

TPNODL

**TP NORTHERN ODISHA
DISTRIBUTION LIMITED**

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

POWERING PROGRESS



**For You,
With You,
Always**



TP Northern Odisha Distribution Limited (TPNODL) is a joint venture between Tata Power and the Government of Odisha, dedicated to delivering reliable power and superior customer service to the people of Northern Odisha. We serve approximately 97 lakh people across a consumer base of 19.86 lakh, covering 27,920 sq. km in five districts, Balasore, Bhadrak, Jajpur, Keonjhar, and Mayurbhanj.

We are honored to have received an A+ rating for the second consecutive year in the 13th Annual Integrated Rating and Ranking of Power Distribution Utilities, conducted by the Ministry of Power, Government of India. This distinction reflects our ongoing efforts to uphold high standards in performance, financial stability, regulatory compliance, customer service, and process excellence. Achieving this rating twice within the first four years of operations highlights our unwavering dedication to delivering quality services to our customers.

At TPNODL, we are driven by a profound commitment to delivering reliable quality power supply, elevating customer service, and reducing AT&C losses. Our strategic approach encompasses the continuous upgrading of power distribution infrastructure, judicious leveraging of cutting-edge technologies and the deployment of innovative digital solutions designed to enhance both operational efficacy and customer convenience. Anchored in a steadfast dedication to excellence, we pursue ongoing improvement and innovation, humbly striving to exceed expectations and provide value-driven experiences for our esteemed consumers.



Gajanan S. Kale
Chief Executive Officer



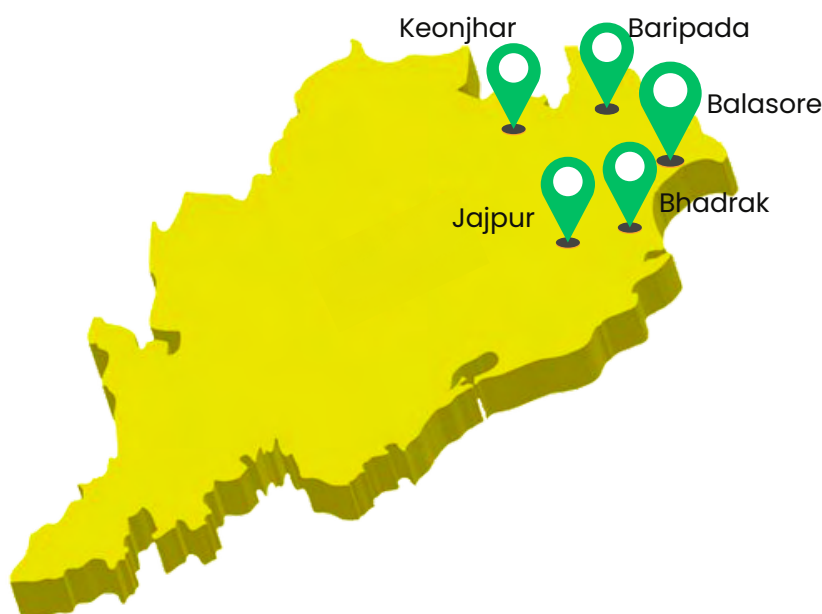
POPULATION COVERED
97 LAKHS



CONSUMER BASE
19.86 LAKHS



DISTRIBUTION AREA
27,920 SQ.KM



Revenue districts	5
Electrical Circles	5
Electrical Divisions	16
Electrical Sub-Divisions	50
Electrical Sections	159



Who we are

Vision, Mission & Value

Vision

Enriching lives through safe, reliable, sustainable, affordable and customer-centric energy solutions.



Mission

- Keep the customer at the centre of all we do
- Operational excellence through adoption of cutting edge technology & innovation
- Create an empowered, agile and future ready workforce driven by passion & purpose
- Engage with communities to enable sustainable livelihoods
- Leadership with Care' for all stakeholders



Our Values

We derive our core values, from the Tata Group Values.

