

Souvenir

WORKSHOP ON STANDARDS OF PERFORMANCE & CONSUMER SATISFACTION IN THE POWER SECTOR, ORISSA

**TO COMMEMORATE
THE 12TH FOUNDATION YEAR**



Together, let us light up our lives.

ORISSA ELECTRICITY REGULATORY COMMISSION

Bidyut Niyamak Bhavan, Unit-VIII, Bhubaneswar - 751 012

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Contents

| Sl.No. | Topic | Author | Page |
|--------|---|--|------|
| 1. | Messages | | |
| 2. | Orissa Power Sector Reforms - A Snapshot | | 03 |
| 3. | Hydro Power Generation in Orissa – Large Potential | Shri Jayadev Mishra, Advisor power, Govt. of Orissa | 09 |
| 4. | Power Sector Reform in Orissa : Is it the end of the road ? | Dhirendra Kumar Roy, Formerly Chairman, OERC | 20 |
| 5. | Power Sector Reforms in Orissa – A Key to Industrialisation | B. C. Jena BSc (Engg.), FIE, CE (Ind.) | 23 |
| 6. | Role of Power Sector Reform in Fiscal Restructuring in Orissa | K. C. Badu, IAS (Retired), Member, OERC | 31 |
| 7. | OPGC – Rising to New Heights | Paramita Tripathy, IRS, Director (Finance), OPGC | 40 |
| 8. | Notes on the New Industrial Policy Resolution-2007 | Hemant Sharma, IAS Director of Industries, Orissa | 43 |
| 9. | Orissa – The Emerging Jewel | Ashok Kumar Meena, IAS Subhra Ranjan Mishra | 45 |
| 10. | Captive Power an Elixir for Future | Sanjeev Das, Secretary, Confederation of Captive Power Plants Orissa | 51 |
| 11. | Regulatory Intervention for Renewable Energy | S. N. Ghosh, Director (Tariff), OERC | 56 |
| 12. | Evolution of Indian Electricity Market - Trading and Power Exchange | Er. Nagendra Nath Mahapatra Senior Consultant, OERC | 59 |
| 13. | Efficient Electricity Pricing | Dr. Madhu S Panigrahi, Joint Director (Eco), OERC | 72 |
| 14. | Role of Thermal Power Plants & Small Hydro Electric Projects in meeting Orissa's Demand for Power | Dr. (Mrs) Anupama Dash, Jt. Director (Tariff / Economics), OERC | 77 |

| Sl.No. | Topic | Author | Page |
|--------|---|--|------|
| 15. | Achievement of Consumer Satisfaction as a Fall Out of the Consumer Service Documents under the Electricity Act, 2003 | K.L. Panda, Jt. Director (Engg.), OERC | 85 |
| 16. | Licensee's Standard of Performance and Commission's investigation | S.P. Mishra, Dy. Director(Engg.), OERC | 87 |
| 17. | Orissa Hydro Power Corporation Ltd (OHPC) -A Bird's Eye View | S.S. Bhoi A.K.Jagdev, PPA Cell, OHPC | 92 |
| 18. | Performance of DISTCOs | Anil Kumar Panda, Dy. Director (Tariff- Engg.) | 96 |
| 19. | Energy Conservation Plan and Perspective | Priyabrata Patnaik, Dy. Director (Tariff/Eco.), OERC | 105 |
| 20. | E - Commission & Technology Strategy | Jyotish Chandra Mohanty, Jt. Director (IT), OERC | 114 |
| 21. | The Electricity Act-2003 (Section-126 & 127) Apprehensions and Expectations | J.P. Sharma, Engineer-in-Chief Elec-cum- Principal Chief Electrical Inspector: Orissa | 117 |
| 22. | Power Sector Reforms under Electricity Act, 2003 and Handling of Consumer Grievances | Sibabrata Dash, OAS(S) Director, Consumer Affairs & Ex-Officio Jt. Secretary to GoO, FS & CW Deptt , & Controller of Legal Metrology | 124 |
| 23. | Rural Electrification Programme in Orissa | Er. Santosh Das Executive Engineer (Electrical) O/o EIC Elec-Cum-PEI, Orissa | 128 |
| 24. | Accelerated Power Development and Reform Programme (APDRP) | Debraj Biswal, Chief Executive Officer, CESU | 136 |
| 25. | Commercialisation, Competition and Change in Mindset - Essences for Distribution Success | Gagan Swain Head, Finance & Regulatory Affairs, Regd. office of Wesco, Nesco & Southco | 145 |





