

TPNODL

**TP NORTHERN ODISHA
DISTRIBUTION LIMITED**

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



CONSUMER CHARTER

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1. CONSUMER CHARTER AND GUIDELINES TO AVAIL VARIOUS SERVICES

About Us:

TP Northern Odisha Distribution Limited (TPNODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake being held by Tata Power Company (51%). Tata Power's distribution in Odisha - TPNODL serves a population of 97 Lakhs with Customer Base of over 20.98 Lakh and a vast Distribution Area of 27,920 Sq. Km.

At TPNODL, the entire focus is on providing reliable power supply in Northern Odisha, enhanced customer services and reducing the AT&C losses from 25.32% to 16.09 % in a systematic manner. All this will be achieved by upgrading the present distribution infrastructure, adopting new technologies and providing various digital services to our customers. In addition to loss reduction, this power distribution company in Odisha has been enhancing its customer experience by providing one-stop solutions, through its state-of-the-art Call Center and Customer Care Centers to effective communication and deployment of customer-centric processes, creating customer delight. Another initiative has been taken for rural area consumers i.e. Anubhav Kendra where also requests/complaints are solved. Nishta camps are being organized in different locations to provide on spot solution to consumer for addressing their grievances.

For Customer information, the following documents/process are available with Customer Relationship Executive at Customer Care Centers and on our website (www.tpnodl.com):

- Approved Tariff Schedule
- Escalation Matrix of all the processes
- Feedback forms
- Forms for various consumer services under the regulations
- Prescribed fee for various services
- Registering complaint through CRM system
- List of Officers for redressal of complaints

The consumers of TPNODL can use any of the following channels to contact TPNODL:

- Website: <https://www.tpnodl.com/>
- Twitter: @tpnodl_balasore
- WhatsApp: 7777004759
- Mobile App: My Tata Power App
- 24x7 Toll Free Call Centre Number 1912 / 18003456718
- Email: customercare@tpnodl.com
- Customer Care Centers (refer Annexure-A)

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ଏବେ ବିଦ୍ୟୁତ ବିଲ୍ ପେମେଣ୍ଟ ଆହୁରି ସହଜ !!

Avail digital rebate upto 3% by making use of any of the following payment modes.

ONLINE PAYMENT AVENUES

UPI, PhonePe, Airtel Money, GPay, Axis Bank, paytm, amazon pay

SAVE UP TO 5% ON ONLINE BILL PAYMENT*

TPNODL ଶେଷତଃ ଡିଜିଟାଲ୍ ବିଲ୍ ପେମେଣ୍ଟ: [ବିଲ୍ ପେମେଣ୍ଟ (ଡେବିଟ୍ ବାଟ୍ / କ୍ରେଡିଟ୍ ବାଟ୍ / ଇଣ୍ଟେଲିଜେଣ୍ଟ୍ ପାୟମେଣ୍ଟ୍ / ଉଲ୍ଟ୍ରାସ୍ / ଉପି) and Paytm] ଇ-ପେମେଣ୍ଟ (PhonePe, Google Pay, Amazon Pay, Mobikwik, Airtel Money) Axis Bank NEFT / RTGS / IMPS ଦ୍ଵାରା ବିଲ୍ ପେମେଣ୍ଟ QR Code ଦ୍ଵାରା ବିଲ୍ ପେମେଣ୍ଟ WhatsApp ଦ୍ଵାରା ବିଲ୍ ପେମେଣ୍ଟ ନିର୍ଦ୍ଦିଷ୍ଟ ସମୟରେ ଉପଲବ୍ଧ ଅଟେ www.odishaone.gov.in ଦ୍ଵାରା ବିଲ୍ ପେମେଣ୍ଟ

For you, With you, Always... ଆପଣଙ୍କ ପାଇଁ, ଆପଣଙ୍କ ସହିତ, ସର୍ବଦା...

www.tpnodl.com 1800-345-6718/1912 customercare@tpnodl.com

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MY TATA POWER - CONSUMER APP

