

Government of Tripura
Directorate of Information & Cultural Affairs

S-9410

Agartala, 9th February, 2022

**TSECL started “Vidyut Bandhu Apnar Sathe,
Apar Samasyar Druto Samadhan” campaign**

TSECL started “Vidyut Bandhu Apnar Sathe, Apar Samasyar Druto Samadhan” campaign today at Bishalgarh Division office of TSECL. to address the consumer’s grievance. The campaign was launched by MD, TSECL Debasish Sarkar. The programme was chaired by MD, TSECL Debasish Sarkar. Chairman of Sepahijala District Council Supriya Das graced the occasion as Chief guest in the event. Among the other dignitaries AGM, Sepahijala Electrical Circle, Swati Chatterjee, DGM, Bishalgarh Electrical Division Er. Rajib Kumar Roy, were present in the Program.

This campaign will be organized across the state to registers to consumer grievances and suggestions to improve the service quality of TSECL with a vision to make TSECL a more consumer-friendly DISCOM.

Consumers, public representative’s, contractors, TSECL employees of all Electrical Subdivisions under Bishalgarh Electrical Division were present in the event. MD, TSECL suggested several instant solutions to address the problems faced by the consumers. In the program it was pointed out by some consumers that, in this area many new service connections were pending due to shortage of connection wire. MD, TSECL assured the consumer that the pending connections in this area will be given within a week of time. Some consumers reported that in their area few people are engaged in theft of electricity. To that, TSECL assured to increase vigilance activity in the area.

MD, TSECL also elaborated on different new initiatives and future plans of TSECL to be carried out in the area for development in coming days. Providing covered conductor to stop theft of electricity under ADB funded project is one of them. Consumers expressed their satisfaction about the implementation of pre-paid meters in their area, they informed that they are now able to save more electricity and plan their consumption because of this.

Consumers and the public representatives present in the event thanked the State Government and TSECL for organizing such event. MD, TSECL encouraged the consumers to take benefits of different online services offered by TSECL for consumer’s convenience, he asked the consumers to use Bidyut Bandhu App for View Bill online, Pay Bill, Complaint register/Complaint tracking, view consumption pattern, bill estimation etc. Vote of thanks was delivered by DGM, ED Bishalgarh Rajib Roy.
