

# TPCODL

TP CENTRAL ODISHA  
DISTRIBUTION LIMITED

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

# CONSUMER CHARTER



## CONSUMER CHARTER AND GUIDELINES TO AVAIL VARIOUS SERVICES

### 1. About Us:

TP Central Odisha Distribution Limited (TPCODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake being held by Tata Power Company (51%). TPCODL serves a population of 1.36 Crore with a Customer Base of 30.75 Lakh and a vast Distribution Area of 29,354 Sq. Km. At TP Central 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 providing various digital services to our customers.

To ensure a reliable power supply and to provide best-in-class service to its consumers, TPCODL has implemented several world-class technologies. The company provides various facilities and services to its consumers for ease and convenience such as 24X7 Call Centres, Mobile Application for Android as well as IOS users, Bilingual Website, Multiple Payment Avenues, Online services, etc. TPCODL has also been reaching out to the communities it serves and has been consistently strengthening and empowering underprivileged consumers through its focused Social Innovation Initiatives (**Gaan Chala**), another initiative (**Meeting with Residential Welfare Association**) was taken to understand the expectation of urban consumers and taking their valuable feedbacks/suggestions for process improvement.

**2. The following documents for consumer information are available with Customer Relationship Executive at Customer Care Centres and on our website ([www.tpcentralodisha.com](http://www.tpcentralodisha.com)):**

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

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

- Website: <https://www.tpcentralodisha.com/>
- Mobile App: TPCODL MITRA
- 24x7 Toll-Free Call Centre Number 1912 / 1800-345-7122
- Email: [customercare@tpcentralodisha.com](mailto:customercare@tpcentralodisha.com)
- Customer Care Centres (refer Annexure-A)

**TPCODL**  
TP CENTRAL ODISHA  
DISTRIBUTION LIMITED

**TPCODL CALL CENTER**  
1912 / 1800- 345- 7122

**Services Offered:**

- Registration of Complaints / Grievances.
- Information on Ongoing / Scheduled Outages.
- Complete Guidance regarding Online Payments and offers.
- More Information on Safety Aspects.
- New Connection queries redressal.

**"Happy To Serve You 24 X7"**

"We all employees at TPCODL are committed to serve you in ethical manner and have zero tolerance towards corruption and harassment of any kind. In case you feel harassed or being troubled for any illegal gratification / bribe/harassment etc.

Please do write to us at [vigilance@tpcentralodisha.com](mailto:vigilance@tpcentralodisha.com) or at [ethics@tpcentralodisha.com](mailto:ethics@tpcentralodisha.com) or Whatsapp us at 7077009666. We shall take care of your genuine concerns, let us make. Our Organization & Our Beloved State corruption free by working together."

**TPCODL**  
TP CENTRAL ODISHA  
DISTRIBUTION LIMITED

**ELECTRICITY BILL PAYMENT VIA TPCODL MITRA APP**

**Steps for Downloading**

1. Scan the QR code through "QR BARCODE SCANNER"
2. Tap On Open & Click To INSTALL

**Steps for Making the Payment**

1. Login into TPCODL MITRA APP through CA Number / Customer ID
2. Click on PAY NOW and check the Payment due
3. Choose the mode of Payment and make the payment.

**PAYMENT DONE**

**\*4% Additional Rebate on Digital Payment**

For any further queries, please contact us at 1912 / 1800-345-7122

In addition to the above, customers can use the Mo-Bidyut platform for the following purposes:

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

#### 4. Various Channels for lodging Requests & Complaints:

Nature of Request / Complaint	Modes of Registration						
	Call Centre	Customer Care Centre	Website	Customer Care Email ID	Mobile App	Section Office	Fuse Call Centre
New Connection (Permanent / Temporary)	Y	Y	Y	Y	Y	Y	N
Load Change (Enhancement / Reduction)	Y	Y	Y	Y	Y	Y	N
Disconnection	Y	Y	Y	Y	Y	Y	N
Reconnection	Y	Y	Y	Y	Y	Y	Y
Name Change	Y	Y	Y	Y	Y	Y	N
Category Change	Y	Y	Y	Y	Y	Y	N
Meter Testing	Y	Y	Y	Y	Y	Y	N
Meter Shifting	Y	Y	Y	Y	Y	Y	N
Mater Damage / Faulty	Y	Y	Y	Y	Y	Y	N
Billing	Y	Y	Y	Y	Y	Y	N

