

# THE ELECTRICITY CONSUMER GRID

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## Guide to Consumers Guide to Consumers for Redressal of Grievances & Other Related Matters



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**A** **E** **R** **C** **ONSUMER ADVOCACY CELL**  
*PREFACE*

**A**ssam has experienced a construction boom in the last couple of years which is evident from the mushrooming of shopping malls, highrise buildings and townships with resultant spurt in business enterprises, banks and Financial Institutions. All these developments generated a great demand for electricity and resulted in energy shortage and load shedding all over the state. The rural areas are far worse off with power cuts for several hours. On top of it there are challenges created by fast-changing technologies and sector reforms.

The Government is planning a major expansion of power generation through construction of both thermal and hydel power plants. The Accelerated Power Development and Reforms Programme (APDRP) schemes are being implemented with a view to improving the transmission and distribution systems. The Rajiv Gandhi Gramin Vidyutikaran Yojana (RGGVY) schemes aims to electrify each and every village in the state by 2012 and change the very face of rural Assam. When these efforts are going to yield results is now a matter of time.

Meanwhile, with introduction of the regulatory regime and reorganization of the State Electricity Boards, the power sector is experiencing significant changes. One of the important ways of promoting an effective regulatory regime is by creating consumer awareness about the new developments that are taking place in the power sector. In implementing the provisions laid down within the Electricity Act 2003 and to institutionalize the involvement of electricity consumers in the power sector development process, the Assam Electricity Regulatory Commission took a landmark decision in the year 2005 by creation of the Consumer Advocacy Cell. The primary function of the Cell is to make the consumer aware of their rights and responsibilities so that they can act as effective partners in the power sector development process. The Cell during the last three years has embarked upon many activities to create awareness among the consumers on the power sector. Those were preliminary efforts and there are lots more to be done.

This edition of the Consumer Grid is a consumer special issue incorporating articles that are fundamental to the consumer grievance redressal mechanism and other related matters. Some of the articles were already published in previous issues of the Consumer Grid and have been compiled together for benefit of the readers.

*Inside.....*

	<u>Page No.</u>
❖ <i>Right to Redress: Framework</i>	5
❖ <i>Right to Redress: Mechanism</i>	6
❖ <i>AERC Guidelines for Redressal of Consumer Grievances.</i>	7
❖ <i>Ombudsman &amp; Consumer Grievances Redressal Forum.</i>	13
❖ <i>Determination of Tariff – Guidelines for consumers.</i>	14
❖ <i>Power Sector in Assam – At a Glance.</i>	20
❖ <i>An Introduction to AERC &amp; CAC.</i>	23
❖ <i>Household Electrical Appliances - A Consumer Concern.</i>	29
❖ <i>Time limits for Rendering Service to Consumers.</i>	31
❖ <i>Important Phone Numbers.</i>	34
❖ <i>Notice Inviting Application from Consumer Groups.</i>	41

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**"After you've done a thing the same way for two years, look it over carefully. After five years, look at it with suspicion. And after ten years, throw it away and start all over" – Alfred Edward**

## New Chairperson joins AERC

Shri Jayanta Barkakati joined as Chairperson, Assam Electricity Regulatory Commission on 6th June, 2008.

He is a graduate in Electrical Engineering from

the Institute of Technology (BHU) and Post Graduate in

Water Resource Development from the University of Roorkee with specialization in Planning, Management of

Hydro Power Schemes, Construction Technique, Water Resource Structures and Investigation etc. Vastly experienced in the power sector, Shri Barkakati has extensively worked in all the leading hydro projects of the North-east under various capacities.



Shri Jayanta Barkakati  
Chairperson, AERC

Prior to joining AERC, he was Chairman and Managing Director and Director (Technical), North Eastern Electric Power Corporation Limited (NEEPCO). As a Board Member and Chairman of the Corporation he had a dual role in shaping the policy of the Corporation and reviewing the performance in all fronts in addition to following BPE / Ministry of Power Policy and guidelines of the Government of India. During his tenure as CMD, the corporation posted the highest profit of Rs. 280 cr (provisional) after tax during 2007-08 which is higher by Rs. 44 cr (20%) when compared with that of the previous year.

His tenure in the Commission will be for a period of 5 years upto 5.06.2013.

The Members, officers and staff of the Commission offered a hearty welcome to the new Chairperson.

*The "Consumer Grid" also conveys its best wishes to Shri Barkakati on his new assignment.*

**FROM THE CHAIRPERSON'S DESK**

*This is the third anniversary of the Consumer Advocacy Cell of the Commission and it gives me immense pleasure to present this handbook on Consumer Grievance Redressal and other related matters to our valued readers to mark the occasion.*

*Power sector is passing through the phase of reform and restructuring. All the infrastructure sectors of the economy in general and electricity sector in particular, play a vital role in the development of the state.*

*The state utilities are continuing to reform and improve their services to the consumers besides making efforts in reducing subsidies and cross subsidies to the desired level. The regulator is also performing its onerous task of balancing the interests of the consumers and at the same time regulating licensees resulting in their efficient services to the consumers.*

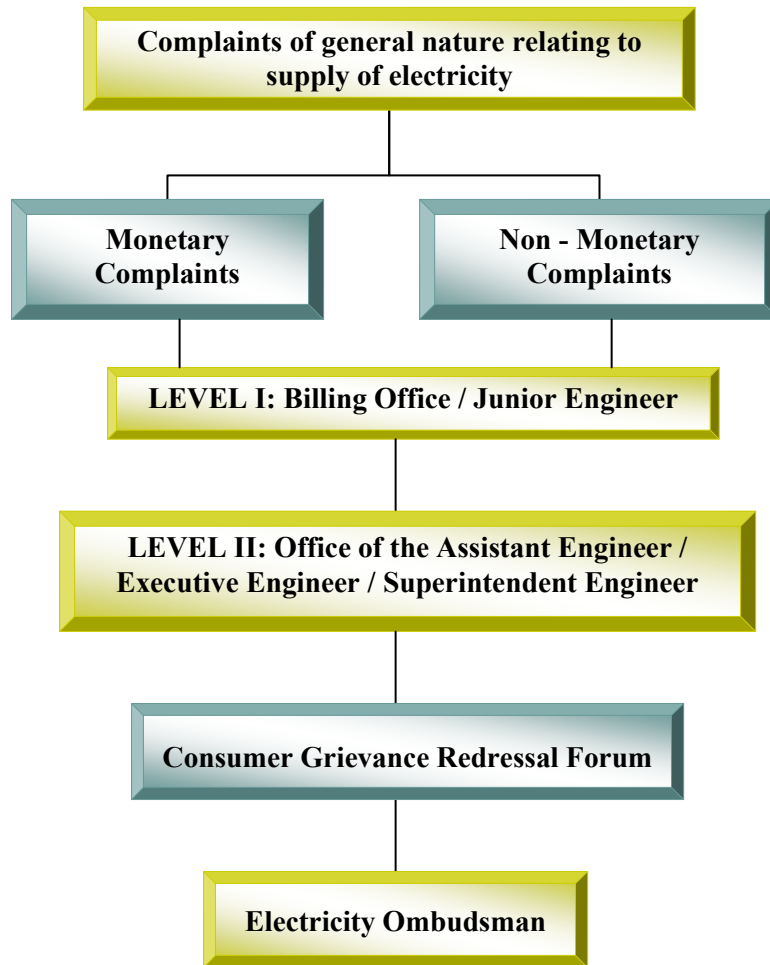
*Considering the widening gap between the demand and supply of electricity in the state, the power sector is also gearing up for large generation capacity additions through projects like the 750 MW NTPC Bongaigaon Thermal Power Project and 38 MW Lakwa (Waste Heat) Project. The state is also expected to receive a substantial share of power from 2000 MW Lower Subansiri Hydel Power Project under implementation by NHPC and 600 MW Kameng Hydel Power Project under implementation by NEEPCO. Most of these projects are likely to be commissioned by 2010-11 and it is expected that peak and energy shortages of the state will be reduced considerably. Further, to ensure sustainable development of the power sector through use of renewable sources of energy, a few non-conventional power projects are also under implementation in the state. Higher capacity addition in generation also requires augmentation of transmission and distribution network which are also adequately addressed by the appropriate authorities.*

