowed by the Commission to provide relief to the consumers of the State considering COVID-19 situation prevailing at that point of time and also Commission in the said order at para 340 mentioned that if the situation improves during the current Financial Year, the Commission may revisit the gap on an application of GRIDCO.

Considering above, GRIDCO had filed an application on 21.08.2020 with a prayer for revisiting gap in its ARR. Consequent to this Commission again reheard the matter and passed an order on 23.09.2020 revising the ARR and Bulk Supply Price of GRIDCO and consequential rise in Retail Supply Tariff and Open Access Charges for Distribution Licensees and Utilities which shall be effective in the State from 1st October, 2020. After revision the gap in the ARR of GRIDCO has remained at Rs.250.60 Crore against Rs.660.15 Crore allowed earlier for this year.

While doing so the Commission has also considered the relief granted to GRIDCO by CPSU to the tune of Rs.85.04 Crore.

The main features of the BSP and RST are as follows;

- (i) The average rise in Retail Supply Tariff for 2020-21 is 3.90 % (annually) over 2019-20. There was no tariff rise from 2001-02 to 2009-10, 2014-15, 2016-17, 2018-19 and 2019-20. The tariff rise during 2010-11, 2011-12, 2012-13, 2013-14, 2015-16 and 2017-18 were 22.20%, 19.74%, 11.84%, 2.40%, 4.64% & 1.44% respectively.
- (ii) There is a rise of 20 paise per unit in energy charge in case of most of the retail consumers except Kutir Jyoti (BPL consumers) & Agricultural consumer.
- (iii) There is no change in Monthly Minimum Fixed Charge (MMFC) and Demand Charge.
- (iv) There is no change in meter rent.
- (v) The transmission tariff of OPTCL for FY 2019-20 shall remain unchanged for FY 2020-21 @ 25 paise per unit.
- (vi) However, for individual DISCOM there is a change in BSP rate which are as follows:

Name of the DISCOMs	Quantum of Energy for sale during FY 2020-21 (MU)	Existing Bulk Supply Price (P/U)	Revised Bulk Supply Price approved for FY 2020-21 w.e.f. 1st October, 2020 (P/U)
TPCODL	9470.00	261.00	277.00
NESCO Utility	6570.00	298.00	316.30
WESCO Utility	8000.00	304.00	322.60
SOUTHCO Utility	4050.00	186.00	197.40
Total	28090 .00	271.09	287.70

- (vii) The Commission has introduced special rebate for the following categories of consumers:
 - A Reliability surcharge @ 10 paise per unit will continue only for HT consumers availing power irrespective of nature of feeder. This surcharge @ 10 paise per unit shall be charged if reliability index is more than 99% and above and voltage profile at consumer end remains within the stipulated limit. (For details see the order)
 - All the industrial consumers having CD of 1 MW and above and drawing power in 33 KV shall be allowed a rebate of 10 paise per unit for the units consumed in excess of 70% of load factor and up to 80% of load factor and 20 paise per unit for the units consumed in excess of 80% of the load factor per month. This shall be in addition to all other rebate the consumer is otherwise eligible.
 - All the industrial consumers drawing power in EHT shall be eligible for a rebate of 10 paise per unit for all the units consumed in excess of 80% of load factor.
 - 2% rebate over and above normal rebate shall be allowed on the bill to the LT domestic and single phase general purpose category of consumers only over and above all the rebates who pay through digital means. This rebate shall be applicable on the current month bill if paid in full.
 - 2% rebate shall be allowed to all pre-paid consumers on pre-paid amount.
 - Charging of electric vehicles shall be treated as GP category.
 - The rural LT domestic consumers shall get 5 paise per unit rebate in addition to existing prompt payment rebate who draw their power through correct meter and pay the bill in time.

- (viii) GRIDCO will purchase 29018.76 MU power during FY 2020-21 and sale 28090 MU to DISCOMs and 60 MU to CGP. The average power purchase cost will be 278.57 paise per unit for FY 2020-21 as against 259.88 in FY 2019-20. After revision of BSP for six months, there still a gap of Rs. 250.60 crore is allowed in GRIDCO's ARR as against Rs.172.94 crores in 2019-20. The Commission has not allowed the fixed cost Rs.348.37 crores towards Central sector power.
- (ix) The average annual BSP is revised to 287.70 paise per unit for FY 2020-21 as against 270.47 paise per unit in FY 2019-20.
- (x) The Commission has approved the distribution loss of 21.34 % against the proposed distribution loss 29.22% by DISCOMs. Similarly, the Commission has approved AT&C loss of 22.13 % instead of 31.14 % proposed by DISCOMs.
- (xi) Cross subsidy has remained within $\pm 20\%$ for all categories (LT/HT/EHT).
- (xii) The average cost of supply for DISCOMs has increased from 499.71 paise/unit in 2019-20 to 524.62 Paise/unit in FY 2020-21.
- (xiii) While approving the average cost of supply as 524.62 paise for the FY 2020-21, the Commission has fixed 270 paise/unit upto 50 units, 450 paise/unit for the consumption above 50 units & upto 200 units, 550 paise/unit for the consumption above 200 units & upto 400 units and 590 paise/unit for the consumption above 400 units for the domestic category.

6.5 Retail Supply Tariff for FY 2020-21

RETAIL SUPPLY TARIFF EFFECTIVE FROM 1ST OCTOBER, 2020

Sl. No.	Category of Consumers	Voltage of Supply	Demand Charge (Rs./KW/Month)/(Rs./KVA/Month)	Energy Charge (P/kWh)	Customer Service Charge (Rs./Month)	Monthly Minimum Fixed Charge for first KW or part (Rs.)	Monthly Fixed Charge for any additional KW or part (Rs.)	Rebate (P/kWh)/ DPS
	LT Category							
1	Domestic							
1.a	Kutir Jyoti ≤ 30 Units/month	LT	FIXED MONTHLY CHARGE-->			80		
1.b	Others							10
	(Consumption ≤ 50 units/month)	LT		270.00		20	20	
	(Consumption $>50, \leq 200$ units/month)	LT		450.00				
	(Consumption $>200, \leq 400$ units/month)	LT		550.00				
	(Consumption >400 units/month)	LT		590.00				
2	General Purpose < 110 KVA							10
	Consumption ≤ 100 units/month	LT		560.00		30	30	
	Consumption $>100, \leq 300$ units/month	LT		670.00				
	(Consumption >300 units/month)	LT		730.00				
3	Irrigation Pumping and Agriculture	LT		150.00		20	10	10
4	Allied Agricultural Activities	LT		160.00		20	10	10
5	Allied Agro-Industrial Activities	LT		440.00		80	50	DPS/Rebate
6	Public Lighting	LT		590.00		20	15	DPS/Rebate
7	L.T. Industrial (S) Supply < 22 KVA	LT		590.00		80	35	10
8	L.T. Industrial (M) Supply ≥ 22 KVA < 110 KVA	LT		590.00		100	80	DPS/Rebate
9	Specified Public Purpose	LT		590.00		50	50	DPS/Rebate
10	Public Water Works and Sewerage Pumping < 110 KVA	LT		590.00		50	50	10
11	Public Water Works and Sewerage Pumping ≥ 110 KVA	LT	200	590.00	30			10
12	General Purpose ≥ 110 KVA	LT	200	590.00	30			DPS/Rebate
13	Large Industry	LT	200	590.00	30			DPS/Rebate
	HT Category							
14	Bulk Supply - Domestic	HT	20	460.00	250			10
15	Irrigation Pumping and Agriculture	HT	30	140.00	250			10
16	Allied Agricultural Activities	HT	30	150.00	250			10
17	Allied Agro-Industrial Activities	HT	50	430.00	250			DPS/Rebate
18	Specified Public Purpose	HT	250		250			DPS/Rebate
19	General Purpose > 70 KVA < 110 KVA	HT	250		250			10
20	H.T Industrial (M) Supply	HT	150		250			DPS/Rebate
21	General Purpose ≥ 110 KVA	HT	250		250			DPS/Rebate
22	Public Water Works & Sewerage Pumping	HT	250		250			10

23	Large Industry	HT	250		250		DPS/Rebate
24	Power Intensive Industry	HT	250		250		DPS/Rebate
25	Mini Steel Plant	HT	250		250		DPS/Rebate
26	Railway Traction	HT	250		250		DPS/Rebate
27	Emergency Supply to CGP	HT	0	750.00	250		DPS/Rebate
28	Colony Consumption (Both SPP & Industrial)	HT	0	460.00	0		DPS/Rebate
	EHT Category						
29	General Purpose	EHT	250		700		DPS/Rebate
30	Large Industry	EHT	250	As indicated in the notes below	700		DPS/Rebate
31	Railway Traction	EHT	250		700		DPS/Rebate
32	Heavy Industry	EHT	250		700		DPS/Rebate
33	Power Intensive Industry	EHT	250		700		DPS/Rebate
34	Mini Steel Plant	EHT	250		700		DPS/Rebate
35	Emergency Supply to CGP	EHT	0		740.00	700	
36	Colony Consumption	EHT	0	455.00	0		DPS/Rebate

Note:

Slab rate of energy charges for HT & EHT (Paise/unit)

Load Factor (%)	HT	EHT
= < 60%	555.00	550.00
> 60%	445.00	440.00

- (i) The reconnection charges w.e.f. 01.04.2015 shall continue unaltered

Category of Consumers	Rate Applicable
LT Single Phase Domestic Consumer	Rs.150/-
LT Single Phase other consumer	Rs.400/-
LT 3 Phase consumers	Rs.600/-
All HT & EHT consumers	Rs.3000/-

- (ii) Energy Charges shall be 10% higher in case of temporary connection compared to the regular connection in respective categories.
- (iii) The meter rent w.e.f. 01.04.2017 shall remain unaltered as follows:

Type of Meter	Monthly Meter Rent (Rs.)
1. Single phase electro-magnetic Kwh meter	20
2. Three phase electro-magnetic Kwh meter	40
3. Three phase electro-magnetic tri-vector meter	1000
4. Tri-vector meter for Railway Traction	1000
5. Single phase Static Kwh meter	40
6. Three Phase Static Kwh meter	150
7. Three phase Static Tri-vector meter	1000
8. Three phase Static Bi-vector meter	1000
9. LT Single phase AMR/AMI Compliant meter	50
10. LT Three phase AMR/AMI compliant meter	150

Note: Meter rent for meter supplied by DISCOMs shall be collected for a period of 60 months only. Once it is collected for sixty months meter rent collection should stop. All statutory levies shall be collected in addition to meter rent.

- (iv) A Reliability surcharge @ 10 paise per unit will continue only for HT consumers availing power irrespective of nature of feeder. This surcharge @ 10 paise per unit shall be charged if reliability index is more than 99% and above and voltage profile at consumer end remains within the stipulated limit. (For details see the order)
- (v) All the industrial consumers having CD of 1 MW and above and drawing power in 33 KV shall be allowed a rebate of 10 paise per unit for the units consumed in excess of 70% of load factor and up to 80% of load factor and 20 paise per unit for the units consumed in

excess of 80% of the load factor per month. This shall be in addition to all other rebate the consumer is otherwise eligible.

- (vi) All the industrial consumers drawing power in EHT shall be eligible for a rebate of 10 paise per unit for all the units consumed in excess of 80% of load factor.
- (vii) LT Single Phase consumers of all categories having CD upto 5 KW with pole within 30 meters from the consumer premises
- | | | |
|-----------------------|---|------------|
| Upto 2 KW | : | Rs.1,500/- |
| Beyond 2 KW upto 5 KW | : | Rs.2,500/- |
- Provided that if the line extension is required beyond 30 meters, the licensee/supplier shall charge @ Rs.5,000/- for every span of line extension in addition to the above charges.
- (viii) A “Tatkal Scheme” for new connection is applicable to LT Domestic, Agricultural and General Purpose consumers.
- (ix) In case of installation with static meter/meter with provision of recording demand, the recorded demand rounded to nearest 0.5 KW shall be considered as the contract demand requiring no verification irrespective of the agreement. Therefore, for the purpose of calculation of Monthly Minimum Fixed Charge (MMFC) for the connected load below 110 KVA, the above shall form the basis.
- (x) The billing demand in respect of consumer with Contract Demand of less than 110 KVA should be the highest demand recorded in the meter during the Financial Year irrespective of the Connected Load, which shall require no verification.
- (xi) Three phase consumers with static meters are allowed to avail TOD rebate excluding Public Lighting and emergency supply to CGP @ 20 paise/unit for energy consumed during off peak hours. Off peak hours has been defined as 12 Midnight to 6 AM of next day.
- (xii) Hostels attached to the Schools recognised and run by SC/ST Dept., Government of Odisha shall get a rebate of Rs.2.40 paise per unit in energy charge under Specified Public Purpose category (LT / HT) which shall be over and above the normal rebate for which they are eligible.
- (xiii) Swajala Dhara consumers under Public Water Works and Sewerage Pumping Installation category shall get special 10% rebate if electricity bills are paid within due date over and above normal rebate.
- (xiv) During the statutory restriction imposed by the Fisheries Department, the Ice Factories located at a distance not more than 5 Km. towards the land from the sea shore of the restricted zone will pay demand charges based on the actual maximum demand recorded during the billing period.
- (xv) Poultry Farms with attached feed units having connected load less than 20% of the total connected load of poultry farms should be treated as Allied Agricultural Activities instead of General Purpose category for tariff purpose. If the connected load of the attached feed unit exceeds 20% of the total connected load then the entire consumption by the poultry farm and feed processing unit taken together shall be charged with the tariff as applicable for General Purpose or the Industrial Purpose as the case may be.
- (xvi) The food processing unit attached with cold storage shall be charged at Agro-Industrial tariff if cold storage load is not less than 80% of the entire connected load. If the load of the food processing unit other than cold storage unit exceeds 20% of the connected load, then the entire consumption by the cold storage and the food processing unit taken together shall

be charged with the tariff as applicable for general purpose or the industrial purpose as the case may be.

- (xvii) Drawal by the industries during off-peak hours upto 120% of Contract Demand without levy of any penalty has been allowed. "Off-peak hours" for the purpose of tariff is defined as from 12 Midnight to 6.00 A.M. of the next day. The consumers who draw beyond their contract demand during hours other than the off-peak hours shall not be eligible for this benefit. If the drawal in the off peak hours exceeds 120% of the contract demand, overdrawal penalty shall be charged on the drawal over and above the 120% of contract demand (for details refer Tariff Order on 22.04.2020). When Statutory Load Regulation is imposed then restricted demand shall be treated as contract demand.
- (xviii) General purpose consumers with Contract Demand (CD) < 70 KVA shall be treated as LT consumers for tariff purposes irrespective of level of supply voltage. As per Regulation 134 (I) of OERC Distribution (Conditions of Supply) Code, 2019 the supply for load above 5 KW upto and including 70 KVA shall be in 3-phase, 3 or 4 wires at 400 volts between phases.
- (xix) Own Your Transformer – "OYT Scheme" is intended for the existing individual LT domestic, individual/Group General Purpose consumers who would like to avail single point supply by owning their distribution transformer. In such a case licensee would extend a special concession of 5% rebate on the total electricity bill (except electricity duty and meter rent) of the respective category apart from the normal rebate on the payment of the bill by the due date. If the payment is not made within due date no rebate, either normal or special is payable. The maintenance of the 'OYT' transformer shall be made by DISCOM utilities. For removal of doubt it is clarified that the "OYT Scheme" is not applicable to any existing or new HT/EHT consumer.
- (xx) Power factor penalty shall be
 - i) 0.5% for every 1% fall from 92% upto and including 70% plus
 - ii) 1% for every 1% fall below 70% upto and including 30% plus
 - iii) 2% for every 1% fall below 30%

The penalty shall be on the monthly demand charges and energy charges

There shall not be any power factor penalty for leading power factor. (Please see the detailed order for the category of consumers on whom power factor penalty shall be levied.)
- (xxi) The power factor incentive shall be applicable to the consumers who pay power factor penalty in the following rate:

The rate of power factor incentive shall be 0.5% for every 1% rise above the PF of 97% up to and including 100% on the monthly demand charges and energy charges.
- (xxii) The rural LT domestic consumers shall get 5 paise per unit rebate in addition to existing prompt payment rebate who draw their power through correct meter and pay the bill in time.
- (xxiii) 2% rebate over and above normal rebate shall be allowed on the bill to the LT domestic and single phase general purpose category of consumers only over and above all the rebates who pay through digital means. This rebate shall be applicable on the current month bill if paid in full.
- (xxiv) 2% rebate shall be allowed to all pre-paid consumers on pre-paid amount.

- (xxv) A Special rebate to the LT single phase consumers in addition to any other rebate he is otherwise eligible for shall be allowed at the end of the financial year (the bill for month of March) if he has paid the bill for all the 12 months of the financial year consistently without fail within due date during the relevant financial year. The amount of rebate shall be equal to the rebate of the month of March for timely payment of bill.
- (xxvi) The Educational Institution (Specified Public Purpose) having attached hostel and / or residential colony who draw power through a single meter in HT shall be eligible to be billed 15% of their energy drawal in HT bulk supply domestic category.
- (xxvii) The printout of the record of the static meter relating to MD, PF, number and period of interruption shall be supplied to the consumer wherever possible with a payment of Rs.500/- by the consumer for monthly record.
- (xxviii) Charging of electric vehicles shall be treated as GP category.
- (xxix) Tariff as approved shall be applicable in addition to other charges as approved in this **Tariff order w.e.f. 01.10.2020.**

6.6 Distribution Capex and other Programmes

In order to provide quality power at a stable voltage, strengthening the fragile distribution network, reducing high AT&C loss etc., the Commission has allowed asset addition under various schemes like State Govt. formulated Capex Programme, R-APDRP, System Improvement, DESI (GoO), Elephant Corridor, School Anganabadi, etc. as reflected in the following table:

Approved addition of Fixed Assets for FY 2019-20

(Rs. in Cr.)

Approved addition of Fixed Assets FY 2019-20	WESCO	NESCO	SOUTHCO	CESU
Land, Building, Furniture and Fixtures	1.25	0.96	2.66	
APDRP			0.55	
S.I. Scheme	6.96			
Deposit work	65.81	52.88	6.13	
Capex Plan (GoO)	115.67	92.10	64.08	30.56
NH			0.95	
Elephant corridor			4.52	
Other works	1.84			0.48
Total	191.53	145.94	78.89	31.04

6.7 Performance of DISCOMs

The Commission monitors the performance of the utilities under various financial & technical parameters, including distribution loss, AT&C loss, collection efficiency, license conditions and performance standards, etc. Interruptions in Distribution System are measured in terms of Reliability Indices. The performance of DISCOMs for FY 2019-20 and the corresponding approved figures for FY 2020-21 are furnished in the table below:

Proposed and Approved Loss of DISCOM Utilities

	FY 2018-19 (Actual)	FY 2019-20 Approved	FY 2019-20 Estimated by licensees	FY 2020-21 Proposed by licensees	FY 2020-21 (Approved) by the Commission
CESU					
Distribution Loss	28.15%	23.00%	25.99%	24.49%	23.00%
Collection Efficiency	96.75%	99.00%	99.00%	99.00%	99.00%
AT and C Loss	30.49%	23.77%	26.73%	25.25%	23.77%
NESCO Utility					
Distribution Loss	18.74%	18.35%	18.70%	18.60%	18.35%
Collection Efficiency	94.10%	99.00%	96.00%	97.00%	99.00%
AT and C Loss	23.53%	19.17%	21.95%	21.04%	19.17%
WESCO Utility					
Distribution Loss	21.32%	19.60%	23.10%	21.25%	19.60%
Collection Efficiency	86.87%	99.00%	94.00%	96.00%	99.00%
AT and C Loss	31.64%	20.40%	27.71%	24.40%	20.40%
SOUTHCO Utility					
Distribution Loss	29.76%	25.50%	25.50%	25.00%	25.00%
Collection Efficiency	86.95%	99.00%	91.00%	96.00%	99.00%
AT and C Loss	38.93%	26.25%	32.20%	28.00%	25.75%
ODISHA					
Distribution Loss	24.30%	21.36%	23.41%	22.27%	21.23%
Collection Efficiency	91.79%	99.00%	95.71%	97.23%	99.00%
AT and C Loss	30.52%	22.15%	26.69%	24.42%	22.02%

The above table shows that the actual Distribution Loss and AT & C Loss figures are higher than the approved ones by the Commission. Similarly, collection efficiency figures are lower than the approved figures of the Commission. All these signify that the DISCOMs are unable to check losses in the system and improve their collection efficiency to the desired levels.

6.8 Segregation of wheeling and retail supply business

The DISCOMs in their ARR submission had proposed allocation statement of wheeling and retail supply cost as follows:-

Allocation of Wheeling and Retail Supply Cost

Sl No.	Cost/Income Component	Ratio for consideration in Wheeling Business	Ratio for consideration in Retail Supply Business
1	Cost of Power	0%	100%
2	Transmission Charges	0%	100%
3	SLDC Charges	0%	100%
	Total power purchase cost *		
	O&M		
4	Employee Cost	60%	40%
5	Repair & Maintenance Cost	90%	10%
6	Administrative & General Expenses	40%	60%
7	Bad & Doubtful Debt including Rebate	0%	100%
8	Depreciation	90%	10%
	Interest on Loans		
9	for Capital loan	90%	10%
10	for Working capital	10%	90%

Sl No.	Cost/Income Component	Ratio for consideration in Wheeling Business	Ratio for consideration in Retail Supply Business
11	Interest on Security Deposits	0%	100%
12	Return on Equity	90%	10%
	Special Appropriation		
13	Amortization of Regulator Assets	25%	75%
14	True Up of Current year GAP 1/3rd	25%	75%
15	Other, if any-Contingency Reserve	90%	10%
	Grand Total		
	Miscellaneous Receipt		
16	Non-Tariff Income - Wheeling	as per actual/assumption	as per actual/assumption
17	Non-Tariff Income - Retail Business	as per actual/assumption	as per actual/assumption

The distribution licensees are yet to segregate the accounts of their licensed business into wheeling and retail supply business as provided in the OERC (Terms and Conditions for Determination of Wheeling Tariff & Retail Supply Tariff) Regulations, 2014. The Commission therefore, based on the above uniform allocation matrix allowed cost towards Retail Supply business and Wheeling business in the following manner.

Wheeling Business

On the basis of the aforesaid Allocation of Wheeling and Retail Supply Cost matrix table, the ARR for wheeling business for WESCO, NESCO, SOUTHCO and CESU is approved at Rs.379.29 cr, Rs. 382.45 cr, Rs318.96 cr and Rs. 616.99 respectively. The wheeling charges (per unit) for WESCO, NESCO, SOUTHCO and for CESU has been accordingly determined at 57.91 paise/unit, 87.35 p/u, 88.94 p/u and 72.31 p/u. for FY 2020-21.

A summary of the approved revenue requirement, expected revenue at the approved tariff and approved revenue gap for FY 2020-21 by the Commission is given below:

(Rs. in Cr.)

