

1. Introduction:

TP Southern Odisha Distribution Limited (TPSODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake being held by Tata Power Company (51%). TPSODL serves a population of 94.38 Lakh with Customer Base of 23.69 Lakh and a vast Distribution Area of 48,751 Sq. Km. At TP Southern Odisha Distribution Limited, the entire focus is on providing reliable power supply, enhanced customer services and reducing the existing AT&C losses in a systematic manner. All this will be achieved by upgrading the present distribution infrastructure, adopting new technologies and provide various digital services to our customers.

To ensure reliable power supply and to provide best in class service to its consumers, TPSODL has implemented several world-class technologies. The company provides various facilities and services to its consumers for their ease and convenience such as 24X7 Call Centre, Customer Relation Centers, Exclusive E-Care Centre, New Service Connection (NSC) missed call service, IVRS to update Mobile Numbers and E Mail IDs, E- Billing facility through Email & WhatsApp, FG-CRM implementation for auto escalation and timely resolution of application & complaints, interactive WhatsApp services, MO-Sakar Visitor Management System, C-SAT Survey, Grievance Redressal Mechanism, Mobile Applications, Interactive Website, Multiple Payment Avenues (Digital/ Physical), Smart meter with post-paid/ prepaid facilities, Meter testing labs etc. TPSODL has also been reaching out to the communities it serves and has been consistently strengthening and empowering the underprivileged consumers through its focused Social Innovation Initiatives (“**Samadhan**” **Camps, Model GP & Sampark Kendra**), other initiatives like Customer Connect camps, Bill revision camps, Meeting with Residential Welfare Association were also carried out. Other than above, there are numerous Safety initiatives undertaken since the inception of TPSODL.

2. The following documents for consumer information are available with Customer Relationship Executive at Customer Care Centers as well as website (www.tpsouthernodisha.com):

- Approved Tariff Schedule
- Forms for various consumer services under the regulations
- Prescribed fee for various services
- Performa for complaint filling
- List of Officers with contact numbers for redressal of complaints

3. The consumers of TPSODL can use any of the following channels to contact TPSODL:

- Website: <https://www.tpsouthernodisha.com/>
- Mobile App: MY TATA POWER APP
- Interactive WhatsApp Services – **7777002375**
- 24x7 Toll Free Call Centre Number- 1912 / 1800-345-6797
- Email: customercare@tpsouthernodisha.com

The image contains three promotional banners for TPSODL. The left banner is in Odia, the middle is a screenshot of an app download page, and the right is in English.

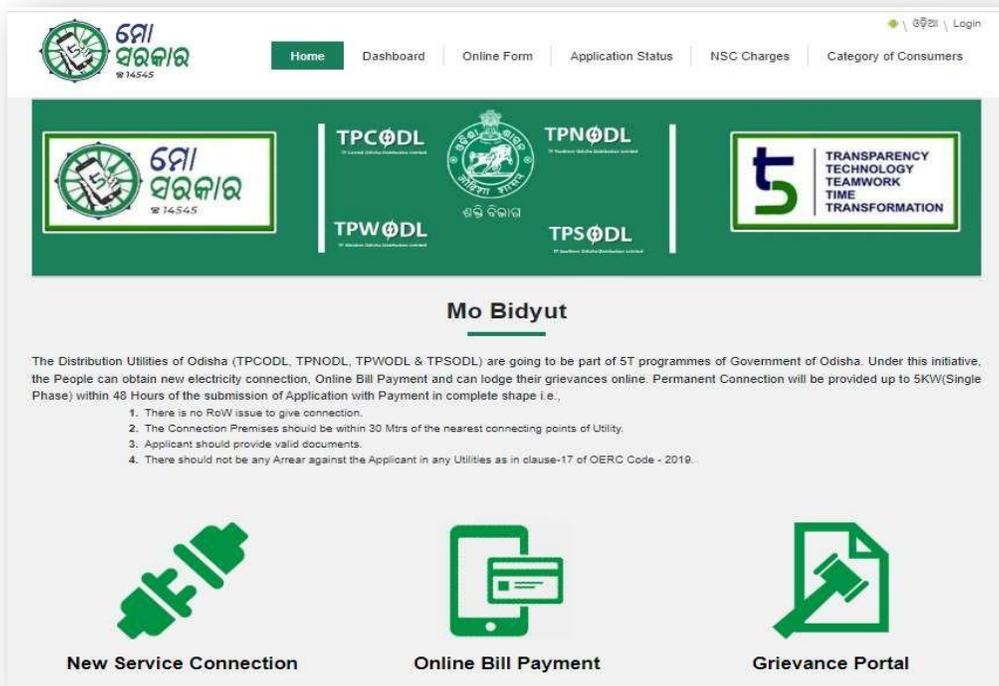
Left Banner (Odia): TPSODL TP SOUTHERN ODISHA DISTRIBUTION LIMITED (A Tata Power and Odisha Government Joint venture). ଟିପିଏସ୍‌ଓଡିଏଲ୍ କଲ୍ ସେଣ୍ଟର ସେବା. ଯେ କୌଣସି ପ୍ରଶ୍ନ ଏବଂ ବିଦ୍ୟୁତ୍ ସଂରକ୍ଷଣ ସମ୍ପର୍କରେ ସୂଚନା ପାଇଁ 24x7 ଫୋନ କରନ୍ତୁ. 18003456797 କିମ୍ବା 1912 (ନିଃଶୁଳ୍କ)

Middle Banner (Screenshot): TP Southern Odisha Distri... Feb 15. With a unique features at your fingertips, 'My Tata Power' app is your go-to buddy that will provide smart solutions to all your power related concerns and queries. Download here: [play.google.com/store/apps/details...](https://play.google.com/store/apps/details?id=com.tpsouthernodisha) #MyTataPower #AppFeatures #TPSODL #HappyCustomerHappyUs. BE SMART DOWNLOAD MY TATA POWER APP. Available in English and Odia. Get it on Google Play | Get it on App Store.

Right Banner (English): TPSODL. New electricity connection from TPSODL a call away. Give a Missed call on 7008 80 8888 & our Customer Care Executive will contact you within 24 Hrs.

- Give a missed call at 7008808888 and get information on availing new connection
- Customer Relation Centers [CRC] (8AM-8PM on all days except public holidays)

3. Grievance Registration



4. Social Media Interaction

Silent Features of Social Media desk

- Officers of TPSODL CS team to track & assign the case basis on nature (Commercial/Operations/Others).
- 24X7 operational with prompt response.
- Replies are posted on real time basis.



