

CORPORATE BROCHURE

TP NORTHERN ODISHA DISTRIBUTION LTD.

For you, With you, Always...

ଆପଣଙ୍କ ପାଇଁ, ଆପଣଙ୍କ ସହିତ, ସର୍ବଦା...





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



VISION

To be the best utility of choice for reliable, affordable & sustainable power through technology adoption & innovative service delivery.



MISSION

- Improve upon customer centricity
- Adoption of cutting edge technology
- Sustainable growth with focus on profitability and community
- Creating an empowered workforce driven by passion & purpose
- Innovative rural service delivery



VALUES



Safety



Care



Agility



Learning



Ethics



97 LAKH

POPULATION SERVED



20.54 LAKH

CUSTOMER BASE



27,920 SQ. KM.

DISTRIBUTION AREA



ABOUT US

TP NORTHERN ODISHA DISTRIBUTION LIMITED

Tata Power 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 20.52 Lakh and a vast Distribution Area of 27,920 Sq. Km. Tata Power has a vast experience in electricity distribution in Mumbai, Delhi and Ajmer.

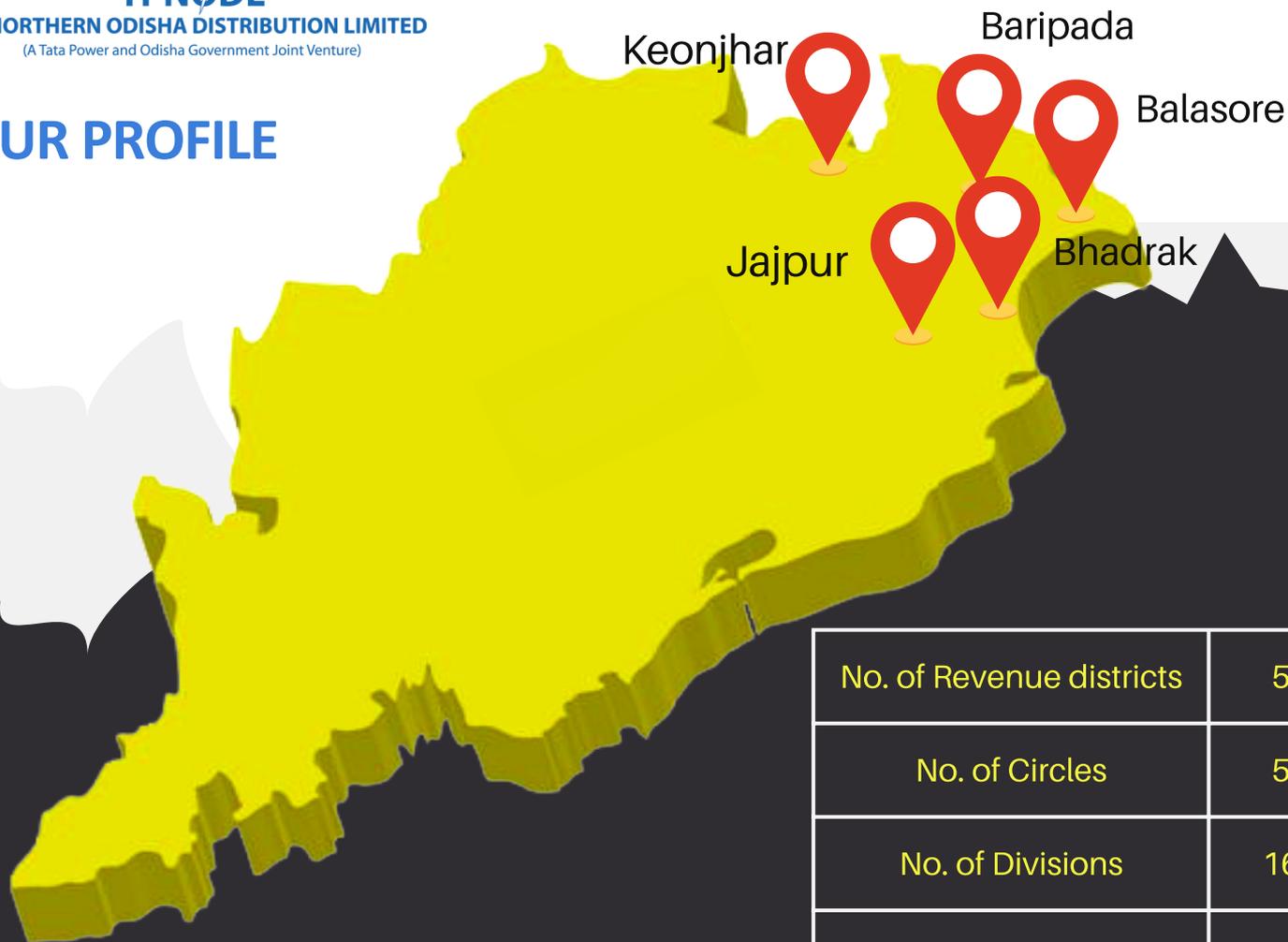


Mr. Bhaskar Sarkar

Chief Executive Officer, TPNODL

At Tata Power Northern Odisha Distribution Limited, the entire focus is on providing reliable power supply in Odisha, enhanced customer services and reducing the existing AT&C losses. In addition to it, company has been enhancing its customer experience by providing one-stop solutions, through its state-of-the-art call centres and consumer care centres to effective communication and deployment of customer-centric processes, creating customer delight. All this will be achieved by upgrading the present distribution infrastructure, adopting new technologies and providing various digital services to our customers.