Murlidhar C. Bhandare
GOVERNOR, ORISSA



September 7, 2007

Message

I am glad to know that Orissa Electricity Regulatory Commission is bringing out a souvenir on power sector on the occasion of holding a workshop on "Consumer Satisfaction and Standard of Performance by the Distribution Licensees, Orissa" on September 22, 2007.

Dedication, round-the-clock vigilance and quick redressal of grievances are key to consumer satisfaction. Transmission loss and power-theft are two major factors among many other problems, leading to huge revenue loss. This workshop is a timely one that will deliberate on all these and many other relevant issues. The findings of the workshop may be widely circulated among concerned agencies for improvement in the standard of performance.

I wish the endeavour all success.

Murlidhar Bhandare
(Murlidhar C. Bhandare)



SHRI NAVEEN PATNAIK
CHIEF MINISTER, ORISSA



D.O. No.

BHUBANESWAR

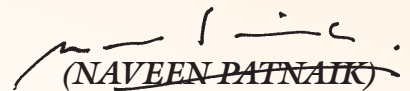
Date : 22.08.07

Message

I am happy to know that OERC is bringing out a souvenir in the power sector on the occasion of holding a workshop on “Standard of Performance and Consumers Satisfaction”. All of us know that Orissa led the power sector reforms in India and have achieved certain improvement. As beginner, we had certain disadvantages and others have gained from the experiment of power sector reform in Orissa. Though we have achieved certain milestones in the power sector reforms, the power sector is yet to be put on a sustainable growth path. Developments like Availability Based Tariff (ABT), Open Access and Trading are changing the game in the power sector. There are new rules, new requirements and thus new challenges in transmission, distribution, generation and regulations.

We should have the vision of an Orissa where every household in every village is lit and where reliable quality and uninterrupted power supply at reasonable rates are taken for granted. It is time that all stakeholders come forward to join altogether to put the power sector on a sustainable growth path. If power sector wins, everybody wins. To accomplish such a win-win situation, the time to act is here and now.

I am sure the publication of the souvenir in the power sector and the workshop on “Standard of Performance and Consumers Satisfaction” will enable the OERC to fine tune their strategy for bringing out perceptible improvement in standards of performance, consumer satisfaction and turning around the power sector in Orissa.


(NAVEEN PATNAIK)



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BHUBANESWAR
Date : 04.09.2007

SHRI PRAFULLA CHANDRA GHADAI
MINISTER
FINANCE, ORISSA

Message

I am happy to note that OERC is organizing a workshop on “Standard of Performance and Consumers Satisfaction” and on this occasion a Souvenir in the power sector is being published. Electricity is a strategic input providing a source of livelihood of various segments of the Society. The power sector is a prime mover and an effective engine of economic growth. In Orissa electricity contributes around 3.5% of Gross State Domestic Product (GSDP). While for the country the target of growth of GSDP has been fixed at 8% during 11th Plan. Orissa’s GSDP needs to grow at faster rate of more than 10% in order to catch up with the progress of other developed states. To sustain the pace of growth in GSDP, the electricity generation also needs to grow commensurately. While there is a need for capacity addition, the critical area that needs immediate attention is prevention on theft of electricity and reduction of Aggregate Technical and Commercial (AT&C) Losses from the present level of 43.7% to around 15%. Without theft control and loss reduction, the sector cannot turnaround.

