

ENTITIES OF TRIPURA ELECTRICITY SECTOR

Tripura Renewable Energy Development Agency



TREDA, established in 1998, is the State Nodal Agency responsible for implementing renewable energy projects in Tripura. They promote solar, wind, biomass, and small hydropower projects.

TRIPURA POWER TRANSMISSION CORPORATION LIMITED

Tripura Power Transmission Corporation Limited manages power transmission in Tripura to ensure an efficient and economical flow of electricity from generating stations to load centres through intra-state transmission lines.



Tripura State Electricity Corporation Limited

Tripura State Electricity Corporation Limited operates power plants, procures electricity from central and private sources and operates a network of substations through which electricity is distributed to consumers.



Department of Power, Government of Tripura

The power supply industry in Tripura was managed by the Department of Power of the Government of Tripura until December 31st, 2004. In June 2004, Tripura State Electricity Corporation Limited (TSECL) was established and commenced operations on January 1st, 2005.

Tripura Electricity Regulatory Commission



The state regulator- Tripura Electricity Regulatory Commission (TERC) was established on 31st May, 2004 by the Government of Tripura, under Section 82 of the Electricity Act (E.A), 2003. Its main functions include:

- Determining the tariff for generation, supply, transmission and wheeling of electricity
- Regulating electricity purchase and procurement process for distribution licensees, including purchasing agreements and pricing.
- Facilitating intra-state transmission and wheeling of electricity
- Specifying or enforcing standards concerning quality, continuity and reliability of service

STANDARDS OF PERFORMANCE

In 2005, as per Section 57 (Consumer Protection: Standards of Performance of Licensee) of the Electricity Act, 2003, the Tripura Electricity Regulatory Commission issued a regulatory framework known as the Standard of Performance, Regulations, 2004 for the Licensee. This regulation is put in place to ensure fair and safe practices are upheld in the distribution of electricity



ELECTRICITY SUPPLY CONNECTION TO A PERSON ON REQUEST

Activity	Urban Areas	Rural Areas	Remote areas
New supply connection from the existing network	30 days	30 days	30 days
New supply connection after the network extension	Low Tension 30 days High Tension 90 days Extra High Tension 180 days	Low Tension 30 days High Tension 90 days Extra High Tension 180 days	Low Tension 30 days High Tension 90 days Extra High Tension 180 days
Erection of substation to extend supply	The decision will be made on a case-by-case basis, subject to the approval of the Commission	The decision will be made on a case-by-case basis, subject to the approval of the Commission	The decision will be made on a case-by-case basis, subject to the approval of the Commission

POWER QUALITY

Activity	Urban Areas (Within)	Rural Areas (Within)	Remote areas (Within)
Licensee fuse failure (No power supply)	4 hours	24 hours	24 hours
Breakdown of 11Kv overhead line	6 hours	24 hours	36 hours
High Tension underground cable breakdowns	24 hours	24 hours	24 hours
Distribution transformer failure	24 hours	72 hours	72 hours

STANDARDS OF PERFORMANCE

OTHER



Subject	Reason	Time Duration		
		Urban Areas	Rural Areas	Remote areas
Transfer of Ownership - Supply Connection	(i) Death of the consumer or (ii) in case of transfer of the ownership or occupancy of the premises	Within two billing cycles after submitting the application form	Within two billing cycles after submitting the application form	Within two billing cycles after submitting the application form
Complaints in Billing	Error in Reading	Within 15 days if no additional information is required within the licensee	Within 15 days if no additional information is required within the licensee	Within 15 days if no additional information is required within the licensee
		Within 30 days if additional information is required within the licensee	Within 30 days if additional information is required within the licensee	Within 30 days if additional information is required within the licensee
Disconnection of power supply	Due to non-payment of bill	Within 7 days from receipt of notice from the licensee to pay the dues.	Within 7 days from receipt of notice from the licensee to pay the dues.	Within 7 days from receipt of notice from the licensee to pay the dues.
Reconnection of power supply	After paying the dues	Within 2 days of payment for past dues, including installation and reconnection charges.	within 2 days of payment for past dues, including installation and reconnection charges	within 2 days of payment for past dues, including installation and reconnection charges
Burnt meter	If the meter is found burnt upon inspection by the licensee on the consumer's complaint	Within 24 Hours	Within 40 hours	Within 40 hours



