

Before the Odisha Electricity Regulatory Commission
Plot No-4, Chunokoli, Shailashree Vihar, Bhubaneswar-751021

Case No 01 of 2026

IN THE MATTER OF: Application under Regulations 154, 199 and 204 of the OERC Distribution (Condition of Supply) Regulations, 2019 seeking approval of Amnesty Arrear Clearance (AAC) Scheme for realization of long outstanding arrears of other than Govt. consumers pertaining to pre-vesting period as on the respective Effective dates i.e. arrears outstanding as on 31.05.2020 for CESU (now TPCODL), 31.12.2020 for SOUTHCO (now TPSODL), & WESCO (now TPWODL), and 31.03.2021 for NESCO (now TPNODL).

And

IN THE MATTER OF: GRIDCO Ltd.

TP Central Odisha Distribution Ltd. (TPCODL)

TP Western Odisha Distribution Ltd. (TPWODL)

TP Northern Odisha Distribution Ltd. (TPNODL)

TP Southern Odisha Distribution Ltd. (TPSODL)

.....Applicants

The Humble applicants above named respectfully sheweth:

1. **That GRIDCO Ltd.**, a company duly incorporated under the Companies Act 1956 having its Registered office at Janpath, Bhubaneswar, Odisha, Pin 751022 being the State Designated Entity entrusted for ensuring energy security to the state by executing Power Purchase Agreements with the Developers for availing State share of power from various sources from inside and outside states and with onward supply of electricity in bulk to 4 Distribution Utilities in the State of Odisha and to make trading of surplus power after meeting the state demand.

And

2. **That TP CENTRAL ODISHA DISTRIBUTION LIMITED (in short TPCODL)**, a company duly incorporated under the Companies Act, 2013, having its registered office at Power House Square, Unit-8, Bhubaneswar-751012 is the Distribution & Retail supply licensee to distribute electricity in **Central part of Odisha** consisting of 9

B. S. Wadawale

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B. S. Wadawale

revenue districts namely Puri, Khurda, Nayagarh, Cuttack, Dhenkanal, Jagatsinghpur, Angul, Kendrapara and some part of Jajpur.

And

3. That TP WESTERN ODISHA DISTRIBUTION LIMITED (in short TPWODL), a company duly incorporated under the Companies Act, 2013, having its Registered office at Burla, Sambalpur, Odisha-768017, is the Distribution & Retail supply licensee to distribute electricity in **Western part of Odisha** consisting of 9 revenue districts namely Sambalpur, Jharsuguda, Deogarh, Sundargarh, Bargarh, Bolangir, Sonapur, Kalahandi & Nuapada

And

4. That TP NORTHERN ODISHA DISTRIBUTION LIMITED (in short TPNODL), a company duly incorporated under the Companies Act, 2013, having its Registered office at Januganj, Balasore, Odisha-756019, is the Distribution & Retail supply licensee to distribute electricity in **North Eastern part of Odisha** consisting of 5 revenue districts namely Mayurbhanj, Keonjhar, Bhadrak, Balasore and major part of Jajpur.

And

5. That TP SOUTHERN ODISHA DISTRIBUTION LIMITED (in short TPSODL), a company duly incorporated under the Companies Act, 2013, having Registered office at Courtpetta, Berhampur, Odisha-760004, is the Distribution Retail supply licensee to distribute electricity in **Southern part of Odisha** consisting of 8 revenue districts namely Ganjam, Gajapati, Kandhamal, Boudh, Rayagada, Koraput, Nawarangpur and Malkanagiri.
6. GRIDCO holds 49% share in the DISCOMs on behalf of Govt. of Odisha and as per the provisions of Vesting Order(s) and Segregation of Balance Sheet Order(s), the arrears pertaining to pre-vesting period are adjusted against trade payables of residual utilities payable to GRIDCO towards settlement of old BSP dues. Accordingly, this petition is being jointly filed by GRIDCO and the four DISCOMs.