I am sure the publication of the souvenir and the workshop organized by OERC would provide the required impetus to ensure sustainable development of the power sector in the State so that the benefits are largely shared by the consumers.


(P.C. GHADAI)



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BHUBANESWAR
Date : 04.09.2007

SHRI SURJYA NARAYAN PATRO
MINISTER
Energy, Information Technology
and Culture, Orissa

Message

I am extremely glad to note that OERC is holding a workshop on “Standard of Performance and Consumers Satisfaction” and also bringing out a souvenir in the power sector on this occasion.

Being the first Electricity Regulatory Commission to be set up, in the country, OERC has played a pioneer role in the regulations of energy sector in the country. It has taken steps to bring in efficiency improvements in the sector. In their efforts to focus the improvements in the consumer satisfaction, the Commission has rightly chosen the subject “Standards of Performance and Consumer Satisfaction” for the workshop.

Section 57 of the Electricity Act, 2003 requires the Commission to specify the standards of performance of a licensee. The same section also empowers the Commission to determine the amount of compensation required to be paid by the licensee, to the affected consumers, if it is not able to meet such standards. The compensation has to be paid within 90 days of the determination. The compensation is to be paid in each case of failure, in some cases the compensation is to be paid automatically and in certain cases the compensation is to be claimed. These provisions are required to be brought to the notice of the consumers to ensure improvement in the standards of performance and consumers satisfaction in the power sector.

I am sure the workshop and the souvenir will help the OERC and the State Government to bring about improvement in the performance standards of the licensee in the State.


(Surjya Narayan Patro)



ଅଜିତ କୁମାର ତ୍ରିପାଠୀ
Ajit Kumar Tripathy, IAS



ମୁଖ୍ୟ ଶାସନ ସଚିବ ଏବଂ ମୁଖ୍ୟ ଉନ୍ନୟନ କମିଶନର
ଓଡ଼ିଶା ସରକାର, ଭୁବନେଶ୍ୱର

Chief Secretary & Chief Development Commissioner
Government of Orissa, Bhubaneswar
Bhubaneswar, dated September, 2007

Message

I am delighted to learn that OERC is holding a workshop on "Standard of Performance and Consumers Satisfaction" in the power sector and on this occasion bringing out a souvenir. It was a long time need for the state and more such workshop should be held in the districts.

Though Orissa is the pioneer in the power sector reforms, its ultimate benefits are yet to be perceived and enjoyed by the consumers. The consumers would enjoy the benefits only if the power utility becomes solvent. Their financial turn around is contingent upon drastic reduction in Aggregate Transmission and Commercial Loss and control of theft of electricity. It is also dependant on timely billing and collection of bills coupled with prevention of theft of power. All these need people's support and participation in a big way and mere policing would not be adequate. People would gladly support reforms provided they enjoy quality power at affordable rates.

I hope that the Workshop and the publication of the souvenir would facilitate understanding the various complicated issues of the power sector reforms in the state and this will help all stakeholders to find out a satisfactory solution to meet the standards of performance and consumers satisfaction in the power sector.

(A. K. Tripathy)

ଦୂରଭାଷ : ଅଫିସ (୦୬୭୪) ୨୫୩୪୩୦୦ / ୨୫୩୬୭୦୦, ଫାକ୍ସ : ୨୫୩୬୭୭୦

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Development Commissioner-cum-
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ORISSA



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Bhubaneswar
Date : 11.9.2007

Message

I am glad to know that OERC is holding a workshop on “Standard of Performance and Consumers Satisfaction” and bringing out a souvenir in the power sector on this occasion.

In a regulated regime, a stable tariff structure is a good measure of benefits to the consumers, though still a lot more is desired from the sector for full consumer satisfaction. The utilities are required to meet the prescribed standards of performance.

I hope the publication of the Souvenir and the Workshop will throw light on the complex issues of the power sector reforms in the State. It will help the OERC and the licensees to find out a solution to serve the consumers better in the coming days.

