



Frequent Ask Question - OTS Scheme 2022

Q.1. Who is eligible under OTS-2022 scheme?

Ans. All consumers having arrear as on 31.05.20 and availing power supply under LT, HT and EHT are eligible including Govt. Consumers.

Q.2. Where can I contact for availing the benefits under OTS-2022?

Ans. To avail the benefit under OTS-2022, following avenues are available:

- Call Centre – 1912 / 1800 345 7122
- Customer Care Centre
- Nearest local electrical Section/Sub-Division Office /EE/SE office
- Website – www.tpcentralodisha.com
- Mobile App – TPCODL MITRA App

Q3. What are benefits available under OTS Scheme?

Ans. Benefits available for LT Customers are as follows:

Type of consumers	Quantum of Rebate
Group 'A' i.e all LT Category of consumers	i) 80 % of DPS + 15% of eligible amount. If Arrear payment is made in 3 consecutive monthly instalments i.e 50% + 25% + 25%
	ii) 80 % of DPS + 20% of eligible amount. If Arrear payment is made in 2 equal consecutive monthly instalments i.e 50% + 50%
	iii) 80 % of DPS + 30% of eligible amount. If Arrear payment is made in full at a time.
Group 'B' i.e all HT & EHT consumers	i) 40 % of DPS. If Arrear payment is made in 3 consecutive monthly instalments i.e 50% + 25% + 25%
	ii) 50 % of DPS. If Arrear payment is made in 2 equal consecutive monthly instalments i.e 50% + 50%
	iii) 60 % of DPS. If Arrear payment is made in full at a time.

Illustration

If a consumer is having arrear of Rs. 10,000/- as on 31st May'20 (Energy Charges, MC & others -Rs.8000, DPS- Rs.1500 &Electricity Duty Rs.500), so **eligible amount is 8,000/-** (EC+MC, excluding DPS & ED)



Further, the DPS levied on the above outstanding till date if any shall be waived off on a proportionate basis.

Total Arrear as on 31.05.20 is Rs. 10,000 (Energy Charges, MC & others -Rs.8000, DPS- Rs.1500 &Electricity Duty Rs.500) (A)			
Component	One instalment(80% on DPS+30% on eligible amount)	Two instalments(80% on DPS+20% on eligible amount)	Three instalments(80% on DPS + 15% on eligible amount)
Rebate on eligible Amount (Rs.8000) (B)	Rs.2400	Rs.1600	Rs.1200
Rebate n DPS (Rs.1500) (C)	Rs.1200	RS.1200	RS.1200
Total benefit available (D= B + C)	Rs.3600	Rs.2800	Rs.2400
Electricity Duty (E)	Rs. 500	Rs. 500	Rs. 500
DPS charged till date on 31.05.20 principal amount (F)	500	500	500
Waiver on C component @ 80% (G)	400	400	400
Total Payable Amount H = A – D+E+F-G	Rs. 7000/-	Rs. 7,800/-	Rs. 8,200/-

Q.4. I am an EHT consumer and wants to avail the benefit under OTS-2022, what is the quantum of waiver available?

Ans. As per the OTS-2022 scheme the benefit for HT and EHT category of consumer as per response made available against question no. 3.

Q.4. My bill has been raised erroneously due to which outstanding amount is incorrect. Can the bill be revised and thereafter OTS-2022 benefit be extended?

Ans. As per the terms of OTS-2022 **either you can opt for bill revision or opt for OTS. Customer can not avail both the benefits.** However, if erroneous bill pertains to period after 1st May'20, the same can be revised as per normal practice. For further assistance, you can contact nearest electrical office or customer care centre or call our call centre – 1912 / 1800 345 7122.

Q.5. My connection has been disconnected since long due to non-payment, can I avail this benefit?

Ans. Yes, this scheme is applicable for Permanently Disconnected (PD)/Temporary Disconnected (TD) consumers of all category. This scheme even applicable to those consumers who have been issued with DC notice as on 22nd Dec-22.