DISCOM	Revenue Requirement FY 2020-21		Expected Revenue FY 2020-21		Gap (-)/Surplus(+)	
	Approved vide order dt.22.04.2020	Approved after tariff rise from 01.10.2020	Approved vide order dt.22.04.2020	Approved after tariff rise from 01.10.2020	Approved vide order dt.22.04.2020	Approved after tariff rise from 01.10.2020
WESCO	3093.23	3168.06	3128.91	3187.81	35.68	19.75
NESCO	2605.32	2665.73	2626.01	2677.46	20.69	11.73
SOUTHCO	1339.06	1362.37	1345.96	1372.94	6.90	10.57
CESU/TPCODL	3554.33	3630.71	3569.58	3640.12	15.25	9.41
Total	10591.94	10826.86	10670.46	10878.33	78.53	51.46

6.9 Calculation of Average Cost of Supply

With approved revenue for the DISCOMs the average cost of supply for Odisha for FY 2020-21 is as follows:

Revised Average Cost of Supply (per Unit) FY 2020-21 (annually)

Expenditure	Approved vide order dt.22.04.2020 for 2020-21	Revised for 2020-21
Cost of Power Purchase (annualised)	7614.83	8,081.55
Transmission Cost	702.25	702.25
SLDC Cost	4.28	4.28
Total Power Purchase, Transmission and SLDC Cost (A)	8321.36	8788.08
Net Employee costs	1,687.49	1,687.49
Repair and Maintenance	372.91	372.91
Administrative and General Expenses	198.40	198.40
Provision for Bad and Doubtful Debts	77.67	80.82
Depreciation	248.57	248.57
Interest Chargeable to Revenue including Interest on S.D	195.34	195.34
Sub-Total	2,780.38	2,783.53
Less: Expenses capitalised	-	-
Total Operation and Maintenance and Other Cost	2780.38	2,783.53
Return on equity	36.00	36.00
Total Distribution Cost (B)	2,816.38	2,819.53
Amortisation of Regulatory Asset		
True up of Past Losses	-	-
Contingency reserve	-	-
Total Special Appropriation (C)	Nil	Nil
Total Cost (A+B+C)	11,137.74	11,607.61
Approved Saleable Units (MU)	22,125.81	22,125.81
Average Cost (paise per unit) (on annual basis)	503.38	524.62

6.10 Cross-Subsidy

The cross-subsidy has been calculated as shown in the following table:

Cross Subsidy Table for FY 2020-21

Year	Level of Voltage	Average cost of supply for the State as a whole (P/U)	Average Tariff P/U	Cross-Subsidy P/U	Percentage of Cross-subsidy above/below of cost of supply	Remarks
1	2	3	4	5= (4) – (3)	6= (5 / 3)	7
2016-17	EHT	480.40	572.36	91.96	19.14%	The tariff for HT and EHT category has been calculated based on average tariff.
	HT		575.86	95.46	19.87%	
	LT		393.36	-87.04	-18.12%	
2017-18	EHT	488.26	580.45	92.19	18.88%	
	HT		581.60	93.34	19.12%	
	LT		398.95	-89.31	-18.29%	
2018-19	EHT	489.47	576.88	87.41	17.86%	
	HT		579.18	89.71	18.33%	
	LT		398.72	-90.76	-18.54%	
2019-20	EHT	499.71	577.21	77.49	15.51%	
	HT		579.38	79.67	15.94%	
	LT		406.21	-93.50	-18.71%	
2020-21(revised annually)	EHT	524.62	595.77	71.15	13.56%	
	HT		596.18	71.56	13.64%	
	LT		433.81	-90.81	-17.31%	

6.11 OHPC Tariff

The station-wise ARR and average tariff of OHPC power stations determined for the year 2020-21 is given in the table below:

Station-wise Capacity Charge and Energy Charge Rate for FY 2020-21

Name of the Power Stations	ARR Approved (Rs in Crs.)	Capacity Charges (Rs in Crs.)	Energy Charges (Rs in Crs.)	Saleable Design Energy (MU)	Average Tariff for 2020-21 (P/U)	Energy Charge Rate (P/U)
RHEP, Rengali	67.227	33.613	33.613	519.75	129.34	64.672
UKHEP, Baraniput	66.296	33.148	33.148	823.68	80.49	40.244
BHEP, Balimela	77.241	38.621	38.621	1171.17	65.95	32.976
HHEP, Burla	87.595	43.798	43.798	677.16	129.36	64.678
CHEP, Chiplima	36.234	18.117	18.117	485.10	74.69	37.347
UIHEP, Mukhiguda	178.975	89.488	89.488	1942.38	92.14	46.071

- The recovery of capacity charge and energy charge for a calendar month shall be as per the OERC Generation Tariff Regulations, 2014.
- The Commission has provisionally approved an amount of Rs. 60.58 Cr. for reimbursement by OHPC towards other miscellaneous charges during FY 2020-21.
- The Commission has approved the rate of 62.579 Paise per Unit as proposed by OHPC for sale of power from Machhkund Hydro Electric Station during the FY 2020-21.

6.12 OPGC Tariff

The two part generation tariff proposed by OPGC and approved by the Commission for FY 2020-21 are given in the table below:

Summary of Approved Generation Tariff of OPGC for FY 2020-21

Particulars	Units	OPGC Proposal	OERC Approval
Annual Fixed Cost	Rs. Crore	249.30	248.97
Variable Charges	Paisa/Kwh	159.50	153.91

- The Commission has also provisionally approved for reimbursement of other charges (year-end charges) amounting to Rs. 60.58 Cr. against OPGC proposal of Rs.68.65 crore for FY 2020-21.

6.13 Transmission Charges - OPTCL

- 28550 MU of energy to be transmitted through OPTCL's network in FY 2020-21 as against 28270 MU in 2019-20.
- Total revenue requirement is approved at Rs.713.75 crore for FY 2020-21 as against Rs. 706.71 crore for FY 2019-20.
- Transmission charge to use OPTCL's line and sub-stations has been kept constant at 25.00 p/u w.e.f. 01.05.2020.
- The transmission loss has been approved as 3.00% for FY 2019-20.

6.14 BSP-GRIDCO

➤ Demand Estimation:

- The SMD approved for the FY 2019-20 for DISCOMs is 4780 MVA.
- Out of the total estimated purchase of 29018.76 MU during FY 2020-21, GRIDCO sales 28090 MU to DISCOMs and 60 MU to CGPs. Balance energy of 868.76 MU goes towards Transmission Loss on DISCOMs' purchase.

➤ Bulk Supply Price:

DISCOM-wise Bulk Supply Price approved by the Commission for the FY 2020-21 is given in the table below:

Name of the DISCOM Utilities	Bulk Supply Price approved for 2018-19 (P/U)	Bulk Supply Price approved for 2019-20 (P/U)	Bulk Supply Price approved for 2020-21 (P/U) (wef 01.05.2020)	Bulk Supply Price approved for 2020-21 (P/U) (wef 01.10.2020)
CESU	274.00	261.00	261.00	277.00
NESCO	301.00	298.00	298.00	316.30
WESCO	300.00	304.00	304.00	322.60
SOUTHCO	197.00	186.00	186.00	197.40
All Odisha (Average)	276.66	270.47	271.09	287.70

6.15 Renewable Purchase obligation

- OERC in its order dtd. 30.09.2010 vide Case No. 59/2010 had issued a Regulation fixing the RCPO in the State of Odisha as follows:

Year-wise target	Minimum quantum of purchase in percentage (in terms of energy consumption in the State in KWH)			
	Renewable		Co-generation	Total
	Solar	Non-solar		
2009-10	-	0.80	3.45	4.25
2010-11	-	1.0	3.50	4.5
2011-12	0.10	1.20	3.70	5.0
2012-13	0.15	1.40	3.95	5.5
2013-14	0.20	1.60	4.20	6.0
2014-15	0.25	1.80	4.45	6.5
2015-16	0.30	2.00	4.70	7.0

- The Commission, vide its order dated 18.11.2010, designated OREDA as State Agency for accreditation and recommending the renewable energy projects for registration and to undertake to function under OERC (Renewable and Co-Gen purchase obligation and its compliance) Regulations, 2010.
- However, on 1st August, 2015, the Commission notified Odisha Electricity Regulatory Commission (Procurement of Energy from Renewable Sources and its Compliance) Regulations, 2015. According to the said Regulations, every Obligated Entity shall at least purchase source-wise energy from renewable sources as indicated in the table below:

**Minimum quantum of electricity to be procured from Renewable Sources
by Obligated Entity as percentage of total Consumption in KWh**

Year	Solar Source (%)	Non-Solar sources (%)	Total (%)
2015-16	0.50	2.50	3.00
2016-17	1.50	3.00	4.50
2017-18	3.00	4.50	7.50
2018-19	4.50	5.00	9.50
2019-20	5.50	5.50	11.00

6.16 Tariff for Renewable Energy

- The Commission, vide its Order dated 16.02.2019 passed in Case No 46 of 2018, has determined the generic tariff of Renewable Energy Sources for the Third Control Period i.e. from FY 2018-19 to 2020-21. However, the Third Control Period for SHEP is five years i.e. from the FY 2018-19 to 2022-23. The generic tariff determined in the said Order is applicable to the Renewable Power Projects to be commissioned in the State of Odisha during the Third Control Period.
- The levelled generic tariff determined for Small Hydro renewable sources of energy having “Single part tariff” is given in the following table. This levelled tariff will be applicable for a period of 13 years from the date of commercial operation for the projects of 5 to 25 MW capacity and for a period of 35 years from the date of commercial operation for the Small Hydro projects below 5 MW capacity.

Particular	Levelled Tariff (Rs./kWh)	Benefit of Accelerated depreciation (Rs./kWh)	Net Levelled Tariff Rs./kWh)	Tariff Period (Years)
SHP projects below 5 MW capacity	6.05	(0.46)	5.59	35
SHP projects of 5 MW above to 25 MW capacity	5.07	(0.42)	4.65	35

- The following renewable sources of energy will be procured only through competitive bidding process.

RE Sources	
Wind Energy	To be procured only through competitive bidding process
Solar PV	
Solar Thermal	
Biomass	
Non-fossil fuel based co-generation	
MSW	

- The Commission shall take into consideration any incentive or subsidy offered by the Government of India/State Govt. including accelerated depreciation benefit if availed by the developer for the renewable energy power plants and such benefits shall be passed on to the consumers of the State. Developer and GRIDCO are to bring such evidence to the notice of the Commission.
- Water royalty charges shall not be internalised in tariff. However, the actual amount of water royalty charges as levied by the Govt. of Odisha shall be allowed as pass through component.

6.17 Power Purchased by GRIDCO from Renewable Sources:

- RPO status of GRIDCO from FY 2016-17 to FY 2019-20 is given in the Table below:

	2016-17		2017-18		2018-19		2019-20	
	RPO target as per Regulation	Achievement	RPO target as per Regulation	Achievement	RPO target as per Regulation	Achievement	RPO target as per Regulation	Achievement
Non Solar (%)	3.00%	1.26%	4.50%	1.27%	5.00%	1.54%	5.50%	2.78%
Solar (%)	1.50%	0.99%	3.00%	0.92%	4.50%	1.26%	5.50%	1.86%
Total (%)	4.50%	2.25%	7.50%	2.19%	9.50%	2.80%	11.00%	4.64%

- Based on the proposal of GRIDCO and considering the availability, the Commission has approved the quantum of 2236.80 MU from renewable energy sources (both solar and non-solar) for State use during the FY 2020-21. The source-wise power procurement from renewable sources are indicated in the table below:

Estimated Drawal from Renewable Energy Sources during FY 2020-21

Sl. No.	RE Sources	Renewable Energy approved for drawal during FY 2020-21 (MU)	Percentage w.r.t. the total estimated drawal of DISCOMs (%)	RPO fixed in the Regulation for FY 2019-20 (%)
A.	Non-Solar			
(i)	Small Hydro Electric Project (SHEP)	385.00	1.37	
(ii)	Bio-mass Energy	80.00	0.28	
(iii)	Wind Energy	752.80	2.68	
	Sub-Total (Non-Solar)	1217.80	4.33	5.50
B.	Solar	1019.00	3.62	5.50
C.	Total (Solar & Non-Solar)	2236.80	7.95	11.00

(*) Sale of power to DISCOMs including emergency power supply to CGPs has been estimated at 28150 MU.

- The Commission has directed GRIDCO to explore all possibilities for purchase of additional quantum of renewable energy from some other sources to meet the RPO fixed by the Commission.

6.18 Net Metering

The Commission is mandated to promote Co-generation and Generation of electricity from Renewable Sources of Energy by providing suitable measures for connectivity with the Grid and sale of electricity to any person under Section 86 (1) (e) of the Electricity Act, 2003. Keeping this in view, the Commission had issued order dated 26.11.2014 relating to Net-metering/ Bi-directional metering for solar generation project including its LT connectivity for Government/ PSU owned and other buildings. Thereafter, some amendments were made in this order on dated 26.11.2014, 18.05.2015, 16.09.2015 and 19.08.2016. Subsequently, the Commission has passed a consolidated order dated 17.01.2018 on Net Metering / Bi-directional Metering and their connectivity with respect to Rooftop Solar PV Projects considering the earlier amendments,

which is applicable both to the prospective net metered solar consumers and to the existing similar categories of consumers.

6.19 SLDC to function as Independent System Operator (ISO)

- Section 31 and 32 of the Electricity Act, 2003 contemplate SLDC as an Independent Apex Body to ensure integrated operation of the power system in the State. The Act also provides for financial independence of SLDC under Section 32 (3) by way of levy and collection of fees and charges from generating companies and the licensees using the Intra-State transmission network. OERC has formulated the OERC (Fees and Charges of SLDC and other related matters) Regulations, 2010 for implementation of levy of annual fee and charges for SLDC functions in Odisha.
- The Commission has approved the ARR of Rs. Rs.930.889 lakh for SLDC to be recovered through SOC & MOC during FY 2020-21.

6.20 Open Access in Transmission and Distribution:

- OERC has issued OERC (Terms and Conditions for Open Access) Regulations, 2005 on 06.06.2005 for introduction of Open Access to the intra-state transmission and distribution system in Odisha effective from 21.06.2005.
- As per that Regulation, consumers seeking Open Access to the distribution and/or intra-state transmission system can avail supply of electricity exceeding 1 MW from any licensee other than the Distribution Licensee of the respective area of supply w.e.f. 01.04.2008 and from a generating company w.e.f. 01.01.2009.
- The Commission has also issued OERC (Determination of Open Access Charges) Regulations, 2006 on 06.06.2006 and made effective from 18.07.2006.
- As per this Regulation transmission charges (payable to STU), wheeling charges and cross-subsidy surcharges (payable to DISCOMs) are being notified by the Commission for Open Access consumers every financial year w.e.f. FY 2008-09.

6.21 Open Access Charges

- In exercise of the powers conferred under Sections 39,40 and 42 of the Electricity Act, 2003 read with the provisions of Chapter II of OERC (Determination of Open Access Charges) Regulations, 2006, the Odisha Electricity Regulatory Commission has passed Common order with regard to approval of Open Access Charges (Transmission/wheeling Charges, Surcharge and Additional Surcharge applicable to open access customers for use of Intra-state transmission/ distribution system) which shall be effective from 1st May, 2020.
- The Surcharge, Wheeling Charge & Transmission Charge for Open access consumer of 1MW & above as indicated in Table below shall be applicable w.e.f. 01.05.2020.

Surcharge, Wheeling Charge & Transmission Charge for Open access consumer 1MW & above

Name of the licensee	Cross Subsidy Surcharge (P/U)		Wheeling Charge P/U applicable to HT consumers only	Transmission Charges for Open Access Customer (applicable for HT and EHT consumers)
	EHT	HT		
CESU	149.88	91.79	72.31	The Long Term Open Access customer availing Open Access shall pay Rs.6000/MW/ Day (Rs.250/MWh) and Short Term Open Access Customer shall pay charges as per applicable Regulations.
NESCO Utility	126.57	56.99	87.35	
WESCO Utility	122.79	71.42	57.91	
SOUTHCO Utility	197.13	132.67	88.94	

- The Revised Surcharge, Wheeling Charge & Transmission Charge for Open access consumer of 1MW & above as indicated in Table below shall be applicable w.e.f. 01.10.2020.

Name of the licensee	Cross Subsidy Surcharge (P/U)		Wheeling Charge P/U applicable to HT consumers only	Transmission Charges for Open Access Customer (applicable for HT & EHT consumers)
	EHT	HT		
TPCODL	152.40	93.44	72.31	The Long Term Open Access customer availing Open Access shall pay Rs.6000/MW/ Day (Rs.250/MWh) and Short Term Open Access Customer shall pay charges as per applicable Regulations.
NESCO Utility	127.64	57.05	87.35	
WESCO Utility	123.67	71.29	57.91	
SOUTHCO Utility	202.54	137.47	88.94	
NESCO Utility	126.57	56.99	87.35	
SOUTHCO Utility	197.13	132.67	88.94	

- The normative transmission loss at EHT (3.0%) and normative wheeling loss for HT level (8%) are applicable for the year 2020-21.
- No additional surcharge over and above the Cross-Subsidy Surcharge needs to be given at present.
- No Cross-subsidy surcharge are payable by the consumers availing Renewable power.
- 20% Transmission & Wheeling charge is payable by the consumer drawing power from Renewable source excluding Co-generation & Bio mass power plant.

6.22 Status of Open Access

- (xiv) All the STOA applications for inter-State / intra-State Open Access have been processed by SLDC.
- (xv) In FY 2019-20, 1339 numbers of applications were received by SLDC for STOA/MTOA in Inter-State Transmission system. Consent has been accorded for 1334 numbers of applications and the remaining 5 numbers have been rejected / withdrawn by applicants.
- (xvi) Similarly, all the 839 nos. of intra-state STOA applications have been allowed.
- (xvii) Generally the status of the applications is conveyed to the applicant by SLDC within the stipulated time as per the Regulations.
- (xviii) There were two nos. of Intra-State long term Open Access consumers such as M/s ICCL and NALCO who have been availing Open Access in State Transmission System since OSEB days. Further, M/s. Bharat Electronics Ltd. (BEL) has been allowed for long term Open Access of 7.5 MW solar power.

6.2 ENGINEERING DIVISION

A. Major Activities of Engineering Section (FY 2019-20)

This Division provides vital technical input for grant, revocation, amendment or exemption from license. It monitors the performance of the utilities [i.e. Bulk Supply (Trading) Licensee, Transmission Licensee and Distribution Licensees] under various technical parameters, including license conditions and performance standards. Interruptions in Distribution System are measured in term of Interruption Reliability Indices (known as SAIFI, SAIDI and MAIFI), for which the Distribution Licensees submit their monthly, quarterly and annual performance report once in every monthly/quarter and a consolidated annual report in every financial year. This

division is also monitoring the installation of meters/smart meters, energy audit of feeders taking steps for setting up of common consumer call centre, implementation of common consumer indexing programme and franchisee operation in Odisha DISCOMs. This Division also looks into general complaints of technical nature affecting large areas / industrial / group of consumers.

1. Publication of Annual Guaranteed and Overall Performance Report

The Annual Guaranteed and Overall Performance report for the year 2018-19 were submitted by the DISCOMs. The consolidated Annual Guaranteed Performance report was published in the OERC website and Overall Performance report was published in daily newspapers and also in the OERC website. The Overall Standards of Performance of DISCOMs, as reported and furnished through affidavit for the year 2018-19 is placed as **ANNEXURE-I**.

2. Monitoring R&M

OPTCL has inherited from GRIDCO a considerable ageing transmission network. Continuous up-gradation and regular repairs and maintenance are required to keep the network in a safe and operational condition and to meet the growing requirements of DISCOMs' demand as well as to fulfill the Commission's and consumers' expectations on quality of supply, performance standards and availability of transmission network. As a result of this, the Commission, over the past several years, has been approving new transmission projects, augmentation of existing one, provision of SCADA, keeping spare transformers to meet contingencies, procurement of T&P, safety gadgets, testing kit etc. and also allowing a significant amount for R&M expenses for encouraging the Licensee to undertake regular & adequate maintenance. Timely maintenance of equipment can prolong the longevity of the equipments, reduce downtime and provide quality supply.

3. OPTCL has been directed to undertake the following key technological advancements for efficient transmission system.

- Integrated ERP system
- Procurement of T&P, safety gadgets, testing kits & numerical systems.
- Upgrading of ACSR conductors to HTLS conductor
- Upgradation and renovation of overloaded s/s and Provision of spare transformer.
- Replacement/repair of old & defective equipments
- Implementation of SCADA/EMS package and substation scheme (SAS).
- Gas Insulated sub-station (GIS).
- Underground cables & Digitisation of Bays.
- Introduction of automation in existing sub-stations, laying of Fiber optics cable & underground EHV cables, provision of digital tele-protection coupler in all 220 KV lines etc.
- Implementation of SAMAST (Scheduling, Accounting, Metering and settlement of Transaction in electricity) recommendations.

4. Project Approval

The Commission has directed OPTCL that DISCOMs are to be intimated well before the completion of any transmission project so that they should be prepared for receiving power from those and accordingly build their downstream distribution lines for evacuation of power. OPTCL should discuss with the DISCOMs before submission of transmission project for approval of OERC, so that the investment on s/s should be well justified and not be left idle due to non-completion of inter linking transmission/distribution lines. The equity infusion is required to be balanced and the assets so created should be utilized in a productive manner. The financing of CAPEX may be done at Debt: Equity ratio of 70:30 in line with OERC Regulations for Intra-State Transmission System. Further, OPTCL should have a proper, monitoring and execution mechanism in place and regularly monitor the progress of all its on-going projects to avoid in-ordinate delay. Projects approved by the Commission should be completed within the time schedule to avoid cost and time over-run.

5. **Transmission System Planning and Monitoring the operation of the transmission system**
OPTCL needs to ensure avoidance of under loading of lines and substations to minimize system losses. OPTCL must ensure thorough system studies so that no under loaded projects are taken up due to its economic un-viability. The proper system study should be conducted before proceeding for any network expansion plan. OPTCL shall prepare a plan for increasing automation and implementation of Smart grids in the system gradually.

The Commission directs that OPTCL shall continuously monitor the operation of the transmission system, prevent overloading by load diversion wherever possible and take up advanced practices for improving system loading of the existing network. Effective utilization of new lines and their impact on transmission loss need to be monitored on continuous basis along with loss reduction strategies.

6. **Energy Audit**

Energy audit is the back bone of Distribution Business. That is why, the Commission has been consistently pursuing the DISCOMs to establish a system for the above purpose. The main hurdles in conducting energy audit are due to non availability of meters. The DISCOMs have been directed to carry out Energy Audit on regular basis. The Commission has issued a protocol to carry out energy audit vide letter No.OERC-Eng-4/G-2010/130 Dtd 11.09.2017. As per the said protocol Energy Audit has to be carried out in four stages such as

- (i) Energy Audit between 33 kV to 11 kV
- (ii) Energy Audit from 11 kV feeder upto consumer
- (iii) Energy Audit from DTR to the consumer
- (iv) Energy Audit from 33 kV to 11 kV, DTR and upto the consumer

The DISCOMs are directed to continue with the present practice till implementation of 100% metering of consumers and DTRs of the system.

7. **Provision of Meters/Smart Meters**

As per the mandate in Electricity Act, 2003 in no case, the consumer should avail power supply without a correct meter. As reported, a large nos. of consumers in State are availing power supply either through defective meter or without any meter. Due to procurement of around 31 lakh meters by the licensees under different govt. schemes / own procurement, the Commission has directed to install the meters in the following priority to achieve optimum results.

- (a) New supply connection
- (b) Consumer without meter
- (c) Consumer with defective meter and
- (d) Consumer with electro-mechanical meter.

The Power utilities throughout the country are moving towards smart metering/digitisation/automation etc. in order to stay competitive and extend quality service to their consumers. Further, the Smart metering solution in the DISCOM system would eliminate human interface and thus it is the need of the hour. It will also help in implementation of Demand Side Management (DSM) and remote connection/disconnection of power supply. The Commission therefore is keeping track of the developments in the field of smart metering. The Commission has asked to take necessary steps for provision of smart meters in loss making divisions on Pilot basis.