(Dr. R.N. Bahidar)



B.K. Das

Chairperson, OERC



Together, Let us light up our lives

Message

Power sector reform in Orissa has completed an eventful decade. When one reaches such a milestone, a stock taking is a useful if not essential exercise. The last ten years have been something of a roller-coaster ride. While many of the objectives of reform have been met we are yet to meet many others. The road ahead has many challenges and we will endeavour to meet and overcome those challenges.

The Commission has now moved on from the early phase of making and drafting Regulations, Standards and Codes to ensuring Standards and Performance and as expected this has been a much harder task. But as it enters a new phase of its functioning, the Commission too will attempt a more pro active role with a hands on approach with greater emphasis on monitoring and review.

Utilities are being made accountable and responsive to their consumers by various methods, both administrative and legal. Standards, codes and procedures are being enforced without let or hindrance. Review, inspection and orientation programmes are part of a new approach to scrutinize and assess service delivery more effectively. New strategies have been adopted to incentivize performance of utilities while poor consumer service has been penalized.

Consumer expectation is rising. As the utilities enter into the tenth post reform year, the consumer is no longer satisfied with only affordable tariffs. Uninterrupted supply, quality power and efficient service are the demand of the hour. The utilities will have to rise to meet these expectations. They are yet to augment their distribution system and formulate a multi pronged, holistic approach to power distribution. The time is ripe for a total change to an approach of round the clock and efficient service delivery.

Consumer education is vital at this stage. The educated and aware consumer should not only expect service but also cooperate in maintaining a stable and sustainable system and completely eliminating theft of energy and other assets of the Utilities. A strong and vibrant public opinion against theft is vital to such a sustainable system. Our efforts will, therefore, strive to sensitise the consumer both towards his right as well as his obligations. Ultimately it is the vigilant and aware consumer who will direct the course of reform.

The other major stakeholder, the State Government too has a vital role to play in the overall scheme of things. Electrical energy is a critical input in the development of the State. Its availability, affordability and accessibility to every enterprise and every household is the key to the future of our State.

The Commission is at the fulcrum of reform, coordinating functions of various stakeholders in the sector; monitoring the activities of each and balancing the conflicting interests while ensuring a fair deal to all stakeholders. In remembering the day of its foundation, the Commission rededicates itself to those ideals and objectives with which it was founded and has sustained it till today.


(B.K. DAS)



S.K. Jena
Member



Together, Let us light up our lives

Message

Electricity regulation in India starting with Orissa has completed a decade of its existence. It has raised expectations of the consumers for improvement of quality of supply and services and created a challenging atmosphere for the policy makers and investors.

The lessons learnt that delivery of services at the consumer level now required not only technological innovation but people's active participation for optimal use of existing infrastructure to improve the financial viability of the utilities, improve quality of supply, reasonable and affordable tariff and encourage competition.

The regulators, as usual, face a daunting task of deciding the issues keeping in mind, the multiple challenges being posed by the consumers, licensees, investors, the courts of law at the same breath. It calls for high quality regulatory research and analysis and analytical tools for arriving at rational decisions with a scientific approach keeping the eyes and ears open to the new vistas of development taking place throughout the world. This opportunity bestirs us & calls for enough patience, determination, study and unbiased approach so that the regulatory decisions stands the scrutiny of law and yet delivers the desired output as envisaged in the Electricity Act, 2003.

(S.K. Jena)



K. C. Badu, IAS (Retd.)
Member, OERC



Together, Let us light up our lives

Message

The OERC is organizing a one day workshop on “Standards of Performance and Consumer Satisfaction in the Power Sector” and on this occasion a Souvenir is being released. The objective behind holding the workshop and publishing the souvenir is to disseminate the various critical issues confronting the power industry in the State. We know that Electricity is the most versatile form of energy and a strategic input providing a source of livelihood of various segments of society. Orissa led the way in power reforms in India but these have not delivered the desired results in the State, whereas other States have seen greater success. In particular, power distribution continues to be plagued by high level of Aggregate Technical and Commercial (AT&C) losses. Hence, improving the performance of the distribution companies is the critical concern in Orissa. If power sector succeeds, everybody succeeds. To accomplish such an objective, there is urgent need for a Joint Combat by State Govt., the licensees, the Consumers and the Regulators.

