

TPNODL

TP Northern Odisha Distribution Limited

(A Tata Power and Odisha Government Joint Venture)



CONSUMER CHARTER



Contents

Table of Contents.....	1
1. CONSUMER CHARTER AND GUIDELINES TO AVAIL VARIOUS SERVICES	2
2. Various channels for lodging of complaints and requests:.....	4
3. LIST OF CUSTOMER CARE CENTERS (ANNEXURE A).....	5
4. Services on WhatsApp:.....	6
.....	6
5. Avenues and Documents of New Service Connection	7
.....	7
✓ Form 1- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-1.pdf	7
✓ Form 2- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-2.pdf	7
✓ Form 3- https://www.tpnodl.com/Editor_UploadedDocuments/Content/Form-3.pdf	7
6. Document Matrix for New Service Connection	8
7. Metering	9
8. Reading and Billing	10
9. Disconnection/Reconnection of Supply.....	11
10. Timelines for different requests and services	12
11. List of Annexures:.....	13

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.

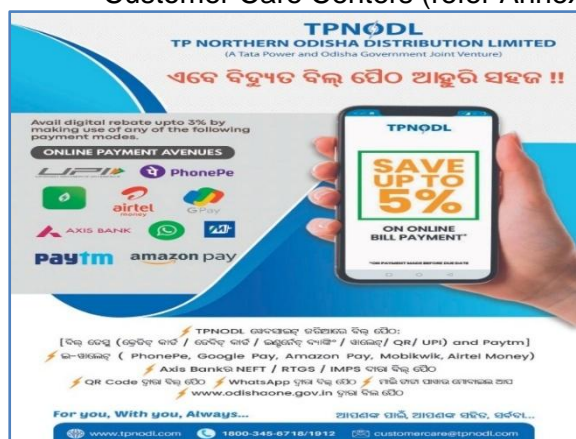
At TPNODL, the entire focus is on providing reliable power supply in Northern Odisha, enhanced customer services and reducing the AT&C losses from 25.32% to 16.09 % in a systematic manner. All this will be achieved by upgrading the present distribution infrastructure, adopting new technologies and providing 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/>
- **x (Formerly Twitter):** @tpnodl_odisha
- 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)



In addition to above customer to use **Mo-Bidyut or Website** 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.

URL: <https://www.tpnodl.com/customer-zone/>

Mo Bidyut

The Distribution Utilities of Odisha (TPCODL, TPNODL, TPWODL & TPSODL) are going to be part of ST 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**

TPNODL
TP NORTHERN ODISHA
DISTRIBUTION LIMITED
Joint Venture of Tata Power and Government of Odisha

Toll Free No. - 1912 / 1800-345-6718 Search Mail us Odia A+ A- C

HOME CORPORATE SUSTAINABILITY CUSTOMER ZONE VENDOR ZONE PROJECT RENEWABLE ENERGY ENERGY CONSERVATION CAREERS MEDIA CONTACT

Submit your application.
Track your application status online.

Go ahead! Apply online for your new electricity connection with TPNODL in Odisha as per your requirement or check the status of your application by clicking on the links below:

LT SINGLE PHASE CONNECTION UP TO 5KW LT 3 PHASE CONNECTION (5.5KW TO 70KVA)

HT CONNECTION (>70KVA TO 15000KVA) EHT CONNECTION (>15000KVA) TEMPORARY CONNECTION

TRACK YOUR CONNECTION STATUS

Customer Login
New Connection
Prepaid Recharge
Pay Your Bill
Complaint / Grievance
Offers & Schemes

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)	N	Y	Y	Y	N	N	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	Vertias Finance, TPNODL Customer Care, Artung, Balia, Balasore - 756001	Abhishek Boitei
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	Ipsita Mishra
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	Rahul Dutta
9	BNED, Bhadrak	Power House, PO - Bhadrak, 756100,	Saismita Behera
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	Srikanta Dehuri
12	Jajpur Town, Jajpur	Khandeswara, Jajpur Town, Post- Debidwar - 755007	Amrita Sahoo
13	Kuakhia, Jajpur	Near Division Office, Kuakhia, Chandipur, Jajpur-755009	Dibya Nirupama Sahu
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

7777004758


Save our WhatsApp number on your phone now !!

