

**BEFORE THE ODISHA ELECTRICITY REGULATORY COMMISSION,
BHUBANESWAR.**

IN THE MATTER OF: Case No 88 of 2022 – Application filed by TPCODL for Aggregate Revenue Requirement and determination of Wheeling and Retail Supply Tariff for FY 2023-24 .

And

IN THE MATTER OF: TP Central Odisha Distribution Ltd. Corporate Office, Power House, Unit 8, Bhubaneswar- 751 012 represented by its Chief Regulatory & Government Affairs.



.... *Petitioner*

Affidavit

23 FEB 2023

I, Puneet Munjal, aged about 59 son of late Jagdish Lal Munjal residing at Bhubaneswar do hereby solemnly affirm and say as follows:

1. I am the Chief Regulatory & Government Affairs of TP Central Odisha Distribution Ltd. the Petitioner in the above matter and duly authorized to swear this affidavit on its behalf.
2. The statements made in this submission herein shown to me are based on information and I believe them to be true.

Chief Regulatory & Govt. Affairs

Bhubaneswar
Dated: 23.02.2023

IDENTIFIED BY ME

ADVOCATE. BBSR



Jagyneshwar Acharya
Notary, Govt. Of India
Odisha, BBSR, Dist-Khurda
Regd.No.-7791/2009
Mob:-9861006174 23.2.2023

25th February, 2023

File No TPCODL/Regulatory /2023/45

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

Dear Sir

**Case No 88 of 2022: Aggregate Revenue Requirement and determination of
Wheeling and Retail Supply Tariff for FY 2023-24 for TPCODL.**

TPCODL had published the public notice on 11th January 2023 in the subject matter in compliance with the Hon'ble Commission's directive given in Letter No-Case No.88/2022 /36 dated 10.01.2023. Some queries/objections/suggestions were received on our filings.

We are through this letter providing the rejoinder to the same raised by various persons and organizations in the **Appendix**.

The list of objectors to whom we are providing the reply are as follows:

Sr No	Name of the Objector
1	Shri Bidyadhar Mohanty
2	Shri Asitananda Biswal
3	Shri Bibekananda Mohanty
4	Shri Rajendra Samal
5	Shri Manoranjan Routray
6	Shri Ananta Narayana Mahanty
7	Shri Umakanta Mohapatra
8	Shri Subrat Kumar Behera
9	Shri Jayanta Kumar Jena

We trust the same is in order.

In line with the directions given by the Hon'ble Commission in the above letter, we are serving the copy of the respective rejoinders to the individual respondents.

Yours faithfully



(Puneet Munjal)

Chief – Regulatory and Government Affairs

CC: Respective Rejoinders

1. Shri Bidyadhar Mohanty, Member SAC
At- Chorda, PO – Jajpur Road, Jajpur
Email:

2. Shri Asitananda Biswal, Secretary, Vyasanagar BamikaSangha
Jajpur Road, Jajpur, Pin - 755019
Email:

3. Shri Rajendra Samal, President, Vyasanagar Vanik Sangha
At/Po - Jajpur Road, Dist - Jajpur, Pin - 755019
Email: rajendrasamal100@gmail.com

4. Shri Bibekananda Mohanty, Convenor, Jajpur Road Civil Society
At/Po - Jajpur Road, Dist - Koraput, Pin - 755019
Email: bnmohanty77@gmail.com

5. Shri Manoranjan Routray,
At/Po - Koraput, Dist - Koraput, Pin - 755019
Email: callmanoranjan@gmail.com

6. Shri Ananta Narayana Mahanty
At/Po – Bamakoyi, PS – K. Nuagum, Dist. – Ganajam, Pin – 761042
Email: Ananta.zpt@gmail.com

7. Shri Umakanta Mohapatra
At./Po – Sunhat, PS – Town, Dist – Balasore, Pin – 756002
Email: umakantababi@gmail.com

8. Shri Subrat Kumar Behera, Advocate
Po- Ranipatna, Dist – Balasore (Odisha), Pin 756001
Email: adv.subratkbehera@gmail.com

9. Shri Jayanta Kumar Jena
Plot No. 40, Bapuji Nagar, Po – Ashok Nagar, Bhubaneswar – 9, Dist- Khurda
Email: jayantakumar264@gmail.com

1. Reply to Objections/ Suggestions by Shri Bidyadhar Mohanty

1. Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

2. ARR filed being exuberant in expenditure, revenue gap arisen would increase per unit cost and increased Power Outages.

Response:

TPCODL in its ARR Petition has given detailed justifications for Employee expenses, A&G expenses and R&M expenses at Page Nos. 37-54. Further, prudent check of the cost as estimated by the licensee shall be done by Hon'ble Commission before approval.

With regard to the observation of the respondent on power outage, we wish to submit that the distribution system reliability is measured by some of the indices i.e. SAIDI and SAIFI. The indices for the period FY 2021-22 and 9 months period of FY 2022-23 are provided below:

KPI Parameters	TPCODL	
	FY 21-22	FY 22-23 As on 31.12.2022
SAIDI (hrs)	155	114
SAIFI (nos.)	377	282

The above table shows that there has been a considerable decrease in numbers. Also, in case on planned outages, consumers are informed beforehand and in case of every major breakdown, the same is communicated to our centralized Call Centre so that consumers may be benefitted.

3. DPS levied on Domestic and Commercial Consumers, Rebate passed on to Consumers and Security Deposit of Consumers

Response:

The rate of DPS/rebate is as per the rate specified by the Hon'ble Commission in its Tariff Order.

With regard to the rate of DPS @ 18%p.a., the same cannot be compared with the Fixed Deposit rate since the prompt payment rebate offered to consumers @ 1% of the total bill for making payment within 7 days of generation of bill is significantly higher than the FD rate and the effective rebate percentage will be around the same as the DPS rate.