CAG

Citizen consumer and civic Action Group

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STANDARDS OF PERFORMANCE

In 2005, the Tripura Electricity Regulatory Commission (TERC) issued a regulatory framework known as the Standards of Performance (SOP) for the Licensee. The Standards of Performance Regulations mandates the licensee's full compliance to safeguard the interests of electricity consumers. The SOP regulation oversees the licensee's performance and specifies the compensation for failure to comply with the standards.



COMPENSATION

Nature of Service	Standard of Performance (Urban, Rural and Remote)	The amount payable to affected consumer
New electricity connection	Within 7 days after completion of all formalities	Rs. 500.00 for each additional day
Delay in raising the first bill	Within six months from the date of supplying the connection	Rs.500.00 on each bill
Transfer of Ownership	Within two billing cycles of acceptance of the application	Rs.500.00 per consumer
Delay in load reduction	Within five days of acceptance of the application	Rs.500.00
Conversion from one tariff to another tariff	Within 7 days	Rs. 500.00 for each additional slab of time thereof, irrespective of the supply area.
Replacement of burnout and other faulty meters where supply is not affected.	Urban - within 7 days Rural - within 10 days Remote - within 12 days	Rs. 500.00 for each additional slab of time thereof, irrespective of the supply area.
Replacement of burnout or other faulty meter when supply is affected.	Urban - within 24 days Rural - within 40 days Remote - within 40 days	Rs. 500.00 for each additional slab of time thereof, irrespective of the supply area.
Surrender of Meter/Meter board.	Within 7 days	Rs. 500.00 for each additional slab of time thereof, irrespective of the supply area.
Removal of meter on request from the consumer	Within 7 days	Rs. 500.00 for each additional slab of time thereof, irrespective of the supply area.



As per Section 42(5) of the Electricity Act, 2003, Tripura State Electricity Corporation Limited (TSECL) has constituted a Consumer Grievance Redressal Forum (CGRF) with a three-tier redressal system.

CONSUMER GRIEVANCE REDRESSAL FORUM

An aggrieved electricity consumer may approach the Consumer Grievance Redressal Forum for complaints such as:

- NON-SUPPLY OF ELECTRICITY
- CONNECTION OR DISCONNECTION OF SUPPLY
- METER RELATED ISSUES
- BILLING-RELATED ISSUES
- OTHER ISSUES

PROCEDURE TO FILE A COMPLAINT WITH THE CGRF:

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- Any consumer having a grievance can submit a written application to the appropriate designated Consumer Grievance Redressal Officer (CGRO) at Tier 1
- The grievance should be acknowledged and recorded with a complaint number.
- The grievance process should be completed within 21 days
- In case the grievance requires information from another authority, the applicant should be informed of the status of the complaint within 7 days

Three-tier redressal system

- TIER - I: Headed by the Deputy General Manager (Dy. GM) at Electrical Divisions
- TIER - II: Headed by an Additional General Manager (Addl. GM) at Electrical Circle
- TIER - III: Headed by a General Manager of TSECL at the Head Quarter

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If the complainant is not satisfied with CGRO Tier-1's outcome, the complainant can approach CGRO Tier-2 by following the same procedure, as for Tier-1

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If the grievance is unresolved in Tier-2, the complainant can approach the CGRO Tier-3. If the complainant or the grievance redressal officer opts to hear the grievance in person, CGRO Tier-3 can contact the complainant via telephone, etc. A reply, acknowledging the grievance, should be sent to the complainant within 7 days. The CGRO Tier-3's decision on the grievance must be communicated to the complainant.

If not satisfied with the CGRO Tier-3's decision, the complainant can approach the Electricity Ombudsman within 15 days from the date of receiving the order.