These values underpin everything we do in the way we all behave, the way we work, and the way we present ourselves in our corporate identity



SAFETY



CARE



AGILITY



LEARNINGS



ETHICS



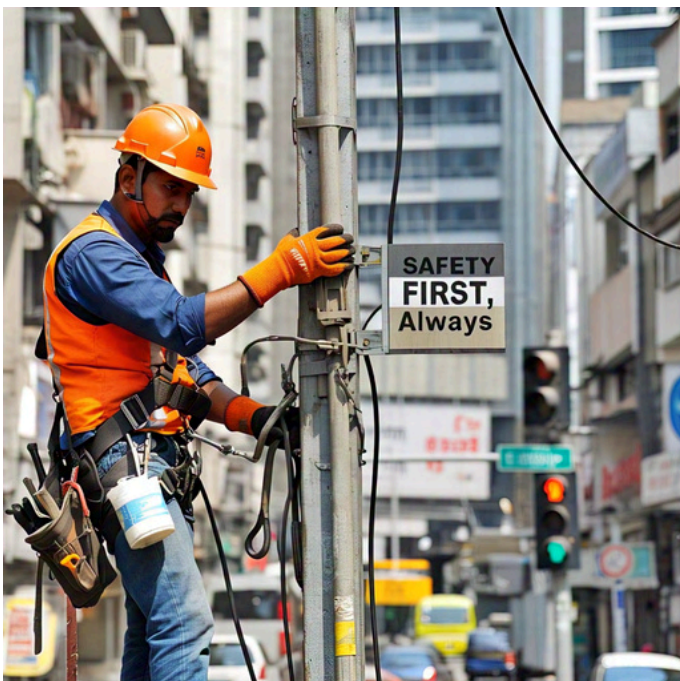


Safety is ingrained in our corporate DNA. At TPNODL, we prioritize the well-being of our workforce, assets, and the environment. Our commitment to health and safety is unwavering, driven by a core value that safety is non-negotiable. We strive for zero incidents, fostering a culture where safety is integral to every aspect of our operations. It's not just about statistics; it's about cultivating a safe and healthy work environment that benefits everyone.



SAFETY, OUR TOP PRIORITY AT TPNODL

- **Safety First:** Mandatory use of Personal Protective Equipment (PPEs) to ensure workforce well-being.
- **Suraksha Kawach App:** Digital permission to work system, streamlining safety protocols.
- **Comprehensive Training:** Mandatory safety training for all employees and Business Associates (BAs).
- **Practice Yards:** Dedicated training facilities at every electrical circle and division.
- **Public Awareness:** Initiatives promoting electrical safety awareness among the general public.
- **Modern Safety Tools:** Leveraging innovative equipment, including Integrated Safety Harness with voltage detector helmet, portable Pole Climber, and Helmet Mounted Live Streaming Camera.
- **Drone-Based Surveillance:** AI-powered analytics for enhanced safety monitoring and incident prevention.

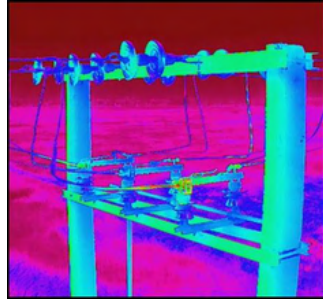
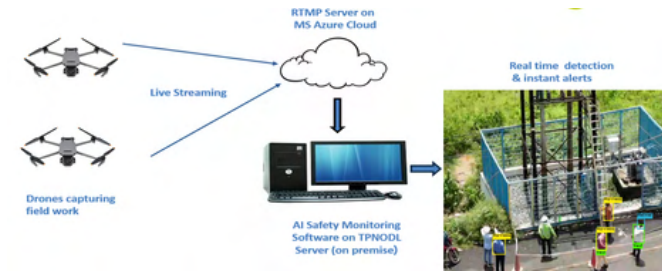


Electrical Safety at Home

- Avoid overloading sockets and extension cords.
- Keep electrical appliances away from water sources.
- Regularly check and replace damaged cords or plugs.
- Install circuit breakers or fuses to prevent electrical shocks.
- For electrical work, ask experts only.
- Do not touch or hold hanging or damaged wire; contact an electrician or us for LT wire-related matters.

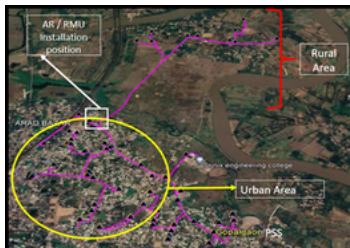
KEY INITIATIVES

Drone Driven Feeder Maintenance



- The maintenance works are undertaken based on the aerial survey.
- Vulnerable locations in feeders in terms of damaged/broken insulators, cross arms, jumpers, sagging, tree infringement etc. are captured.
- Also, useful where the feeder is running through deep forest, inaccessible rural areas like paddy field, water logged areas.

