

ଆଲୋକର ପଥେ Alokara Pathe

TPC[⚡]DL

Newsletter | Oct 2023

www.tpcentralodisha.com

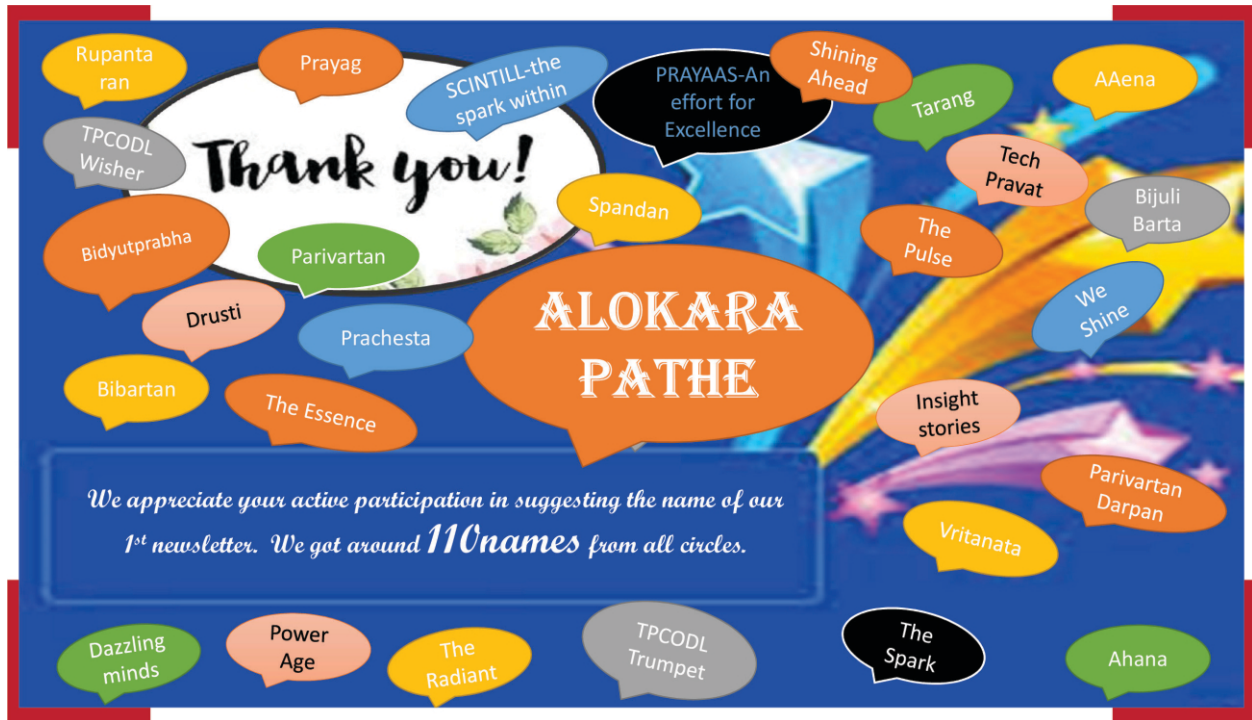


ଆପଣଙ୍କ ପାଇଁ, ଆପଣଙ୍କ ସହିତ, ସର୍ବଦା ⚡

For You, With You, Always ⚡

TP CENTRAL ODISHA
DISTRIBUTION LIMITED

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



'Alokara Pathe' which means 'In The Path Of Light' highlights our transformation journey from the month of October. A title which has been coined by our own employees is a testimony of our team effort. Our heartfelt thanks to all of you for being such engaging participants.

The First edition of this newsletter include initiatives across departments which touches upon technological upgradation happening continuously, the customer delight, training and development of workforce. Let's join hands to nurture Alokara Pathe, and make it a platform to express ourselves.

Compiled and Designed by
Corporate Communication Team

From the CEO's Desk

I hope this message finds each of you in good health and high spirits. It is with great pleasure that I address you in this month's newsletter, a platform that allows us to connect, share, and celebrate our collective achievements. As we stand at the threshold of a new month, I am deeply grateful for your unwavering commitment and dedication to our shared vision. Your tireless efforts and innovative spirit continue to be the driving force behind our success.

As I reflect on our journey with immense pride and gratitude, I am filled with a sense of purpose that is at the heart of TPCODL - the power to illuminate lives. In every connection we make, and every community we serve, we are not just distributing electricity, but fostering progress, enabling dreams, and sparking opportunities. Each one of you, from our linesman braving the elements to our administrative staff keeping the gears turning, plays an indispensable role in this journey.

In the face of challenges, we have not wavered. Instead, we have harnessed adversity to drive innovation. Our technological advancements have transformed the way we manage our operations, ensuring efficiency, reliability, and sustainability. Together, we have embarked on a green energy



revolution, adopting practices that not only meet our present needs but also secure the future for generations to come.

