

# CITIZEN'S CHARTER

2012-13

Power & Electricity Department

Government of Mizoram

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<b>ABBREVIATIONS/DEFINITIONS</b>	
<b>Items</b>	<b>Definitions</b>
AC	Alternative Current
Act	means Electricity Act 2003, passed by Parliament
CEA	Central Electricity Authority
CGS	Central Generating Station
DT	Distribution Transformer
EHV	Extra High Voltage
HOD	Head of Department
HOO	Head of Office
HT/HV	High Tension/High Voltage
JERC (M&M)	Joint Electricity Regulatory Commission for Manipur & Mizoram
kW	Kilo Watt
LT	Low Tension
MU	Million Units
MW	Mega Watt
NEEPCO	North Eastern Electric Power Corporation
NHPC	National Hydro Power Corporation
O&M	Operation & Maintenance
PED	Power & Electricity Department
S/C	Single Circuit or Service Connection
S/S	Sub-Station
SHP	Small Hydro Project
Utility	means the Power & Electricity Department

# ***Citizen's Charter***

## **1 PREAMBLE**

Citizen's charter is an instrument defining interface between the Power & Electricity Department (PED), Government of Mizoram and its Citizens. Though non justifiable, it provides a moral binding commitment on all functionaries of the Department so as to provide efficient services to the people through devotion and self-sacrifice to accelerate the developmentpace ofthe State and to promote Power System with the help of synergy of the Department and the consumer.

PED is committed to achieve customer satisfaction, loyalty and gain confidence of the people by providing credible, prompt and quality service to all the stakeholders while discharging its duties & responsibilities.

## **2 Vision**

To attain and become the most trusted integrated Utility/Department throughbetter Customer satisfaction, optimum utilization of energy and to fulfil the expectations of all stakeholders in a manner that is safe, ethical, healthy and environment friendly.

## **3 Mission**

- 1) to deliver dependable, reliable and quality power supply and services at affordable and competitive price for every section of the society in the State.
- 2) to set new benchmarks in Standards ofPerformance and governance with profitable growth.
- 3) to continuously improvethe quality and reliability of service towards the consumers.
- 4) to offer goods and services and find solutions for the major stakeholders across the entire state.

## 4 About Us

### 4.1 Address of the Head Office

The Engineer-in-Chief  
Power & Electricity Department,  
Government of Mizoram  
Power House Complex, Electric Veng,  
Aizawl, Mizoram  
Tel: 0389-2322848  
Phone 0389-2323308 (EPABX)  
Fax 0389-2320862  
Web site Address [www.power.mizoram.gov.in](http://www.power.mizoram.gov.in)

### 4.2 Overview of the Department

PED is one of the Departments under Government of Mizoram functioning as an integrated utility. PED is responsible for Generation, Transmission, Distribution and Despatching of power supply within the state. It is also responsible for the promotion, development and maintenance of Power Distribution Network including provision of adequate and reliable power supply in Mizoram.

To discharge duties & responsibilities so as to maintain proper functioning of the Department purposefully, detail work force of PED as on March-2012 including 1 no. of Engineer-in-Chief, 4 no. of Chief Engineers and numbers of Superintending Engineers/Executive Engineers/SDO/AE is given below:

a) Regular Employees	-	1821
b) Contract Employees	-	5
c) Work Charge	-	541
d) Muster Roll Labourer	-	2208
<i>Total work force</i>	-	<i>4575</i>

The detail of Organisation set-up as on date is given in **Annexure-A**

The population of Mizoram State is 10.92 lakh as per 2011 census and the per capita consumption of electricity of the State is 219 kWh. The Department is currently serving nearly 2 lakhs consumers under various categories. The total installed capacity of State owned generating stations from Small Hydel Project is 29.35 MW and 23.42 MW from its Bairabi Thermal Generating Station which is kept on standby mode on account of its high cost of operation.

The annual energy requirements of the state is about 400 MU per annum (approx.), whereas the total energy generated from local generating stations is to the tune of 30 MU per annum only (8% of the total requirement). As a result, PED has to import power from outside sources mainly from Central Generating Stations (CGS) like NEEPCO, NTPC and NHPC for bridging the gap between demand and supply. Total availability of power from various Generating stations based percentage share on the installed capacity is 93.98 MW (including 10.5 MW from Baramura, Tripura) as against the state's unrestricted requirement of 178 MW for FY-2012-13 as per 18<sup>th</sup> Electric Power Survey report.

### **4.3 Power Supply System**

For drawing power from CGS and other outside sources, there are 3 (three) Nos. of 132 KV Transmission Lines owned and maintained by PGCIL viz.,

- i) 132 KV S/C Jiribam (Manipur)-Aizawl,
- ii) 132 KV S/C Badarpur (Assam) via Kolasib S/S (PED)-Aizawl
- iii) 132 KV S/C Kumarghat (Tripura)-Aizawl.

All these lines terminated at 132 KV Luangmual S/S (PGCIL), Aizawl, from where power is distributed to various parts of Mizoram. Being a hilly State with its population unevenly dispersed in the remote areas, the State needs a large network of HT & LT Distribution lines as well as Distribution Transformers so as to make available, energy at the user end.

## **5 Business transacted by the Department.**

The functional wise activities being carried out by the Department may be broadly sub-divided into 4(four) sectors as given here below-

**5.1 Generation:** Mizoram is endowed with many fast flowing rivers and these rivers have huge potential for generation of power. Hydro Electric potential of the State is assessed to be around 4000 MW out of which only 29.25 MW from 11 nos of SHP has been developed under the state Sector from SHPs. These SHPs contributes only a small percentage of the total of energy requirement of the state(Detail is given in **Annexure-B**). Apart from this, the department is also taking up construction work of bigger Hydro Power Projects to meet future energy requirements of the state.

Mizoram is one of the 1<sup>st</sup> amongst the NE States to have its Power Policy from Renewable Energy Sources in order to encourage private participation in power generation. Hydro Electric Power Policy of Mizoram, 2010 was framed and notified on 16.08.2010 in order to harness these immense green energy potential.

PED is executing Tlawva SHP (2x2.5 MW) which will be completed and commissioned by 2014-2015. Two (2) other SHP namely Tuiriza (100KW) and Tuiching (100KW) has been sanctioned by MNRE & NEC and execution work is also being started.

Tuirial HEP (60 MW) is another on-going project executed by NEEPCO and the project is scheduled to be completed during the 12<sup>th</sup> five year plan. Tuivai HEP (210) is also in the pipeline and the project shall be taken up in the State Sector on PPP Mode under VGF policy of Government of India. A list of projects allotted to various developers including CPUs, etc., is given in the **Annexure C**.

**5.2 Transmission:** To transmit electrical energy in bulk from the Generating Stations/Sub-Station to the load centre, a strong and adequate capacity of transmission line is required. PED is having 728kM length of 132kV line, 117kM of 66kV lines and 927kM of 33kV line as on March 2012. Detail of 132kV network in Mizoram as on March 2012 is given in the **Annexure-D**.



**5.3 Distribution:** To make energy available at the user end at the appropriate voltage levels, there should be distribution lines and distribution substations within that vicinity. As of now, PED is having 4947kM length of 11kV lines, 2717.6kM length of LT lines and more than 1600 nos. of various capacities of Distribution Transformers across the entire state. All assets in service as mentioned above need to be monitored closely around the clock to make sure that the equipment are in good working condition and serve their purposes.

Being PED is one of the biggest revenue earning Department in the state having more than 1.8 lakhs of Consumers in various categories; collection revenue from sale of energy is one of the core businesses activities of the Department. The detail activities generally to be carried out for release of new service connection to the consumers is also given in **Annexure-E**.

**5.4 Load scheduling, despatching and monitoring:** The Department is also responsible for efficient management of electricity available in the state grid by undertaking scheduling, despatching and monitoring of power supply day and night to satisfy the consumers.

**5.5** Other than the above normal work, the Department also take up various central schemes like RGGVY, R-APDRP etc. from time to time. The status of work under these projects as on Dec-2012 are also given in the **Annexure F&G**

## **6. Our Clients**

Our clients are various categories of Consumer who utilise electricity for the purpose of HT & LT Supply. LT Supply comprises of domestic, commercial, Public Lighting, Industrial, Public Water works, Agriculture etc. Whereas, HT Supply comprises of domestic, commercial, Public Lighting, Bulk supply to Industries/Telecommunications, Public Water pump, Agriculture/Horticulture supply and Bulk in Mizoram.