5. Various Channels for lodging Requests & Complaints:

Nature of Concerns	Modes of Registration					
	Call Centre	Customer Relation Centre	Twitter	Customer Care Email ID	MY TATA POWER App	WhatsApp
New Connection (Permanent / Temporary)	Y	Y	Y	Y	Y	-
Load Change (Enhancement / Reduction)	Y	Y	Y	Y	-	-
Disconnection	N	Y	Y	Y	-	-
Reconnection	N	Y	Y	Y	-	-
Name Change	N	Y	Y	Y	-	-

Category Change	N	Y	Y	Y	-	-
Meter Testing	N	Y	Y	Y	-	-
Meter Shifting	N	Y	Y	Y	-	-
Meter Stolen	N	Y	Y	Y	-	-
Meter Damage / Faulty	Y	Y	Y	Y	-	-
Billing	Y	Y	Y	Y	Y	-
Reading	Y	Y	Y	Y	Y	-
Payment	Y	Y	Y	Y	Y	Y
No Power Supply	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	-
Street Light	N	Y	N	N	-	-
Reporting of Theft	Y	Y	Y	Y	Y	-
Contact No & Email ID	Y	Y	Y	Y	Y	Y
Duplicate bill	Y	Y	Y	Y	Y	Y
Billing information	Y	Y	Y	Y	Y	Y

6. Consumers may contact any of the following channels for registering of their requests/complaints:

TPSODL COMPLAINT ESCALATION AND REDRESSAL STRUCTURE

- Consumer can approach any of our touchpoints (Call Center/Customer Relation Center/ Social media/E-care- Official Email ID/ Section/Division/Circle offices etc. for complaint redressal. If the customer is not satisfied with the response given then the next approach will be CGRF.
- A complainant aggrieved by any action or lack of action by the Concerned authority under the provisions of Complaint Handling Procedure, may file a complaint before the concerned GRF for redressal of his grievances after expiry of 15 days from the time limit fixed by the licensee. The said complaint shall be in writing and the GRF may not insist any format for such filing.
- Any consumer aggrieved by the non-redressal of the grievance by the Forum, may make a representation to the Ombudsman within 30 days from the date of the decision of the Forum or within 30 days from the date of expiry of the period within which the Forum was required to take decision and communicate the same to the complainant. Provided that the Ombudsman may entertain consumer representations, after expiry of the said period of thirty days if the Ombudsman is satisfied that there was sufficient cause for not filing it within that period.
- Compliance to GRF & Ombudsman's direction- The TPSODL staff shall duly comply to the directions/orders of the GRF & Ombudsman.

Consumers can connect with us at our Toll-free no's 1800-345-6797/ 1912 for any Query & Complaint related to following Services: -

- 1) Power Supply or any other technical complaint
- 2) Fire & any other Safety related complaint
- 3) Billing, Reading, Metering & Payment related complaints
- 4) New connection/ Change in Load, Category, Name etc.
- 5) Theft, Harassment & Ethics
- 6) To transfer the call to Smart Meter Help-desk

7. Interactive WhatsApp Services- Customers can Interact with us for Contact no/ Email ID registration, Billing information, Duplicate bill, No power supply complaint & complaint status. These features empower consumers to get various services at their fingertips on real-time basis.



8. In the event of no-response or inadequate response by TPSODL within the time period prescribed for rendering the service or resolution of complaint, the consumer may avail the following options:

INDEPENDENT FORUM- CONSUMER GRIEVANCE REDRESSAL FORUM/ ELECTRICITY OMBUDSMAN

Address of Ombudsman / GRF	Contact No's.
The Ombudsman (II), Qrs. No. 3R-2(S), Gridco Colony P.O: Bhoi Nagar Bhubaneswar – 751022	0674- 2543825
President, GRF, Berhampur, Near De Paul School, Engineering School Road, Berhampur-760010	0680-2296176
The President GRF, Jeypore, Power House Colony, Jeypore, Dist. Koraput	0680-3501083
The President Grf, Bhanjanagar, Dist. Berhampur	9437484869
The President GRF, Rayagada, Dist. Rayagada	9437127425

LIST OF CUSTOMER CARE CENTERS

Sr. No.	CRC Location	Communication Address
1	Berhampur City	TPSODL Customer Relation Center, Opp. MKCG Medical gate, Adjacent to BED1 office, Berhampur-760001
2	Rayagada	TPSODL Customer Relation Center, Gandhinagar, Rayagada collector office road, Nr. Labour office, Rayagada-765001
3	Paralakhemundi	TPSODL Customer Relation Center, Stadium Road, Adjacent to Executive Engineer office, TPSODL, Paralakhemundi, Gajapati- 761200
4	Jeypore	TPSODL Customer Relation Center, Power House Junction, Nr. office of SE, Electrical, Jeypore-764001
5	Hinjilicut	TPSODL Customer Relation Center, Nr. Hinjilicut Medical, Ganjam- 761102
6	Aska	TPSODL Customer Relation Center, TPSODL CRC ASKA-TALUKA ROAD, NEAR NUAGAM SUB DIVISION- 761110

9. METER TESTING LABORATORY

With customer-centricity at its core, TPSODL has inaugurated its First Meter Testing Laboratory at Ambagada Berhampur for calibration & testing of energy meters as per Indian standard specification.

This lab has three automatic test benches for testing of single phase & three phase meters. Each test bench can test up to 20 meters simultaneously. A total of 300 meters can be tested per day.

The test bench is having several facilities to simulate the field conditions at laboratory such as harmonics, dips, interruptions, DC signals etc. The energy meter can be tested under these influence condition to prove its stability in field. All sets of tests are run through computer-based pre-defined programs without any human interventions leading to higher customer satisfaction.

It is our constant endeavour to provide exemplary service to our customers. With the Meter Testing Laboratory, we are enabling a technology-driven approach for the meter accuracy issue. It will not only guarantee transparent testing, which is safer, but will also eliminate human intervention errors and give proper accuracy class of meters to our valued customers.



10. Deployment of Smart Metering System (Prepaid/Post-paid) in TPSODL

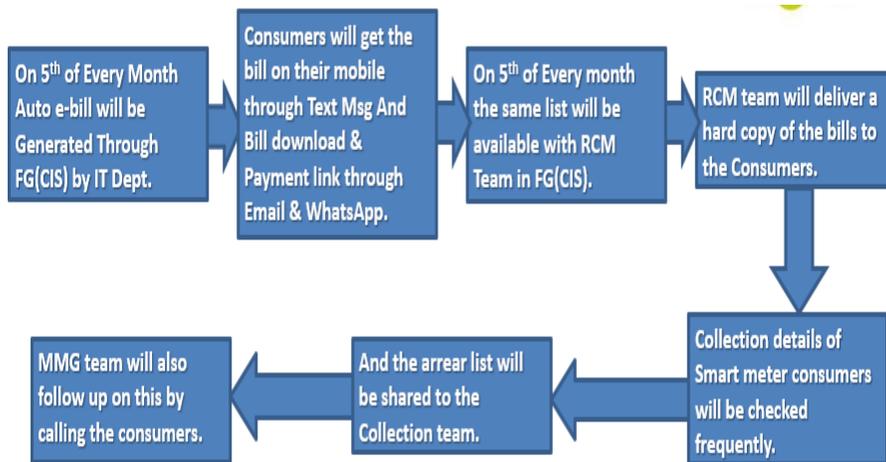
Right from its inception, TPSODL has been committed to provide its consumers ever-improving experience using the best technology. In this journey of excellence and digital transformation, we have added another feature in our cap by installing Smart Meters (Prepaid/Post-paid) at consumer premises.

