

<b>Business Reforms Action Plan 2024-25</b>	
<b>BRAP No.</b>	319
<b>Area</b>	Obtaining Utility Permits
<b>Sub-Area</b>	Obtaining Electricity connection
<b>Recommendation/Reform</b>	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.
<b>Applicable to Department(s)</b>	Tripura State Electricity Corporation Limited

### **Compliance Supporting Documentation**

<b>Approach to reform</b>	TSECL has Implemented an Online Grievance Mechanism for handling Consumer Grievances regarding power supply.	
<b>Act/GO/Circular/ Notification</b>	Notification regarding Publish of Online Grievance Mechanism.	Memo No.F. 1(51)/G.M.(Tech)/TSECL/2024-25/22966-23017, Dated:- 14.06.2024
<b>URL</b>	Link to the notification	<a href="https://tsecl.in/sites/default/files/2024-11/notification06082024%20%281%29.pdf">https://tsecl.in/sites/default/files/2024-11/notification06082024%20%281%29.pdf</a>
	Home page of TSECL	<a href="https://tsecl.in/">https://tsecl.in/</a>
<b>Screenshots of Process/ documents</b>	Screenshots of the process is enclosed	

## Screenshot of the notification and process enclosed

# SAFETY CELL, TSECL

ERP for Better Operational Efficiency

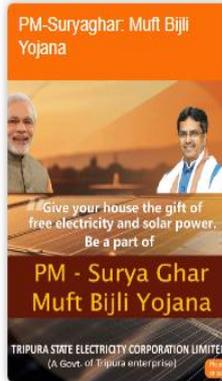
The screenshot displays the TSECL ERP interface with the following sections:

- Services:** Service Connection, Account Reports, System Operation, Theft of Energy.
- Latest News & Announcement:** Manager on purely contractual basis under TSECL. 17-08-2024T13:58:58. **Notification Regarding Online Grievance Mechanism of TSECL** (highlighted with a red box). 06-08-2024T14:02:13. Notification Regarding Consumer Grievance.
- Accolades & Achievements:** TSECL bags first position in 8th IIA for Discoms 2020.
- MD's Desk:** Portrait of the Managing Director.
- Image Gallery:** PM-Suryaghar, Muft Bijli Yojana and a meeting of the Ministry of Housing & Urban Affairs.

**Callout Box Instructions:**

Click on **"Notification Regarding Online Grievance Mechanism of TSECL"** Link under **Latest News & Announcement** section to view the Notification regarding **Functionality of Online Grievance Mechanism** or Click on Direct link which is mentioned in First page of this Document.

This notification is same for Business Reforms Action Plan- 2024 vide SI no-319



## Notification regarding Consumer Grievance Redressal Forum

### 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.

# TRIPURA STATE ELECTRICITY CORPORATION LIMITED

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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 ammendmend 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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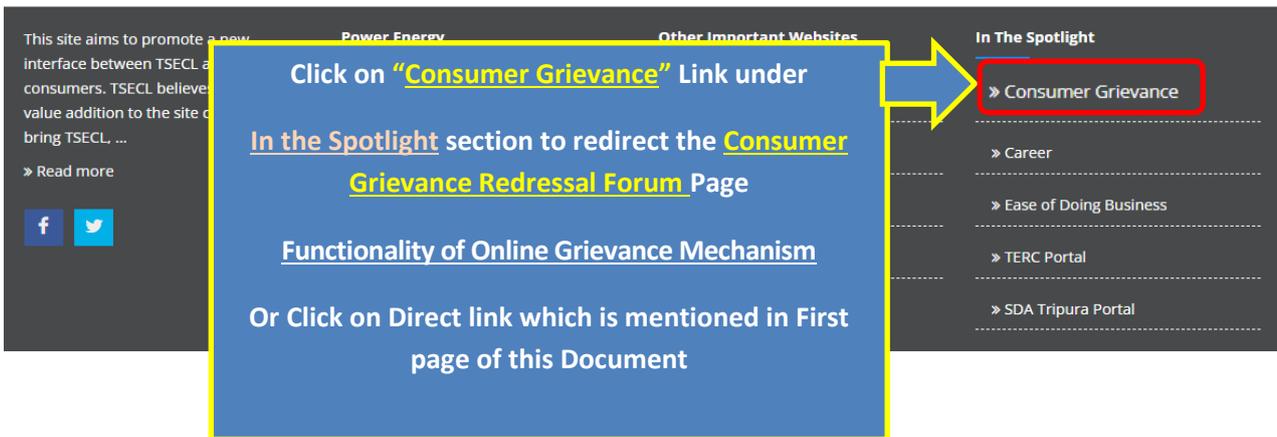
- 8-18. The Additional General Manager, (DP&C), Corporate office/EC-I, Agartala/EC-II, Agartala/EC-Dharmanagar/EC-Unakoti/EC-Dhalai/EC-Khowai/EC-Sepahijala/EC-Gomati/EC-Belonia/Transmission Circle, 79-Tilla, Agartala..
- 19-51. The Deputy General Manager, ED- Amarpur/ED-Udaipur/ED- Sabroom/ ED-Belonia/ED- 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.

**TSECL**

*Biswajit B.Su*  
Managing Director  
Tripura State Electricity Corporation Ltd.

## Online Grievance Mechanism System With Detail SOP

1. To Lodge Grievance, kindly visit the TSECL website using the link provided above and click on **'Consumer Grievance'** option as shown below.



2. After **Enter your Consumer Id**, Portal Show your Mobile no, Electric Circle, Electric Division and Name of Consumer are showed.  
After **Enter your Grievance Detail**, if any Grievance related document is available kindly attach that document by clicking on Attachment Option.  
After that **Click on Submit** Button to Lodge your Grievance.

The image shows a screenshot of the 'Consumer Grievance Redressal Forum' website. The page title is 'Consumer Grievance Redressal Forum' and the navigation bar includes 'Home', 'Lodge Grievance', 'Check Status', and 'Login'. The main content is a 'CONSUMER GRIEVANCE FORM' with the following fields: Tier (Tier I (Div. Gen. Manager)), Consumer ID\*, Previous Grievance No, Mobile No\*, Date of Issue\* (07/08/2024), Circle (EC\_2\_AGARTALA), Division (RANIRBAZAR), and Name. There is a 'Grievance\*' text area, an 'Attachment' button, and a 'Submit' button. A blue callout box with a yellow border is overlaid on the form, containing the following text: 'Enter your Consumer ID', 'Enter Your Grievance Detail', 'Click On **Submit** Button', and 'Click on **Attachment** Option to upload regarding your Grievance related document'. Arrows point from the callout boxes to the corresponding fields and buttons on the form.

3. After **Submit Consumer Grievance Detail**, a **Grievance No** will generate.  
Using that **Grievance No** Consumer can further Track his/her lodged Grievance Status.

Home Lodge Grievance **Check Status** Login

### CONSUMER GRIEVANCE FORM

Tier  
Tier I (Dy. Gen. Manager)

Consumer ID\* Previous Grievance No

Mobile No\* Date of Issue\*  
07/08/2024

Grievance\*

To Check Consumer lodged Grievance Status Click on **Check Status** Option

### CHECK GRIEVANCE STATUS

Enter your Grievance No

Grievance No\*

**Note:** Your grievance number should follow this format: G-XXXX-XXXXX-XXXXX

Submit

After enter your Grievance No Click on **Submit** Button to View your Grievance status