8. **Implementation of a common consumer indexing**

Consumer indexing is the basis of conducting Energy Audit in distribution business. With an aim to give an identity to each of the elements (and attributes) in a distribution system, the Commission, with the suggestion of a committee involving DISCOM officials, had issued a protocol for Consumer Indexing in the state. A properly planned Consumer Indexing practice is necessary for the state in order to tag all the elements of a distribution system to a network path. The objectives behind Consumer Indexing are as follows:

- (i) To determine the loss in the identified / whole distribution network as a part of energy audit in the DISCOMs

- (ii) To identify a consumer with his connected network such as DTR, 11 KV Feeder, 33 KV Feeder and so on; thus enabling the DISCOMS to focus on elements responsible for high AT&C loss.
- (iii) To identify a particular asset of a DISCOM with its predecessors and successors thus helping in getting holistic picture of the network and managing its assets.
- (iv) Maintenance and planning through asset history management
- (v) Inventory planning resulting in lower down time
- (vi) Power pilferage detection
- (vii) Promoting feeder or DTR profit centre concepts.

9. **Monitoring quality of power in DISCOMs**

The Commission expects that with continuous monitoring, the system will revive and continue to give good service to the consumers. In order to extend quality & reliable power to the consumers of the state, distribution licensees are to comply the following recommendations:

- The DISCOMs should complete pole scheduling, consumer indexing, distribution network mapping linking with indexed consumer and also ensure that reliable & correct meters are installed at all points of consumption for the purpose of Energy Audit to identify revenue leakage.
- Pro-active action for disconnection of such consumers whose bills are not paid continuously (including Govt Connections).
- In order to have the capacity building of employees and officers as regards to enhancement of knowledge on evolving technologies and best practices being used by the other organizations, the licensees should impart training to its personnel to upgrade their skills to cope up with the changing needs.
- The Standard of Performance should be verified by a third party on behalf of licensee itself.
- The DISCOMs should ensure that the Standard of Performance in the OERC (Licensees' Standard of Performance) Regulation, 2004 are displayed prominently at all section offices and bill collection counters.
- The DISCOMs should establish centralised customer care centres at urban and suburban areas also.
- The DISCOM should fulfil their obligation of energy conservation and DSM activities under OERC (DSM) Regulation, 2011.

10. The Engg. Division in addition to other works took up the following other activities during the FY 2018-19:

a) **Publication of System Performance during FY 2018-19 of OPTCL**

The annual system performance of OPTCL for the year 2018-19 was submitted by SLDC, OPTCL on 23.10.2019 and cross checked with the data furnished by Gridco. The consolidated statement of system performance was examined and approved along with the observations by OERC on 13.01.2020 for publication.

The summery findings of Transmission and Bulk Supply Performance as submitted by OPTCL are as below:

- i) The annual peak demand of OPTCL was 5427 MW during 2018-19 as compared to 4515 MW during 2017-18.
- ii) GRIDCO had drawn 16262.08 MU from the State sector and 9780.376 MU from the Central sector and 226.238 MU as banking and IEX power import during 2018-19, whereas it had drawn 15591.80 MU, 10050.64 MU and 388.18 MU respectively from the State, Central sector and banking power during 2017-18.
- iii) During this period, OPTCL made addition of 63.468 Ckt km of 400 kV line, 24.044 Ckt km of 220 kV lines and 437.611 Ckt km of 132 kV lines. As on 01.04.2019, OPTCL is having total 1196.872 ckt. km of 400 KV lines, 5974.856 ckt. km of 220 KV lines and 6823.303 ckt km of 132 KV lines. There was capacity addition of 1 no

of 400 KV s/s., 2 nos. of 220 kV S/S, 7 nos. of 132/33 KV S/s. As on 01.04.2019, OPTCL is having 4 nos of 400 KV/s, 30 nos of 220 KV s/s and 114 nos of 132 KV s/s (including switching stations and switching stations for industries) totaling to 148 s/s in the transmission system.

- iv) During 2018-19, about 21.5 hours of load restriction was clamped on rotation basis to curtail demand due to non-availability of generation/failure of generating stations and no restriction was clamped due to non-availability of transmission capacity. Also, there was no rescheduling of generation on account of non-availability of transmission capacity.

b) Other important tasks carried out by the Engineering Division during 2018-19 include:

- i. Intra-state Transmission plan for the state of Odisha
- ii. Framing of OERC Distribution (Condition of Supply) Code, 2019
- iii. Annual System Performance of OPTCL.
- iv. Long Term Demand Forecast and Transmission Plan for the State of Orissa.
- v. CEA, CERC, FOR, Assembly Questions, Parliament Questions.
- vi. General Consumer Complaints.
- vii. Metering/Smart Metering and AMI for DISCOMs.
- viii. Monitoring of License Fees.
- ix. Technical visit to licensee area, S/S and Electrical Installation.
- x. Energy Conservation and DSM.
- xi. Issues related to roof top solar installation, Renewable Energy Certificate Mechanism, Operation of franchisees in DISCOMs.
- xii. Investment approval of the licensees.
- xiii. Inspection of GRF, Consumer Interface and Workshop in distribution licensees on various issues.
- xiv. Imparting of training to DISCOM officials on Supply Code, 2019 at OERC.
- xv. Formulation of OERC (Compensation to Victims on Electrical Accidents) Regulation.

B. Major Activities of IT section (FY 2019-20)

1. Procurement of IT Equipments and Services

- (a) The Commission invited bids from companies having presence in Odisha and experience in the field of software development, design and implementation, to modify, maintain and host Web Portal for OERC, Bhubaneswar (www.orierc.org) for a period of 2 years. In response to our RFP, four number of bids were received from different companies, which are: (i) M/s. Abstech Services (P) Ltd, (ii) M/s. Addsoft Technologies (P) Ltd., (iii) M/s. Luminous Infoways Pvt. Ltd. & (iv) M/s. Tatwa Technologies Ltd. As a part of the technical evaluation, the bidders were asked to make presentation before the selection committee highlighting the capabilities of their company to undertake this work, quality of persons to be engaged for the work, past experience in the relevant fields like website development & working on Oracle platform and their approach & methodology for executing the work.

The selection committee scrutinized the bids and evaluated them considering their presentation and documents submitted. The evaluation was based on both technical parameters and financial parameters on QCBS system assigning 70% weightage to technical score and 30% weightage to financial score. On the basis of such evaluation, the work, **“Modification, Maintenance and Hosting of Web Portal for OERC, Bhubaneswar for a period of 2 years”** was awarded to the company / service provider getting the highest score i.e. **M/s Luminous Infoways Pvt. Ltd., Bhubaneswar at a total cost of (Rs.4,70,000/- + Rs.84,600/- (GST)) Rs.5,54,600/-** (Rupees Five Lakh Fifty-four Thousand Six Hundred only).

- (b) Video Conferencing system **was** implemented at OERC which enabled the Commission to interact and discuss with the licensees online. An internet connection of 10 Mbps was taken from PGCIL for installing RVDU (Remote Video Display Unit) terminal of SLDC at OERC which will enable online viewing of SLDC (State Load Dispatch Centre) data in real time.

2. Advising Commission & Utilities on IT Projects

IT section advised the Commission and also, the utilities in the matters of information and communication technologies especially on Smart Grid, Consumer Indexing and Enterprise Resource Planning (ERP).

Smart Meter implementation in the DISCOMs of Odisha

The power utilities throughout the country are moving towards smart metering/ Advanced Metering Infrastructure (AMI) in order to stay competitive, extend quality service to their consumers and facilitate renewable integration. Some of the distribution licensees in the country have already initiated smart grid pilot projects primarily to demonstrate new technological options and its effective operations. In this connection, as per the decision of the Commission, a Task Force headed by Sri B. P. Mohapatra, Director (F), GRIDCO with the following members and observers was constituted on the Smart Meter implementation in the DISCOMs of Odisha.

- | | |
|---|----------------------|
| 1. Sri B. P. Mohapatra, Director(F), GRIDCO | – Head of Task Force |
| 2. Sri T. B. Mishra, COO, WESCO Utility | – Member |
| 3. Sri P. Swain, Sr. G.M.(IT), CESU | – Member |
| 4. Sri G. K. Chakrabarty, G.M.(Elect.), CESU | – Member |
| 5. Sri S. P. Mallick, Sr. G.M.(Elect.), NESCO Utility | – Member |
| 6. Sri J. C. Panda, Sr. G.M.(Elect.), SOUTHCO Utility | – Member |
| 7. Sri J.C. Mohanty, Jt. Director (IT), OERC | – Observer |
| 8. Sri S.P. Mishra, Jt. Director (Engg.), OERC | – Observer |

The Terms of Reference of the Task Force is as below:

1. To identify the areas for Smart Metering implementation in DISCOMs.
2. To collect and study the information on Smart Metering projects in operation elsewhere in India.
3. To finalise the requirements of key functionalities in the Smart Meters and the associated systems in the Advanced Metering Infrastructure.
4. To suggest the cost recovery plan and appropriate business model for the DISCOMs in the State.

In pursuance to the decision of the OERC, the task force after visiting and studying the latest developments on smart metering projects in operation elsewhere in India and analysing the ground realities in the DISCOMs of Odisha recommended the roadmap for implementing smart metering in the following paragraphs.

Roadmap

i) Formation of a Dedicated Cell for smart metering Implementation

COO / AO of the DISCOM shall drive this initiative of implementing Smart Metering Project implementation. A dedicated Cell for Smart Metering (CSM)) headed by an officer in the rank of GM or above, may be created in each DISCOM for implementing the Smart Metering Project. The cell will have personnel from Technical, Commercial, MRT and IT wings of the DISCOM and will be responsible for all the stages of the project: (a) Planning, (b) Environment Management (c) Selection of Project Management Consultant (PMC), (d) Selection of System Integrator, (e) Project implementation for 2 years and maintenance of the project for 8Years.

The CSM (Cell for Smart Metering) will coordinate with System Integrator and the PMC for the project and will report periodically to COO/AO of the DISCOM.

ii) Selection of Project Management Consultant (PMC)

Before implementation of the project, the requirement of a competent Project Management Consultant (PMC) is utmost important particularly in such kind of projects. The PMC for the project shall be selected through two part single envelope bidding system. The selection of successful PMC shall be done through QCBS methodology based on their domain knowledge and experience in handling similar projects. The PMC in association with CSM shall survey the Division/ Sub Divisions where Smart Metering project is decided to be implemented. The PMC will prepare the design, drawing, technical specification and prepare the DPR and bidding document for floating the tender for participation by prospective System Integrator. They will also assist DISCOM in selection of the SI and will be involved during implementation of the project.

iii) **Environment Management**

This being a new concept, with which neither the employees nor the consumers are familiar, may face resistances in its introduction and needs an effective change management. Keeping this in view, several meetings with different stake holders of the society may be conducted to implant the idea of smart metering and how it is beneficial to the consumers. Parallel activities like seminars, conferences and workshops inviting media representatives may be conducted to spread the positive aspects of such metering. It would be prudent to install the smart meters along with the existing general meters on sample basis in certain locations to create awareness and instill confidence amongst consumers. They may be informed about the additional advantages of smart meters over the existing meters to take them on board before popularising the Smart Meters. A mobile testing van may be engaged for six months from the date of final installation of meter in an area for testing of Smart Meters at consumers place for instilling confidence in the consumers.

iv) **Implementation period**

Capex

To start with, the implementation period covering Selection of PMC, selection of SI and actual implementation is expected to be 24 month (2 Years)

Timeframe:

Sl. No.	Activity	Time Required in Months
1	Selection of System Implementer / System Integrator	4
2	Planning and Procurement Phase	5
3	Environment Management Phase	6
4	Implementation Phase (450 Meters per day in an average)	9

TOTAL = 24

For Opex - Operation and Maintenance = 96 months (8 Years)

v) **Implementation:**

The installation of Smart Meters and implementation of Smart Metering System shall be done by System Integrator. The installation will include dismantling of old meter, installation of new smart meter, submission of data/ information/ meter reading/ photographs of old & new meters. During their visits to places with large scale Smart Metering System installation, the Task Force learnt that the major problem faced in implementing such projects was the acceptance of the new system by the consumers. Therefore, message should spread that the Smart Meter is similar to existing meter with certain additional functionalities, beneficial to the consumers in long run. **No extra meter rent should be levied on the consumer on this account.** However the system should be implemented phase wise to gain acceptability among the consumers and employees. In the first phase, it should be implemented in Urban/Semi Urban areas with high RPU and moderate AT&C loss so that it will be cost effective. Later, it may be extended to other areas depending upon the success and experience achieved in the first phase.

The smart features in the Meter Data Management System (MDMS) should be used to detect the abnormal pattern of consumption on an hourly basis and take corrective measures.

Moreover, the data from MDMS will help in network planning & analysis, load analysis/forecasting, peak load management, outage management, demand side management etc.

The progress of the Implementation of Smart Metering System may be reviewed once in three months by a Monitoring Committee constituted by the Commission.

3. Review of Restructured Accelerated Power Development and Reforms Programme (R-APDRP) Work of CESU

R-APDRP work at CESU has two parts:- (i) Part-A & (ii) Part(B). Part-A entails IT implementation in 12 towns under CESU and SCADA/ DMS (Supervisory Control & Data Acquisition System/ Distribution Management System) implementation in only Bhubaneswar & Cuttack for a total project cost of Rs.159.74 crore. Part-B involves system strengthening works like addition / upgradation of sub-stations, transformers, lines etc. across twelve towns of CESU including Bhubaneswar & Cuttack for a total cost of Rs.248.12 crore. IT section reviewed the aforesaid works continuously and brought out the critical issues before the CESU management for taking timely action so that the whole project would get completed in time.

4. Review of Integrated Power Development Scheme (IPDS) Work

One of the flagship programmes of the Ministry of Power, IPDS will aim at strengthening of sub-transmission network, and also be involved in metering, IT application, customer care Services, provisioning of solar panels, and the completion of the ongoing works of Restructured Accelerated Power Development and completion of the Reforms Programme (RAPDRP).

The IPDS (or IT Phase-II) program for three Discoms (NESCO, SOUTHCO & WESCO) involves establishment of Data Centre & Customer Care Centre and implementation of MBC (Meter Billing & Collection) and ERP (Enterprise Resource Planning) Systems for 84 towns under these three Discoms. The total outlay for this project is Rs.276.22 cr and the timeline for complete implementation is 24 months with FMS (Facility Management Services) for 60 months after that. Out of Rs.276.22 cr., the capex part is Rs.160.41 cr and the opex part (FMS cost) is Rs.115.81 cr. This project has been awarded to the consortium of M/s Fluentgrid Ltd. and M/s Bosch Engg. & Business Solutions Pvt. Ltd. The funding for this project will be shared by GoI & GoO with 60% and 40% contribution respectively.

5. Entry/Updation/Maintenance of Data in Case Tracking System

IT section made the entry / updation of details related to the cases including the orders on regular basis. The uploading of the data maintained in the local server was effected every day to our website making the data about the cases available to the public. MIS reports for pending cases, final cases and cases whose hearing are concluded and order reserved were provided to RA (Regulatory Affairs) division for taking necessary action at their end.

6. Entry/Updation/Maintenance of Data in Web-based GRF System

The web-based System on GRF Orders gets the case orders in soft form from 12 GRFs across Odisha every week and these are processed, formatted and entered into the system for enabling the users to view /query the orders on the basis of various parameters like category of complaint, regulation & clause involved, divisions, period etc. Presently, all the orders from January 2014 are available on the website of OERC i.e. www.orierc.org.

This system provides useful and detailed information about the cases which have been disposed of by twelve no. of GRFs in Odisha.

7. Entry/Updation/Maintenance of Data in Web-based System on Orders of SC (Supreme Court) and ATE (Appellate Tribunal on Electricity)

This system allows users to view / download abstract of orders of SC and ATE on the basis of keywords. For example, on choosing 'Cross Subsidy' as the keyword, the relevant orders of SC and/or ATE are displayed. The user can view / download the abstract of the order. This system is available in the OERC's website under the heading, 'Cases' and is updated by IT section.

8. Entry/Updation/Maintenance of Data in Web-based System on Consumer Grievance Report

This system allows users to view / download report on 'consumer grievances' on the basis of the consumer name and / or the period in which the consumer complaint was filed in OERC. This

system is available in the OERC's website under the heading, 'Consumers' and updated on a monthly basis.

9. Maintenance of Database, Hardware and Software

a) Maintenance of Database entailed the following activities

- System data transfer from Excel/ Other Formats to text
- Converting Data to Oracle format
- Exporting data from Local Server
- Importing & configuring Data in Web Server
- Regular backup of
 - RIMS (Regulatory Information Management System)
 - Savior System (Attendance Recording System)
 - CTS (Case Tracking System)
 - GRF Orders System

b) Hardware Maintenance involved the following activities

- Solving Computer Booting/Shutdown/Hang problems
- Resolving Network problems
- Installation of Biometric Attendance Recording System
- Fixing of Printer and Monitor related problems
- Maintenance of Oracle Server, Internet Server, Switch, HUB, Modem, CCTV, Mail Server, etc.

c) Software Maintenance entailed the following activities

- Installation of software including Operating System and Application software
- Up gradation of software including anti-virus
- Maintenance of software & data in Attendance Recording System

10. Managing OERC Pension Fund Trusts

The Group Superannuation Cash Accumulation (GSCA) Plan and Group Leave Encashment Scheme (GLES) of the LIC of India have been adopted by OERC for its employees. As per the actuarial estimation made by LIC towards superannuation of employees of OERC, a sum of Rs.3.96 crore was transferred to GSCA fund of LIC in FY 2019-20. The balance of that fund at the end of the FY 2019-20 stood at Rs.11.55 crore. The GLES fund, at the end of FY 2019-20, has a balance of Rs.1.17 crore.

11. ACTIVITIES OF THE REGULATORY AFFAIRS DIVISION DURING FY 2019 -20

The Regulatory Affairs Division deals with all legal matters pertaining to the functions of the Commission. It also scrutinizes applications / replies/objections filed before the Commission, rendering necessary legal advice on various matters. The Division engages Advocates for representing the Commission in various Courts, Fora and Tribunals including liaisoning with legal counsels. It is also involved in drafting and vetting of Regulations, Tariff Orders, practice directions, notifications; maintaining relevant legal information, participating in Commission's proceedings.

1. Sale of DISCOMs

The Commission had notified RFP for sale of CESU in the month of November, 2017. Price Waterhouse Coopers had been engaged as Transaction Advisor for the sale process. The Commission had received two bids on this account. The Commission had constituted an Evaluation Committee of Experts with Principal Secretary, Department of Energy, GoO as its Chairman and Secretary OERC as member Convenor. Meeting of the Evaluation Committee was held on 12.06.2019, 07.08.2019, 16.08.2019, 12.09.2019, 11.11.2019 and 13.11.2019. The Commission had also conducted a meeting comprising stakeholders i.e. CMD, GRIDCO, Principal Secretary, Energy and CEO, CESU on 04.01.2020 regarding further steps to be taken by the stakeholders for operationalising the transaction structure for sale of CESU. Letter of Intent was issued to the successful bidder i.e. TPCL on 17.12.2019 which was accepted by the TPCL on 02.01.2020. Department of Energy, Government of Odisha was requested on

21.01.2020 to convey its decision to hold 49% of the equity in the shell company to be incorporated for taking over the CESU distribution license on behalf of the Government of Odisha. On 17.02.2020 Government of Odisha had informed OERC that 49% of equity of the operating company shall be held by GRIDCO on behalf Government of Odisha. The TPCL in terms of the RFP conditions deposited the Performance guarantee (Rs.150 crores) and paid the amount towards 51% equity share capital (Rs.178.50 crores) vide its letter 16.03.2020 with OERC. The Commission finalized the agreements such as Shareholder's Agreement, Share Acquisition Agreement and Bulk Supply Agreement and sent them to GRIDCO on 12.03.2020 for execution with TPCODL.

After the revocation license, the Commission initiated the process for the sale of WESCO, SOUTHCO and NESCO Utilities of the licensee under Section 20 of Electricity Act, 2003. CRISIL was engaged as the Transaction advisor to assist the commission in sale of the Utilities WESCO and SOUTHCO. Deloitte was appointed as the Transaction Advisor for the sale of NESCO Utility. Commission invited bids by issuing notice in the newspapers and began the sale of RFP documents during November 2019 for WESCO and SOUTHCO. The Commission also conducted the pre bid meeting of the investors who purchased the RFP document in the month of January, 2020. Based on the inputs received from the intending bidders the revised RFP was notified for sale subsequently. The last date of sale of RFP document was 21.03.2020 for WESCO and SOUTHCO.

2. **Case matters before the High Court/Supreme Court/ATE (During FY 2019-20)**

During the year 2019-20 the Commission had receive notices in 28 nos. of cases from the Hon'ble High Court of Orissa, Cuttack. The Commission also received notices in 5 no. of appeals from the Appellate Tribunal for Electricity (ATE), New Delhi and no notice was received from the Hon'ble Supreme Court of India.

The Commission had engaged Shri Rutwik Panda, Advocate- on- Record and considering importance of the matter on case to case basis has engaged Shri P. Ramesh Bhatt, Sr. Advocate, Sri Prasanto Sen, Sr. Advocate , Shri G.Umapathy, Sr. Advocate, Sri Sanjay Sen, Sr. Advocate and Sri Sekhar Naphede, Sr. Counsel in Supreme Court of India/ Appellate Tribunal for Electricity, New Delhi as its Legal Counsels and Shri Biswajit Mohapatra, Advocate as its Legal Counsel to represent the cases on behalf of the Commission before the Hon'ble High Court of Orissa.

3. **Status Regulations Framed under Electricity Act, 2003 by OERC**

Consequent upon implementation of the Electricity Act, 2003, the Odisha Electricity Regulatory Commission has framed a number of Regulations which are shown in the Table below:

Sl No.	Name of the Regulations	Odisha Notification Date	Published in Orissa Gazette No. and Date
1.	OERC (Conditions of Supply) Code, 2004.	21 st May, 2004	28 th May, 2004
2.	OERC (Licensees Standards of Performance) Regulations, 2004.	21 st May, 2004	28 th May, 2004
3.	OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2004.	5 th April, 2004	17 th May, 2004
4.	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004.	9 th June, 2004	10 th June, 2004
5.	OERC (Procedure for filing appeal before the Appellate Authority) Regulations, 2004.	21 st May, 2004	28 th May, 2004
6.	OERC (State Advisory Committee) Regulations, 2004.	21 st May, 2004	28 th May, 2004
7.	OERC (Conduct of Business) Regulations, 2004.	21 st May, 2004	28 th May, 2004
8.	OERC (Terms and Conditions for Open Access) Regulations, 2005.	6 th June, 2005	21 st June, 2005

Sl No.	Name of the Regulations	Odisha Notification Date	Published in Orissa Gazette No. and Date
9.	OERC (Determination of Open Access Charges) Regulations, 2006	6 th June, 2006	18 th July, 2006
10.	Odisha Grid Code Regulation, 2006	-	14 th June, 2006
11.	OERC (Intra-State ABT) Regulations, 2007	17 th Dec., 2007	14 th Feb., 2008
12.	OERC(Fees and Charges of State Load Despatch Centre and other related matters) Regulation, 2010	6 th June, 2010	18 th November, 2010
13.	OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulation, 2010	30 th Sept., 2010	14 th Dec., 2010
14.	OERC (Demand Side Management) Regulation, 2011	20 th August, 2011	16 th Nov., 2011
15	OERC (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2014	14 th Nov,2014	20 th Dec,2014
16	OERC (Terms and Conditions for Determination of Generation Tariff) Regulations, 2013	8 th Sept,2014	10 th Oct,2014
17	OERC (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2014	21 st Oct,2014	4 th Dec.2014
18	OERC (Procurement of Energy from Renewable Sources and its Compliance) Regulations, 2015	1 st Aug. 2015	10 th Sep., 2015
19	Odisha Grid Code (OGC) Regulations, 2015	11 th Aug., 2015	21 st Dec., 2015
20	Odisha Electricity Regulatory Commission (Mini-Grid Renewable Energy Generation and Supply) Regulations, 2019	10th June, 2019	29 th July, 2019
21	Gazette Notification of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019	27th August, 2019	11th October 2019

The above Regulations are available in the commission's website –www.orierc.org.