Reading	Y	Y	Y	Y	Y	Y	N
Payment	Y	Y	Y	Y	Y	Y	N
No Power Supply	Y	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	Y	Y
Reporting of Theft	Y	Y	Y	Y	Y	Y	N

**5. Consumers may contact any of the following channels to register their requests/complaints:**

**TPCODL COMPLAINT ESCALATION AND REDRESSAL STRUCTURE**

**TIER - 1 (TPCODL Complaint Escalation & Redressal Structure)**

Consumer may contact us at any of the following touch points for registration of their request like New Connection, Load Enhancement/Reduction, Permanent Disconnection, Reconnection, Name/Category change, removing unauthorized use of Electricity (UUE) etc, and different complains like wrong billing/Reading. Faulty/Burnt/Slow/Fast Meter, Power Outage/Fluctuation. Nonworking of street light, Reporting of Theft etc.

- 24x7 Toll Free Call Center Number 1912/18003457122
- Division Customer Care Center (Monday to Saturday 9.30 AM to 5.30PM)
- Online complain section on TPCODL Website: [www.tpcentralodisha.com](http://www.tpcentralodisha.com)
- Email: [customercare@tpcentraiodisha.com](mailto:customercare@tpcentraiodisha.com)
- Mobile App: TPCODL Mitra
- To Report Harassment, unethical practice e-mail at [Vigilance@tpcentralodisha.com](mailto:Vigilance@tpcentralodisha.com)

If the complain is not resolved in time or if the consumer is not satisfied with the response/resolution provided, he/she may approach to the below maintained officials for further clarification/support at your respective Division Customer Care Centers.

Level 1- Customer Relationship Executive

Level 2-Customer Service Manger (CSM) / SDO (Comm.) / Division Manager (DM)

Level 3-Circle Head (With Prior appointment through CSM)

If still not satisfied with the resolution consumer may write at:-

Level 4- Corporate Grievance Team at [Grievance@tpcentralodisha.com](mailto:Grievance@tpcentralodisha.com)

Post- IDCO Tower, 9th floor, Janpath, Bhubaneswar, Pin-751022

**LIST OF CUSTOMER CARE CENTERS**

SL No	Division	Customer Care Centre / Division Address	Officer In Charge
1	Bhubaneswar City Distribution Division-I(BCDD-I)	Power House Square, TPCODL Customer Care, Bhubaneswar, 751012	Manaswini Panda
2	Bhubaneswar City Distribution Division-II (BCDD-II)	Office of Executive Engineer, TPCODL, Plot No - N1 / 228, IRC Village, Nayapalli, Bhubaneswar, 751015	Kajal Panda