Smart Metering System shall provide the following benefit to our consumers: -

- Meter is equipped with bidirectional communication therefore billing shall happen without any human intervention eliminating billing errors.
- Quick disposal of power failure, as it facilitates quicker detection of outages.
- Empowerment to consumers to see records of their consumption history and monitor electricity consumption on a real-time basis so giving an opportunity to switch off non-essential load.

Consumers can maximize the benefit of the smart metering system by registering their mobile no or email ID or both in our consumer database so that overall communication becomes faster. For registration of Mobile No and E-mail ID, the facility is already provided on our website. The consumer can also take help from our call centre by dialling Toll-Free Nos. 1912 or 1800-3456-797

Tracking of smart Meter Billing & collection



Installation Ownership and Process

- Installation is being done by TPSODL .
- Priority 1- Smart Meter Replacement of all Govt. Consumers.
Priority 2- Smart Meter Replacement of Non-Govt Consumers.
- Updating of mobile numbers of every consumer for further communication and Auto Bill process.

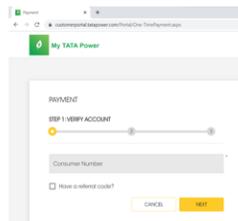


Available Payment Options for Smart Prepaid Meter Recharging

- Recharge Through My Tata Power- Consumer App & Website- www.tpsouthernodisha.com
- BBPS Platform which has around 60+ banks, wallets & UPI Apps.
- Recharge through Various existing Collection Counters .



My Tata Power- Consumer App



Website- <https://www.tpsouthernodisha.com>

11. Digital Payment Avenues: -

Customer convenience is our top priority. We have tied up with various organizations providing digital platforms for making payments. Paying digitally not only provides digital rebate but also have many cashbacks offers.

Below are the avenues which are currently operational: -



12. Brief Note on Call Center: -

TPSODL Call Center runs 24x7 throughout the year. The Call Center is made with the state-of-the-art technology embedded with cloud-based support system which includes IVRS, Call Recording, Call Conferencing, IP phones with Jabra headsets. Customer Complaints & Queries are being recorded through CRM application with all mandatory details. It is equipped with multilingual IVR option (Odia, English & Hindi) for the convenience of the consumers.

Consumers can connect with our Toll-free no's 1800-345-6797/ 1912 for any Query & Complaint related to following Services: -

- 1) Power Supply or any other technical complaint
- 2) Fire & any other Safety related complaint
- 3) New connection/ Change in Load, Category, Name etc.
- 4) Billing, Reading, Metering & Payment related complaints
- 5) To know Complaint Status
- 6) Theft, Harassment & Ethics

Image of Call Centre



13. Brief Note on Customer Relation Center: -

All our CRCs are aesthetically designed reflecting architecture of care and equipped with trained staff and other amenities like drinking water, air condition, washrooms, waiting area, Q management system, senior citizen dedicated desk, self-service kiosk and led screen for dissemination of safety and other information.

- Its works like a one stop solution for all kind consumer grievances.
- Requests/Complaints/Queries & energy bill payment under one roof.
- Digital help desk are placed at each CRCs to help consumer on digital payment and create awareness & hands on support.
- While designing the CRC, safety measures for staff & consumers has been ensured including Covid protocol.
- On site arrangements has been made for regular training of staff (includes soft skill and process related training on regular basis).
- Feedback of customers/testimonials are also been taken post service delivery for acquiring in depth information of processes & systems for carrying out improvements thereby enabling superior service experience.
- For information and awareness of consumers, posters and banners has been displayed aesthetically. These are related to Energy Conservation/Demand Side Management, Rooftop solar home automation, Digital avenues, security & safety etc.



Standard Operating Process & Service Level Agreement

Determination, Authorization & achievement of service level quality

	Prepared by	Reviewed by	Revision No.: 02
Department	CUSTOMER SERVICE	H.O.G - CS	Master Copy: Soft Copy:
Name	Manisankar Senapati	Uttam Das	
Signature			
Date			
	Approved by		Date of Issue:
Management			
Name			
Signature			
Date			

Content

1. Scope & objective of SOP and It's SLA
2. Short Title, Commencement
3. Organizational Values
4. Ethics & Definition & Interpretations
5. Abbreviations used in the Code
6. CMG/NSC Standard Operating Process
7. O & M Standard Operating Process
8. MMG(MRT) Standard Operating Process
9. RCM Standard Operating Process
10. Attached list of Annexure
 - i. Annexure -1 New Connection & Attribute change requisition form
 - ii. Annexure -2 New Connection Application flow chart
 - iii. Annexure -3 OERC Supply code
 - iv. Annexure -4 Consumer's Electricity Rights
 - v. Annexure -5 SOP -2011& It's Amendment

SCOPE OF APPLICATION

Standard Operating Process -2022 shall be applicable to all the interdepartmental TPSODL to abide by in order to serve reliable power supply to all of its consumers in its area of supply

OBJECTIVE

These Standard Operating Process lay down the standards to maintain distribution system parameters within the permissible limits. These standards shall serve as benchmark for TPSODL for providing an efficient, reliable, coordinated and economical system of electricity distribution. It is the right of consumer to have minimum standards of service for supply of electricity from the TPSODL.

The objectives of this Standard Operating Process order is:

- To lay down Service Level Agreement;
- To measure the actual performance of TPSODL as against the benchmark's of OERC standard.
- To ensure quality and suitability of distribution network related performance.
- To improve service delivery to the consumers.
- To develop transparent mechanism for ensuring fair compensation to the consumers in case fails to achieve Service Level Agreement benchmark of OERC standard.

STANDARDS OF PERFORMANCE

These guaranteed standards shall be read with the provisions specified under the OERC (Electricity Supply Code and Connected Matters) Regulations, 2022 and other relevant Regulations, as amended from time to time.

- Complaint Handling/Redressal Process.
- IT enabled centralized customer care centre /call centre which should be capable of registering a complaint as prescribed format/in FG -CRM.
- The help desk shall be manned by a suitable and knowledgeable person having basic computer knowledge between 8 am to 8 pm and call centre it will work 24*7 on all working days for registration of complaints and providing registration/complaint number to the complainants.

customer care center/call center, the following nature of complaints can be registered at CSC:

- Transformer failure
- Supply failure
- Safety related
- Electricity theft

SHORT TITLE, COMMENCEMENT

- 1.1 This Code shall be called the “Odisha, Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019; herein after referred to as “Code”.
- 1.2 This Code shall come into force on the date of publication in the Official Gazette.
- 1.3 This Code shall extend to the whole of the State of Odisha.
- 1.4 This Code shall be applicable to:
- (a) all Distribution and Retail Supply licensee/suppliers including Deemed licensee/suppliers, all consumers, end users of electricity in the State of Odisha;
 - (b) all other persons duly doing the business of distribution/supply of electricity in his area of supply;
 - (c) all other persons who are exempted under Section 13 of the Act; and
 - (d) unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.
- 1.5 The Odisha General Clauses Act, 1937 shall apply to the interpretation of this Code.
- 1.6 This Code shall supersede the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2004 and its subsequent amendments.
- 1.7 On the application of the licensee/supplier(s) or suo motu all forms and formats annexed to this code may be suitably amended by the Commission in the public interest by a special order.

