

Government of Tripura  
Directorate of Information and Cultural Affairs

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News-3204  
Agartala, 9<sup>th</sup> August, 2021

**Rejoinder against a news entitled “Frequent Power Cuts in  
suburbs of Agartala published in North-East Colors on June 11, 2021**

The news entitled “Frequent Power Cuts in suburbs of Agartala”, published in North-East Colors on June 11, 2021 at page no. 3 has come to the notice of Tripura State Electricity Corporation (TSECL). The Corporation has found this news as distorted with an aim to defame the Corporation. Presenting the facts regarding this news the Public Relations Officer of TSECL Dr. Subrata Debnath said, some maintenance works had to be done in the Incoming Station Breaker on emergency basis on 10.06.2021, for which shutdown of 20 (twenty) minutes was taken in the ESD-Durjoynagar. So, there was a power disruption in the concerned areas for a short duration of 20 minutes. Thereafter, on completion of maintenance works, power supply was restored after 20 minutes.

Secondly, professionally run Smart Customer Care Centre (1912) has been introduced in TSECL for providing better services to the customers; initially with 30 Callers (morning shift: 12, evening shift: 12 and night shift: 06). With the increase of customer calls, 5 more Callers have been added to the system. Presently there are 14 Callers in the morning shift, 14 Callers in the evening shift and 7 Callers in the night shift. The team is functioning satisfactorily.

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