

TRIPURA STATE ELECTRICITY CORPORATION LIMITED
(A Government of Tripura Enterprise)



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PRESS RELEASE

Tripura State Electricity Corporation Limited (TSECL) is going to celebrate its 17th **Operational Day** on 1st January, 2021 through different programme like illumination of all the offices of TSECL (*Corporate office, Circle offices, Divisional offices and Sub-Divisional offices*) with very low wattage coloured lamps, hoisting of TSECL Flag, Motor Cycle Road Rally/ Tableau on the theme of Awareness on Electricity, TSECL employees' Health Checkup Camp, Cultural Programme (only by the employees of TSECL/ TPGL), and some indoor and outdoor games (friendly matches) like football, Carom, Chess, Table Tennis, Chinese Checker, Musical Chair, etc. (*Programme Schedule attached*) following strict compliance of COVID – 19 guidelines.

Rationale behind celebration of the event:

TSECL is committed to supply uninterrupted quality power to its consumers. With a view to fulfilling its commitment, many important steps have already been taken by the management. A few initiatives that TSECL has taken in the recent past for providing better Customer Services are listed below:

1. **Opening of Smart Customer Care Centre System:** TSECL introduced a State-of-the-Art “*Smart Customer Care Centre System*” for Integrated Complaint Management System (ICMS) as Web Based Comprehensive Solution which is providing a single window assured resolution of customer complaints/ Grievances in a time bound manner. Consumers of the state is facilitated with dialling through 1912 (*Short Code for electricity complaints*) for registering their complaints in Bengali, Kokborok, Hindi and English language.
2. **Fault Rectification Team (FRT):** The “*Smart Customer Care Centre System on SaaS (System as a Service)*” basis” has integrated consumer centric modules like Centralized call centre, deployment of Fault Rectification Team (FRT) equipped with Field crew and vehicle for rectification of fault related to “No-Current Complaint” and Sub-Divisional Level Help desk. FRT with trained linemen and other support staffs will attend for quick restoration of power supply services.
3. **Smart & Prepaid Metering Systems:** TSECL has already installed more than 42000 smart meters in Agartala City which has shown excellent results; reduced losses below 7% with better services to consumers. Now, the Corporation has started installing prepaid metering system for 1.84 lac consumers which will finish the era of metering, billing and collection. In this system, consumers will get the benefit of 2% rebate also.
4. **TSECL At Your Doorstep:** In its desire to ensuring 24 X 7 reliable and quality power supply to all the valued consumers at affordable price including improving the transparency

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and efficiency of the transmission and distribution network, consumer services; Corporation initiated “TSECL At Your Doorstep” programme by appointing Senior Level Officers from its Corporate Office to function as “District Guardian”.

5. **Point-of-Sale (POS) Payment Solution:** Besides on-line payment system, TSECL introduced Point-of-Sale (POS) Payment Solution in collaboration with HDFC Bank for providing better service to its consumers.
6. **One Time Waiver of Surcharge:** TSECL introduced one-time waiver of surcharge twice for realization of old outstanding dues from defaulting private consumers. Under this scheme, defaulting Kutirjyoti consumers have been provided 75% waiver of surcharge on the condition that entire outstanding including remaining 25% surcharge are paid. For defaulting consumers of all categories other than Kutirjyoti consumers, this scheme provides 60% waiver of surcharge on the condition that entire outstanding including remaining 40% surcharge are paid at one time.
7. **Go Green Initiative:** As a part of ‘Go Green’ initiative, TSECL has started providing net metering facility to its consumers as per TERC Regulation to promote environment friendly green non-conventional energy specifically, the solar energy. ICFAI University, Holi Cross School, and many other consumers have already availed this facility.

The nature of job in a distribution company like TSECL is very hard indeed. The financial health of the Corporation is not remarkable. As such, there is hardly any opportunity to do much for employees’ welfare/ recreation and thus, employees’ motivation level is also very low in the Corporation. As a result, in spite of several positive steps as mentioned above, desired level of outcome is yet to come.

In view of the above, management of the Corporation has decided to celebrate the 17th Operational Day of TSECL on 1st January, 2021 through different programme as mentioned above which will undoubtedly act as an opportunity to the employees to relax a bit in their daily busy schedule in one hand and it will also increase the attachments of the employees to the Corporation on the other hand besides breaking of organizational hierarchical wall among the management and employees. This initiative of the Corporation with a very low financial involvement will increase the grapevine which will help in achieving organizational goal in long run through psychological attachment of the employees to the Corporation.

Tripura State Electricity Corporation Limited
Corporate Office, Agartala

Minute to Minute Programme Scheduled (Tentative)

1st Season Programme			
Sl. No.	Time	Venue	Programme
1.	08:00AM – 08:30 AM	TSECL Corporate Office Complex, North Banamalipur, Agartala	Inauguration and Flag Hoisting
2.	08:45AM – 10:30 AM	TSECL Corporate Office (Mass Gathering) - North Gate - New Secretariat – Budhamandir - Back to North gate - Haradhan Sangha - Bidhurkarta Chowmuhoni - RMS Chowmuhoni - Fire Service Chowmuhoni – Battala – Melarmath - Post Office Chowmuhoni - Kaman Chowmuhoni - Laxminarayan Bari Road – Women’s College - TSECL Corporate Office	Motor Cycle Road Rally/ Tableau on the theme of Awareness on Electricity
<i>Refreshment</i>			
3.	10:30 AM – 12:30 PM	TSECL Corporate Office Complex, North Banamalipur, Agartala	TSECL Employees’ Health Check-up Camp
2nd Season Programme			
4.	03:30 PM – 06:30	TSECL Corporate Office Complex, North Banamalipur, Agartala	Inauguration with lighting of Lamp
			Condolence for deceased employees of TSECL during last calendar year
			Cultural Programme by the employees of TSECL
			<i>Refreshment</i>
			Closing Ceremony