*However, simply adding generation and transmission capacities will not be adequate to cope with the power shortages. Efficient energy auditing system is necessary to keep a check on the Transmission, Distribution and Commercial losses. In fact, improving energy efficiency and energy conservation are the key solutions to the state's power woes. And the consumer has a big role to play in this regard.*

*Sd/-*

*(Jayanta Barakati)*

**RIGHT TO REDRESS: FRAMEWORK**



**RIGHT TO REDRESS: MECHANISM**

<b><u>Nature of Complaint</u></b>	<b><u>Who to Approach</u></b>
<p align="center"><b>Complaints of General Nature</b></p>	<p><b>1. Billing Office/ Junior Engineer/ complaint booth</b></p> <p>In case the complainant is not satisfied with the response or there is no response within 7 days, the complainant will have the right to approach the</p>
<p><b>Non- monetary Complaints</b></p> <p>Such as interruption in power supply, voltage related complaints, breakdown/ disconnection, delay in release of service connection, delay in issue of bills, defects in meters, delay in replacement of defective/ dead stop meters, etc.</p>	<p><b>2. Office of the Assistant Engineer / Executive Engineer / Superintendent Engineer</b></p> <p>In case the complainant is not satisfied with the response or there is no response within 7-10 days (depending on the nature of complaint), the complainant will have the right to approach the</p>
<p><b>Monetary Complaints</b></p> <p>Complaints involving monetary disputes due to</p> <ul style="list-style-type: none"> <li>- wrong billing</li> <li>- misapplication of tariff</li> <li>- difference in calculation of service connection charges &amp; general charges</li> <li>- difference in security against consumption</li> <li>- defective metering etc.</li> </ul>	<p><b>3. Consumer Grievance Redressal Forum</b></p> <p>There are three Consumer Grievance Redressal Forums for the three Discoms. In case the complainant is not satisfied with the response or there is no response within 30 days, the complainant will have the right to approach the</p> <p><b>4. Electricity Ombudsman</b></p>

## **AERC Guidelines for Redressal of Consumer Grievances**

In accordance with Section 181 (2) (r) read with Sub section (5), (6) and (7) of Section 42 of the Electricity Act 2003, the Assam Electricity Regulatory Commission has notified the ‘AERC Guidelines for Redressal of Consumer Grievances’. The important features of these guidelines are discussed in question and answer format for convenience of consumers.

### **1. Why were these guidelines framed?**

- To protect the interests of electricity consumers.
- To streamline and simplify the process for registration and resolution of complaints.
- To provide an additional Forum for redressal of grievances expeditiously.

### **2. What are the issues covered in the guidelines?**

- Duties of Distribution licensee regarding nature of complaints.
- Establishment and composition of Consumer Grievance Redressal Forum
- Jurisdiction of the Forum
- Provision relating to Ombudsman
- Powers of the Ombudsman
- Procedure for lodging complaints with Ombudsman
- Procedure for complaint resolution and time limits for rendering the service

### **3. Who is a consumer under these guidelines?**

“Consumer” under these guidelines means any person who is supplied with electricity or who has applied for a connection for his own use to a licensee or the government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with a network of a licensee, the Government or such other person, as the case may be; or whose electricity supply has been disconnected.

**4. What are the types of complaints that are registered?**

Complaints may be filed against the licensee on the following grounds

- Any unfair /restrictive trade practice adopted by the distribution licensee
- Any defect or deficiency in service by the licensee like frequent interruptions in power supply, low voltage, meter related complaints, billing and collection related complaints, etc.
- Tariff charged by the distribution licensee is in excess of the tariff/price determined by the Commission under the Act
- Violations of provisions of law by the licensee in regard to standard and or performance or safety or security for the time being in force
- Violations of provisions of law requiring the distribution licensee to display information in regard to the use of such supply or services.

**5. Who can file a complaint?**

A Consumer as defined by these guidelines

- Occupier or user of the premises
- Any registered voluntary consumer organization
- The Central/ State Government or any local authority.
- One or more consumers, representing a group of consumers having same interests

**6. What are the duties of a licensee?**

- Maintain a register at the office of the Assistant Engineer/concerned officer
- Register complaint within two hours of receipt
- Complaint to be dealt with by the concerned officer in the manner laid down in Schedule I and Schedule II of these Guidelines

**7. What does Schedule I and Schedule II specify?**

- Schedule I lays down the time limits for resolution of different categories of complaints

- Schedule II lays down the implementation steps to be followed by the licensee for complaint resolution

*(These schedules are given in detail in the Guidelines)*

**8. When does a consumer approach the Consumer Grievance Redressal Forum?**

The consumer should approach the Forum when

- there is no response from the licensee or
- after expiry of the period specified in Schedule I or
- in case the consumer is not satisfied with the decision of the licensee.

**9. Where the Forum should be constituted by the licensee?**

- The Forum should be constituted by each distribution licensee in the area under its jurisdiction within 6 months of its obtaining the license. Forums have already been constituted by the three Discoms.
- The Forum shall have sittings in the Principal Office and also at any other place in the area of supply of the licensee as may be decided by the Forum or the Commission from time to time.

**10. What is the composition of the Consumer Grievance Redressal Forum?**

The Forum should consist of three members. These are:

- A Chairman who will be a serving officer of the distribution licensee or a retired person having at least fifteen years of experience in the distribution of electricity and served not below the rank of Superintendent Engineer.
- One member shall be a serving or retired person having at least ten years experience in accounting out of which at least five years in revenue matters and not below the rank of Deputy Manager (Accounts).
- One member shall be a representative of a consumer association / non-governmental organisation actively engaged in protecting the interests of electricity consumers. He may be a representative from the members of the Advisory Committee of the Assam Electricity Regulatory Commission to be

nominated by the distribution licensee. However, this is being revised shortly.

**11. What is the term of the members?**

- Every member of the Forum shall hold office for a term of two years
- The term may be extended by not more than a year and shall not be reappointed after the expiry of his term of appointment.
- No person can be appointed as member after attaining 62 years of age.

**12. How to file complaints in the Forum?**

- In writing
- No particular format has been specified.
- The Forum may however seek further information from the complainant for redressal of the complaint.
- No fee is to be paid for filing complaints.

**13. How does the Forum address the complaints?**

- The Forum shall decide the complaints expeditiously and shall communicate its decision to the complainant within a period not exceeding 30 days of the receipt of complaint
- The Forum shall give reasons in support of its decisions
- The Forum shall maintain true and correct records of the complaints received
- Such records shall also be open for inspection by consumers and others who are complainants as defined in the Act

**14. How to get information about the Forum and its functioning?**

- The distribution licensee shall give publicity of the constitution and existence of the Forum in the bills raised

- It is obligatory on the part of the distribution licensee to display the names and other information regarding the members of the Forum at all the offices of the distribution licensee.

**15. When does a consumer approach the Ombudsman?**

Any consumer if aggrieved by non redressal of the grievance by the Forum may approach the Ombudsman

- within 30 days from the date of the decision of the Forum or
- within 30 days from the date of the expiry of the period within which the Forum was required to take decision
- Beyond 30 days with sufficient cause of delay

**16. What is Ombudsman?**

The Commission shall establish an authority to be called as Ombudsman to deal with electricity related complaints for the entire state of Assam.

**17. What are the powers and functions of the Ombudsman?**

- The Ombudsman may receive and consider all representations filed by the complainant for non-redressal of the grievance by the Forum.
- The Ombudsman shall act as a conciliator in subject matters of representations filed.
- The Ombudsman shall adopt a procedure ensuring transparency and due compliance of the principals of natural justice and due process of law.
- The Ombudsman shall dispose of the case fairly and equitably.
- Once a complaint is settled, the Ombudsman shall make a recommendation and send copies of the same to the consumer and distribution licensee.
- After receipt of unconditional acceptance by both the consumer and licensee, it is recorded at the office of the Ombudsman and the case is disposed of.

- If the case is not settled by agreement, The Ombudsman shall pass a speaking award with detailed reasoning in writing which is binding on the licensee to implement.

