



सत्यमेव जयते

Government of Tripura



Citizen's Charter

Tripura State Electricity Corporation Limited

Bidhyut Bhavan Banamalipur Agartala

Tripura-799001

Website: www.tsecl.in

CITIZENS CHARTER

Tripura State Electricity Corporation Limited (TSECL) is a limited Company of Government of Tripura, which is constituted / registered as Public Limited Company and started functioning since 1st January 2005 taking over all assets of Department of Power, such as Generation, Transmission, Distribution and its allied activities. It caters to the electricity consumers of 8 districts viz **West, South, Gomati, Sepahijalla, Khowai, Dhalai, North and Unokoti.** Now Tripura is become a 'Power Surplus State' in the country and exporting power to neighboring country -Bangladesh - ,Nepal

1) Vision:

- To ensure reliable, efficient and sufficient power supply to consumers.
- To ensure a balanced all-round development of power infrastructure in all circles of operation.
- To be the leading Power Distribution Utility in the country.

2) Mission:

- To 24x7 POWER TO ALL on demand.
- To provide quality and reliable power at an affordable cost.
- To provide power system network with minimal environmental impact.
- To ensure operational efficiency through managerial, functional autonomy and technological up gradation.
- To minimize AT&C losses.

3) Objectives:

- To provide uninterrupted power to all.
- To promote energy efficiency by minimizing the Technical and Commercial losses.
- To promote energy conservation by the consumers for achieving sustainable growth.
- To minimize customer grievances and to provide speedy redressal of complaints.
- To continually improve on standards of performance of service levels.

4) Service Standards:

The service standards are enclosed in Annexure-1.

5) Grievance Redress Mechanism:

The Grievance Redress Mechanism is enclosed in Annexure-2.

6) Stakeholders:

The citizen charter is prepared as per Electricity Supply Code Regulation 2011 (With 1st & 2nd Amendment) and Standard of Performance Regulation issued and published by the honorable Tripura Electricity Regulatory Commission.

7) Responsibility Centres and Subordinate Organizations:

The Responsibility Centres and Subordinate Organizations information are as per column (e) of Annexure-1 and column (b) of Annexure-2 respectively.

8) Indicative expectations from service recipients:

The requirements from the consumers are as per column (d) of Annexure-1.

9) Month and Year for the next review of the Charter:

The citizen charter will be reviewed once in every year in the month of March and will incorporate the final changes on 31st March.

10) Facilities available to citizens for obtaining information:

This information is available in the Annexure-3.

Annexure-1: Service Standards

Customer Care Centre(CCC)24X7

Phone number: 1912(toll free), 0381- 2353502, 2356470, 6033131224.

S. No.	Service (a)	Standard (time in hours/ days) (b)	Process (c)	Requirements from Customer (Documents, forms, fees etc) (d)	Name and contact details of Officer responsible (e)
1	Licensees fuse failure				
	Urban	Within 4 working hours	1) Consumer has to call CCC & register complaint. 2) The concerned Sr Manager will rectify the complaint within 4 working hours.	1. Consumer has to call CCC & lodge/resister complaint at their nearest Section/Call office.	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division 2) .The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division2) .The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
2	Breakdown of 11 KV Overhead Line				
	Urban	Within 6 hours	1)Consumer has to call CCC & register complaint. 2)The concerned Sr Manager will rectify the complaint within 6 hours.	1.Consumer has to call CCC & lodge/resister complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 24 hours	1)Consumer can lodge/resister complain at their nearest Section/Call office of concerned Electrical Sub-Division Division2) .The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 36working hours	1)Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division Division2) .The concerned Sr Manager will	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern	Sr Manager /Manager Mobile: E-mail:

*Dy. General Manager (Corp.)
Corporate Office, TSECL
Agartala, Tripura (W).*

			rectify the complaint within 36 working hours.	Electrical Sub-Division	
3	HT Underground cable breakdowns				
	Urban	Within 24 hours	1) Consumer has to call CCC & register complaint. 2) The concerned Sr Manager will rectify the complaint within 24 hours.	1. Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 24 hours	3) 1) Consumer can lodge/register complain at their nearest Section/Call office of 2). The concerned Sr Manager will rectify the complaint within 24 hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 24 hours	4) 1) Consumer can lodge/register complain at their nearest Section/Call office . 2). The concerned Sr Manager will rectify the complaint within 24 hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concerned Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
4	Distribution transformer failure				
	Urban	Within 24 working hours	1)Consumer has to call CCC & register complaint. 2)The concerned Sr Manager will rectify the complaint within 24 working hours.	Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 72 working hours	5) 1) Consumer can lodge/register complain at their nearest Section/Call office.2). The concerned Sr Manager will rectify the complaint within 72 hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 72 working hours	6) 1) Consumer can lodge/register complain at their nearest Section/Call office .2). The concerned Sr Manager will rectify the complaint within 72 hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
5	Snapping of LT Line				
	Urban	Within 4 working hours	1)Consumer has to call CCC & register complaint. 2)The concerned Sr Manager will rectify the complaint within 4 working hours.	Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 24 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office of concern 2)The concerned Sr Manager will rectify the complaint within 24 working	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-	Sr Manager /Manager Mobile: E-mail:

			hours.	Division	
	Remote	Within 24 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office .2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:

6. Falling Tree causing no damage to Pole /Str

	Urban	Within 6 working hours	1) Consumer has to call CCC & register complaint. 2)The concerned Sr Manager will rectify the complaint within 6 hours.	Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager Mobile: E-mail:
	Rural	Within 24 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 24 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:

7 Breakdown due to short circuit of LT Line

	Urban	Within 4 working hours	1) Consumer has to call CCC & register complaint. 2) The concerned Sr Manager will rectify the complaint within 4 working hours.	Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
	Rural	Within 12 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 12 working hours.	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
	Remote	Within 24 working hours	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 24 working hours. 2)	1) Consumer can lodge/register complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:

(Signature)
 General Manager (Corp)
 Corporate Office, TSECL
 Bhubaneswar, Odisha (India)

8 Failure of Service Main

Urban	Within 6 working hours	1) Consumer has to call CCC & register complaint. 2) The concerned Sr Manager will rectify the complaint within 6 working hours.	Consumer has to call CCC & lodge/register complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
Rural	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office .2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
Remote	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office .2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:

9 Breakdown of LT Line other than specified above

Urban	Within 12working hours	1.Consumer has to call CCC & register complaint. 2.The concerned Sr Manager will rectify the complaint within 12 working hours.	1.Consumer has to call CCC & lodge/resister complaint at their nearest Section/Call office .	Sr Manager /Manager Mobile: E-mail:
Rural	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:
Remote	Within 24working hours	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division2)The concerned Sr Manager will rectify the complaint within 24 working hours.	1) Consumer can lodge/resister complain at their nearest Section/Call office of concern Electrical Sub-Division	Sr Manager /Manager Mobile: E-mail:

10 Application of new connection/additional load connection feasible from existing network

Release of supply	Class-I Cities-30 days,Urban Area-30 Days,Rural-30 Days	1)Consumer should register a request to concerned licensee along with required documents and amounts.	Consumer should register a request at concerned licensee along with following documents i) Photograph ii) identity proof iii) proof of Ownership document of occupancy of premises iv) proof of current	Sr Manager /Manager Mobile: E-mail:
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				address v) declaration of non dues of outstanding electricity bill .	
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11 Timeline for releasing new electricity connection (energisation)

1) New connection / additional load where supply can be provided	1. Class-I Cities-30 days, Urban Area-30 Days, Rural-30 Days	1) Consumer should register a request to concerned licensee along with required documents and amounts.	Consumer should register a request at concerned licensee along with required documents	Sr Manager /Manager Mobile: E-mail:
2) New connection/ additional load where supply can be provided after extension/augmentation of network.	2) Class-I Cities LT 30 days, HT 90 days, EHT 180 days Urban Area LT 30 days, HT 90 days, EHT 180 days			
3) Erection of substation to extend supply	3) On case to case basis as per the approval of Commission.			

12 Meter complaints

a) Inspection and replacement of slow, fast, creeping, stuck-up meters	i) Inspection within 15 days upon receiving complaint.	1) Consumer should register a request at concerned Licensee along with the required documents and amounts. 2) The concerned Sr Manager will rectify the complaint within 15 days in towns and cities and 30 days in rural a	Consumer should register a request at concerned Licensee with the following: 1. Application form 2. Copy of latest bill 3. Amounts required (if necessary)	Sr Manager /Manager Mobile: E-mail:
b) Replacement of burnt out and other faulty meter where supply not affected.	within 7 working days in urban areas within 10 working days in Rural areas and within 12 working days in Remote areas	1) Consumer should register a request at concerned ESD along with the required documents. The concerned Sr Manager will rectify the complaint within 7 working days in urban areas within 10 working days in Rural areas and within 12 working days in Remote areas.	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail:
c) Replacement of burnt out or other faulty meter when supply is affected	within 24 Hrs in urban areas within 40 Hrs Rural areas and within 40 Hrs in Remote	1) Consumer should register a request at concerned ESD . The concerned Sr Manager will rectify the within 24 Hrs in urban areas within 40 Hrs Rural areas and within 40 Hrs	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail:

