

TPS[⚡]DL
TP SOUTHERN ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

**CONSUMER
CHARTER**



CONSUMER CHARTER AND GUIDELINES TO AVAIL VARIOUS SERVICES

1. About Us:

TP Southern Odisha Distribution Limited (TPSODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake being held by Tata Power Company (51%). TPSODL serves a population of 94.38 Lakh with Customer Base of 23.69 Lakh and a vast Distribution Area of 48,751 Sq. Km. At TP Southern Odisha Distribution Limited, the entire focus is on providing reliable power supply, enhanced customer services and reducing the existing AT&C losses in a systematic manner. All this will be achieved by upgrading the present distribution infrastructure, adopting new technologies and provide various digital services to our customers.

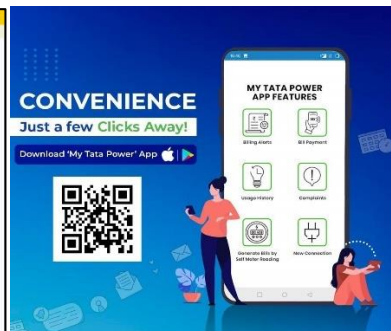
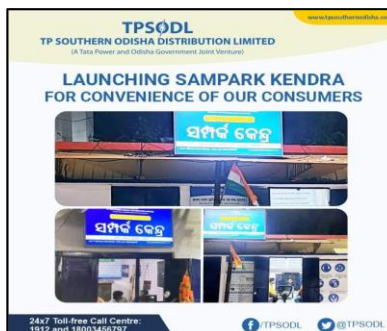
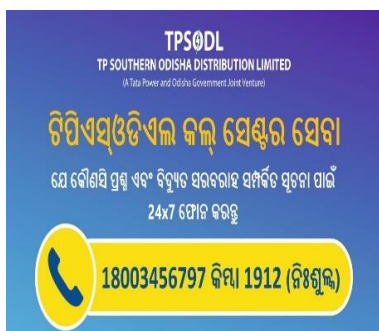
To ensure reliable power supply and to provide best in class service to its consumers, TPSODL has implemented several world-class technologies. The company provides various facilities and services to its consumers for their ease and convenience such as 24X7 Call Centre, Customer Relation Centres, Exclusive E- Care Desk, New Service Connection (NSC) missed call service, E- Billing facility through Email & WhatsApp, Interactive WhatsApp services, Mobile Applications, Bilingual Website, Multiple Payment Avenues (Digital/ Physical) etc. TPSODL has also been reaching out to the communities it serves and has been consistently strengthening and empowering the underprivileged consumers through its focused Social Innovation Initiatives (MODEL GRAM & Sampark Kendra), other initiatives like Customer Connect camps, Bill revision camps, Meeting with Residential Welfare Association were also carried out. Other than above, there are numerous Safety initiatives undertaken since the inception of TPSODL.

2. The following documents for consumer information are available with Customer Relationship Executive at Customer Relation Centres:

- Approved Tariff Schedule
- Forms for various consumer services under the regulations
- Prescribed fee for various services
- List of Officers with contact numbers for redressal of complaints