## **7. Role of JERC (M&M)**

In exercise of the powers conferred by the Electricity Act 2003, the Government of India constituted a Joint Electricity Regulatory Commission for the States of Manipur and Mizoram (JERC-M&M). As per the authorisation given by the Electricity Act-2003, the Commission discharges its function and responsibility for regulation of the power sector (Power & Electricity Department) in Mizoram since 24<sup>th</sup> January, 2008.

As power vested by Electricity Act 2003, the Joint Electricity Regulatory Commission for Manipur & Mizoram had notified various Regulations for the Department. About JERC (M&M) and its various Regulations Notified is available at their Website Address- [www.jerc.mizoram.gov.in](http://www.jerc.mizoram.gov.in) Electricity Tariff also revised two times by the Commission. The detail of category wise tariff fixed by the JECC (M&M) is also given in **Annexure-H**. Also, while determining tariff for Mizoram, charges to be levied from the Consumers against various services rendered by the Department is determined by the Commission as shown in **Annexure-I**

As per JERC (M&M) Standard of Performance Regulations, 2010, the Utility (P&E Dept.) is bound to perform and achieve certain service standards. The Service Standards and Time frame for rendering Services as specified by JERC (M&M) is appended in the **Annexure-J**.

Under the regime of Electricity Regulatory Commission, protection of interest of the Consumers is one of the main concerned. To achieve better Consumer satisfaction and redress their grievances, Consumer Grievance Redressal Regulation 2010 have been notified by JERC (M&M). The detail is given in the succeeding section.

## **8 Consumer Grievance Redressal Mechanism**

PED has set up, as specified in JERC-M&M(Consumer Grievance Redressal) Regulations 2010, Consumers Redressal System to redress complaints and grievances of the Consumers in due course of time. The Consumer complaints can be classified as under for convenience of handling of the grievances:

- (a) Interruption in power supply
- (b) Voltage related grievances
- (c) Load shedding/scheduled outage
- (d) Meter related grievances
- (e) Grievances related to billing, collection, etc.
- (f) Disconnection and reconnection of power supply
- (g) Delay in new service connection or extension of Load

There are three levels for redressing the consumer's complaints as given below:-

**8.1 Internal Grievance Redressal Cell (IGRC)** - IGRCs have been set-up at the appropriate locations in various complaint centres in the state. Any complaint/grievance can be reported to the appropriate IGRC to redress his/her grievances. If the complaint/grievance is not redressed to the satisfaction of the complainant within the stipulated time as per **Annexure-I**, the consumer may approach the Forum for Redressal of his grievance. Area wise concerned office address, contact number and responsibilities in the Department as given in **Annexure-K**. Also in **Annexure-L**, District wise important Offices and contact numbers for consumer's complaint is given.

**8.2 Consumers Grievance Redressal Forum (CGRF)** - CGRF has been set up at Aizawl for the state of Mizoram. The Forum will entertain the grievance which is not redressed by the IGRC to the satisfaction of the complainant within the specified time. The Forum is apex body within the Department to dispose of grievances to the satisfaction of the complainant. The detail address and contact information is as below-

**Address** Office of the Engineer in Chief  
Power & Electricity Department,  
Government of Mizoram  
Power House Complex, Electric Veng,  
Aizawl, Mizoram, Pin-796001  
Contact No. 0389-2311620

### **Members**

Members of the Forum are comprises of

- a) Chairman - S.E (Commercial), O/o Engineer-in-Chief
- b) Member-Secy. - From the Department
- c) One Member - Representative from Consumers Union  
Representative, Consumer Union, Mizoram

Detail information of the present CGRF of Mizoram is given in **Annexure-M**

**8.3 Ombudsman-** Any consumer can make representation to the Ombudsman constituted by the Joint Electricity Regulatory Commission for Manipur & Mizoram (JERC-M&M) if his/her grievance is not redressed to his satisfaction at CGRF. The decision of the Ombudsman is the final verdict in this mechanism. All cases dealt by this mechanism shall be disposed of with fair and equitable as per the guidelines specified in the relevant JERC-M&M Regulations. Present designated Ombudsman is Chief (Engineering), Office of JERC (M&M).

## **9 Complaints handling procedure**

- a) It shall be the endeavour of the Department to provide the best possible services well within the time limits specified.
- b) The limits prescribed in these standards refer to the maximum time permissible for performance of different activities of consumer services.
- c) The Department will register every complaint made by a consumer, either verbally or in writing.
- d) A unique number shall be allotted to each complaint. This complaint number shall be conveyed to the consumer except in the case of postal complaints received.
- e) In case of major failure of supply due to tripping of EHV line or failure of upstream power systems, the reason needs to be communicated to the consumer in addition to the likely restoration time.
- f) The Department shall ensure redressal of all complaints promptly.
- g) Complaints in respect of supply of electricity covering area shall be made at specified offices of the licensee.
- h) The Department shall notify information of the name of office(s), address(s) and telephone numbers where a consumer may lodge his complaints.
- i) The Department shall also endeavour to publicize these contact details through local newspapers/TV/Radio.
- j) The office where a complaint is registered shall dispose it off and if any instruction/sanction is required from a higher authority, it shall be obtained by the Department's staff/Officers. The complainant is not required to approach such higher authority.

- k) In case of unsatisfactory disposal of grievances/complaint, a reference should be made to the higher Officer in-charge.
- l) The Call/Complaint Centre at the Department's Headquarter shall be accessible to its consumers round the clock during all days of the week for redressal of complaints of its consumers receives from any area of the Department.
- m) Every Authorized person of the Department shall have visible display of his designation and, if so required by such consumer, produce for scrutiny, and proof of identity and authorization of Department for the purpose of any interaction with a consumer.
- n) The Department shall have, in every town and city within the area of supply, at least one consumer Complaint/service centre which shall be open for not less than eight (8) hours a day, on all working days of the week.

**10 Scope of Services of PED  
(You can expect from us)**

A utility is licensed by the Regulatory Commission to either transmit or distribute and supply electricity to different categories of consumers. In that regard, the Department has an obligation to supply electricity to consumers to the satisfaction of the consumers. Through this Charter, the Department has committed itself to fulfil the following responsibilities.

Provide reliable electricity-reliable in terms of both quality and quantity.

- a) Attend to faults & rectify it as soon as possible.
- b) Educate consumers on energy tips such as, Energy Conservation, Demand Side Management and use of energy efficient appliances.
- c) Inform Consumers about planned Power outages in advance.
- d) Periodical check-up of Internal Electrification & Installation for any kind of defect or leakage.
- e) Pleasant, customer friendly and efficient reception which will guide you to the correct responsible person that can best assist you.

- f) Accurate, reliable and readily available information to assist in your enquiry.
- g) Respect for your time.
- h) Fairness, transparency and accountability in our transactions.
- i) Access to reliable and safe electric.
- j) Receive timely, clear and complete billing information about the charges as per contract terms and conditions for available services.
- k) Access to information about service connection, quality of service, service problems, meter readings, billing procedures, service charges, price structures, complaint procedures, disconnection, and termination of contract and pay points.
- l) Receive advance notification for temporary termination of service indicating the circumstances under which the service is required to be terminated and also the tentative period of termination.
- m) Access to fair, courteous and expeditious complaint resolution mechanisms to redress grievances and seek settlement measures.
- n) Receive treatment equally to other similar Customers, free of prejudice or disadvantage and
- o) Have confidential information respected & protected.
- p) Referral to the appropriate agency or concerned in the event that we are unable to assist you.

## **11 *Expectation from the Citizens or Clients***

(Our expectation on you)

- a) It is our expectation that you will be as courteous and respectful to our staffs that approaches you.
- b) Pay electricity Bills in full, promptly and honestly.
- c) Observe the terms of electric-service-connection contract.
- d) Make submissions or requests for our services in a timely manner.
- e) Be specific and clear in your requests and provide all the facts available so that we can better address your requests.