	areas	in Remote areas		
d)Replacement of burnt out meter if cause attributable to Licensee	Within 3 working days in Class I city,5 working days at Urban areas, 15 Days for Rural areas.	Consumer should register a request at concerned ESD . The concerned Sr Manager will rectify the within 3 working day in Class I city5 working days in urban areas within 15 working days in Remote areas	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail
e)Replacement of burnt out meter if cause attributable to Consumer	Within 15 working days of receiving payment from consumer	Consumer should register a request at concerned ESD . The concerned Sr Manager will rectify Within 15 working days of receiving payment from consumer.	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail
f)Accidental brakeage of seal i) On report by Consumer where no tempering is suspected. ii) Where meter replacement is necessary	Within 7 days of receiving payment from consumer.	2) Consumer should register a request at concerned ESD along with the required documents and amounts. i)The concerned Sr Manager will rectify the complaint within 24 hrs in urban area and within 24 hrs in rural areas and within 24 hrs in Remote area ii) The concerned Sr Manager will rectify the complaint within 7 days in urban area and within 7 days in rural areas and within 7days in Remote area	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail:
g)Calibration of meter either in site or at Lab. 1) INDUSTRIAL 2)COMMERCIAL 3)DOMESTIC	1. 6 months* 2. 6 months* 3. 24 months* *For Urban, Rural and Remote areas.	1. For Industrial - In rural , urban & remote area and within 6 months 2. For commercial - In In rural , urban & remote area and within 6 months 3. For Domestic - In rural , urban & remote area and within 24months	Consumer should register a request to concerned Licensee	Sr Manager /Manager Mobile: E-mail:

13 Network Expansion

<p>1)New connection / additional load where supply can be provided from existing network</p> <p>2)New connection/ additional load where supply can be provided after extension/augmentation of network.</p> <p>3) Erection of substation to extend supply</p>		<p>1.Class-I Cities-30 days,Urban Area-30 Days,Rural-30 Days</p> <p>2.Class-I Cities LT 30 days, HT 90 days, EHT 180 days Urban Area LT 30 days, HT 90 days, EHT 180 days</p> <p>3.On case to case basis as per the approval of Commission.</p>	<p>Consumer should register a request at concerned licensee along with following documentsdocument s i) Photographii) identity proof iii) proof of Ownership document of occupancy of premises 1. iv)proof of current address v) declaration of nondues of outstanding electricity bill</p>	<p>Sr Manager/ Manager Mobile: E-mail:</p>
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14 Transfer of ownership and conversion of services

<p>Title transfer of ownership</p>	<p>Within Two(2) Billing cycles along with necessary documents and prescribed fee, after acceptance of application.</p>	<p>1) Consumer should register a request to the Licensee documents and amounts.</p> <p>3) The concerned Licensee will make the title transfer within Two(2) Billing cycles</p>	<p>Consumer should register a request in prescribed application form Annex.11.5 to the Licensee with the following:</p> <p>1. Copy of latest bill duly paid 2. Proof of ownership / legal occupancy of premises 3. Registered deed/ Succession or Legal Heir certificate/ Mutation deed/ _____(if any other document, please specify) 4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs.</p>	<p>Sr Manager/ Manager Mobile: E-mail:</p>
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[Handwritten Signature]
 General Manager (Corp.)
 State Office
 TSECL
 (W)