Town City Islanding Concept:



- Installation of RMU/ Autorecloser in feeder at the boundary of Urban & Rural area
- Urban area will remain unaffected during fault in rural belt and fault restoration will be faster for rural belt as well.

Power Cable Fault Locator



- Mobile Underground Power Cable Fault Locator system, deployed for cable testing, fault location, cable route tracing & identification activities of underground network for all critical & inaccessible underground cable sections
- Helps in faster restoration & reliability improvement.

Ultrasound Scanning for Predictive Maintenance



Ultrasonic scanning identifies abnormalities in the lines & network which may get converted into a potential failure and helps in taking corrective action in advance to mitigate the same.

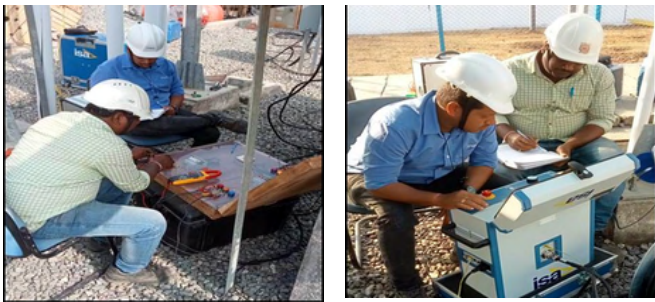


Mobile Transformer Trolley



- Mobile trolley is consisting of 400KVA Transformer & 800A LT Air Circuit Breaker fitted on Trolley
- Helps in reducing the downtime during DTR failure & uninterrupted supply for the consumers during longer outages for maintenance of project work.

PTR Health indexing



A PTR Health Card Index is being developed, based on rigorous electrical parameter testing. This initiative will phase out unreliable transformers over 25 years old with multiple repairs, using the Transformer Health Indexing (THI) framework.



Powering Excellence

- Adding new substations, with over 50 Ckm of new 33KV lines and over 130 Ckm of new 11kv lines.
- Erection of PC+6 towers on both side of the river for 33KV Line overcoming the geographical barriers of line emerged in river water during flood like situation & thus, ensure uninterrupted power supply to communities during flood
- Drones driven meter readings for Lift Irrigation Consumers and drone driven enforcement & thermal scanning of inaccessible feeders.
- Installation of Ring Main Units (RMUs) for supply reliability & down time reduction
- Auto-reclosers for immediate & automatic supply restoration during transient fault
- GIS mapping of over 26,500 km network and over 15 lakh consumers
- Spun Concrete Pole – Pursued by TPNODL & approved by Govt. of Odisha for the first time in Odisha to create a disaster resilient network.
- Introduced the latest generation of Tower Wagons: elevating safety and efficiency in high-height electrical work
- Achieving 402.55 MW of power savings through theft reduction
- Implementing Dynamic QR Code in Spot Bill and Click to Pay Service for LT consumers
- Ensuring 100% metering of 11kv and 33kv feeders and smart metering for 100kVA+ transformers
- Replacing over 9 lakh faulty meters



Tech Transformations

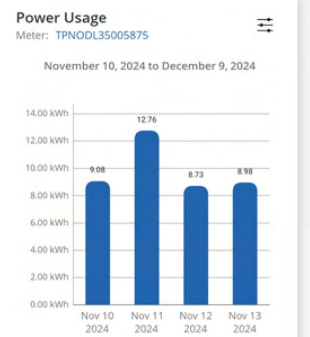
PSCC and SCADA System

- SCADA systems provide real time data on power flows, monitor system performance. It facilitates rapid response to outages, ensuring reliable and efficient electricity delivery.
- State-of-the-art Power System Control Center (PSCC) in Balasore, serves as the nerve centre of TPNODL's operations, enabling centralized real-time monitoring and control of PSS operation across entire TPNODL.



Smart Metering

- Advanced Metering Infrastructure (AMI) or Smart metering system refer to a system that measure , collect , monitor energy usage provide consumption information from smart meter to Electricity utility through communication media.
- Helps in real-time monitoring, automated accurate billing, electricity theft detection and improved grid performance.