ORGANIZATIONAL VALUES

The Tata Group has always been a value driven organization. These values continue to direct the Group’s growth and businesses. The six core Tata Values underpinning the way we do business are: Integrity - We must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny.

Understanding - We must be caring, respectful, compassionate and humanitarian towards our colleagues and customers around the world and always work for the benefit of India.

Excellence - We must constantly strive to achieve the highest possible standards in our day to day work and in the quality of goods and services we provide.

Unity - We must work cohesively with our colleagues across the group and with our customers and partners around the world to build strong relationships based on tolerance, understanding and mutual co-operation.

Responsibility - We must continue to be responsible and sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over.

Agility - We must work in a speedy and responsive manner and be proactive and innovative in our approach.

ETHICS

In our effort towards Excellence and in Management of Business Ethics at Tata Power Southern Odisha Distribution Limited, an Ethics Management Team is constituted.

The main objective of the Ethics Management Team is to:

1. Record, address and allay the issues and concerns on ethics raised by different stakeholders like employees, consumers, vendors, associates etc. by initiating immediate corrective actions.
2. Ensure proper communication of the ethics policies and guidelines through prominent displays at all offices of Tata Power Southern Odisha Distribution Limited and through printed declarations in all concerned documents where external stakeholders are involved.
3. Ensure proper framework of policies as preventive measures against any ethics violation recorded by them.
4. Prepare and submit MIS of all issues and concerns, corrective and preventive actions on monthly basis to the top management for their information. All members of Team Tata Power Southern Odisha Distribution Limited, Associates and Stakeholders are requested to register any grievance on ethics violation on Central Control number: **9777097449 (No calling facility)/ 9777977620 (For Bribe & Unethical Practice)**

DEFINITIONS AND INTERPRETATIONS

2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act and/or General Clauses Act (Central/State). Expressions used herein but not specifically defined in the Act but defined under any law passed by the Parliament or State Legislative Assembly shall as applicable to the electricity industry in the State shall have the same meaning as assigned to them in such law.

2.2 In this Code, unless the context otherwise requires:

(1) **“Act”** means the Electricity Act, 2003 (Act 36 of 2003) ;

(2) **“Agreement”** with its grammatical variations and cognate expressions means an agreement entered into by the licensee/supplier and the consumer in accordance to Regulation-48 in the format at Form no.1- 3 of these Regulation;

(3) **“Accredited Test Laboratory”** means a test laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL); list of which may be prominently displayed in the licensee/supplier’s field office premises for the knowledge of the consumers.

(4) **“Ampere”** means a unit of electric current and is the unvarying electric current which when passed through a solution of nitrate of silver in water, in accordance with the specification set out in Annexure-I of the Indian Electricity Rules, 1956 or Rules/Regulations made under Section 53 of the Act, deposits silver at the rate of 0.001118 of a gramme per second; the aforesaid unit is equivalent to the current which, in passing through the suspended coil of wire forming part of the instrument marked "Government of India Ampere Standard Verified" when the suspended coil is in its sighted position, exerts a force which is exactly balanced by the force exerted by gravity in Calcutta on the counter balancing iridio platinum weight of the said instrument;

(5) **“Ancillary Support”** means the support required for maintaining power quality, reliability and security of the distribution system;

- (6) “**Apparatus**” means electrical/electronic apparatus and includes all machines, devices, fittings, accessories, appliances and equipments in which conductors are used for consuming electrical energy;
- (7) “**Applicant**” means an owner or occupier of any land/premises who submits an application form with a licensee/supplier for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made there under or other services;
- (8) “**Application**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee/supplier, along with documents showing payment of necessary charges and other compliances; 4
- (9) “**Authorised Representative**” of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (10) “**Average Power Factor**” means the power factor resulting from variations of the quantum and duration of the consumer’s load during a specific period and its value corrected to the nearest per centum figure to be calculated as a ratio of the registration during the same period of kilowatt-hour and kilovolt-ampere hour;
- (11) “**Bi-directional Meter**” means a consumer meter for measuring, indicating and recording quanta of electricity flowing in opposite directions (export to the licensee/supplier’s distribution system and import by the consumer from distribution system) in Kwh including any other quantity as per the requirement. The net quantum of electricity either exported to the distribution system or imported by the consumer in Kwh is derived by arithmetical means (or shown by the meters automatically). In case the meter is fixed with HT consumers the power factor will be based on the import of energy by the consumer only.
- (12) “**Billing Cycle or Billing Period**” means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee/supplier;
- (13) “**Break-down**” means an occurrence relating to equipment of supply system or other electrical line which prevents its normal functioning;
- (14) “**CEA**” means the Central Electricity Authority referred to in sub-section 1 of Section 70.
- (15) “**Check Meter**” means a meter, which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter; In case of LT supply, check meter includes a meter which is connected in series with the main meter in a place other than the consumer premises;
- (16) “**Code**” means the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019;
- (17) “**Commission**” means Odisha Electricity Regulatory Commission;
- (18) “**Conductor**” means any wire, cable, bar, tube, rail or plate used for conducting energy and so arranged as to be electrically connected to a system;

(19) “**Consumer**” Means any person who is supplied with electricity for his/her own use by a licensee/supplier or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee/supplier, the Government or such other person, as the case may be. A consumer can be specified as :

(i) ‘Low Tension Consumer (LT Consumer)’ if he obtains supply from the licensee/supplier at low voltage; or 5

(ii) ‘High Tension Consumer (HT Consumer)’ if he obtains supply from the licensee/supplier at High voltage; or

(iii) ‘Extra High-Tension Consumer (EHT Consumer)’ if he obtains supply from the licensee/supplier at Extra High voltage.