ବିଦ୍ୟୁତ ବିଭାଗୀୟ କୌଣସି ପ୍ରସଙ୍ଗ ପାଇଁ ଗୋଟିଏ ସମାଧାନ ବିଶେଷ ସୁବିଧା ସହିତ ଉପଲବ୍ଧିକୁ ଉନ୍ନତମାନର ସେବା ପ୍ରଦାନ

REGISTER YOURSELF AND YOUR LANDLORD, FRIENDS AND RELATIVES

Scan me


ଡାଉନଲୋଡ୍ କରିବା ପାଇଁ ସ୍କାନ କରନ୍ତୁ

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In addition to above customer use Mo-Bidyut platform for following purposes:

1. New Connection Registration & and Status tracking.
2. Payment of Electricity Bill.
3. Grievance Registration.
4. To check which category they belong to and it's processing fees.

ଓଡ଼ିଆ | Login


[Home](#) | [Dashboard](#) | [Online Form](#) | [Application Status](#) | [NSC Charges](#) | [Category of Consumers](#)




Mo Bidyut

The Distribution Utilities of Odisha (TPCODL, TPNODL, TPWODL & TPSODL) are going to be part of 5T programmes of Government of Odisha. Under this initiative, the People can obtain new electricity connection, Online Bill Payment and can lodge their grievances online. Permanent Connection will be provided up to 5KW(Single Phase) within 48 Hours of the submission of Application with Payment in complete shape i.e.,


1. There is no RoW issue to give connection.
2. The Connection Premises should be within 30 Mtrs of the nearest connecting points of Utility.
3. Applicant should provide valid documents.
4. There should not be any Arrear against the Applicant in any Utilities as in clause-17 of OERC Code - 2019.



New Service Connection



Online Bill Payment



Grievance Portal

2. Various channels for lodging of complaints and requests:

Nature of Request / Complaint	Modes of Registration							
	Call Centre	Customer Care Centre	Anubhav Kendra	Website	Email	Mobile App	Section Office	WhatsApp
New Connection (Permanent / Temporary)	Y	Y	Y	Y	Y	Y	Y	N
Load Change (Enhancement / Reduction)	Y	Y	Y	Y	Y	Y	Y	N
Disconnection	Y	Y	Y	N	Y	Y	Y	N
Reconnection	Y	Y	Y	N	Y	Y	Y	N
Name Change	Y	Y	Y	N	Y	Y	Y	N
Category Change	Y	Y	Y	N	Y	Y	Y	N
Mobile/Email Id Update	Y	Y	Y	Y	Y	Y	Y	Y
Meter Testing	Y	Y	Y	N	Y	Y	Y	N
Meter Shifting	Y	Y	Y	N	Y	Y	Y	N
Mater Damage / Faulty	Y	Y	Y	N	Y	Y	Y	N
Billing	Y	Y	Y	N	Y	Y	Y	N
Reading	Y	Y	Y	N	Y	Y	Y	N
Payment	Y	Y	Y	N	Y	Y	Y	N
No Power Supply	Y	Y	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	Y	Y	Y
Reporting of Theft	Y	Y	Y	Y	Y	Y	Y	Y