4. **Proceedings before the Commission**

The Regulatory Affairs Division examines and scrutinizes petitions/ replies/ objections filed before the Commission.

The Division advises and renders legal opinion on matters referred to it by the Engineering, Tariff, Secretarial and Administrative Divisions.

84 no. of Cases were registered and 81 no. of Cases were disposed of by the OERC during the period from 01.04.2019 to 31.03.2020 including 10 nos. of cases of Tariff matters for FY 2020-21.

Important Orders passed during 1st April, 2019 to 31st March, 2020

Sl. No.	CASE No.	Date of Final Order	PETITIONER	SUBJECT
1	26/2016	09/APR/2019	SATGURU METALS & POWER PVT. LTD.	An application u/S. 42 (2),(3) &(4) of the EA, 2003 read with regulations made there under for adjudication of disputes regarding grant of non-discriminatory open access for procurement of 4 MW power from power exchange.
2	50/2016	09/APR/2019	SANJAY KUMAR TRIPATHY	An application under S.142 of the Electricity Act, 2003 for non-compliance of Order dated 22.08.2015 of the Commission passed in Case No.81 of 2014.
3	55/2016	25/FEB/2020	OPTCL	u/S 16 of the EA, 2003 read with Reg. 13(1) of the OERC (T& C for Open

				Access) Reg., 2005, Reg.4 of OERC (Deter. of Open Access Charges) Reg., 2006 and Reg. 9(1) &76 of the OERC (Conduct of Business) Reg., 2004 and also in accordance with Order dt 05.11.2015 of the CERC in Petition No.197/MP/2015.
4	59/2016	09/APR/2019	GRIDCO	An application under S. 86 (1) (f) of the Electricity Act, 2003 read with Regulations 9 (1) & 76 of the OERC (Conduct of Business) Regulations, 2004
5	74/2016	23/JUL/2019	GREEN ENERGY ASSOCIATION	U/S.142 of the EA, 2003 read with Reg.s 7 (1) & (2) of the OERC (Renewable Purchase Obligation and its Compliance) Reg.s, 2010 for non-compliance of Order dated 11.08.2015 of the Commission passed in Case No. 54/2014.
6	75/2016	23/JUL/2019	GREEN ENERGY ASSOCIATION	U/S.142 of the EA, 2003 read with Reg.s 7 (1) & (2) of the OERC (Renewable Purchase Obligation and its Compliance) Reg.s, 2010 for non-compliance of Order dated 11.08.2015 of the Commission passed in Case No. 54/2014.
7	01/2017	04/JUN/2019	GRIDCO	U/s. 86 of the EA,2003 read with Reg. Sec. 21 of the OER Act,1995 and other enabling provisions seeking approval of the PPA dtd. 05.01.11 and the Supplementary Agreement dtd. 23.07.13
8	18/2017	09/APR/2019	OPTCL	An application under Chapter 3 of Odisha Grid Code (OGC) Reg.,2015 read with Clause 16 of its Licence conditions for seeking approval of the Intra-State Transmission Plan for the State of Odisha for the balance period of 13th plan (2019-20 to 2021- 22).
9	26/2017	09/APR/2019	ARATI STEELS LTD.	An application under Section 142 of the Electricity Act, 2003 for non-implementation of Order dated 09.06.2015 of the Commission passed in Case Nos.28,29,107 &108 of 2010.
10	27/2017	06/JUN/2019	ARATI STEELS LTD.	An application under Section 142 of the Electricity Act, 2003 for non-implementation of Order dated 29.12.2018 of the Commission passed in Case No.26 of 2015.
11	31/2017	09/APR/2019	GRIDCO	An application under Section 86 of the EA, 2003 and other enabling provisions for seeking approval of PPA executed with M/s. Indravati Power Pvt. Ltd. for procurement of power from their upcoming 2 MW Indravati-1 & 1.5 MW Indravati-II small hydro electric projects on Indravati.
12	48/2017	09/JUL/2019	BHUSAN POWER & STEEL LTD.	An application under Section 86 (1) (f) & Section 142 of the Electricity Act, 2003 seeking direction of the Commission to GRIDCO Limited for compliance of the order dated 29.12.2015 in Case No. 26 of 2015.
13	54/2017	09/APR/2019	SUBASH CHANDRA ACHARYA	An application under Section 142 of the Electricity Act, 2003 for non-implementation of order dated 08.03.2017 of the Ombudsman-I passed in C.R. Case No. 58 of 2016.
14	58/2017	09/APR/2019	OCL INDIA LIMITED	An application under Sections 86 (1) (e)

				of the Electricity Act, 2003 read with Regulation 4.1 of the OERC (Procurement of Energy from Renewable Sources and its Compliance) Regulations, 2015.
15	62/2017	09/APR/2019	DIRECTOR (TARIFF)	Suo-motu proceeding on the consultive paper on pricing of surplus power from CGPs to be purchased by GRIDCO Ltd.
16	64/2017	04/JUN/2019	JINDAL THERMAL POWER LTD.	U/s 62 , Sec. 86(1)(b) and Sec. 86(1)(f) of Electricity Act, 2003
17	71/2017	09/APR/2019	PRINIK STEELS PVT. LTD	An application under S.142 of the EA, 2003 for non-implementation of Order dated 18.02.2017 of the Commission passed in Case No. 74/2007 and also Order dated 05.11.2007 of the Ombudsman(CZ) passed in C.R.Case No.OM(CZ)-60 of 2007.
18	88/2017	25/SEP/2019	RAIL VIKASH LTD.	An application u/S. 142 of the Electricity Act, 2003 for violation of CEA (Measures relating to safety and electric supply) 2010 made under S.177 of the Electricity Act, 2003.
19	89/2017	09/APR/2019	CONFEDERATION OF C.P.P,ORISSA	An application under Sections 61, 66, 86 (1) (e) & 181 of the EA, 2003 read with OERC (Procurement of Energy from Renewable Sources and its Compliance) Regulations, 2015 for carry forward of the compliance requirement to next financial year 2018-19
20	90/2017	03/JUL/2019	BAITARINI POWER PROJECT PVT. LTD.	An application under Sections 86 of the EA, 2003 relating to confirmation regarding tariff applicable in respect of Renewable Energy Power Projects including small hydro projects for the third control period commencing from the FY 2018-19 as SHEP.
21	02/2018	01/JUN/2019	MANIKARAN POWER LTD	An application for seeking reference of the dispute between the applicant and M/s. Vedanta Ltd. for Arbitration & appointment of an Arbitrator as the transaction in question i.e. sale-purchase of power is within the State of Odisha.
22	03/2018	09/APR/2019	PROJECT DEVELOPMENT CONSULTANTS	An application under S.86(1)(e),(h), (2) (ii)& (iv) of the EA,2003 seeking direction/advice of the Commission to the State Govt. for promotion of investment in electricity industry, generation, transmission, distribution etc.
23	12/2018	09/APR/2019	NESCO	An application under S.94 (1) (f) of the EA, 2003 read with Reg. 70 (1) of the OERC (Conduct of Business) Regulations, 2004 for review of Order dated 26.02.2018 of the Commission passed in Case Nos. 12 & 14 of 2015.
24	16/2018	09/APR/2019	MAHAVIR FERRO ALLOYS PVT. LTD.	An application u/S. 86 (1) (f) of the Electricity Act, 2003 for adjudication of dispute for non-payment of dues relating to supply of power from its 12 MW CGP at Kalunga Industrial Estate, Kalunga to GRIDCO Ltd.
25	18/2018	20/JUL/2019	MAA GADA CHANDI STONE CRUSHER	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 30.06.2015 of the Appellate Authority, Bhadrak passed in Case No.AAC/08 of 2014-15.

26	26/2018	09/APR/2019	JINDAL STAINLESS LTD.	An application under S. 142 & 146 of the Electricity Act, 2003 for non-compliance of the directions of the Commission passed in Case Nos. 12 & 14 of 2015.
27	28/2018	09/APR/2019	MAHAVIR FERRO ALLOYS PVT. LTD.	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 05.02.2018 of the Commission passed in Case No.44 of 2016.
28	29/2018	09/APR/2019	VIVACITY RENEWABLE ENERGY(P) LTD.	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 05.02.2018 of the Commission passed in Case No.45 of 2016.
29	40/2018	09/APR/2019	NESCO	An application under S Section 94 (1) (f) of the EA, 2003 read with Reg.70 (1) of the OERC (Conduct of Business) Reg., 2004 for review of order dated 22.03.2018 of the Commission passed in Case No. 79/2017 regarding approval of ARR & Wheeling & Retail Supply Tariff for FY 2018-19.
30	41/2018	09/APR/2019	WESCO	An application under S Section 94 (1) (f) of the EA, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Reg., 2004 for review of order dated 22.03.2018 of the Commission passed in Case No. 80/2017 regarding approval of ARR & Wheeling & Retail Supply Tariff for FY 2018-19.
31	42/2018	09/APR/2019	SOUTHCO	An application under S Section 94 (1) (f) of the EA, 2003 read with Regulation 70 (1) of the OERC (Conduct of Business) Reg., 2004 for review of order dtd 22.03.2018 of the Commission passed in Case No. 81/2017 regarding approval of ARR & Wheeling & Retail Supply Tariff for FY 2018-19.
32	45/2018	29/OCT/2019	RASHMI INDUSTRIES	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 04.05.2018 of the Ombudsman-I passed in C.R. Case No.182 of 2017.
33	48/2018	09/APR/2019	ARYAN ISPAT & POWER PVT. LTD.	An application under S. 86(1)(f) of the Electricity Act, 2003 for resolution of dispute towards claim of cross-subsidy surcharge for non maintaining CGP status during financial year 2015-16 and 2016-17.
34	51/2018	28/MAY/2019	SMT. SOVAMANI PANDA	An application under S.142 of the Electricity Act, 2003 for mis-utilisation of Section 126 of the Electricity Act, 2003.
35	52/2018	17/MAY/2019	BALJIT KAUR RAYET	An application under S.142 of the Electricity Act, 2003 for non-implementation of of order dated 16.10.2017 of the Ombudsman-I passed in C.R. Case No.124 of 2017.
36	55/2018	05/FEB/2020	GEDCOL	An application under the Guidelines for Tariff Based Competitive Bidding Process for procurement of power from Grid connected Solar PV Power Projects issued by MoP, GoI under Section 63 of the Electricity Act, 2003 seeking deviations from the aforementioned guidelines.

37	56/2018	06/JUN/2019	RAYET ENGINEERING	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 01.12.2017 of the Ombudsman-I passed in C.R. Case No.152 of 2017.
38	57/2018	03/JUL/2019	ES ENGINEERING	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 21.09.2017 of the Ombudsman-I passed in C.R. Case No.122 of 2017.
39	59/2018	04/DEC/2019	BHARAT PETROL PUMP	An application u/s. 142 against the Executive Engineer (Elect.),UED, Udala, Mayurbhanj for non-compliance of the Order dated 25.04.2018 of the Ombudsman-II passed in Consumer representation Case No. 63/2017.
40	63/2018	09/APR/2019	GRIDCO	An application under S. 86 of the EA, 2003 read with S.21 of the OER Act,1995 along with other enabling provisions for approval of the Revised PPA , Supplementary PPA along with Amendment No.1 to the above Supplementary PPA executed between GRIDCO Ltd. and GMR Kamalanga Energy Ltd.
41	65/2018	09/APR/2019	HINDALCO INDUSTRIES LTD	Seeking permission to purchase additional solar REC due to non-availability of non-solar REC for FY 2018-19.
42	66/2018	06/JUN/2019	SARAT KUMAR JENA	An application u/S.142 of the Electricity Act, 2003 for non-implementation of order dated 12.09.2018 of the Ombudsman-I passed in C.R. Case No.77 of 2018.
43	82/2018	20/DEC/2019	OREDA	An application u/S. 86(1)(a) of the EA, 2003 for determination of FEED-IN-Tariff for sale of solar power to GRIDCO/ DISCOMs by farmers/ Co-operatives/ panchayats/ other developers who would set up Decentralized Ground Mounted Grid Connected Solar Power Plants.
44	83/2018	17/MAY/2019	MAA SAMALESWARI FOOD PRODUCT	An application under S.142 of the Electricity Act, 2003 for non-implementation of order dated 02.11.2018 of the Appellate Authority, Sambalpur passed in Case No.AFO No.01.2017.
45	84/2018	17/MAY/2019	VEDANTA LIMITED	An application for relaxation of supply power at both 220KV & 400KV network of OPTCL at Budhipadar and Lapanga simultaneously for a period of minimum six months and for maximum for twelve months after switching ON the ICT breaker.
46	02/2019	20/DEC/2019	SURYAMANI MISHRA	An application under S.142 of the Electricity Act, 2003 for non-compliance of order dated 17.02.2018 of the GRF,Balasure passed in C.C.Case No. 15 of 2018.
47	03/2019	16/AUG/2019	ORISSA POWER GENERATION CORPORATION	An application under Ss.61, 62 & 86 of the Electricity Act, 2003 for approval of capital cost and tariff determination for Units- 3 & 4 (2x660 MW) for anticipated CoD to 31st March, 2019.
48	04/2019	26/AUG/2019	UMESH CHANDRA CHINARA	An application under Ss. 142& 146 of the

				Electricity Act, 2003 for non-implementation of order dated 26.12.2017 of the Ombudsman-I passed in C.R. Case No.167 of 2017.
49	05/2019	29/JUL/2019	CESU	An application under S. 142 of the Electricity Act, 2003 for non-implementation of order dated 27.06.2015 of the Commission passed in Case No.69 of 2013.
50	06/2019	19/AUG/2019	CESU	An application under S. 142 of the Electricity Act, 2003 for non-implementation of order dated 27.06.2015 of the Commission passed in Case No.70 of 2013.
51	08/2019	31/OCT/2019	POOJA SPONGE PVT. LTD	An application under S.142 & 146 of the Electricity Act, 2003 for violation of tariff order of the Commission for the FY 2018-19 passed in Case Nos. 79, 80, 81 & 82 of 2017
52	09/2019	31/OCT/2019	BEE PEE ROLLERS PVT. LTD	An application under S.142 & 146 of the Electricity Act, 2003 for violation of tariff order of the Commission for the FY 2018-19 passed in Case Nos. 79, 80, 81 & 82 of 2017.
53	10/2019	14/AUG/2019	PRIMEVAL RENEWABLE PROJECTS PVT LTD	An application u/S. 86 (1) (b) (e) and (f) of the EA, 2003 read with Reg. 2 (f) and (10) of the OERC (Conduct of Business) Regs, 2004 seeking appropriate directions of the Commission for claiming benefits of the excess power injected from its solar power plant of 2.2 MWp and 1.1 MWp.
54	11/2019	05/NOV/2019	OPTCL	An application for incompliance with Regulation 7 of the OERC (Terms and Conditions for Determination of Transmission Tariff) Regulations,2014 for truing up exercise for FY 2017-18 for consideration of the cumulative shortfall amount of Rs.177.75 Cr.
55	14/2019	07/AUG/2019	BHARAT BHUSAN DEO	Application under S. 142 of the Electricity Act, 2003 for non-implementation of order dated 18.09.2018 of the Appellate Authority-cum-S.E.cum-E.I., Bhadrak passed in Case No.AAC No.01/2016.
56	16/2019	17/DEC/2019	GEDCOL	An application u/S.86 (1) (e), 181 of the EA, 2003 read with Regulation, 76 of the OERC (Conduct of Business) Regulations, 2004 seeking formulation of Regulatory framework for gross metering based solar PV roof top projects.
57	20/2019	31/OCT/2019	HINDALCO INDUSTRIES LTD	Seeking permission to transmit own CGP power to its own FRP Plants capacity from 367.5 MW to 467.5 MW at Hirakud, Sambalpur.
58	21/2019	23/JUL/2019	NALCO	An application under S. 86 (1) (k) of the EA, 2003 read with Reg.112 of OERC Distribution (Conditions of Supply) Code,2004 for supply of power at 132 KV network for a period of two months after switching over power supply to 220KV transmission line from Laxmipur Sub-station to NALCO M&R Complex.
59	23/2019	19/AUG/2019	RUPESH DOSHI	Application under S. 142 of the Electricity Act, 2003 for non-implementation of Order dated 07.1.2019 & 01.12.2018 of

				the Ombudsman-I passed in C.R.Case Nos.105 & 106 of 2018.
60	24/2019	14/AUG/2019	RAJA-1 FLYASH BRICKS	Application under S. 142 of the Electricity Act, 2003 for contravention of the provisions of Regulation 64 of the OERC Distribution (Conditions of Supply) Code, 2004.
61	25/2019	29/OCT/2019	SUBASH CHANDRA ACHRYA	Application under S. 142 of the Electricity Act, 2003 for non-implementation of order dated 31.01.2019 of the Ombudsman-I passed in C.R.Case No.01/2019.
62	26/2019	14/AUG/2019	RAJA FLYASH BRICKS	Application under S. 142 of the Electricity Act, 2003 for contravention of the provisions of Regulation 64 of the OERC Distribution (Conditions of Supply) Code, 2004.
63	32/2019	07/NOV/2019	GRIDCO	Seeking approval of the Power Purchase Agreement (PPA) executed between GRIDCO and M/s. Aditya Birla Renewable Ltd. for procurement of 75MW Solar power from their Solar PV power Project to be commissioned in Odisha
64	33/2019	19/AUG/2019	GAYATRI AGRO OIL& FOOD PRODUCTS	Application under S. 142&146 of the Electricity Act, 2003 for Non-Compliance of the order dated 05.02.2019 passed in C.R.Case No. OMB (II) W-05 of 2018 of the Ombudsman-II.
65	36/2019	05/SEP/2019	SUBHA TAMANNA ANATA EDUCATION TRUST	Application under Ss. 142 & 146 of the Electricity Act, 2003 for Non-Compliance of the order dated 26.04.2019 passed in C.R.Case No. 22 of 2019 of the Ombudsman-I.
66	37/2019	23/OCT/2019	OPTCL	Application under S. 86(1)(h) of the EA, 2003 read with OERC (Conduct of Business) Regulations,2004 along with Clause10.9 of the OGC, 2015 & Clause 4 of the Odisha Gazette Notification dated 29.3.2012 (Approved Procedure on Communication and Data Transmission).
67	38/2019	23/OCT/2019	CCPPO	Application under S. 142 of the Electricity Act, 2003 for Non-Compliance of the order dated 23.11.2010 passed in Case Nos. 117 & 118 of 2010 of the Commission
68	39/2019	06/NOV/2019	WESCO	Application under the Electricity Act, 2003 for recall of order dated 25.07.2016 of the Commission passed in Case No.11/2015 arising out of order dated 30.08.2010 of the GRF, Burla passed in C.C.Case no.36 of 2010.
69	40/2019	19/AUG/2019	RANJAN DEY	Application under S. 142 of the Electricity Act, 2003 for Non-Compliance of the order dated 27.8.2018 passed in Case No. AAc No 07/2016-17 of the Appellate Authority-cum-E.E-cum-Dy.Electrical Inspector, Rourkela.
70	41/2019	19/AUG/2019	ANJAN DEY	Application under S. 142 of the Electricity Act, 2003 for Non-Compliance of the order dated 27.8.2018 passed in Case No. AAc No07/2016-17 of the Appellate Authority-cum-E.E-cum-Dy. Electrical Inspector, Rourkela

71	43/2019	04/NOV/2019	PROTECTION MANUFACTURERS PVT. LTD	Application under S. 142 of the EA, 2003 for non-implementation of order dated 21.07.2015 of OERC passed in Case Nos. 29 of 2014 and order dated 20.09.2007 of the Ombudsman-I passed in Case No. 45 of 2017
72	44/2019	01/NOV/2019	ODISHA MERCHANDISE (P) LTD	Application under S. 142 of the Electricity Act, 2003 for violation of Regulations 11(ii), 12(I) (b) & 14(1), (2) of the OERC (Conditions of Supply) Code, 2004 along with Ss. 43, 57 of the Electricity Act, 2003
73	45/2019	29/OCT/2019	KEONJHAR DIST CO-OP MILK PROD UNION	Application under S. 142 of the Electricity Act, 2003 for Non-Compliance of the order dated 26.4.2019 of the Ombudsman-II passed in C.R. Case No. 43 of 2018.
74	46/2019	10/SEP/2019	OTM EXECUTIVE ASSOCIATION	Application under S. 142 of the Electricity Act, 2003 for non-Compliance of the order dated 30.05.2018 passed in C.R. Case No. OM (I)-47 of 2018 of the Ombudsman-I.
75	47/2019	23/OCT/2019	DAITARI SAHOO	Application under S. 142 of the Electricity Act, 2003 for non-compliance of the Order dtd. 15.2.2019 of the GRF, Paradeep passed in Case No. GRF/KED-II/06/2019.
76	48/2019	31/AUG/2019	HOTEL LAND MARK	Application under S. 142 of the Electricity Act, 2003 for Non-Compliance of the order dated 25.08.2018 of the Ombudsman-I passed in C.R. Case No. 71 of 2018.
77	50/2019	29/OCT/2019	RAJKISHORE MAHANTA	Application under the Electricity Act, 2003 for recall of order dated 21.02.2015 of the Commission passed in Case Nos. 86 & 87 of 2012 arising out of order dated 23.06.2012 of the Ombudsman-II passed in C.R. Case Nos. 68 & 69 of 2011.
78	52/2019	20/MAR/2020	OHPC	Application for approval of NAPAF of different power stations of OHPC for the block period FY 2019-24
79	55/2019	15/OCT/2019	BHIMSEN LENKA	Application for non-implementation of order dated 16.04.2019 passed in Case. No. AAC No 01/2018.
80	57/2019	14/JAN/2020	FALCON MARINE EXPORTS LTD.	Application under S.142 of EA, 2003 for contravention of Reg. 80(5) (iii) of OERC Distribution (Conditions of Supply) Code, 2004 and directions of the Commission in the ARR & Retail Supply Tariff orders of the Distribution companies.
81	61/2019	27/JAN/2020	SMT ALAKANANDA DAS	Application under S. 142 of EA, 2003 for non-implementation of order dated 29.11.2018 of the Appellate Authority-Cum-EE-cum-Dy. Electrical Inspector, GoO Balasore passed in C.C. Case No. AAC No. 06 of 2016.

5. Consumer Counsel

The Commission had engaged World Institute for Sustainable Energy (WISE), Pune as consumer counsel for analysis of tariff applications of licensees for FY 2020-21. The said consumer counsel submitted its reports & presented its views during the tariff hearing of the Commission. The Commission had also engaged 9 NGOs/persons as consumer counsel to collect necessary feedback on consumer services from WESCO Utility, NESCO Utility, SOUTHCO Utility &

CESU areas and participate in the tariff hearing. Out of which six consumer counsels had submitted their reports and participated in the tariff hearing of the Commission.

6. **Drafting and legal vetting**

The Division drafted, and also made legal vetting of public notices, show cause notices, circulars etc. and assisted the Engineering Division in amendment of Regulations.