**18. What is the time limit for the Ombudsman to pass orders?**

- The Ombudsman shall decide the representation finally within three months from the date of the receipt of the representation
- In the event the representation is not decided within three months the Ombudsman shall record the reasons in writing
- If the delay is for reasons attributable to the licensee, the licensee is required to pay the cost as will be decide by the Ombudsman.
- If the delay is for reasons attributable to the complainant, the Ombudsman may reject the representation.

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Prepared by: Consultant,  
Consumer Advocacy Cell, AERC

**"Democracy forever teases us with the contrast between its ideals and its realities, between its heroic possibilities and its sorry achievements." - Angas**

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**"To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment."**  
- Ralph Waldo Emerson

## **Ombudsman & Consumer Grievance Redressal Forum**

In exercise of powers conferred, on the Commission, by Sub-section (6) of Section 42 of the Electricity Act, 2003, the Commission has designated Secretary, Assam Electricity Regulatory Commission, as Electricity Ombudsman, in addition to the normal duties of Secretary.

### **2. Forums for Redressal of Consumer Grievances**

The AERC Guidelines for Redressal of Consumer Grievances 2004 directs the distribution companies to establish a Forum for Redressal of Grievance of the consumers in accordance with the provisions of these regulations. Accordingly, Forums for Redressal of Consumer Grievances have been set up by all the three Discoms comprising of the following members:

#### **LOWER ASSAM ELECTRICITY DISTRIBUTION COMPANY LIMITED (LAEDCL) CONSUMER GRIEVANCE REDRESSAL FORUM**

1. Shri Utpal Kumar Sharma, General Manager (ACE), Guwahati Zone, LAEDCL --- Chairman, Phone No: (0361)- 2550569 / 98640 30388.
2. Shri Ranjit Das, Asst. Manager (A/c), LAEDCL --- Member (Accounts)
3. Smti. Lili Das, Former President, Grahak Suraksha Sanstha --- Member
4. Address: Bijulee Bhawan, Paltan Bazaar, Guwahati – 781 001

#### **CENTRAL ASSAM ELECTRICITY DISTRIBUTION COMPANY LIMITED (CAEDCL) CONSUMER GRIEVANCE REDRESSAL FORUM**

1. Shri Ranjit Kr. Sinha, Deputy General Manager (SE), CAEDCL ---Chairman  
Phone No: (0361)- 2739512
2. Shri B. Borah, DGM (F&A), CAEDCL --- Member (Accounts)
3. Shri Jibon Borah, President Sonitpur Zila Grahak Surakshya Samity, Tezpur – 784 001 --- Member
4. Address: Bijulee Bhavan, Paltan Bazaar, Guwahati – 781 001

#### **UPPER ASSAM ELECTRICITY DISTRIBUTION COMPANY LIMITED (UAEDCL) CONSUMER GRIEVANCE REDRESSAL FORUM**

1. Shri Kalyan Kumar Sarkar, General Manager (ACE), UAEDCL --- Chairman  
Telephone: (0361) - 2133095, 94354 09627
2. Shri P.C. Barua, Deputy Manager (A/c), LAEDCL --- Member (Accounts)
3. Shri Ananda Bora, president Bidyut Grahak Surakshya Samittee, Narayanpur, Bihpuria. --- Member
4. Address: Bijulee Bhavan, Paltan Bazaar, Guwahati – 781 001

### **Determination of Tariff: Guidelines for Consumers**

The Annual Revenue Requirement (ARR) and Tariff Petitions are filed before the Commission by different power utilities according to the provisions of AERC (Conduct of Business) Regulations 2004, and AERC (Terms and Conditions for Determination of Tariff) Regulations 2005 as amended and notified by the Commission as per the Electricity Act 2003. The Commission may reject the petitions if they are found deficient to the requirements and may direct the utilities to revise the same and resubmit within a specified period of time. Once the petitions are admitted, the utilities are directed to issue an advertisement in the local newspapers on the proposals made in the petitions with a comparison to the tariff in force for information to consumers. However, from past experiences, it is observed that the consumer's responses are somewhat lukewarm and in most of the cases the response petitions filed by consumers are not as per laid down procedures.

*Therefore, an endeavor has been made in this article by the Consumer Advocacy Cell to assist the consumers/consumer groups understand the process of tariff determination and procedures for filing response petitions so as to achieve desired involvement of the consumers in the process. Step by step procedures are listed in simple language consistent with the relevant regulations.*

#### **Filing**

1. All licensees should file their Annual Revenue Requirements (ARR) and Tariff Proposals before the Commission by 1<sup>st</sup> December of the previous year. The Commission may allow extension of time considering genuineness of the situation.
2. The Commission after accepting the petitions should direct the petitioner(s) to make public their ARR and Tariff proposal for information to the consumers and others concerned. Further any consumer and other interested parties may collect copies of detailed tariff petitions and other relevant documents from office of the Superintending Engineer / Chief Executive Officers of each distribution circle office of all Distribution Companies and other offices of the companies as may be arranged by the concerned authorities

3. The detailed petition(s) will be made available in web site of petitioner(s) and in the web site of the Commission for information to the consumers from where the same can be downloaded without paying any charge.

### **Response**

1. Any interested person likely to be affected by the Tariff proposal of the petitioner may act as a respondent(s) to the petition(s).

2. Intending consumer/consumer group may file petition(s) as respondent before the Commission in prescribed form of AERC (Conduct of Business) Regulations 2004. The reply petition should be signed, verified and supported by court fee stamped affidavit as shown in Appendix -1 & II.

3. In the reply filed, the respondent should specifically admit, deny or explain the claims stated in the petition and may also state such additional information as he considers necessary for the purpose.

4. The respondent should also indicate whether he wishes to participate in the hearing.

5. The respondent should before filing the reply, serve a copy of the reply along with documents duly attested as true copy of the petitioner and file proof of such service with the office of the Commission at the time of filing of reply.

6. The Commission may appoint any officer or other person of the Commission to represent consumer's interest, if considered necessary.

7. The Consumer Advocacy Cell (CAC) will act as a nodal agency to guide the consumers/ consumer groups in dealing with the proceedings.

### **Processing**

1. If any respondent states additional facts, the Commission may direct the petitioner to file a rejoinder to the reply filed by the respondent.

2. The petitioner(s) may consider explaining the matter at the time of hearing. In this case the petitioner(s) should inform the intention before the Commission with information to the respondent.
3. The Commission will process all response petition(s) and shall issue direction to the petitioner to file reply of the reply petitions with intimation to the respondents.
4. The reply shall be processed by the Commission before the date of hearing. If necessary the Commission staff may seek clarifications from the petitioner(s) and respondent(s) on specific matters.
5. The Commission staff may also arrange meetings with representatives of petitioners or respondents in the interest of fair processing of the petitions.

### Hearing

1. The Commission may determine the manner, the place, the date and the time of hearing of the matter as it considers appropriate and convenient for the respondents and petitioners.
2. The Commission will hear the respondents and petitioners during the hearing and record the proceedings.
3. If necessary, the Commission may arrange for special hearings if the Commission felt it appropriate in the interest of fair disposal of the tariff petition(s).
4. The Commission shall issue Tariff Order by disposing the petitions within a reasonable time as specified in the Act and relevant Regulations i.e 120 days from filing of the tariff petitions (Appendix I & II in following pages).

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Prepared by: Consultant,
Consumer Advocacy Cell, AERC

**APPENDIX - 1**

**FORM I**

**General Heading for Proceedings**

**BEFORE THE ASSAM STATE ELECTRICITY REGULATORY  
COMMISSION, GUWAHATI**

FILE NO.

CASE NO.

(To be filled by the Office)

**IN THE MATTER OF :**

(Gist of the purpose of the petition or application)

AND

**IN THE MATTER OF :**

(Names and full addresses of the petitioners/applicants and names and full addresses of the respondents)

APPENDIX-2

FORM 2

BEFORE THE ASSAM STATE ELECTRICITY REGULATORY COMMISSION, GUWAHATI

FILE No.

CASE NO. (To be filled by the Office)

**IN THE MATTER OF :** (Gist of the purpose of the petition or application) AND

**IN THE MATTER OF :**

(Names and full addresses of the petitioners/applicants and names and full addresses of the respondents)

Affidavit

I, AB, son of ..... aged ..... residing at ..... do hereby solemnly affirm and state as follows :

1. I am a Director / Secretary / ..... of ..... Ltd., the petitioner in the above matter and am duly authorised by the said petitioner to make this affidavit on its behalf.

