

TPCODL
TP CENTRAL ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

**“Mega Bill Pay & Win Scheme” For TPCODL
Consumers – March 2023**

Scheme I - Lucky draw scheme for consumers having zero arrear as on 31st March'23.

Scheme II - Lucky draw scheme for consumers making payment through digital mode in March'23.

Document on Lucky Draw Scheme “Mega Bill Pay & Win Scheme” Announced by TPCODL for the month of March 2023

Two schemes is launched for the month of March 2023 for TPCODL Consumers. Please refer Annexure I for detailed Scheme and prize details.

Annexure I

Please find below the Schemes for Mega Bill Pay & Win Schemes for March 2023.

Scheme I - Lucky draw scheme for consumers having zero arrear as on 31st March’23 (less than Rs 10 outstanding amount as on 31st March’23).

Scheme II – Lucky draw scheme for consumers making payment through digital mode in March’23 having arrear less than Rs 10.

Please find below the Prizes for the above shared 2 Schemes:

Type of event	Prizes	Scheme	Items
Quarterly Pay & Wins Scheme - March’23	1st Prize Mobile Phone	Payment Through Digital Mode for March’23	MOBILE PHONE (30 Lucky Winners)
	2nd Prize Cookware set	Payment Through Digital Mode for March’23	COOKWARE SET (30 Lucky Winners)
	1st Prize Steamed Iron	Zero Arrear as on 31st March’23	Steamed Iron (200 Lucky Winners)

Process Steps Involved: -

1. Extraction of Consumer Data(Only for SBM Consumer).
2. Extraction and filtration of data as per Logic.
3. Freezing of cases qualifying for Lucky Draw.
4. Selection of winners through Lucky Draw.
(Winners selected by Sr. Officials through generic code)
5. Coordination and Verification of documents by Customer Service Team.
6. Distribution of Prizes to Lucky winners.

TERMS & CONDITIONS GOVERNING THE LUCKY DRAW

1. It is an event based Scheme called as “ Bill Pay & Win” exclusively for the consumers of TP Central Odisha Distribution limited, based on Lucky Draw of the consumers qualifying for various schemes as per the logic. This motivational scheme does not guarantee to cover all the consumers to be a winner. However, to keep maximum level of openness, the random number selection process will be used for selection of winners.
2. The Lucky Draw is one of the efforts on the part of TPCODL to recognise the consumers having good payment track record and hence contributing towards reducing commercial losses of TPCODL in its area of supply. It does not encourage any kind of gambling or gaming activities.

3. There are several prizes as mentioned in this document to be given to consumers under the scheme.
4. The Lucky Draw is open for all active metered consumers (SBM) as on 31.03.2023, residing TCODL's area of supply.
5. Dues paid by cheques but bounced later for any reason shall not be eligible for Lucky Draw.
6. Lucky Draw shall not be applicable to connections having outstanding amount on account of theft.
7. Lucky Draw shall not be applicable to disconnected connections even if outstanding amount is less than Rs 10. However amount paid on disconnected connection made live prior to 31st March'23.
8. Lucky Draw shall be applicable to all SBM consumers irrespective of consumer's previous record of payment default, disconnection or theft.
9. Existence of dues on account of disputed amount recognised and pending in any of the legal or regulatory forum shall not disentitle the consumer for the purpose of the Lucky Draw.
10. Reasonable efforts have been made to make consumers aware of the Lucky Draw but TPCODL does not guarantee the direct communication to each and every consumer. Various means like display of list on our website/consumer care centres, communication through mail/sms/verbal will be done by TPCODL.
11. Consumers winning the prize shall be informed at the contact details as per billing data available with TPCODL. In case the winning consumer does not respond within 3 days of the communication, it shall be sole discretion of TPCODL to allocate the prize to other participating eligible consumers or schemes.
12. The venue for declaration of the prizes shall be any of the office of TPCODL.
13. TPCODL will try to organise the Lucky draw event to select the winning consumer within 90 days of closure of the scheme.
14. In the event of Force majeure situations (including but not limited to such as fire, flood, strike, war, statutory requirement etc.) the present Lucky Draw may be suspended by TPCODL at its sole discretion and no successful participant can claim such prize in such an event.
15. A consumer/connection number (CA no.) shall be entitled to only one prize and under no circumstances the consumer be entitled to two or more prizes under the Lucky Draw.
16. The winner shall be required to produce its identity proof along with all relevant documents as provided under applicable laws, such as Aadhaar card, residence proof, photo ID's, or Passport and copy of latest paid bill. In the event of non-production of such mandatory proof's, TPCODL shall be free to rescind the prize to such winning participant and allocate the prize to other participating eligible consumers.
17. The winner shall be liable and responsible for bearing of all applicable charges / levies / taxes.
18. In the event of a user/winner being minor, his/her legal guardian (with valid proof) shall be entitled to collect the prize and complete requisite formalities.
19. With regards to the Prizes, it is expressly specified that TPCODL does not warrant or certify the quality, performance of any of these products and the same be subject to the general terms and conditions as regards the warranty and post-sale services as may be offered by their manufacturers/ service providers to their customers. In the event of any dispute with regard to defect in quality, performance or service of