For you, With you, Always.
 ଆପଣଙ୍କ ପାଇଁ, ଆପଣଙ୍କ ସହ, ସର୍ବଦା।

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



TPNODL
TP NORTHERN ODISHA
DISTRIBUTION LIMITED
(A Joint Venture of Tata Power and Government of Odisha)


SANJOGA EXPRESS


NEW CONNECTION (UPTO 5KW) WITHIN 48 HOURS*



APPLICANT


Log on to
<https://mobidyut.com>
or scan the above QR






VERIFY MOBILE NUMBER

Step-1
Enter Mobile no. & verify with the OTP




FILL APPLICATION

Step-2
Fill the application form with required details




UPLOAD DOCUMENTS

Step-3
Upload the necessary documents




TPNODL

Document & Arrear Verification



Site Inspection & Meter Installation



MAKE PAYMENTS

Step-4
Make payment of Demand Note amount by using UPI/Net-Banking/Credit card/Debit card through payment link received on registered mobile no.

DOCUMENT REQUIREMENT

Mandatory Documents

Proof of Identity: (Any ONE)

1. Aadhar Card
2. Electoral Identity Card
3. Passport
4. Driving License
5. Ration card along with any document showing photo Identity
6. PAN card

For Agriculture Consumers: No Objection

Certificate from competent government authority for lifting water exclusively for agricultural uses; and an undertaking for use of electricity supply for agricultural purpose only


Proof of Ownership: (Any ONE)

1. Copy of sale deed, lease deed or Record of Right
2. Registered valid General Power of Attorney
3. Municipal tax receipt or Demand notice or any other related document establishing ownership/ occupation of premises
4. Letter of allotment from Developmental Authority
5. Letter of Incorporation or Authority

*Conditions Applied for New Connection

Applicants need to ensure the following to avail the New Permanent connection within 48 hrs:

1. The Connection Premises should be within 30 Mtrs of the nearest connecting points of Utility
2. Applicant should provide valid documents.
3. There should not be any Arrear against the Applicant in any Utilities as in clause-17 of OERC Code - 2019.
4. Applicant has to install MCB/ELCB of proper rating before meter installation.
5. Inspection of electrical equipment & installation shall be complied before energization.
6. Applicant shall obtain Right of way/permission from concerned authority/owner wherever applicable.



To get the new connection, give a missed call to

741177791

24*7 toll-free call center no.

1800-345-6718/1912

Report of Unethical Practices

9124558988

For any query mail to

customercare@tpnodi.com

tpnodi.odisha
 tpnodi.odisha
 tpnodi_balasore
www.tpnodi.com
24x7 Toll-free Call Centre: 1800-345-6718/1912