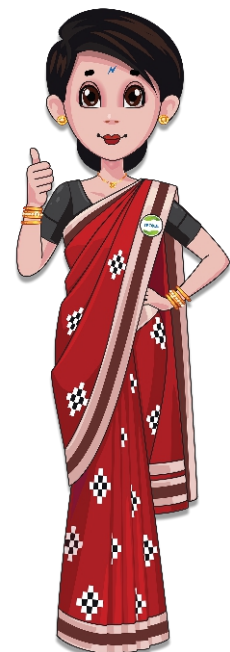
As we move forward, let us remember that our achievements are born from diligent effort and cohesive teamwork and as we celebrate our achievements, let us not forget the challenges that lie ahead. Climate change, urbanization, and evolving consumer expectations will test our adaptability and innovation. However, I am confident that the collective spirit that defines TPCODL will guide us through these challenges and pave the way for a brighter future.

I extend my heartfelt gratitude to every member of the TPCODL family for their dedication, resilience, and passion. Together, we have powered not just cities and towns, but dreams and aspirations. Let us continue to strive for excellence, uphold our values, and forge ahead with the power to illuminate lives.

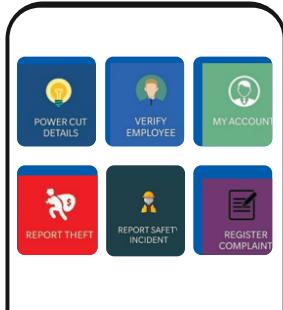
Arvind Singh
Chief Executive Officer

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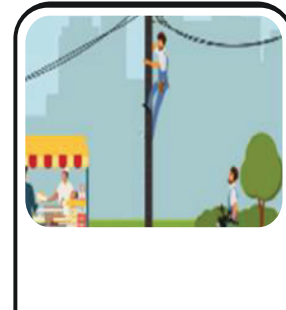
Safety Initiatives



TPCODL Mitra App for reporting of Safety observation/ incidents. This App is available for Employees & General Public.



Online Permit system by PSCC. Field Staff gets system generated PTW number on their mobile through SMS.



2D Animation videos developed for sharing lessons on Safety related practices

Be Our Eyes Campaign

TPCODL launched its 'Be Our Eyes' Initiative under which, if/when consumers find TPCODL or its Business Associates doing unsafe work, they can share photos through Whatsapp on 8114647444 or report on Suraksha Prahari App.



REPORT UNSAFE ACT & STAND A CHANCE TO GET REWARDED

ଅସୁରକ୍ଷିତ କାର୍ଯ୍ୟକଳାପ କୁ ଚିହ୍ନଟ କରନ୍ତୁ ଏବଂ ପୁରସ୍କାର ପାଇବାର ସୁଯୋଗ ପାଆନ୍ତୁ

Be our EYES

If you find any of the TPCODL employees or its Business Associates doing unsafe work please share photos through whatsapp on 8114647444 or report on Suraksha Prahari App.*

- Working on Height Without Anchoring Safety Belt
- Climbing on Pole without using Ladder
- Working on Electrical System without Rubber Hand Gloves
- Working without putting Discharge Rods

For You, With You, Always



ଆପଣଙ୍କ ଆଖି ଆମ ସାକ୍ଷୀ

ଯଦି ଆପଣ କୌଣସି ଚିପିସିଓଟିଏର କର୍ମଚାରୀ କିମ୍ବା ଏହାର ବିଭିନ୍ନ ଆପୋଷିତ ଅନୁରକ୍ଷିତ କାର୍ଯ୍ୟ କରୁଥିବାର ଦେଖନ୍ତି, ଦୟାକରି ୮୧୧୪୬୪୭୪୪୪ ରୁ ଫୋଟୋ ଆମ ମାଧ୍ୟମରେ ପଠାନ୍ତୁ କିମ୍ବା ସୁରକ୍ଷା ପ୍ରହରୀ ଆପ୍ରେ ରିପୋର୍ଟ କରନ୍ତୁ ।

- ଆଙ୍କରି ବେଳୁ ମାତ୍ରାୟ ନ ଦେଇ ଉଚ୍ଚତାରେ କାମ କରିବା
- ସିଡି ବ୍ୟବହାର ନ କରି ଖୁଣ୍ଟ ଉପରେ ଚଢ଼ିବା
- ବ୍ୟାଣ୍ଡ ଗ୍ଲୋଭ୍ସ ବିନା ବୈଦ୍ୟୁତିକ ସିଷ୍ଟମରେ କାମ କରିବା
- ଡିସ୍ଚାର୍ଜ ରଡ୍ ବ୍ୟବହାର ନ କରି କାମ କରିବା