(20) “**Connected Load**” means aggregate of manufacturer’s rating of all equipments/apparatus including portable equipments/apparatus connected in the consumer’s premises and apparatus in respect of which declaration has been made by the consumer under Regulation No. 118 for taking supply or any other method of assessing connected load as may be approved by the Commission. This shall be expressed in KW or KVA. If the ratings are in KVA, the same may be converted to KW by multiplying the KVA with a power factor of 0.9. If the same or any equipment’s/apparatus is rated by the manufacturer in HP, the HP rating shall be converted into KW by multiplying it by 0.746;

(21) “**Conservation**” means any reduction in consumption of electricity as a result of increase in the efficiency in supply and use of electricity;

(22) “**Correct Meter**” means a meter, which shall have, features, accuracy Class and specifications as per the Standards on Installation and Operation of Meters given in Schedule of CEA (Installation and Operation of Meters) Regulation, 2006; as amended from time to time;

(23) “**Consumer Installation**” means any composite electrical unit including electric wires, fittings, motors, transformers and apparatus portable and stationary, indoor, outdoor and underground erected and wired by or on behalf of the consumer in one and at the same premises;

(24) “**Contract Demand**” means maximum KW or KVA as the case may be, agreed to be supplied by the licensee/supplier under Regulation 117 and reflected in the agreement executed between the parties. Where the agreement stipulates supply in KVA, the quantum in terms of KW may be determined by multiplying the KVA with 0.9 and vice versa;

(25) “**Date of Commencement of Supply**” means the date immediately following the 7th day on which an intimation to an intending consumer of the availability of power at the point of supply is made or the date of actual availing of supply by such consumer, whichever is earlier;

(26) “**Demand Charge**” means to a charge on the consumer based on the capacity reserved for him by the licensee/supplier, mutually agreed in the agreement as Contract Demand or Maximum Demand (as the case may be) whether the consumer utilizes such reserved capacity in full or not;

(27) “**Designated Authority of the Licensee/supplier**” means an authority who has been notified as such by the licensee/supplier in the manner approved by the Commission to exercise powers under specific provisions of this Code

(28) “**Distribution**” means the conveyance of electricity by use of distribution system and the expression “distribute” shall be construed accordingly;

(29) “**Distributing Main**” means the portion of any main with which a service line is, or is intended to be, immediately connected; 6

(30) “**Distribution System**” means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

(31) “**Earthed**” or “Connected with Earth” means connected with the general mass of earth as per CEA (Measures relating to Safety and Electric Supply) Regulations 2010 as to ensure at all times an immediate discharge of energy without danger;

(32) “**Electrical Line**” means any line which is used for carrying electricity for any purpose and includes a. Any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or maybe, supported, carried or suspended; and b. Any apparatus connected to any such line for the purpose carrying electricity

(33) “**Energy**” means electrical energy- (i) Generated, transmitted, distributed or supplied for any purpose, (ii) Used for any purpose except the transmission of a message.

(34) “**Energy Charge**” refers to a charge on the consumer for his consumption of electricity;

(35) “**Engineer**” means an Officer, by whatever name he/she may be designated, who is employed by the licensee/supplier and who is in charge of the local area having direct jurisdiction over the area of supply or any part thereof in which the premises to be served are located and who is notified as such for the purposes of these Regulations by the licensee/supplier in the manner laid down by the Commission and includes any other engineer duly authorised by him to exercise any power, jurisdiction or authority under these Regulations;

(36) “**Extra High-Tension Consumer**” means a consumer who obtains supply from the licensee/supplier at Extra High Voltage;

(37) “**High Tension Consumer**” means a consumer who obtains supply from the licensee/supplier at High Voltage;

(38) “**Initial Period of Agreement**” means the period of two years starting from the date of commencement of supply in respect of Domestic and General-Purpose category of consumers and five years in respect of other category of consumers. The initial period of agreement shall continue till the end of the month, on which the end date of the two years/five periods expires; as the case may be.

(39) “**Licensed Electrical Contractor**” means a contractor licensed under Regulations 29 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 made under Section 53 of the Act;

(40) “**Licensee/Supplier**” means a person who has been duly authorised or granted a licence under the provisions of Act for supply of electricity in its area of supply;

(41) “**Load**” means the electric load in a given circuit that consumes electrical energy;

(42) “**Load Factor**” in case of contract demand of 100 KW and above is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the maximum demand been maintained throughout the same period and is usually expressed as a percentage, that is,

Load Factor in Percentage = (Actual units consumed during a given period / Maximum demand in KW X Number of Hrs during the period) X100, ‘Load Factor’ in case of loads up to and excluding connected load of 100KW is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the contract demand been maintained throughout the same period and is usually expressed as a percentage, that is, Load Factor in Percentage = (Actual units consumed during a given period / Contract demand in KW X Number of Hrs during the period) X 100,

(43) “**Low Tension Consumer**” means a consumer who obtains supply from the licensee/supplier at low voltage;

(44) “**Main**” means any electric supply-line through which electricity is, or is intended to be supplied;

(45) “**Maximum Demand**” expressed in KW or KVA in relation to any period shall mean four times the largest number of kilowatt hours or kilovolt-ampere hours delivered at the point of supply of the consumer and recorded during any consecutive fifteen minutes/thirty minutes, (as the case may be) in that period. Where agreement stipulates supply in KVA, the quantum in terms of Kilowatts may be determined by multiplying the KVA with 0.9 ‘Maximum demand’ for a category of consumer shall be calculated as per the process provided in the Tariff Order, approved by the Commission;

(46) “**Meter**” means an equipment used for measuring electrical quantities like energy in kWh or KVAh, maximum demand in kW or KVA, reactive energy in KVAR hours etc. including accessories like Current Transformers (CT) and Potential Transformers (PT) where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices for testing purposes;

(47) “**Minimum Monthly Fixed Charges**” (MMFC) refers to such charges payable by the consumers to cover fixed charges incurred by the licensee/supplier for affording supply such as fixed expenses and operation and maintenance expenses or any such charge as made in the tariff order of the Commission;

(48) “**Net Meter**” means a consumer meter which is a bi-directional energy meter for measuring the quantum of electricity flowing in opposite directions and the net quantum of electricity either consumed by the consumer or injected into the distribution system of the licensee/supplier in kWh; which shall be an integral part of the net metering system;

(49) “**Obligated Entity**” means (i) Distribution Licensee (or any other entity procuring power on their behalf), and (ii) Any person consuming electricity (a) generated from conventional Captive Generating Plant having capacity of 1 MW and above for his own use and or (b) procured from conventional generation through open access and third-party sale.

(50) “**Occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;

(51) **“Ohm”** means a unit of electric resistance and is the resistance offered to an unvarying electric current by a column of mercury at the temperature of melting ice 14.4521 grams in mass of an uniform cross sectional area and of a length of 106.3 centimetres. The aforesaid unit is represented by the resistance between the terminals of the instrument marked "Government of India Ohm Standard Verified" to the passage of an electric current when the coil of wire, forming part of the aforesaid instrument and connected to the aforesaid terminals is in all parts at a temperature of 30 degree Celsius;

(52) **“Person”** shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person; (53) **“Phased Contract Demand”** means contract demand agreed to be availed in a phased manner;

(54) **“Point of Supply”** means the point as detailed at Regulation-64;

(55) **“Power Factor”** means the ratio of kilowatt to kilovolt-ampere;

(56) **“Premises”** means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee/supplier for supply of electricity;

(57) **“Prepaid Meter”** means a meter which facilitates use of electricity energy after payment of dues in advance;

(58) **“Promoter”** means

(i) a person who constructs or causes to be constructed a building or a building consisting of apartments, or converts an existing building or a part thereof into apartments, for the purpose of selling all or some of the apartments to other persons and includes his assignees; or

(ii) any development authority or any other public body in respect of allottees of buildings or apartments, as the case may be, constructed by such authority or body on lands owned by them or placed at their disposal by the Government for the purpose of selling all or some of the apartments; or

(iii) Registered society /co-operative housing society, Self Help Groups (SHGs) or office / artificial juridical person (company, firm, partnership etc.) buildings / apartments/demarcated housing plots for its Members or

(iv) any other person who acts himself as a builder, coloniser, contractor, developer, estate developer or by any other name or claims to be acting as the holder of a power of attorney from the owner of the land on which the building or apartment is constructed or plot is developed for sale/use; or

(v) such other person who constructs any building or apartment for sale to the general public.