4. Rebate not passed on to the consumers because of late serving or provisional bill. DISCOMs are disconnecting the power supply without following the prescribed procedure of disconnection and disconnect supply without proper notice. They are not ensuring/ confirming with reason at the time of disconnection.

Response:

It is submitted that the bill copy is being served to the consumer on time with proper due date. Also e-copy of bill are served immediately after generation of bill through whatsapp, e-mail and message to the registered number/email id. Rebate will not be passed on to the consumers only if the bill is not paid on or before due date.

With regard to disconnection procedure, TPCODL is strictly guided by and follows the appropriate Codes and Appendix of OERC (Conditions of Supply) Code, 2019 and is well within the ambit of the same. As part of the process, for Spot Billing customers on defaulting the payment, Disconnection notice is send along with next Bill and connection is disconnected as per timelines defined in the notice if payment is not received within the said timelines.

Various SMS are also send to registered number of consumers on regular basis who would have defaulted the payment on the due date.

5. DISCOMs shall give detail financial benefits derived from the CAPEX plan on account of loss reduction and its impact on tariff

Response:

It is submitted that TPCODL in its CAPEX plan for FY 2023-24 submitted to the Hon'ble Commission on 22.12.2022 has provided a detailed cost benefit analysis.

6. Enhancement in interest on Security Deposit from 4.25% to 6%. Consumers to be provided with option to deposit Security Deposit in 3 instalments.

Response:

The rate allowed by the OERC Distribution (Conditions of Supply) Code 2019, Regulation (57) mandates the payment of interest on consumer security deposit. Interest on security deposit @ 4.25% p.a. is based on the existing approval of Hon'ble Commission which is linked to prevailing bank rate notified by RBI during March 2022.

The Respondent has also opined that the consumers may be given three instalment facilities for deposit of security deposit to encourage MSME. It is clarified that the Security Deposit is to secure the Discom for supply of power on credit and hence the entire Security Deposit has to be paid upfront. This is in line with provisions of Supply Code 2019 and Electricity Act, 2013.

The Respondent has also observed that unlike Domestic & commercial consumers, other consumers may be provided with suitable digital rebate. The Hon'ble Commission has clarified in its Tariff Order that digital rebate is a special rebate which shall be available only to LT domestic and single phase general purpose category of consumers over and above all the rebates who pay through digital means (cash less). The rebate shall be applicable on the current month bill, if paid in full.

7. Smart Meter and its costing

Response:

The requirement for replacement of existing meters by smart meters in prepaid mode is a statutory mandate as per CEA and MoP notifications. Since the rent is not sufficient to compensate for the cost of single phase Smart Meters, increase in the rent has been proposed. Considering the cost of meters vis-à-vis the consumption, we have presently proposed for replacement of meters with consumption of more than 100 units a month.

The cost of single phase smart meters as considered in our ARR Petition is based on the discovered prices. However, we continue to work towards further optimization of the same.

8. Multi Lingual Electricity Bill

Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.

TPCODL is printing spot bills in Odia language which consumers have to opt for and all the consumers can view and download their bill in English/Odia in the website.

9. Present Single Phase bills are difficult to store as printing gets erased within 2-3 days. Quality of paper to be enhanced.



Response:

All consumers can download their last 6 months electricity bills from our website. With regard to hard copy of spot bills, as on date both type of printers i.e. Thermal and Impact printer are used for printing spot bill on site. We are using 75 GSM paper to ensure paper quality is retained for 2-3 months.

10. Bills are not reflecting MD though those are mandated in regulation.

Response:

We wish to submit that MD is being reflected in the bills. Copy of a bill is provided below for better clarity:

BILL NO: 2043031970	DATE: 08-10-22	TIME: 11:30
VER: 01.0.38P		
PROV BL REM: 01.0.38P		
BILLED FOR: 1.0 MONTHS		
ADD: 1.0 MONTHS		
SECTION: TPCODL-PWR HOUSE 2 S		
MTR: 80011014		
CONS. ACNT. NO: 80027861337		
AC. NO: 101501529005		
INST NO: 3003053289		
MTR SL NO: 1482315		
MTR INST. DT: 04-08-2006		
MTR OWNER: CONSUMER		
METER MF: 1		
NAME: BANSIDHAR JACDEV.		
ADDRS: FLAT NO-112(A) PLOT-1861139		
GRESHARI ENCLAVE- 751012		
Phase: 01		
CATEGORY: DOM	CD: 2.5	
HIST. MD: 0.0		
MD RECORD: 3.0		
BILLED MD: 3		
MR NOTE: OK		
EST OK RD: 17564		
EST OK RD DT: 05-09-2022		
AVG. UNITS: 209		
RDG	DATE	STS
PRES: 17788	08-10-2022	0
PREV: 17564	05-09-2022	0
UNITS ADVANCED:		224
BILL BASIS:		ACTUAL
MFC/COST CHRG:		60.00
EC: 50.0X3.00=		150.00
EC: 150.0X4.80=		720.00
EC: 24.0X5.80=		139.20
ED CHRG:		40.37
METER RENT:		0.00
DPS CHRG:		0.00
TOTAL BILL AMT:		1110.57

11. New Connection – No Agreement and Meter Test Report

Response:

As per Supply Code 2019 clause 48, Agreement is not applicable for single phase consumer. However, the consumer is provided with a demand note which captures all the requirement for providing connection. On payment of demand and installation of meter

at site, consumers are given the meter installation report which is jointly signed by TPCODL as well as consumer representative.

12. Road side stall owners get the power connection without valid documents while consumers applying through Mo Bidyut portal do not get connection. Further, consumers applying through Mo Bidyut has no option of his own meter and it compels to take the meter on rent.