ଆପଣଙ୍କ ପାଇଁ, ଆପଣଙ୍କ ସହିତ, ସର୍ବଦା



*Download the "Suraksha Prahari App" from google playstore

*ଗୁଗୁଲ୍ ପ୍ଲେ ଷ୍ଟୋରରୁ "ସୁରକ୍ଷା ପ୍ରହରୀ ଆପ୍" ଡାଉନଲୋଡ୍ କରନ୍ତୁ

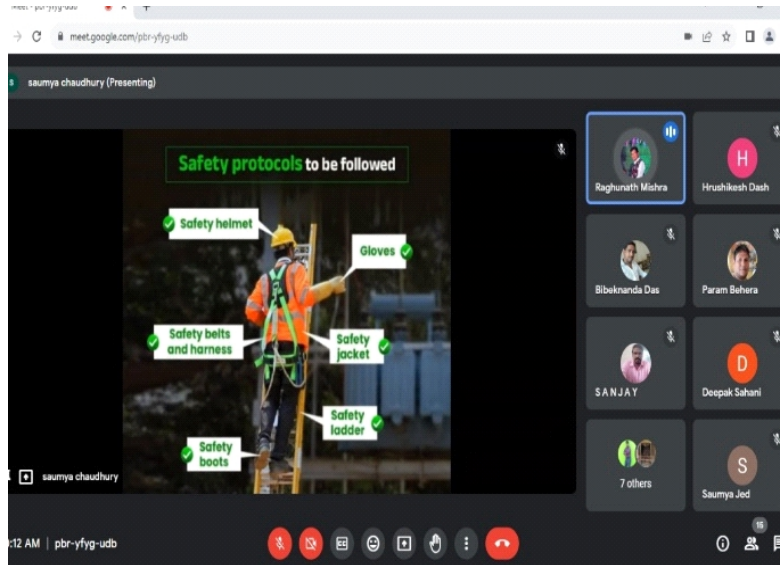
Safety Initiatives across TPCODL



Competency test of Project BA staff



Public awareness thru safety campaign & led van



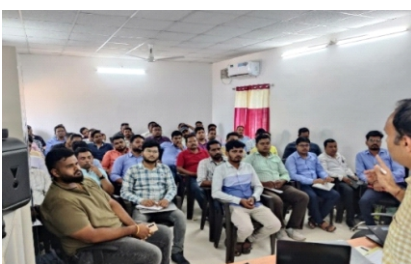
Snap shot of daily safety sunrise talk



Head Safety & Env. Visit at PDP



Circle safety committee meeting snap



NEW AMC Contract training to staff



ODSO conducted at Balikuda SD by SDO Jspur[Cross functional]



ODSO conducted at Balikuda SD by SDO Jspur[Cross functional]



R&R activities conducted in every month in safety meeting.



Theme based safety training conducted at Circle



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PLUG IN TO SAFETY UNPLUG THE RISK



Never insert fingers, toys, or any object into electrical outlets as it can result in electric shocks and injuries.



An outlet can overload if too many devices are plugged into it. Only plug one major appliance into an outlet.



Damaged cords can lead to shocks and fire. Regularly inspect your cord for signs of wear & tear.



Avoid pulling plugs from outlets by their cords to prevent potential electric shocks.



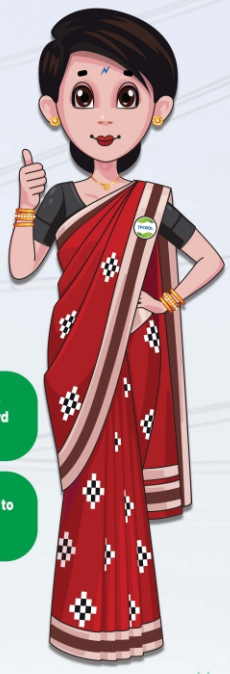
If someone experiences an electrical shock, do not touch the victim. Instead, turn off the power source if possible to ensure safety.



Keep cords organized and secured to prevent accident.

MAKE ELECTRICAL SAFETY YOUR PRIORITY

For You, With You, Always 



Safety initiative awareness through social media, standees and banners.



A Journey Towards Customer Delight

Inauguration of TPCODL's 20th Customer Care Centre at Athagarh

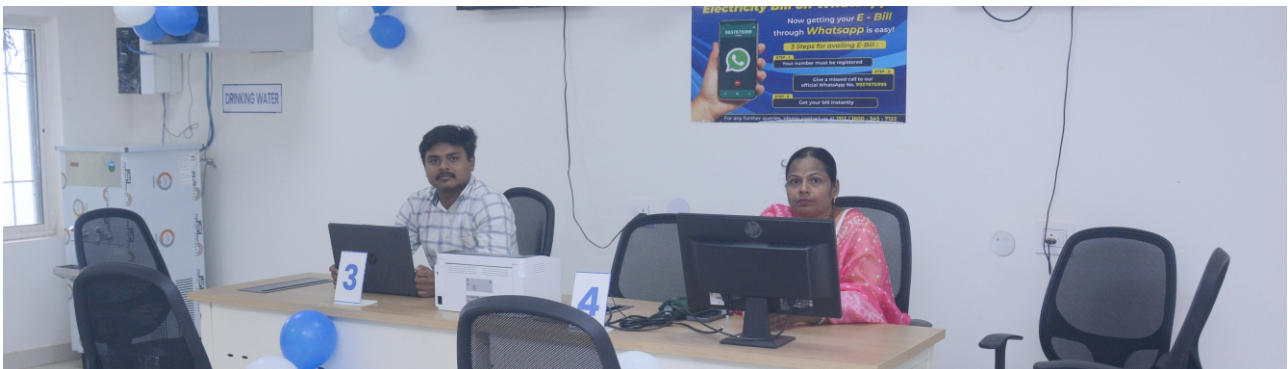
In our ongoing efforts to enhance customer experience, TP Central Odisha Distribution Ltd. (TPCODL) inaugurated its 20th Customer Care Centre in Athagarh. With this inauguration, TPCODL has established dedicated Customer Care Centers in all 20 Divisions, complemented by a Mobile CCC.