(59) **“Prosumer”** means a Consumer of electricity in the area of supply of the Distribution Licensee/supplier, who uses a self-owned or third party-owned Solar Power System installed at the Consumer’s premises, to offset part or all of the Consumer's electricity requirements;

(60) **“Real time operation”** means action to be taken at a given time at which information about the electricity system is made available to the concerned Load Despatch Centre;

(61) **“Safety Rules”** means rules framed under Section 53 of the Act;

(62) **“Service Line”** means any electric supply line through which electricity is, or is intended to be, supplied

from distribution main or from the transmission system, as the case may be;

(63) **(a) “Smart Meter”** means a meter conforming to the relevant IS standard that uses information & communication technology to act intelligently in an automated manner with facilities for remote connect/disconnect and display of meter data and instruction from the licensee for the consumer.

(b) AMI (Advanced Metering Infrastructure) refers to a framework enabling two-way communication between smart meter and the server of the licensee/supplier to execute the remote reading, monitoring & control of meters to serve as repository of records for all data.

(64) **“Standard Agreement Form”** means the form of agreement laid under Regulation 48;

(65) **“Street”** includes any way, road, lane, square, court, alley, passage or open space, whether a thoroughfare or not, over which the public have a right or way, and also the roadway and footway over any public bridge or causeway;

(66) **“Transmission System”** means the system consisting of extra high voltage electric lines, having design voltage of 132 KV and higher owned or operated by a transmission licensee/supplier authorised to transmit electricity for the purposes of the transportation of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection including bays/equipment up to the interconnection with the distribution system, any plant and apparatus and meters owned or used in connection with the transmission of electricity, but shall not include any part of a distribution system;

(67) **“Utility”** means the electric lines or electrical plant, and includes all lands, buildings, works and materials attached thereto belonging to any person acting as a generating company or licensee under the provisions of this Act;

(68) **“Volt”** means a unit of electro-motive force and is the electric pressure which, when steadily applied to a conductor, the resistance of which is one ohm, will produce a current of the one ampere and the unit may be indicated by the abbreviation V and one thousand such units may be indicated by the abbreviation KV;

(69) **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;

(i) **“Low Voltage”** where the voltage does not exceed 230 volts (voltage between one phase and neutral) in case of single-phase supply and does not exceed 650 volts (voltage between two phases) in case of three-phase supply under normal conditions subject, however, to the percentage 10 variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;

(ii) **“High Voltage”** where the voltage (between two phases) exceeds 650 volts and does not exceed 33,000 volts under normal conditions subject, however, to the percentage variation stated CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;

(iii) **“Extra High Voltage”** where the voltage (between two phases) exceeds 33,000 volts under normal conditions subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules / Regulations specified under the Act;

(70) **“Works”** includes electric line, and any building, plant, machinery apparatus and any other thing or whatever description required to transmit, distribute or supply electricity to the public and to carry into effect the objects of a licence or sanction granted under this Act or any other law for the time being in force;

(71) “Year” means a financial year commencing the first day of April.

ABBREVIATIONS USED IN THE CODE

- a. V = Volt
- b. A = Ampere
- c. KV = Kilo Volt
- d. KA = Kilo Ampere
- e. KWh = Kilo Watt Hour
- f. KVA = Kilo Volt Ampere
- g. CT = Current Transformer
- h. PT = Potential Transformer
- i. KVAh = Kilo Volt Ampere Hour
- j. B.H.P. = Brake Horse Power
- k. W = Watt
- l. KW = Kilo Watt
- m. CB = Circuit Breaker,
MCB = Miniature Circuit Breaker
- o. LEC = Licensed Electrical Contractor
- p. KVAR = Kilo Volt Ampere Reactive
- q. SWG = Standard Wire Gauge
- r. GIS = Geographical Information System
- s. GPS = Global Positioning System
- t. SCADA = Supervisory Control and Data Acquisition System
- u. MIS = Management Information System
- v. HVDS = High Voltage Distribution System
- w. 3(2) [PTW = Private Tube wells
- x. MCG = Minimum Consumption Guarantee
- y. PD = Permanent Disconnection
- z. BDO = Block Development Officer
- aa. GSM = Global System for Mobile Communication
- bb. VSAT = Very Small Aperture Terminal
- cc. LAN = Local Area Networking
- dd. WAN = Wide Area Networking
- ee. IVRS = Interactive Voice Response System]

a) New Connection LT (Without Extension): Within three days of receipt of application, the licensee shall send 3 (three) clear days' notice to the applicant as specified in Regulation 11 (i) of the OERC Distribution (Conditions of Supply) Code, 2004 for the purpose of inspection of premises and fixation of point of entry of supply mains and the position of mains, cut outs or circuit breakers and meters.

03 days in Urban Areas

03 days in Rural Area

b) New Connection LT (Estimate Required): b) Estimate charges for providing connection and security deposit required shall be intimated within one week after the point of entry of supply mains and the position of mains, cut outs or circuit breakers and meter has been settled.

07 days in Urban Areas

07 days in Rural Area

c) HT Supply Up to 33KV (Feasibility): If supply is requested to be given at H.T., the licensee shall respond whether connection is feasible or not within 21 working days of application. If feasible, licensee shall intimate voltage at which supply will be given and point of commencement of supply.

21 days in Urban Areas

21 days in Rural Areas

d) HT Supply Up to 33KV (Release of Supply): The licensee shall intimate the consumer seeking the new connection, estimated charges and time required for providing the new connection within 60 (sixty) working days of notifying feasibility of supply.

60 days in Urban Areas

60 days in Rural Areas

e) EHT Supply Up to 33KV (Feasibility): If supply is requested to be given at EHT, the licensee shall obtain the final reply regarding feasibility from the Transmission licensee and communicate the same to the applicant within 30 working days of receipt of original application.

30 days in Urban Areas

30 days in Rural Areas

EHT Supply Up to 33KV (Release of Supply): The licensee shall intimate the consumer seeking the new connection, estimated charges and time required for providing the new connection within 60 (sixty) working days of notifying feasibility of supply.

