

TPWODL

TP WESTERN ODISHA DISTRIBUTION LIMITED

(A Tata Power and Odisha Government Joint Venture)

CONSUMER CHARTER

English Version July 23



PREFACE

TP Western Odisha Distribution Limited (TPWODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake with Tata Power Company (51%). TPWODL serves a population of 88 lac with a Customer Base of 21 Lac and a vast Distribution Area of 48,373 Sq. Km.

The company provides various facilities and services to its consumers. For their ease and convenience, facilities have been set-up, such as 24X7 Call Centre services, Exclusive E- Care Centre, New Service Connection (NSC) missed call service, IVRS to update Mobile Numbers and E-Mail IDs, E-Billing facility through email and WhatsApp, FG-CRM implemented for auto-escalation and timely resolution of applications and complaints, interactive WhatsApp services, auto Disconnection notice generation, MO-Sakar Visitor Management System, C-SAT Survey, Grievance Redressal Mechanism, Mobile Application for Android users, interactive Website, Multiple Payment Avenues, among others..

It is likely, though, that customers may not generally be aware of all these services. In order to spread awareness about the services and also to enable access these facilities it was felt necessary to have a self-contained handbook published that encapsulates all customer interfaces for customer to seek any, from the entire range of services. Accordingly, Citizen Charter has been prepared giving out all details of services, touchpoints and timelines for customer benefit. The Citizen Charter shall be a handy tool available to all stakeholders, including customers, who may access the document through the TPWODL website, <https://www.tpwesternodisha.com>. Printed version of the Citizen Charter in Odia, Hindi, and English shall be useful document for Govt. offices such as Collectorate, Offices of BDOs, TPWODL Customer Care Centres and other consumer touch points. The document shall be hosted prominently on the TPWODL website and the path to access the document at the website shall be mentioned on regular monthly bills of consumers as well as through posters and banners that shall be put up at various places, including TPWODL Offices and Substations for making it a handy reference document.

CONSUMER CHARTER AND GUIDELINES TO AVAIL VARIOUS SERVICES

1. About Us:

TP Western Odisha Distribution Limited (TPWODL) is a joint venture between Tata Power and the Government of Odisha with the majority stake being held by Tata Power Company (51%). TPWODL serves a population of 88 lac with a Customer Base of 21 Lakh and a vast Distribution Area of 48,373 Sq. Km. At TP Western Odisha Distribution Limited, the entire focus is on providing a 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, TPWODL has implemented several world-class technologies. The company provides various facilities and services to its consumers for their ease and convenience such as a 24X7 Call Centre, Exclusive E- Care Centre, New Service Connection (NSC) missed call service, IVRS to update Mobile Numbers and E-Mail IDs, E-Billing facility through email & WhatsApp, FG-CRM to auto-escalation and timely resolution of application & complaints, interactive WhatsApp services, Auto Disconnection notice generation, MO-Sakar Visitor Management System, C-SAT Survey, Grievance Redressal Mechanism, Mobile Application for Android users, interactive Website, Multiple Payment Avenues etc.

2. The following documents for consumer information are available with Customer Relationship Executive at Customer Care Centres and on our website (www.tpwesternodisha.com):

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

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

- Website: <https://www.tpwesternodisha.com/>
- Mobile App: MY TATA POWER APP
- Interactive WhatsApp Services - 8114393836
- 24x7 Toll-Free Call Centre Number- 1912 / 1800-345-6798
- Email: consumercare@tpwesternodisha.com
- Customer Care Centres (refer to Annexure-A)

TPWODL CALL CENTER 1912/18003456798

- ❖ Registration of Complaints /Grievances
- ❖ Information on going / Scheduled Outages
- ❖ Missed Call Services for New Connection



- ❖ Interactive WhatsApp Services
- ❖ Information on Safety
- ❖ Happy to Service customer 24 x 7

We all employees at TPWODL are committed to serve you ethical manner and have zero tolerance towards corruption and harassment of any kind in case you feel harassed or being troubled for any illegal activities

Please do write us at vigilance@tpwesternodisha.com or WhatsApp us at 09980558855

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HAVE YOU DOWN LOADED AND REGISTERED IT FOR YOUR OWN CONNECTION ? DO IT NOW

Available in English and Odia

GET IT ON Google Play Download on the App Store

CALL : 18003456798 (TOLL FREE)

4. Mo-Bidyut




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

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

Mo Bidyut

The Distribution Utilities of Odisha (TPCODL, TPNODL, TPWODL & TPSODL) are going to be part of 5T programmes of Government of Odisha. Under this initiative, the People can obtain new electricity connection, Online Bill Payment and can lodge their grievances online. Permanent Connection will be provided up to 5KW(Single Phase) within 48 Hours of the submission of Application with Payment in complete shape i.e.,

1. There is no RoW issue to give connection.
2. The Connection Premises should be within 30 Mtrs of the nearest connecting points of Utility.
3. Applicant should provide valid documents.
4. There should not be any Arrear against the Applicant in any Utilities as in clause-17 of OERC Code - 2019.