OUR PROFILE



No. of Revenue districts	5
No. of Circles	5
No. of Divisions	16
No. of Sub-Divisions	50
No. of Sections	159

BRIEF PROFILE

AS ON 31.03.2022

No. of Consumers	20,54,255
No. of Power Transformers	524
No. of Distribution Transformers	72323
No. of 33/11kV Sub-stations	236
33KV Line (CKT Km.)	2895
11KV Line (CKT Km.)	37591
LT Line (CKT Km.)	66672



SAFETY THE CORE PRINCIPLE



- Creation of Safety culture through mandatory use of PPEs
- Suraksha Kawach App – Online Permission to Work (PTW)
- TPSDI training Centre inaugurated and in practice
- Suraksha Portal Launched for reporting safety issues
- Mandatory safety training for all employees
- Practice yard at Bhadrak & Balasore, WIP in other circles
- Prasikshan – Sensitization & Certification to all PSS operators
- Fire Drills carried out to create awareness at PSS level
- Fire detection, alarm and protection system planned for store and corporate office.
- Public safety awareness drive
- Safety Training of new BA employees – coverage 6656, Project specific safety training for engineers 33
- Job specific safety & quality training for 6% depository BAs
- Safety Policy, Consequence Management Policy launched

- 24 X 7 Call centre & Customer Care Centre started in 5 Circles
- Customer Service Executive in each section (Total 159)
- CRM app. has been launched
- Personalized Client Manager (Executive) for KCG consumers
- Successful transition of 1f billing from CREST system to FG system in all Circles.
- Launched new payment avenues by partnering with Bharat Money Stores (Indusind bank), OCAC through Odisha.gov.in websites & MoSeva Kendra, CSC, Axis bank through RTGS/NEFT/IMPS, Bill desk/ Payment Gateways / E-Wallet
- Engaged KPMG to work on innovative rural service delivery
- AMR effectiveness improved to 92% for Large Industries from 40%. 100% HT EHT Reading & 95% Billing on 1st of the month.
- Mobile Collection App.
- Launched My Tata Power- Consumer App
- Project Nistha, Project Sudhhar & Project Sparsh as comprehensive community outreach initiative for bill revision, collection and resolution of metering related issues.

COMMERCIAL HIGHLIGHTS FY 2021-22



OPERATIONAL

HIGHLIGHTS FY 2021-22

- Project Clean up - extensive tree trimming, creepers removal, unsafe and vulnerable location identification and rectification to minimize the dismal effect of any mishaps or tripping 82% of 33kV & 66% of 11kV Lines were cleaned under this project.
- Project Light House - Creating model feeder. Each Section Office identified one 11 KV feeder & 159 feeders in total. Entire feeder Maintenance in all respect, 100% accurate electronic metering & complete Energy Audit, Billing efficiency to 95% & Collection Efficiency to 99%. This has helped in 100% accurate metering & Energy Audit, zero tripping & lowest AT&C losses on those feeders.
- Inauguration of Micro SCADA Control Room in PSC by DC Balasore on 29th October
- 18 No. PSS - Under unmanned operations from PSC
- Total 30 Nos. PSS integrated with Micro SCADA
- Engagement of 11kV & 33 kV AMC started from Sept'21 & Oct'21
- 8000+ BA Workforce & 250+ vehicles were additionally deployed. Separate AMC for 33KV & 11KV
- Project Raksha - 100% Survey for 15K DTR \geq 63KVA & further initiation of Maintenance work
- 33 kV Line Maintenance: 100% Feeder survey completed and maintenance activity initiated.
- Maintenance work carried for the 89% of 33kV network
- Zero outage due to burnt DTR
- In-house CB repair Work: 179 No. of CB repaired by in-house team
- Customer Service Executive (CSE) posted in each section. 100% Network Complaint Resolution Started through CRM
- Engaged PRDC & TPDDL for network study, Tech. Loss Assessment & disaster resilient network
- Spun Concrete Pole - Pursued by TPNODL & approved by Govt. of Odisha for the first time in Odisha to create a disaster resilient network.





**TPNODL BESTOWS WITH
 'INNOVATIVE PROJECT OF THE YEAR AWARD'**

**AWARDS
 & ACCOLADES**

TPNODL has won the coveted 'Innovative Project of the Year award' in 'The Original Business Leader of the Year awards' in its 20th Global Edition & 5th India edition, held on 21st March, 2022 at Mumbai. The project was about the "Aerial meter reading for Rural & Lift Irrigation Customer" which was selected and awarded for the Innovative Project of the Year under Organisational Category.



TPNODL RECEIVES 'CSR LEADERSHIP AWARD'

TPNODL has been bestowed with 'CSR Leadership Award' by the 'Bhubaneswar Leadership Awards' in a ceremony held at Bhubaneswar on 27th April, 2022. The award is a recognition of our CSR initiatives which has touched countless lives through various programmes in the thrust areas of Livelihood Promotion for Women, Health Services for Rural Community, Financial Inclusivity and Employee Volunteering.





Corporate Office:

TP Northern Odisha Distribution Limited(TPNODL), Januganj, Remuna Golei, Balasore, Odisha, 756019



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