**Note: This paragraph is to be included in cases where the petitioner is the Company.**

2. The statements made in paragraphs ..... of the petition herein now shown to me and marked with the letter ‘A’ are true to my knowledge and the statements made in paragraphs ..... are

based on information received from ..... (based on the records of ..... ) and I believe them to be true.

Deponent

**Verification:**

I, the deponent above named do hereby verify that the contents of my above affidavit are true to my knowledge; no part of it is false and nothing material has been concealed there from

Verified at ..... on the day of .....

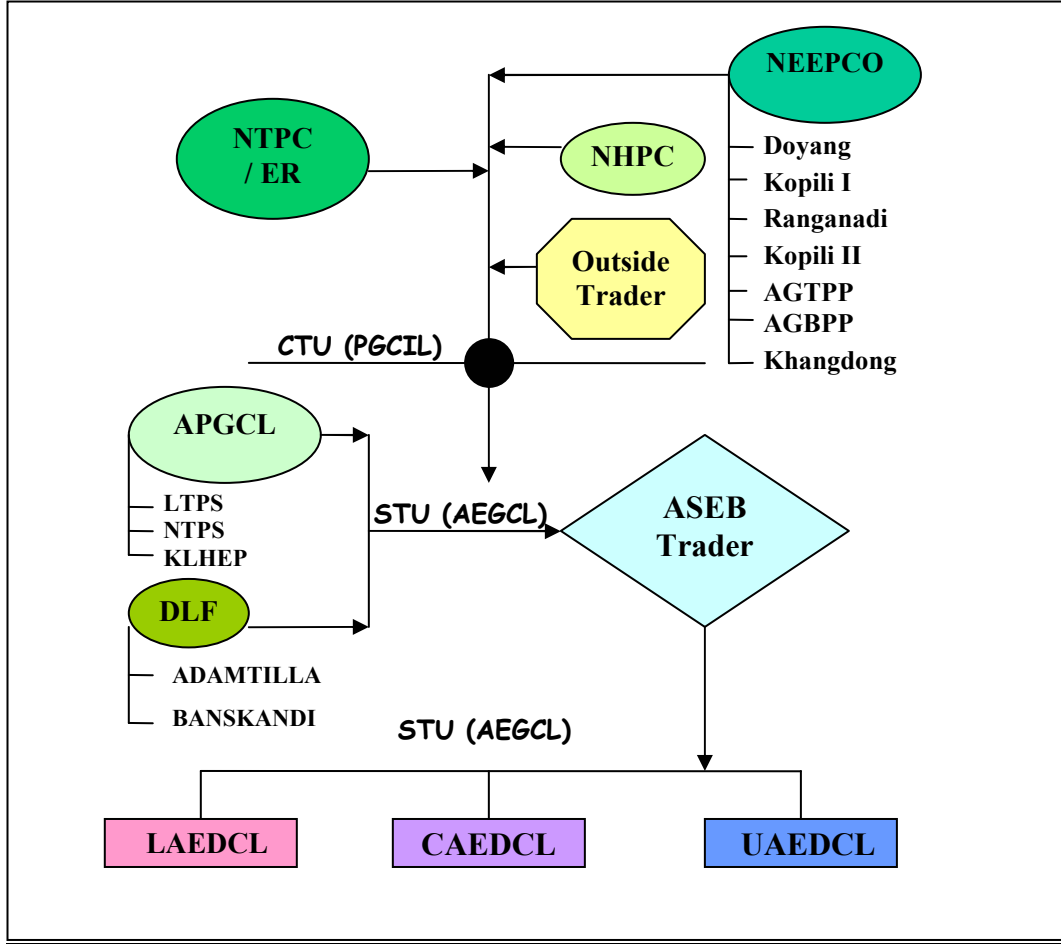
Place: Guwahati

Deponent

.....

**"I am always doing that which I can not do, in order that I may learn how to do it." - Pablo Picasso**

**Power Sector in Assam – At a Glance**



- AEGCL: Assam Electricity Grid Corporation Limited
- AGBPP: Assam Gas Based Power Project
- AGTPP: Agartala Gas Turbine Power Project
- APGCL: Assam Power Generation Corporation Limited
- ASEB: Assam State Electricity Board
- CAEDCL: Central Assam Electricity Distribution Company Limited
- CTU: Central Transmission Utility
- DLF: DLF Power Limited.
- LAEDCL: Lower Assam Electricity Distribution Company Limited
- NEEPCO: North Eastern Electric Power Corporation Limited
- NHEPC: National Hydel Power Corporation Limited
- NTPC: National Thermal Power Corporation Limited
- PGCIL: Power Grid Corporation of India Limited
- STU: State Transmission Utility
- UAEDCL: Upper Assam Electricity Distribution Company Limited

**A. Assam Power Generation Corporation Ltd. :**

Sl No	Station Name	Installed Capacity	Present Status
1.	Namrup Thermal Power Station (NTPS) (3x23 +1x12.5+1x30+1x22) MW Derated w.e.f 13.03.08 as per CEA (20+21+21+11.5+24+22)MW	119.5 MW	Running with maximum capacity 90 MW
2	Lakwa Thermal Power Station (LTPS) (4x15+3x20) MW	120 MW	Running with maximum capacity 60 MW due to constraints in Gas Supply.
3	Chandrapur Thermal Power Station (CTPS) (2x 30) MW	60 MW	Out of operation due to high cost of fuel oil.
4.	Bongaigaon Thermal Power Station (BTPS) (4x60) MW	240 MW	Phased out as a new station is being constructed at its place by NTPC.
5.	Mobile Gas Turbine (7x2.7) MW	18.9 MW	Out of operation and in process of disposal of machineries.
6.	Bordikharu Mini Hydel Station (4x 0.5) MW	2 MW	Out of operation requiring restoration works.
7.	2x 50 MW Karbi Langpi Hydro Electric Project (Hydro)	100 MW	Running with maximum capacity 100 MW
	<b>Total Installed Capacity</b>	<b>660.4 MW</b>	<b>250 MW Effective Capacity.</b>

**B. Share from Central Sector Generating Stations Located in North Eastern Region.**

Sl No	Name Agency, Type and Capacity	% Share of Assam	MW Allocated
1	AGBPP, NEEPCO, Thermal (Gas) 291 MW	58.20	169.36
2	AGTPP, NEEPCO, Thermal (Gas) 84 MW	46.80	39.31
3	Kopili, NEEPCO, Hydro (storage) 200 MW	55.19	110.38
4	Khangdong, NEEPCO,Hydro	58.01	29.00

	(storage) 50 MW		
5	Kopili Extn , NEEPCO, Hydro (storage) 25 MW	48.35	12.09
6	Doyang, NEEPCO, Hydro (RoR*) 75 MW	45.43	34.07
7.	Loktak, NHPC, Hydro (Storage) 105 MW	31.07	32.62
8.	Ronganadi, NEEPCO, Hydro (RoR*) 405 MW	45.05	182.45
	<b>Total</b>		<b>609.28</b>

\* ROR- Run On River

### C. Consumer Profile

Cat No.	Category	No of Consumer	C' load kw	kwh drawn MU
1	Jeevan Dhara 0.5 kw & 1kwh/day	246808	32125.96	74.82
2	Domestic: A - above 0.5kw to 5 kw			
	First 4kwh/day	1008308	1148206.945	735.2585
	Next 4 kwh/day	57305	135083.17	86.501
	Balance	17749	67541.585	43.2505
		<b>1083362</b>	<b>1350831.7</b>	<b>865.01</b>
3	Domestic-B above 5 kw to 20kw	14895	110585.15	104.75
4	Commercial Load above 0.5 to 20kw	142583	227010	262.54
5	General Load upto 20 kw	21747	41329.5	99.9
6	Public Lighting	566	3828.05	7.8
7	Agriculture upto 7.5hp	1185	6461.34	7.11
8	Small Industries Rural upto 20kw	6275	68998.62	37.04
9	Small Industries Urban	3572	58843	26.61
	<b>LT TOTAL</b>	<b>1520993</b>	<b>1900013.32</b>	<b>1485.58</b>
1	HT Domestic 20kw and above	640	38299.2	34.76
2	HT commercial 20kw & above	1192	128610.95	162.99
4	Public Water works	1613	26779.16	49.05
5	Bulk supply 20kw and above			
	Govt. Edu Inst	109	15763.56	33.41
	Others	774	140954.22	267.93
6	HT Small Industries upto 50 kw	608	29668.7	54.85
7	HT Industries-I 50kw to 150 kw	637	38261.76	40.73
8	HT Industries-II above 150 kw	379	223132.9	330.61
9	Tea Coff & Rub	950	311307.14	303.174
10	Oil & Coal	107	34020.51	74.3
11	HT Irrigation Load above 7.5 hp	3695	69537.44	67.49
	<b>HT Total</b>	<b>10704</b>	<b>1056335.54</b>	<b>1419.294</b>
	<b>All Total</b>	<b>1531697</b>	<b>2956348.86</b>	<b>2904.874</b>

\*\* All Figures as per Tariff Order 2007-08.