Background

7. The accumulation of long-pending electricity arrears across various consumer categories has emerged as a significant concern affecting the financial health and operational efficiency of the distribution sector. Over time, these dues have increased substantially due to the continuous accrual of interest and penalties, placing a dual burden on consumers as well as the Distribution Licensees (DISCOMs), and adversely impacting liquidity and revenue realization.

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8. Considering the socio-economic conditions of the State and the need to improve payment compliance, the proposed AAC Scheme aims to provide an equitable opportunity for settlement of long-pending pre-vesting period dues of non-Government consumers, corresponding to the respective vesting dates of the DISCOMs.

Submission of the Applicants

9. In the aforesaid matter, and in compliance with the directions issued by the Hon'ble Commission during the hearing held on **23.06.2026 in Case No. 01/2026**, the Applicants herein respectfully submit the Standard Operating Procedure (SOP), annexed hereto as **ANNEXURE-A**, for implementation of the proposed AAC Scheme, 2026, for the kind consideration and appropriate orders of the Hon'ble Commission.
10. The objective of the enclosed SOP is to establish a structured framework for effective implementation of the AAC Scheme as may be approved by the Hon'ble Commission. The SOP is designed to ensure handling of operational aspect associated with the scheme which includes following broad points:
- Standardized process for identification and coverage of eligible Consumers
 - Defined procedures for implementation and consumer facilitation
 - Monitoring and reporting mechanisms
 - Accounting treatment and audit compliance
 - Mechanism for reconciliation of collections and adjustments
 - Structured approach for closure of cases under the scheme
11. The applicants humbly request the Hon'ble Commission to kindly take the SOP on record and consider the same in the ongoing proceedings of the above-mentioned matter.


CGM(DMU), GRIDCO


Bharat Kumar Bhadawat

Chief-Regulatory & Legal, on behalf of all four Odisha DISCOMS

Pathy
Bharat Kumar Bhadawat

Before the Odisha Electricity Regulatory Commission
Plot No-4, Chunokoli, Shailashree Vihar, Bhubaneswar-751021

Case No 01 of 2026

IN THE MATTER
OF:

Application under Regulations 154, 199 and 204 of the OERC Distribution (Condition of Supply) Regulations, 2019 seeking approval of Amnesty Arrear Clearance (AAC) Scheme for realization of long outstanding arrears of other than Govt. consumers pertaining to pre-vesting period as on the respective Effective dates i.e. arrears outstanding as on 31.05.2020 for CESU (now TPCODL), 31.12.2020 for SOUTHCO (now TPSODL), & WESCO (now TPWODL), and 31.03.2021 for NESCO (now TPNODL).

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GRIDCO Ltd.

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TP Western Odisha Distribution Ltd. (TPWODL)

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TP Southern Odisha Distribution Ltd. (TPSODL)

.....Applicants

Affidavit

24 JUN 2026

I, Bharat Kumar Bhadawat, aged about 54 son of late Shri Shankar Lal Bhadawat residing at Bhubaneswar do hereby solemnly affirm and say as follows:

1. I am the Chief - Regulatory & Legal of TP Central Odisha Distribution Ltd., the Applicant in the above matter and I am duly authorized to swear this affidavit on its behalf.

The statements made in this submission herein shown to me are based on information provided to me and I believe them to be true.

Bhubaneswar.

Dated: 24.06.2026

The Deponent above named being duly identified by Sri. A.K. Mohanty Advocate at appears before me on 24/06/2026 at about 10:30 A.M. P.M. and states on oath that the contents of this affidavit are true to the best of his/her knowledge.

Bharat Kumar Bhadawat

Chief-Regulatory & Legal

Identified by
Advocate

ANIL KUMAR MOHANTY
NOTARY, BBR
REGD. No. - ON-116/2009

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**BEFORE THE HON'BLE
ODISHA ELECTRICITY REGULATORY COMMISSION
BIDYUT NIYAMAK BHAWAN
PLOT NO.4, CHUNOKOLI, SHAILASHREE VIHAR, CHANDRASEKHARPUR,
BHUBANESWAR-751023**

Case no.01/2026

In the matter of: For approval of Amnesty Arrear Clearance (AAC) Scheme for realization of long outstanding arrears of other than Government consumers pertaining to the pre-vesting period as on the respective Effective Dates i.e. arrears outstanding as on 31.05.2020 for CESU (now TPCODL), 31.12.2020 for SOUTHCO (now TPSODL) & WESCO (now TPWODL) and 31.03.2021 for NESCO (now TPNODL) and approval of SOP of Amnesty Arrear Clearance (AAC) Scheme.