3. LIST OF CUSTOMER CARE CENTERS (ANNEXURE A)

SL No	Division	Customer Care Centre	Officer In Charge
1	BED, Balasore	Vivekananda Marg, Near Kali Mandir, Balasore, 756001	Priyanka Dharua
2	Basta, Balasore	Jamsuli, PS: Singla, Basta, Balasore, 756081,	Pradeep Kumar Panda
3	CED, Balasore	Nilgiri, At/Po: Kahalia, Near Police Station, Balasore- 756040	Ankita Biswal
4	Soro, Balasore	At – Aashram Chaka, Electrical Sub-Division Office, Soro- 756045	Rajashri Rajanandini Jena
5	Jaleswar, Balasore	Jaleswar Electrical Division Office, Station Bazar, Jaleswar- 756032	Ayushman Sahu
6	BPED, Baripada	Golab Bag, Kachery Road, Baripada, 757001,	Bishnu Priya Sahu
7	Rairangpur, Baripada	Near Swami Xerox, Durga Mandap, Rairangpur - 757043	Madhumita Giri
8	Udala, Baripada	Near Aurobindo School, Mendhakhai, Udala, Mayurbhanj- 757041	Bishudhanand Barik
9	BNED, Bhadrak	Power House, PO - Bhadrak, 756100,	Abhishek Boitei
10	BSED, Bhadrak	At- Dhakhina bada Chhak, Dhamanagar, Pin- 756117	Alok Behera
11	Jajpur Road, Jajpur	Office of the Executive Engineer, JRED, Dhabalgiri, Po- Sobra, Jajpur- 755019	Rahul Dutta
12	Jajpur Town, Jajpur	Khandeswara, Jajpur Town, Post- Debidwar - 755007	Amrita Sahoo
13	Kuakhia, Jajpur	Near Division Office, Kuakhia, Chandipur, Jajpur-755009	Prajnamayee Tripathy
14	KED, Keonjhar	Office of Superintending Engineer, Keonjhar, Electric circle power house, Keonjhar- 758001	Masuma Naz
15	Anandpur, Keonjhar	Near HDFC Bank Anandpur Branch, At- Ghasipura- 758015	Suresh Behera
16	Joda, Keonjhar	At- Hirakud Colony, Po- Baneikala, Joda- 758038	Sidhiprangyan Behera

Note: Our Customer Care Centers are open Monday to Saturday from 9:30 AM to 5:30 PM (except public holidays)

4. Services on WhatsApp:



TPNODL
TP Northern Odisha Distribution Limited

To avail these services just send us 'Hi'



- Instant E-Bill
- Billing Information
- update on complaint registration
- mobile number /email ID registration
- Real time power cut complaint

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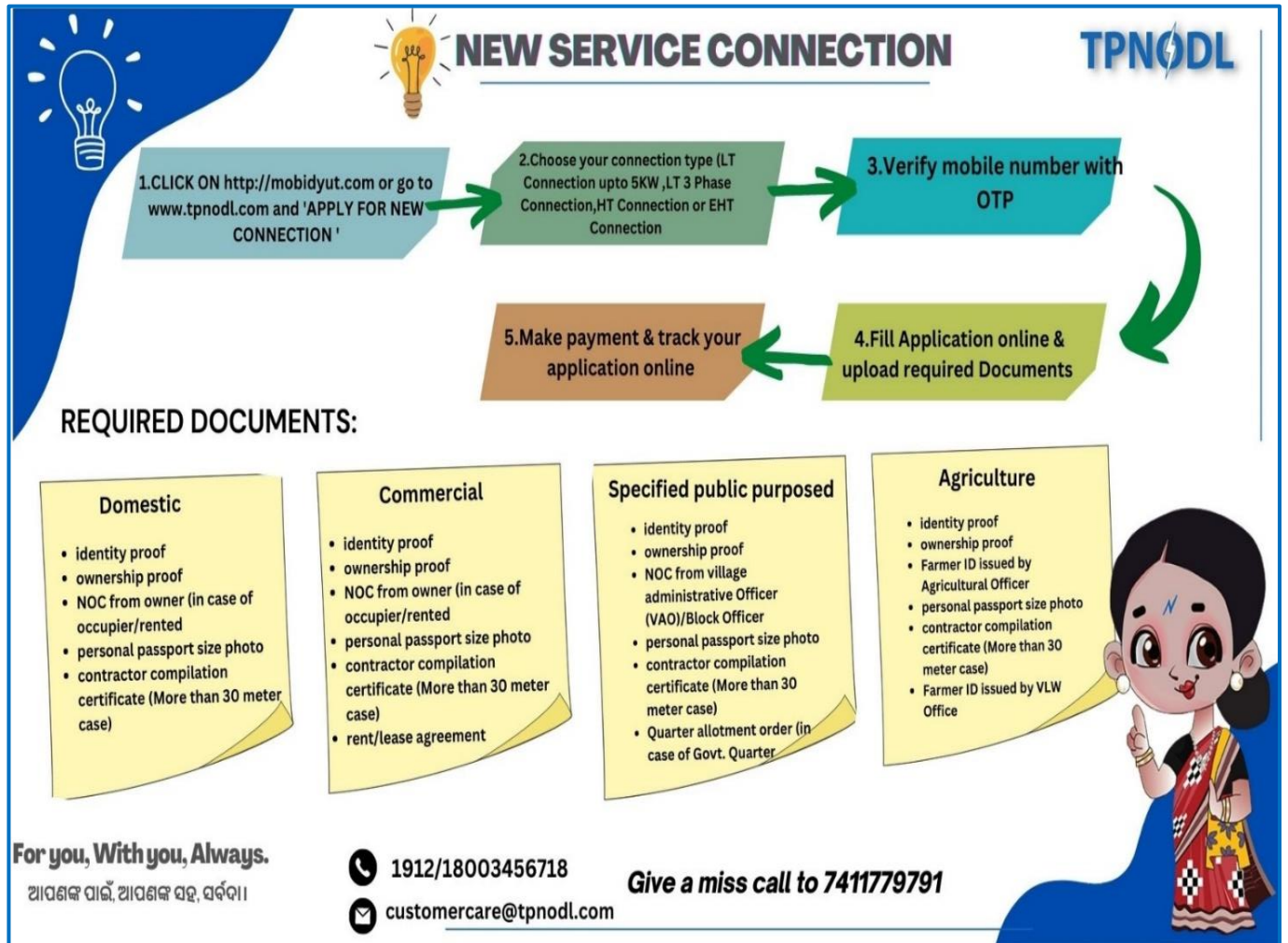
Save our WhatsApp number on your phone now !!