 **New Service Connection**
 **Online Bill Payment**
 **Grievance Portal**

5. 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)	N	Y	Y	Y	N	Y	N
Disconnection	N	Y	N	Y	N	Y	N
Reconnection	N	Y	N	Y	N	Y	N
Name Change	N	Y	N	Y	N	Y	N
Category Change	N	Y	N	N	N	Y	N
Meter Testing	Y	Y	N	N	N	Y	N
Meter Shifting	Y	Y	N	N	N	Y	N
Meter Stolen	Y	Y	N	N	N	Y	N
Mater Damage / Faulty	Y	Y	N	Y	N	Y	N
Billing	Y	Y	N	Y	N	Y	N
Reading	Y	Y	N	Y	N	Y	N
Payment	Y	Y	N	Y	N	Y	N
No Power Supply	Y	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	Y	Y
Streetlight	N	Y	Y	Y	Y	Y	Y
Reporting of Theft	Y	Y	Y	Y	N	Y	N

6. Consumers may contact any of the following channels for registering their requests/complaints:

TPWODL Complaint Escalation & Redressal Structure

Consumer may contact us at any of the following touch points for registration for their request like new connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Name Change, Category Change, removing unauthorised use of electricity (UUE) etc. and different complaints like wrong Reading/Billing, Faulty/Burnt/Slow/Fast meter, Power Outages /Fluctuation, streetlight not working & Reporting of theft.

- 24x7 Toll Free Call Centre Number 1912/18003456798
- Division Customer care centre (Monday to Saturday 09:30 AM to 05:30 PM)
- Online Complaint through TPWODL website www.tpwesternodisha.com
- Email: consumercare@tpwesternodisha.com
- Missed Call service for New Connection on 7411779783
- Mobile app. My tata power service app.
- To Report Harassment, unethical practice on mail or call vigilance@tpwesternodisha.com or on

If Complaints are 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 clarifications/support at our respective division Customer Care Centres

Level-1-Customer Service Representative

Level-2-Customer service manager/SDO-Comm/Divisional Manager

Level-3-Circle Head with prior appointment through Customer service Manager

LIST OF CUSTOMER CARE CENTERS

Sr. No.	Customer Care Centre	Division Name	Customer Care Centre Address
1	Budharaja CCC	SED Sambalpur	Main Road Budharaja opposite MAX Showroom Sahajog Nagar Chowk Budharaja, Sambalpur PIN -768004
2	Kalibari CCC	SEED Sambalpur	At- Bhutapada, Near Lower Pantha Nivas, Dist.: - Sambalpur, Odisha. Pin – 768001
3	Jharsuguda	JED Jharsuguda	At- Near Pahadi Mandir, Po- Kalimandir Road, Dist.: - Jharsuguda, Odisha. Pin- 768202
4	Rajgangpur CCC	RED Rajgangpur	TPWODL office near Dalmia Vidya Mandir, OCL Industrial Township, Odisha. Pin- 770017
5	Civil town CCC	RED Rourkela	Executive Engineer (Elect.), TPWODL, Rourkela Sadar Electrical Division, Odisha. Pin- 769012
6	Rourkela CCC	RSED Rourkela	Executive Engineer (Elect.), TPWODL, Rourkela Electrical Division, Odisha. Pin- 769004

7	Sundargarh CCC	SED Sundargarh	Rourkela, At-Udit Nagar, Rourkela, Dist.- Sundargarh, Odisha. Pin- 769015
8	Balangir CCC	BED Balangir	Customer Care Centre Palace line, in front of Satsang Mandir Balangir, Odisha. Pin- 767001
9	Titlagarh CCC	Titlagarh Division Office	Divisional Office Near Electrical SDO Office, Hindi High School Chowk, Titlagarh, Odisha. Pin- 767033
10	Kesinga CCC	KEED Bhawanipatna	At-Electrical SDO Office, Near Payal Cloth Store, Kesinga, Pin-766012
11	Sonepur CCC	SED Sonepur	Near ESO Sonepur Section Office, Majhi Para, Pin- 767017
12	Nuapara CCC	NED Nuapara	Backside Of Govt. Dist Headquarter Medical Nuapada, PSS Nuapada, At/Po-Nuapada, Pin- 766105
13	Junagarh CCC	KWED Kalahandi	In front of Sahu Hotel, Junagarh, Odisha. Pin- 766014
14	Ainthapali CCC	SED Ainthapali SDO Office	SDO Office Ainthapali, Near Kaveri Hotel, Odisha. Pin- 768004

Note: Our Customer Care Centers are open Monday to Saturday from 09:30 AM to 05:30 PM (except public holidays)



7. Launched Interactive WhatsApp Services / 8114393836 with interactive features like Duplicate bill, Contact details registration, Complaint registration & Status and Live Chat with the Executive. These features empower consumers to get various services at their fingertips on a real-time basis.