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## An introduction to AERC & CAC

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From interactions with the public at different occasions, it can be inferred that public understanding of the Assam Electricity Regulatory Commission (AERC) is limited. Many believe that AERC is another branch of the erstwhile ASEB which acts as a recommendatory body on tariff or a department of the State/Central Government dealing with electricity. Therefore, this write-up has been prepared in FAQ format as an attempt to enlighten the public about AERC and its Consumer Advocacy Cell (CAC).

### 1. What is AERC?

The Electricity Regulatory Commissions Act 1998 and The Electricity Act 2003 facilitated setting up of independent regulatory authorities at the State and Central level. The Assam Electricity Regulatory Commission (AERC) was formed in February 2001 as an independent, statutory body constituted under the Electricity Regulatory Commissions Act 1998 and later came under The Electricity Act 2003.

### 2. What are the objectives and functions of AERC?

The primary objective of AERC is to regulate the power sector in the state of Assam. The other functions/objectives include the following:

- To determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the State.
- Regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources
- Facilitate intra-transmission and wheeling charges
- Issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders
- Promote cogeneration and generation of electricity from renewable sources of energy
- Adjudicate upon the disputes between the licensees and generating companies
- Levy fee for the purposes of the Electricity Act 2003
- Specify State Grid Code

- Specify or enforce standards with respect to quality, continuity and reliability of service by licensees

**3. What is the constitution of the Commission?**

The AERC consist of three members appointed by the State Government of whom, one member is the Chairperson of the Commission appointed by the State Government. The Chairperson is the Chief Executive of the Commission. The Commission may appoint a Secretary to exercise such powers and perform such duties as may be specified. All orders and decisions of the Commission are to be authenticated by its Secretary or any other officer of the Commission duly authorized by the Chairperson in this behalf.

**4. How are the members selected?**

The members of the Commission are selected by a Selection Committee consisting of a person who has been a Judge of the High Court, the Chief Secretary of the concerned State and the Chairperson of the Authority or the Chairperson of the Central Commission.

However the above does not apply to the appointment of a person as the Chairperson who is or has been a Judge of the High Court.

**5. What is the term of office of the members?**

Every member shall hold office for a period of five years from the date of his appointment or until the age of sixty-five whichever is earlier.

**6. What are the powers of the Commission?**

1. For the purposes of any inquiry or proceedings, the Commission have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 in respect of the following matters, namely: -

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) discovery and production of any document or other material object producible as evidence;
- (c) receiving evidence on affidavits;
- (d) requisitioning of any public record;

- (e) issuing commission for the examination of witnesses;
- (f) reviewing its decisions, directions and orders;
- (g) any other matter which may be prescribed.

(2) The Commission have the powers to pass such interim order in any proceeding, hearing or matter before the Commission, as that Commission may consider appropriate.

(3) The Commission may authorise any person, as it deems fit, to represent the interest of the consumers in the proceedings before it.

**7. Is AERC independent?**

Yes. The AERC is independent. However the policy directives of the Government bind it. (U/s 108 of The Electricity Act 2003)

**8. Is AERC different from ASEB and its successor entities?**

Yes. AERC is independent of these institutions.

**9. How are the expenses of AERC met?**

The expenses of the AERC are met through the grants received from the State Government and income earned from tariff petitions, miscellaneous petitions and sale of its regulations and other publications.

**10. How does AERC ensure public participation?**

AERC has an Advisory Committee in which all the stakeholders are represented. The draft regulations and other matters having a bearing on the public are sent to the Advisory Committee members and their views are sought. The documents are also put on the official website of the Commission for comments/suggestions. The public can visit AERC and obtain copies of documents. Besides, AERC calls for objections and suggestions from the public on matters of public interest before a decision is taken. Public hearings are conducted to ensure peoples participation in deciding electricity tariffs. AERC through the Consumer Advocacy Cell recognizes consumer groups to represent consumers.

**11. Why was the Consumer Advocacy Cell formed?**

Due to lack of information and feedback directly from the consumers on matters of quality of service the Commission was dependent on the data and information furnished by Assam State Electricity Board (ASEB) and its successor entities. As is perhaps natural, such feedback can often be perceived as biased in favour of the suppliers themselves, even if on close scrutiny it is not found to be so. Other sources of information such as the newspapers and television are useful but coverage of matters relating to electricity are often sporadic in nature. Also, the Commission felt that the benefits of various regulations could reach the common consumers only when they became aware of their rights offered by these regulations. Therefore, to address these issues in right earnest an initiative was taken by the Commission to constitute a Consumer Advocacy Cell under direct supervision of the Commission and entrusted a consultant to man the Cell.

**12. What are the functions and activities of CAC?**

The following are the important functions and activities of CAC:

**i. Grievance handling:** Consumer Grievance handling is one of the major functions of the CAC. The CAC is facilitating consumers by receiving their complaints and forwarding it to the Commission and the concerned distribution licensees.

The CAC is holding Consumer Meets to facilitate interaction with the public and the officials of the Licensee are held as part of these meetings. Three consumer meets has been held so far.

**ii. Empowerment:** The CAC believes that the benefit of electricity reform can reach the consumers only when they participate effectively in the regulatory process. Considering the special nature of electricity, consumers need to be educated and empowered by way of information to play their role. Therefore, regular consumer meets are held to discuss various regulations and to bring the regulator, licensee and consumer representatives face to face to discuss matters of consumer interests.

**iii. Information:** Technical as well as general information about the power sector enhances the quality of consumer intervention. The CAC in its endeavor to provide information to consumers is bringing out an information bulletin titled "*Consumer Grid*". This bulletin contains informative articles, facts and figures, news clippings, etc.

The newsletters are mailed to the empanelled consumer groups and members of the Advisory Committee, besides to licensees, Government departments and other State Regulatory Commissions. These are also made available in the AERC website: [www.aerc.gov.in](http://www.aerc.gov.in). A separate page for Consumer Advocacy is included in the website.

A CD was also prepared containing the Mission & Objectives of the Cell, the Electricity Act, 2003, National Electricity Policy, the consumer related regulations of AERC etc. for information of consumers and the empanelled consumer groups. For counseling in power related issues, consumers can approach the AERC office on 1<sup>st</sup> and 3<sup>rd</sup> Saturdays of every month from 3 pm to 5 pm and an advertisement in this regard was published in the local dailies.

**iv. Monitoring:** One of the objectives of the Cell is to conduct surveys to gauge the performance of the Licensees vis-a-vis consumer satisfaction. The process was initiated in this regard and a questionnaire was designed for conducting the survey. Copies of this questionnaire were sent to the empanelled consumer groups for feedback. The report of this survey provides useful insights to the service provider for improving service quality and enhancing consumer satisfaction. It also brings to the forefront the importance of the press, electronic media and consumer advocacy groups in creating awareness among the consumers on power related issues. The report was published in the second volume of the *Consumer Grid*.

### 13. How to get involved with CAC?

If you are a member of a registered society under the Societies Registration Act 1860, then you can apply for empanelment with the CAC. An individual can bring any grievance relating to power sector to the notice of CAC which will be brought to the notice of the Commission and the concerned licensee. You can also file your objections to the tariff proposal through CAC or can send in your suggestions and comments on various draft papers issued by the AERC.