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For further queries contact
 **1912/18003456718**

TPNODL	
Address of Ombudsman / GRF	Telephone No. of Ombudsman /GRF
The Ombudsman (I & II), Qrs. No. 3RS/2, GRIDCO Colony, P.O. - Bhoi Nagar, Bhubaneswar -751022	0674-2546264
The President Grievances redressal Forum, Balasore, At - Vivekananda Marga, P.o. - Srikanthapur, Dist - Balasore, Pin - 756001	06782-269579
The President Grievances redressal Forum, Jajpur, At - Dhabalagiri, (T.T.S. Colony), Jajpur Road, Dist - Jajpur, Pin - 755019	06725-224668

5. Avenues and Documents of New Service Connection



- ✓ Form 1- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-1.pdf
- ✓ Form 2- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-2.pdf
- ✓ Form 3- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-3.pdf

6. Document Matrix for New Service Connection

Document Matrix for LT Connection (up to 5KW) (LT ବିଦ୍ୟୁତ ସଂଯୋଗ ପାଇଁ ଡକ୍ୟୁମେଣ୍ଟ ମ୍ୟାଟ୍ରିକ୍ସ (5KW ପର୍ଯ୍ୟନ୍ତ))															
Ownership Scenarios (ମାଲିକାନା ପ୍ରକାର)	Required Documents for New Connection Release (ନୂତନ ବିଦ୍ୟୁତ ସଂଯୋଗ ପାଇଁ ଆବଶ୍ୟକ ଡକ୍ୟୁମେଣ୍ଟ)														
	Identity Proof of Applicant (ଆବେଦନକାରୀଙ୍କ ପରିଚୟ ପ୍ରମାଣ)	Ownership Proof/Land Record (ମାଲିକାନା ପ୍ରମାଣ/ ଭୂମି ରେକର୍ଡ)	Photograph of Applicant (ଆବେଦନକାରୀଙ୍କ ଫଟୋ)	Indemnity Bond (Annex. CMG-03) (କ୍ଷତିପୂରଣ ବଣ୍ଡ)(Annex. CMG-03)	Same address ID Proof of applicant(ଆବେଦନକାରୀଙ୍କ ସମାନ ଠିକଣା ID ପ୍ରମାଣ)	Authorization Letter (ପ୍ରାଧିକରଣ ପତ୍ର)	Govt. Authorized Letter (ସରକାର ପ୍ରାଧିକୃତ ପତ୍ର)	ID of Authorized Person (ପ୍ରାଧିକୃତ ବ୍ୟକ୍ତିର ପରିଚୟ)	NOC from owner (Annex. CMG-01) (ମାଲିକଙ୍କ ଠାରୁ NOC)(Annex. CMG-01)	Rent/Lease Agreement (ଭଡା ହୁକ୍ତି/ଲିଜ୍ ହୁକ୍ତିନାମା)	Legal heirs NOC in favour of applicant (Annex. CMG-02) (ଆବେଦନକାରୀଙ୍କ ସପକ୍ଷରେ ଆଇନଗତ ଭରତାଧିକାରୀ NOC)	Death Certificate (ମୃତ୍ୟୁ ପ୍ରମାଣପତ୍ର)	NOC from competent Govt. Authority (ବକ୍ଷ ସରକାରୀ ଠାରୁ NOC ପ୍ରାଧିକରଣ)	Memorandum and Articles of Association(ସ୍ଥାନିକପତ୍ର ଏବଂ ପ୍ରବନ୍ଧ ଆସୋସିଏସନ୍)	Partnership Deed (ସହଭାଗୀତା କାରବାର ପତ୍ର)
Owner (ମାଲିକ)	✓	✓	✓												
Tenant (ଭଡାଟିଆ)	✓	✓	✓						✓	✓					
Occupier (ବର୍ତ୍ତମାନବାସୀ) (without ownership proof) (ମାଲିକାନା ପ୍ରମାଣ ବିନା)			✓	✓	✓										
Deceased Owner (ମାଲିକଙ୍କ ମୃତ୍ୟୁ କ୍ଷେତ୍ରରେ)	✓	✓	✓								✓	✓			
Public and/or Private Limited Company (ସରକାରୀ ଏବଂ / କିମ୍ବା ଘରୋଇ ଲିମିଟେଡ୍ କମ୍ପାନୀ)		✓	✓			✓		✓						✓	
Company, Trust, Educational intuition, Govt. department etc. (କମ୍ପାନୀ, ଟ୍ରଷ୍ଟ, ଶିକ୍ଷାନୁଷ୍ଠାନ, ସରକାରୀ ବିଭାଗ ଇତ୍ୟାଦି			✓				✓	✓							
Partnership Firm (ସହଭାଗୀତା ସଂସ୍ଥା)			✓			✓		✓							✓
Agriculture (କୃଷି)	✓	✓	✓									✓			