Duplicate Bill
Instant view & download of the current month's bill

Live Chat with Executive
Chat with a live executive 24x7 even on holidays

Update Contact Details
Update Mobile Number and Email ID

Register Complaints
Register complaints on a real-time basis

Say "Hi" on "8114393836" & get all these facilities at your fingertips



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INDEPENDENT FORUM- CONSUMER GRIEVANCE REDRESSAL FORUM / ELECTRICITY OMBUDSMAN

Filing a complaint at GRF:

If the complaint is not resolved or the consumer is not satisfied with the licensee, may file a complaint in writing before the forum of the redressal of his grievances after expiry 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 on any format for such filing. Few examples of the nature of the complaints are illustrated below : New Connection, Disconnection/Reconnection of supply, Voltage Fluctuation , contract Demand and connected load, Billing Dispute (except panel bill U/S 126 of electricity act-2003), Interruption , Metering(except dispute reading accuracy of the Matter) classification of consumer shifting of service connection/diversion of liner shifting of equipment ,transfer of consumer ownership, Agreement /Termination of agreement ,security deposit ,installation of equipments and apparatus of the consumer, system of supply including guaranteed standard of performance.

Note: The forum shall entertain those complaints which are under the territorial and statutory jurisdiction. The Forum shall not generally entertain complaints which under the electricity act 2003 is required to be deposited 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 remark. If any person aggrieved by Assessment order passed under Sec126 of the Electricity Act 2003 for unauthorised use of electricity, should appeal to appellate authority under Sec 127 of the Act.

Representation of Ombudsman:

Any consumer aggrieved by the non-redressal of the grievances 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 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 within 60 days from the date of receipt of the representation of the consumer.

ADDRESS OF GRF / OMBUDSMAN

TPWODL		
Address of Ombudsman / GRF	Telephone No. of Ombudsman / GRF	Email Id/Fax No.
The Ombudsman (II), Qrs. No. 3R-2(S), Gridco Colony) P.O: Bhoi Nagar Bhubaneswar – 751022 Dist.-Khortha, Odisha	0674- 2543825	ombudsmantwo@gmail.com Fax No.0674-2546264
President, GRF, TPWODL Burla, Plot. No.SD-6/2 Saurav Vihar, Near NAC College Burla, Sambalpur -768017	0662- 2950601	Grf.burla@tpwesternodisha.com (For Sambalpur, Jharsuguda, Deogarh and Bargarh Dist.)
President, GRF, TPWODL, Rourkela Qts. No. UU/9, Civil Township, Rourkela -769004, Sundargarh	0661-2952614	Grf.rourkela@tpwesternodisha.com / presidentgrfrkl@gmail.com (For Sundargarh Dist.)
President, GRF, TPWODL Bolangir, WESCO Gest Office, in front of Children Park, Near Collector Residence Bolangir - 767001	06652- 235741	Grf.bolangir@tpwesternodisha.com / grfwesco.bgr@rediffmail.com (For Bolangir, Sonapur, Kalahandi and Nuapara Dist.)

8. Avenues, Documents & Charges of New Service Connection

TPWODL TP WESTERN ODISHA DISTRIBUTION LIMITED (A Tata Power and Odisha Government Joint Venture)							
Avenue	Documents	Charges					
You can apply through	Following documents are required	Type of Charges	Categorization	Charges (in Rs.)			
<p>*Call Centre 1912/18003456798</p> <p>*Mo- Bidyut (http://mobidyut.com/new-connection.php)</p> <p>*Customer Care Centre</p> <p>*TPWODL Website</p> <p>*Section, Subdivision and Division office</p>	<p>*Form 1 or 2</p> <p>*National Id proof (Aadhar Card, Ration Card, Voter Card Driving License)</p> <p>*Proof of Ownership (Sale Deed, Lease Deed, Record of Right, Municipal Tax Receipt, General Power of attorney, NOC from Owner in case of tenant, Indemnity bond in case occupier)</p> <p>*Internal wiring Report *</p> <p>*Treasury Challan*</p> <p>*No Dues Affidavit* (*Documents specifically required other than Mo Bidyut cases) <u>These</u> may be required as well for other tariff</p>	Inspection Fee/Treasury Challan	Domestic & IPA (Irrigation, Pumping & Agriculture)	30			
			Processing Fee (Excl. GST @ 18%)	GPS (General Purpose / SPP -Specified Public Purpose)	50		
		Service Connection (Excl. GST @18%)		Single Phase	50		
				LT(Low Tension) Three Phase	200		
		Security Deposit Rs./Load	HT (High Tension)	1000			
			EHT (Extra High Tension)	10000			
			0-2 KW Single Phase	1500			
			2.5 - 5 KW Single Phase	2500			
					Three Phase	as per Estimate	
				Domestic	551	2046	3796
				GPS (General Purpose)	2864	9450	16,136
				SPP(Specified Public Purpose)	2778	8335	13892
				IPA (Irrigation, Pumping & Agriculture)	364	1052	1740
		More than 5 KW Estimate will be prepared after site visit.					
In Case of MO Bidyut Rs.1500 will be charged as meter cost.							
<p>We all employees of TPWODL 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 us at vigilance@tpwesternodisha.com or at ethics@tpwesternodisha.com or WhatsApp us on 3114393836. We shall take care of your genuine concerns. Let us make our organization & our beloved state corruption free by working together.</p>							