7. **Legal Information**

The Division subscribed law journals/reports/Collected CDs such as CLT, Supreme Court Cases and Energy Law Reports to update information on latest judicial precedents / legislative developments. It gathered relevant information on Acts, Rules, Regulations and Orders on legal and regulatory matters relating to electricity. Relevant Orders of High Courts, Supreme Court, Central Electricity Regulatory Commission (CERC), Appellate Tribunal for Electricity (ATE), Rules and Notifications of Govt. of Odisha/ Govt. of India.

7. SECRETARIAT & ADMINISTRATIVE DIVISION

1. The Secretariat of the Commission looks after the day to day administration of the Commission. It is the pivot of the Commission's activities. Under the provisions of section 91(1), the Secretary is required to assist the Commission to carry out its functions. The OERC (Conduct of Business) Regulations, 2004 also defines the role of Secretary as the spokesman & representative of the Commission in all matters pertaining to its proceedings/hearings. Secretary of the Commission has also been declared as Head of Office by Govt. of Odisha. The Secretary is assisted by Deputy Director (Personnel & Administration/OSD (P&A)) under the existing provisions.
2. The Commission Secretariat is the repository of the Commission's orders and records and carries out all correspondences on behalf of the Commission. The true copies/certified copies of orders, documents, and notification for and on behalf of the Commission are issued by the Secretariat. The Secretary being the custodian of the seal of the Commission acts as the ex-officio Secretary of the State Advisory Committee and is the first Appellate Authority under the RTI Act, 2005.
3. The Administration Section is manned by Deputy Director (P&A)/OSD (P&A) and a Personal Assistant who supports him in day to day Administration Works. This Section provides vital support to the Commission in various matters such as recruitment, appointment of executives and non-executives, housekeeping, procurement of materials, equipment maintenance, organizing functions/seminars/ workshop, printing of Tariff Order & other publications, Audit & Accounts, matters relating to FOR, FOIR, CEA, CBIP, Ministry of Power, SAFIR, CIGRE, Assembly & Parliament, caretaking, security, training, performance appraisal, materials management etc.
4. Accounts Section under the Secretariat is manned by Accounts Officer who is assisted by Accountant-cum-Cashier and is responsible for preparation of bills, maintenance of accounts, reconciliation; audit (both financial & transactional) handling of cash and other accounts related work.

5. Assets acquisition

- i. Photocopier Machine – 1 no.
- ii. Monitor– 1 no.
- iii. Computer – 3 nos.

Participation in Training/ Seminar/ Workshop/ Conference

Participation in Training/ Seminar/ Workshop/ Conference etc. is integral part of knowledge based organization like OERC. Officers and Staff have attended various training programmes, seminars, workshops & conferences in the year 2018-19 to enhance their professional skills and update their knowledge.

PAO Section

8. CONSUMER INTEREST

Under the OER Act, 1995, the OERC is mandated to safeguard the interests of the state consumers and ensures that all consumers are provided with reliable, safe and uninterrupted power supply at reasonable rates. The Electricity Act, 2003 also provides wide ranging provisions to protect the interest of consumers. It gives electricity consumers a statutory right of minimum standards of supply and service. The Commission's approach to consumer protection has been proactive from the inception and in order to fulfill its legal obligation, the OERC has undertaken a number of steps to empower electricity consumers which are as follows:

- **Issue of Regulations, Codes, Licenses and Practice Directions**

The Commission has issued a number of Regulations, Codes and Practice Directions in order to safeguard the consumers' interest.

- Odisha Electricity Regulatory Commission (Demand Side Management) Regulations, 2011
- OERC (Procurement of Energy from Renewable sources and its Compliance) Regulations, 2015
- OERC (Procurement of Energy Renewable Sources and its Compliance) Regulations, 2015
- OERC (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2014.
- OERC (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2014.
- Odisha Electricity Regulatory Commission (Terms and Conditions for Determination of Generation Tariff) Regulations, 2014
- OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulation 2010
- OERC (Fees and Charges of State Load Despatch Centre and Other Related matters) Regulations, 2010
- OERC (Renewable and Co-generation Purchase Obligation and its Compliance) Regulations, 2010
- Regulation on Fees for filing of petitions or applications before the Commission on 31st August, 2009
- Intra-State Availability Based Tariff (ABT) Regulations, 2007
- Regulations for Determination of Charges for Open Access Customers
- OERC (Terms and Conditions for Open Access) Regulation, 2005
- OERC (Conduct of Business) Regulations, 2004
- Regulation for imposing fines and charge for non-compliance or isolation on part of generating companies, licensees, or other persons
- OERC (Terms & Conditions for determination of tariff) Regulations, 2004
- OERC (Grievances Redressal Forum and Ombudsman) Regulations, 2004.
- OERC (Licensees Standards of Performance) Regulations, 2004.
- OERC (State Advisory Committee) Regulations, 2004.
- OERC (Exemption from License) Regulation, 1998
- OERC (Consumers Right to Information and Standards of Performance) Regulations, 1998
- OERC (Method of Recruitment and Conditions of service of Officers and Staff) Regulations, 1997

- **Consumer Friendly Tariff**

- Introduction of Multi Year Tariff(MYT) in 2003
- Rationalization of Tariff towards cost base and voltage base
- Reduction of cross-subsidy
- Normative loss considers for tariff calculation
- Introduction of Time of Day (ToD) tariff for all three phase consumers.
- Introduction of spot billing and meter cards
- Introduction of Voluntary Disclosure Scheme for unauthorized consumers
- Appointment of Consumer Counsel in Tariff Proceedings.
- Commission sets targets for loss reduction, franchisee appointment.
- Consumer counsel engaged for analysis and presentation of Tariff applications.

- Introduction of inter- and intra-state open access
- **Standards of Performance & Grievance Redressal**
 - Introduction of guaranteed overall and individual Standards of Performance
 - Performance Standards published annually
 - Vigorous monitoring of licensees' performance
 - Inspection by independent enquiry teams regarding the maintenance of transmission and distribution system.
 - SAC Monitoring Subcommittee on quality of supply, standards of performance & commercial loss reduction, constituted.
- **Alternate Dispute Resolution forum in OERC**
- **Creation of 12 Grievance Redressal Fora and 2 Ombudsmen to dispose of consumer complaints**
 - Regular monitoring of disposal of consumer grievances by GRFs/Ombudsmen & implementation of their orders by OERC
 - Inspection of GRF done by Commission's officers.
 - Proceedings conducted by Commission to penalise the Distribution licensees' for non-compliance of GRF/Ombudsman orders
- **Pro-active Consumer Education**
 - Direct consumer interface programs
 - Print & audio-visual campaign in news dailies, Radio & TV on GRF & Ombudsman, safety and environmental awareness.
 - Publication of FAQs, booklets & brochures
 - Translation of regulations into local languages
 - Networking of consumer groups empanelled with OERC
 - Compilation of Regulations published in English
- **Training & Capacity Building**
 - Extensive training for DISCOMs staff by OERC on regulations/Electricity Act, 2003
 - Gramsat used to sensitize senior government functionaries on state power sector issues
 - State level workshops to sensitize representative PR institutions & ULBs on standards of performance & tariff process.
 - Training & workshops held for Presidents/ Members of GRF/Ombudsman
 - SAC representing cross-section of consumers in state constituted - Frequent Meetings held for constructive advice
 - State Co-ordination Forum formed by Govt. of Odisha - Chairperson & Members of OERC are Chairperson and Members of Forum
 - District Committees formed
 - State-wide Consumer Satisfaction Survey
 - State level workshop on consumer rights
- **Approval of Consumer Service Documents of DISCOMs and their license conditions**
 - Consumer Rights Statement
 - Complaint Handling Procedure
 - Code of Procedure on Payment of Bills

There is an existing Complaint Handling Procedure for disposal of consumer complaints. Aggrieved consumers can approach the Jr. Manager/ SDO/ Executive Engineer of DISCOMs and there is time bound schedule for disposal of their complaints at different levels. Each Division is required to have a Consumer Cell to deal with consumer complaints.

With the enactment of Electricity Act, 2003, a statutory provision was made for disposal of consumer complaints by a two-tier mechanism consisting of Grievance Redressal Fora and Ombudsmen.

9. GRF AND OMBUDSMAN

There are 12 GRFs and 02 Ombudsmen working in the State. Their location and address are given below:

Grievance Redressal Fora (GRFs): 12

- (1) The President, GRF, Dhenkanal, CESU, Near Fisheries Office, Kunjakant, Dhenkanal-759001.
- (2) The President, GRF, Cuttack, 3R-1, CESCO Colony, Badambadi, PO: Arundeo Nagar, Dist-Cuttack.
- (3) The President, GRF, Bhubaneswar, BCDD-I Campus, Power house, Bhubaneswar-8
- (4) The President, GRF, Khurda, CESU, Quarter No.3R/1, T.L.C. Colony, Khurda -752055.
- (5) The President, GRF, Paradeep, CESU, AT-Pitambarpur, PO-Bhutmundai, Via-Kujang, Dist-Jagatsinghpur.
- (6) The President, GRF, Jajpur, NESCO, T.T.S. Colony, Dhabalagiri, At- Sobra, Jajpur.
- (7) The President, GRF, Balasore, NESCO, Near Kali Mandir, Balasore-756001.
- (8) The President, GRF, Rourkela, WESCO, Office of the S.E, Rourkela Electrical Circle, Q-2, Rourkela Civil Township, Rourkela.
- (9) The President, GRF, Burla, WESCO, Qtr No. D-2, Near Power House Club in Burla Town, P.O.Burla, Dist-Sambalpur-768017.
- (10) The President, GRF, Bolangir, WESCO, O/o S.E. (Elect), Bolangir Electrical Circle, At/Po-Bolangir.
- (11) The President, GRF, Berhampur, Near De Paul School, Engineering School Road, Berhampur-760010.
- (12) The President, GRF, Jeypore, SOUTHCO, Power House Colony, Jeypore, Dist-Koraput.

Ombudsmen: 02

- (1) Ombudsmen-I TPCODL (CESU Zone), Qrs. No. 3R S/2, GRIDCO Colony, P.O.- Bhoinagar, Bhubaneswar- 751022.
- (2) Ombudsmen-II (NESCO, WESCO & SOUTHCO Zone), Qrs. No. 3R S/2, GRIDCO Colony, P.O. - Bhoinagar, Bhubaneswar- 751022.
 1. As per reports of GRFs to the OERC from April 2019 to March 2020, 7770 cases were registered 7478 cases were disposed off and of them 6729 were implemented by the licensees.
 2. 259 cases came up for appeal before the two Ombudsmen, 158 were disposed off and 85 of them were implemented by the licensees at the end of March, 2020. The position is indicated as follows:

Annual data on disposal of consumer complaints by the GRFs/Ombudsman for FY 2019-20

Name of licensee	Name of GRFs/Ombudsmen	No. of cases Regd/ opening balance from previous year	No. of cases disposed	No. of cases pending	Cases passed in favour of consumer	No. of order implemented by the licensees (current & previous)
NESCO	Balasore	401	401	0	364	283
	Jajpur	56	51	5	33	25
SOUTHCO	Berhampur	343	272	71	263	264
	Jeypore	267	214	53	210	214
WESCO	Burla	359	318	41	318	330
	Rourkela	545	530	15	530	329
	Bolangir	783	475	308	465	404
CESU	Bhubaneswar	923	883	40	877	848
	Khurda	1289	1232	57	1139	1111

	Cuttack	1057	1029	28	873	920
	Dhenkanal	1045	1011	34	963	960
	Paradeep	1118	1052	56	1042	1053

Ombudsmen	DISTCOMs	No. of cases Regd/ opening balance from previous year	No. of cases disposed	No. of cases pending	Cases passed in favour of consumer	No. of order implemented by the licensees (current & previous)
Ombudsman-I	CESU	136	111	26	89	67
Ombudsman-II	NESCO	79	45	34	27	18
	SOUTHCO	18	8	10	4	4
	WESCO	31	12	19	2	6

The Consumer can also approach the Commission directly under Section 142 of the Electricity Act, 2003 if any provisions of the Act or any regulation is violated by the licensee. The Commission has set up its own Grievance Redressal Cell to monitor disposal of consumer complaints by the licensee. As on March 31st 2020, 82 consumer complaints were registered, 82 were disposed off.

3. To expedite disposal of consumer complaints forwarded by the Commission to Utilities and ensure implementation of orders of GRFs/Ombudsman, the Commission introduced a quarterly meeting for monitoring of consumer complaints by the Utilities/GRFs/Ombudsmen. Four such meetings were held on 18.02.2019, 30.08.2019, 15.11.2019 and 26.02.2020, respectively. Quarterly data on disposal of consumer complaints by DISCOMs/implementation of orders of GRF/Ombudsmen were compiled and put up to the Commission and the same were also posted online on the Commission's Website. This helped to improve the disposal of consumer complaints by DISCOMs/GRFs/Ombudsmen considerably.
4. Teams of officers of OERC also visited GRF & Ombudsman offices and inspected their records and functioning as per statutory requirement. The reports were approved by the Commission and forwarded to the DISCOMs for compliance.

Publicity

5. In order to ensure transparency, all orders of the Commission on major issues are passed after conducting open public hearings. In 2019-2020 the Commission carried out a number of public relation activities including press briefings during the annual tariff hearing, issue of press releases and preparation of promotional materials.
6. Consumer interface programmes were held at Bhubaneswar, Khurda, Cuttack, Paradeep, Dhenkanal, Jajpur, Balasore, Burla, Bolangir, Rourkela, Berhampur and Jeypore.

Publication

7. A Compendium of Orders on Annual Revenue Requirement and Bulk Supply & Retail Supply Tariff for FY 2019-20 was published by OERC and distributed among various stakeholders including consumer groups.
8. Copies of the FAQ (Frequently Asked Questions of Electricity Consumers) in English & Oriya were distributed among various consumer groups, for creating greater awareness of Rules, Regulations and Standards in the Sector.

10. SUMMARY OF MINUTES OF THE STATE ADVISORY COMMITTEE (SAC) MEETINGS OF OERC

The State Advisory Committee Meetings are usually held in every quarter of a year. During the year there were four meetings held in the Commission on 30.05.2019, 23.09.2019, 09.12.2019 and 26.02.2020.

MINUTES OF THE 22nd MEETING OF STATE ADVISORY COMMITTEE OF OERC HELD ON 30.05.2019 AT 11:00 AM

INTRODUCTORY

The 22nd meeting of the State Advisory Committee (SAC) was held in the Conference Hall of the OERC at 11.00 AM on 30.05.2019. Shri Upendra Nath Behera, Chairperson, OERC presided over the meeting. Shri S.K. Parhi, Member, OERC, SAC Members, senior officials of OERC, GRIDCO/OPTCL & heads of the utilities attended the meeting (Annexure-1).

1. Shri Priyabrata Patanaik, Secretary, OERC, welcomed all present in the 22nd meeting of the SAC. He informed that Sri Rabindra Mishra, Member SAC sought leave of absence from the meeting.

Summary of the proceedings:

Agenda No.1 - Consumer Awareness in Power Sector

1. Shri A.K. Padhi informed that a massive multi-media awareness campaign had earlier been launched in the power sector by the utilities under the aegis of OERC. The campaign had been concluded before completion due to onset of the cyclone 'Phailin' and subsequent Panchayat election. Shri Padhi added that he had submitted two reports on the campaign as Software Consultant. An agency was also engaged to conduct an impact assessment of the campaign. For some reason, the Utilities did not participate actively in the campaign, he said. Shri Padhi suggested that the reason for the low impact of the campaign must be analyzed. He concluded that one way communication was not enough and such campaigns should be interactive. He felt that school students should be involved in the campaign to bring about proper change. He suggested that the audio visual material produced for the campaign can be replicated and utilized in future. As CESU was the convenor of the campaign and custodian of the materials, they could be re-used. He also suggested that the meter reader should be the face of the utility and should be asked to interact with consumers and get feed-back.
2. Shri G. Pujari, Rourkela pointed out that there was greater need to educate utility's staff than consumers. They are themselves not aware of SOP. Till now, in spite of the Commission's repeated instructions, there are very few signboards with information about rights and duties at their offices. He wondered how the public would be educated when the officials themselves were unaware of rules and regulations. He stressed that the campaign should target benefits to consumers and SAC members should be involved. Whatever materials were produced may be supplied to them for circulation. He also pointed out that new connections under Soubhagya Scheme had created a problem since these new consumers thought that electricity supply was free. He also called for manpower augmentation and recruitment of trained technicians rather than sub-standard staff on contractual basis. He also pointed out that safety is being by-passed with lives of utility staff and consumers put to risk. There should be greater awareness and training regarding safety. He also added that the Public Relations deptt. of utility should give releases to the media about positive developments.
3. Shri A.K. Tripathy, Member observed that awareness is more on negative aspects now. Awareness should be more by example i.e. if a distribution system delivers quality and reliable power to its consumers, its performance will speak for itself. Better management and increase of load would bring about a downward trend in tariff, so consumption of electricity should be encouraged. Defaulters should be named and shamed in social media. AT&C loss should be brought down further. There should be a tougher approach to non-payment of bills. The Utilities should attempt to go closure to consumers and interact with them. He suggested that selected substations could be beautified and made accessible to the public. Meetings between utility staff and consumers can be arranged there. He also suggested traditional methods such as developing awareness on important issues by debates and painting competitions, road shows and theatre, mobile messaging, digitalization and through NGOs and SHGs. He also stressed on a User manual for the electricity consumer. Other suggestions included creating a portal which linked the customer's mobile number to his feeder/substation so that he could get online information on interruptions with reasons; access to information of DISCOM performance against Key Performance Indicators; introduction of User friendly card for prepaid metering; third party managed call centre on reporting on SOPs to management; compensation for violation of SOPs; proper monitoring of data by consumers. He also called for a fare price outlet for electrical appliances, a service centre for electricians at home, a maintenance gang for random spot inspection, an analytic agency for analysis of load and usage of consumer, proper uniform for employees, adherence to safety practices, exemplary action against staff for unethical dealings and last but not the least, training to electricity staff to behave properly with customers.

4. Shri G.C. Kar, Member said that the consumer is aware but there is no scope for him to express his awareness. There is no one to listen or attend to the consumer as the Utilities are too under staffed to interact with them. He suggested that habitual defaulters should be brought under the net. Apart from the soft approach, stern steps needs to be taken. Losses are highlighted but nothing is done to bring down loss. There should be follow up action and greater accountability. Smart metering is necessary but now appears to be a distant dream, he added. He emphasized the need to create a better system or perpetual loss will continue, he pointed out.
5. Shri B.K. Mohapatra, Member, SAC mentioned that the Commission has approved many rules and regulations but they are not being followed by the utilities. He observed that 10 years back, a decision had been taken for interaction with eminent persons of the area at Section level but this was yet to be implemented. Whatever is being published by the Utilities in the campaign should be distributed to SAC members for reference. There is no specific target for loss reduction. Target should be set and constantly monitored. Since theft is being done in connivance with utility staff, targeting consumer alone does not have any benefit, he felt. Awareness programme should target the staff also. A sub-committee had been created under the SAC to monitor the public awareness campaign in the past but it had been discontinued. Rights of consumer should be put up in all important places. For the consumers who are poor and illiterate, the licensee must arrange direct interaction or audio visual programmes to bring about change. Instead of being adversarial, the utility should consider consumers as their partners and bring them closure.
6. Shri Bidyadhar Mohanty, Member said that consumers observed what the utility staff are doing and learn from them. He advised that from top to bottom, utility staff should create awareness by example. He suggested that target should be fixed for KPIs starting from circle level down to Section level. Utility staff should be involved in reducing loss. Regular meetings should be held between staff, SAC members and representatives of consumers. Report of the performance should be placed before the next SAC meeting.
7. Shri P.C. Agasti, Member observed that a cordial relationship should be built between utility staff and consumers. Consumer should get the benefits due to them and then they will cooperate with the utilities. Utility staff should spread this awareness by checking theft and pilferage and rewarding good consumers. He pointed out that in rural areas, proper supply and metering is not provided therefore consumers avail power by hooking and do not pay bills. It is not consumers alone who are responsible for reducing loss, utility staff should do their duty, he concluded.
8. Shri Bimal Das observed that cyclone Fani had caused total chaos in CESU area with no staff available in the substation. He lamented that the DISCOM had no interest in creating awareness regarding rights and duties of consumers. He informed that the SAC members had created greater awareness among the public during camp courts.
9. Smt. Abanti Behera, Member, SAC observed that society in general is now a days unscrupulous and the power sector is no different. She felt that the Commission should give targets to the utilities for awareness programme regarding billing, metering, collection etc. SAC members should be involved in the process, she added. Since women have greater role as change agents, they should be targeted by awareness programmes. CESU's staff should be more active and perform with greater involvement. She also suggested for more public mega-camps for awareness.
10. Smt. Saishree Pattnaik, Member said that awareness is equally required for both utility officers and consumers. She suggested that solar power should be promoted to create awareness about renewable energy.
11. Smt. Miniati Behera called for the involvement of SHGs in consumer awareness. She also suggested that a Bidyut Rath with a LCD display on mobile van may move in all districts in the

state for awareness in power sector. Meetings with involvement of NGOs may be conducted. She also thanked CESU for restoration of supply in such a short time.

12. Shri S.K. Sabat, Member felt there should be greater awareness regarding GRF camps so that people in rural areas could benefit.
13. The Chairperson directed Smt. Purabi Das, PAO, OERC to make a presentation on the awareness campaign undertaken by the utilities. Smt. Das outlined the progress in the public awareness campaign being undertaken for the power sector involving social media, state festivals, wall paintings, educational films, road show and street theatre.
14. The Chairperson enquired whether interactions are being held with consumers every Monday afternoon from 3 to 5 pm as directed by the Commission in the previous SAC meeting. He instructed the utilities to ensure that this was implemented at the field level. In order to communicate this to the consumers, it should also be printed on walls and put up in sign boards at utility offices, he added.
15. Replying to Chairperson's query, Shri Md. Sadique Alam, CEO, CESU informed that the above direction had been communicated to the field offices but was yet to be streamlined. Speaking on behalf of the utilities, he informed that a low cost multi media campaign was currently underway in collaboration with DMU utilizing funds left over from CESU's previous campaign. He admitted that the utility staffs have to educate themselves first. He stressed on the need for capacity building at field level. He felt that the behaviour of field staff towards consumer is negative because they are over burdened with work and are not trained to interact with consumers. He felt that there was an urgent need to restructure the organization on the basis of Circles, Divisions and Section. Regarding the consumers, he said that the paradigm has changed. Social media and smart phones are the new media of communication. Consumers are looking for instant response and quick solutions. Therefore, the communication strategy was targeting these media. He also suggested that the local festivals and fairs can be used to create awareness through performing troupes. He also suggested the use of local languages for sending messages to the consumers.
16. The Chairperson agreed on the suggestion of using the meter readers to get feedback from consumers through a form and taking action on it. He also directed the utilities to focus on better interaction with consumers through weekly meetings as decided in the previous SAC meeting. He stressed on the need to communicate with consumers at all levels and directed the AOs to create institutional mechanism for the purpose. There should be monthly meetings with consumers at all levels, JE, SDO, EE, SE and AO respectively, he said. The utilities were asked to report on the above at the next review meeting in August, 2019. The Chairperson directed the utility heads to focus on direct interaction with consumers through weekly meeting. He also asked about the status of centralized call centres of the utilities. CEO, CESU informed that CESU call centre toll free number is 1912. As Shri B.P. Mohapatra was not present, the other 3 utilities were unable to provide any information regarding the status of the above. The Chairperson also asked whether all consumer mobile numbers had been updated to which he was informed that CESU had linked 60% of mobile numbers, NESCO 90%, WESCO 50% and SOUTHCO only 25%. He directed WESCO and SOUTHCO to complete linking of mobile numbers by September, 2019 and CESU by October, 2019 respectively. The Commission directed to review the same in the next review meeting scheduled to be held during August, 2019. He also directed that a message on granting new connections up to 5 KW may be dispatched to the consumers (whose mobile numbers are tagged) within 7 days and instructed the Secretary, OERC to frame the message in Odia and forward it to the utilities. He also directed that the habitual defaulters should be named and shamed. All defaulters beyond 2 months should be disconnected, he added. He also called for better training and sensitization of utility staff. He instructed that SHGs should be more actively involved in power distribution and public awareness.