### 14. How do the empanelled groups benefit from CAC?

The groups get benefited in more than one way. Representatives of these groups can educate themselves in electricity related matters by participating in the awareness meets held by the Commission and they are offered sitting fees and TA for attending these. They can represent their grievances directly to the licensees in the meets and also seek

solutions and assurances from them for speedy redressal. These groups are also given preference by the Commission while dealing with grievances of their areas.

### 15. What are the mission and vision of CAC?

#### Mission:

- a) To protect the interests of all categories of electricity consumers.
- b) To empower consumers to effectively participate in the regulatory processes

#### Vision:

To encourage and support the Assam Electricity Regulatory Commission and all others committed to Power Sector Development in the State and strive towards transforming Assam into the most power-efficient state of India.

### List of Empanelled Consumer Groups

Eleven consumer groups are presently empanelled with CAC and these groups are:

- ✚ Association of Integrated Development & Research(AID-R), Goalpara
- ✚ Grahak Suraksha Sanstha, Guwahati
- ✚ North East Rural & Urban Socio Economic Development, Nagaon
- ✚ North Eastern Electricity & Other Energy Consumers Service Society (NEEECONS), Guwahati
- ✚ District Consumer Protection Parishad, Morigaon.
- ✚ Integrated Mass Participation in Agriculture & Creative Technology (IMPACT N.E), Majuli, Jorhat.
- ✚ Development Organisation, Karimganj.
- ✚ Gopal Ata Rural Development Organisation, Barpeta.
- ✚ Satabdi Gosthi, Barpeta.
- ✚ Global Service Association, Rangia.
- ✚ SCORPION, Panbazar, Guwahati.

### Household Electrical Appliances - A Consumer Concern.

Uses of electricity in different household appliances have resulted in enhancing the standard of living and comfort. Household Electrical Appliances (HEA) play a major role in our day to day life. There has been a significant increase in volume of production of household electrical appliances. To meet the increasing demand for such appliances some manufacturers unfortunately cut corners and produce inferior quality products for sale at a lower price. Consumers have to bear losses in more than two ways because of such shoddy products, firstly by way of higher consumption of electricity and secondly the life of such equipments is less, in addition to exposure to electrical hazards. In order to maintain the quality of these appliances sold in the country, Government of India had issued an order namely Household Electrical Appliances Quality Control Order 1981, where forty (40) commonly used items are covered. Out of these forty items, seven items have to bear compulsory ISI mark by the Government of India Gazette Notification No 179 dated 8<sup>th</sup> April 1987. The enactment of The Energy Conservation Act 2001, make it mandatory to use standard equipment with ISI marked in all public buildings to ensure energy conservation and safety. A typical value of energy consumed per day for an average family of 4 to 5 is shown in the table below:

<b>Type of Appliances</b>	<b>Rating in KW</b>	<b>Average use per day (Hr)</b>	<b>Energy consumption per day (kwh)</b>
Refrigerator of 165 litres	0.15	12	1.8
Electric Iron	0.75	0.5	0.375
Television set	0.1	4	0.4
Washing machine	0.3	0.5	0.15
Storage type Water Heater	3	1	3
1HP Water Pump	0.75	0.5	0.375
Food Mixer	0.6	0.5	0.3
Microwave	4	0.5	2
<b>Total (Excluding light and fan )</b>	<b>9.65</b>		<b>8.4</b>

- average monthly energy consumption with the above pattern will be in the range of 300 kwh to 350 kwh including light and fan.

Even a small variation of consumption of energy by the appliances may make wide variations in the monthly energy bill. While purchasing household electrical appliances, common trend of the people is to look at the price factor and not at the quality in terms of energy consumption of the appliances. This may keep the initial investment a little low but in long run, operating expenditure of the appliances would be much higher. As such, the economic operation of HEA has substantial bearing on the expenditure of common man, in addition to national energy saving which is one of the prime requirements today.

Quality of supply also has a major role in operating economy of household electrical appliances. Operation of equipments below normal voltage results in appliances taking longer time to do their job such as cooking food, washing clothes and lifting of water etc. Increase in voltage level above standard also has a negative influence on service life of the appliances due to deterioration of the insulation of motor and other associated parts as well as increase of electricity consumption.

Therefore, the consumers should always buy ISI marked products. Also, the consumers of electricity need to be cautious while handling electrical equipments to avoid accidents and derive maximum benefits from these products.

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*Contributed by: M. K. Adhikary  
Joint Director (Tariff), AERC*

**"Your mind does not know the difference between reality and fantasy. Your mind acts on what you feed it. Feed it good thoughts " - Zig Ziglar**

**TIME LIMITS FOR RENDERING SERVICE TO CONSUMERS****(1) Consumer related services**

Nature of Service / Standards	Guaranteed Standards-Maximum time limit for rendering service	Compensation payable to affected person
<b>1. <u>Fuse-off /Fault Calls:</u></b>		
Cities/Towns	4 working hours	Rs. 5/- per consumer for every hour delay beyond 4 working hours subject to maximum Rs. 50/- per consumer per day.
Rural Areas	24 hours	Rs. 20/- per consumer per day beyond one day subject to maximum Rs. 50/- per consumer.
<b>2. <u>Line Breakdowns:</u></b>		
Cities/Towns	(i) Where replacement of pole is not required: 24 Hrs.  ii) Where replacement of pole is required: 48 Hrs.	Rs. 10/- per consumer per day for delay beyond one day, if the number of affected consumers are less than 50, and Rs. 5/- per consumer per day for affected consumers 50 or more subject to maximum Rs. 50/- per consumer.  Rs. 10/- per consumer per day for delay beyond 48 hours, if the number of affected consumers are less than 50, and Rs. 5/- per consumer per day for affected consumers 50 or more subject to maximum Rs. 50/- per consumer.
Rural Areas	i) Where replacement of pole is not required: 24 Hrs.  ii) Where replacement of pole is required: 72 Hrs.	Rs. 5/- per consumer per day for delay beyond one day subject to maximum Rs. 50/- per consumer.  Rs. 5/- per consumer per day for delay beyond three day subject to maximum Rs. 50/- per consumer.

<b>3. Replacement of failed Distribution Transformer:</b>		
Cities/Towns	1 day	Rs. 20/- per consumer/day for delay beyond 1 day subject to maximum Rs. 100/- per consumer.
Rural Areas	5 days	Rs. 10/- per consumer/day for delay beyond 5 days subject to maximum Rs. 100/- per consumer.
<b>4. Replacement of damaged service line:</b>		
Require replacement at consumer's cost (fault in consumer's installation)	3 days from the date of deposit of cost of service-wire by the consumer	Rs. 20/- per day for delay beyond 3 days subject to maximum Rs.100/- per consumer
Require replacement at licensee's cost (normal wear & tear)	3 days from the date of receipt of complaint	Rs. 10/- per day for delay beyond 3 days subject to maximum Rs.50/- per consumer
<b>5. Complaints about meters</b>		
<b>LT Consumers</b>		
<b>Testing, Checking &amp; Calibration for Correctness of Meter</b>		
Urban Area	7 days from lodging of complaint.	Rs. 50/- per day for delay beyond 7 days subject to maximum Rs.200/- per consumer
Rural Area	15 days from lodging of complaint.	Rs. 50/- per day for delay beyond 15 days subject to maximum Rs.200/- per consumer
<b>Defective/Stopped/Burnt Meter Replacement:</b>		
<b>Urban Area</b>		
Replacement not attributable consumer	7 days	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer
Where the cost of the meter is recoverable from the consumer.	15 days after the receipt of payment.	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer
Where the consumer	15 days after supply of	Rs. 50/- per day for delay beyond

is required to supply the metering equipment.	metering equipment.	specified period subject to maximum Rs.200/- per consumer
<b>Rural Area:</b>		
Replacement not attributable consumer	15 days	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer
Where the cost of the meter is recoverable from the consumer.	30 days after the receipt of payment.	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer
<b>H.T. Consumers</b>		
Replacement of stopped/defective meter or related equipments	Within 7 days after receipt of complaint provided meter is available with Licensee, otherwise within 3 months in any case.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer
Where the cost of the meter is recoverable from the consumer.	Within 15 days after receipt of complaint provided meter is available with Licensee, otherwise within 3 months in any case.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer
Where the consumer is required to supply the meter/equipment	30 days after delivery of metering equipment to Licensee's office.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer
<b>Complaints about consumer's bills</b>		
Urban Area	3 Days	Rs. 5/ per consumer per day delay subject to maximum Rs. 50/-
Rural Area	7 Days	Rs. 5/ per consumer per day delay subject to maximum Rs. 50/-