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

6. Document Matrix for New Service Connection

Document Scenario Matrix										
<div>TPNODL</div> <div>TP Northern Odisha Distribution Limited</div> <div>(A TATA Power & Odisha Government Joint Venture)</div>		Types of Applicant								
		Owner/co-owner or joint owner (ମାଲିକ / ସହ-ମାଲିକ ବ୍ୟୟ ମିଳିତ ମାଲିକ)	Occupier (without ownership proof) ବଖଇବାଲା (ମାଲିକୀର ପ୍ରମାଣ ବିନା)	Govt. quarter (ସରକାରୀ ବାସଭବନ)	Tenant (ଜଗତିଆ)	Legal Heir scenario (ଆଇଟପର ହେୟାର ସ୍ୱେଚାରିତ)	Public and/or Private Limited Company (ଉଦ୍ୟୋଗର ଶିକ୍ଷା / ବ୍ୟବସାୟର ସ୍ୱାମୀ କର୍ମଚାରୀ)	Govt. department (ସରକାରୀ ବିଭାଗ)	Trust / Charitable Institution (ତ୍ରୁଷ୍ଟ / ଦାନଦାନ ଅନୁଷ୍ଠାନ)	Partnership Firm (ସହଯୋଗୀ ଫର୍ମ)
Identity proof of applicant (any one from the list) (ଆବେଦନକାରୀଙ୍କ ପରିଚୟ ପ୍ରମାଣ ଯାହାର ଗୋଟିଏଟି)	Aadhaar Card/Electoral Identity Card/Driving License/PAN Card/Passport/Ration card (ଆଧାର କାର୍ଡ / ବିଚାରକ ପରିଚୟ ପତ୍ର / ଡ୍ରାଇଭିଂ ଲାଇସେନ୍ସ / ପାନ୍ କାର୍ଡ / ପାସପୋର୍ଟ / ରେସନ କାର୍ଡ)	✓	✓	✓	✓	✓				
	ID proof of Authorized person (ପ୍ରାଧିକୃତ ବ୍ୟକ୍ତିଙ୍କ ID ପ୍ରମାଣ)						✓	✓	✓	✓
Photograph (ଫଟୋଗ୍ରାଫ୍)	Photograph of applicant (ଆବେଦନକାରୀଙ୍କ ଫଟୋଗ୍ରାଫ୍)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Proof of Ownership (any One from the list) (ମାଲିକୀର ପ୍ରମାଣ (କୌଣସି ଗୋଟିଏ))	Ownership Proof/Land Record/Letter of allotment from Development Authority/ Sale deed/Registered valid General Power of Attorney (ମାଲିକୀର ପ୍ରମାଣ / ଭଗି ଲେଟର / ବନ୍ଦିତ ପ୍ରାଧିକୃତ ବିଶ୍ୱ ଆବେଦନ ପତ୍ର ଓ ପଞ୍ଜୀକୃତ ବିଧି ସାଥରେ ଶକ୍ତି / ପଞ୍ଜୀକୃତ ବିଧି ସାଥରେ ଶକ୍ତି)	✓			✓	✓	✓		✓	✓
	Death certificate with Legal heirs NOC in favour of applicant (ମୃତ୍ୟୁ ସଂଶ୍ଳିଷ୍ଟ ସହିତ ଆବେଦନକାରୀଙ୍କ ସପକ୍ଷରେ ଆଇଟପର ଜରୁରୀକାରୀ NOC)					✓				
	Lease deed, rent agreement or Record of Right (ଲିଜ୍ ଡିଡ୍, ଭଡା ଚୁକ୍ତି ବିଶ୍ୱ ଅଧିକାର ଲେଟର)				✓					
	Municipal tax receipt or Khajana pauti or Demand notice or any other related document establishing ownership/occupation of premises (ମ୍ୟୁନିସିପାଲିଟିର ତାହା ଉପର ବିଶ୍ୱ ଖଜନା ପାଉର ବିଶ୍ୱ ଗାହିବା ବିଶ୍ୱ ଅନ୍ୟ କି office ଶିଥି ସମ୍ପର୍କିତ ଦଲ୍ୟମେଣ୍ଟ ପରିଚାଳନା / ଦୁଇ ପ୍ରକାର)		✓							
	Indemnity Bond (Annex. CMG-03) (Indemnity ବଣ୍ଡ (ଅନେକ୍ସ ୦୩ CMG-03))		✓							
	Certificate of Incorporation or Authority (ଅନ୍ତର୍ଭୁକ୍ତ ବିଶ୍ୱ ପ୍ରାଧିକୃତ ପ୍ରମାଣପତ୍ର)					✓				
	No Objection Certificate from owner (ମାଲିକଙ୍କ ଠାରୁ ବୈଶିଷ୍ଟି ଆପଣେ ପ୍ରମାଣପତ୍ର ଗାହି)				✓					
Documents for selected Type of applicant (ଛାଣିକାରୀ ପ୍ରକାର ଆବେଦନକାରୀଙ୍କ ପାଇଁ ଦଲ୍ୟମେଣ୍ଟ)	Memorandum and Articles of Association (ଭୁଗଣଣ, ଶିକ୍ଷା ଆସୋସିଏସନ୍ ଓ ପ୍ରବନ୍ଧକୁଟିକା)					✓				
	Authorization letter (ପ୍ରାଧିକୃତ ଚିଠି)					✓	✓	✓	✓	✓
	NOC from previous allottee (if dues exist) (ପୂର୍ବ ଆଇଲଟି ଠାରୁ NOC (ଯଦି ଦେୟ ବିଦ୍ୟମାନ))			✓						
	Quarter Allotment Letter (ସ୍ୱାର୍ତ୍ତ ବଣ୍ଟନ ପତ୍ର)			✓						
	Partnership Deed (applicable for partnership firms) (ସହଯୋଗୀ ଦାୟିତ୍ୱ ସହଯୋଗୀ ସଂସ୍ଥାକୁଟିକା ପାଇଁ ପ୍ରଯୁଜ୍ୟ)									✓
	Recognition letter from Income tax dept. (ଆୟକର ବିଭାଗର ସ୍ୱୀକୃତି ଚିଠି)								✓	
Other Documents for selected Category (ଛାଣିକାରୀ ପ୍ରକାର ଆବେଦନକାରୀଙ୍କ ପାଇଁ ଅନ୍ୟାନ୍ୟ ଦଲ୍ୟମେଣ୍ଟ)	Industrial License/MSME/DIC Certificate (ଶିଳ୍ପ ସମ୍ପର୍କୀୟ ଲାଇସେନ୍ସ / MSME / DIC ସଂଶ୍ଳିଷ୍ଟ ନିର୍ଦ୍ଦେଶ)									
	No Objection Certificate from competent government authority/Permission from concerned dept. (Address must be mentioned in permission letter) (ବୈଶିଷ୍ଟି ଆପଣେ ସରକାରୀ ପ୍ରାଧିକୃତ / ସଂପୃକ୍ତ ବିଭାଗରୁ ଅନୁମତି ଗାହି । (ଅନୁମତି ଅକ୍ଷରରେ ଆହ୍ୱେଷ କରାଯିବା ଆବଶ୍ୟକ)) NOC from Dist. Veterinary/Fishery etc./NOC from Coastal Aquaculture Authority (CAA) (ଭାସ୍କୁଲର ଜନକର ପ୍ରାଧିକୃତ (CAA) ରୁ ଜେଟିରିଗାରି / ମାଧ୍ୟମୀକାରୀ ଜଗାଦି ଠାରୁ NOC)									