17. Shri A.K. Padhi informed that the Samablpur Executive Engineer's office was gheraoed due to the very low voltage in the city. He said that the reason for this was that the old transformers were not being maintained, land was not available for installing new transformers and lack of manpower with utility. The Chairperson took strong exception to complaints of low voltage after huge investment in system upgradation by both OPTCL and utilities. He said that immediate action should be taken against concerned officials.

Agenda No.2 – Review of progress of AMR metering

18. Regarding the progress of AMR metering, the Chairperson had a query about the discrepancy of data on metering provided by the Government and the utilities. While the government data provided that 95 lakh consumers have been given electricity supply, the total figure after adding the figures provided by the utilities was only 83,17,705. He directed that the discrepancy should be reconciled after sanitizing the figures. He asked for the proposal of the utilities to acquire meters for replacement of all defective meters. CESU alone requires 11 lakh meters for the purpose and the Chairperson wanted to know the utility's plan for replacement. Shri S.K. Swain, CGM (Tech.) said that 4 lakh meters have been ordered and defective meters will be replaced by December, 2019. Out of the 23 lakh meters ordered by OPTCL, only 5,07,782 nos. have been installed, the Chairperson pointed out. He asked for time frame of acquisition/installation for the rest. For CESU 2.15 lakh meters had been ordered and 8000 installed, out of 5.4 lakhs meters ordered for NESCO 2.15 lakhs had been installed, out of 6.6 lakh meter ordered for WESCO 3.90 lakhs meters have been supplied and 2.34 lakhs installed and in case of SOUTHCO, out of 9.31 lakhs ordered, only 50,960 had been installed. OPTCL should monitor the installation and ensure completion of the work by October, 2019. In addition to this, NESCO, WESCO & CESU required 1.4 lakh, 1.5 lakh and 8.2 lakh meters respectively.
19. The Chairperson directed NESCO and WESCO to acquire the new meters from their own funding and collect the cost from consumers in monthly instalments as provided for in the relevant regulation. CEO, CESU informed that Govt. is not providing meters for 14 divisions being managed by the franchisees. The Chairperson pointed out that since franchisees agreement is coming to an end by June, CESU would have to acquire meters through some other means and recover the cost from consumers. He directed NESCO to complete 100% metering by December, 2019 and to give monthly updates to OERC in July, October and December. Similar WESCO was directed to complete installation by February, 2020 and to provide similar bi-monthly updates to the Commission. SOUTHCO was asked to complete installation by October, 2019 and to provide bi-monthly updates of installation. CESU was directed to complete installation of un-metered consumers by December, 2019 and to give bi-monthly updates for the same. CESU was directed to complete installation of the remaining meters by July, 2020. He asked CEO, CESU to review the progress on metering and give an action plan for the above exercise by 31.07.2019.
20. Regarding AMR metering, CESU informed that for 10 to 20 kW, 13458 meters were required but none had been installed. Similarly between 20 to 100 kW, 8311 meters were required, 3816 completed and balance 4495 are to be installed. The Chairperson directed the same to be done by December, 2019. NESCO informed that between 10 to 20 kW, 7315 meters were required of which 599 had been installed and in 20 to 100 kW range, 2400 were required and 1766 were installed. The Chairperson directed NESCO to complete the work in respect of 20-100 KW by December, 2019 and in respect of 10-20 KW by March, 2020. Similarly, WESCO informed that between 10 to 20 kW, 9120 meters were required of which 3540 had been installed and in 20 to 100 kW range, 3228 were required and 2832 were installed. The Chairperson directed WESCO to complete work by October, 2019 for the 20-100 KW consumers and March, 2020 for the 10-20 KW consumers. SOUTHCO informed that between 10 to 20 kW, 8272 meters were required of which 1925 had been installed and in 20 to 100 kW range, 3540 were required and 2395 were installed. The Chairperson directed SOUTHCO to complete work by October, 2019 for the 20-100 KW category and by March, 2020 for the 10-20 KW category. He

instructed all the four utilities to set bi-monthly targets for installation of AMR metering and report the progress regularly to the Commission.

The meeting ended with vote of thanks by the Secretary.

(U.N. Behera)
Chairperson

MINUTES OF THE 23RD MEETING OF STATE ADVISORY COMMITTEE OF OERC
HELD ON 23.09.2019 AT 11:00 AM

INTRODUCTORY:

The 23rd meeting of the State Advisory Committee (SAC) was held in the Conference Hall of the OERC at 11.00 AM on 23.09.2019. Shri Upendra Nath Behera, Chairperson, OERC presided over the meeting. Shri S.K. Parhi, Member, OERC, SAC Members along with senior officials of OERC, GRIDCO/OPTCL & heads of the utilities attended the meeting(Annexure-1).

Shri Priyabrata Patnaik, Secretary, OERC, welcomed all present including Shri S. Garg, CMD, OPTCL/GRIDCO, Shri A. Bothra, CEO, CESU and introduced six new Members, namely, 1. Shri Jagabandhu Samal, Retd. Professor, Koraput, 2. Smt. Sujata Nayak, Advocate, Rourkela, 3. Shri Sandeep Kumar Bhera, Keonjhar, 4. Md. Farat Alam Khan, Bhadrak, 5. Shri K Tirupati Rao, Gajapati and 6. Shri Prasant K. Pradhan, Former Director, GRIDCO, Bargarh to the 23rd meeting of the SAC. He outlined the following agenda items for discussion:-

1. Consumer satisfaction and effort for reducing Distribution Loss
2. Any other matter, with permission of the Chair.

Summary of the proceedings:

Agenda No.1 - Consumer satisfaction and effort for reducing Distribution Loss:

1. The Chairperson welcomed all the members of the newly constituted State Advisory Committee and explained the reason for the delay in nomination of the members which should normally have been completed by July, 2019. He said that efforts have been made to include all sections of people including academics, consumer activists, technical experts, legal experts etc. Introducing the main agenda item he gave a brief background on power reform in Odisha starting from the structural unbundling of the vertically integrated OSEB, creation of corporations and role of transmission and distribution utilities. He rued that the loss level had not come down adequately in the last 20 years and there was only an average reduction of 1.3% annually. He pointed out that while the national average loss is 22%, Odisha's AT&C loss remains one of the highest at 30%. Currently the loss level of the Utilities is as follows:- CESU – 33%, NESCO – 23%, SOUTHCO-39% & WESCO 30%. The Chairperson roughly attributed 10% of the total loss to technical factors such as long LT lines, poor conductors, imbalanced phases and overloaded DTs, and 20% to theft, unauthorised use, bypass, wrong billing, under billing, etc.

He informed that as per the mandate of the Electricity Act, 2003 the OERC had started the process of privatisation of CESU which would be completed in a couple of months. With regard to the other three utilities, which were licensed to Reliance Energy, the license was cancelled by OERC and its order upheld in the Appellate Tribunal and the Supreme Court. The process of divestment of these three utilities has also been started and transaction adviser appointed. There has been overwhelming response for all three entities.

The Chairperson added that currently the utilities cannot pay the power bill of GRIDCO on time due to their losses. However, the central agency from whom the power is purchased are demanding payment upfront. He pointed out that there have been some positive developments also. In the last 20 years no Government revenue subsidy has been required by this sector. Many other states are paying substantial amounts in subsidy. There is some amount of cross subsidy from heavy industries to LT/Agriculture sector. The Govt. has also given a substantial amount for system development in the last 7-8 years. Many substations, distribution transformers and meters (23 lakh) are being installed. He concluded by requesting for the views of SAC members on the agenda, one by one.

2 Shri Abhaya Kumar Padhi said that in these three years experience as SAC member/co-opted member of GRF, Burla he noted that consumer grievances have to be addressed. He said that there were two types of grievances, self created by consumers and those created by utilities. He added that while quality of supply has improved due to investment in the system, agriculture and rural water supply system is not getting required power at the right time. Western Odisha is an agriculture production zone and is facing problems. The major problem is the lack of interface between the consumers and the supplier. He suggested that tariff concessions to agriculture consumers by OERC should be publicized. The public relation that is being done by the Corporate office and the printed information on bills are not enough, he felt. Direct interface is required. Fuse calls are not being attended and there should be dissemination of information on who, when and what. Toll free and complaint receiving numbers are not working. The only contact of the utility with the consumers is the meter reader who comes once in a month. If a toll free 24X7 customer care number is provided satisfaction will grow and grievances will be reduced. He added that in the GRFs 99% of consumer grievances are addressed and if the utilities implement their orders and note their observations, consumer satisfaction will definitely go up. He pointed out that most complaints relate to wrong billing, provisional filing and house lock billing and can easily be disposed at the utility level. He advised the utilities not to allow arrears to reach the point that the customer has to go to the GRF. With regard to T & D loss, he observed that installation of AB cables, DTs and metering have improved so also the quality of supply but wished to know whether revenue had gone up commensurate to investment. He reminded the SAC that a proposal for distribution transformer maintenance system had been suggested by him and approved by the Commission two years back but was yet to be taken up. Had this been done, there would have been better maintenance at a lower cost and the loss would have reduced. The Chairperson directed the utilities to implement the suggestions for toll free customer care number and the division on DT maintenance system.

3. Prof. D.V. Ramana, XIMB – Speaking on general issues, Dr. Ramana pointed out that privatisation has not been taken up by any state in the country except for the major cities like Mumbai, Kolkata, Ahmedabad and Delhi. Employee issues have not been addressed. They have not been involved in the privatisation process in Odisha. He observed that the profit centre and accounting was being done at the divisional head level and they should be made proactive. The divisions should be strengthened, he added. Prof. Ramana opined that instead of opting for privatization again, we should explore other options such as improving accountability, transparency and efficiency as is done by modern private management. He stated that privatisation may not solve the problem due to negative net worth of the companies. The private parties will extract a price before investing anything in the business. He felt that the franchise experience had been successful and may give an alternative for public-private partnership in the sector. He suggested that employees should be trained in the above mode and the management should meet with employee unions for better interaction. He also suggested that consumers should be classified on their high net worth value and involved in the process. He called for regional hearings in headquarters of all four utilities for greater consumer participation. He proposed that a pilot study may be conducted to construct a consumer literacy index at divisional level. This will help to bring losses down. He concluded with the view that Govt. should provide subsidy in some form.

4. Shri P.K. Pradhan, Ex-Director (Comm), GRIDCO – Shri Pradhan stated that consumer satisfaction consists of three parts: (1) Voltage profile which should be good in order to get consumer satisfaction. He observed that it had improved with better infrastructure, (2) Outage and Breakdown – there should be 24 hour supply and prior intimation to consumers regarding outages. If consumers are informed and utilities response to breakdowns is good, there will be better consumer satisfaction, (3) Collection – Since all consumers are paying for power, their expectation is that dispute should be addressed. He rued that there are too many cases under Section 142. He called for penalty to the utilities for lack of implementation of GRF orders. Regarding T&D loss he said that there are various reasons for the same such as long feeder line, absence of fuse wire and circuit breakers, old DTRs and poles, etc; many of which have been addressed due to the investment in distributions systems by the Govt. of Odisha. Unfortunately, the DISCOMs have not made serious efforts to invest in system

upgradation. 33/11 KV sub-stations have been set up every few Kms. Old distribution transformers of over 50 years have been replaced with new DTRs and loss has come down by 8-10%. Shri Pradhan said that he differed from Prof. Ramana regarding franchisees. They employ contractual workers who will demand regularisation and create problems as seen in the case of CESU. He pointed out that loss and indiscipline had gone up due to lack of accountability during the last three years and opined that the answer to the problem lay in privatisation of the utilities.

5. Shri B.K. Mohapatra, representative of OSSIA, Cuttack said that during OSEB period the consumers had access to the utility at various levels but now, the sole interface of the consumer was the linesman. He stressed on the need for Energy Audit for each transformer and fixing of accountability at each level. There is lack of efficiency in performance of the utilities since targets are not set for officers. He felt that always attributing loss to consumer theft is not correct. Losses are due to organisational failure, he added. Though the State Government is not giving subsidy to the sector, he pointed out that grants and revenue from Electricity Duty is not being taken into account. Moreover, while many guidelines are being issued for redressal of grievances, they are seldom followed. If orders are not obeyed by the utilities, they must be penalised. No penalty has yet been imposed on any utility for failure to meet standards of performance. Even a simple instruction to conduct regular meeting with consumers at various levels is not being carried out despite orders of the Commission.

6. Shri Bimal Das, Representative of Confederation of Citizen Association informed that Bhubaneswar is experiencing several interruptions of short duration lately. There is no response from either the substations or the JEs/SDOs for such outages. Consumers are forced to pay for power but if quality of power/service is poor they will steal. He also observed that there is no interaction between the consumer and the supplier and agreed with Shri Mohapatra that such interaction is necessary. He added that a common telephone number for customer care should be available to consumers.

7. Shri P.C. Agasti, Balasore pointed out that there is no clear principle for customer satisfaction. He said that loss can be reduced by creating awareness by utilities. He also stressed on the need to increase accountability. He observed that small problems are not being solved at section level and if they can be addressed initially, larger problems can be prevented ahead. He also called for speedy disposal of GRF orders and use of advanced technology to tackle the problem of T&D loss.

8. Shri Debasish Mohanti, Balasore stated that distribution loss is higher in summer along with poor quality of power. He pointed out that there are two reasons for the above. The new sub-stations are not yet charged so the facilities remain unused, and second is overloading of substations due to excess use of appliances like ACs. He suggested that there should be permission for installing ACs along the lines of CESC model. He observed that there is seasonal loss during planting and harvesting season, so planning must be done ahead to meet the demand. He also suggested that loss can be curbed by applying carrot and stick policy.

9. Shri Bidyadhar Mohanty, Jajpur Road pointed out that when consumers approach officers, they are not available. Unfortunately, the officers of the power sector are not serious about implementing the 5T policy of the Government. He thanked the Commission for adopting the dress code that had been suggested by him. He was of the view that loss is primarily due to managerial difficulties. He observed that utilities are creating false bills to increase revenue and are themselves accountable for the loss. He also stated that contractual workers have not been paid salaries by the utilities for the last five months.

10. Shri S.K. Sabat, Berhampur felt that billing and collection should be done together so that it would be convenient for both the supplier and the consumer. He pointed out that in SOUTHCO area banquet halls are availing supply in single phase and paying less than their due. He also observed that more awareness is required about GRFs. The Chairperson advised that camp courts should be held on scheduled dates to create greater awareness in rural areas.

11. Md. Farat Alam Khan, Bhadrak complained that he had not received the agenda previously and was not prepared with his inputs. However, he also emphasised on the need for ground level awareness programme in the power sector like other Government departments. He suggested for providing a toll free number to consumers for providing information on theft in the community. He also called for vigilance squads to conduct surprise raids on staff as well as consumers to penalise abettors. He also informed that Bhadrak district in general has low voltage in both urban and rural areas. He added that Bhadrak town suffers from regular interruptions of long duration which must be addressed.

12. Shri S. K. Behera, Keonjhar pointed out that the utilities do not have enough staff to address line breakdowns. The existing staff are being used solely for revenue collection purposes. The JE is not available to consumers and only the linesman comes for meter reading. He stressed on sufficient technical staff to maintain the system properly. He also pointed that Keonjhar is an elephant prone area, so whenever there is a slight movement of elephant herds, there is shutdown in 50 KMs radius causing huge inconvenience to consumers. He requested the Commission to take adequate steps to address this issue. He suggested that sections should be restructured to cover jurisdictional area properly and more JEs/field staffs be deployed.

13. Shri P.K. Dora, Raygada pointed out that in the last five years the Government has implemented many schemes such as IPDS, RGGVY, ODSSP & DDUGJY but not even 5% of them have been completed. Many of them are partially implemented or not yet charged. He wished to know the reason for this delay. He observed that just constructing substations is not enough and the loading pattern should be studied first. He informed that orders of the Commission are not being implemented and wrong information is given to them. He stated that RGGVY is meant for rural areas to add consumers by drawing lines and installing transformers but Panchayats/NACs are not being taken into confidence while undertaking the job. He suggested that voltage should be measured by the supplier and provided at 220 Volts. He stated that both discipline and technical intervention are required to get results. He also called for special intervention for elephant corridors in the State and demanded that some HR policy should be implemented to restructure the utilities.

14. Shri J. Samal, Koraput informed that there are frequent unscheduled power cuts in rural areas. He added that in some areas, there is no power supply for days together. He stressed for some scientific system for addressing this acute problem. He also called for installation of new meters to curb pilferage and reduce loss.

15. Smt Abanti Behera, Kendrapara observed that though loss has come down since inception of reform, it is still unacceptably high. 100% metering is still not done in the State. She spoke of corruption and misinformation by unscrupulous staff of CESU and hoped that the new CEO would address this issue. She said that full implementation of orders, regulations and rules must be done in order to get necessary results. She also opined that if customers were able to produce documents in support of their cases, those must be accepted.

16. Smt. Saisree Patnaik, Dhenkanal stated that all bare conductors should immediately be replaced with AB cables, hooking strongly discouraged, ODSSP 33/11KV S/s charged as soon as possible and voltage and quality of supply improved. This will reduce loss and satisfy consumers. She pointed out that though there are meters in stock, they are not being installed. She suggested that RF meters should be installed to reduce loss. She also advised the Commission to address the issue of AES Company approaching the High Court against cancellation of their license.

17. Smt. Minati Behera, Chairperson State Women's Commission, Cuttack, observed that there is a need for utility staff to deal with consumers in a much better fashion. She called for exemplary action against staff who are abetting power theft. She also stressed on the need for underground cabling to reduce theft. She called for greater involvement of WSHGs in MBC activities for loss reduction.

18. Smt. S. Nayak, Advocate, Rourkela also spoke about the frequent power cuts and low voltage in rural areas. She observed that theft was occurring not only among LV but HV consumers as well. She suggested for use of advanced technology instead of manual intervention to reduce loss.

The views of the SAC members were taken note of.

1) **Availability of a toll free number for all consumers:**

Chairperson enquired whether such a number had been provided by all utilities and was being attended to in a centralized manner. Shri Arun Bothra, CEO, CESU, replied that Cray had provided 1912 as a toll free number for grievance redressal which is being attended by the centralized Customer Care Centre at Unit 8, Bhubaneswar. He however admitted that the Centre is understaffed and not yet functioning in a fully automated manner. He added that the agency had been asked to continue for three months more and in the meantime Cray intended to have a full fledged centralized automated Customer Care Centre with more staff and better equipment. He pointed out that CESU had limited staff for the purpose. He informed that a Communication Cell had been created and social media such as Twitter and Whatsapp are being used to interact with the consumers who are responding enthusiastically. He stated that consumers are giving information regarding power theft on Twitter and receiving rewards. He stressed that the Scheme is an existing one which he has merely used to its advantage. Similarly a Whatsapp number had been provided to consumers. As soon as a message or picture is sent by a consumer, it is captured through Whatsapp Web on a computer, from where a screen shot is taken and immediately sent to the concerned officer for action with a note from the CEO. He invited SAC members to use this system and added that adoption of technology is the solution to both consumer satisfaction and loss reduction. He informed that an MDAS system is being installed to scrutinize payment patterns and target malafide consumers. He informed that proper outage management would be taken up. He added that CESU is investing in SCADA to address problems in the shortest possible time. He assured the SAC members that the next summer would be much better in terms of service and quality of power. The Chairperson directed AOs of three other utilities to use whatsapp, twitter, etc. to receive consumer grievances, and transmit the information to the concerned field staff for redressal of the grievances.

AO, NESCO Utility informed that 1912 toll free customer care number is active in NESCO area from 9 am to 6 pm. SOUTHCO Utility AO also informed that the utility has the same number but it is currently unavailable to all consumers while COO, WESCO Utility stated that the latter was functional with two persons answering the calls. However, Shri A.K. Padhi pointed out that there are no personnel in WESCO to attend to the recorded complaints. The Chairperson directed that the utilities should have a fully functional 24x7 customer care centre within three months. He added that if the utilities do not have the wherewithal to establish and operate such a centre, they may outsource it. Shri Saurabh Garg, CMD, OPTCL/GRIDCO assured that all three utilities would have such a system in place.

2) **33/11 KV substations not being charged:**

The Chairperson directed the CMD, OPTCL to take necessary steps to expedite charging of all 33/11 kv substations that had been completed. He should review all such installations and make them functional by outsourcing wherever necessary.

3) **Contractual Staff:**

The Chairperson observed that the issue of contractual staff must be properly handled.

4) **Low voltage:**

The Chairperson directed all utility heads to ensure that the problem of low voltage was addressed. He wished to know whether the voltage can be recorded in the bill during meter reading. Shri Abhay Ku. Padhi observed that voltage will fluctuate and to ensure proper monitoring of voltage profile, field officials should conduct surprise visits and record the voltage.

5) **Increased power interruptions:**

The Chairperson enquired why the number of interruptions had gone up of late. CEO, CESU informed that 1252 transformers were overloaded and unless steps are taken they would lead to DT failure. He hoped that the SCADA system would address the issue. The Chairperson observed that sufficient DTs were in stock and should be used to replace and upgrade overloaded ones.

6) **Compliance of GRF orders:**

The Chairperson informed that they are being reviewed and copies of orders are being sent to consumers to get their feedback. He pointed out that 95% of orders of GRFs are in favour of consumers. He added that instructions had been given to utilities during review by OERC to hold regular interaction with GRFs. He advised members to appraise the Commission where such meetings are not being held.

7) **Indisciplined and unscrupulous employees:**

The Chairperson agreed that job responsibility should be fixed and there should be review of job chart at all levels. There should be a system of reward as well as penalty, he added. CEO, CESU felt that there should be internal and external vigilance. He informed that consumers are being made aware and rewarded for information on theft and connivance. Vigilance division is being activated to book guilty officials. Linesmen are being given responsibility for specific areas. Naming and shaming of corrupt officials and malafied consumers is being done. Prof. Ramana felt that this may be counterproductive. However, Shri S.K. Parhi, Member felt that deterrence is necessary to stop theft.

8) **Consumer Awareness:**

The Chairperson informed that the Commission is undertaking it and advised all utilities to do the same. He advised GRFs to increase the number of camp courts and the utilities to increase awareness about them.

9) **Metering:**

The Chairperson informed that a time bound plan for full metering by December, 2019 had been given to all four DISCOM Utilities. He directed the CMD, GRIDCO to review the same and to offload meters to the utilities for installation as the latter was unable to meet targets.

CMD, GRIDCO stated that many issues had been raised by SAC members and would be addressed. He pointed out that quality of power had improved as a whole. He assured that operationalization of 1912 customer care number and imposition of discipline for employees would be taken up right away. Targets for metering and charging of completed substations would be reviewed and met. WSHGs would be involved in metering and billing.

CEO, CESU informed that the utility would involve WSHGs in urban areas shortly. He added that where structures are being charged, CESU officials are holding public meetings to discuss proper bill/arrear payment by the community. He said that contractors are not paying GPF and other mandatory requirements of the outsourced employees and are creating problems for the utility. He also observed that in housing complexes, utility staff are collecting payment at a single point and denying individual consumers from availing supply. This should be stopped.

The meeting ended with vote of thanks by the Secretary.

