

TRIPURA STATE ELECTRICITY CORPORATION LIMITED

(A Govt. of Tripura Enterprise)



NOTIFICATION

Whereas, as per provision of Section 42(5) of the Electricity Act 2003 and in accordance with the TERC (Consumer Grievance Redressal Forum & appointment of Ombudsman) Regulation, 2005, Tripura State Electricity Corporation Limited had constituted its "Consumer Grievance Redressal Forum" with a three-tier redressal system as under:-

- TIER-I: Headed by the Deputy General Manager (Dy. G.M.) at Electrical Divisions.
- TIER-II: Headed by the Additional General Manager (Addl. G.M.) at Electrical Circle.
- TIER-III: Headed by a General Manager of TSECL at the Head Quarter.

AND

Whereas, Business Reforms Action Plan 2024 (BRAP-2024) vide Sl. No.177 recommends that the DISCOMs establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling.

Therefore, in order to comply with the above recommendations, TSECL hereby notifies for information to all consumers and other stake holders that any consumer having a grievance can submit online application for redressal to the respective forum in the website www.tsecl.in or www.bidyutbandhu.com.

GUIDELINE FOR WORKING PROCEDURE:-

TIER-I:

- Any consumer having a grievance shall submit online application initially to the appropriate Consumer Grievance Redressal Officer (CGRO) at Tier-I i.e. Deputy General Manager of Electrical Division.
- The grievance shall be acknowledged and recorded with a complaint number.
- The grievance process shall be completed within 12 (Twelve) days at Tier-I.
- In case the grievance requires information from another authority, the applicant shall be informed of the status of the complaint within 7 (Seven) days.
- Normally the consumer shall come up with his grievance within 60 (Sixty) days of its cause of grievance unless otherwise authorized by the Commission. A separate petition may be made on that behalf.