7. Metering

Consumer meters shall generally be owned by the licensee/supplier as per the CEA Regulations. Regulation 97 (i) of the O E R C Supply Code, 2019.

In case of new connection/replacement of meter, the consumer, in accordance with Regulation 97 to 101 and regulations framed under Section 73 of the Act, may himself procure the meter either from the vendors certified by the licensee/supplier conforming to licensee/supplier's technical specifications or may request the licensee/supplier to supply the meter and charge meter rent as per the tariff order. The licensee/supplier shall calibrate the consumer's meter at consumer's cost and seal the meter. The consumer shall have the option to get the meter calibrated in any other accredited Test laboratory. Regulation 102 (ii) a of the O E R C Supply Code, 2019.

Alternatively, consumer may choose to pay the full cost of the meter provided by the licensee/supplier. No meter rent shall be chargeable in such case. Regulation 102 (ii) b of the O E R C Supply Code, 2019.

The consumer shall claim the meter purchased by him as his asset only after it is permanently removed from the system of the licensee/supplier. Regulation 102 (ii) c of the O E R C Supply Code, 2019.

Meters will be installed at the point of supply or at a suitable place as the engineer may decide. The owner of the premises where, the meter is installed shall provide access to the authorised representative(s) of the licensee/supplier for installation, testing, commissioning, reading, recording and maintenance. The place of installation of meter shall be such that minimum inconvenience and disruptions are caused to the site owners and the concerned distribution licensee/supplier.

It may be installed by the licensee/supplier either at consumer premises or outside the consumer premises. If it is installed outside the premises of the consumer, then the licensee/supplier shall provide real time display unit at the consumer premises for his information to indicate the electricity consumed by the consumer. For billing purpose, reading of the meter but not the display unit shall be taken into account. The meter shall be fixed preferably in the basement or ground floor in multistoried buildings having easy access for reading and inspection at any time. The consumer shall run his wiring from such point of supply. In case supply is provided by the licensee/supplier to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category. Regulation 102 (iii) of the O E R C Supply Code, 2019.