The 20th Customer Care Centre (CCC) was inaugurated by the Hon'ble Cabinet Minister, Shri Ranendra Pratap Swain, Department of Agriculture, Farmers & Empowerment, Government of Odisha. The event was graced by the presence of Divisional Manager, Sri Pabitra Mohan Sahu, and other key members of the TPCODL Management team.



This new Customer Care Centre is fully equipped with advanced services aimed at providing an enhanced customer experience. These include a Queue Management System, Self Help Kiosk, Feedback Tab, and Television, ensuring efficient and convenient customer service.



Online Payment Initiatives

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Get **30 NeuCoins** on
your first electricity bill payment
1 NeuCoin - Rs. 1



T&C Apply

24X7 Toll-free Call Centre: 1800-345-7122 / 1912

MOBikwik

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Get up to
5%
cashback

Promo Code: **TPCODL**

T&C Apply. Get 5% cashback upto ₹50 on min txn of ₹100 on 1st ever bill payment of TP Central Odisha Distribution Limited (TPCODL) | Valid for new users only.

24X7 Toll-free Call Centre: 1800-345-7122 / 1912

To boost electricity Bill Efficiency, Cashback offers are floated timely on PayTm, MOBikwik and Tata Neu to motivate customers to adopt digital platforms in order to make bill payments easily.

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GET UP TO
₹200
CASHBACK



Promocode | **TPCODL200**

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ONE MONTH FREE IN A YEAR

If you pay your all 12 month bills through digital means & within due date....
YOU END UP EARNING REBATE EQUIVALENT TO 1 MONTH OF BILL

- 4% rebate on digital payment
- 10 paise per unit prompt payment rebate
- Additional 10 paise per unit rebate for rural consumers.
- One additional Rebate- equivalent to rebate of March month, if all 12 bills paid within due date.

BE SMART EARN REBATE
worth 1 month (approx.) of Electricity bill

Pay digitally through: TPCODL MITRA, Bill Collector/ WSHG (Pay through UPI only), www.tpcentralodisha.com

paytm amazon pay PhonePe airtel Payments Bank Google Pay



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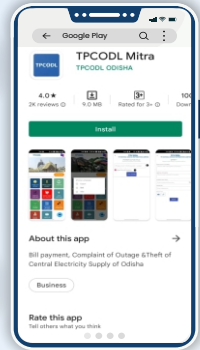
ELECTRICITY BILL PAYMENT VIA TPCODL MITRA APP

Steps for Downloading



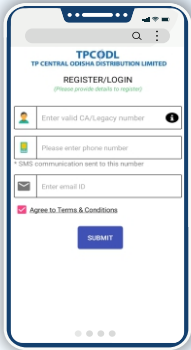
SCAN

Scan the QR code through "QR BARCODE SCANNER"



Tap On Open & Click To **INSTALL**

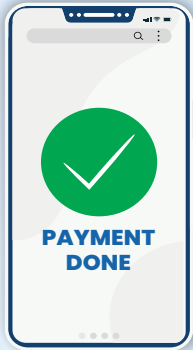
Steps for Making the Payment



Login into **TPCODL MITRA APP** through CA Number / Customer ID



Click on **PAY NOW** and check the **Payment due**



Choose the mode of **Payment** and make the payment.

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

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



Awareness Sessions being conducted across various places by the Customer Support team to increase awareness

about Digital Payments. The sessions have been attended by Children as well as Senior Citizens.

Operational Initiatives

Initiatives For Reliability



In House repairing of Compact Sub Station, Ghodabazaar CSS



In House repairing of RMU, Unit 8, BCDD I



Lightening Suppression System, Tangi PSS, Cuttack



In-House Transformer Monitoring Unit Commissioning for Automatic Operation of OLTC



Installation of Wedge Connectors, Infosys Feeder



Use of Man lifter, Bhubaneswar City

Network Augmentation

TPCODL continuing its commitment towards improved power reliability is pleased to announce the successful charging and commissioning of two 11 kV, 4 Way RMUs as part of the bifurcation of the 11 kV KIIT feeder. This development,

benefiting over 2,500 consumers across the Sishuvihar, Swarnapuri, and KIIT main market localities, will facilitate continuous power supply, safeguard against overloading, and enhance overall reliability.

And have upgraded and charged a transformer to 250KVA at Kazi Bazar, Cuttack, where over 200 customers have benefitted from this.