**"One of the secrets of life is to make stepping stones out of stumbling blocks." – Jack penn**

**Important Phone Numbers****1. Lower Assam Electricity Distribution Company Limited**

<b>Name of the Sub-division</b>	<b>Sub-division headed by Manager/Deputy Manager</b>	<b>Land Line Number</b>	<b>Mobile Number</b>
Narengi	Mr. Hemanta Buzarbarua	0361-2550349(0)	98641-02246
Uzanbazar	Mr. Thanuram Saikia	0361-2663425(0)	98641-59348
Chandmari	Mr. Sanat Bhatta	0361-2523606(0)	99540-93232
Zoo Road	Mr. Santanu Bora	0361-2201087(0)	99541-92041
Basistha	Mr. Rupanta Das	0361-2227401(0)	98641-11312
Capital	Mr. Deepak Das	0361-2261075(0)	94350-16199
Garbhanga	Mr. Muninra Narayan Dutta	0361-2300386(0)	98640-94208
Machkhowa	Mr. Abhijit Bhuyan	0361-2474110(0)	98640-64853
Ulubari	Mr. Deepak Sarma	0361-2524657(0)	98640-38162
Paltanbazar	Mr. Debajyoti Das	0361-2540424(0)	98640-35124
Fancy Bazar	Mr. Putul Bhagawati	0361-2541598(0)	94350-12676
Kalapahar	Mr. Bipul Goswami	0361-2471781(0)	94355-53335
Sonapur	Mr. Pradip Dutta	0361-2786288(0)	99541-92045
Boko	Mr. Chinmoy S Bordoloi	03623-282241(0)	98540-19699
Choygaon	Mr. Monoj Kakoti	03623-261240(0)	
Mirza	Mr. Mukut Nath	03623-230125(0)	
Hajo	Mr. Lokenath Choudhury	0361-2820251(0)	
Sualkushi	Mr. Arun Bora	0361-2830363(0)	
Amingaon	Mr. S M Sarma	0361-2680226(0)	94351-92496
Jalukbari	Mr. Ramen Choudhury	0361-2570571(0)	
Tamulpur	Mr. Biswajit Hazarika	03621-287208(0)	
B Chariali	Mr. Purna Ram Neog	03621-286214(0)	99544-29977
Rangia-I	Mr. Angshooman Baroowa	03621-242272(0)	94355-59835
Rangia-II	Mr. Dilip Bhuyan	03621-240312(0)	
Barama	Mr. Parag KR Das	03624-282423(0)	
Tihu	Mr. Binay Das	03624-281253(0)	
Pathsala	Mr. Mukul Patowary	03666-266443(0)	94351-23373
Sorbhog	Mr. P Neog	03666-287436(0)	

Barpeta	Mr. Nripendra Sutradhar	03665-236181(0)	
Barpeta Road	Mr. Dileep Patgiri	03666-260317(0)	94351-24211
Chamata	Mr. Satyen Lahkar	03624-232431(0)	94350-11280
Nalbari-I	Mr. M Sarma	03624-220318(0)	
Nalbari-II	Mr. Akan Sarma	03624-220480(0)	
Agomoni	Mr. Narayan CH Dey	03662-288727(0)	
Golakganj	Mr. Phulen Dutta	03662-287250(0)	
Bilasipara	Mr. Siddeshwar Pathak	03667-250260(0)	
Gauripur	Mr. Tapan Goswami	03662-281426(0)	
Dhubri	Mr. Mahmmudul Ahmed	03662-230251(0)	
Chapar	Mr. Siddique Ali Sarkar	03664-262510(0)	
Fakiragram	Mr. Kamendra Roy	03662-283433(0)	
Gosaingaon	Mr. Prasanta KR Paul	03662-220265(0)	
Basugaon	Mr. K Narzary	03661-281234(0)	
Kokrajhar	Ms. Bijaya Boro	03661-270620(O)	9435322359
Damra	Mr. C K Bhattacharjee	03663-281558(0)	
Mankachar	Mr. Sasadhar Kalita	03662-285250(0)	
Lakhipur	Mr. S L Saha	03663-283427(0)	
Goalpara	Mr. Rewat Bora	03663-240036(0)	94352-96462
Dhupdhara	Mr. Santa Singh	03663-284322(0)	
Bijni	Mr. Dinesh Barman	03664-284637(0)	
Abhayapuri	Mr. Lohit Mahanta	03664-281453(0)	
Bongaigaon-I	Mr. Jibeswar Das	03664-230293(0)	94351-21248
Bongaigaon-II	Mr. Abhoy S Paul	03664-241646(0)	
Udalguri	Mr. Durga Dutta	03711-224440(0)	
Tangla	Mr. M Islam	03711-255418(0) 03711-255431(R)	
Mazbat	Mr. D M Bora		94355-63522
Mangaldoi	Mr. Ramen Bhatta	03713-222141(O) 03713-222166(R)	
Kharupetia	Mr. Santanu Borah	03713-254303(0)	
Sipajhar	Mr. Rabin Sarma	03713-266462(0)	

Name of the Division	Division headed by Senior Manager	Land Line	Mobile
GED(N)	Mr.Anup Poddar	0361-2463011 (O)	98640-30449
GED(E)	Mr.Bikash Borpujari	0361-2261767 (O)	94350-45670
GED(C)	Mr.Jiten Hazarika	0361-2521694 (O)	94351-23619
GED(S)	Mr.Prasanta Sharma	0361-2235762 (O)	94353-44083
Mirza	Mr.Bhadreswar Nath	03623-230081 (O)	94351-84785
GED(W)	Mr.Arup Hazrika	0361-2546285 (O)	98640-11855
Rangia	Mr.Atul Das	0361-240219 (O)	98640-50854
Pathsala	Mr.K P Roy	03666-266424 (O)	94350-16198
Barpeta	Mr.B. N. Sharma	03665-252363 (O)	94350-82067
Nalbari	Mr.N K Sinha	03624-220265 (O)	94350-47187
Dhubri	Mr.Kulesh Sarma	03662-281439 (O)	94354-91292
Kokrajhar	Mr.Aron Dey	03661-270682 (O)	94355-60778
Goalpara	Mr.Nikhilesh Barua	03663-240068 (O)	94351-93932
Bongaigaon	Mr.Monin Ghosh	03664-230295 (O)	94351-21605
Udalguri	Mr.Rup Kumar Saikia	03711-224402 (O)	94350-83873
Mangoldoi	Mr.T N DEB Sarma	03713-223463 (O)	94350-48696

ame of the circle	Contact Person	Land Line	Mobile
GEC-1	Mr. Pulin Rajkhkuwa	0361-2523916 (O)	98640-30388
GEC-11	Mr. Champak Boruah	0361-2674723 (O)	98640-20778
Rangia	Mr. Rupam Bezborua	03621-240532 (O)	94350-14512
Kokrajhar	Mr. Sankar Kar	03661-270431 (O)	94350-22229
Bongaigaon	Mr. Ashok Ghosh	03664-230282 (O)	98640-27035
Mangaldoi	Mr. A.K. Sarmaborua	03713-222125 (O)	94350-61838

## 2. Upper Assam Electricity Distribution Company Limited

### STATUS OF CUSTOMER CARE (COMPLAINT CENTER) UAEDCL

#### DIBRUGARH ELECTRICAL CIRCLE, UAEDCL.

SI. No	Name of Sub-Division	Location of Customer Care Center.	Contact Person	Phone Nos.
1.	Dibrugarh Electrical Sub-Division - I	Near Sub-Divisional office	Sri Debojit Chetia	(0373)2327484