The time to act is here and now.

(K.C. BADU)

COMMISSIONER'S RETREAT AT KONARK (FOIR MEET ORGANISED BY OERC)





ORISSA POWER SECTOR REFORM

- A Snapshot

PASSING OF THE OER ACT, 1995

The Orissa Electricity Reform Act, 1995 (Orissa Act 2 of 1996) was enacted for the purpose of restructuring the electricity industry, for taking measures conducive to rationalization of generation, transmission and supply system, for opening avenues for participation of private sector entrepreneurs and for establishment of a Regulatory Commission independent of the state government and power utilities.

ESTABLISHMENT OF OERC

An important component of power sector reforms is establishment of an independent autonomous Regulator, the Orissa Electricity Regulatory Commission for achievement of objectives enshrined in the OER Act, 1995. It became functional on 01.8.96 with the joining of its three members.

FORMATION OF GRIDCO

The Grid Corporation of Orissa Limited (GRIDCO) was incorporated under Companies Act, 1956 on 20.4.95. All transmission and distribution assets of OSEB were transferred to GRIDCO on 01.4.96 which took care of bulk procurement of power from different generating stations and transmitted the same to the load centres.

CREATION OF OHPC

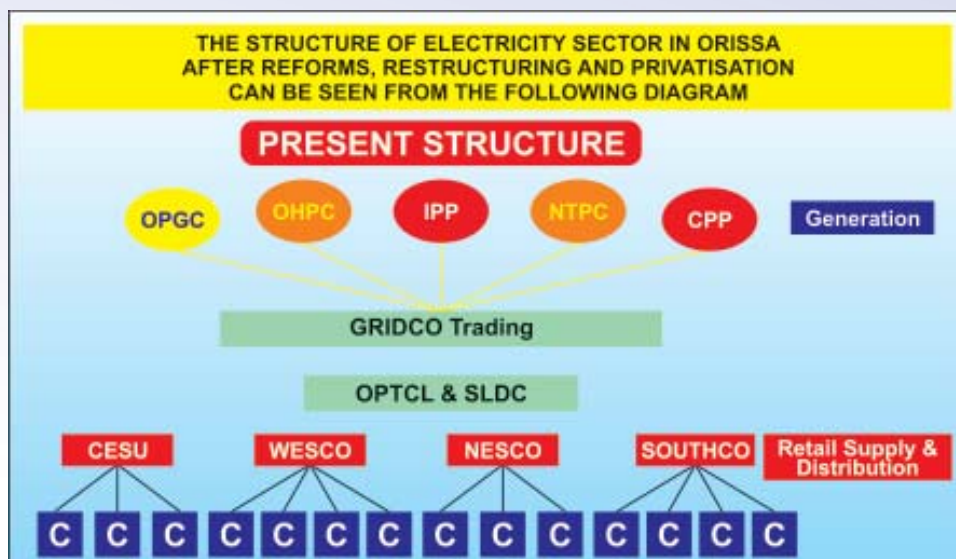
The Orissa Hydro Power Corporation Limited (OHPC) was incorporated under the Companies Act, 1956 on 21.4.95. All the generating assets of Government as well as OSEB have been transferred to OHPC on 01.4.96. This Corporation takes care of all the operating and ongoing Hydro Power Stations. 49% of the share of the Orissa Power Generation Corporation (OPGC) were disinvested to the US based AES company in January, 1999.

PRIVATISATION OF DISTRIBUTION

As a sequel to the passing of the Act, the distribution of power was privatized in Orissa and the management of the four subsidiary companies in charge of distribution in the Central Northern, Southern and Western zones of Orissa, namely CESCO, NESCO, SOUTHCO and WESCO was entrusted to a private company which took over 51% of the shares.