Response:

1. New connections are processed as per the provision of OERC Supply code 2019. Clause 14 of Supply Code, 2019 has the provision in which if any applicant who is not the owner of premise occupied by him, can apply for new connection by submitting an Indemnity Bond and the connection will be released after verification.
2. With regard to connection through Mo Bidyut portal, MO-Bidyut is a flagship scheme of DoE, under the ambit of 5T initiative of GoO to release the single phase connection through an online mode. This is only one medium to process the request. There are other modes and medium as well to process the new connection request. So, if any consumer wants to submit the offline new connection application or desire to submit the meter as per the TPCODL specification in line with the regulation, can approach to various touch point of TPCODL and registered his/her request for further processing.
3. With regard to Respondent's claim on requirement of payment of meter rent in case of connection through Mo Bidyut, it is clarified that no meter rent is charged to such consumers since the consumers pay the entire meter cost upfront.

13. Dress Code of officials/workers for various services provided by TPCODL

Response

Officials/workers representing the TPCODL visit the consumer premise under certain circumstances: (a) to resolve a complaint raised by the Consumer himself/herself, (b) delivery of bill or bill collection and (c) change of meter etc.

All such TPCODL officials/BA employees visiting consumer premises carry a valid id proof issued by TPCODL. If the Respondent has come across any specific instance of TPCODL employee/its BA staff approaching consumers without proper ID/authorization, it may be brought to our notice for necessary action.

14. Designation and contact detail of various officials

Response

Customer has an option to interact with our Customer Care Associates (CCA) at Section Office and visit Customer Care Centre at Division Level wherein Customer Relations



Executive (CREs) and CCA are deployed. In addition to this, customer can register the complaint on website, via Call Centre or mail to customer care email id.

In case, the customer's query is not resolved, customer can use the escalation process as mentioned in the website. Further, official contact number and E-mail id of the team is available on the website also.

15. Copy of periodical safety inspection certificates of 33 & 11 KV feeders.

Response

TPCODL is taking EIC approval for all new installations at 33KV voltage and carry out self-certification if the new installation job completed at 11KV and below. After getting the Successful clearance either from EI or designated Inspector, Installation gets commissioned and charged by TPCODL.

2. Reply to Objections/ Suggestions by Shri Asitananda Biswal

1. **Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

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SECTION:	TPCODL-PWR HOUSE 2 S		
MTR:	80011014		
CONS. ACNT. NO:	80027861337		
AC. NO:	101501529005		
INST NO:	3003053289		
MTR SL NO:	1482315		
MTR INST. DT:	04-08-2006		
MTR OWNER:	CONSUMER		
METER MF:	1		
NAME:	BANSIDHAR JACDEV.		
ADDRESS:	FLAT NO-112(A)PLOT-1861139		
	GRESHARI ENCLAVE, 751012		
	Phase:	01	
CATEGORY:	DOM	CD:	2.5
HIST. MD:			0.0
MD RECORD:			3.0
BILLED MD:			3
MR NOTE:			OK
EST OK RD:			17564
EST OK RD DT:			05-09-2022
AVG. UNITS:			209
RDG	DATE	STS	
PRES:	17789 08-10-2022		0
PREV:	17564 05-09-2022		0
UNITS ADVANCED:			224
BILL BASIS:			ACTUAL
MFC/CUST CHRG:			60.00
EC:50.0X3.00=			150.00
EC:150.0X4.80=			720.00
EC:24.0X5.80=			139.20
ED CHRG:			40.37
METER RENT:			0.00
DPS CHRG:			0.00
TOTAL:			1100.00

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Response:

The requirement for replacement of existing meters by smart meters in prepaid mode is a statutory mandate as per CEA and MoP notifications. Since the rent is not sufficient to compensate for the cost of single phase Smart Meters, increase in the rent has been proposed. Considering the cost of meters vis-à-vis the consumption, we have presently proposed for replacement of meters with consumption of more than 100 units a month.

The cost of single phase smart meters as considered in our ARR Petition is based on the discovered prices. However, we continue to work towards further optimization of the same.

8. Multi Lingual Electricity Bill

Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.



TPCODL is printing spot bills in Odia language which consumers have to opt for and all the consumers can view and download their bill in English/Odia in the website.

9. **Present Single Phase bills are difficult to store as printing gets erased within 2-3 days. Quality of paper to be enhanced.**

Response:

All consumers can download their last 6 months electricity bills from our website. With regard to hard copy of spot bills, as on date both type of printers i.e. Thermal and Impact printer are used for printing spot bill on site. We are using 75 GSM paper to ensure paper quality is retained for 2-3 months.

10. Bills are not reflecting MD though those are mandated in regulation.

Response:

We wish to submit that MD is being reflected in the bills. Copy of a bill is provided below for better clarity:

BILL NO:	2043031970	DATE:	08-10-22
VER:		TIME:	01:03:38P
PROV BL REM:			
BILLED FOR:			1.0 MONTHS
PERIOD:			04-09-2022 TO 04-10-2022
SECTION:	TPCODL-PWR HOUSE 2 S		
MTR:	80011014		
CONS. ACNT. NO:	80027861337		
AC. NO:	101501529005		
INST NO:	3003053289		
MTR SL NO:	1482315		
MTR INST. DT:	04-08-2006		
MTR OWNER:	CONSUMER		
METER MF:	1		
NAME:	BANSIDHAR JACDEV.		
ADDRESS:	FLAT NO-112(A)PLOT-1861139		
	GRESHARI ENCLAVE, 751012		
CATEGORY:	DOM	Phase:	01
HIST. MD:	0.0	CD:	2.5
MD RECORD:	3.0		
BILLED MD:	3		
MR NOTE:	OK		
EST OK RD:	17564		
EST OK RD DT:	05-09-2022		
AVG. UNITS:	209		
RDG	DATE	STS	
PRES:	17789 08-10-2022	0	
PREV:	17564 05-09-2022	0	
UNITS ADVANCED:		224	
BILL BASIS:		ACTUAL	
MFC/COST CHRG:		60.00	
EC:50.0X3.00=		150.00	
EC:150.0X4.80=		720.00	
EC:24.0X5.80=		139.20	
ED CHRG:		40.37	
METER RENT:		0.00	
DPS CHRG:		0.00	
TOTAL BILL AMT:		1100.57	

11. New Connection – No Agreement and Meter Test Report

Response:

As per Supply Code 2019 clause 48, Agreement is not applicable for single phase consumer. However, the consumer is provided with a demand note which captures all the requirement for providing connection. On payment of demand and installation of meter

at site, consumers are given the meter installation report which is jointly signed by TPCODL as well as consumer representative.