In our commitment to delivering a reliable power supply, we have commissioned a Ring Main Unit (RMU) in the Jagatpur Industrial Area, benefitting 4,000

consumers, including a large number of industries. This crucial enhancement will ensure continuous power supply for consumers by provisioning

backup power during outages, preventing overloading, mitigating voltage fluctuations, and improving overall reliability.



HR Initiatives

Train To Hire Initiative

"Train-To-Hire" initiative, has now successfully completed its first two months. This program has been instrumental in bridging the gap between academia and industry by providing essential training and exposure to young engineering talents, with the active involvement of our senior leaders.

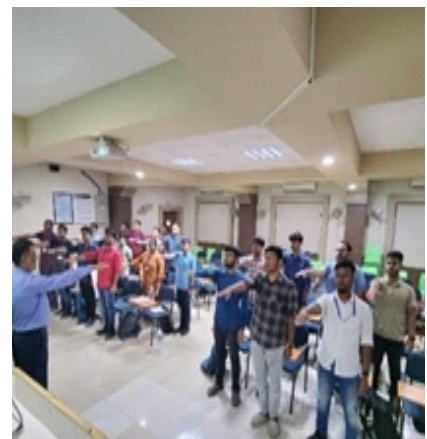
Over the past two months, 35 plus senior executives from TPCODL have actively participated as Subject Matter

Experts (SMEs) across seven engineering colleges. These SMEs have played a pivotal role in imparting their knowledge and expertise to the aspiring engineers, contributing to their skill development.

As of now, 75 plus classes have been conducted successfully across seven different colleges. This achievement is a testament to the collaborative spirit and commitment of our team, both from the senior leadership and the young engineering talents.

The "Train-To-Hire" initiative aligns with our broader goal of nurturing and developing young talent, preparing them for future roles within Tata Power. We believe that by providing this hands-on experience and mentorship, we are not only investing in the growth of our organization but also in the personal and professional development of these aspiring engineers.

Some of the glimpses from the sessions:



TPCODL New Joinees October, 2023



Some Snaps of Interaction between New Joinees and Mr. Subir Verma, Cluster Head HR - T&D, TPC, Mumbai



Business Excellence Initiatives

Visit of a team of Senior Officials from Madhya Gujarat Vij Company (MGVCL) to TPCODL for an inter-organisational knowledge sharing tour

Knowledge sharing at the inter-organizational level plays a critical role that culminates in exchange of information, expertise, and best practices sharing between different organisations. TPCODL has always remained as a pioneer in such type of collaborative effort.



In this regard a team of 4 senior officers from Madhya Gujarat Vij Company (MGVCL), a prominent power distribution company visited TPCODL from 9th October to 11th October'23 to gain insights into the various ongoing operation and maintenance activities, as well as the organizational structure and initiatives implemented. During the 3 days visit, the team studied organizational structure, activities outsourced, process of new connections release, O&M of underground network, customer care centres etc. This provided a platform for holistic



understanding of the best practices.

In a rapidly changing business environment, TPCODL understands the importance of knowledge sharing that fosters growth, innovation and sustainability across industry creating a platform for the same.

IMS Internal Auditor's Certification Course - 4th batch

4th batch of IMS Internal Auditor Certification Course was conducted from 5th to 7th October'23. Experienced faculty Mr. Saroj K. Panigrahi facilitated the course content. Participants

were given practical exposure with mock audit conducted post training session. There were 34 participants in the session who successfully cleared qualifying exam (securing >70% marks) for

the "Certified 3 Days IMS Internal Auditors Program". Going ahead IMS Internal auditors will audit for various IMS processes released.



QCC Training

QCC training was organized by Business Excellence Team on 19th August'23 and 20th October'23, facilitated through

external agency 'QCFI'-Quality Circle Forum of India. Expert trainer Mr. Satyawan Nayak and Mr. Ram Shankar Das, Honorary

Secretary-QCFI, Bhubaneswar, facilitated the session.

A total of 28+33 participants were covered in QCC trainings.

Key aspects covered in the training session included introduction to QCC, dimensions of quality, continuous improvement process, total quality management, QC tools, etc.

The session also involved Case study review based on QC tools and techniques with coverage on areas such as QCC Objective, Team selection/formation, execution of QCC activity, etc.



Corporate Social Responsibility

TP Central Odisha Distribution Limited (TPCODL) believes in carrying forward the philosophy and legacy of the Tata group by giving back to the society through its community

development initiatives. It has its own aligned vision, mission and policy with a simple view of benefitting the society. The company's Corporate Social Responsibility (CSR) Department

was constituted right from the inception of company with the objective to serve its key stakeholder - the community, and ever since, the company has driven several initiatives that are

Mobile Health Dispensary

To cater to the health needs of the community, TP Central Odisha Distribution Limited Under the Arogya project, we have deployed Mobile Health Dispensaries at Bagapatia, Rajnagar Block, under

Kendrapada Division. Each Mobile Health Dispensary is equipped with an MBBS Doctor, a Pharmacist and a Nurse who provide free medical consultation and medicines to people in need. These

dispensaries visit remote locations that lack basic healthcare infrastructure and provide access to medical facility to people residing in that area.



