

# 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](http://www.tsecl.in) or [www.bidyutbandhu.com](http://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.

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## TIER-II:

- If the complainant is not satisfied with CGRO, Tier-I's outcome, the complainant can approach CGRO, Tier-II i.e. Additional General Manager of Electrical Circle by following the same procedure, as for Tier-I.
- The grievance process shall be completed within 5 (Five) days at Tier-II.

## TIER-III:

- If the grievance is un-resolved in Tier-II, the complainant can approach the CGRO, Tier-III i.e. General Manager (Technical) of TSECL at the Corporate office, Agartala.
- The grievance process shall be completed within 4 (Four) days at Tier-III.
- If the complainant or the grievance redressal officer opts to hear the grievance in person, CGRO, Tier-III can contact the complainant via telephone, etc.
- The CGRO, Tier-III's decision on the grievance shall be communicated to the complainant.
- If not satisfied with the CGRO, Tier-III's decision, the complainant can approach the Electricity Ombudsman at office of the Tripura Electricity Regulatory Commission (TERC), Agartala within 15 days from the date of receiving the order.

The above guideline for working procedure may vary time to time as per latest ammendment made by the Tripura Electricity Regulatory Commission (TERC).

*Biswajit Basu*

(Biswajit Basu)

Managing Director

Tripura State Electricity Corporation Ltd.

Memo. No. F. 1(51)/G.M. (Tech)/TSECL/2024-25/ 22,966-23017 Dated:- 14.06.2024.

Copy to:-

1. P.S. to the Secretary (Power), Government of Tripura.
2. P.S. to the Managing Director, TSECL.
3. The Director (Technical), TSECL, Corporate office, Agartala.
4. The Director (Finance), TSECL, Corporate office, Agartala.
5. The General Manager (Transmission), TPTL, 79-Tilla, Agartala.
6. The General Manager (Generation), TPGL, Agartala.
7. The General Manager (Finance), TSECL, Corporate office, Agartala.

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- 8-18. The Additional General Manager, (DP&C), Corporate office/EC-I, Agartala/EC-II, Agartala/EC-Dharmanagar/EC-Unakoti/EC-Dhalai/EC-Khowai/EC-Sepahijala/EC-Gomati/EC-Belonia/Transmission Circle, 79-Tilla, Agartala..
- 19-51. The Deputy General Manager, ED- Amarpur/ED-Udaipur/ED- Sabroom/ ED-Belonia/ED- Shantir Bazar/ED-Sonamura/ ED- Bishalgarh/ED-Jampuijala/ED-I,Banamalipur/ED-II, Bardowali /ED- Capital Complex/ED- Jirania/ED-Mohanpur/ ED-Ranir Bazar/ED- Khowai/ED-Teliamura/ED-Kamalpur/ ED-Ambassa /ED-Manu/ED-Kumarghat/ED-Kailashahar/ED-Kanchanpur/ ED-Panisagar/ED-Dharmanagar/ TD- P.K. Bari, Kumarghat/ TD- Banduar, Udaipur/SLDC, 79-Tilla, Agartala/ Testing & Communication Division/DGM(MMD), Electrical Store Division/DGM(C&T)/ DGM (Corporate & HR)/ DGM (Revenue), Corporate office/DGM(Vigilance), Corporate office, Agartala. They are requested to circulate this notification among ESDs under their control.
52. The Project Manager (IT) Corporate office for information and uploading the same in the website.

  
Biswanath Bisu  
Managing Director  
Tripura State Electricity Corporation Ltd.