OPTCL & SLDC CREATED

GRIDCO became a deemed trading licensee from 10.6.05. The Orissa Power Transmission Corporation Ltd. (OPTCL) took over intra-state transmission & functions of the state load despatch centre on the same date.



OBJECTIVES OF REFORMS

- Increase efficiency
- Bring accountability
- Attract Private Sector Investment
- Establish an independent and transparent regulatory regime

ROLE OF OERC

- Take measures conducive to an efficient electricity industry in the State
- Safeguard the interests of the consumers
- Prevent monopolistic behavior by operators
- Establish independent and objective decision making process

ADVANTAGE TO THE STATE

- Increased Private Sector Investment
- Availability of adequate and reliable power
- Freeing of significant resources for social sector investments

THE POWER SECTOR ADVANTAGE

- Commercial viability
- Efficient operation
- Professional Skill

FUNCTIONS OF OERC

- Issue licenses for transmission and distribution
- Regulate the operations of the licensees
- Fix and regulate tariff
- Promote competitiveness
- Create environment for private sector participation
- Ensure fair deal to customers
- Aid and advise government on all aspects of electricity industry

POWERS OF OERC

- Issue/revoke licenses/to approve/modify/ reject tariff change proposal
- Set technical standards and standards for consumer protection
- Arbitrate between operators
- Issue enforceable orders
- Review its decision wherever necessary

THE CUSTOMER ADVANTAGE

- Reliable, efficient and safe power supply
- Lowest possible rates
- Awareness and implementation of rights

THE POWER SECTOR BENEFITS ATTRIBUTABLE TO REFORM

- Completion of Upper Indravati Project - 19.4.01
- Massive T&D system upgradation
- Revenue from sale of TTPS - Rs.356 crore
- Revenue from disinvestment of OPGC - Rs.603 crore
- Dividend from OPGC - Rs.75 crore (approx.)/annum
- Revenue from disinvestment of Dstcos Rs.159 crore
- Increased collection in Electricity Duty - Rs.250 crore
- No subsidy to the Govt. of Orissa since 01.4.96

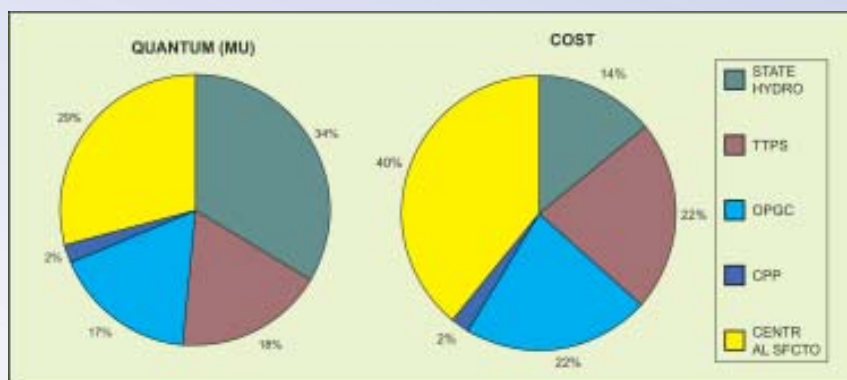
THE ROAD AHEAD

- Though Orissa has gained in term of financial benefits in the power sector, power sector distribution continues to be plagued by high level of Aggregate Transmission and Commercial (AT&C) loss. The overall AT&C loss in 2006-07 is 42.7% and this compares poorly with states like Andhra Pradesh, Gujarat and West Bengal, which have managed to bring down their AT&C loss to around 30%. (West Bengal – 24%, Andhra Pradesh – 27%, Gujarat – 30%, Karnataka – 35%)
- High AT&C loss and high incidence of power theft continue to be the areas of concern. The State Govt. in the meantime has taken steps to establish Energy Police Stations and Special Courts but these are yet to function effectively
- Making distribution segment of the power industry efficient and sustainable is the key to the success of power sector reform and provisions of services of specified standards
- The Regulatory Commission is trying to strike the right balance between the requirements of commercial viability of distribution licensees and consumers' interest.