- f) Respect our time and professionalism.
- g) Yield the right of way on the approach of our emergency crew/vehicles.
- h) Make your comments and suggestions on the services delivered.
- i) Avail yourselves of our safety information.
- j) Allow the record of consumption to be reflected in the appropriate metering device faithfully and accurately without interference.
- (k) Use electricity for only those purposes as per contracted terms and tariff category.
- (l) Allow only the employees/authorized representatives of the utilities to enter the premises in reasonable time for purposes of inspection, installation, reading, testing, removal, replacement or disposal of their apparatus.
- (m) Give prior information in writing to the utility when intending to change residence.
- (n) Co-operate with employees and technical staff of PED in their legitimate discharge of duties. On the contrary, inform PED, if the employees are found to be involved in malpractices, such as illegal connection, meter tampering, meter seals breaking, pilferage of energy etc.
- (o) Ensure not to use electricity unlawfully via illegal connections, meter tampering or any other device that interferes with normal Supply & Service connection.
- (p) Co-operate with employees/representatives of the service provider and support programmes on the effective and efficient use of electricity and use energy efficient appliances only
- (q) Inform the utility timely in case of exigencies.



- (r) Save electrical energy as much as possible.
- (s) Do not allow any unidentified personal to touch the Department's properties like Energy Meter, seal etc. available in your premises.
- (t) Abide by Codes, regulations and Acts made by appropriate Government/Commission.

## **12 General Information for the Consumers**

- a) According to the Central Electrical Authority (CEA), Metering Guidelines 2006, all electricity meters installed will necessarily have to be electronic.
- b) The state-of-the-art meters installed at your premises are electronic energy meters and they check both phases and the neutral current.
- c) The consumers are expected to have the internal wiring of their house checked by authorised personnel.
- d) All consumers have a choice to buy their own choice meters.
- e) In case a consumer has doubts regarding the accuracy of his/her meter, he/she can have the same tested by paying a nominal fee.
- f) A broken meter seal does not necessarily tantamount to a tampered meter. In case you find your meter seals are broken, please give an application for its resealing.
- g) The Department have meter Testing and Calibration Laboratories at Aizawl and Lunglei. In case a consumer wants to know more about meters, he/she can visit the meter Laboratory with a prior appointment.
- h) Electricity theft is a crime against society. The loss due to theft has to be effected to all consumers. In case you come across such incidence inform the Department for immediate corrective measures.
- i) The requirement and availability of electricity varies according to the time of the day and with seasons. At times, due to constraints in availability of electricity, we are forced to undertake load shedding.

- j) All Enforcement fines, penalties and other Commercial payments are to be made ONLY at designated PED offices.
- k) Customers are advised to ascertain & verify the identity of persons, claiming to be from the Department, who visits their premises and ask for their ID cards.

### **13 Service provided to the client**

- a) Develop and maintain an efficient, co-coordinated and economical distribution system in the area of supply and supply electricity in accordance with the provisions of the Act.
- b) Install plants, equipment and meters; construct, maintain and operate electrical installations/lines as per the technical safety and energy efficiency standards specified.
- c) Give electricity supply service connection on the application of the owner or occupier of any premises within the Area of Supply.
- d) The Department shall always endeavour to ensure stable and adequate power supply of appropriate quality to consumers.
- e) Provide open access to the Generating Company and the Consumer subject to absence of operational constraints in the Distribution System.
- f) Co-operate and assist any clients who seek our services and help within the bound of PED Transaction of Business as per norms prevailing Rules & Regulations.

### **14 Safety Tips (DOs & DONTs for Clients)**

#### **14.1 DOs**

- a) Carry out all electricity related repair work, only after disconnect/isolate the power supply
- b) In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water. Report the incidence to PED

- c) Provide effective Earthing for all house wiring & electrical appliances to prevent electrical shock.
- d) For all electrical appliances use properly earthed 3-pin plugs
- e) Electrical appliances should be kept away from damp & hot surfaces and from flammable goods
- f) Keep away from overhead electricity lines and cables and do not touch broken wires.
- g) Use only reliable/standard electrical materials to avoid electrical accident and fire.
- h) Allow only qualified person to attend to your electrical repairs.
- i) Service your electrical equipment at regular interval through competent electricians.
- j) In case of a short circuit or a fire, switch off the mains instantly  
Make sure that you have easy access to switch off the supply source quickly, in case of an emergency
- k) Make sure extension cords are free from cuts, improper insulation, or joints.
- l) Use switches of the correct current rating and preferably with indicators to indicate whether the switch is ON/OFF.
- m) Switch off electrical appliances when not in use.
- n) Always observe minimum permissible clearance while constructing house etc.

#### **14.2 DON'Ts**

- a) Don't go near any place where 'Danger'/ Caution board is displayed
- b) Never climb on electric poles/stay wires or play near Sub-Stations fencing and overhead lines.
- c) Don't use electric poles/stay wires/Sub-Station fencing for tying animals etc.
- d) Don't try to remove any easily reachable electrical apparatus or broken wires voluntarily by your own, but inform PED immediately.
- e) Don't touch switches / plugs with wet hands.
- f) Don't use broken electrical fittings replace them immediately

- g) Don't attach use electric poles/cables as a clothesline for drying wet clothes
- h) Avoid use of electrical appliance or phone during lightning.
- i) Don't insert wires directly into the plug socket without a proper plug pin
- j) Don't provide a fuse on a neutral circuit.
- k) Don't touch any wet wire & take extra care not to go near any electrical installations during raining.
- l) Don't extend your internal wiring beyond your contracted load without informing PED.
- m) Do not overload electrical outlets or use extension cords in place of additional outlets.

## **15 Electrical Energy Conservation tips for the Clients**

### **15.1 Lighting & Fans**

- a) Switch off lights and fans when not required.
- b) Replace bulbs with tube lights & CFL (Compact fluorescent lamps are four times more energy efficient than incandescent bulbs to provide the same lighting).
- c) Clean lighting fixtures periodically to maintain illumination.
- d) Use task lighting; instead of brightly lighting an entire room
- e) Use electronic chokes in place of conventional copper chokes.
- f) Replace conventional regulators with electronic regulators for ceiling fans.
- g) Install exhaust fans at a higher elevation than ceiling fans.

### **15.2 Electric iron**

- a) Select iron boxes with automatic temperature cut off.
- b) Use appropriate regulator position for ironing.
- c) Do not put water on clothes while ironing.
- d) Do not iron wet clothes.
- e) Avoid ironing one or two clothes daily.

### **15.3 Refrigerator**

- a) Do not open the doors of the refrigerators frequently.
- b) Set thermostat in medium cooling position.
- c) Do not overload the refrigerator.
- d) Defrost your refrigerator regularly frost build up increases the amount of energy needed to keep the motor running..
- e) Keep enough space between your refrigerator and the walls so that air can easily circulate around the refrigerator.
- f) Do not keep your refrigerator or freezer too cold.
- g) Make sure your refrigerator door seals are airtight.
- h) Get in the habit of keeping items in the same place for faster accessible.
- i) Cover liquids and wrap foods stored in the refrigerator (Uncovered foods release moisture and make the compressor work longer)
- j) Do not leave the fridge door open for longer than necessary, as cold air will escape.
- k) Use smaller cabinets for storing frequently used items.
- l) Avoid putting hot or warm food straight into the fridge.
- m) Put some plastic container, jugs with water in the freezer. (Freezer works more efficiently when in full than nearly empty).
- n) Discourage leisurely open-door inspection of refrigerator contents by family members looking for snacks etc.

### **15.4 Washing Machine**

- a) Use after 10 PM or after 9 AM (to run the machine at the rated voltage)
- b) Run washing machine only with full load.
- c) Use the shortest cycle time.
- d) Use optimal quantity of water.
- e) Use timer facility to save energy.
- f) Use the correct amount of detergent.
- g) Use hot water only for very dirty clothes.
- h) Always use cold water in the rinse cycle.
- i) Prefer natural drying over electric dryers.

## **15.5 Geyser**

- a) Switch off when not required.
- b) Reduce thermostat setting from 60° to 50° C.
- c) Use Solar Water Heater –to save energy & your money in a long run

## **15.6 Microwave Ovens**

- a) Consumes 50 % less energy than conventional electric / gas stoves.
- b) Do not bake large food items.
- c) Unless you're baking breads or pastries, you may not even need to preheat.
- d) Don't open the oven door too often to check food condition as each opening leads to a temperature drop of 25° C.

## **15.7 Electric Stove**

- a) Turn off electric stoves several minutes before the specified cooking time.
- b) Use flat-bottomed pans that make full contact with the cooking coil.