Services offered to Customers through website – www.tpwesternodisha.com



Complaint
Registration &
Outage Information



Complaint
Registration



New Connection
Application



Bill Payment



Customer Portal



Fuse Call Centre
(FCC)

APPLICATION DOCUMENTATION OR COMMERCIAL FORMALITIES

Type of Documents	Required Documents	Availability / Eligibility
Application Form (No.1 or 2)	Applicants Signed Application Form	As applicable
ID Proof	i. Electoral identity card;	Any one
	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)	

Documents	Required of Documents	Availability / Eligibility
<p style="text-align: center;">Ownership / Occupation Proof</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>Any one</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 case of a proprietary firm, an affidavit 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;">Other documents applicable only for selected consumer categories such as: Industrials / Agriculture/ Temporary</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>Any one</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 supply of power to the premises.</p>	

APPLICATION DOCUMENTATION FOR ATTRIBUTE CHANGE

Domestic	Commercial	Government Quarters
<p>In Legal Heir Cases</p> <ul style="list-style-type: none"> -Death Certificate of previous registered Consumer -Legal Heir Certificate <p>In Case of Sale /Lease</p> <ul style="list-style-type: none"> -NOC from Previous registered Consumer -NOC from New Consumer (Single Phase) -NOC From all Legal Heirs 	<p>In Case of Sale /Lease</p> <ul style="list-style-type: none"> -NOC from old/Previous Consumer -NOC from New Consumer (Single Phase) 	<p>In transfer Case</p> <ul style="list-style-type: none"> - Govt. allotment Letter -No dues Certificate -Govt Id Card

<p>Identity Proof (any one of them)</p> <ul style="list-style-type: none"> -Driving License -Electoral Identity Card -Photo Identity card issued by any Govt. agency -Passport -PAN card -Ration Card with Applicant's Photo -Aadhar Card 	<p>Ownership Proof & other relevant documents</p> <ul style="list-style-type: none"> -Copy of latest bill, duly paid -Proof of ownership of property -NOC of previous owner for transfer connection and security deposit -NOC of Co-Owner in case of co-occupants -Copy of Mutation letter/Legal heir certificate -NOC from other Legal Heir in case connection is to be changed in the name of the Legal Heirs
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1. Metering

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

h) The consumer shall be responsible for safe custody of meter(s) and 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. 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. 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 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 authorised 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 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 O E R C Supply Code, 2019.](#)

2. [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 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 vacates the premises or changes his occupancy or otherwise he shall continue to remain liable for all charges. [Regulation 110 \(i\) 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 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 absence of such 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.](#)

3. [Disconnection/Reconnection of Supply](#)

a) The supply may be disconnected temporarily or on a permanent basis as per the procedure described in OERC Regulation. 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 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 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 REQUESTS/SERVICES

Service Type Description	Main 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)	15 Days	
		Reduction of Contract Demand (Others)	60 Days	
		Category Change	30 Days	
	METER READING	METER READING	Meter Reading	7 Days
	SECURITY REFUND	SECURITY REFUND	Security Refund	30 Days
	METER TESTING	METER TESTING	Meter running fast	7 Days
			Meter running slow	
	SEAL REPLACEMENT	SEAL REPLACEMENT	Meter seal broke	15 Days
	RECONNECTION	RECONNECTION	Reconnection	4 hrs
	MOVEOUT FINAL BILL	MOVEOUT FINAL BILL	Consumer's Disconnection Request	10 Days
	SHIFTING	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 apply as per related OERC guidelines.**

Service Type Description	Main 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	
	NPS (No Power Supply)	Normal Fuse Off		
		Urban (Cities & town)		4 Hrs
		Other Areas (Rural)		18 Hrs
		Line Breakdowns		
		Urban (Cities & town)		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 Breakdowns				
Distribution Transformer Failure (Cities & Towns)			24 Hrs	
Distribution Transformer Failure (Rural Areas)		48 Hrs		

*Conditions apply as per related OERC guidelines.

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