	1.Change of category	Within Two(2) Billing cycles along with necessary documents and prescribed fee, after acceptance of application	1.) Consumer should register a request to the Licensee documents and amounts. 2) The concerned Licensee will make the title transfer within Two(2) Billing cycles	Consumer should register a request at concerned licensee with the following: 1. Site inspection report 2. Proof of ownership/Legal occupancy of premises	Sr Manager/ Manager Mobile: E-mail:
	i)Conversion from LT 1-ph to LT 3-ph and vice versa	Within Two(2) Billing cycles from payment of charges by the consumer	1)Consumer should register a request to the Licensee documents and amounts. 2) The concerned Licensee will make the transfer of title within Two (2) Billing cycles .	Consumer should register a request at concerned licensee with the following: 1.Site inspection report 2.Proof of ownership/Legal occupancy of premises	Sr Manager/ Manager Mobile: E-mail:
	ii)Conversion from LT to HT and vice versa	Within Two(2) Billing cycles from payment of charges by the consumer	Consumer should register a request to the Licensee documents and amounts. 3) The concerned Licensee will make the title transfer within Two(2) Billing cycles .	Consumer should register a request at concerned licensee with the following: 3. Site inspection report 4. Proof of ownership/Legal occupancy of premises	Sr Manager/ Manager Mobile: E-mail:
	iii)Change in HT to EHT and vice versa	Within Four(4) Billing cycles from payment of charges by the consumer	Consumer should register a request to the Licensee documents and amounts. 3) The concerned Licensee will make the title transfer within Four(4) Billing cycles	Consumer should register a request at concerned licensee with the following: 5. Site inspection report 6. Proof of ownership/Legal occupancy of premises	Sr Manager/ Manager Mobile: E-mail:

15	Resolution of complaints on consumer's bill				
	1.If additional information is required	Within 30 working days of receipt of complaint	1) Consumer should register a request to concerned Licensee along with the required documents and amounts. 2) The concerned Licensee will resolve the complaint within 30 working days.	3) Consumer should register a request to concerned Licensee along with the required documents.	Sr Manager/ Manager Mobile: E-mail:
	2.If no additional information is required	Within 15 working days of receipt of complaint	4) Consumer should register a request to concerned Licensee along with the required documents and amounts. The concerned Licensee will resolve the complaint within 15 working days.	5) Consumer should register a request to concerned Licensee along with the required documents.	Sr Manager/ Manager Mobile: E-mail

16	Reconnection of supply following disconnection due to non-payment of bills				
	For all consumers	Within 2 days of payment of past dues, reconnection charges and service line charges ,as applicable for that category of consumer by consumer	1)Consumer should register a request to the Licensee documents and amounts. 2) The concerned Licensee will make the reconnection within Two(2) days after getting necessary formalities completed from the consumer.	1)Consumer should register a with the Proof of payments	Sr Manager/ Manager Mobile: E-mail

Note: For every office, the above data has to be furnished

General Manager (Corp)
State Office, TSECL
Tripura (W)

Annexure-2: Grievance Redress Mechanism

As per the provision of section 42(5) of the Electricity Act, 2003 and in accordance with the TERC (Consumer Grievance Redressal Forum, Ombudsman) Regulation, 2005, Tripura State Electricity Corporation Ltd., has constituted its "Consumer Grievance Redressal Form" with 3-Tier redressal System as appended below:-

- i) **Tier-I:** Dy. General Manager, Nearest Electrical Division of the Complaint Consumer premises.
- ii) **Tier-II:** Addl. General Manager, under which the Tier-I belongs to.
- ii) **Tier-III:** General Manager, under which the Tier-I & II belongs to.

The office of the Forum shall be at a place stipulated by the licensee to be easily approachable by consumers.

Procedure for Grievance Redressal.

1. In the "Consumer Grievance Redressal Form" any consumer having a grievance may submit a written application to the appropriate designated Redressal Officer at **Tier-I** initially which should be acknowledged and numbered and recorded for sending information. Subsequently in respect of his disposal status.
2. Such application should be disposed within **21 Days**. In case if requires detail consultation or information from any other authority.
3. In case after **7 days** the applicant should be replied regarding status of the application. Such time limit will not be applicable to complaints involving standard of performance of the Licenses, norms for dealing such issues will be as per Performance Standard Regulation.
4. If the consumer is not satisfied with the outcome of the first complaint at **Tier-I**, he may approach to **Tier-II** as per the procedure similar to that of Tier-I.
5. If the grievance still persists, the consumer may approach **Tier-III** and reply of the complaint should be given within **7 days** of the receipt of the grievance.

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 Ltd. Reconstituted its "Consumer Grievance Redressal Forum" with the following designated officers to deal with grievance of consumer w,e,f 01.08.2017. The following is dealing with grievances of consumers at 11:30 AM to 01:30 PM of every Tuesday.