3. The consumers of TPSODL can use any of the following channels to contact TPSODL:

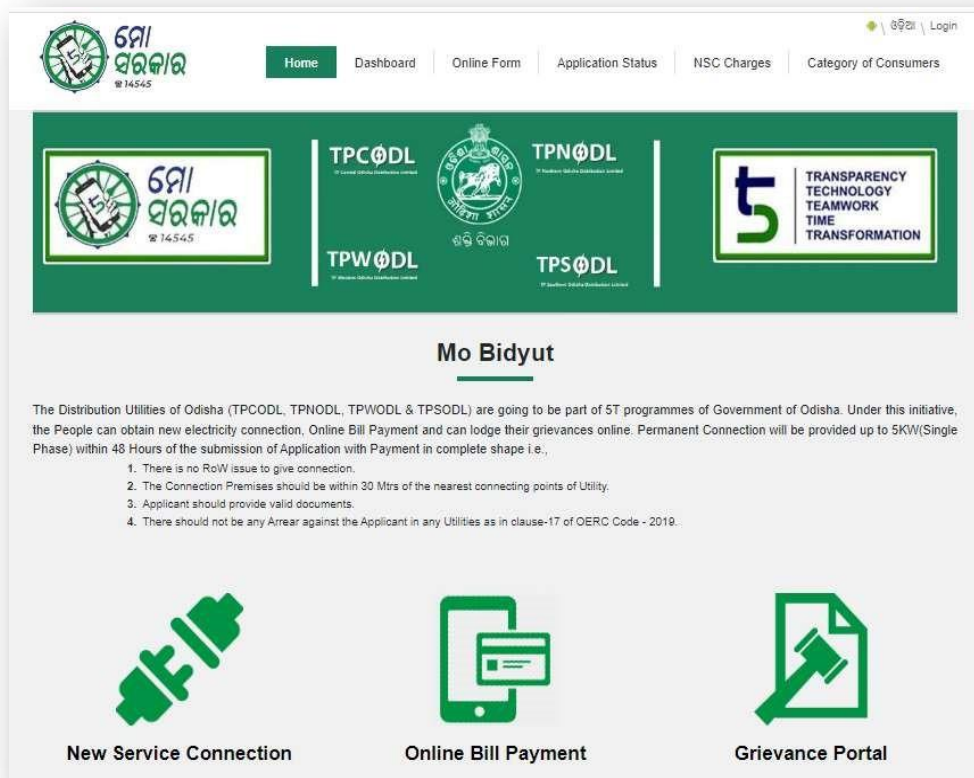
- Website: <https://www.tpsouthernodisha.com>
- Mobile App: MY TATA POWER APP
- 24x7 Toll Free Call Centre Number 1912 / 1800-345-6797
- Email: customercare@tpsouthernodisha.com
- Interactive WhatsApp no for availing services digitally- 7777002375
- Give a missed call at 7008808888 and get information on availing new connection.
- TPSODL Social Media platforms
- Customer Relation Centres
- Sampark Kendra's.



4. Mo-Bidyut

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

1. New Connection Registration and Status tracking.
2. Payment of Electricity Bill.
3. Grievance Registration



5. Various Channels for lodging concerns:

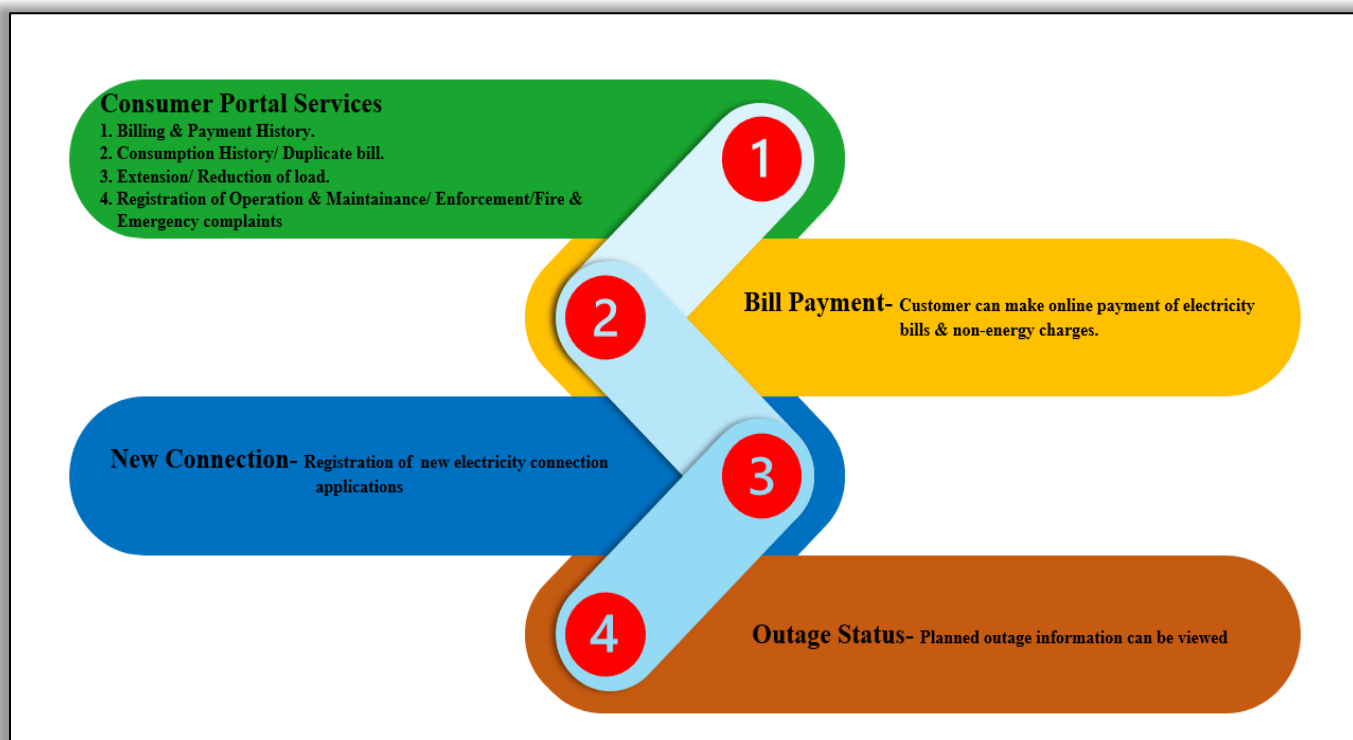
Nature of Query/Request / Complaint	Various Modes							
	Call Centre	Customer Relation Centre	Website	Customer Care Email ID	Mobile App	WhatsApp	Section office	Sampark Kendra's
New Connection	Y	Y	Y	Y	Y	N	Y	Y
Load Change (Enhancement / Reduction)	Y	Y	Y	Y	N	N	Y	Y
Disconnection	Y	Y	N	Y	N	N	Y	Y
Reconnection	Y	Y	N	Y	N	N	Y	Y
Name Change	Y	Y	N	Y	N	N	Y	Y