## **15.8 Air Conditioning**

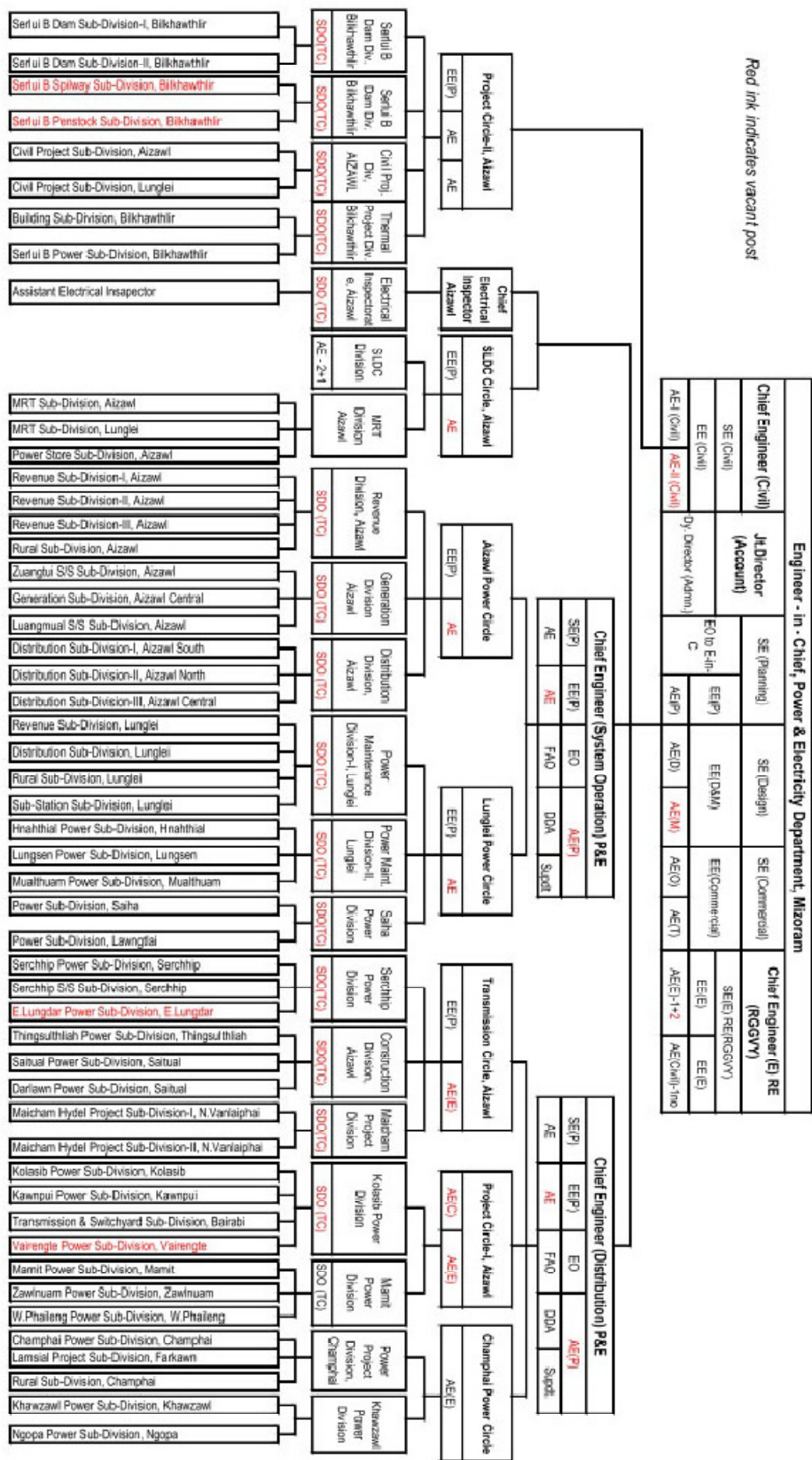
- a) Ensure proper sealing of doors and windows.
- b) Set thermostat at 24° C for optimum cooling.
- c) Clean AC filter every month.
- d) Use windows with sun films / curtains / tinted glass on windows.
- e) Prefer air conditioners having automatic temperature cut off.
- f) Keep regulators at "low cool" position.
- g) Operate the ceiling fan in conjunction with your window air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at higher temperature.
- h) Leave enough space between your air conditioner and the walls to allow better air circulation.

- i) Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures; the lower will be energy consumption.
- j) Do not place lamps or TV sets near your air-conditioning thermostat. The thermostat can sense heat from these appliances.

## **15.9 Others**

- a) Construct your house to get maximum sunlight and ventilation.
- b) Use sunlight wherever & whenever available.
- c) Avoid using rewinding motors for pump etc.
- d) Use Capacitors for motors to improve power factor.
- e) Periodic inspection of wiring may be done to detect leakage.
- f) Use correct size of wires, preferably copper wires.
- g) Take advantage of daylight by using light-coloured, loose-weave curtains on your windows to allow daylight to penetrate the room. Also, decorate with lighter colours that reflect daylight.
- h) Conserve water to optimise use of electrical energy by pumping

# Annexure-A ORGANISATIONAL STRUCTURE





## Annexure-B

### HYDEL GENERATION IN MIZORAM

SN	Name of SHP	Location	Capacity (kW)	Year of Commencement	Year of Commissioning
1	Serlui-A	Aizawl	1000	1982	24.04.1984
2	Khawiva	Lunglei	1050	1983	08.12.1988
3	Tuirivang	Muallungthu	300	1985	14.08.1989
4	Tuipui	Champhai	500	1988	15.12.1991
5	Maicham-I	N.Vanlaiphai	2000	1989	05.01.1996
6	Teirei	W.Phaileng	3000	1994	12.10.1999
7	Tuipanglui	Tuipang L	3000	1992	17.12.2004
8	KauTlabung	Thenhlum	3000	1994	05.05.2005
9	Lamsial	Farkawn	500	1999	26.08.2008
10	Maicham-II	N.Vanlaiphai	3000	2001	11.11.2009
11	Serlui-B	Bilkhawthlir	12000	2003	30.04.2010
Total			29350		

### PROJECT UNDER EXECUTION

#### Projects handed over to IPPs :-

S.N	NAME OF PROJECT	CAPACITY
1	Bairabi Dam Project	80MW (SCF)
2	Tuirini HEP	38MW (SPML)
3	Tuivawl HEP	42MW (SPML)
4	Tlawng HEP (Near Lungleng)	55MW (SCF)

#### Projects handed over to CPSUs :-

S.N	NAME OF PROJECT	CAPACITY
1	Kolodyne-II HEP	160MW (NTPC)
2	Lungreng HEP	815MW (NEEPCO)
3	Mat HEP	76MW (NEEPCO)
4	Chhimtuipui HEP	640MW (NEEPCO)

## **Annexure-C**

### **132KV LINES (As on March 2012)**

<b>S.N</b>	<b>Name of Lines</b>	<b>Line Length</b>	<b>Date of Completion</b>
1	PGCI to Luangmual	0.80	08-12-1998
2	Zuangtui to Bukpui	54.04	1986
3	Bukpui to Khawiva	69.13	1987
4	Zuangtui to Saitual	50.00	Nov-06
5	Saitual to Khawzawl	43.00	26/7/1995
6	Luangmual to W.Phaileng	75.00	31/11/1995
7	Bukpui to E.Lungdar	45.51	13/12/1996
8	Khawiva to Lungsen	37.34	1997
9	Khawiva to Lawngtlai	57.00	1990
10	Bukpui to Thenhlum	71.38	05-08-1997
11	Bairabi to Bawtlang	30.01	16/9/2008
12	Khawzawl to Ngopa	57.27	15/12/2006
13	Khawzawl to E.Lungdar	47.89	13/12/2007
14	Khawzawl to Champhai	30.00	31/7/2011
15	Saitual to Darlawn	60.59	18/11/2011
	<b>Total :</b>	<b>728.96</b>	

## ***Annexure-D***

### **PROCEDURE ADOPTED FOR RELEASE OF NEW SERVICE CONNECTION**

S.N	Activities	Remarks
1	Issue blank application form along with Test Report form etc from Divisional Office concerned	
2	Submission of application form along with Test Report to the Sub-Div./Site Office concerned	Test report is required to certify that the wiring have been done by the licensed contractor.
3	Carry out spot verification/inspection from the field Office and necessary measurement will also be taken.	Department representative will ascertain that wiring is done as per prevailing rules etc. Measurement is required for estimate preparation.
4	If conform with prevailing norms, estimate based on physical verification will be prepared and sent to Division concerned for approval	Cost estimate will include Load security, and other charges payable by the Intending Consumer (IC)
5	Approved estimate by Division will sent back to the field Offices	At the same time consumer will be intimated to pay the charges as per approved estimate
6	Make necessary payment by the intending consumer. In return, arrange required materials for release of S/C.	Energy Meter (E/M), wires etc. may sometime need to arrange by the IC depending upon the conditions.
7	Issue of S/C release order by concerned SDO along with consumer identification number.	In the SDO office, the detail profile of I/C will be recorded in the data base.
8	Release of S/C to the premises. Site Office will report the action taken/ date of release of S/C etc. to the concerned SDO	The I/C is becoming the normal consumer.