SL No	Division	Customer Care Centre / Division Address	Officer In Charge
3	Bhubaneswar Electrical Division (BED)	Office of Executive Engineer, TPCODL, Inside 33/11 KV Substation, Rasulgarh, Bhubaneswar, 751010	Sanjay Parida
4	Nimapada Electrical Division, Nimapada (NED)	OFFICE OF THE MANAGER ELECTRICAL, NIMAPARA ELECTRICAL DIVISION, DIGHALO, NIMAPARA, PURI, ODISHA	Pabitra Moharana
5	Khordha Electrical Division, Khorda (KHD)	Office of Executive Engineer, TPCODL, TLC Road, Near LIC Office, Khorda - 752055	Ashwani Tomar
6	Balugaon Electrical Division, Balugaon(BAED)	Office of the Junior Manager (ELECTRICAL), BALUGAON SECTION 1, NR. HIGH SCHOOL, GOPINATHPUR CHAKKA, AT/PO BALUGAON, 752070, ODISHA	Sandip Sinha
7	Nayagarh Electrical Division, Nayagarh (NYD)	Office of Executive Engineer, TPCODL, ITPCODL Divisional Office, Near NAC High School, Nayagarh.	Sanjiv Shome
8	Puri Electrical Division, Puri (PED)	Office of Executive Engineer, TPCODL, Red Cross Road, In front of Cholera Hospital, Puri - 752002	Santa Mishra
9	City Distribution Division, Cuttack (CDD-I)	Office of The Executive Engineer, City Distribution Division No-1, RANIHAT, CUTTACK-753001	Chinmaya Kumar Sahoo
10	City Distribution Division, Cuttack (CDD-II)	Electrical Circle Cuttack, TPCODL, Badambadi - Arunodaya Nagar, Cuttack - 753012	Priya Mehta
11	Cuttack Electrical Division, Cuttack (CED)	Office of Executive Engineer, TPCODL, Reheman Square, In the campus of Major Settl, Jobra, Cuttack - 753003	Priyadarshan Satpathy
12	Athagarh Electrical Division, Athagarh (AED)	Athagarh Electrical Division, Jharana Chakka, Athagarh, Cuttack 754029	Naresh Nayak
13	Salepur Electrical Division, Salepur (SED)	Office of The Executive Engineer, TPCODL, Chandradeipur, Salepur, Cuttack - 754202	Subha Chakraborty
14	Dhenkanal Electrical Division, Dhenkanal (DED)	Office of The Executive Engineer, DHENKANAL ELECTRICAL DIVISION, AT: SRI JAGANNATH VIHAR, KATHAGADA, DHENKANAL- 759001	Pritun Pradhan
15	Talcher Electrical Division, Chainpal (TED)	Talcher Electric Office, Sri Vihar Colony, Near Hatatota Post Office, Talcher, Odisha - 759100	Ajay Kumar Sutar
16	Angul Electrical Division, Angul (ANED)	Office of SDO Angul, TPCODL Angul Sub-division office, In front of Biju Maidan (Angul Stadium), Near S.P. Angul Residence Angul, Odisha - 759122	Kripa Prasad

SL No	Division	Customer Care Centre / Division Address	Officer In Charge
17	Kendrapara Electrical Division, Kendrapara (KED-I)	Office of Executive Engineer, TPCODL, Near Urban Cooperative Bank, Tinimuhani, Kendrapara - 754211	Sheik Rashik Mansooz
18	Kendrapara Electrical Division, Marshaghai (KED-II)	Office of Executive Engineer, TPCODL, At Juna, Infront of Marshaghai Block Office, Marshaghai - 754213	Prashant Kumar
19	Jagatsinghpur Electrical Division, Jagatsinghpur (JED)	TPCODL, Jagatsinghpur Sub Division Office, Near Bus Stand, Jagatsinghpur, 754103	J B Sambit
20	Paradeep Electrical Division, Paradeep (PDP)	Office of Executive Engineer, TPCODL, At / Po - Paradeep Gada, Jagatsinghpur - 754141	Sasmita Mohanty

**Note:** Our Customer Care Centers are open Monday to Saturday from 9:30 AM to 5:30 PM (except public holidays)



## 6. "Electricity Bills on WhatsApp"

**TPCODL**  
TP CENTRAL ODISHA  
DISTRIBUTION LIMITED  
It has been created by the Government of Odisha

### Electricity Bill on Whatsapp!

Now getting your **E - Bill** through **Whatsapp** is easy!

**3 Steps for availing E-Bill :**

**STEP - 1**  
Your number must be registered

**STEP - 2**  
Give a missed call to our official WhatsApp No. **9937875999**

**STEP - 3**  
Get your bill instantly

For any further queries, please contact us at **1912 / 1800 - 345 - 7122**

Consumers can get Electricity Bills on WhatsApp by giving a missed call at our number 9937875999