These MHDs ensure free treatment and medicines for the residents.

VTC Prize Distribution

TPCODL's Vocational Training Centers, under the Roshni program, are transforming lives. Through these VTCs, 100 trainees have successfully completed NSDC-accredited skilling courses, including Self-Employed Tailor and Computer Operator courses. They have received certificates and acquired job-ready skills.





WLC Prize Distribution



Access to women's education is pivotal for holistic societal development. TPCODL's 'Vidya' initiative has been facilitating access to functional literacy through Women's Literacy Centers in urban slums. These centers provide essential literacy training, equipping women with life-changing skills.



Recently, 200 women completed their training and were awarded certificates of merit, paving the way for a brighter future and inspiring others to become literate.

Skill Development And Entrepreneurship Center, Angul

We at TPCODL have launched the Skill Development and Entrepreneurship Centre in Angul as part of our #DAKSH

program, offering courses in Plumbing Assistance and Facility Management. We will connect trainees with suitable

employment opportunities through expert agencies, fostering entrepreneurship and boosting the local economy.



Events

Bill Pay & Win Scheme

To encourage customers with ZERO Arrears TP Central Odisha Distribution Ltd. (TPCODL) has organized a grand prize distribution event organized on 7th Oct at 16 different locations across Central Odisha under the Bill Pay and Win scheme. 200

winners were rewarded with mobile phones of worth Rs 10,000.

Customers with zero arrears participated and Winners were selected among customers. Customers shared their

happiness after winning mobile phones and appealed to other customers to pay their bills on time and become a customer with zero arrears and stand a chance to be the next winner.



Mosaic of Oneness and 1st TPCODL Football Premier League – 2023

TPCODL welcomed the Trophy of Randstad Employer Brand Survey winner Trophy of Most Attractive Employer and



The event celebrating the spirit of sportsmanship and remarkable employer was organized on 14th October'23 (2nd Saturday) at CSIR - Institute of Minerals and Materials Technology Sports Ground, RRL Campus, Acharya Vihar, Bhubaneswar.



Some More Snaps from the Event



Green Puja- #CelebrationbhiSustainabilitybhi

This year, we joined hands to celebrate "GREEN PUJA" in a unique and meaningful way by following a "Green Theme."



Green, the color of life, freshness and sustainability, beautifully encapsulates the essence of this festival. By embracing the Green Puja, we celebrated the festival as well as promoted sustainability, environmental consciousness, and the values that our organization stands for.

Each and every department came up with a creative way to celebrate Green Puja and shared those moments with others to make them aware how celebration and sustainability can go together. 3 best winners were also decided through a lucky draw system. Hence this

Puja we made our commitment to growth, both personally and as a responsible citizen.



Observation of Vigilance Awareness At TPCODL

TPCODL

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Vigilance Awareness Week 2023

30th October to 5th November 2023

"Say no to corruption – commit to the nation"

**Join hands with Vigilance Department of TPCODL
in the fight against corruption by lodging complaints @**

Email ID: vigilance@tpcentralodisha.com | Whatsapp No: 7077009666

From 30th October to 5th November, TPCODL is pleased to observe Vigilance Awareness Week. Our employees have come together to pledge their dedication to the core principles of integrity, transparency, and accountability.



Awards and Accolades

TPCODL provides employment to 38 passout trainees from it's Vocational Training Center under Roshni initiative.



TPCODL under its Roshini Program has successfully provided employment to 38 trainees who has completed the 06 certified training course on Stitching and Tailoring in phase - 01 in M/s Sahi Exports after an effective coordination . After their induction, now all the employed trainees will undergo industrial training where they will get the stipend; After the successful completion of the

industrial training, all will be absorbed in the role of M/s Sahi Exports Private Limited"; M/s Sahi Exports Private Limited has made the arrangement of Hostel where all these candidates will reside during their induction training". On the very first of their induction, all the trainees has received a warm welcome from the HR team of M/S. Sahi Exports Private Limited"



T&D Cluster Improvement Convention FY23-Laser Projects Winners

TPCODL shines as a winner of 'T&D Cluster Improvement Convention FY23 – Laser Projects' organized by Tata Power for 'Laser Competition'. Our 'Reliability Improvement of High Revenue 11KV Unit 1 Feeder' project, featuring a dedicated team of 6 members, triumphed in this prestigious competition.

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A COMMITTEE OF TATA POWER AND COMPANY LIMITED

TATA POWER

T&D Cluster Continuous Improvement Challenge
FY23 LASER Competition Winners

Reliability improvement of High Revenue 11 KV Unit 1 Feeder


TPCODL


 Manas Bhattacharjee


 Vipin K Jain


 Arjit Gupta


 Puneet K Saini


 Sudha Yadav



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Customer Appreciations

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Your support drives our progress!

Angerath Sahoo @angerath_sahoo
Now, electric supply is restored. Thank u so much Sir 🙏 for the quick response @TPCentralOdisha @MOSakarST @tncpyodisha

Abdul Shaikh @abulshaikh
A very welcome initiative.