12. Road side stall owners get the power connection without valid documents while consumers applying through Mo Bidyut portal do not get connection. Further, consumers applying through Mo Bidyut has no option of his own meter and it compels to take the meter on rent.

Response:

1. New connections are processed as per the provision of OERC Supply code 2019. Clause 14 of Supply Code, 2019 has the provision in which if any applicant who is not the owner of premise occupied by him, can apply for new connection by submitting an Indemnity Bond and the connection will be released after verification.
2. With regard to connection through Mo Bidyut portal, MO-Bidyut is a flagship scheme of DoE, under the ambit of 5T initiative of GoO to release the single phase connection through an online mode. This is only one medium to process the request. There are other modes and medium as well to process the new connection request. So, if any consumer wants to submit the offline new connection application or desire to submit the meter as per the TPCODL specification in line with the regulation, can approach to various touch point of TPCODL and registered his/her request for further processing.
3. With regard to Respondent's claim on requirement of payment of meter rent in case of connection through Mo Bidyut, it is clarified that no meter rent is charged to such consumers since the consumers pay the entire meter cost upfront.

13. Dress Code of officials/workers for various services provided by TPCODL

Response

Officials/workers representing the TPCODL visit the consumer premise under certain circumstances: (a) to resolve a complaint raised by the Consumer himself/herself, (b) delivery of bill or bill collection and (c) change of meter etc.

All such TPCODL officials/BA employees visiting consumer premises carry a valid id proof issued by TPCODL. If the Respondent has come across any specific instance of TPCODL employee/its BA staff approaching consumers without proper ID/authorization, it may be brought to our notice for necessary action.

14. Designation and contact detail of various officials

Response

Customer has an option to interact with our Customer Care Associates (CCA) at Section Office and visit Customer Care Centre at Division Level wherein Customer Relations



Executive (CREs) and CCA are deployed. In addition to this, customer can register the complaint on website, via Call Centre or mail to customer care email id.

In case, the customer's query is not resolved, customer can use the escalation process as mentioned in the website. Further, official contact number and E-mail id of the team is available on the website also.

15. Copy of periodical safety inspection certificates of 33 & 11 KV feeders.

Response

TPCODL is taking EIC approval for all new installations at 33KV voltage and carry out self-certification if the new installation job completed at 11KV and below. After getting the Successful clearance either from EI or designated Inspector, Installation gets commissioned and charged by TPCODL.

4. Reply to Objections/ Suggestions by Shri Rajendra Samal

1. **Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

2. **ARR filed being exuberant in expenditure, revenue gap arisen would increase per unit cost and increased Power Outages.**

Response:

TPCODL in its ARR Petition has given detailed justifications for Employee expenses, A&G expenses and R&M expenses at Page Nos. 37-54. Further, prudent check of the cost as estimated by the licensee shall be done by Hon'ble Commission before approval.

With regard to the observation of the respondent on power outage, we wish to submit that the distribution system reliability is measured by some of the indices i.e. SAIDI and SAIFI. The indices for the period FY 2021-22 and 9 months period of FY 2022-23 are provided below:

KPI Parameters	TPCODL	
	FY 21-22	FY 22-23 As on 31.12.2022
SAIDI (hrs)	155	114
SAIFI (nos.)	377	282

The above table shows that there has been a considerable decrease in numbers. Also, in case on planned outages, consumers are informed beforehand and in case of every

major breakdown, the same is communicated to our centralized Call Centre so that consumers may be benefitted.

Further, prudent check of the cost as estimated by the licensee shall be made by Hon'ble Commission before approval.

3. DPS levied on Domestic and Commercial Consumers, Rebate passed on to Consumers and Security Deposit of Consumers

Response:

The rate of DPS/rebate is as per the rate specified by the Hon'ble Commission in its Tariff Order. The same is based on

With regard to the rate of DPS @ 18%p.a., the same cannot be compared with the Fixed Deposit rate since the prompt payment rebate offered to consumers @ 1% of the total bill for making payment within 7 days of generation of bill is significantly higher than the FD rate and the effective rebate percentage will be around the same as the DPS rate.

4. Rebate not passed on to the consumers because of late serving or provisional bill. DISCOMs are disconnecting the power supply without following the prescribed procedure of disconnection and disconnect supply without proper notice. They are not ensuring/ confirming with reason at the time of disconnection.

Response:

It is submitted that the bill copy is being served to the consumer on time with proper due date. Also e-copy of bill are served immediately after generation of bill through whatsapp, e-mail and message to the registered number/email id. Rebate will not be passed on to the consumers only if the bill is not paid on or before due date.

With regard to disconnection procedure, TPCODL is strictly guided by and follows the appropriate Codes and Appendix of OERC (Conditions of Supply) Code, 2019 and is well within the ambit of the same. As part of the process, for Spot Billing customers on defaulting the payment, Disconnection notice is send along with next Bill and connection is disconnected as per timelines defined in the notice if payment is not received within the said timelines.

Various SMS are also send to registered number of consumers on regular basis who would have defaulted the payment on the due date.