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

### **INDEPENDENT FORUM- CONSUMER GRIEVANCE REDRESSAL FORUM / ELECTRICITY OMBUDSMAN**

#### **Filing a Complaint at GRF**

If the complainant is not resolved or the consumer is not satisfied with the licensee, may file a complaint in writing before the Forum for the redressal of his grievances after expiring of 15 days from the time limit fixed by the licensee in their Complaint Handling Procedure. The said complaint shall be in writing and the Forum may not insist any format for such filing. Few examples of the nature of the complaint are illustrated below: New Connection, Disconnection/Reconnection of Supply, Voltage fluctuation, Contract demand/Connected load, Billing disputes (except penal bill u/s 126 of the Electricity Act, 2003), Interruptions, Metering (except dispute regarding accuracy of the meter), Classification/Re-classification of consumer, Shifting of service connection/Diversion of lines and shifting of equipment, Transfer of consumer ownership, Agreement/Termination of agreement, Security deposit, Installation of equipment and apparatus of the consumer, System of supply including guaranteed standards of performance.

**Note-**The Forum shall entertain those complaints, which are under its territorial and statutory jurisdiction. The Forum shall not generally entertain any complaint, which under the Electricity Act, 2003, is required to be disposed off by the other authorities like Appellate Authority, Adjudicating Officer, Electrical Inspector, the Commission, Appellate Tribunal for Electricity, Special Court, Arbitrator etc. However, the Forum may send back the complaint to the appropriate authority with suitable remarks, if any. A person, aggrieved by Assessment order passed under Sec. 126 of the Electricity Act, 2003 for unauthorized use of electricity, should not file his complaint before the Forum. Rather, he should appeal to Appellate Authority under Sec. 129 of the Act.

#### **Representation to Ombudsman**

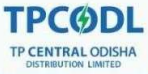
Any consumer aggrieved by the non-redressal of the grievance by the GRF Forum, may make a representation to the respective Ombudsman within 30 days from the date of the decision of the Forum or within 30 days from the date of the expiry of the period within which the Forum was required to take decision and communicate the same to the Complainant.

The Ombudsman shall decide the representation generally within 60 days from the date of the receipt of the representation of the consumer. In the event the representation is not decided within two months, the Ombudsman shall record the reasons thereof including the cost to be paid by the Licensee if the inability to decide within the time is attributable to the Licensee. In case the delay is for reasons attributable to the consumer, the Ombudsman may reject the representation of the consumer.

## ADDRESS OF GRF / OMBUDSMAN

TPCODL	
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
Grievance Redressal Forum (GRF), Bhubaneswar, TP Central Odisha Distribution Ltd. Qr.No-VR-1, Power House Colony, Unit-8, Bhubaneswar, Dist-Khordha, Pin-751012.	0674- 2562272
The President Grievances Redressal Forum, (CESU) Bhubaneswar Electrical Circle, No. II, At Quarter No. 3R/1, T.L.C. Colony, Under K.E.D., Khurda, Pin – 752055.	06755-221529
The President Grievances Redressal Forum, 3R-1, CESCO Colony, At Badambadi, Arundeo Nagar, Cuttack, 753012	0671- 2950685
The President Grievances Redressal Forum, Kathagada Sahi, Near NH 55 Bypass Square, Dhenkanal, 759001	06762 - 227527
The President Grievances Redressal Forum, At Pitambarpur, PO - Bhutamundai, Via: Kujanga, Jagatsinghpur, 754141	06722-211366