AND

In the matter of:
GRIDCO Ltd.
TP Central Odisha Distribution Ltd. (TPCODL)
TP Western Odisha Distribution Ltd. (TPWODL)
TP Northern Odisha Distribution Ltd. (TPNODL)
TP Southern Odisha Distribution Ltd. (TPSODL)

.....Applicants

AFFIDAVIT

I, Baishnab Charan Padhihary, aged about 59 years, S/o Late Sri Babana Padhihary, presently working as the Chief General Manager (F) do hereby solemnly affirm and state as follows:-

1. That, I am the authorized representative of the Applicant.
2. That, I have gone through the contents of the present application and am well versed with the facts laid down there-under.
3. That, the facts stated in the present application are true to the best of my knowledge and belief and the same are based upon available records.

Baishnab Charan Padhihary
DEPONENT

VERIFICATION

Solemnly affirmed at *Bhubaneswar* on this *24th* day of June, 2026 that the contents of the above affidavit are true to my knowledge (as derived from the records), no part of it is false and nothing material has been concealed there from.

Baishnab Charan Padhihary
DEPONENT

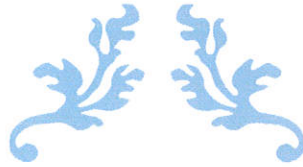
PLACE: *BBSR*
DATE: *24/6/26*



SWORN BEFORE ME

N. Mohanty
N. MOHANTY
NOTARY
Regd. No.ON 20/94
382, Bhoi Nagar,
Bhubaneswar-751022

24.06.26



**PLAN FOR IMPLEMENTATION OF
AMNESTY ARREAR CLEARANCE
(AAC) SCHEME - 2026**

&

STANDARD OPERATING PROCEDURE



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1. Objective

The objective of this Standard Operating Procedure (SOP) is to provide a clear and uniform process for implementation, monitoring, accounting, reconciliation, and closure of the Amnesty Arrear Clearance (AAC) Scheme approved by the Odisha Electricity Regulatory Commission for recovery of long-pending electricity arrears related to the pre-vesting period of the erstwhile Distribution Utilities.

2. Aim of SOP

- Ensure uniform implementation of the AAC Scheme in all field offices
- Maintain transparency, accountability, and proper documentation during implementation
- Proper calculation and collection of arrear dues under the Scheme
- Ensure proper accounting and reconciliation of collections and waivers
- Provide a system for monitoring progress and resolving operational issues, if any, and
- Ensure systematic closure of the Scheme with final reconciliation and reporting.

This SOP shall act as a guiding document for implementation of the AAC Scheme.

3. Applicability

This SOP shall be applicable to the following entities:

- a) All Four DISCOMS - TPCODL/TPNODL/TPSODL/TPWODL
- b) GRIDCO

4. Scope

This SOP shall cover all eligible non-Government consumers having outstanding electricity arrears pertaining to the pre-vesting period as on the respective effective dates notified under the AAC Scheme excluding consumers already paying through instalment facilities duly agreed among the stakeholders.

The SOP shall provide guidelines for implementation of the Scheme, including identification of eligible consumers, processing of applications, collection and

accounting of dues, reconciliation of records, monitoring of progress, and closure of cases under the Scheme.

5. Eligible Outstanding

All outstanding arrears with the consumers (PD, TD & Live) prior to date of vesting

DISCOM	Date of Vesting
TPCODL (erstwhile CESU)	31.05.2020
TPWODL (erstwhile WESCO)	31.12.2020
TPSODL (erstwhile SOUTHCO)	31.12.2020
TPNODL (erstwhile NESCO)	31.03.2021

6. Scheme Mechanism

6.1 Eligible Consumers

The AAC Scheme shall be applicable to all categories of non-Government consumers having outstanding arrears pertaining to the pre-vesting period, including the following:

- i. All LT, HT, and EHT consumers;
- ii. Consumers with disconnected electricity connections
- iii. Consumers having disputed or incorrect bills, subject to revision of bills as per applicable rules and records; and
- iv. Consumers having pending litigation cases, subject to withdrawal of such cases before availing benefits under the Scheme.