5. DISCOMs shall give detail financial benefits derived from the CAPEX plan on account of loss reduction and its impact on tariff

Response:

It is submitted that TPCODL in its CAPEX plan for FY 2023-24 submitted to the Hon'ble Commission on 22.12.2022 has provided a detailed cost benefit analysis.

6. Enhancement in interest on Security Deposit from 4.25% to 6%. Consumers to be provided with option to deposit Security Deposit in 3 instalments.

Response:

The rate allowed by the OERC Distribution (Conditions of Supply) Code 2019, Regulation (57) mandates the payment of interest on consumer security deposit. Interest on security deposit @ 4.25% p.a. is based on the existing approval of Hon'ble Commission which is linked to prevailing bank rate notified by RBI during March 2022.

The Respondent has also opined that the consumers may be given three instalment facilities for deposit of security deposit to encourage MSME. It is clarified that the Security Deposit is to secure the Discom for supply of power on credit and hence the entire Security Deposit has to be paid upfront. This is in line with provisions of Supply Code 2019 and Electricity Act, 2013.

The Respondent has also observed that unlike Domestic & commercial consumers, other consumers may be provided with suitable digital rebate. The Hon'ble Commission has clarified in its Tariff Order that digital rebate is a special rebate which shall be available only to LT domestic and single phase general purpose category of consumers over and above all the rebates who pay through digital means (cash less). The rebate shall be applicable on the current month bill, if paid in full.

7. Smart Meter and its costing

Response:

The requirement for replacement of existing meters by smart meters in prepaid mode is a statutory mandate as per CEA and MoP notifications. Since the rent is not sufficient to compensate for the cost of single phase Smart Meters, increase in the rent has been proposed. Considering the cost of meters vis-à-vis the consumption, we have presently proposed for replacement of meters with consumption of more than 100 units a month.

The cost of single phase smart meters as considered in our ARR Petition is based on the discovered prices. However, we continue to work towards further optimization of the same.

8. Multi Lingual Electricity Bill

Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.



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Response:

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Response:

We wish to submit that MD is being reflected in the bills. Copy of a bill is provided below for better clarity:

BILL NO: 2043031970	DATE: 08-10-22	TIME: 11:30
VER: 01.0.38P		
PROV BL REM: 01.0.38P		
BILLED FOR: 1.0 MONTHS		
SUBS: 0000-1-19-00000000		
SECTION: 0000-1-19-00000000		
MTR: 0000-1-19-00000000		
CONS. ACNT. NO: 80027861337		
AC. NO: 101501529005		
INST NO: 3003053289		
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MTR OWNER: CONSUMER		
METER MF: 1		
NAME: BANSIDHAR JACDEV.		
ADDRESS: FLAT NO-112(A) PLOT-1861139		
GKSHARI ENCLAVE, 751012		
Phase: 01		
CATEGORY: DOM	CD: 2.5	
HIST. MD: 0.0		
MD RECORD: 3.0		
BILLED MD: 3		
MR NOTE: OK		
EST OK RD: 17564		
EST OK RD DT: 05-09-2022		
AVG. UNITS: 209		
RDG	DATE	STS
PRES: 17789	08-10-2022	0
PREV: 17564	05-09-2022	0
UNITS ADVANCED:		224
BILL BASIS:		ACTUAL
MFC/COST CHRG:		60.00
EC: 50.0X3.00=		150.00
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ED CHRG:		40.37
METER RENT:		0.00
DPS CHRG:		0.00
TOTAL BILL AMT:		1100.57

11. New Connection – No Agreement and Meter Test Report

Response:

As per Supply Code 2019 clause 48, Agreement is not applicable for single phase consumer. However, the consumer is provided with a demand note which captures all the requirement for providing connection. On payment of demand and installation of meter

at site, consumers are given the meter installation report which is jointly signed by TPCODL as well as consumer representative.

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Response:

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1. Dress Code of officials/workers for various services provided by TPCODL

Response

Officials/workers representing the TPCODL visit the consumer premise under certain circumstances: (a) to resolve a complaint raised by the Consumer himself/herself, (b) delivery of bill or bill collection and (c) change of meter etc.

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2. Designation and contact detail of various officials

Response

Customer has an option to interact with our Customer Care Associates (CCA) at Section Office and visit Customer Care Centre at Division Level wherein Customer Relations



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3. Copy of periodical safety inspection certificates of 33 & 11 KV feeders.

Response

TPCODL is taking EIC approval for all new installations at 33KV voltage and carry out self-certification if the new installation job completed at 11KV and below. After getting the Successful clearance either from EI or designated Inspector, Installation gets commissioned and charged by TPCODL.

5. Reply to Objections/ Suggestions by Shri Manoranjan Routray

1. **Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

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Response:

TPCODL in its ARR Petition has given detailed justifications for Employee expenses, A&G expenses and R&M expenses at Page Nos. 37-54. Further, prudent check of the cost as estimated by the licensee shall be done by Hon'ble Commission before approval.

With regard to the observation of the respondent on power outage, we wish to submit that the distribution system reliability is measured by some of the indices i.e. SAIDI and SAIFI. The indices for the period FY 2021-22 and 9 months period of FY 2022-23 are provided below:

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Response:

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Response:

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Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.



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SECTION:	TPCODL-PWR HOUSE 2 S		
MTR:	80011014		
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INST NO:	3003053289		
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MTR INST. DT:	04-08-2006		
MTR OWNER:	CONSUMER		
METER MF:	1		
NAME:	BANSIDHAR JACDEV.		
ADDRESS:	FLAT NO-112(A)PLOT-1861139		
	GKSHARI ENCLAVE, 751012		
CATEGORY:	DOM	Phase:	01
HIST. MD:	0.0	CD:	2.5
MD RECORD:	3.0		
BILLED MD:	3		
MR NOTE:	OK		
EST OK RD:	17564		
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AVG. UNITS:	209		
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PRES:	17789 08-10-2022	0	
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6. Reply to Objections/ Suggestions by Shri Ananta Narayana Mahanty

1. **Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

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Response:

It is submitted that the bill copy is being served to the consumer on time with proper due date. Also e-copy of bill are served immediately after generation of bill through whatsapp, e-mail and message to the registered number/email id. Rebate will not be passed on to the consumers only if the bill is not paid on or before due date.