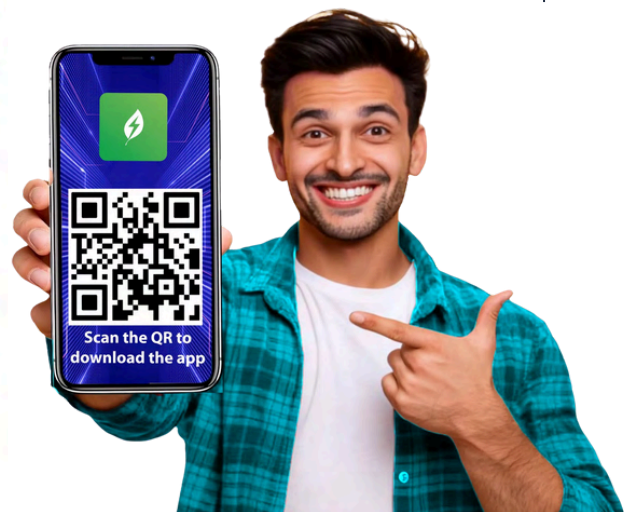
My Tata Power App : One App , Many Solutions

Download Our App

We're thrilled to bring you our new app!

With the app, you can now view and download your electricity bills, track your energy consumption, pay bills, register grievances, and more – all at your fingertips.

AVAILABLE IN THE APP STORE NOW!





Consumer Connect

At TPNODL, we are dedicated to provide our customers with exceptional experiences, ensuring that each touchpoint is an opportunity to deliver valuable information, services and support.

24x7 Call Centre:

A dedicated 24x7 call center (Toll-free Dial 1912 and 1800-3456-718) is established to provide customer support and assistance without physical visits to any of our offices.

Customer Care Centre:

Our 16 customer service centers, one in each division, are staffed with dedicated professionals to assist customers with queries, requests, and bill payments.

Anubhav Kendra:

139 Anubhav Kendras have been set up to provide rural consumers with assistance on electricity supply and bill payments, enhancing their customer experience.

Grievance Redressal Forums (GRF)

TPNODL has set up four grievance redressal forums in Balasore, Jajpur Road, Keonjhar, and Baripada in accordance with the guidelines of the State Commission.

We are delighted to offer our consumers a seamless experience through the 'My Tata Power App', a single-point interface providing multiple services. Additionally, we leverage government platforms like MO BIDYUT and JANA SUNANI to further enhance convenience and accessibility.



Consumer Services at finger tips!

At TPNODL, we are dedicated to providing reliable power supply and exceptional electricity services, leveraging digital platforms to make your life easier, faster, and more convenient.



New Connection Requests:

Give a missed call on **74117 79791** or apply online



SCAN ME

Pay with Convenience:

Multiple payment avenues for hassle-free payments digitally



SCAN ME

Complaints Registration: Report concerns through Call, WhatsApp, Email, My Tata Power App, Mo Bidyut portal (Dial **1800-3456-718/1912** or WhatsApp **77770 04759**)

View bill and Consumption history :

View and download electricity bill and know your electricity consumption through My Tata Power App



SCAN ME

E Bill: Opt for E-Bill and receive the electricity bill on your registered WhatsApp number (WhatsApp 'Hi' - **77770 04759**)





24x7 Support: Easy Access, Anytime!



Always There for You:

Toll-Free: Dial -

1800-345-6718 / 1912



Chat with Us, Anytime:

WhatsApp Services - **77770 04759**



Report Power Theft, Support reliable electricity:

Dial - **94389 06002**



Stand Against Unethical

Demands: Dial - **91245 58988**



Get new electricity connection, Hassle-Free:

Give a Missed Call - **74117 79791**



Report Unsafe Practices, Ensure Safety:

WhatsApp Us - **91242 54011**



No Power? Report Now:

Give a Missed Call - **97777 74787**



Email Us -

customercare@tpnodi.com

Multiple Payment Avenues: Pay Anytime, Anywhere

Net Banking, Debit/Credit Card: Secure online payments

UPI (Phone pay, GPay, Paytm, Amazon Pay, Mobikwik, Airtel Money) and **Wallets**

My Tata Power App: Download, Register and Pay electricity bill digitally

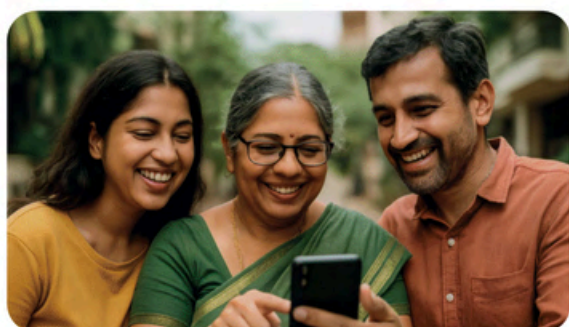
Website: www.tpnodi.com

Single-phase consumers can pay bills via dynamic **QR code on their electricity bills**

Spice Money, Airtel Payments Bank, SBI: customer touchpoints, OCAC Centre and Jan Seva Kendra

**Pay
Digitally!**

SCAN ME



4%*
DIGITAL REBATE





Empowering communities through CSR

Our CSR initiatives focus on four key areas: Education, Employability, Entrepreneurship, and Essential Services, driving positive impact in the region.

1. Education:

- Developed 40 women literacy centers in Mayurbhanj, Balasore and Keonjhar districts, providing functional and financial literacy training to over 1800 women.
- Formed Club Enerji in 175 schools impacting more than 75,000 students annually
- Providing free coaching to 1200+ underprivileged students in Bhadrak and Jajpur districts in Mathematics, Science and English curriculum.
- Digital literacy programs in Bhadrak, Balasore and Jajpur districts to sensitize over 4 lakh members on the entitlement benefits of Govt. schemes in community



2. Employability and Employment

- Establishment of five Vocational Training Centers (VTCs) at Rairangpur, Chadepahadi in Mayurbhanj, Turumunga in Keonjhar, Kapasi in Jajpur and Kuruda in Balasore, offering trainings in tailoring, computer, beauticians, electrical & home appliance repair, communication and personality development, and employability skills in association with TCS. Empowered 1,881 youth and women, equipping them with marketable skills.



3. Entrepreneurship

- Under URJA SAKHI Initiative, creating employment opportunities for 614 women
- Empowering 307 Women SHGs with Metering, Billing, & Collection activities.

4. Essential Services

- Operate Health Dispensaries in 5 districts, providing healthcare services to 1.5 lakh+ patients every year in remote areas.
- Promoting hygiene and preventative healthcare in underserved communities through health & sanitation awareness campaigns.



Employee Volunteering

Over 4,500 employees contribute 21,500+ volunteer hours annually in various activities including energy conservation, plantation drives, sanitation programs, blood donation camps, career counselling and community visits underscoring our commitment to social responsibility.





Awards & Accolades



Excellence in Livelihood, Employability, and Entrepreneurship" Award



Best Health Care initiative of the Year Award



Utkarsh Award 2024



Gold Award in Global Energy and Environment foundation



Winner - CII HSE Symposium



Best Employer Brand



Outstanding Sustainable Social Impacts Award



ICQCC Gold Award



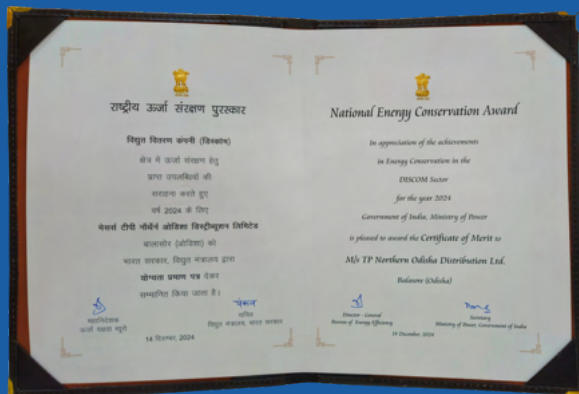
CEO of the Year Award



Gold Award in 'Best Smart Grid Project in India'



Gold Award at CII - State Level Convention on Quality Circle



Certificate of Merit in National Energy Conservation Awards 2024



Certificate of Merit in 'Smart Technology-Electricity Distribution'



1st Runners Up - CII - National Convention on Quality Circle

NCQC, Gwalior





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Regd./Corporate Office: Januganj, Ramuna Golei,
Balasore- 756 019, Odisha, India



tpnodl.odisha



tpnodl_odisha



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TPNODL Odisha



77770 04759



1800-3456-718 / 1912