Sl. No.	Place	Designated Officer (CGRO)	Office Address	Telephone No.	Mobile No.
TIER - III					
1	Head Quarter	General Manager (Technical)	Corporate Office, Bidyut Bhawan, Banamalipur, Agartala.	03812324933	9436503331
TIER - II					
1	West Tripura District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle No.I, Bidyut Bhawan Complex, Banamalipur, Agartala.	03812224351	6033131702
2	West Tripura District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle No.II, Bidyut Bhawan Complex, Banamalipur, Agartala.	03812316677	6033131785
3	Gomati District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Udaipur, South Tripura	03821222340	6033132109
4	South Tripura District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Belonia, South Tripura	03823222140	6033132045
5	Sepahijala	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Sepahijala, Bishramganj	03812867341	6033132109

	District				
6	Khowai District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Khowai.	03825222209	6033131836
7	Unakoti District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Kumarghat, Unakoti Tripura	03824261227	6033131892
8	North Tripura District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle Dharmanagar, North Tripura	03824261228	6033131914
9	Dhalai District	Addl.Gen. Manager	O/O the Addl. Gen. Manager, Electrical Circle, Ambassa, Dhalai Tripura	03826223323	6033131861

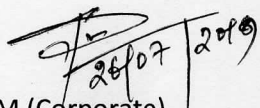
TIER - I

1	Sadar (Agartala)	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.I, Banamalipur, Agartala.	03812223541	6033131704
2	Sadar (Agartala)	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.II, Bardowali, Agartala.	03812325755	6033131705
3	Sadar (Agartala)	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Capital Complex Elect. Division, 79 tilla, Agartala.	03812354051	6033131706
4	Mohanpur	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Mohanpur Elect. Division, Mohanpur, West Tripura.	03812343509	6033131787
5	Jirania	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Jirania Elect. Division, Jirania, West Tripura.	03812346073	6033132122
6	Bishaigarh	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.VIII, Gakulnagar, Sepahijala.	03812361793	6033131955
7	Sonamura	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division, Rabindranagar, Sepahijala.	03812750608	6033131957
8	Jampajjala	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Jampajjala, Sepahijala.	03812886214	6033131956
9	Teliamura	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Teliamura Electrical Division, Teliamura, Khowai	03825265573	6033131838
10	Khowai	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.X, Dhalabill, Khowai.	0382522258	6033131837
11	Udaipur	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.IV, Banduar, Udaipur, Gomati.	03821222371	6033132003
12	Amarpur	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Amarapur, Gomati.	03821262082	6033132002
13	Santir Bazar	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Bogafa South Tripura.	03823222620	6033132046
14	Sabroom	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Sabroom, South Tripura.	03823226658	6033132047
15	Belonia	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Belonia, Belonia, South Tripura.	03823222620	6033132045
16	Dharmanagar	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.II, Dharmanagar North Tripura.	03822220241	6033131916
17	Panisagar	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Panisagar, North Tripura.	03822261236	6033131917
18	Kumarghat	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division, Kumarghat, Unakoti.	03824261291	6033131894
19	Kanchanpur	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Kanchanpur, Unakoti.	03824261227	6033131918
20	Kailashahar	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Kailashahar, Unakoti.	-	6033131895
21	Ambassa	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division No.VII, Ambassa, Dhalai Tripura.	03826222315	6033131863
22	Kamalpur	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Kamalpur Dhalai Tripura.	03826272092	6033131862
23	Longtarai	Dy. Gen. Manager	O/O the Dy. Gen. Manager, Electrical Division Manu, Dhalai Tripura.	03824262640	6033131864

Annexure-3: Facilities available to citizens for obtaining information

S.No.	Office	Place	Name, Designation	Email	Office phone Mobile
1	Public Information Officer under RTI Act, 2005	Corporate Office	Smt. Sri Subhash Chakraborty .SPIO and DGM(P)		9436167185
2	Nodal Officer Public Grievance		1.Smt Sujata Das Nodal Officer Pgportal (Online) 2.Sri Samarendra Roy DGM(Corporate)	1.www.pgportal.tsecl@gmail.com	1. 9436124077 2. 9436120929
3	General queries		Centralized Call Centre- 1912(toll free), 0381- 2353502, 2356470, 6033131224.		
4	Website address		www.tsecl.in		

Note: For every office, the above has to be designated and furnished.


DGM (Corporate)
TSECL Agartala, Tripura