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5. DISCOMs shall give detail financial benefits derived from the CAPEX plan on account of loss reduction and its impact on tariff

Response:

It is submitted that TPCODL in its CAPEX plan for FY 2023-24 submitted to the Hon'ble Commission on 22.12.2022 has provided a detailed cost benefit analysis.

6. Enhancement in interest on Security Deposit from 4.25% to 6%. Consumers to be provided with option to deposit Security Deposit in 3 instalments.

Response:

The rate allowed by the OERC Distribution (Conditions of Supply) Code 2019, Regulation (57) mandates the payment of interest on consumer security deposit. Interest on security deposit @ 4.25% p.a. is based on the existing approval of Hon'ble Commission which is linked to prevailing bank rate notified by RBI during March 2022.

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Response:

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The cost of single phase smart meters as considered in our ARR Petition is based on the discovered prices. However, we continue to work towards further optimization of the same.

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Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.



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10. Bills are not reflecting MD though those are mandated in regulation.

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VER:		TIME:	01:03:38P
PROV BL REM:			
BILLED FOR:			1.0 MONTHS
PERIOD:			04-09-2022 TO 04-10-2022
SECTION:	TPCODL-PWR HOUSE 2 S		
MTR:	80011014		
CONS. ACNT. NO:	80027861337		
AC. NO:	101501529005		
INST NO:	3003053289		
MTR SL NO:	1482315		
MTR INST. DT:	04-08-2006		
MTR OWNER:	CONSUMER		
METER MF:	1		
NAME:	BANSIDHAR JACDEV.		
ADDRESS:	FLAT NO-112(A)PLOT-1861139		
	GKSHARI ENCLAVE, 751012		
CATEGORY:	DOM	Phase:	01
HIST. MD:	0.0	CD:	2.5
MD RECORD:	3.0		
BILLED MD:	3		
MR NOTE:	OK		
EST OK RD:	17564		
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AVG. UNITS:	209		
RDG	DATE	STS	
PRES:	17789 08-10-2022	0	
PREV:	17564 05-09-2022	0	
UNITS ADVANCED:		224	
BILL BASIS:		ACTUAL	
MFC/COST CHRG:		60.00	
EC:50.0X3.00=		150.00	
EC:150.0X4.80=		720.00	
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METER RENT:		0.00	
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TOTAL:		1100.00	

11. New Connection – No Agreement and Meter Test Report

Response:

As per Supply Code 2019 clause 48, Agreement is not applicable for single phase consumer. However, the consumer is provided with a demand note which captures all the requirement for providing connection. On payment of demand and installation of meter

at site, consumers are given the meter installation report which is jointly signed by TPCODL as well as consumer representative.

12. Road side stall owners get the power connection without valid documents while consumers applying through Mo Bidyut portal do not get connection. Further, consumers applying through Mo Bidyut has no option of his own meter and it compels to take the meter on rent.

Response:

1. New connections are processed as per the provision of OERC Supply code 2019. Clause 14 of Supply Code, 2019 has the provision in which if any applicant who is not the owner of premise occupied by him, can apply for new connection by submitting an Indemnity Bond and the connection will be released after verification.
2. With regard to connection through Mo Bidyut portal, MO-Bidyut is a flagship scheme of DoE, under the ambit of 5T initiative of GoO to release the single phase connection through an online mode. This is only one medium to process the request. There are other modes and medium as well to process the new connection request. So, if any consumer wants to submit the offline new connection application or desire to submit the meter as per the TPCODL specification in line with the regulation, can approach to various touch point of TPCODL and registered his/her request for further processing.
3. With regard to Respondent's claim on requirement of payment of meter rent in case of connection through Mo Bidyut, it is clarified that no meter rent is charged to such consumers since the consumers pay the entire meter cost upfront.

13. Dress Code of officials/workers for various services provided by TPCODL

Response

Officials/workers representing the TPCODL visit the consumer premise under certain circumstances: (a) to resolve a complaint raised by the Consumer himself/herself, (b) delivery of bill or bill collection and (c) change of meter etc.

All such TPCODL officials/BA employees visiting consumer premises carry a valid id proof issued by TPCODL. If the Respondent has come across any specific instance of TPCODL employee/its BA staff approaching consumers without proper ID/authorization, it may be brought to our notice for necessary action.

14. Designation and contact detail of various officials

Response

Customer has an option to interact with our Customer Care Associates (CCA) at Section Office and visit Customer Care Centre at Division Level wherein Customer Relations



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15. Copy of periodical safety inspection certificates of 33 & 11 KV feeders.

Response

TPCODL is taking EIC approval for all new installations at 33KV voltage and carry out self-certification if the new installation job completed at 11KV and below. After getting the Successful clearance either from EI or designated Inspector, Installation gets commissioned and charged by TPCODL.

7. **Reply to Objections/ Suggestions by Shri Umakanta Mohapatra**

- Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

- ARR filed being exuberant in expenditure, revenue gap arisen would increase per unit cost and increased Power Outages.**

Response:

TPCODL in its ARR Petition has given detailed justifications for Employee expenses, A&G expenses and R&M expenses at Page Nos. 37-54. Further, prudent check of the cost as estimated by the licensee shall be done by Hon'ble Commission before approval.