| COMMISSIONERS | DoJ | DoR |
|---------------------------------------|----------|----------|
| PAST | | |
| * Somnath Som (Chairman) | 01.08.96 | 06.02.97 |
| * Sarat Chandra Mahalik (Chairman) | 16.06.97 | 22.03.00 |
| * Dharendra Kumar Roy (Chairman) | 01.08.96 | 31.07.01 |
| * Dhruva Charan Sahoo (Chairperson) | 01.11.01 | 31.10.06 |
| * Ashok Ranjan Mohanty (Commissioner) | 01.07.96 | 30.06.99 |
| * Hari Shankar Sahu (Commissioner) | 06.05.00 | 20.08.06 |
| * Bijoy Chandra Jena (Commissioner) | | |
| PRESENT | | |
| * Bijoy Kumar Das (Chairperson) | 20.11.06 | - |
| * Shital Kumar Jena (Commissioner) | 03.12.03 | - |
| * Krushna Chandra Badu (Commissioner) | 04.04.07 | - |



SOURCE & COST OF POWER PURCHASE (2007-08)



CONSUMER PROFILE

| DISTCOs | As on 31st Mar,1999 | As on 31st Mar,2000 | As on 31st Mar,2001 | As on 31st Mar,2002 | As on 31st Mar,2003 | As on 31st Mar,2004 | As on 31st Mar,2005 | As on 31st Mar,2006 | As on 31st March,07 |
|--------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| CESU | 554,610 | 627,196 | 656,918 | 692,380 | 763,216 | 823,880 | 875,792 | 901,764 | 947,969 |
| NESCO | 251,703 | 292,344 | 311,804 | 374,066 | 404,352 | 435,410 | 466,537 | 494,204 | 515,889 |
| WESCO | 295,415 | 322,807 | 343,952 | 379,268 | 407,976 | 434,546 | 438,972 | 452,523 | 466,947 |
| SOUTHCO | 322,912 | 358,201 | 381,970 | 411,596 | 426,960 | 435,557 | 461,958 | 474,075 | 497,049 |
| TOTAL | 1,424,640 | 1,600,548 | 1,694,644 | 1,857,310 | 2,002,504 | 2,129,393 | 2,243,259 | 2,322,566 | 2,426,854 |
| % Growth | | 12% | 6% | 10% | 8% | 6% | 5% | 4% | 4% |

| | 1999-2000 | 2006-07 |
|------------------------|-----------|-----------|
| Total no. of consumers | 14,24,640 | 24,26,854 |
| Distribution Loss | 44.2% | 38.6% |
| Collection Efficiency | 77.3% | 93.3% |
| AT&C Loss | 56.9% | 42.7% |

| | |
|--|----------------|
| No. of distribution transformers as on 31.3.07 | 56,686 |
| Average / Peak demand during April to June, 2007 | 1946 / 2601 MW |

| LENGTH OF TRANSMISSION LINES | LENGTH IN CKT-KM |
|------------------------------|------------------|
| 440 kV | 460.5 |
| 220 kV | 4482.4 |
| 132 kV | 4613.1 |

| LENGTH OF TRANSMISSION LINES | LENGTH IN CKT-KM |
|------------------------------|------------------|
| 33 kV | 10.839 |
| 11 kV | 61.814 |
| LT LINE | 61.456 |

THERMAL POWER STATIONS

| | |
|------------------------|---------------|
| Talcher Thermal (NTPC) | 460 MW |
| Ib Thermal (OPGC) | 420 MW |
| Total | 880 MW |