60 days in Urban Areas

60 days in Rural Areas

Low Tension (LT) supply (Extension Required): In cases where such extension of distribution main or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV substation within the time frame given hereunder:

10 days in Urban Areas
10 days in Rural Areas

11 KV Supply (Extension Required):

20 days in Urban Areas
20 days in Rural Areas

33 KV Supply (Extension Required):

30 days in Urban Areas
30 days in Rural Areas

Temporary supply of power (If Feasible): Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and raise a demand note in accordance within 3 days of acceptance of application in Urban Areas and within 7 days of acceptance of application in Rural Areas. If the connection is not found technically feasible, Licensee shall intimate to the applicant in writing within 3 days of completion of technical feasibility study. No connection up to 10 kW shall be rejected on technical grounds.

07 days in Urban Areas
03 days in Rural Areas

Name Change /Change in Ownership: 40. d) As per Supply Code 2019 (Page No. 21) within 15 days of receipt of application, with necessary documents and necessary fee, if any

15 days in Urban Areas
15 days in Rural Areas

Conversion LT 1 Phase to LT 3 Phase and vice-versa 43. As per Supply Code 2019 (Page No. 21)

within 30 days from the date of payment of necessary charges by the consumer.

30 days in Urban Areas
30 days in Rural Areas

<<<<<<<

Conversion from LT to 11 KV and vice-versa

60 days in Urban Areas
60 days in Rural Areas

Conversion from LT to 33 KV and vice-versa

90 days in Urban Areas
90 days in Rural Areas

Reduction of Contract Demand: Contract demand above 20 KW shall not be allowed to be reduced more than once within a period of thirty-six months from the date of initial supply or from the date of last reduction. Contract demand of 20 KW and below shall not be allowed to be reduced more than once within a period of twelve months from the date of last reduction. However, the designated authority of the licensee/supplier may for sufficient reasons to be recorded, allow such reduction more than once within the aforesaid period of thirty-six months or twelve months as applicable.

15/60 days in Urban Areas
15/60 days in Rural Areas

Enhancement of Contract Demand: Decision on a consumer's application for enhancement of contract demand shall be taken by the designated authority within fifteen days in case of domestic and sixty days in case of other categories of consumer of receipt of complete application. No application shall be rejected without recording reasons. The order on the application shall be communicated to the consumer by registered post, courier, registered E-mail ID or personally with proper acknowledgement. The effective date of enhancement is similar to Regulation 125.

15/60 days in Urban Areas
15/60 days in Rural Areas

Shifting of Meters/Service Lines

Wherever the consumers request for shifting the service connection or for deviation for the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as laid down in this Code.

In case of Shifting of Meter / Service

15 days in Urban Areas
15 days in Rural Area

In case of Shifting of LT Line

30 days in Urban Areas
30 days in Rural Area

In case of Shifting of 11 KV Lines

60 days in Urban Areas
60 days in Rural Area

In case of Shifting of 33 KV Lines

90 days in Urban Areas

90 days in Rural Area

In case of Shifting of 33/11 KV Distribution Transformer Structures

90 days in Urban Areas

90 days in Rural Area

*If the application form is complete, the licensee/supplier shall inspect the premises for fixation of the point of entry of supply mains and the position of mains, cut-outs or circuit breakers and meters and shall supply a detailed estimate to applicant of the cost of carrying out the work along with security deposit required within 5 (five) days of the date of receipt of application for LT and 10(ten) days in case of HT supply.

* after deposit Estimate 2 working days for meter installation & final bill shall be sent to the consumer after giving service connection, within one month, indicating therein the actual expenses incurred together with a demand or refund notice, if any.

APPLICATION DOCUMENTATION ON COMMERCIAL FORMALITIES

Type of Documents	Required Documents	Availability / Eligibility
Applications Form (No.1 or 2)	Applicants Signed Application Form	as applicable
ID Proof	i. Electoral identity card;	Anyone of the them
	ii. Passport;	
	iii. Driving license	
	iv. Ration card along with any document showing photo identity;	
	v. Aadhaar Card	
	vi. Statement of running Bank Account	
	vii. Latest Water / Telephone / Electricity / Gas connection Bill;	
	viii. Income Tax (PAN Card)	

Type of Documents	Required of Documents	Availability / Eligibility
Ownership / Occupation Proof	i. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the application form and agreement;	Minimum one document required
	ii. In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the application form and agreement;	
	iii. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm	
	iv. Sale Deed or Lease Deed or Record of Right (RoR)	
	v. Registered Agreement or Owner Agreement /NOC for Tenant	
	vi. Municipal Tax Receipt / Registered General Power Of Attorney/ Letter of allotment.	
Other documents applicable only for selected consumer categories such as: Industrials / Agriculture/ Temp	i. Industrial consumers: Valid Industrial License. The service connection to an applicant for Industrial or General-Purpose category may be given after the applicant obtains permission or sanction, etc. from the appropriate authority or body.	Minimum one document required
	iii. Temporary Structure: No Objection Certificate for temporary structure from the NAC / Municipality / Gram Panchayat.	
	iv. An applicant, who is not the owner of the premises occupied by him, shall execute an indemnity bond, indemnifying the licensee/supplier against any damages payable on account of any dispute arising out of supply of power to the premises.	

SERVICE LEVEL AGREEMENT COMPLIANCE (New connection application)

Connection Type	Activity	Time Around Taken (TAT)	Working Days
Single phase Connection	Documents Verification and Commercial feasibility (CF)	within 1 Day after receipt of application	LT Max 5 WD HT Max. 10 WD
	Scrutiny of applications, Documents Verification and Commercial feasibility	within 1 Day after documents verification & CF	1
Three phase (LT/HT)	Registration of application in FG system & provide knowledge to customers	within 1 Day after receipt of application	1
	Site Inspection (Technical feasibility)	within 3 Days after documents verification of application	1
	Technical feasibility and Meter installation (Service Cable Length < 30 Meters)	within 1 Day after documents verification & CF	3
	Estimate preparation & send to customers	within 1 Day after Inspection received from field officers.	1
	Post completion execution work, site installation report prepared and cleared from site activity stage	within 1 Day after completion of site execution work	1
	Meter installation and meter particular punching in FG system	within 3 Day after final appraisal clearance	3
	A final bill shall be sent to the consumer after giving service connection,	within one month	30

Type of service Connection requested	Period from date of payment of required fees, security and other estimated charges, within which supply of electricity should be provided
Low Tension (LT) Supply	10 days
11KV Supply	20 days
33KV Supply	30 days

SERVICE LEVEL AGREEMENT FOR ATTRIBUTE CHANGE APPLICATION ON CONSUMER REQUEST

Application Type	Activity	Time Around Taken (TAT)
NameChange / Ownership Change	Registration of application in FG system & provide knowledge to customers Scrutiny of applications, Documents Verification and Commercial feasibility	within 30 working Day after receipt of application
Load Enhancement	Registration of application in FG system & provide knowledge to customers Scrutiny of applications, Documents Verification and Commercial feasibility	within 15 working Day for Domestic connection after receipt of application
		within 60 working Day for other category of consumer after receipt of application
Load Reduction	Registration of application in FG system & provide knowledge to customers Scrutiny of applications, Documents Verification and Commercial feasibility	within 15 working Day for Domestic connection after receipt of application
		within 60 working Day for other category of consumer after receipt of application
Category Change / Reclassification of consumer	Registration of application in FG system & provide knowledge to customers Scrutiny of applications, Documents Verification and Commercial feasibility	within 15 working Day after receipt of application