(U.N. Behera)
Chairperson

**MINUTES OF THE 24th MEETING OF STATE ADVISORY COMMITTEE
OF OERC HELD ON 09.12.2019 AT 3:00 PM**

INTRODUCTORY:

The 24th meeting of the State Advisory Committee (SAC) was held in the Conference Hall of the OERC at 3.00 PM on 09.12.2019. Shri Upendra Nath Behera, Chairperson, OERC presided over the meeting. Senior officials of OERC, GRIDCO/OPTCL & heads of the utilities attended the meeting (Annexure-1). Shri Priyabrata Patnaik, Secretary, OERC, welcomed all present including Shri S. Garg, CMD, OPTCL/GRIDCO, Shri A. Bothra, CEO, CESU to the 24th meeting of the SAC. He informed that Sri P K Dora and Sri J Samal had sought leave of absence from the meeting due to illness. He outlined the following agenda items for discussion, adding that Sri B K Mohapatra had submitted a written matter for discussion under 'any other' agenda:

1. Present status of DISCOMs of the State and way forward.
2. Engagement of SHGs in the billing and collection.
3. Any other matter, with permission of the Chair.

SUMMARY OF THE PROCEEDINGS:

1. Agenda No.1 - Present status of DISCOMs of the state and way forward:
2. The Chairperson welcomed all the members of the SAC and requested them to present their views on the agenda items one by one.
3. Sri Bimal Das, SAC Member observed that the Commission and the Government had taken a view to entrust WSHGs with MBC work in high loss areas and the SAC should support this movement for mutual benefit.
4. Speaking on Agenda no. 1, Sri Abhaya Padhi observed that though there had been some improvement in collection efficiency, reduction of T&D and AT&C loss from 1999 to 2019, there was no consistent and stable decrease. The reduction was minimal. With regard to privatization, he observed that the four utilities had their own demographic parameters and business prospects, if one has to take a holistic view of the power system in a business model, one would have to rethink the process. He added that due to current liabilities and bad practices, there may be no takers for utilities like SOUTHCO. However, there were assets too in the form of land, machineries and manpower. New companies who take over management will have to overhaul the whole system, he opined.
5. Sri P K Pradhan pointed out that collection efficiency, distribution loss and AT&C loss have gone down after reform but it does not show whether financial loss has gone down or up since revocation of license of REL. Similarly, though distribution loss has reduced, so has collection efficiency. There seems to be manipulation in LT collection figures without actual work being done. He observed that appointing WSHGs is a good initiative but it has been tried unsuccessfully in WESCO since 2008-09. He added that they are small groups doing money lending business and can be utilized for covering LT single Phase consumers in remote areas which cannot be accessed by utilities properly. He felt that it does not make sense to deploy WSHGs in paying areas where collection is high. Remuneration for MBC to WSHGs is correct but why should they be paid for new connection, queried Sri Pradhan. He concluded that they should be used to catch those obtaining power through hooking and get the incentive.
6. Sri A K Tripathy said that WSHGs should be limited to select areas which utilities cannot cover. He objected to appointing less trained manpower instead of high technology to reduce loss. He felt that deploying WSHGs as a charitable, social option is like taking steps backward. He added that imposing such a trend would have a detrimental effect on private takeover. He suggested that we should go for better coordination and better management. He felt that private companies may be allowed to enter the sector with assurance of higher investment and better management. The Chairperson observed that privatisation had been done earlier in 1998-99.

REL license was revoked only in 2015. As per the Statute, the utilities will have to be sold as there is no other option. Bulk of the States in the country have not privatised distribution business which is prevalent in only a few cities. However, Odisha is not in the same league and as our utilities are already privatised and presently under a scheme of OERC. Sri A K Tripathy pointed out that if Delhi tariff rates prevail, Odisha utilities can also do well.

7. Sri B K Mohapatra pointed out that the Odisha is a pioneer in the Power Sector and has tried many experiments which were theoretical. However, even after 24 years of power reform, we have not been able to reduce loss even by 1% for year. He observed that nothing can be changed positively in the utilities with the current management. He said that he was in support of OERC proposal for privatisation and better management. Regarding WSHGs, he said that we should take the labour laws into consideration. Principal employer will be liable to pay ESI, EPF and Gratuity if they work as contractual labour. Also safety and maternity leave of women employees should be guaranteed by the Government if they are selecting the WSHGs. He advised that labour laws should be taken into account. He also added that the Supreme Court had ordered any contractual employee should be regularized if they work for five years. The Chairperson agreed that the WSHGs would become a pressure group later on and directed Sri Manoj Singh, Sr. GM, CESU to look at the labour angle.
8. Sri S K Garg, CMD, GRIDCO/OPTCL observed that there has been improvement in the performance of the utilities but not as much as required. He pointed out that there was not much gap in revenue collection and bill for HT, EHT consumers. The LT sector needs to be addressed as there is a gap between metering, billing and collection. He informed that aggressive metering of utilities is being taken up and would be completed by March, 2020. The other option of IT intervention through prepaid Smart Meters is also being explored. He added that the Government has made huge intervention in augmentation of meters, lines, substation, cables, etc. However, the last mile needs to be covered. He also informed that WSHGs are also being involved in billing. He stated that of the six lacs WSHGs in the State, there are both good and average groups. In areas where there is no billing or poor billing, good WSHGs are being identified and if there is a match, deployment of WSHGs will be taken up in a phased manner. He added that the focus of the Energy Department was on availability of power which has improved considerably. Regarding power theft and abetment, he said that the black sheep would be identified and action would be taken against them. He informed that merit based selection of Directors and Heads of Departments was being carried out along with steps for full time, efficient management of the utilities. The Chairperson opined that WSHGs and technology are not mutually exclusive. He said that the WSHGs can be trained in use of technology. WSHGs are not a welfare measure of the Government and they are working very well in the power distribution sector. They have shown remarkable success in the Nayagarh district and have brought down loss from 67% to 25% in ten years. He felt that the WSHGs were good management alternative. He also opined that since the WSHGs are executing business contracts with the utilities, labour laws will not apply to them. He however, observed that they may become a pressure group in the future.
9. Sri P C Agasti felt that WSHGs would create new problem for the utilities. He suggested that the proposal to appoint WSHGs should come from the utilities themselves.
10. Sri B. Mohanty said that while WSHGs were welcome, who would guarantee deposit of the money collected by them. They should be deployed only in loss making areas. Once the experiment is reviewed and found to be successful, it can be replicated. He pointed out the utilities were functioning in a very casual manner as there are no full time AOs. There is no president in GRF, Jajpur and the person deployed is not willing to join. He pointed out that OERC orders are not being obeyed and 5T policy of Govt. is not being adopted in the power sector. He called for action against corrupt and inefficient officers and induction of young and professional management in the utilities.
11. Sri Sandip Behera informed that in Keonjhar the WSHGs are not functioning effectively. The funds for micro financing are being mis-utilized and therefore, he apprehended that the collection money may not be deposited and SBMs may be misused. He felt that WSHGs may not be the proper option for the area at this stage.

12. Regarding the performance of utilities, Sri Devasish Mahanti said that there was no shortage of staff in NESCO but their work ethics is very poor. Quality of power is suffering due to avoidable instances. There is no training at all levels and the staffs are only abetting theft. The Chairperson agreed that the Commission had become conscious only about loss passed on in to the tariff and therefore did not increase man power which is badly needed at all levels. Moreover, most of the work is being outsourced which may be more expensive in the long run. He felt that manpower recruitment should be done in a phase wise manner. Sri Mahanti also pointed out that top management of the utilities are wearing multiple hats and not doing justice to their responsibilities as utility heads. He said there are fewer linesmen and more GMs and opined that qualitative not quantitative manpower is needed.
13. Smt. Abanti Behera also agreed that there is a breakdown in service due to insufficient manpower. The Commission should set up a Committee to review status of metering. She also pointed out that loss reduction is not possible because 100% metering is yet to be done. Regarding WSHGs, she felt that they are educated can be trained to perform well. The Chairperson informed there are 25 lacs consumers in the State with no meter or defective meter. Though funds have been arranged and work orders given for 23 lac meters, the work is yet to be completed. Though the deadline for completion of work was Dec, 2019, it had now stretched up to March, 2020. Once these meters are installed there will definitely be substantial loss reduction. Regarding Smart meter proposed by Sri A K Tripathy, he observed that it is expensive and till date there is no report of return in term of money invested by full utilisation of Smart meters. The installing Smart meters in urban area may not be cost effective hence one lac meters are being installed in semi-urban areas on a pilot basis. Sri A K Tripathy said that SCADA centres need to be activated. The Chairperson agreed that without comprehensive systems Smart meter have limited use. Sri Tripathy suggested that prepaid meter be used, to which the Chairperson stated that they were provided to Government offices but were misused.
14. Smt. Saishree Patnaik also agreed that manpower is crucial for proper performance of the utilities. Sometimes there is only one staff being deployed in the structure which is dangerous. ITI recruitment is not being done. JEs & SDOs are not being transferred and are becoming corrupt. Regarding WSHGs she said that they should have minimum qualification and training to perform well. They should be given training in online bill collection and should be selected after meeting all criteria. She also suggested that a reserve WSHG list should be maintained as backup. The Chairperson suggested that SAC members should visit Mission Shakti to observe their functioning.
15. Ms. Sujata Nayak felt that it is a good idea to extend community participation which will benefit both WSHGs and utilities. Since WSHGs are locals, their collection will be better. However, some points need to be kept in mind, namely, training and collection methodology. The WSHGs should be properly clarified about their role and duties. Handling hard cash is a problem, so digitalisation should be expedited. Private model of out sourcing collection should be adopted.
16. Speaking on any other agenda, Sri B K Mohapatra observed that consumers are not participating in reform. GRFs are functioning in a casual manner with no proper review. Few cases are coming to GRFs. Member are not attending hearings. He called for a proper guideline of work and timing for GRFs. The Chairperson agreed that a GRFs Conduct of Business Regulation may be framed. He informed that workshops for sensitisation of utility staff towards functioning GRFs/Ombudsmen is being organised by OERC in each utility.
17. Speaking on background of WSHGs in MBC, Sri Manoj Singh informed that in 2008 in CESU area apart from Cuttack and Bhubaneswar, loss was very high and varied between 50% and 88%. A pilot project was taken up in Nayagarh where loss was as high as 67%. The rural LT sector proved to be a big problem for reform and many experiments for loss reduction were tried by CESU, such as, Village Committees, franchisees, retired army veterans, WSHGs etc. Only the Nayagarh Scheme succeeded. In order to adopt this scheme in rural areas, good WSHG will be selected by a Committee consisting of Collector, BDO, CDPO, EE, etc. Marks will be given on eight criteria including performance, activity, efficiency, turnover, record keeping, education, bank deposit, etc. 20 marks are being assigned to their capacity to carry out

MBC work. If the WSHGs do not do the billing and collection on time, they will be dismissed. They are being provided with updated data base. Their roles and duties are properly explained. Baseline targets for consumer's coverage and collection are being fixed. The target is based on 20% of each year performance. Incentives are being provided for 10%, 15% etc as incentive for improvement in collection. Billing and collection is now fully digitalised. Three days collection amount is kept from them as security money. The WSHGs Act as a pressure group for better quality power and provide doorstep service. Their group and local influence are their strengths. Their level of corruption is low and their interaction is much better. Training is very important and is being provided by utilities though Mission Shakti is bearing the cost. He concluded by saying that the labour laws had been examined prior to adoption of SEFA Guideline. The Chairperson added that the utilities had improved their performance but only marginally by 1.3% per year. Privatisation was a legal requirement and had to be done. However, WSHGs could be adopted to target high loss areas with poor access. He informed that BST bill of NESCO and WESCO are being paid along with arrears. However, CESU is 2.5 months backward in BST bill payment while SOUTHCO is behind by 6.5 months.

18. AO, WESCO informed that single phase collection efficiency is low and WSHGs will be engaged in areas where efficiency is below 70%, particularly Bargarh, Bolangir, Nuapada and Sonapur. He assured that field staff within WESCO would be transferred.
19. AO, SOUTHCO informed that the utility is a LT based organisation with scattered remote areas. There is acute lack of manpower. WSHGs have been deployed in poor collection areas. Division wise collection is being reviewed and existing manpower efficiency optimised.
20. AO, NESCO informed that billing and collection has been given to franchisees so strike by NESCO staff is not affecting the performance. 83 WSHGs had been deployed in three districts and are showing good results.

The meeting ended with vote of thanks by the Secretary.

(U.N. Behera)
Chairperson

MINUTES OF THE 25th MEETING OF STATE ADVISORY COMMITTEE
(SAC) OF OERC HELD ON 26.02.2020 AT 10:30 AM

INTRODUCTORY:

The 25th meeting of the State Advisory Committee (SAC) was held in the Conference Hall of the OERC at 10.30 AM on 26.02.2020. Shri Upendra Nath Behera, Chairperson presided over the meeting. Member Sri S K Parhi was also present on occasion. Senior officials of OERC, GRIDCO/OPTCL and the utilities attended the meeting (Annexure-1). Shri A K Panda, Jt. Director (T-Engg.), OERC, welcomed the participants and handed over the proceeding to the Chairperson. He informed that SAC Member Ms. Sujata Nayak, Rourkela and Sri Jagabandhu Samal, Koraput could not attend the meeting and sought for leave of absence.

SUMMARY OF THE PROCEEDINGS:

Agenda No.1 –

1. The Chairperson initiated the discussion on Tariff proposals FY 2020-21 and the tariff hearing made by the Commission. He informed the SAC Members that the Commission conducted Tariff hearing in three places Balasore, Burla and Jeypore besides Bhubaneswar. Considerable number of objectors took part in the proceedings. Some of them were registered on the spot. He informed that a number of new issues/ suggestions which had not been recorded in the centralised hearing at Bhubaneswar were highlighted.
2. Sri B K Mohapatra, OSSIA, Cuttack pointed out that the gist of agenda summary reached the members only the day before. However, Sri A.K. Padhi informed that the gist had reached members by email on 18.02.2020. The Chairperson pointed out that summary of ARR was already available on the website.
3. Shri A.K. Padhi focussed largely on four points. He observed that losses have been indicated from 2012-13 till date in the agenda note which indicates considerable reduction. However, he wished to know whether this has translated into actual gains. He also pointed out that arrears of Rs.11 crore have been collected by WESCO in the last week alone during the ongoing disconnection drive and if this is added to revenue, the Commission may pass on the benefits to consumers in the tariff. He said that the price may be reduced if needed or if it is increased, there should be some value addition. He observed that solar energy is becoming more popular and this is likely to impact the revenue of the utilities. He felt that mere focus on collection systems may not be enough to meet the gap. Regarding his suggestion for setting up a transformer repair and maintenance unit under the WESCO utility which had been approved by the Commission in earlier meetings, he complained that no steps had been taken for its implementation so far. This would have helped to reduce losses and save money. He added that the expansion of the grid, replacement of transformers and installation of meters had also impacted revenue of the utility. The subsidy component had increased, he pointed out. The One-time Settlement (OTS) Scheme can be taken up but may affect the bonafide consumers adversely. He pointed out that O&M of the Utilities is not up to the mark and added that while there was some improvement in quality of power after implementation of Capex, there was still room for improvement.
4. The Chairperson observed that WESCO's losses have gone up in the current year from 21.32% in 2018-19 to 23.10% in 2019-20. Shri A.K. Panda informed that actual loss up to December, 2019 was 18.61%. The Chairperson queried about the reason for showing higher loss. Sri K. Nanda, WESCO Utility replied that at the time of filing of ARR, loss was higher but subsequently as HINDALCO's CPP had broken down and they were drawing power from the utility, loss had decreased. The Chairperson also observed that the losses of the other three utilities have reduced. There appeared to be significant reduction in losses of SOUTHCO. However, he directed SOUTHCO to improve its BST payment which was overdue by eight months. CESU was also lagging by three months but NESCO and WESCO were current in their BST payment.

5. Shri P.K. Pradhan, Member, SAC pointed out that due to DSM of OPGC, GRIDCO is paying a hefty penalty. The IPPs who are supplying to the system should also be regulated by DSM and should not only forecast but also inject power into the system in a steady manner. He suggested that the charges for Short Term Open Access (STOA) customers and Long Term Open Access (LTOA) customers should be equal instead of charging STOA customers at the rate of 25% of that for LTOA customers, since the latest transmission charge pricing methodology i.e. Point of Connection (PoC) charges has already been introduced by Ministry of Power, Government of India. OPTCL is losing around Rs.100 crore due to the low charges applicable to STOA customers. Reliability charges should be done away with. He added that pool cost of GRIDCO power averaged to Rs.4/unit due to increased loans even though it is in a surplus situation. It should be making profit but instead is suppressing sources such as power from Darlipalli and Vedanta. He added that a method should be evolved to ensure that industries can draw more power. He pointed out that peak demand is 4590 MU, average maximum demand is 3478 MU and average minimum demand is 2444 MU. He made a case for passing on benefits of surplus power to the industries by ToD tariff from 12 PM to 5 PM along with night time so that the benefit of surplus power can be passed on to the consumer instead of surrendering it. He added that an analysis of the last 7-8 year forecast and achievement of the Utilities show a lower consumption for HT & EHT and higher for LT. He suggested that Utilities should be given the quantum of power they seek but made accountable for fully utilizing what they procure. Procurement should be fixed as per despatch order and the utilities should pay for the power beyond that. This will make their consumption more efficient. He also recommended that tariff should be fixed according to the next year's targeted arrear collection to increase efficiency. He also informed that currently 6000 MU is provided by CGPs but they are not adhering to renewable purchase obligations. He added that OTS should be implemented before privatization is done.
6. In his written note, Shri B K Mohapatra, Member, SAC raised the following points:
Sale and purchase of energy - It is observed that the approval of commission for purchase of more than approved loss 22% energy without any valid reason by the distributing licensee may initiate an opportunity for loss to exceed approved loss from the beginning. The purchase of energy should be now reviewed every month to check any effort for more losses from the initial stage and to ensure the purchase of energy is within the limit so that the licensee has no scope to exceed 23% loss approved by OERC.

Compensation for accident

The compensation to be paid by the licensee for any accident due to installation of their transmission line and equipment for supply of power should be borne by the licensee otherwise it will be a reward for compensating the licensee for the inefficiency and careless maintenance if any provision is made to meet the expenditure from the tariff by considering extra provision.

Collection of accumulated arrear is monthly related to early years of reform. It may be observed that from the beginning the consideration for tariff includes a substantial amount of bad debt particularly more in the early period of the reform. The arrear now collected includes past bad debt which was reflected earlier in the profit and loss account for the same year. It is therefore the collection of bad debt in the form of arrear now is an income of the licensee to contribute to present revenue gap. Such collection from all past arrear should be disclosed as per audit practice.

Meter – Cost of the meter supplied by licensee is recovered from the consumer. The licensee claims depreciation, interest on the amount paid towards cost and also gets a guaranty of the same for 5 years from the manufacturer. In view of this the licensee collects more than double the cost. In addition the depreciation provided is meant for future development and replacement of the equipment. Hence the consumer may assist the licensee for the initial investment only once although it is a part of the licensee investment for his business. It will be only fair if the meter cost is charged only once to consumer.

It is observed that more than 75% of the present disputes with the consumer are due to late replacement of defective meter not as per the prescribed norms of the Commission. It is suggested

that instead of waiting for 3 months (now six months) after replacement of the meter for correction of the arrear, the licensee now may be allowed to bill on the average of the previous meter for continuing the bill till replacement of the meter having any dispute.

The above simple consideration shall reduce the licensee's current disputes by 75% with consumer. The persisting of this type of dispute for the licensee's inability to replace is not at all consumer friendly. The Commission may consider or discuss with the licensee.

The licensee is fixing arbitrarily higher load consumption for the consumer without any basis or norms. The Commission may stick to their earlier decision to charge fixed charges on the basis of the reading obtained from the meter so that on this account there is no unnecessary dispute.

He requested the Commission to consider certain existing factors continuing in the prescribed rules/code for alteration to make the rules free from such defects that gives scope to most of the present dispute as well as bad relation with the licensee. A platform may be now created by the reform for both consumers and the licensee to meet as partners to appreciate mutual problems, he added.

7. Prof D V Ramana submitted the following observations and suggestions on the ARR of CESU:

MYT Regulations

- a. Implementation of MYT framework is crucial for the sector due to the increasing sales migration, increasing cost of supply, and expected increase in household electrification. With increase in renewables and possibilities of storage, it is important for the regulatory body to provide regulatory certainty for the investors and consumers. ARR filings of all distribution companies are without the long-term business plans. This is may be due to the absence of the MYT regulations. Absence of MYT regulations increases uncertainty to the entire tariff setting process. Regulatory process should not be contingent upon the impending changes in the ownership structure.

Impact of the change in ownership on ARR

- a. As per the publicly available reports, the business of CESU will be owned and managed by a SPV which will be partly owned by Tata Power. The capital structure of the new SPV will have impact on the ARR.

Lack of larger focus in the ARR application

Even if we accept the prayer of all DISCOMS, this extra revenue requirement is only to meet or adjust the costs for the increase in sales not for improving the sector. In any competitive company the increase in cost due to the increase in sales/revenue is offset by the increase in efficiency not by increase in sale price. None of the ARRs has any proposal which gives an indication of the future direction of power sector of our state. There are no bold steps towards the renewable, for leveraging technology, towards punishing illegal customers and rewarding sincere customers, towards encouraging DSM or to create energy literacy massive scale.

Performance of Franchisees

We are the first in the country to experiment with the concept of franchisee in different forms yet till now we are not able to stabilize. We are still struggling and looking for a stable franchisee model. We appointed franchisee to improve the performance and the price. In this ARR, CESU is not only burdening the customers with its costs but also asking the honorable commission to allow Rs. 150 for the payments towards Franchisee.

Debt Restructuring

With the possibilities of new owners for other three distribution companies there is a need to examine the debt value and the nature of the debt.

Differential RST

It is time for the state to explore the differential tariff

Suggestions

Revised ARR

Revisit the calculation of Power Purchase, rethink on allowing expenses for bad debt, discounts to customers, franchisee fee, excess interest & excess depreciation. Revise the ARR. Recalculate the ARR to be recovered through tariff. In revised ARR the subsidy towards the subsidized consumers should come from the GoO and the balance ARR to be recovered through tariff.

Other relevant issues

Accounts for Wheeling and Retail: Distribution companies should be advised to prepare the financial statements of each function and share the same with all stakeholders. Significant part of debt is more than 2 years old and due from Government. Status of the ED collected should be shared with the stakeholders. Corpus for victims of electrical accidents is a good decision but it need not be a part of the ARR.