## 8. Avenues, Documents & Charges of New Service Connection



### NEW SERVICE CONNECTION

AVENUE	DOCUMENTS	CHARGES		
You can apply through	Following Documents are required	Type of Charges	Categorization	Charges (Rs.)
<ul style="list-style-type: none"> <li>Call Centre 1912 / 1800 - 345 - 7122</li> <li>Mo Bidyut (<a href="https://mobidyut.com/new-connection.php">https://mobidyut.com/new-connection.php</a>)</li> <li>Customer Care Centre</li> <li>TPCODL Website / TPCODL MITRA APP</li> <li>Section, Sub Division, Division Office</li> </ul>	<ul style="list-style-type: none"> <li>Form 1 or 2</li> <li>National ID Proof (Aadhaar Card, Ration Card, Voter ID, Pan Card, Driving License)</li> <li>Proof of Ownership (Sale Deed Lease Deed, Recorded of Right, Municipal Tax receipt, General Power of Attorney, NOC from owner in case of tenant, Indemnity bond in case of occupier)</li> <li>Internal Wiring Report*</li> <li>Treasury Challan*</li> <li>No Dues Affidavit*</li> </ul> <p>(*Documents specifically required other than Mo-Bidyut cases). There may be other document required as well like, AAA, IPA, Industry etc</p>	Inspection Fees/ Treasury challan	Domestic/ IPA (Irrigation, Pumping & Agriculture)	30
		Processing Fees (Excl. GST @18%)	GPS (General Purpose) / SPP (Specified Public Purpose)	50
		Service Connection (Excl. GST @18%)	Single Phase	50
		Security Deposit (Rs.) / Load	LT (Low Tension) Three Phase	200
		DOMESTIC	HT (High Tension)	1000
		GPS (General Purpose)	EHT (Extra High Tension)	10000
		SPP (Specified Public Purpose)	0-2 KW Single Phase	1500
		IPA (Irrigation, Pumping & Agriculture)	2.5-5 KW Single Phase	2500
		*For More than 5 kW, estimation charges will be prepared after site visit.	Three Phase	* As per estimation
		In Mo-Bidyut cases, Rs 1500 will be charged as meter cost.		

"We all employees at TPCODL are committed to serve you in ethical manner and have zero tolerance towards corruption and harassment of any kind. In case you feel harassed or being troubled for any illegal gratification / Bribe / harassment etc. Please do write to us at [vigilance@tpcentralodisha.com](mailto:vigilance@tpcentralodisha.com) or at [ethics@tpcentralodisha.com](mailto:ethics@tpcentralodisha.com) or WhatsApp us at 7077009666. We shall take care of your genuine concerns. Let us make our Organization & Our beloved state corruption free by working together."

**APPLICATION DOCUMENTATION AND COMMERCIAL FORMALITIES**

Type of Documents	Required Documents	Availability/ Eligibility
<b>Applications Form ( No.1or 2)</b>	Applicants Signed Application Form	as applicable
<b>ID Proof</b>	<ul style="list-style-type: none"><li data-bbox="479 705 1226 758">i. Electoral identity card;</li><li data-bbox="479 758 1226 810">ii. Passport;</li><li data-bbox="479 810 1226 863">iii. Driving license</li><li data-bbox="479 863 1226 915">iv. Ration card along with any document showing photo identity;</li><li data-bbox="479 915 1226 968">v. Aadhar Card</li><li data-bbox="479 968 1226 1020">vi. Statement of running Bank Account</li><li data-bbox="479 1020 1226 1073">vii. Latest Water / Telephone / Electricity / Gas connection Bill;</li><li data-bbox="479 1073 1226 1125">viii. Income Tax (PAN Card)</li></ul>	Anyone of them

Type of Documents	Required of Documents	Availability / Eligibility
<p style="text-align: center;"><b>Ownership / Occupation Proof</b></p>	<p>i. In the 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;</p>	<p style="text-align: center;">Anyone of them</p>
	<p>ii. In the 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;</p>	
	<p>iii. In the case of a proprietary firm, an affidavit is to be submitted stating that the applicant is the sole proprietor of the firm</p>	
	<p>iv. Sale Deed or Lease Deed or Record of Right (RoR)</p>	
	<p>v. Registered Agreement or Owner Agreement /NOC for Tenant</p>	
	<p>vi. Municipal Tax Receipt / Registered General Power Of Attorney/ Letter of allotment.</p>	
<p style="text-align: center;"><b>Other documents applicable only for selected consumer categories such as : Industrials / Agriculture / Temp</b></p>	<p>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.</p>	<p style="text-align: center;">Anyone of them</p>
	<p>iii. Temporary Structure: No Objection Certificate for temporary structure from the NAC / Municipality / Gram Panchayat.</p>	
	<p>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 the supply of power to the premises.</p>	

## 9. Metering

**a)** Consumer meters shall generally be owned by the licensee/supplier as per the CEA Regulations. [Regulation 97 \(i\) of the O E R C Supply Code, 2019.](#)