With regard to the observation of the respondent on power outage, we wish to submit that the distribution system reliability is measured by some of the indices i.e. SAIDI and SAIFI. The indices for the period FY 2021-22 and 9 months period of FY 2022-23 are provided below:

KPI Parameters	TPCODL	
	FY 21-22	FY 22-23 As on 31.12.2022
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The above table shows that there has been a considerable decrease in numbers. Also, in case on planned outages, consumers are informed beforehand and in case of every

major breakdown, the same is communicated to our centralized Call Centre so that consumers may be benefitted.

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3. DPS levied on Domestic and Commercial Consumers, Rebate passed on to Consumers and Security Deposit of Consumers

Response:

The rate of DPS/rebate is as per the rate specified by the Hon'ble Commission in its Tariff Order. The same is based on

With regard to the rate of DPS @ 18%p.a., the same cannot be compared with the Fixed Deposit rate since the prompt payment rebate offered to consumers @ 1% of the total bill for making payment within 7 days of generation of bill is significantly higher than the FD rate and the effective rebate percentage will be around the same as the DPS rate.

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8. Reply to Objections/ Suggestions by Shri Subrat Kumar Behera

1. **Petition filed by the petitioner is hard and exhort on the consumers and void the legal sanctions**

Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

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SECTION: TPCODL-PWR HOUSE 2 S		
MTR: 80011014		
CONS. ACNT. NO: 80027861337		
AC. NO: 101501529005		
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MTR OWNER: CONSUMER		
METER MF: 1		
NAME: BANSIDHAR JACDEV.		
ADDRESS: FLAT NO-112(A) PLOT-1861139		
GKSHARI ENCLAVE, 751012		
Phase: 01		
CATEGORY: DOM	CD: 2.5	
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TOTAL BILL AMT:		1100.57

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Response:

It is submitted that ARR and Retail Supply Tariff for the FY 2023-24 has been filed by the Licensee before the Hon'ble Commission under Section 62 and other applicable provisions of the Electricity Act, 2003 and in conformity with the provisions of OERC (Terms and Conditions for determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2022 and OERC (Conduct of Business) Regulation 2004. DISCOMs being regulated entities, are bound to follow the legal provision and regulations of the Electricity Regulatory Commissions in true letter and spirit.

2. **ARR filed being exuberant in expenditure, revenue gap arisen would increase per unit cost and increased Power Outages.**

Response:

TPCODL in its ARR Petition has given detailed justifications for Employee expenses, A&G expenses and R&M expenses at Page Nos. 37-54. Further, prudent check of the cost as estimated by the licensee shall be done by Hon'ble Commission before approval.

With regard to the observation of the respondent on power outage, we wish to submit that the distribution system reliability is measured by some of the indices i.e. SAIDI and SAIFI. The indices for the period FY 2021-22 and 9 months period of FY 2022-23 are provided below:

KPI Parameters	TPCODL	
	FY 21-22	FY 22-23 As on 31.12.2022
SAIDI (hrs)	155	114
SAIFI (nos.)	377	282

The above table shows that there has been a considerable decrease in numbers. Also, in case on planned outages, consumers are informed beforehand and in case of every

major breakdown, the same is communicated to our centralized Call Centre so that consumers may be benefitted.

Further, prudent check of the cost as estimated by the licensee shall be made by Hon'ble Commission before approval.

3. DPS levied on Domestic and Commercial Consumers, Rebate passed on to Consumers and Security Deposit of Consumers

Response:

The rate of DPS/rebate is as per the rate specified by the Hon'ble Commission in its Tariff Order. The same is based on

With regard to the rate of DPS @ 18%p.a., the same cannot be compared with the Fixed Deposit rate since the prompt payment rebate offered to consumers @ 1% of the total bill for making payment within 7 days of generation of bill is significantly higher than the FD rate and the effective rebate percentage will be around the same as the DPS rate.

4. Rebate not passed on to the consumers because of late serving or provisional bill. DISCOMs are disconnecting the power supply without following the prescribed procedure of disconnection and disconnect supply without proper notice. They are not ensuring/ confirming with reason at the time of disconnection.

Response:

It is submitted that the bill copy is being served to the consumer on time with proper due date. Also e-copy of bill are served immediately after generation of bill through whatsapp, e-mail and message to the registered number/email id. Rebate will not be passed on to the consumers only if the bill is not paid on or before due date.

With regard to disconnection procedure, TPCODL is strictly guided by and follows the appropriate Codes and Appendix of OERC (Conditions of Supply) Code, 2019 and is well within the ambit of the same. As part of the process, for Spot Billing customers on defaulting the payment, Disconnection notice is send along with next Bill and connection is disconnected as per timelines defined in the notice if payment is not received within the said timelines.

Various SMS are also send to registered number of consumers on regular basis who would have defaulted the payment on the due date.

5. DISCOMs shall give detail financial benefits derived from the CAPEX plan on account of loss reduction and its impact on tariff

Response:

It is submitted that TPCODL in its CAPEX plan for FY 2023-24 submitted to the Hon'ble Commission on 22.12.2022 has provided a detailed cost benefit analysis.

6. Enhancement in interest on Security Deposit from 4.25% to 6%. Consumers to be provided with option to deposit Security Deposit in 3 instalments.

Response:

The rate allowed by the OERC Distribution (Conditions of Supply) Code 2019, Regulation (57) mandates the payment of interest on consumer security deposit. Interest on security deposit @ 4.25% p.a. is based on the existing approval of Hon'ble Commission which is linked to prevailing bank rate notified by RBI during March 2022.

The Respondent has also opined that the consumers may be given three instalment facilities for deposit of security deposit to encourage MSME. It is clarified that the Security Deposit is to secure the Discom for supply of power on credit and hence the entire Security Deposit has to be paid upfront. This is in line with provisions of Supply Code 2019 and Electricity Act, 2013.