SERVICE LEVEL AGREEMENT FOR ATTRIBUTE CHANGE APPLICATION ON CONSUMERV REQUEST - Continued

Application Type	Activity	Time Around Taken (TAT)
Shifting of service connection /deviation of lines and shifting of equipment	Registration of application in FG system & provide knowledge to customers Scrutiny of applications, Documents Verification and Commercial feasibility	within 30 working Day after receipt of application
	Shifting of LT lines	within 30 working Day after receipt of application
	Shifting of 11KV lines	within 60 working Day after receipt of application
	Shifting of 33KV lines	within 90 working Day after receipt of application
	Shifting of 33/11 KV Distribution Transformer structures	within 90 working Day after receipt of application
Permanent Service Removal on consumer request	Technical feasibility and Meter installation (Service Cable Length < 30 Meters)	within 1 Day after documents verification & CF
Refund of Security Deposit after termination of the Agreement	After removal service line (Cable + Meter) from the site	within 30 working Day after receipt of application

RESTORATION OF SUPPLY

No Current Complaint

Supply shall be restored- in case of supply related problem/ fault like blowing of HT/LT fuse /MCB prior to meter or at distribution transformer or due to loose connections at meter or service line within:

6 hrs. in Urban Areas

24 hrs. in Rural Areas

from the time of reporting of fault by the consumer.

Overhead line/overhead cable breakdowns

The Licensee shall restore the supply in case of its overhead line/overhead cable breakdowns within:

12 hrs. in Urban Areas

24 Hrs. in Rural Area

From the occurrence of fault.

Transformer failure

The Licensee shall restore the supply in case of failure of its transformer within:In case of Distribution Transformers

24 hrs. in Urban Areas

48 hrs. in Rural Area

Areas from occurrence of failure

In case of Power Transformers (33/11 kV) 48 hrs. hrs. from occurrence of failure.

Improvement of the Voltage variation

15 days in Urban Areas

15 days in Rural Areas

in case of up to 11KV and 180 days in case of up to 33KV

120/180 days in Urban Areas

120/180 days in Rural Areas

If it is beyond its control (i.e. due to transmission system) the Licensee should intimate the consumer with proper reason within

7 days in Urban Areas

7 days in Rural Areas

SCHEDULED OUTAGES

Interruption in power supply due to scheduled outages shall be notified by the licensee at least 24 hours in advance and shall not exceed 12 hours in a day. In each such event, the licensee shall endeavor to ensure that the supply is restored by 6:00 PM during Summer and 5 PM during winter

**The time limit should not be applied if the entire network in the area is affected by heavy cyclone, flood and earthquake etc. since the assessment of damage & its restoration depend upon actual damage. For this, a relaxation can be made by the Commission on case to case basis

12 hrs. in Urban Areas

12 Hrs. in Rural Area

In case of unplanned outage or fault, immediate intimation shall be given by the Licensee to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the customer care centre/call centre of the TPSODL.

RESTORATION OF A DISCONNECTED CONSUMER

The TPSODL, on clearing the dues by a disconnected consumer, shall restore *supply within 04 working hours*. In case erection of infrastructure is required, it shall be as per the time lines given in the OERC (Supply Code & Connected Matters) Regulations, 2021.

Complaint Handling:

After the resolution of the Complaint it shall be update and record the total time taken for resolution of the complaint.

The intimation of resolution of complaint along with date and time of resolution shall be communicated to the complainant by following the same process as used for communicating the registration number of the complaint.

The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

Nothing contained in this order, shall in any way, prejudice or affect the rights & privileges of the consumers under other laws including the Consumer protection Act 2019 (central Act of 35 of 2019).

METER COMPLAINTS

Testing of Meter

The licensee shall inspect and check the correctness of the meter within 7 working days of receiving the complaint.

7 days in Urban Areas

7 days in Rural Area

I. Replacement of Stopped, running fast & slow or creeping beyond the limits Meters: If the meter is not working including that it is stuck up, running slow, fast or creeping beyond the limits, the Licensee shall replace the meter within 30 days of receiving the original complaint if the meter belongs to the Licensee. If it belongs to the consumer, actions shall be taken as per OERC Distribution (Conditions of Supply) Code, 2004.

30 days in Urban Areas

30 days in Rural Area

ii. Replacement of Burnt Meter (Not Attribute to Consumer): The Licensee shall replace burnt out meters within 30 working days of removal of the meter after receiving the complaint if the burning of meter is not due to causes attributable to the consumer like tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load by consumer etc.

30 days in Urban Areas

30 days in Rural Area

iii. Replacement of Burnt Meter (Attribute to Consumer): If the meter is burnt due to reasons attributable to the consumer, the Licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection, and shall replace the meter within 15 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

15 days in Urban Areas

15 days in Rural Area

Complaints about consumer's bills (Received by Person/Post): The Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 2 days, if received by post.

02 days in Urban Areas

02 days in Rural Areas

Complaints about consumer's bills (Other Sources): The licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt.

30 days in Urban Areas

30 days in Rural Areas

Consumer bill complaint:

In case of any billing problem, the consumer should approach the concerned Sub divisional officer or Billing officer personally or get the complaint registered through online help desk system. The consumer shall be given a registration number of the complaint. The Licensee shall resolve the billing problem within:

3 working days, in case no information is required to be collected

7 working days, in case some information is required to be collected by the billing authority.

In case the complaint is genuine, the Licensee shall extend the due date for payment of bill so as to allow at least 7 working days for making payment by the consumer.

Clause No.	Parameter	OERC Bench Mark (in Days)	
		Rural	Urban
5.1	Complaints about consumer's bill payment not updated (Received by Person/Post)	4 Days	4 Days
5.1	Complaints about consumer's bill payment not updated (Other Sources)	4 Days	4 Days

Delivery of bills:

The TPSODL shall serve the bills on the consumers as per the timelines given in the OERC (Supply Code & Connected Matters) Regulations, 2021.

In case the consumer does not receive the first bill within timeline specified in the OERC (Supply Code & Connected Matters) Regulations, 2021, consumer may complain, in writing to TPSODL & shall issue the bill within seven days.

If any bill is served with a delay of more than sixty days, the consumers shall be given a rebate as per OERC (Supply Code & Connected Matters) Regulations, 2021.

LIST OF ANNEXURES:

Number	Annexure Description	Performa Copy
Annexure-1	New Connection & Attribute Change requisition form	 Application_Form_1.pdf  Application_Form_2.pdf
Annexure-2	New Connection Application Flow Chart	 New Connection App Flow Chart.pdf
Annexure-3	OERC Supply Code	 OERC Supply Code_2019.pdf
Annexure-4	Consumer's Rights	 Electricity_Rights_Consumers_2020.pdf
Annexure-5	SOP -2011& It's Amendment	