## **Annexure-E**

### **Re-structured Accelerated Power Development and Reforms Programme (R-APDRP)**

The Government had launched Accelerated Power Development and Reform Programme (APDRP) in the year 2002-03, meanwhile, all India level AT&C loss stood at 33.07%. In continuation to the APDRP during the XI Five Year Plan the Government of India approved to launch another project called Reformed Accelerated Power Development and Reform Programme (R-APDRP) with revised terms and conditions.

The focus of the programme shall be the actual, demonstrable performance in terms of sustained loss reduction, establishment of reliable and automated systems for sustained collection of accurate base line data, and the adoption of IT in the areas of energy accounting.

Projects under the present scheme shall be taken up in Two Parts. Part-A shall include the projects for establishment of baseline data (Consumer Indexing, GIS mapping, metering etc.) and IT applications for energy accounting/auditing. Whereas in Part-B, Renovation, modernization and strengthening of 11 kV level Substations, Transformers/Transformer Centers, Re-conductoring of HT & LT lines, Load Bifurcation, Feeder Separation, Load Balancing, HVDS (11kv), Aerial Bunched Conductoring, replacement of electromagnetic energy meters with tamper proof electronic meters, installation of capacitor banks and mobile service centers etc. for reduction of AT & C losses.

Initially 100% funds for the approved projects shall be provided in the form of a loan from the Government of India in Part-A. The loan along with interest thereon shall be converted into a grant after establishment of the required Base-line data system within a stipulated time frame. In Part-B, up to 25% (90% loan for NE States) funds for the projects shall be converted as grant in five equal tranches on achieving 15% AT&C loss on sustainable basis for a period of five years.

The project area coverage will be urban areas – towns and cities with a population of more than 30,000. The population limit will be 10,000 in the case of Special Category States like Mizoram. In Mizoram, this project Part-A has been started in the selected 9 town viz. Aizawl, Champhai, Khawzawl, Kolasib, Lawngtlai, Lunglei, Saiha, Saitual & Serchhip. Part-A work is likely to be completed by September-2013.

## ***Annexure-F***

### **Rajiv Gandhi GrameenVidyutikaranYajona (RGGVY)**

The Ministry of Power, Government of India launched RGGVY scheme on 18<sup>th</sup> March-2005 with a goal of providing access electricity to all rural households in five years. This project is 90% financed by Ministry of Power in capital subsidy, whereas the remaining 10% is loan from REC Ltd. For implementation of RGGVY in Mizoram, letter of Awards (LOA) was issued on 12.09.2008. As per the guidelines of RGGVY, the project targeted an electrification of all rural households based 2001 census. In 2001 census, there are 44334 un-electrified rural households in Mizoram, whereas, the extra load demand for these households is assumed to be 13854 kVA.

The District-wise sanction parameters for Mizoram are as given below:

SN	Name of district	Sanctioned parameters						Sanctioned Amt. (Rs lakh)
		33/11 kV SS (No.)	33kV line (Km)	11kV line (Km)	LT line (Km)	DT (25kVA) (No.)	BPL S/C (H/h)	
1	2	3	4	5	6	7	8	9
1	Mamit	NIL	NIL	152	82	105	4008	3137.70
2	Kolasib	NIL	NIL	44	32	40	1615	1046.48
3	Aizawl	2	110	124	109	118	3173	4872.93
4	Champhai	NIL	NIL	68	85	127	7096	2398.18
5	Serchhip	NIL	NIL	21.22	32	7	300	627.83
6	Lunglei	NIL	NIL	162	160	162	5318	4414.93
7	Lawngtlai	1	34	472	63	85	3300	6942.41
8	Saiha	1	81	154	36	21	2607	3355.12
<b>TOTAL</b>		<b>4</b>	<b>225</b>	<b>1197.22</b>	<b>599</b>	<b>665</b>	<b>27417</b>	<b>26795.58</b>

Within the sanctioned parameters, all the un-electrified villages (137 nos) as per census 2001 in Mizoram will be electrified by grid connectivity. Not only that, intensive electrification work would also be taken-up on demand basis for those villages/habitations which have already been electrified. Status of village coverage under RGGVY is as shown in the following.

S N	District	No. of Inhabited Villages	No. of Electrified Villages	No of villages lying un- electrified (3-4)	Coverage of R.E. Works under RGGVY		
					New Electrif- ication	Intensive Electrif- ication	Total villages (6+7)
1	2	3	4	5	6	7	8
1	Mamit	82	75	7	7	75	82
2	Kolasib	32	27	5	5	27	32
3	Aizawl	109	98	11	11	98	109
4	Champhai	85	76	9	9	76	85
5	Serchhip	32	32	0	0	32	32
6	Lunglei	160	138	22	22	138	160
7	Lawngtlai	139	71	68	68	71	139
8	Saiha	68	53	15	15	53	68
TOTAL		707	570	137	137	570	707

As on October-2012, the physical progress report is given as follows:- Out of 137 villages targeted for new electrification, 93 villages have been completed. Of 570 villages for Intensify Electrification, 346 villages were completed. Also 44334 no of household in rural to be electrified, 14907 household were completed.

**Annexure-G**

**Details of Electricity Tariff for Mizoram for FY 2012-13**

<b>S.N</b>	<b>Category</b>	<b>Fixed Charges (Rs/kW)</b>	<b>Energy Charges (Rs/kWh)</b>
1	<b>KutirJyoti</b>		
	1 - 15 for all units	10/Connection	1.00
	16 – 30 for all units	10/Connection	1.20
	> 30 for all units	10/Connection	1.70
2	<b>Domestic</b>		
	1 - 50 for all units	25	1.70
	51 – 100 for all units	25	2.10
	101 - 200 for all units	25	2.80
	> 200 for all units	25	3.90
	Domestic HT	30	3.30
3	<b>Commercial</b>		
	1 - 100 for all units	50	2.60
	101 -200 for all units	50	4.00
	> 200 for all units	50	4.45
	Commercial HT	60	4.20
4	Public Lighting	50	4.75
5	PWW LT	50	4.40
	PWW HT	80	4.20
6	Irrigation &Agri LT	20	1.20
	Irrigation &Agri HT	30	1.20
7	<b>Industrial LT</b>		
	1 - 400 for all units	50	3.00
	> 400 for all units	50	3.50
	Industrial HT	80	3.30
8	Bulk Supply HT	80	3.30

## ***Annexure-H***

### **Various Charges for various services**

**1) Meter Rent:**

- a) For LT AC single phase LT supply: Rs.15.00 per meter per Month.
- b) For LT AC three phase supply 400 V between phases (without CT):30.00 per meter per Month.
- c) For LT AC AC three phase supply 400 V between phases (with CT): Rs.50.00 per meter per Month.
- d) Any other type of meter/indicator for LT supply: Rs. 100.00 per meter per Month.
- f) For HT AC three phase HT supply: Rs. 200.00 per meter per Month.
- g) Any other type of meter/indicator for HT supply: Rs. 300.00 per meter per Month.

**2) Meter shifting charge:**

- a) 200.00 per shifting if resulted from reconstruction/modification of building and at consumer's request.
- b) Free of cost if shifting is done in the interest of work.