Category Change	Y	Y	N	Y	N	N	Y	Y
Meter Testing	Y	Y	N	Y	N	N	Y	Y
Meter Shifting	Y	Y	N	Y	N	N	Y	Y
Meter Stolen	Y	Y	N	Y	N	N	Y	Y
Mater Damage / Faulty	Y	Y	N	Y	N	N	Y	Y
Billing	Y	Y	N	Y	N	N	Y	Y
Reading	Y	Y	N	Y	N	N	Y	Y
Payment	Y	Y	Y	Y	Y	Y	Y	Y
No Power Supply	Y	Y	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	N	Y	Y
Reporting of Theft	Y	Y	Y	Y	Y	N	Y	Y
Contact No & Email ID	Y	Y	N	Y	Y	Y	Y	Y
Duplicate bill	Y	Y	Y	Y	Y	Y	Y	N
Billing information	Y	Y	Y	Y	Y	Y	Y	N

LIST OF CUSTOMER CARE CENTERS

Sr. No.	Division	Customer Care Address	Officer In Charge
1	Berhampur City (BED-I)	TPSODL Customer Relation Center, Opp. MKCG Medical gate, Adjacent to BED1 office, Berhampur-760001	Ms. Swapnita Biswasray
2	Rayagada (RED)	TPSODL Customer Relation Center, Gandhinagar, Rayagada collector office road, Nr. Labour office, Rayagada-765001	Mr. Debasish Mansingh
3	Paralakhemundi (PKED)	TPSODL Customer Relation Center, Stadium Road, Adjacent to Executive Engineer office, TPSODL, Paralakhemundi, Gajapati- 761200	Mr. Anil Bhoi
4	Jeypore (JED)	TPSODL Customer Relation Center, Power House Junction, Nr. office of SE, Electrical, Jeypore-764001	Ms. Jeeban Jyoti Mishra

Our Website Offerings



6. Interactive WhatsApp Services- Customers can interact with us for Contact no/ Email ID registration, Billing information, Duplicate bill, No power supply complaint & complaint status. These features empower consumers to get various services at their fingertips on real-time basis.



In the event of no-response or inadequate response by TPSODL within the time period prescribed for rendering the service or resolution of complaint, the consumer may lodge a complaint at below available options:

TIER-1 (TPSODL Complaint Escalation & Redressal structure)

Consumer can contact us at any of the touchpoints for raising their concern related to New Connection, Load Enhancement/Reduction, Permanent Disconnection, Reconnection, Name Change, removing unauthorized use of electricity (UUE) etc., and different complaints like wrong billing/reading/faulty/burnt/slow/fast meter, power outage/fluctuation, reporting of theft/ unethical practices etc.

