

## **FAQ ON OTS-2022**

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### **Q.1 who is eligible under OTS-2022 scheme?**

Ans. All type of consumers (Govt & Non Govt) availing power supply under LT, HT & EHT are eligible, included TD & PD cases having outstanding arrears as on 31<sup>st</sup> Mar 2021.

### **Q.2 To whom should I contact to avail the benefit under OTS-2022?**

Ans. You can contact your nearest TPNODL (Section/SDO/EE/SE) office or our customer care center or call us at 18003456718/1912. You may visit our website [www.tpnodl.com](http://www.tpnodl.com) for more details.

### **Q.3 I am having an outstanding of Rs.1,00,000 as on Dec-22, can I get waiver on this amount under OTS**

Ans. Out of the above outstanding, amount as on 31<sup>st</sup> Mar-21 is covered under OTS. If the above outstanding includes an amount of 30,000 as arrears as on 31<sup>st</sup> Mar-21 the same shall be eligible for OTS-2022.

### **Q.4 I am being billed erroneously hence the outstanding amount is incorrect. Can the bill be revised and thereafter OTS-2022 benefit be extended?**

Ans. As per OTS-2022, you can either opt for bill revision or opt for OTS benefits. Both the benefits can't be combined together. However, if the erroneous bill pertains to period after 1st Apr-21, the same can be revised as per OERC guidelines. For more clarity our nearest office will guide properly. Please contact your nearest electrical office or may please contact customer care center in 1912/18003456798.

### **Q.5 I am a farmer and my agriculture connection has been disconnected since long due to non-payment can I avail this benefit?**

Ans. Yes, this scheme is applicable for permanently disconnected (PD) /Temporary disconnected (TD) and all type of consumers.

### **Q.6 I have challenged the outstanding amount due to wrong billing before GRF, still can I take benefit under this scheme?**

Ans. Yes. To avail this benefits disputed cases pending before any legal forum needs to be withdrawn. You have to submit an affidavit (as per prescribed format) duly notarised through authorised notary declaring that you will withdraw the case from the appropriate forum prior to 21<sup>st</sup> April 23.

### **Q.7 I have availed benefit under OTS in 2011, there after I am not paying regularly and have outstanding amount.**

Ans. As per the terms of OTS in 2022, there is no such restriction, therefore you can avail the benefit of OTS-2022.

**Q.8 I Have availed the OTS-2011 benefit and will avail benefit of this OTS-2022. From this it is under stood after 10 years another OTS will come, so I will start irregular payment and wait for another waiver scheme in future. Is it a wise decision?**

Ans. No, it is not a good idea, because as per the term of the OTS-2022 scheme, if any consumer defaults in payment and outstanding amount remains unpaid, a special disconnection drive of TPNODL shall take action as per OERC distribution (condition of supply) code, 2019. Also, this OTS scheme is only for past arrears outstanding as on 31<sup>st</sup> Mar 2021. TPNODL reserves all rights to disconnect supply for defaulting payments as per sec 56(1) of EA 2003.

**Q.9. I am paying my current dues regularly also out of 31<sup>st</sup> Mar 2021 outstanding. Can I avail this OTS-2022 on the outstanding dues? Is the amount paid out of arrear can be refunded?**

Ans. Yes, you can avail the benefit of OTS-2022. The amount so paid against the outstanding of 31<sup>st</sup> Mar 21 shall be adjusted with the settled amount and balance amount needs to be paid either on one go or through instalments. No refund shall be provided.

**Q.10. I am a LT consumer and my bill was revised in the past period (Dec-2019 to Sep-2020) as per GRF order. I have yet to clear the revised amount for the aforesaid period as well as some outstanding of past period. Am I eligible for OTS-2022 on entire outstanding as on 31<sup>st</sup> Mar 2021? May please be clarified.**

Ans. As per the terms of OTS-2022. there is no such restriction on outstanding amount as on 31<sup>st</sup> Mar'21. So, amount outstanding as on 31<sup>st</sup> Mar 2021 qualifies for OTS, irrespective of past revision.

**Q.11. I am a LT consumer and want to avail the benefit under OTS-2022, What is the quantum of waiver available?**

Ans. As per the OTS-2022 scheme the following benefit for Lt category of consumer is available: The total arrear as on the effective date will be divided into three components to calculate the Settled amount:

- a. The DPS amount
- b. The ED amount (No rebate)
- c. The EC+MC+ any other charges as on Effective Date is the '**Principle Amount**'

| Type of consumers                             | Quantum of Rebate- (Table A )  |
|---|--|
| Group 'A'<br>i.e all LT Category of consumers | i) 80 % of DPS + 15% of Principle amount.<br>If Arrear payment is made in 3 consecutive monthly instalments (i.e 50% + 25% + 25%)  |
|   | ii) 80 % of DPS + 20% of Principle amount.<br>If Arrear payment is made in 2 equal consecutive monthly instalments (i.e 50% + 50%) |
|   | iii) 80 % of DPS + 30% of Principle amount.<br>If Arrear payment is made in full at a time.  |

Illustration

If a consumer is having arrear of Rs. 100000 as on 31<sup>st</sup> Mar'21 (EC Rs.80000, DPS Rs.15000 & ED Rs.5000), so eligible amount is 1,00,000

|   |  |   |  |
|---|--|---|--|
| Waiver available  | One instalment(80% on DPS+30% on principle amount) | Two instalments(80% on DPS+20% on principle amount) | Three instalments(80% on DPS + 15 % on principle amount) |
| On principle Amount   | Rs.24000   | Rs. 16000   | Rs.12000   |
| On DPS  | Rs.12000   | RS.12000  | RS.12000   |
| Total benefit available   | Rs.36000   | Rs.28000  | Rs.24000   |
| No Rebate on ED   |  |   |  |
| Further, the DPS levied on the above outstanding till date, if any, shall be get rebate @ 80% under OTS |  |   |  |