The Respondent has also observed that unlike Domestic & commercial consumers, other consumers may be provided with suitable digital rebate. The Hon'ble Commission has clarified in its Tariff Order that digital rebate is a special rebate which shall be available only to LT domestic and single phase general purpose category of consumers over and above all the rebates who pay through digital means (cash less). The rebate shall be applicable on the current month bill, if paid in full.

7. Smart Meter and its costing

Response:

The requirement for replacement of existing meters by smart meters in prepaid mode is a statutory mandate as per CEA and MoP notifications. Since the rent is not sufficient to compensate for the cost of single phase Smart Meters, increase in the rent has been proposed. Considering the cost of meters vis-à-vis the consumption, we have presently proposed for replacement of meters with consumption of more than 100 units a month.

The cost of single phase smart meters as considered in our ARR Petition is based on the discovered prices. However, we continue to work towards further optimization of the same.

8. Multi Lingual Electricity Bill

Response:

The Respondent has observed that the electricity bills should be available both in Odia and English for people to understand.



TPCODL is printing spot bills in Odia language which consumers have to opt for and all the consumers can view and download their bill in English/Odia in the website.

9. **Present Single Phase bills are difficult to store as printing gets erased within 2-3 days. Quality of paper to be enhanced.**

Response:

All consumers can download their last 6 months electricity bills from our website. With regard to hard copy of spot bills, as on date both type of printers i.e. Thermal and Impact printer are used for printing spot bill on site. We are using 75 GSM paper to ensure paper quality is retained for 2-3 months.

10. Bills are not reflecting MD though those are mandated in regulation.

Response:

We wish to submit that MD is being reflected in the bills. Copy of a bill is provided below for better clarity:

BILL NO: 2043031970	DATE: 08-10-22	TIME: 11:39
VER: 01.0.38P		
PROV BL REM: 01.0.38P		
BILLED FOR: 1.0 MONTHS		
SUBS: 19-BARESWAP		
SECTION: DDD 1, SDD 1		
MTR: TPCODL-PWR HOUSE 2 S		
MRU: B0011014		
CONS. ACNT. NO: 80027861337		
AC. NO: 101501529005		
INST NO: 3003053289		
MTR SL NO: 1482315		
MTR INST. DT: 04-08-2006		
MTR OWNER: CONSUMER		
METER MF: 1		
NAME: BANSIDHAR JACDEV.		
ADDRS: FLAT NO-112(A) PLOT-1861139		
GKSHARI ENCLAVE, 751012		
Phase: 01		
CATEGORY: DOM	CD: 2.5	
HIST MD: 0.0		
MD RECORD: 3.0		
BILLED MD: 3		
MR NOTE: OK		
EST OK RD: 17564		
EST OK RD DT: 05-09-2022		
AVG. UNITS: 209		
RDG	DATE	STS
PRES: 17789	08-10-2022	0
PREV: 17564	05-09-2022	0
UNITS ADVANCED:		224
BILL BASIS:		ACTUAL
MFC/COST CHRG:		60.00
EC: 50.0X3.00=		150.00
EC: 150.0X4.80=		720.00
EC: 24.0X5.80=		139.20
ED CHRG:		40.37
METER RENT:		0.00
DPS CHRG:		0.00
DDCD BILL AMT:		1110.57

11. New Connection – No Agreement and Meter Test Report

Response:

As per Supply Code 2019 clause 48, Agreement is not applicable for single phase consumer. However, the consumer is provided with a demand note which captures all the requirement for providing connection. On payment of demand and installation of meter

at site, consumers are given the meter installation report which is jointly signed by TPCODL as well as consumer representative.

12. Road side stall owners get the power connection without valid documents while consumers applying through Mo Bidyut portal do not get connection. Further, consumers applying through Mo Bidyut has no option of his own meter and it compels to take the meter on rent.

Response:

1. New connections are processed as per the provision of OERC Supply code 2019. Clause 14 of Supply Code, 2019 has the provision in which if any applicant who is not the owner of premise occupied by him, can apply for new connection by submitting an Indemnity Bond and the connection will be released after verification.
2. With regard to connection through Mo Bidyut portal, MO-Bidyut is a flagship scheme of DoE, under the ambit of 5T initiative of GoO to release the single phase connection through an online mode. This is only one medium to process the request. There are other modes and medium as well to process the new connection request. So, if any consumer wants to submit the offline new connection application or desire to submit the meter as per the TPCODL specification in line with the regulation, can approach to various touch point of TPCODL and registered his/her request for further processing.
3. With regard to Respondent's claim on requirement of payment of meter rent in case of connection through Mo Bidyut, it is clarified that no meter rent is charged to such consumers since the consumers pay the entire meter cost upfront.

13. Dress Code of officials/workers for various services provided by TPCODL

Response

Officials/workers representing the TPCODL visit the consumer premise under certain circumstances: (a) to resolve a complaint raised by the Consumer himself/herself, (b) delivery of bill or bill collection and (c) change of meter etc.

All such TPCODL officials/BA employees visiting consumer premises carry a valid id proof issued by TPCODL. If the Respondent has come across any specific instance of TPCODL employee/its BA staff approaching consumers without proper ID/authorization, it may be brought to our notice for necessary action.

14. Designation and contact detail of various officials

Response

Customer has an option to interact with our Customer Care Associates (CCA) at Section Office and visit Customer Care Centre at Division Level wherein Customer Relations



Executive (CREs) and CCA are deployed. In addition to this, customer can register the complaint on website, via Call Centre or mail to customer care email id.

In case, the customer's query is not resolved, customer can use the escalation process as mentioned in the website. Further, official contact number and E-mail id of the team is available on the website also.

15. Copy of periodical safety inspection certificates of 33 & 11 KV feeders.

Response

TPCODL is taking EIC approval for all new installations at 33KV voltage and carry out self-certification if the new installation job completed at 11KV and below. After getting the Successful clearance either from EI or designated Inspector, Installation gets commissioned and charged by TPCODL.