- > 24x7 Toll free Call Center no.- 1912/1800-345-6797
- > Customer Relation Executives at Customer Relation Centers
- > Email :- customercare@tpsouthernodisha.com
- > Mobile App:- My Tata Power App
- > To report Harassment, unethical practice email at vigilance@tpsouthernodisha.com or WhatsApp at 9777977620
- > Regarding power theft, kindly report at enforcement@tpsouthernodisha.com or contact us at 9777097449
- > Section Offices

If the consumer is not satisfied with the response / resolution provided at the above mentioned touchpoints, he /she may approach to the below mentioned officials for further clarification/ support:-

Level 1- Customer Service Manager (at Customer Relation Center)

Level 2- Division Head (at Division office)

Level 3- Circle Head (with prior appointment through Division Head)

INDEPENDENT FORUM- CONSUMER GRIEVANCE REDRESSAL FORUM / ELECTRICITY OMBUDSMAN

Address of Ombudsman / GRF	Contact No's.
The Ombudsman (II), Qrs. No. 3R-2(S), Gridco Colony P.O: Bhoi Nagar Bhubaneswar – 751022	0674- 2543825
The President, GRF, Berhampur, Near De Paul School, Engineering School Road, Berhampur-760010	0680-2296176
The President GRF, Jeypore, Power House Colony, Jeypore, Dist. Koraput	06854-241609

A complainant aggrieved by any action or lack of action by the Concerned TPSODL authority as mentioned in Tier-I, may file a complaint before the concerned GRF for redressal of his grievances after expiry of 15 days from the time limit fixed by the licensee. The said complaint shall be in writing and the GRF may not insist any format for such filing.



Any consumer aggrieved by the non-redressal of the grievance by the Forum, may make a representation to the Ombudsman within 30 days from the date of the decision of the Forum or within 30 days from the date of expiry of the period within which the Forum was required to take decision and communicate the same to the complainant. Provided that the Ombudsman may entertain consumer representations, after expiry of the said period of thirty days if the Ombudsman is satisfied that there was sufficient cause for not filing it within that period.



Compliance to GRF & Ombudsman's direction- The TPSODL staff shall duly comply to the directions/orders of the GRF & Ombudsman.

NEW SERVICE CONNECTION				
Avenue	Documents*	Charges		
You can apply new connection through	Following Documents are required	Types of Charges	Categorization	Charge (in Rs.)
1) Mo Bidyut Portal (mobidyut.com/NewConnection) 2) TPSODL Website 3) Section, Sub Division & Division office 4) My Tata Power App	Form 1 or 2	Inspection Fees/ Treasury Callan	Domestic /IPA (Irrigation, Pumping & Agriculture)	30
	National ID proof (Aadhar Card, Ration Card, Voter ID, PAN Card, Driving License)		GPS (General Purpose)/ SPP (Specified Public Purposes)	50
	Proof of Ownership (Sale Deed, Lease deed, Recorded of Right, Power of Attorney, NOC from owner in case of tenant, Indemnity bond in case of occupier	Processing Fees (Excl. GST @ 18%)	Single Phase	50
	Internal Wiring Report*		LT (Low Tension) Three Phase	200
	Treasury Challan*		HT (High Tension)	1000
	No dues Affidavit*		EHT (Extra High Tension)	10000
	(*Documents specifically required other than MO-Bidyut cases, please refer the supply code 2019 for more details). There may be other document required as well like AAA, IPA, Industry)	Service Connection (Excl. GST @ 18%)	0-2 KW Single Phase	1500
			2.5-5 KW Single Phase	2500
			Three Phase	As per estimation basis on site visit
			Please Note:- For details regarding Security Deposit & Meter cost, please vist MO Bidyut portal	

APPLICATION DOCUMENTATION OR COMMERCIAL FORMALITIES

Type of Documents	Required Documents	Availability / Eligibility
Applications Form(No.1 or 2)	Applicants Signed Application Form	As applicable
ID Proof	i. Electoral identity card; ii. Passport; iii. Driving license iv. Ration card along with any document showing photo identity; v. Aadhaar Card vi. Statement of running Bank Account vii. Latest Water / Telephone / Electricity / Gas connection Bill; viii. Income Tax (PAN Card)	Anyone of the them