8. Prof. A.K. Tripathy suggested for contribution of employees from their salary to support the families of co workers who died in electrical accidents. Licensees should be given some space/flexibility for creative thinking and to take some decisions on their own for overall benefit to the organization, he added. Sri Tripathy also suggested for review of ARR in each three months by OERC. He stressed for effective functioning of planning or engineering departments in DISCOMs for techno feasibility analysis and also strongly advocated for implementation of National tariff. The proposal for increase of transmission tariff of about 35% is primarily due to increase of employee cost, terminal benefits, interest on loan, depreciation, RoE etc, he observed. The expenditure of per unit transmission by OPTCL is high in comparison to other states. Therefore, there should be cost optimization instead of allowing further increase in transmission tariff and OPTCL should envisage the kind of business model which will be suitable for efficient operation of its system, he felt. The transmission loss should have been reduced further since a lot of investment has been made by OPTCL for commissioning of new s/s, up-rating/up-gradation of lines/sub-stations, substation automation schemes etc, concluded Prof Tripathy.
9. Sri Susanta Kumar Sabat, SAC member, Ganjam said that the licensee should be held responsible for electrical accident due to deficiency of installations and should pay due compensation.
10. Sri Pratap Chandra Agasti, SAC member, Balasore opined that there will be many unsolved problems in power distribution even after 20 years of reform, so tariff should not be increased. There should be greater cooperation between the utility and the consumers. Since consumers have no choice but to pay, the Commission should look out for their interest. He added that rate of agricultural tariff should not however be reduced at the cost of industry. He suggested that people should be penalized on the spot for hooking and payment collected from them.
11. Shri Bidyadhar Mohanty, SAC Member, Balasore felt that the utilities were traditionally submitting tariff proposals where loss is calculated only to raise tariff. He complained that 100 per cent metering was yet to be done and that former REL employees were being inducted in top posts in the GRIDCO & OPTCL. He advised the Commission not to raise tariff and protect the consumer. He also asked utilities to increase efficiency. He pointed out that WESCO & SOUTHCO had not paid salaries to their contractual employees for ten months. He advised that the utility shares should not be sold to REL or Adani Group.
12. Shri Bibhuti Bhusan Mishra, UCCI said that Prawn cultivation cannot be considered as industry and that the present tariff rates should continue without revision.
13. Shri Bimal Das, SAC Member lamented that neither the system nor the attitude of the utilities has improved in the last 20 years. He added people will pay dues if proper service and quality power is provided. He pointed out that power lines are sagging in most places and street lights are not being switched off.
14. Shri Pravakar Dora complimented the Commission on conducting hearings NESCO, WESCO & SOUTHCO areas. He demanded that performance oriented tariff must be implemented. He added that the directions given by the Commission over the years should be compiled and implemented. He pointed out that management of the utilities are changing every six months and should be stabilised on a long term basis. He observed that the success of an institution depends not on change of ownership but on the involvement of all the stake holders. He also felt tariff classifications should be simplified. Utility arrears can easily be collected by disconnection, he pointed out, adding that, instead of organising disconnection drives just before the end of the financial year, it can be done a monthly basis. He felt that OTS should not be necessary. He also observed that while collection is 100% billing coverage is not up to the mark. He pointed out that

there is no proper energy audit even after 20 years of reform. 30 lac meters have been acquired but only 50% were installed, he said, demanding that this should be monitored by the Commission. He informed that consumers were being asked to purchase meters even though the utility should be providing them. Recording of the quantum of sale was the responsibility of the utility and no rent should be charged on the unit of measurement, he felt.

15. Shri Sandip Kumar Behera, SAC member, Keonjhar informed that supply is being restricted during evening hours in rural areas having elephants corridors, causing great inconvenience to the consumers. He demanded that a system should be designed to prevent access of elephants to electrical installations for safety both man and animal. He also informed that two connections, domestic and commercial, are not being granted to consumers who have installed their own transformers.
16. Shri Devashish Mahanti, NOCCI, Balasore pointed out that rooftop solar power projects are not been allowed subsidy and load factor reduction below 60% is needed for them. He also requested for tariff reduction for MSMEs and steel units. 80 paise per unit concession is being given by Chhattisgarh government to these units and OERC should write to the Energy and Industry Deptt for granting the same. The Chairperson replied that this is being done. Shri Mohanty added that the Commission cannot cross subsidize LT consumers by industry. He pointed out that bills are being issued to industrial consumers for 35 days without mentioning date of meter reading. The Chairperson took exception to this practice and directed for fixed date of billing with meter reading. Shri Pradhan said that dump report of AMR meters will show actual results.
17. Smt. Saishree Patnaik said compensation should be charged at 50 paise per head for utility employees in case of injury/death due to electrical accidents. Agriculture and Irrigation consumers should be metered. She added that meters are not being made available to consumers and when installed, five year meter rent paid by consumers to recover meter cost is not been recorded. She objected to the practice of OTS which occurs due to increase of arrears by inefficient utilities. She suggested that the tariff should be kept constant.
18. Smt. Abanti Behera said that arrears are due to software error of franchisees which should be corrected. She demanded that 100% metering should be done. She informed that the local SDO was complaining that no meters are available to which Shri Manoj Singh, Sr. GM, AT&C, CESU countered that there are sufficient meters and the SDO would be taken to task. The Chairperson directed Shri Manoj Singh to enquire into the reason for software error and shortage of meters in the area. Smt. Behera demanded that Odia should be made the first language in documents such as bills and tariff orders. She concluded with the proposal there should be no change in tariff up to 50 units and thereafter, 1 paisa per unit may be charged to meet loss.
19. Smt. Minati Behera demanded that WSGHs should given MBC work to improve collection. She also felt that OTS is a good idea and supported the disconnection drives by the utility. She demanded for quality power and reliable supply in exchange for cost of power.
The Chairperson directed the Utility heads to reply.
20. Shri P K Sahoo, AO SOUTHCO Utility informed that the salary of the employees is being released by GRIDCO in two phases, for the regular employees by the 1st week of the month and for contractual employees by the end of the month. This is causing problems as contractual employees are unwilling to work. O&M and collection are affected. The AO added that neither R&M nor A&G cost are being released to utilities. Sri S Sahoo, GM (F), GRIDCO clarified that salary is being released in the two parts as and when collection is done and deposited with GRIDCO. The Chairperson took exception to this practice and directed the ED, DMU that OERC order on ESCROW relaxation for salary should be adhered to.
21. Shri S. Padhi, AO, NESCO Utility stated that off peak tariff is being given at night to discourage open access. In order to extend the facility to morning, hours the consumption pattern of industries would have to be studied, he said. Shri Pradhan asked the Commission to find out how power is being surrendered during this time. The Chairperson opined that day time benefit must be considered to counteract the effect of influx of solar power. He directed NESCO and WESCO

to meet the team of OERC officials in the Commission within the next week to work out the issue of extending ToD tariff to EHT consumers.

22. Speaking on behalf of CESU Shri Manoj Singh agreed that short term and long term open access should be equal and ToD tariff should be given for off peak hours. The Chairperson directed that Sri Singh should be included in the Committee for determining off peak tariff. Sri Singh added that CESU was undertaking disconnection/billing revision drives instead of OTS. He said that prepaid meters should be introduced at a rent of Rs 60/- per month spread over 60 instalments. 5% incentive can be given to consumers who opt for prepaid meters. Sri B K Mohapatra suggested that 50% of the cost may be provided by CESU or full cost may be charged to consumers and adjusted in subsequent bills with incentives.

The meeting ended with vote of thanks by Shri Anil Kumar Panda.

(U.N. Behera)
Chairperson

ANNEXURES

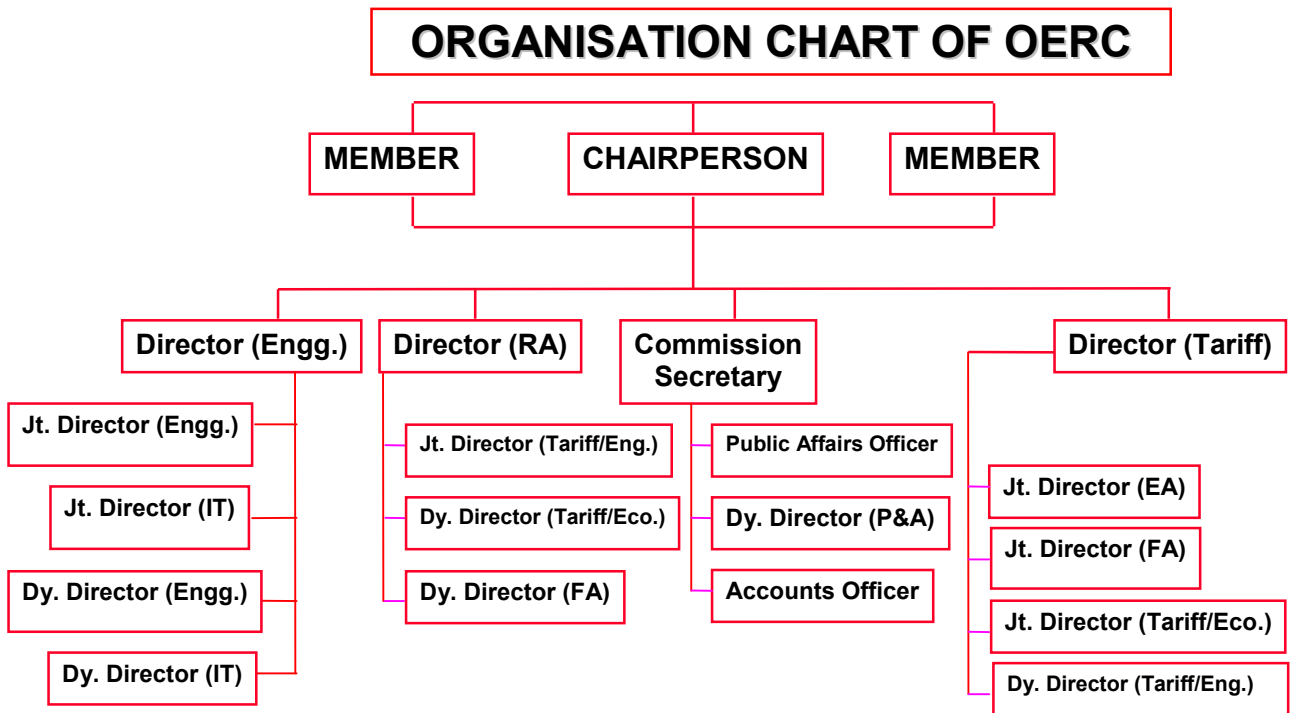
ODISHA ELECTRICITY REGULATORY COMMISSION									
PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES IN ODISHA DURING THE FY 2018-19 (AS REPORTED AND FURNISHED THROUGH AN AFFIDAVIT)									
ACHIEVEMENT ON OVERALL STANDARDS OF PERFORMANCE:									
LICENSEES		CESU		NESCO Utility		WESCO Utility		SOUTHCO Utility	
		Period		For the year 18-19		For the year 18-19		For the year 18-19	
Achievement in % of the licensees in the following service area		Minimum % target fixed by the Commission							
Rectification of fuse-off call within 6 hrs. of receiving the complaint in urban areas		90		100.00		100.00		99.62	
Rectification of fuse-off call within 24 hrs. of receiving the complaint in rural areas		90		100.00		100.00		99.60	
Restoration of line break-down within 12 hrs. of receiving the complaint in urban areas		95		100.00		100.00		99.70	
Restoration of line break-down within 24 hrs. of receiving the complaint in rural areas		95		100.00		100.00		99.85	
Replacement of Distribution Transformer within 24 hrs. of receiving the complaint in urban areas		95		100.00		100.00		99.61	
Replacement of Distribution Transformer within 48 hrs. of receiving the complaint in rural areas		95		100.00		100.00		99.93	
Completing the work within 12 hrs. of the scheduled outage before 5 PM/6 PM		90		100.00		--		--	
No. of hourly measurement in which the supply frequency went beyond $\pm 3\%$		--		--		--		--	
No. of cases in which voltage at the point of commencement of supply exceeded 3% of the voltage limits fixed under I.E. Rules, 1956									
EHT				--		--		--	
HT				--		--		--	
LT				--		--		--	
Rectification of Street light fault within 6 hrs. of receiving the complaint		90		--		--		90	
No. of faulty bills prepared as a percentage of total no. of bills issued		0.1		0.10		0.23		0.10	
No. of faulty/defective meters as a percentage of total no. of existing meters		5		--		--		5	
Total no. of interruption each lasting more than 5 minutes faced by 1 KW connected load (SAIFI)				122		535		411	
Total no. of interruption each lasting less than 5 minutes faced by 1 KW connected load (MAIFI)				56		198		207	
Total duration of interruption in minutes each 1 KW connected load (SAIDI)				3746		7839		9205	
No. of accident cases				17-18 18-19		17-18 18-19		17-18 18-19	
Fatal Human				27 25		33 31		10 12	
Fatal Animal				18 24		41 40		05 03	
Non-fatal Human				12 07		16 20		00 01	
Non-fatal Animal				02 04		00 01		00 00	
Note:									
1. The information on Guaranteed Standards of Performance is available in the OERC website: www.orierc.org and in respective websites of the Distribution Licensees i.e. www.cesuodisha.com for CESU, www.nescoodisha.com for NESCO Utility, southcoodisha.com for SOUTHCO Utility and wescoodisha.com for WESCO Utility.									
2. The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit.									
Issued by OERC in Public interest.									

OFFICERS & STAFF

The Commission being the oldest in the country has a committed strength of officers and staff of mixed category i.e. Permanent, Deputation and Contractual Staff. The persons in position as on 17.08.2019 are detailed in the table below:

Sl No.	Designation	Persons in position
1	Commission Secretary	Sri P. Pattnaik I/c
2	Director (Engg.)	Vacant
3	Director (Tariff)	Vacant
4	Director (Regulatory Affairs)	Sri P. Pattnaik
5	Jt. Director (Economic Analyst)	Dr. M.S. Panigrahi
6	Jt. Director (IT)	Shri J.C. Mohanty
7	Jt. Director (T/Econ)	Dr. (Mrs.) A. Das
8	Jt. Director (Tariff-Engg)	Sri A.K. Panda
9	Jt. Director (Financial Analyst)	Sri Ajoy Sahu
10	Jt. Director (Engg.)	Sri S.P. Mishra
11	Public Affairs Officer	Ms. Purabi Das
12	Dy. Director (IT)	Sri S.C. Biswal
13	Dy. Director (T/Engg)	Sri A.K. Jagadev
14	Dy. Director (Financial Analyst)	Vacant
15	Dy. Director (Engg)	Vacant
16	Accounts Officer	Sri P.K. Tripathy
17	Dy. Director/OSD(P&A)	Sri S.K. Rout
18	Dy. Director (T/Econ)	Sri Archana Sahoo
19	Personal Assistant	Sri M. Moharana
20	Personal Assistant	Sri L.N. Padhi
21	Personal Assistant	Sri S.K. Sahoo
22	Personal Assistant	Sri P.K. Sahoo
23	Personal Assistant	Sri K.C. Tudu
24	Personal Assistant	Sri S.K. Das
25	Personal Assistant	Smt. L.B. Pattnaik
26	Personal Assistant	Smt. S. Mishra
27	Accountant cum Cashier	Sri Jaypal Das
28	Jr. Caretaker-cum-Receptionist	Smt. Mamatarani Nanda
29	Driver	Sri R.C. Majhi
30	Driver	Sri Jalandhar Khuntia
31	Driver	Sri Jadunath Barik
32	Driver	Sri Ashok Ku. Digal
33	Driver	Sri Prakash Kumar Nayak
34	Driver	Sri Maheswar Nanda
35	Driver	Sri Sampad Kumar Parida
36	Peon	Sri Pitambar Behera
37	Peon	Sri Umesh Ch. Rout
38	Peon	Sri Sudarsan Behera
39	Peon	Sri P.K. Behera
40	Peon	Vacant
41	Peon	Sri R.C. Sahoo
42	Peon	Sri Abhimanyu Jena
43	Peon	Sri S.K. Mohapatra

44	Peon	Sri Rabindra Ku. Mekup
45	Peon	Sri Pradip Ku. Pradhan
46	Sweeper	Sri Ramesh Chandra Nayak
47	Sweeper	Sri Prafulla Kumar Nayak
48	Consultant (Legal)	Sri Hrudananda Parida
49	Consultant (DBA)	Sri Shesadev Sahoo
50	Consultant (Accounts & Admn.)	Sri Bhikary Mohanty
51	Consultant (SCA)	Sri Ranjit Kumar Mohanty
52	Consultant (SCA)	Sri Radhakanta Samal
53	Contractual (Driver)	Sri Bidyadhar Das



**Seminars/Meetings/Workshops/Training Programmes attended by
Commissioners/Officers/Officials during the FY 2018-19**

Sl. No.	Name and Designation	Particulars of Programme	Duration	Venue	Programme Conducted/ Sponsored by
1	Shri U.N. Behera, Chairperson	63 rd Meeting of FOR	9 th April, 2018	New Delhi	FOR
	-do-	24 th Steering Committee Meeting of SAFIR	10 th May, 2018	Dhaka	SAFIR
	-do-	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR
	-do-	64 th Meeting of FOR	24 th August, 2018	Ranchi	FOR
	-do-	65 th Meeting of FOR	12 nd & 13 rd Nov, 2018	Bhubaneswar	FOR
	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
	-do-	Workshop on Power Markets Design	14 th March, 2019	New Delhi	FOR
2	Shri A.K. Das, Member	3 rd TILA International Energy Conference	16 th April, 2018	New Delhi	D-GEF
	-do-	5 th Annual Conference on Metering in India	24 th May, 2018	New Delhi	Indian Infrastructure Publishing Pvt. Ltd.
	-do-	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR
	-do-	Creation of Eco System using Block Chain Technology for Renewable Energy Distributed Energy Generation & Supply.	10 th October, 2018	Lucknow	UPERC
	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
	-do-	Workshop on Power Markets Design	14 th March, 2019	New Delhi	FOR
3	Shri S.K. Parhi, Member	19 th Annual General Body Meeting of FOIR.	22 nd June, 2018	New Delhi	FOIR

	-do-	2 nd Executive Management Workshop for Regulators.	28 th January, 2019	Vizag	FOIR
4	Shri A.K. Panda, Jt. Director (Tariff/Engg.)	First Regulatory Research Camp	10 – 14 th July, 2018	Himachal Pradesh	CER
5	Shri S.P. Mishra, Jt. Director (Engg)	Presentation of Draft DPR of Upper Indravati Pump Storage Project.	09 th July, 2018	Bhubaneswar	WAPCOS
6	Smt. Archana Sahoo, Dy. Director (Tariff-Econ.)	CER-FSR Symposium “Future of Utilities: International and Indian Perspectives”.	10 – 11 th Oct. 2018	Kanpur	IIT, Kanpur

Balance Sheet as on 31st March of the year 2020

					(Amount-Rs.)
LIABILITIES	Current Year	Previous Year	ASSETS	Current Year	Previous Year
CORPUS/CAPITAL FUND	378808530.8	333109413.3	FIXED ASSETS	3543939.14	3967173.56
RESERVES AND SURPLUS	0	0	INVESTMENTS- FROM EARMARKED/ ENDOWMENT FUNDS	0	0
EARMARKED/ ENDOWMENT FUNDS	8.00	8	INVESTMENTS	350000000	325000000
SECURED LOANS AND BORROWINGS	0	0	CURRENT ASSETS, LOANS, ADVANCES ETC.	1889891377	83936512.51
UNSECURED LOANS AND BORROWINGS	0	0			
DEFERRED CREDIT LIABILITIES	0	0			
CURRENT LIABILITIES AND PROVISIONS	1864626778	79794264.74			
TOTAL	2243435317	412903686.1	TOTAL	2243435317	412903686.1
Yet to be audited by C & AG of India				0	

Income & Expenditure Account for the year ended 31st'March 2020

					(Amount-Rs.)
EXPENDITURE	Current Year	Previous Year	INCOME	Current Year	Previous Year
Establishment Expenses	89827347	89272269.16	Income from Sales/ Services	0	0
Other Administrative Expenses etc.	23278516.1	5788342	Grants/ Subsidies	0	0
Expenditure on Grants, Subsidies etc.	0	0	Fees/ Subscriptions	118738710	121740800
Interest	0	0	Income from investments (Income on invest. From earmarked/ endow. Funds transferrd to Funds)	0	0
Depreciation (Net Total at the year end - corresponding to Schedule 8)	677169.43	835027.59	Income from Royalty, Publication etc.	0	0
			Interest Earned	26070472	30471966
			Other Income	13678340	350136.94
Excess of Income over Expenditure	44704489.47	56667264.19			
TOTAL	158487522	152562902.9	TOTAL	158487522	152562902.9
Yet to be audited by C & AG of India					

ANNEXURE- 7

					(Amount-Rs.)
RECEIPTS	Current Year	Previour Year	PAYMENTS	Current Year	Previour Year
I. Opening Balance			I.Expenses		
a) Cash in Hand	6786	6786	a) Establishment Expenses (corresponding to Schedule 20)	89827347	57717114
b) Bank Balances					
i) In current accounts	1104078.36	1507246.4	b) Administrative Expenses (corresponding to Schedule 21)	23278516.1	22665335.3
ii) In deposit accounts	325000000	275500000			
iii) Flexi accounts	19336712	9773797.26			
			II. Payments made against funds for various projects		
II. Grants Received					
a) From Government of India			(Name of the fund or project should be shown along with particulars of payments made for each project)		
b) From State Government	0	0			
c) From other sources (details)	0	0			
(Grants for Capital & Revenue exp. to be shown separately)					
			III. Investments & Deposits made		
			a) Out of Earmarked/Endowmwnt funds	0	0
III. Income on Investments from			b) Out of Own Funds (Investment-others)	0	0
a) Earmarked/Endow. Funds	0	0			
b) Own funds (Oth. Investment)	0	0	IV. Expenditure on Fixed Assets & Capital Work-in-Progress		

IV. Interest Received			a) Purchase of Fixed Assets	253935	477451
a) On Bank Deposits	26070472	22358673	b) Expenditure on Capital Work-in-Progress		
b) Loans, Advances etc.	0	43726			
			V. Refund of surplus money/Loans		
V. Other Income (Specify)			a) To the Government of India		
License Fees	114000000	114300000	b) To the State Government		
Application/Processing Fees	4738710	7440800	c) To other providers of funds		
Miscellaneous Income	13678340	277240			
Performance Guarranty received from Tata	1785000000		VI. Finance Charges (Interest)		
VI. Amount Borrowed					
			VII. Other Payments (Specify)		
VII. Any other receipts (give details)			EMD & Security Deposit refunded	0	411245
EMD deposit from parties	0	304000	VAT paid	0	20000
Security Deposit Receipt	11613	32640	Advance to Employees	1520000	5184030
EMD & Security Deposits received	25000	0	TDS	0	297170
Caution Money	0	0	Refund of Tender Fees	0	0
Interest accrued on caution money	0	0			
Refund of Income tax	103910	674950	VIII. Closing Balances		
Tender Fees received	0	0	a) Cash in Hand	7833	6723
			b) Bank Balances		
			i) In current accounts	1773030433	1104078.36
			ii) In deposit accounts	350000000	325000000
			iii) Flexi accounts	51157557	19336712
Total	2289075621	432219858.7	Total	2289075621	432219858.7
Yet to be audited by C & AG of India					

**Annual data on disposal of consumer complaints by the
GRFs/Ombudsman for FY 2019-20**

Name of licensee	Name of GRFs/Ombudsmen	No. of cases Regd/ opening balance from previous year	No. of cases disposed	No. of cases pending	Cases passed in favour of consumer	No. of order implemented by the licensees (current & previous)
NESCO	Balasore	401	401	0	364	283
	Jajpur	56	51	5	33	25
SOUTHCO	Berhampur	343	272	71	263	264
	Jeypore	267	214	53	210	214
WESCO	Burla	359	318	41	318	330
	Rourkela	545	530	15	530	329
	Bolangir	783	475	308	465	404
CESU	Bhubaneswar	923	883	40	877	848
	Khurda	1289	1232	57	1139	1111
	Cuttack	1057	1029	28	873	920
	Dhenkanal	1045	1011	34	963	960
	Paradeep	1118	1052	56	1042	1053

Ombudsmen	DISTCOMs	No. of cases Regd/ opening balance from previous year	No. of cases disposed	No. of cases pending	Cases passed in favour of consumer	No. of order implemented by the licensees (current & previous)
Ombudsman-I	CESU	136	111	26	89	67
Ombudsman-II	NESCO	79	45	34	27	18
	SOUTHCO	18	8	10	4	4
	WESCO	31	12	19	2	6



ODISHA ELECTRICITY REGULATORY COMMISSION

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