The metering box shall normally be mounted at such a height and such manner that meter reading counter/display window is at eye level. Regulation 102 (vi) of the O E R C Supply Code, 2019.

The licensee/supplier shall evolve a format of "Meter Particulars Sheet" for recording the particulars of the meter at the time of initial installation or replacement. The licensee/supplier shall retain one copy and the second copy, duly signed by the authorised representative of the licensee/supplier, shall be given to the consumer under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee/supplier or his authorised representative. Regulation 102 (vii) c of the O E R C Supply Code, 2019.

The consumer shall be responsible for safe custody of meter(s) and associated equipments, if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee/supplier about any fault, accident or problem noticed with the meter. Licensee/supplier shall be responsible for the safety

of the meter located outside the consumer's premises. Regulation 105 (i) of the O E R C Supply Code, 2019.

It shall be the responsibility of the licensee/supplier to satisfy himself regarding the accuracy of the meter before it is installed and during its service. Licensee/supplier may test it for this purpose. The consumer shall provide the licensee/supplier necessary assistance in conducting the test as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and all subsequent amendments. Regulation 111 (i) of the O E R C Supply Code, 2019.

The licensee/supplier shall inspect and check the correctness of the meter within 7 working days of receiving the complaint. Provided that before testing a consumer's meter, the licensee/supplier shall give 3 days' advance notice, so that the consumer or his authorised representative may be present at the testing. Regulation 111 (vii) of the O E R C Supply Code, 2019.

If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorized load by the consumer etc., the cost of the meter shall be borne by the consumer. The licensee/supplier shall inform the consumer to replace the meter and associated equipment as per provisions of this Code within 30 working days. In case the consumer fails to do so, the licensee/supplier shall install a new meter. Provided that in case the licensee/supplier installs the new meter, they shall recover the cost of the new meter from the consumer as per the meter rent approved by the Commission. Regulation 113 (ii) of the O E R C Supply Code, 2019.

If the meter is actually found to be not recording/displaying, the licensee/supplier shall replace such (stuck, running slow, fast or creeping, etc.) meter within 30 working days from the date meter is found to be defective. In case of unavoidable circumstances, the licensee/supplier by recording reasons may replace the defective meter within a period not more than 60 days. Regulation 114 (iii) of the O E R C Supply Code, 2019.

8. Reading and Billing

The meter shall normally be read on fixed date \pm 3 working days for monthly billing cycle. The licensee/supplier shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading. Regulation 109 (i) of the O E R C Supply Code, 2019.

It shall be the responsibility of the consumer to get his connection disconnected if he vacates the premises or changes his occupancy or otherwise he shall continue to remain liable for all charges. Regulation 110 (i) of the O E R C Supply Code, 2019.

The licensee/supplier shall send the bills to the consumers either by post or by courier or through the messenger well before the due date to avoid any inconvenience to the consumer not covered under spot billing. The licensee/supplier may send the information on billed amount and due date of payment to the consumers through registered E-mail ID/Mobile numbers/smart meters. The mobile number of each consumer shall be collected /recorded for sending billing SMS. Regulation 147 (i) of the O E R C Supply Code, 2019.

Due Date of Payment: The Licensee/supplier shall intimate the consumer of the due date for payment of his bills. The due date of payment for all consumers shall be seven days from the bill date. This will normally be the due date for all billing cycles for that consumer. Regulation 151 (ii) of the O E R C Supply Code, 2019.

Non-Receipt of Bill: If for any reason the consumer does not receive the bill for the billing cycle within two weeks of the end of the billing cycle, it would be the obligation of the consumer to approach the engineer and collect a duplicate bill. A consumer may also make payment as per last month's bill or higher, in absence of such bill. Regulation 151 (xi) of the O E R C Supply Code, 2019.

Delayed Payment Surcharge: Category of consumers to whom delayed payment surcharge is applicable as per tariff order shall be liable to pay such delayed payment surcharge. There shall be no surcharge over surcharge. Regulation 151 (xiii) of the O E R C Supply Code, 2019.