SWAROOP MCHANNITY @SWAROOPMCHANNITY
Very glad initiative by TPCODL.

Shella choudhury @ShellaChoudhury
Thankyou. The service has been greatly improved from the past months. Much appreciated

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Your support encourages us to excel

anjanle @anjanle2
Sir thank u our prob is solve thanks a lot from kalapanchan basti

Mad Anush @MadAnush
We are fortunate that the power restoration has been done within 38 hours. This is very impressive work by @TPCentralOdisha. Thanks for the timely work. Appreciate

Dhananjaya Nayak "X" @dhananjayanayak
ପ୍ରଦୀପ୍ତ ହେବା ପାଇଁ ଶୁକ୍ଳ ଚନ୍ଦ୍ର ଚନ୍ଦ୍ର ଚନ୍ଦ୍ର ଚନ୍ଦ୍ର ଚନ୍ଦ୍ର

Mousumi Gochhayat @Mou.Gochhayat
Thank you. Transformer replaced and power supply restored.

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Your support encourages us to excel

Santosh Kumar Nayak @SantoshKumarNayak
TPCentralOdisha କିମ୍ବା ଏକ ବଡ଼ ଉପାଦାନ ଚଳିବା ପାଇଁ ଧନ୍ୟବାଦ

GIYAN PRAKASH @GIYANPRAKASH7
Great work kudos 🙏
Enjoy your meal 🍽️
11:32 PM · Sep 1, 2023 · 33 Views

Shibananda Pattnaik @shibananda7
Thank you for your services and quick response.

@lalitendu @lalitan34810342
Thank you for your quick service and cooperation 🙏

24X7 Toll-free Call Centre: 18003457122 / 1912

TPC^{ODL}
TP CENTRAL ODISHA
DISTRIBUTION LIMITED
A Joint Venture of Tata Power and Government of Odisha

Your appreciation motivates us to serve you better!

Ashish Kumar @ashishk53542554
Tata group companies always on the forefront! My kudos to team TPCODL 🙏
@TPcod171047 @gaurimohanty8

Kedarnath ranjit @Kedarnathranjit7
Very good Initiative

Nagendra Prasad Nayak, OPS @Nagendra23623081
Great Initiative

Debu Nayak @DebuNayak
Respected Team Hardwork and appropriate intervention by the authorities. My undying gratitude 🙏

News Flash

ବିଦ୍ୟୁତ୍ ବିଶେଷ ଗ୍ରାହକ ୨୦୦ଟି ଗ୍ରାହକ ସେବା କେନ୍ଦ୍ର ଗ୍ରାହକ ସେବା କେନ୍ଦ୍ର ଗ୍ରାହକ ସେବା କେନ୍ଦ୍ର

TPCODL has been providing electricity services to 200 customers through its dedicated service centers. The centers are equipped with all necessary facilities to ensure a smooth and efficient service for the customers.

ବାଲ୍ୟାଳରେ ହେବ ଓଡ଼ିଶା ସେବା ବିଜ୍ଞାନ ଆୟୋଜିତ ସମ୍ମିଳନୀ

A meeting will be held in Odisha to discuss the service of children. The meeting is organized by the Odisha government and will involve representatives from various departments and organizations.

TPCODL urges for use of temporary legal connections during Dussehra

TPCODL
TP CENTRAL ODISHA DISTRIBUTION LIMITED

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PBD BUREAU
BHUBANESWAR, OCT 12

In a bid to provide secure and uninterrupted power supply during the Dussehra festival, TPCODL has suggested that customers use temporary legal connections. The company's vigilance teams will monitor and maintain electricity at all the puja pandals, preventing unauthorized venting of power. TPCODL has suggested that customers use temporary legal connections and shop owners should ensure proper earthing, maintain a safe distance from electrical installations and electrical lines during processions, and to install fire extinguishers and use energy-efficient LED lights.

Persons desirous of taking temporary connection during the festival may call 1912 or email at: newconnections@tpcentralodisha.com. TPCODL said in the release.

"Our firm commitment to safety guarantees a joyful and exceptionally secure Dussehra for everyone. We encourage the public to procure the public to procure authorized electricity connections and diligently adhere to safety protocols," said Arvind Singh, Chief Officer.

विश्व स्तरीय बिजली वितरण सेवाएं प्रदान करने पर दिया जोर

TPCODL is committed to providing world-class electricity distribution services. The company is working to improve its infrastructure and ensure that all customers receive reliable and efficient service.

ଆଇନଗତ ବିଦ୍ୟୁତ୍ ସଂଯୋଗକୁ ସୁରୁଖୁ

TPCODL
ବିଦ୍ୟୁତ୍ ବିଶେଷ ଗ୍ରାହକ

TPCODL is providing legal electricity connections to its customers. The company is working to ensure that all connections are safe and reliable, and that all customers have access to electricity.