Type of Documents	Required of Documents	Availability / Eligibility
Ownership / Occupation Proof	i. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the application form and agreement;	Anyone of them
	ii. In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the application form and agreement;	
	iii. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm	
	iv. Sale Deed or Lease Deed or Record of Right (RoR)	
	v. Registered Agreement or Owner Agreement /NOC for Tenant	
	vi. Municipal Tax Receipt / Registered General Power Of Attorney/ Letter of allotment.	
Other documents applicable only for selected consumer categories such as: Industrials / Agriculture/Temp	i. Industrial consumers: Valid Industrial License. The service connection to an applicant for Industrial or General-Purpose category may be given after the applicant obtains permission or sanction, etc. from the appropriate authority or body.	Anyone of them
	iii. Temporary Structure: No Objection Certificate for temporary structure from the NAC / Municipality / Gram Panchayat.	
	iv. An applicant, who is not the owner of the premises occupied by him, shall execute an indemnity bond, indemnifying the licensee/supplier against any damages payable on account of any dispute arising out of supply of power to the premises.	

7. Metering

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

b) 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 OERC Supply Code, 2019.

c) 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 OERC Supply Code, 2019

d) 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 OERC Supply Code, 2019

e) 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 considered. The meter shall be fixed preferably in the basement or ground floor in multi-storeyed 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 OERC Supply Code, 2019.

f) 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 OERC Supply Code, 2019.

g) 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 OERC Supply Code, 2019.

h) The consumer shall be responsible for safe custody of meter(s) and associated equipment's, 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 OERC Supply Code, 2019.

i) 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 OERC Supply Code, 2019.

j) 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 OERC Supply Code, 2019.

k) 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 OERC Supply Code, 2019.

l) If the meter is 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 OERC Supply Code, 2019

8. Reading and Billing

a) 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 meter reading. Regulation 109 (i) of the OERC Supply Code, 2019.

b) 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 OERC Supply Code, 2019.

c) 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 OERC Supply Code, 2019.

d) 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 OERC Supply Code, 2019.

e) 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 OERC Supply Code, 2019.

f) 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 OERC Supply Code, 2019.

9. Disconnection/Reconnection of Supply

a) 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 OERC Supply Code, 2019.

b) 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 OERC Supply Code, 2019

c) 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 OERC Supply Code, 2019

d) 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 OERC Supply Code, 2019

TIMELINES FOR DIFFERENT REQUEST/SERVICES

Service Type Description	Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
REQUEST	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)	60 Days
		Reduction of Contract Demand (Others)	30 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 line	60 Days
		Shifting of 33 KV line	90 Days
		Shifting of 33/11 KV Distribution Transformer Structures	90 Days

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

Service Type Description	Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
COMPLAINTS	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
	NO POWER SUPPLY (NPS)	Normal Fuse Off	
		Urban (Town & Cities)	4 Hrs.
		Other Areas (Rural)	18 Hrs.
		Line Break-Down	
		Urban (Town & Cities)	8 Hrs. in line Break down
			12 Hrs. in Major Line Breakdown
		Other Areas (Rural)	20 Hrs. in line Break down
			36 Hrs. in Major Line Breakdown
		Line Break-Down	
		Distribution Transformer Failure (Cities & Towns)	24 Hrs.
		Distribution Transformer Failure (Rural Areas)	48 Hrs.

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

LIST OF ANNEXURES:

Annexure Description	Location in website
Apply New Connection	Visit to Customer Zone → Click on New Service Connection
Tariff & Regulations	Visit to Customer Zone → Click on Tariff & Regulations
Collection Outlet Details	Visit to Customer Zone → Click on Collection Outlet Details
Bill Payment	Visit to Customer Zone → Click on Bill Payment
FAQ's	Visit to Customer Zone → Click on FAQ's
RTI	Visit to Customer Zone → Click on RTI
Consumer Portal	Visit to Customer Zone → Click on Consumer Portal
Outage status	Visit to Home Page → Click on Outage status
Ethics & Harrasement	Visit to Home Page → Click on Ethics & Harrasement
Power Theft	Visit to Home Page → Power Theft