9. Disconnection/Reconnection of Supply

The supply may be disconnected temporarily or on a permanent basis as per the procedure described in OERC. The licensee/supplier shall remove service line, meter etc. after permanent disconnection. However, the licensee/supplier may not remove service line, meter etc in case of temporary disconnection. Regulation 171 (i) of the O E R C Supply Code, 2019.

On non-payment of the licensee/supplier's dues: The licensee/supplier may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days to pay the dues. Thereafter, the licensee/supplier may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee/supplier may deem fit;. Regulation 172 (i) of the O E R C Supply Code, 2019.

In case a consumer desires his meter to be permanently disconnected, he shall apply for the same to the licensee/supplier. The licensee/supplier shall give a written acknowledgment of receipt of such request, on the spot and disconnect the supply forthwith even if there is an arrear in addition to the current bill.

Thereafter, the licensee/supplier shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within ten days from receipt of the request. Regulation 178 & 179 of the O E R C Supply Code, 2019.

If any service is disconnected on account of non-payment of electricity charges or any other charges due to licensee/supplier, after the consumer has duly paid the amounts due, the additional charges for the delay and the charges for reconnection, the licensee/supplier shall restore the electrical supply in not more than four working hours of the consumer producing the proof of payment of the amounts and charges. Regulation 183 of the O E R C Supply Code, 2019.

10. Timelines for different requests and services

Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
NEW SERVICE CONNECTION	New Connection LT (Without Extension)	7 Days
	New Connection LT (Estimate Submission)	5 Days
	New Connection HT (Estimate Submission)	10 Days
	EHT Supply Up to 33KV (Estimate Submission)	21 Days
	Low Tension (LT) supply (Extension Required)	10 Days
	11 KV Supply (Extension Required)	20 Days
	33 KV Supply (Extension Required)	30 Days
ATTRIBUTE CHANGE	Transfer of Service Connection	15 Days
	Enhancement of Contract Demand	15 Days
	Reduction of Contract Demand (Domestic)	15 Days
	Reduction of Contract Demand (Others)	60 Days
	Category Change	30 Days
METER READING	Meter Reading	7 Days
SECURITY REFUND	Security Refund	30 Days
METER TESTING	Meter running fast	7 Days
	Meter running slow	
SEAL REPLACEMENT	Meter seal broke	15 Days
RECONNECTION	Reconnection	4 hrs.
MOVEOUT FINAL BILL	Consumer's Disconnection Request	10 Days
SHIFTING	Meter shifting	15 Days
	Shifting of LT Line	30 Days
	Shifting of 11 KV Lines	60 Days
	Shifting of 33 KV Lines	90 Days
	Shifting of 33/11 KV Distribution Transformer Structures	90 Days
BILL REVISION	Disputed Bills	30 Days
	Arrear Dispute	
	Wrong/ Non-Posting in Bill	
METER FAULTY	Meter No Display	30 Days
	Meter Stuck	
METER BURNT	Meter burnt	30 Days
NPS (No Power Supply)	Normal Fuse Off	
	Urban (Town & Cities)	4 Hrs
	Other Ares (Rural)	18 Hrs
	Line Breakdowns	
	Urban (Town & Cities)	8 Hrs in line Break down
		12 Hrs in Major Line Breakdown
	Other Ares (Rural)	20 Hrs in line Break down
		36 Hrs in Major Line Breakdown
	Line Breakdowns	
	Distribution Transformer Failure (Cities & Towns)	24 Hrs
	Distribution Transformer Failure (Rural Areas)	48 Hrs

*Conditions applied as per the different clauses of OERC guidelines.

11. List of Annexures:

Number	Annexure Description	Location in website
Annexure-1	New Connection, I Bond, NoC from Owner, MO BIDIYUT refund & requisition form	Visit to Customer Zone > New ServiceConnection > Scroll down and download the desired form
Annexure-2	OERC Supply Code	Visit to Customer Zone > Tariff & Regulations > download the SupplyCode
Annexure-3	Electricity Act 2003	Visit to Customer Zone > Tariff & Regulations > download the Electricityact 2003
Annexure – 4	Electricity (Rights of Consumers) Rules, 2020	Visit to Customer Zone > Tariff & Regulations > download the Electricity(Rights of Consumers) Rules, 2020