*Generally, the cost of energy meter for subsequent replacement will be borne by the consumer; when the cause leading to subsequent replacement is either manufacturing defect or Department's fault then it shall be free of cost.*

**3) The cost of replacement i.e. cost of the energy meter after initial installation shall normally be borne by the consumers at the following rates:**

- a) **Re-installation/Replacement charge by new meter:** (exclusive of re- installation of existing meter sent for calibration/test). Rs. 100.00 each and material cost, if any will be charged extra.
- b) **Cost of Energy Meters supplied by Department:**

As per the Department's purchase rate plus 15% Departmental charge if supplied from the Department (energy meters approved / tested by the Department only shall be used).



**4) Charges for testing of Meters at the request of consumers:**

- a) For AC single phase LT energy meter: Rs. 75.00 per meter per testing.
- b) For AC three phase LT energy meter without CT: Rs.100.00 per meter per testing.
- c) For AC three phase LT energy meter with CT: Rs. 200.00 per meter per testing.
- d) For energy meter AC three phase HT supply: Rs. 300.00 per meter per testing.
- e) For any other type of energy meter HT supply: Rs. 300.00 per meter per testing.

In case the meter fitted to the consumer premises is found to be defective from initial fitting, testing and replacement of meter will be done free of cost.

**5) Testing of Consumer's Installation:**

The first test and inspection will be carried out free of cost. Should any further test or inspection is necessitated due to fault in the installation or due to non-compliance with the condition of supply by the consumer an extra charge of Rs.150.00 per test, payable in advance, shall be levied. In the event of the consumer failing to pay the testing charge in advance within stipulated time, the Department will be at liberty to disconnect the consumer's premise from the supplier's main.

**6) Disconnection and Reconnection:**

Charges towards each disconnection or reconnection as the case may be for punitive measure shall be as follows, however for disconnection or reconnection at the request of consumer or any other disconnection or reconnection other than punitive measure shall be half of the rate given below:

- (a) For AC single phase LT supply: Rs. 100.00
- (b) For energy meter with/without CTs for AC three phase LT supply: Rs. 150.00
- (c) For AC HT supply: Rs. 400.00

**7) Charges for change of category:**

Charges for change of category will be done as stipulated in Joint Electricity Regulatory Commission for Manipur & Mizoram (Electricity supply Code) Regulations 2010, Chapter-6, Clause-6.1

**o) Charges for Replacement of Connection Wire, Cut-out, Fuse, etc.:**

Cost of replacement after initial fixation of connection wire, cut-out, fuses, etc. will be borne by the consumers and shall be payable by the consumer in advance as per purchase rate of the Department plus 15% Departmental charges if the Department supplies the materials or the consumer may arranged required materials as per the required specifications of the Department. In any case, the execution charge shall be as follows:

(a) Single phase connection: Rs. 400.00 per connection.

(b) LT three phase connection: Rs. 600.00 per connection.

(c) HT three phase connection: Rs. 900.00 per 100 meters of the HT line.

**9) Re-rating of Installation:**

Fees for re-rating of the consumer's installation at the request of the consumer:

(a) Rs. 150.00 per case of upward rating.

(b) Rs. 150.00 per case of downward rating.

*These charges shall be payable by the consumer in advance. The aforesaid charges do not include the charges payable by the consumer for other works connected due to change of connected load.*

**10) Meter Security (if Department's meter is used):**

The amount of Security deposit for meter security shall normally be the price of the meter as fixed by the licensee from time to time.

**11) Charges for Replacement of tamper proof Meter Box:**

(a) For AC single phase LT or three phases LT without CT or with CT, the energy meter box if replaced from Department store: The charge will be as per Department purchase rate plus 15% towards Departmental charge.

(b) Charges for replacement of broken glass of meter Box: As per purchase rate of the Department plus 15% Departmental charges.

(c) For replacement of any type of meter box or broken glass, consumer will arrange for the necessary part from his own source and the department shall charge Rs. 50.00

per single phase connection and Rs. 75.00 for three phase connection towards installation cost.

**12) Charges for Testing of Transformer Oil:**

(a) For first sample of oil: Rs. 150.00 per sample.

(b) For the next additional sample of oil of the equipment received at the same time of the first sample: Rs. 100.00 per sample.

**13) Service Lines & Service Connection:**

**(a) Type of Service Connection:** Type of service connection and distance for service connection line length will be as per Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations 2010 Chapter - 3

**(b) Cost of Service Connection:** As stipulated in the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations, 2010 Chapter – 3, clause 3.5, Appendix-1 cost of material is to be assessed based on the Department purchase rate. If the consumer desires to arrange service connection materials, the Department (not below rank of Junior Engineer concerned) will check all the materials.

**14) Load Security:**

The amount of load security for new service connection will be calculated as per the procedure prescribed in the JERC for M&M (Electricity Supply Code) Regulations, 2010 (6.10)

## Annexure-I

### Service Standards and Time frame for rendering Services

Service Area	Guaranteed Standard Maximum time limit for rendering service
<b>Fuse-off</b>	
Cities and towns	Within 6 working hours
Rural areas	Within 24 working hours
Remote areas	Within 36 working hours
<b>Overhead Line/cable breakdowns</b>	
Cities and towns	Within 36 hours
Rural areas	Within 48 hours
Remote areas	Within 96 hours
<b>Underground cable breakdowns</b>	
Cities and towns	Within 36 hours
Rural areas	Within 72 hours
Remote areas	Within 144 hours
<b>Distribution Transformer failure</b>	
Cities and towns	Within 48 hours
Rural areas	Within 5 days
Remote areas	Within 10 days
<b>Period of Scheduled Outage</b>	
Maximum duration in a single stretch	Not to exceed 12 hours
Restoration of supply	By not later than 5:00 PM
<b>Voltage fluctuations</b>	
No Expansion/enhancement of network involved	Within 15days
Up-gradation of distribution system required	Within 120 days
<b>Meter complaints</b>	
<b>L.T Consumers</b>	
<b>Testing, checking &amp; calibration for correctness of meter</b>	
Urban Area	7 days from lodging of complaint
Rural areas	Within 15 days
Remote areas	Within 20 days
<b>Defective/ Stopped / Burnt, meter Replacement</b>	
<b>Urban area</b>	
Replace not attributable to consumer	7 days
Where the cost of the meter is recoverable from the consumer	7 days after the receipt of payment
Where the consumer is required to supply the metering equipment	15 days after supply of metering equipment payment
<b>Rural Area</b>	
(a) Replacement not attributable to consumer	15 days
(b) Where the cost of the meter is recoverable from the consumer	30 days after the receipt of payment
<b>Remote area</b>	
(a)Replacement not attributable to consumer	30 days
(b) Where the cost of the meter is recoverable from the consumer	45 days after the receipt of payment
<b>H. T. Consumers</b>	

Replacement of stopped/defective meter or related equipment	Within 7 days after receipt of complaint provided meter is available with Department, otherwise within 3 months in any cases
Where the cost of the meter is recoverable from the consumer	Within 15 days after receipt of complaint provided meter is available with Department, otherwise within 3 months in any cases.
Where the consumer is required to supply the meter/equipment	30 days after delivery of metering equipment to Department's office
<b>Restoration of street lights</b>	
Cities and towns	Within 48 hours of receipt of complaint
<b>Application of new connection/additional load</b>	
<b>Connection feasible from existing network</b>	
Release of L.T, H.t & E.H.T Supply	Within time frame given at Regulation 33(1)
<b>Network expansion/enhancement required to release supply</b>	
Release of supply - Low Tension	Urban Area- 10 working days
	Rural - 15 working days
	Remote - 20 working days
Release of supply - High Tension 11 KV	30 working days
Release of supply - High Tension 33 KV	180 working days
Release of supply - Extra High Tension	180 working days
<b>Transfer of ownership and conversion of service</b>	
Title transfer of ownership	Within 7 days along - with necessary documents, clearance of outstanding dues and prescribed fee, if any
Change of category	Within 7 days along - with necessary documents, clearance of outstanding dues and prescribed fee, if any
Conversion from LT 1 –ph to LT 3 – ph and vice versa	Within 30 days of payment of charges by the consumer
Conversion from LT to LT and vice versa	Within 90 days of payment of charges by the consumer
<b>Resolving of complaints on consumer's bill</b>	
If no additional information is required	Within 24 working hours of receipt of complaint
If additional information is required	Within 7 working days of receipt of complaint
<b>Reconnection of supply following disconnection due to non – payment of bills</b>	
Cities and Towns	Within 10 working hours of production of proof of payment by consumer
Rural Areas	Within 16 working hours of production of proof of payment by consumer
Remote Areas	Within 24 working hours of production of proof of payment by consumer