2.	Dibrugarh Electrical Sub-Division - II	Near Sub-Divisional office	Sri Denial Ahmed	(0373) 2327484
3.	Dibrugarh Electrical Sub-Division - III	Attach to Sub-Divisional office	Sri Mohan Gohain	(0373) 2327040
4.	Bordubi Electrical Sub-Division	Near Sub-Divisional office	Sri Mjneswar Saikia	(0374) 2824480
5.	Naharkatia Electrical Sub-Division	Attach to Control room	Sri Budheswar Bora	(0374) 2570057
6.	Namrup Electrical Sub-Division	At Namrup Town	Sri Dulal Hazarika	(0374) 2502993
7.	Tlنگkhong Electrical Sub-Division	At Rajgarh	Sri Bijoy Phukan	(03754) 276632

(NB. There is no separate Customer Care Center except Complaint Booth)

**TINSUKIA ELECTRICAL CIRCLE, UAEDCL.**

Sl. No.	Name of Sub-Division	Location of Customer Care Center.	Contact Person	Phone Nos.
1.	Tinsukia Electrical Sub-Division - I	Near Sub-Divisional office	Sri Lalit Changmai	(0374) 2330535
2.	Tinsukia Electrical Sub-Division – II	Near Sub-Divisional office	Sri Pranab Goswami	(0374) 2330535
3.	Tinsukia Electrical Sub-Division - III	i) At Makum ii) At Chabua	Sri Kukil Konwar Sri Badan Dutta	(0374) 2345737 (0373) 2864530
4.	Digboi Electrical Sub-Division	Attach to Control room	Sri Prithiraj Handique	(03751) 291405
5.	Margherita Electrical Sub-Division	i) Attach to Control room at Margherita ii) At Lekhapani iii) At Ledo	Sri Dilip Borua Sri Sanjeeb Borah Sri Bibhuti Borua	(03751) 220362 (03751)292554 94351 38801
6.	Doomdooma Electrical Sub-Division	Attach to Control room	Sri Dilip Kumar Nath	(03759) 240255
7.	Chapakhua Electrical Sub-Division	Attach to Control room	Sri Nalini Chutia	94356 05837

(NB. There is no separate Customer Care Center except Complaint Booth)

**SIVASAGAR ELECTRICAL CIRCLE, UAEDCL**

SI. No.	Name of Sub-Division	Location of Customer Care Center.	Contact Person	Phone Nos.
1.	Sivasagar Electrical Sub-Division - I	ASEB Campus	Round the Clock	(03772) 222843
2.	Sivasagar Electrical Sub-Division – II	Sub-Divisional office –II HQ	Sri Amulya Gogoi	(03772) 222925
3.	Gaurisagar Electrical Sub-Division	Gaurisagar	Sri Bharat Saikia	(03772) 278319
4	Nazira Electrical Sub-Division	i) Nazira ii) Gargaon iii) Geleky iv) Angera Tiniali v) Mechagarh vi) Dhitaipukhuri vii) Lakwa OBG viii) Tengapukhuri Tank ix) Sontok	Sri Robin Kotoky Sri Tularam Konwar SBO Sri Khira Phukan Sri Jibon Sarma Sri Lalit Dutta Sri Tarun Rajkonwar Sri Sukheswar Gogoi Sri Lalit Rajkhowa Sri Abdul Rahman	(03772) 251310 (03772) 252270 (03772) 250168 (03772) 254795 (03772) 201666 94354 77810 (03772) 257989 (03772) 247117 98541 72627 98354 77506 & 98644 99712
5.	Amguri Electrical Sub-Division	i) Amguri Control Room ii) Haluating iii) Bhunyahat iv) Samaguri v) Namti Chariali vi) Kalu Gaon	Round the Clock Sri Jiten Saikia Sri Tepuram Neog Sri Bimal Bora Sri Anowar Hussain Sri Jogeswar Chutia	(03772) 253427 94353 56107 (03772) 253349 98540 12669 99542 81283 98541 31632

**JORHAT ELECTRICAL CIRCLE, UAEDCL**

SI. No.	Name of Sub-Division	Location of Customer Care Center.	Phone Nos.
1.	Jorhat Electrical Sub-Division - I	Na-Ali Garmur CR	(0376) 2320592 (0376) 2330120
2.	Jorhat Electrical Sub-Division – II	Lichubari CR	(0376) 2310620

		Na Ali	(0376) 2320048
3.	Dergaon Electrical Sub-Division	S/D Office	(0376) 2380290
	Baligaon Electrical Sub-Division	S/D Office	(0376) 2321272
5.	Golaghat Electrical Sub-Division	Golaghat	(03774) 280248
6.	Bokakhat Electrical Sub-Division	Bokakhat	(03776) 268009
7.	Kamargaon Electrical Sub-Division	Khumtai CR Numaligarh CR	(03776) 289016 (03776) 264417
8.	Titabor Electrical Sub-Division	Titabor CR	(03771) 248432
9.	Mariani Electrical Sub-Division	Nagajanka Nakachari	(03771) 240172 (03771) 292737
10	Kakojan Electrical Sub-Division	S/D Office	(0376) 2395421

**Details of location of Customer Care Centers:**

- Consumer Care Centre, North Lakhimpur  
K. B. Road, North Lakhimpur  
All the campus of North Lakhimpur Electrical Sub-Division Office  
Phone No. 03752-2221398
- Consumer Care Centre, Bihpuria  
Ward No. I, Bihpuria, near 33KV Bihpuria Sub-Station  
Phone No .03752-263242.
- Consumer Care Centre ,Dhemaji  
Ward No. 2, Dhemaji Electrical Sub- Division..  
Office Campus. P.O. Dhemaji  
Phone No. 03753- 224780.
- Consumer Care Centre, Dhakuakhana  
Dhakuakhana Chariali,  
Dhakuakhana Electrical Sub- Division.  
P.O. Dhakuakhana  
Phone No .03752- 254975.
- Consumer Care Centre ,Ghilarnora  
Raidangia, Ghilamora  
Ghilamora Electrical Sub-Division Campus.  
P.O. Ghilamora, Dist- Lakhimpur.  
Phone No.03752- 253270.

6. Consumer Care Centre, Chilapathar  
Jonai Road, Chilapathar  
Chilapathar Electrical Sub Division Campus.  
P.O. Chilapathar Dist- Dhemaji.  
Phone No.03753- 246919.
7. Consumer Care Centre, Jonai  
Jonai Town, Jonai Electrical Sub- Division Campus.  
P.O. Jonai Dist— Dhemaji.  
Phone No.03758- 222339

**3. Central Assam Electricity Distribution Company Limited**

Tezpur S/d                    0371-2220282  
Padum Pukhuri Road-0371-2220038  
Nowgaon E S/d-            0367-2233000  
Silchar EI S/D                (03842) 2234400

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\*\* The phone numbers are liable to change from time to time.

**"Never look down on anybody unless you're helping him up." –  
Jesse Jackson**

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**"Anyone who stops learning is old, whether at twenty or  
eighty. Anyone who keeps learning stays young. The greatest  
thing in life is to keep your mind young." - Henry Ford**

**NOTICE INVITING APPLICATION FROM CONSUMER GROUPS**

The Assam Electricity Regulatory Commission, committed to power sector reforms in Assam, created the Consumer Advocacy Cell for assisting and empowering consumers to become effective partners in different regulatory functions of the Commission. The Cell has empanelled groups representing different parts of Assam like Majuli, Morigaon, Goalpara, Barpeta, Nalbari, Rangia and Kamrup (Metro). The Consumer Advocacy Cell invites application from interested consumer groups from districts which are yet to be represented indicating the groups' area and activities of operation, certificate of registration, and other details for empanelment with the Cell. Eligible consumer groups from already represented districts may also send their applications for consideration by the Commission.

Eligibility Criteria of Consumer Groups for empanelment:

- (a) The group must be a registered society under The Societies Registration Act, 1860, one of the objectives of which is protection of consumer interests.
- (b) Majority members of the group must be consumers of electricity or potential consumers.

**Application may be sent to:**

Consumer Advocacy Cell, Assam Electricity Regulatory Commission, ASEB Complex,  
G.S. Road, Sixth Mile, Guwahati-781 022,  
Tel: 0361 - 2234442, Fax: 0361- 2234432  
email: aerc\_ghy@hotmail.com

Secretary,  
Assam Electricity Regulatory Commission