**b)** In case of a new connection/replacement of the 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 the 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.](#)

**c)** Alternatively, the 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.](#)

**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 O E R C 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 authorized representative(s) of the licensee/supplier for installation, testing, commissioning, reading, recording, and maintenance. The place of installation of the 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 the consumer's premises or outside the consumer's premises. If it is installed outside the premises of the consumer, then the licensee/supplier shall provide a real-time display unit at the consumer's premises for his information to indicate the electricity consumed by the consumer. For billing purposes, the 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 the measurement of energy for each such category. [Regulation 102 \(iii\) of the O E R C Supply Code, 2019.](#)

**f)** The metering box shall normally be mounted at such a height and in such a manner that the meter reading counter/ display window is at eye level. [Regulation 102 \(vi\) of the O E R C 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 authorized representative of the licensee/supplier, shall be given to the consumer under proper acknowledgment. The consumer or his authorized 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 authorized representative. [Regulation 102 \(vii\) c of the O E R C Supply Code, 2019.](#)

**h)** The consumer shall be responsible for the safe custody of meter(s) and its 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. The 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.](#)

**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. The licensee/supplier may test it for this purpose. The consumer shall provide the licensee/supplier with 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.](#)

**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 authorized representative may be present at the testing. [Regulation 111 \(vii\) of the O E R C 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 O E R C Supply Code, 2019.](#)

**l)** 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 the 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 of not more than 60 days. [Regulation 114 \(iii\) of the O E R C Supply Code, 2019.](#)

## **10. Reading and Billing**

**a)** The meter shall normally be read on a fixed date  $\pm$  3 working days for the 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.](#)

**b)** It shall be the responsibility of the consumer to get his connection disconnected if he/she vacates the premises or changes his/her occupancy otherwise, he/she shall continue to remain liable for all charges. [Regulation 110 \(j\) of the O E R C 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 the 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.](#)

**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 O E R C 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 the absence of such a bill. [Regulation 151 \(xi\) of the O E R C 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 O E R C Supply Code, 2019.](#)

## **11. 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 the service line, meter, etc. after permanent disconnection. However, the licensee/supplier may not remove the service line, meter etc. in case of temporary disconnection. [Regulation 171 \(i\) of the O E R C 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 O E R C 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 O E R C Supply Code, 2019.](#)

**d)** If any service is disconnected on account of non-payment of electricity charges or any other charges due to the 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.](#)

### TIMELINES FOR DIFFERENT REQUEST/SERVICES

Service Type Description	Main Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
<b>Request</b>	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)	15 Days
		Reduction of Contract Demand (Others)	60 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 Lines		60 Days	
Shifting of 33 KV Lines		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	Main Complaint/Request type	Complaint/Request Sub type	Timelines as per OERC guidelines
<b>Complaints</b>	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
	NPS (No Power Supply)	Normal Fuse Off	
Urban (Town & Cities)		4 Hrs	

		Other Ares (Rural)	18 Hrs
		Line Breakdowns	
		Urban (Town & Cities)	8 Hrs in line Break down
			12 Hrs in MajorLine Breakdown
		Other Ares (Rural)	20 Hrs in line Break down
			36 Hrs in MajorLine Breakdown
		Line Breakdowns	
		Distribution Transformer Failure (Cities & Towns)	24 Hrs
		Distribution Transformer Failure (RuralAreas)	48 Hrs

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

**LIST OF ANNEXURES:**

Number	Annexure Description	Location in website
Annexure-1	New Connection, I Bond, NoC from Owner, MO BIDIYUT refund & requisition form	Visit Customer Zone → New Service Connection → Scroll down and download the desired form
Annexure-2	OERC Supply Code	Visit Customer Zone → Tariff & Regulations → and download the Supply Code
Annexure-3	Electricity Act 2003	Visit Customer Zone → Tariff & Regulations → and download the Electricity Act 2003
Annexure – 4	Electricity (Rights of Consumers) Rules, 2020	Visit Customer Zone → Tariff & Regulations → and download the Electricity (Rights of Consumers) Rules, 2020