## Annexure-J

<b>List of Area Wise Office Telephone Nos under PED</b>				
S. N	Name of Subordinate office	Address	Contact No.	Main subject dealt by the Office
1	2	3	4	5
<b>Under Engineer-in-Chief Office</b>				
1	Engineer-in-Chief, P&E Department	Power House Complex, Electric Veng Aizawl	0389-2320862	HOD, Administration, Policy mater, overall supervision of PED, Mizoram
	CE, Rural Electrification	-do-	0389-2320827	Overall supervision of project execution under RGGVY project
	CE, Civil	-do-	0389-2320826	Overall supervision of project execution under Civil Works taken up by the department.
2	<b>Chief Electrical Inspectorate, Aizawl</b>	Zuangtui, Aizawl	0389-2351170	HOO, Electrical Inspection & Testing of Electrical installations in Mizoram
	a) Electrical Inspectorate, Aizawl	-do-	0389-2351734	Electrical Inspection & Testing of Electrical installations in Mizoram
	b) Asst. Elect Inspectorate, Aizawl	-do-	0389-2350891	Electrical Inspection & Testing of Electrical installations in Mizoram
3	<b>SE, SLDC</b>	-do-	0389-2311394	HOO, Scheduling, despatching, monitoring of Power supply of Mizoram
	1. SLDC Division, Aizawl	-do-	0389-2305978	HOO, Scheduling, despatching, monitoring of Power supply of Mizoram
	2. MRT Division Aizawl	Chaltlang, Aizawl	0389-2351291	HOO, Testing & calibration of energy meters of PED
	a) Meter Relay & Testing Sub-Division, Aizawl	Zuangtui, Aizawl	0389-2351349	HOO, Testing & calibration of energy meters for Northern Mizoram
	b) Meter Relay & Testing Sub-Division, Lunglei	Lunglei	9862716429	HOO, Testing & calibration of energy meters for Southern Mizoram
	c) Power Store Sub-Division, Aizawl	Zuangtui, Aizawl	0389-2351346	Purchase of materials & Management of inventories
4	<b>Power Circle-II, Aizawl</b>	Sikulpuikawn, Aizawl	0389-2327874	Construction of various Hydel Power Generation Project in Mizoram
	<b>1. Project Construction Division,</b>	South Khawbung, Champhai District	03831-265101	Construction of Tlawva SHP at near Khawbung
	a) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	b) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	c) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	<b>2. Serlui 'B' Power Division,</b>	Bilkhawthlir, Kolasib District	0389-221356	Construction of Serlui-B SHP, electrical works
	a) Serlui 'B' Spillway Sub-Division	-do-	9856358024	Construction of Serlui-B SHP spillway
	b) Serlui 'B' Penstock Sub-Division	-do-	9436354337	Construction of Serlui-B SHP penstock
	<b>3. Civil Project Division, Aizawl</b>	Power House Complex, Electric Veng, Aizawl	0389-2317629	O&M, Construction of departmental building
	a) Civil Project Sub-Division-I, Aizawl	Power House Complex, Electric VengAizawl	0389-2315328	O&M, Construction of departmental building Northern Mizoram
	b) Civil Project Sub-Division-II, Lunglei	Lunglei	0389-2325445	O&M, Construction of departmental building Sothern Mizoram

<b>4. Thermal Project Division,</b>	Bilkhawthlir, Kolasib District	0389-2655060	HOO, O&M of Bairabi Thermal Power Plant
a) Building Sub-Division,	Bilkhawthlir, Kolasib District	9436195133	O&M, Construction of departmental building at Bilkhawthlir
b) Serlui 'B' Power Sub-Division,	-do-	9436146174	Construction, O&M of Serlui B SHP

### Under CE(System Operation)

<b>1</b>	<b>CE, System Operation</b>	R.LalawiaBdg.,Tuikhuahtlang, Aizawl	0389-2325738	HOO, Administration, Policy mater, overall supervision of power system particularly in Aizawl Dist & southern part of Mizoram
<b>2</b>	<b>SE, Aizawl Power Circle,</b>	Power House Complex, Electric VengAizawl	0389-2322248	HOO, overall supervision of power supply particularly in Aizawl City and surroundings villages
	<b>1. EE, Revenue Division, Aizawl</b>	-do-	0389-2341049	HOO, O & M of service connection, collection of revenue for Aizawl & surrounding villages
	a) SDO, Revenue Sub-Division-I	Ramhlun North, Aizawl	9612100277	HOO, O & M of service connection, collection of revenue for Aizawl North
	b) SDO, Revenue Sub-Division-I	Power House Complex, Electric Veng, Aizawl	0389-2322350	HOO, O & M of service connection, collection of revenue for Aizawl Central
	c) SDO, Revenue Sub-Division-I	Republic Veng, Aizawl	0389-2324671	HOO, O & M of service connection, collection of revenue for Aizawl South
	d) SDO Rural Sub-Division, Aizawl	Republic Veng, Aizawl	0389-2314631	HOO, O & M of Distribution S/S, street light, HT & LT lines revenue collection for surrounding villages of Aizawl
	<b>2. EE, Distribution Division, Aizawl</b>	Power House Complex, Electric VengAizawl	0389-2326389	HOO, O & M of Distribution S/S, street light, HT & LT lines within Aizawl city and surrounding villages.
	a) SDO, Dist. Sub-Div-I, Aizawl South	Mission Veng, Aizawl	0389-2316354	HOO, O&M of HT & LT lines, DTs in Aizawl South area
	b) SDO, Dist. Sub-Division-II, Aizawl North	Chaltlang, Aizawl	0389-2341674	HOO, O&M of HT & LT lines, DTs in Aizawl North area
	c) SDO, Dist Sub-Div-III, Aizawl Central	Power House Complex, Electric Veng, Aizawl	0389-2314834	HOO, O&M of HT & LT lines, DTs in Aizawl Central area
	<b>3. EE, Generation Division, Aizawl</b>	Power House Complex, Electric VengAizawl	0389-2322445	HOO, O & M of EHV S/S, Hydel generation within Aizawl District
	a) SDO, Zuangtui Sub-Station Sub-Division	P&E Complex, Zuangtui, Aizawl	0389-2350559	HOO, O & M of EHV S/S, Zuangtuietc
	b) SDO, Generation Sub-Division, Aizawl	ThakthingVeng, Aizawl	0389-2322622	HOO, O & M of EHV S/S, Hydel Generation within Aizawl District etc
	c) SDO, Luangmual Sub-Station Sub-Division	Tuivamit, Luangmual, Aizawl	0389-2332267	HOO, O & M of EHV S/S in Aizawl west
<b>3</b>	<b>SE (Lunglei Power Circle) (0372)</b>		0372-2324528	HOO, overall supervision in respect of power supply of southern Mizoram
	<b>1. EE ,Power Maintenance Division-I, Lunglei</b>	Lunglei	0372-2324084	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Lunglei town
	a) SDO, Revenue Sub-Division, Lunglei	Lunglei	0372-2324880	HOO, O&M of S/C, Collection of revenue under Lunglei town
	b) SDO, Distribution Sub-Division, Lunglei	-do-	0372-2325259	HOO, O&M of HT&LT lines, DTs under Lunglei town