7. Metering

Consumer meters shall generally be owned by the licensee/supplier as per the of 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 authorized 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

Supply Voltage	Up to DN issue *	Post DN payment *		Total days *	
		Without Ext.	With Ext.	Without Ext.	With Ext.
Urban - LT network	5	7	90	12	95
Urban- 11 kV network	10	7	90	17	100
Rural - LT network	5	15	90	20	95
Rural - 11 kV network	10	15	90	25	100
Mo Bidyut - Urban	7 days				
Mo Bidyut - Rural	15 days				
Mo Bidyut - LT extension	90 days				

***NOTE:** Days mentioned are excluding of the days for the reason attributable beyond the control of TPNODL or are attributable due to applicants like, signing of agreement, resolution of ROW at site, delay in fulfilling the commercial formalities, natural calamities etc.

Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
ATTRIBUTE CHANGE	Transfer of Service Connection	15 Days after acceptance of application form
	Enhancement of Contract Demand	Effective date of such reduction/enhancement shall be reckoned from the first day of the month following the month in which the application, complete in all respects, was received by the engineer
	Reduction of Contract Demand	
	Category Change	30 Days after acceptance of application form
METER READING	Meter Reading	7 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
	Normal Fuse Off	

Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
NPS (No Power Supply)	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 Service Connection > Scroll down and download the desired form
Annexure-2	OERC Supply Code	Visit to Customer Zone > Tariff & Regulations > download the Supply Code
Annexure-3	Electricity Act 2003	Visit to Customer Zone > Tariff & Regulations > download the Electricity act 2003
Annexure – 4	Electricity (Rights of Consumers) Rules, 2020	Visit to Customer Zone > Tariff & Regulations > download the Electricity (Rights of Consumers) Rules, 2020