ବିଦ୍ୟୁତ୍ ବିଶେଷ ଗ୍ରାହକ ୨୦୦ ବିଜ୍ଞାନ ଗ୍ରାହକ ସେବା କେନ୍ଦ୍ର ଗ୍ରାହକ ସେବା କେନ୍ଦ୍ର

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TPCODL elevates customer service with 20th Customer Care Centre

Bhubaneswar (TPCentral Odisha Distribution Limited (TPCODL), A joint venture of Tata Power and the Government of Odisha, in its unwavering commitment to enhance customer experience, has opened its 20th Customer Care Centre at Athagarh. This expansion underscores TPCODL's resolute dedication to enrich the customer experience. The Customer Care Centre (CCC) was inaugurated by Hon'ble Cabinet Minister Shri. Ramendra Pratap Swain, Department of Agriculture, Farmers & Empowerment, Govt. of Odisha in the presence of members of TPCODL Management. On the occasion, the best services to customers of Athagarh Electrical Division, the Customer Care Centre will be managed by a team of officials who are well trained to handle a gamut of customer service offerings such as New Connections, Bill Payments and Addressing to Customers' Queries and Complaints. To manage customer inquiries efficiently at the footfall, TPCODL has introduced Queue Management System, and has also introduced Self-Help Kiosks at the center. These kiosks enable customers to access crucial information related to ease and convenience. TPCODL values customer feedback and created the dedicated Feedback Tab, serving as a direct channel for customer information related to ease and convenience. TPCODL values customer feedback and created the dedicated Feedback Tab, serving as a direct channel for customer information related to ease and convenience.

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TPCODL celebrates success of 'Bill Pay and Win Scheme'

PBS BHUBANESWAR

The TP Central Odisha Distribution Limited (TPCODL) has announced the implementation of its 'Bill Pay and Win Scheme'. The initiative aims at encouraging customers to settle their bills promptly, resulting in a zero-arrear status. It has received an overwhelming response from the customers.

Besides, the TPCODL has distributed 200 mobile phones to lucky customers across 20 divisions in events organised at 16 locations, including Bhubaneswar, Nimmapada, Puri, Cuttack, Salipur, Athagarh, Dhenkanal, Talcher, Angul, Balugaon, Jagatsinghpur, Khordha, Jagatsinghpur, Nayagarh, Marshaghai and Paradip. The rewards stipulated by the OERC. To be eligible for the scheme, customers must maintain a zero-arrear status at the end of each month, providing them with an opportunity to win one of the 200 mobile phones available monthly through a lucky draw. Additionally, the TPCODL offers a 4% digital prompt payment rebate to customers who pay their bills on time.

TPCODL CEO Arvind Singh said, "TPCODL congratulates all the winners. The TPCODL urged all customers to participate in the scheme during October by ensuring zero-arrear at the end of the month and stand a chance to win mobile phone."

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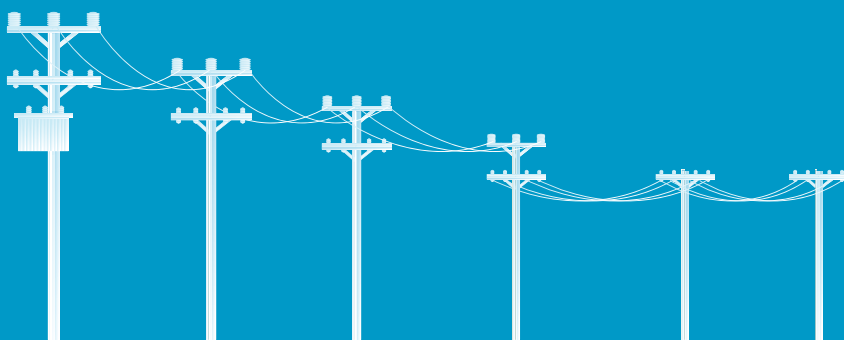
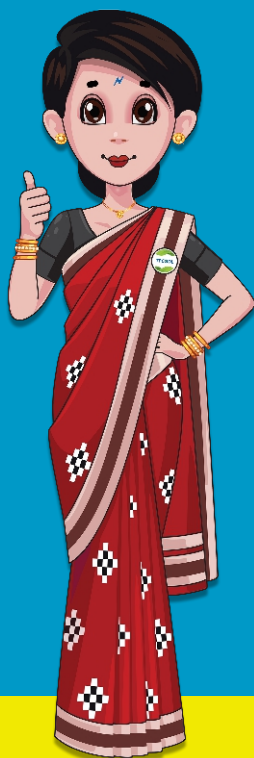
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for any complaint/query call

1912



For New Connection



Customer Care/ ଗ୍ରାହକ ସେବା
1912/1800-345-7122



Whatsapp/SMS/ Missed Call ହ୍ୱାଟ୍ସସ୍‌ପ / ମିସ୍ କଲ୍ / ଫୋନ୍ କଲ୍
8093009990



E-mail/ ଇ - ମେଲ୍
newconnection @tpcentralodisha.com



Website/ ୱେବସାଇଟ୍
<https://mobidyut.com/NewConnection/Connection Type>

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