

Consumer interaction campaign conducted by TSECL in Khowai

A consumer interaction campaign “BidyutBandhu Apnar Sathe, Apnar Samasyar Druto Samadhan” was conducted and chaired by Managing Director of TSECL Debasish Sarkar at Electrical Division, Khowai to address consumer’s grievances. The event was organized at the Pohor Mura Panchayet office ground in Khowai on February 17. This campaign is being organized across the state to know consumer grievances and suggestions to improve the service quality of TSECL with a vision to make TSECL a more consumer friendly DISCOM.

Dignitaries present during the event were District Sabhadhipati of Khowai District Council Jaydeb Debarma, Secretary of Tripura Sports Council Amit Rakshit, General Manager of TPGL Swapan Debarma, Deputy General Manager of Khowai Electrical Division Gopesh Ghosh, IT Executive of TSECL Corporate Office Sushanta Patari along with all the Senior Managers under Khowai Electrical Division. Consumers, public representative’s, contractors, TSECL employees of all Electrical Subdivisions under Khowai Electrical Division participated in the interactive session.

MD, TSECL interacted with everyone present in the programme. He provided instant solutions to address the problems faced by the consumers. Consumers and the public representatives present in the event thanked the state government and TSECL for organizing such event. MD, TSECL elaborated on different new initiatives and future plans of TSECL to be carried out in the area for development. In the event, few consumers raised requests like shifting of electrical poles and overhead lines etc. Consumers have also expressed their satisfaction about the implementation of pre-paid meters in their area, as they are now able to save more electricity.

MD, TSECL encouraged the consumers to take benefits of different online services offered by TSECL for consumers convenience, he asked the consumers to use BidyutBandhu App for viewing and paying bills online, register and tracking complaint, view electricity consumption pattern, bill estimation etc. He also motivated the consumers for online payment of electricity bills and to flag any discrepancies by using BidyutBandhu App. Vote of thanks by DGM, ED Khowai Gopesh Ghosh.