6.2 Non-Eligible Consumers

The Scheme shall not be applicable to the following categories of consumers:

- i. Government Departments and Public Sector Undertaking (PSU) consumers;
- ii. Consumers whose cases have already been redressed through mutually agreed terms & conditions with installment payment facilities.

Live consumers having post-vesting arrears, if any, needs to clear the dues to avail the scheme benefits. However, live consumers without having post-vesting arrears but having pre-vesting period outstanding dues, the concerned DISCOM will ensure that, the scheme benefits are availed by such consumers.

7. Scheme Validity

- i. The AAC Scheme shall remain in force for a period of 180 days from the date of approval/ notification by the Odisha Electricity Regulatory Commission.
- ii. No extension of the Scheme period shall be allowed unless specifically approved by the Hon'ble Commission.

8. Quantum of Rebate

8.1 Group A - LT Consumers

Payment Mode	Rebate
One-time payment	100% DPS waiver + 50% waiver of principal arrear (excluding ED)
Three equal monthly instalments	50% DPS waiver + 30% waiver of principal arrear (excluding ED)

8.2 Group B - HT Consumers

Payment Mode	Rebate
One-time payment	100% DPS waiver + 30% waiver of principal arrear (excluding ED)
Three equal monthly instalments	40% DPS waiver + 20% waiver of principal arrear (excluding ED)

8.3 Group C - EHT Consumers

Payment Mode	Rebate
One-time payment	50% DPS waiver + 20% waiver of principal arrear (excluding ED)
Three equal monthly instalments	40% DPS waiver + 10% waiver of principal arrear (excluding ED)

8.4 Group D - Litigated Cases

Consumers having disputes pending before any Court/Forum may avail benefits under applicable consumer category after:

- i. Withdrawal of the case

- ii. Submission of affidavit in the prescribed format by the concerned DISCOM, and
 - iii. Compliance with all Scheme conditions
- The amount so arrived after deducting the above waivers from the respective components of the total arrears as on the Effective date is the "Settled amount". The following amounts will be further adjusted from the Settled amount:
 - (a) If a consumer has paid some amount against the arrears prior to Effective Date during the period from Effective Date till date, then said payment will be adjusted against Settled amount
 - (b) The DPS till the date of settlement on outstanding amount (as on Effective date) would be considered for the purpose of AAC rebate.
 - (c) For any PD consumer lying disconnected as on effective date, if any Security Deposit is adjusted after effective date, the adjusted amount of Security Deposit will be treated as payment and the same treatment as of "point 8.5 (a) " above will be given.
 - The amount so arrived after adjusting the above from the Settled Amount is the "*Payable Amount*". In cases where the Payable amount is negative, then there will be no payable by the consumers to DISCOM under the AAC scheme. Necessary book adjustment will be carried out so that arrears as on effective dates along with the DPS applied on such arrears will be shown as nil, without reducing the arrears accumulated after effective date.
 - Out of the instalments paid, the Electricity Duty (ED) (where no waiver has been applied) component will be deposited to Government by DISCOMs as per existing procedure.
 - The mechanism for collection & accounting of AAC payment and payment of Arrears accumulated post Effective Date will be kept separate. If any consumer pays any amount separately towards the arrear amount post Effective date or towards current Assessment that will follow the normal clearing logic as per Regulation 152.

9. Level of Monitoring Committee

The DISCOMs will constitute a committee headed by the CEOs including representative from GRIDCO to monitor the progress of the Scheme.

10. Operational Procedure

10.1 Identification of Eligible Consumers

The concerned DISCOM shall undertake the following activities for identification of eligible consumers under the AAC Scheme:

- i. Prepare a consumer-wise arrear database based on available billing and accounting records;
- ii. Segregate arrears pertaining specifically to the pre-vesting period;
- iii. Exclude Government and PSU consumers from the eligible list;
- iv. Categorize remaining eligible consumers into LT, HT, and EHT categories;
- v. Identify cases involving disputed bills, wrong billing, and disconnected services (post as well as pre-vesting period) for further verification and processing under the Scheme.