**Q 12. I am a Large/EHT/HT consumer and wants to avail the benefit under OTS-2022, what is the quantum of waiver available?**

Ans. As per the OTS-2022 scheme the following benefit for HT@EHT category of consumer as per the below table;

| Type of consumers                       | Quantum of Rebate (Table B)   |
|---|---|
| Group 'B'<br>i.e all HT & EHT consumers | i) 40 % of DPS.<br>If Arrear payment is made in 3 consecutive monthly instalments (i.e 50% + 25% + 25%) |
|   | ii) 50 % of DPS.<br>If Arrear payment is made in 2 equal consecutive monthly instalments i.e 50% + 50%  |
|   | iii) 60 % of DPS.<br>If Arrear payment is made in full at a time.                                       |

**Q 13. What is the validity period of OTS 2022 ?**

Ans. Valid till 21.04.2023 (120 days from date of order), for registrations.

**Q 14. Any possibility of extension of validity?**

Ans. As per the OTS scheme, validity is only for 120 days. No such provision of extension as of now.

**Q 15. Is DPS applicable on settled amount if opting for instalments?**

Ans. There is no such specific mention on applicability on DPS. However, as you are opting for instalments under the scheme, DPS shall not be levied on eligible amount once registered for OTS. However, if payment schedule is missed as per the instalment plan, then DPS shall be levied.

**Q 16. My bills post take over are wrongly generated. Can I opt for OTS & also for bill revision of post take over bills**

Ans. Yes. You can get the post take over bills rectified as per the prevailing regulations and first and also apply for OTS before the end of validity period.

**Q 17. My meter is faulty for very long period and TPNODL has not yet replaced the meter. Arrear as on date is incorrect. I cannot pay such high o/s unless rectified. How to avail OTS?**

Ans. TPNODL shall replace the meter on URGENT basis and rectify the bill as per regulations. Arrear post take over period, subject to revision only after 6 months from replacement of meter. You can apply for OTS simultaneously

**Q 18. What is eligible amount?**

Ans. Outstanding balance as on take over date i.e., 31.03.21 which shall include Energy Charges (EC), Electricity Duty (ED), Miscellaneous Charges (MC) & Delayed Payment Charges (DPS). EC & MC shall be treated as principle eligible amount. As per scheme rebate shall be applicable on principle eligible amount (refer table A & B for rebate percentage) and additional 80% on DPS for LT.

**Q 19. HT consumer has 0 principle o/s but only DPS at time of take over. Is OTS applicable?**

Ans. Yes. Consumer can avail the OTS scheme on DPS as per the table B mentioned as above.

**Q 20. I was a good paying consumer now and had arrear at time of take over, which was paid later. Am I eligible for OTS and refund be provided?**

Ans. Yes, you are eligible for OTS and payment so made later shall be adjusted in the settled amount as on 31.03.2021. However, no refund shall be provided.

**Q 21. Recently your enforcement team had visited my house and booked a case. Am I eligible for OTS -2022?**

Ans. If enforcement case is booked, kindly visit the SDO office, seek the clarifications on the case, get it settled separately & and simultaneously can apply for OTS-2022.

**Q 22. If the amount paid after 31<sup>st</sup> Mar 2021 against past arrears is more than the settled amount, can the differential amount be refunded?**

Ans. No such refund can be made. However, the amount otherwise payable against 31<sup>st</sup> Mar'21 shall be relinquished.

**Example:** Amount outstanding as on 31<sup>st</sup> Mar 21 was Rs.100000/- (EC-Rs.80000, DPS Rs.15000 & ED Rs.5000). Consumer has paid after 1<sup>st</sup> Apr 21 Rs.80000/ (ED:-Rs.4000, EC:-Rs.70000 & DPS:-Rs.6000) against this outstanding and has still Rs.20000/- outstanding as on date. If the Consumer is covered under LT & wants to avail OTS-2022 with single instalment then the settled amount would be as follows:

**Waiver**

|                              |             |
|------------------------------|-------------|
| On eligible DPS              | Rs.12000    |
| On Eligible principle Amount | Rs. 24000   |
| Total waiver                 | Rs. 36000 & |
| Payable amount is            | Rs. 44000   |

As the consumer has already paid more than the settled amount, the benefit shall be restricted to the outstanding amount i.e, Rs.20000/-

**Q 23. What if I fail to adhere to instalment plan offered under OTS scheme?**

Ans. If the payment schedule is not adhered, then the instalment plan so offered under OTS shall stand cancelled, any payment made in earlier instalments shall be considered as normal part payment and shall be adjusted against the past arrears, and no rebate shall be passed.

**Q 24. Due to arrangement of finances or some reasons, if I walk-in on 21.04.2023 for OTS, will I be able to get the scheme benefits ?**

Ans. Yes, you can avail the OTS benefits with either of 1,2 or 3 instalments. However, you have to make the payment of 1<sup>st</sup> instalment on or before 21.04.2023.

**Q 25. How can I register for this scheme to avail the benefits?**

Ans. You can register yourself by either of below options with SC No & Mobile number.

- a. Call us @ 1800-345-6718 / 1912
- b. Walk-in to customer care centre or Anubhav Kendra
- c. Nearest cash collection centre
- d. Nearest sectional customer service executive
- e. WhatsApp on 7777004759 (Say "Hi")
- f. Missed call service @ 06747133888

**Q 26. Will I get any confirmation after registering for OTS scheme?**

Ans. Once your enquiry is registered, you shall either have a SMS from TPNODL or print out giving the details of enquiry number. Our executive will get back to you with further details.