Q.6. I have challenged the outstanding amount due to wrong billing before GRF, OMBUDSMAN or Legal Forum still can I take benefit under this Scheme?

Ans. Yes, cases pending at GRF, OMBUDSMAN or Legal Forum can avail the benefit. For which you have to submit an affidavit (*as per prescribed format*) duly notarised through authorised notary declaring that I will withdraw the case from the appropriate forum prior to 21st April 23.

Q.7. I have availed benefit under OTS in 2011, there after I am not paying regularly and have outstanding amount. Can I avail benefit of OTS-2022 again?

Ans. As per the terms of OTS-2022, there is no such restriction, therefore you can avail the benefit of OTS-2022.



- Q.8.** I am paying my current dues regularly and also paid some amount out of 31st May'20 outstanding. Can I avail this OTS-2022 on the outstanding dues? Is the amount paid out of arrear can be refunded?
- Ans.** Yes, you can avail the benefit of OTS-2022. The amount paid against the outstanding of 31st May'20 after 31st May'20 to TPCODL shall be adjusted against the settled amount and balance amount needs to be paid either in one go or through instalments.
- Q.9.** What is procedure to be followed after providing the option to be selected?
- Ans.** After submitting the registration form along with selected options, instalments copy will be provided which need to be paid within the due date. After submission of all instalments, the due benefit will be provided in subsequent bill.
- Q.10.** I am a LT consumer and my bill was revised in the past period (Dec-2019 to Sep-2020) as per GRF order. I have yet to clear the revised amount for the aforesaid period as well as some outstanding of past period. Am I eligible for OTS-2022 on entire outstanding as on 31st May'20? May please be clarified.
- Ans.** As per the terms of OTS-2022, there is no such restriction on outstanding amount as on 31st May'20. Therefore, amount outstanding as on 31st May'20 qualifies for OTS, irrespective of past revision.
- Q.11.** Can I know the validity period of the OTS?
- Ans.** The validity of OTS-2022 is from 22nd Dec-22 to 21st April-23 (i.e. 120 days)
- Q.12.** Is there any scope in extension of these 120 days of validity period.
- Ans.** As of now there is no such possibility.
- Q.13.** Is DPS is applicable if I choose to pay the settled amount through instalments?
- Ans.** As per the terms of OTS-2022 no such directives are available. But, opting payment through instalments will lower the waivable amount. Hence, payment through single instalment is more beneficial.
- Q.14.** My post Jun'20 energy bills have been wrongly generated, can I not eligible for bill revision of such erroneous bill as well as entitled for OTS on 31st May'20 outstanding?
- Ans.** OTS-2022 is specifically against outstanding arrear as on 31st May'20 and OTS is not applicable on arrear arising after 1st Jun'20. So, if the bill is erroneous for the period after 31st May'20 it can be revised as per applicable regulation and benefit of OTS-2022 can be availed on 31st May'20.
- Q.15.** What shall be the mode of payment of the eligible outstanding amount under the OTS Scheme 2022?
- Ans.** The payment can be made in any mode.
- Q.16.** If I pay through digital mode, shall I be eligible for digital rebate available for various category of consumers in the RST Order FY 22-23?
- Ans.** As OTS is a discounted scheme, no such digital rebate is applicable. However, digital rebate on TPCODL arrears is available.
- Q.17.** Should I wait till the last day for availing benefit under the OTS Scheme 2022?
- Ans.** It is advisable to avail the benefit under the Scheme as soon as possible in order to avoid last rush and to make clearing all your dues. Sufficient time of 120 Days (four months) have been provided under the Scheme.



Q.18 What is the benefit of clearing TPCODL outstanding dues ?

Ans. It is advisable to clear all your TPCODL outstanding dues to avoid disconnection. This will ensure clearance of arrear pertaining to period after 01.06.22 . Clearance of TPCODL bill and OTS dues will ensure that no DPS on these amount will be levied. Further Digital payment rebate will be provided on online payment of TPCODL arrears (applicable only to LT Domestic and Single phase GPS connections.)