10.2 Consumer Outreach and Public Awareness Measures

DISCOMs shall conduct extensive outreach to promote awareness of the AAC Scheme, using multiple communication channels to inform consumers.

- i. SMS/ Whatsapp alerts;
- ii. Email communication;
- iii. Public notices;
- iv. Newspaper advertisements;
- v. TV/ Radio advertisements;
- vi. Publication on the official website; and
- vii. Spot notices through field offices and local customer care centers.
- viii. Message box of Detailed energy bill of eligible Consumer

DISCOMs shall ensure wide awareness and participation in the AAC Scheme by undertaking comprehensive outreach through multiple channels, including print, radio, digital media, public displays, consumer camps, and direct messaging. Special drives shall be carried out in high-arrear areas to promote participation, address consumer queries, and facilitate settlement of dues.

10.3 Consumer Application Process

An internal interface shall be developed and made accessible to front desk personnel for the purpose of verifying and displaying the payable amount and applicable rebate value at the time of customer enquiry, at any available channels prescribed in the document.

Consumers eligible under the AAC Scheme shall submit an application in the prescribed format along with the following documents:

- i. Prescribed AAC application form duly filled and signed or verbal submission at the customer care centers;
- ii. Consumers registered through verbal communication through Customer Care Centers, shall be attended by the concerned designated offices of the Discom.
- iii. Consumer number / service connection details;
- iv. Undertaking or affidavit, wherever required under Scheme provisions;
- v. Proof of withdrawal of litigation, in cases where disputes are pending in any court or forum.

Upon submission of the application, a formal document shall be generated specifying the payable amount and the applicable rebate value. Payment shall be remitted strictly on the basis of such document to ensure accurate accounting and proper reconciliation within the system.

Applications may be submitted through any of the following channels:

- i. Online portal of the respective DISCOM;
- ii. Customer Care Centres;
- iii. Divisional Offices.
- iv. Sub-Divisional Offices
- v. Section Offices;

10.4 Verification Process

The designated officer shall verify each application under the AAC Scheme within 7 working days from the date of receipt of the application. The verification shall include the following:

- i. Confirmation of eligibility of arrears as per Scheme guidelines;
- ii. Verification of consumer category (LT/HT/EHT and non-Government status);
- iii. Assessment and confirmation of outstanding principal amount;
- iv. Verification of Delayed Payment Surcharge (DPS) component, wherever applicable;
- v. Verification of Electricity Duty (ED) component, if included in arrears records;
- vi. Examination of existence of any disputed or incorrect billing; and
- vii. Verification of status of any pending litigation related to the consumer account.

10.5 Wrong Bills

In cases involving wrong bills, the following procedure shall be followed:

- i. The billing records shall first be examined and the bill revision process shall be initiated;
- ii. The revised bill shall be reviewed and approved by the competent authority or concerned committee as per delegation of powers;
- iii. The revised and approved amount shall be treated as the basis for calculation of admissible rebate under the AAC Scheme;
- iv. The corresponding Electricity Duty (ED) shall also be revised in line with the revised billing amount.

10.6 Litigation Cases

Consumers having pending cases shall comply with the following requirements under the AAC Scheme:

- i. Submit a notarized affidavit undertaking acceptance of Scheme terms and withdrawal of disputes;
- ii. Submit documentary proof of withdrawal of the case before final settlement of dues;
- iii. No rebate or Scheme benefit shall be released unless all the above compliance requirements are fulfilled.