HYDEL GENERATING STATIONS

| | |
|-----------------|------------------------|
| Hirakud | 347.50 MW |
| Balimela | 360 MW |
| Rengali | 250 MW (50 MW x 5) |
| Upper Kolab | 320 MW (80 MW x 4) |
| Upper Indravati | 600 MW 150 MW x 4) |
| Machhkund | 34.5 MW (Orissa share) |
| Total | 1912 MW |

SHARE OF ORISSA FROM CENTRAL SECTOR POWER STATIONS

| Power Station | Installed Capacity (MW) | Orissa Share in % | Orissa Share in MW at 100% availability | Firm power in MW at 100% availability |
|----------------|-------------------------|-------------------|---|---------------------------------------|
| FARAKKA | 1,600 | 13.63% | 218 | 161 |
| KAHALGAON | 840 | 10.94% | 92 | 67 |
| TSTPS Stage-I | 1,000 | 31.80% | 318 | 234 |
| TSTPS Stage-II | 2,000 | 10.00% | 200 | 147 |
| CHUKKA(Hydro) | 270 | 15.19% | 41 | 30 |
| TALA(Hydro) | 850 | 4.25% | 36 | 29 |
| TOTAL | 6,560 | | 905 | 668 |

TOTAL INSTALLED CAPACITY : 3697 MW

| Principal CPPs | Installed Capacity (MW) | Principal CPPs | Installed Capacity (MW) |
|----------------------|---------------------------|--------------------------|-------------------------|
| Nalco, Angul | 8x120 = 960.00 | NINL, Duburi | 2 x 19.50 = 38.50 |
| Nalco, Damanjodi | 3x18.50 = 55.50 | Nav Bharat | 1 x 30 = 30.00 |
| Rourkela Steel Plant | 248.00 | Bhusan Steel, Jharsuguda | 1x40 + 1x60 = 100.00 |
| ICCL | 2 x 54 = 108.00 | Bhusan Steel & Strips, | 1x33 + 1x77 = 100.00 |
| HPCL (INDAL) | 2x100+1x67.50 = 267.50 | Meramundalil | |
| FACOR | 2x10.50 = 21.00 | FFCO, Paradip | 2 x 55 = 110.00 |
| Ispat Alloys | 40.46 | Arati Steels | 1 x 50 = 50.00 |
| | | Total | 2128.96 |

CONSUMER PERSPECTIVE

- Issue of regulations, codes, licenses, and practice directions
- No tariff rise after 01.02.2001
- Electricity tariff in Orissa with effect from 01.4.07

| CATEGORY | UNIT/MONTH | PAISE/UNIT |
|----------------------------------|------------|-----------------|
| DOMESTIC | 100 | 150.00 |
| DOMESTIC | 200 | 185.00 |
| IRRIGATION | 200 | 120.00 |
| LARGE INDUSTRIES (70% LF) HT/EHT | | 321.34 / 308.34 |
| POW. INT. INDUSTRIES (80% LF) | | 308.68 / 295.05 |

- Introduction of Time of Day (ToD) tariff for all three phase consumers
- Rationalisation of Tariff towards cost base and voltage base
- Reduction of cross subsidy
- Quantification of T&D loss and benchmarks in tariff for restricting loss
- Introduction of guaranteed overall and individual Standards of Performance
- Vigorous monitoring of licensees performance
- Creation of 12 Grievance Redressal fora and 4 Ombudsmen to dispose of consumer complaints
- Development of Regulatory Information Management System
- First website in Indian power sector created in 1998
- Consumer education
 - Direct consumer interface programs by OERC
 - Print and audio visual campaign
 - Publication of frequently asked questions
 - Translation of regulations into local language
 - Networking of consumer groups empanelled with OERC
- Introduction of spot billing and meter cards
- Introduction of Voluntary Disclosure Scheme for unauthorised consumers
- Extensive training for Distco staff by OERC on regulations/Electricity Act, 2003
- Introduction of inter state open access
- Intra-state ABT is being introduced
- Licensee's Standard of Performance Regulations, 2004 provides compensation for deficiency in service by the licensees as per the Schedule given overleaf.