- such products, services, the winner shall not hold TPCODL responsible and shall pursue the matter directly with the manufacturer /supplier of the prized product.
20. In case of any dispute the matter to be dealt with in jurisdiction at Odisha Court Only.
 21. The Lucky Draw is not open for employees of TPCODL (TP CENTRAL ODISHA DISTRIBUTION LIMITED). If at any point of time it is found that the winner was an employee of TPCODL or employee's relative (father/mother/husband/wife/son/daughter of such employee) then TPCODL shall be free to cancel the allocation of prize awarded to such person and allocate the prize to next eligible consumer of draw result sequentially.
 22. The scheme is governed as per the Terms and conditions and Logic decided by TPCODL and the numbers of prizes mentioned above is subject to change on sole discretion of TPCODL.
 23. Head (CS & KCG) will be the final authority to resolve any issue/dispute related to this Pay and Win Scheme.

Data Logic

Scheme I

The following methodology will be used for selection of qualifying consumers for Lucky Draw for consumers having zero arrear as on 31st March'23:-

1. Consumer data will be extracted from system and same will be base data for the qualifying cases for the scheme.
2. The CA numbers collected as per the logic at Sr. No 1 will be matched with amount pending as on 31.03.2023 and matching cases will be excluded.
3. Conditions of the scheme like - Only one prize to be given to a consumer and recipient should not be a relative of TPCODL. Employee category qualified cases to be manually taken care at the time of prize distribution.
4. The list of winners would be extracted along with waitlist winners. In case of the non-allocation of prize for any reason, the next consumers appearing in draw list sequentially will be eligible for prize.
5. Other filtration of data as per scheme policy.
6. All Prizes are open for all qualifying consumers.

Scheme II – Lucky draw scheme for consumers making payment through online mode:-

- (a) Under this scheme, consumer making bill payment through online mode will be eligible for the lucky draw. The scheme period will be 1st March 2023 to 31st March 2023.

The List of Prizes

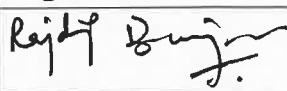
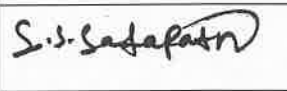
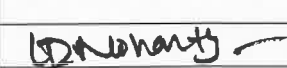
Details of Scheme wise and segment wise prize items are attached as Annexure I.

Promotional Activities:

TPCODL will utilize various means to promote the Pay and Win Scheme.

1. Placing of Banners/Posters/Standees at Customer Care, Gaon Chalo & RWA Camps and at various Payment Counters.
2. Scheme Banner on TPCODL Website and TPCODL MITRA APP.
3. Advertisement in Local Newspaper.
4. Emailer to be shared with TPCODL Consumers.
5. IVRS waiting call.

Team for Pay and Win Scheme – March'2023

Sr. No.	Name	Group	Signature
1	Rajdip Banerjee	CS	
2	Smrutisnata Satapathy	CS	
3	CREs	Customer Service Team	
4	Lubna Diana Mohanty	Call Centre	

Approved By:



Ashish Sharma
HoD – Customer Services

Glimpses of Prize Distribution Ceremony of Lucky Winners on Digital Payment & under Zero Arrear Scheme – Sept'22



Dhenkanal



Cuttack



BBSR -1



BBSR 2



Paradeep