11. Payment Options and Instalment Facility

Consumers under the AAC Scheme shall be provided the following payment options for settlement of dues:

- i. Online payment through the DISCOM portal;
- ii. NEFT/RTGS transfer;
- iii. Payment through POS (Point of Sale) machines;
- iv. Payment at authorized collection centers for Cash and Demand Draft subject to Income Tax Act 1961

11.1 Instalment Facility (where applicable)

- i. Consumers intending to avail instalment facilities may be allowed to pay dues in three equal consecutive monthly instalments;
- ii. Strict adherence to the instalment schedule shall be mandatory to avail Scheme benefits;
- iii. Any default in payment of an instalment shall result in withdrawal of eligibility for rebate under the Scheme;

- iv. In case of default, the full original arrear amount shall stand revived and become payable by the consumer.

12. Accounting Procedure

12.1 Separate Accounting

Each DISCOM shall maintain proper and separate records to ensure transparency, accuracy, and effective monitoring of the AAC Scheme. The following registers and accounts shall be maintained:

- **Separate AAC Ledger:**
A dedicated ledger shall be maintained exclusively for all transactions under the AAC Scheme, capturing total arrears, collections, waivers, and outstanding balances. A consolidated register shall be maintained to track total amount collected under the AAC Scheme on a daily, weekly, and monthly basis for reporting and monitoring purposes.
- **Consumer-wise Accounting:**
Individual consumer accounts shall be maintained to record arrear details, payments received, instalments (if any), and updated balances after adjustment under the Scheme.
- **Waiver Register:**
A distinct register shall be maintained for recording any waiver or adjustment in principal as well as DPS arrear amounts as per Scheme provisions, along with proper authorization and approval details.

These records shall be regularly updated, properly reconciled, and made available for audit, review, and reporting to ensure compliance with Scheme guidelines.

12.2 Revenue Adjustment

All amounts realized under the AAC Scheme shall be appropriated in accordance with the priority and guidelines prescribed in the Vesting Order.

The DISCOMs shall ensure the following:

- Retain the admissible incentive, if any, as per Scheme provisions and regulatory approval;
- Transfer the remaining balance of realizations to GRIDCO within the prescribed timeline; and

- Maintain proper reconciliation statements and supporting records for all collections, adjustments, and transfers to ensure transparency and audit compliance.

13. MIS & Reporting

- The MIS format for tracking the fortnightly/monthly progress of scheme implementation, to be reviewed on a fortnightly basis by the CEO of the DISCOM, is enclosed as **MIS Format-1**.
- Weekly review of the Scheme progress will be done by Chief Commercial of DISCOM and will update the progress report to CEO.
- Following the CEO's review, the fortnightly progress report shall be submitted to GRIDCO.

13.1 Audit

There will be a separate head for AAC Scheme and shall be audited by statutory auditor after the closure of scheme.

14. IT System Requirements

The DISCOM IT systems shall be suitably upgraded and configured to support smooth implementation and monitoring of the AAC Scheme. The system shall ensure the following functionalities:

- Automated computation of eligible rebate and Scheme benefits as per approved rules;
- Consumer-wise tracking of applications, payments, and settlement status;
- Maintenance of a complete audit trail for all transactions, modifications, and approvals;
- Monitoring of instalment schedules and identification of defaults in real time;
- Use of separate accounting codes for AAC Scheme transactions to ensure proper financial segregation

No manual override or alteration of system-generated calculations or records shall be permitted without prior approval of the competent authority, ensuring system integrity, transparency, and accountability.

15. Consumer Grievance Redressal

A dedicated grievance redressal mechanism shall be established for addressing issues related to the AAC Scheme. This mechanism shall ensure timely

acknowledgement, verification, and resolution of consumer complaints. In case the consumer is not satisfied with the decision of the DISCOM in this regard he/she has the liberty to again approach the Grievance Redressal Forum or Ombudsman as per the relevant Regulations of OERC.

16. Closure of Scheme with Final Closure Report

On expiry of the 180-day period of the AAC Scheme:

- No new applications shall be accepted under the Scheme after the closure date;
- Already approved instalment cases may be allowed to continue and be completed as per their scheduled due dates;
- Final reconciliation of all accounts, including collections, waivers, and adjustments, shall be completed by the respective DISCOMs; and
- Each DISCOM shall submit a consolidated final closure report as per **MIS Format -1** to the Odisha Electricity Regulatory Commission within one month after clearance of instalment facilities allowed as on the date of Scheme closure.