	c) SDO, Sub-Station Sub-Division, Lunglei	-do-	0372-2342828	HOO, O&M of EHV S/S in Lunglei & surrounding areas
	d) SDO, Rural Sub-Division, Lunglei	-do-	0372-2324048	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Lunglei town and surrounding villages
	<b>2. EE ,Power Maintenance Division-II, Lunglei</b>	Lunglei	0372-2324568	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Lunglei town surrounding villages
	a) SDO, Hnahthial Power Sub-Division,	Hnahthial, Lunglei District	0372-2332073	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Hnahthial town and surrounding villages
	b) SDO, Lungsen Power Sub-Division,	Lungsen, Lunglei District	9436153692	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Hnahthial town and surrounding villages
	c) SDO, Mualthuam Sub-Division,	Mualthuam, Lunglei District	9862185608	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Mualthuan town and surrounding villages
	<b>3. EE , Saiha Power Division(03835)</b>	Saiha	0372-222073	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Lunglei District except Lunglei town and surrounding villages
	a) SDO, Saiha Power Sub-Division,	Saiha, Saiha District	03835-222938	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Saiha District
	b) SDO, Lawngtlai Power Sub-Division,	Lawngtlai, Lawngtlai District	03835-235019	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue for Lawngtlai District
<b>Under CE(Distribution)</b>				
1	<b>CE (Distribution),</b>	R.LalawiaBdg. Tuikhuahtlang, Aizawl	0389-2311025	HOO, Administration, Policy mater, overall supervision under the jurisdiction in respect of power supply etc
2	<b>SE, Transmission Circle, Aizawl</b>	Tuikhuahtlang, Aizawl	0389-2311557	HOO, Administration, Policy mater, overall supervision under Serchhip District and some part of Aizawl District in respect of power supply etc
	<b>1. EE, Serchhip Power Division, (03838)</b>	Serchhip	03838-225289	HOO, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Serchhip District
	a) SDO, Serchhip Power Sub-Division	Serchhip	03838-225208	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue mainly for Serchhip& surrounding villages
	b) SDO, Serchhip Sub-Station Sub-Division	Serchhip	03838-225208	HOO, O & M of EHV lines & S/S mainly for Serchhip& surrounding villages
	c) SDO, E.Lungdar Power Sub-Division,	E.Lungdar, Serchhip District	03838-262345	HOO, O & M of HT & LT lines & S/S mainly for E.Lungdar& surrounding villages
	<b>2. EE, Construction Division, Aizawl</b>	RTP Building, Tuikual, Aizawl	0389-2323313	HOO, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Aizawl District
	a) SDO, Thingsulthliah Power Sub-Division,	Thingsulthliah, Aizawl District	0389-2370168	HOO, O & M of HV & LT lines & S/S mainly for Thingsulthliah& surrounding villages
	b) SDO, Saitual Power Sub-Division,	Saitual, Aizawl District	9436156178	HOO, O & M of EHV S/S, HT & LT lines & S/S mainly for Saitual& surrounding villages
	c) SDO, Darlawn Power Sub-Division,	Darlawn, Aizawl District	0389-2316527	HOO, O & M of EHV S/S, HT & LT lines & S/S mainly for Darlawn& surrounding villages



	<b>3. EE, Maicham Project Div, N Vanlaiphai</b>	North Vanlaiphai, Serchhip District	03838-224281	HOO, power generation, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for N. Vanlaiphai & surrounding villages
	a) SDO, MaichamHydel Project Sub-Div-I,	N. Vanlaiphai, Serchhip District	9436142174	HOO, O & M of Maicham SHP etc
	b) SDO, MaichamHydel Project Sub-Div-II,	N. Vanlaiphai, Serchhip District	9436145241	HOO, O & M of Hydel generation, HT lines etc
<b>3</b>	<b>SE, Project Circle-I, Aizawl</b>	Tuikhuahtlang, Aizawl	0389-2321710	HOO, Administration, Policy mater, overall supervision under Mamit & Kolasib District in respect of power supply etc
	<b>1. EE, Kolasib Power Division, (03837)</b>	Kolasib	03837-220083	HOO, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Kolasib District
	a) SDO, Kolasib Power Sub-Division,	Kolasib	03837-220361	HOO, O & M of EHV S/S, HT & LT lines & DT S/S, revenue collection mainly for Kolasib & surrounding villages
	b) SDO, Kawnpui Power Sub-Division,	Kawnpui, Kolasib District	0337-266319	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Kawnpui & surrounding villages
	c) SDO, Trans & Switchyard Sub-Division,	Bairabi, Kolasib District	0337-203573	HOO, O & M of HV S/S, HT at Bairabi Thermal P/S
	d) SDO, Vairengte Power Sub-Division,	Vairengte, Kolasib District	03837-261074	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Vairengte & surrounding villages
	<b>2. EE, Mamit Power Division,</b>	Mamit	2565397	HOO, O & M of EHV S/S, HT & LT lines, DTs S/S, service connection, collection of revenue mainly for Mamit District
	a) SDO, Mamit Power Sub-Division,	Mamit	2565396	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Mamit town & surrounding villages
	b) SDO, Zawlnuam Power Sub-Division,	Zawlnuam, Mamit District	03837-269193	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Zawlnuam town & surrounding villages
	c) SDO, W. Phaileng Power Sub-Division,	West Phaileng, Mamit District	9615818593	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for W Phaileng town & surrounding villages
<b>4</b>	<b>SE, Champhai Power Circle,</b>	Champhai	03831-235077	HOO, Administration, Policy mater, overall supervision under Champhai District in respect of power supply etc
	<b>1. EE, Champhai Power Project Division,</b>	Champhai	03831-235067	HOO, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Champhai & surrounding villages
	a) SDO, Champhai Power Sub-Division,	Champhai	03831-235996	HOO, O & M of HV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Champhai
	b) SDO, Champhai Rural Sub-Division,	Champhai	9436152312	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue mainly for surrounding Champhai
	<b>2. EE, Khawzawl Power Division,</b>	Khawzawl, Champhai District	03831-261098	HOO, O & M of EHV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Khawzawl & surrounding villages
	a) SDO, Khawzawl Power Sub-Division,	Khawzawl, Champhai District	03831-261328	HOO, O & M of HV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Champhai
	b) SDO, Ngopa Power Sub-Division,	Ngopa, Champhai District	03831-880196	HOO, O & M of HV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Ngopa & surroundings

## Annexure-K

<b>DISTRICT WISE IMPORTANT OFFICE FOR PUBLIC</b>				
S.N	Name of Districts	Name of Area	Name of Offices	Contact No
1	Aizawl	Aizawl & Surroundings	Revenue Div., Aizawl	0389-2341049
		Aibawk & Surroundings	Rural sub-Div., Aizawl	0389-2314631
		Saitual & Surroundings	Saitual Sub-Division	9436156178
		Dawrlawn & Surroundings	Darlawn Sub-Division	0389-2316527
2	Champhai	Champhai town	Champhai Sub-Division	03831-235996
		Surrounding of Champhai	Champhai Rural Sub-Div	9436152312
		Khawzawl & Surroundings	Khawzawl sub-Division	03831-261328
		Ngopa & surroundings	Ngopa sub-Division	03831-880196
3	Kolasib	Kolasib & surroundings	Kolasib Sub-division	03837-220361
		Vairengte & surroundings	Vairengte Sub-Division	03837-261074
		Kawnpui & surroundings	Kawnpui Sub-Division	03837-266319
		Bairabi & surroundings	Trans & switch yard	03837-203573
4	Mamit	Mamit & surroundings	Mamit sub-Division	0389-2565397
		Zawlnuam & surroundings	Zawlnuan Sub-Division	03837-269193
		W.Phaileng & surroundings	W.Phaileng Sub-Division	9615818593
5	Lawngtlai	Lawngtlai & Tlabung area	Lawngtlai Sub-Division	03835-235019
6	Lunglei	Lunglei town	Revenue Sub-Div, Lunglei	0372-2324880
		Surrounding of Lunglei	Rural sub-Div., Lunglei	0372-2324828
		Hnahthial & surroundings	Hnahthial Sub-Division	0372-2332073
		Lungsen & surroundings	Lungsen Sub-Division	9436153692
7	Saiha	Saiha & surroundings	Saiha Division	0372-222938
8	Serchhip	Serchhip & surroundings	Serchhip Sub-Division	03838-225208
		E. Lungdar & surroundings	E.Lungdar Sub-Division	03838-262345

## Annexure-L

### GOVERNMENT OF MIZORAM OFFICE OF THE ENGINEER-IN-CHIEF POWER & ELECTRICITY DEPARTMENT MIZORAM: AIZAWL

#### NOTIFICATION

**No.T-23011 /18/11-EC (P)/ Com/ Dated Aizawl the 22<sup>nd</sup> Jan, 2013** : In the interest of work and as per para-4, Chapter-3 of JERC-M&M (Consumers Grievance Redressal) Regulations, 2010, members of Consumers Grievance Redressal Forum for Mizoram, as given detail below, are appointed with immediate effect for a period of two (2) years or until further Order.

- 1) Chairman : Er. V. Rodingliana,  
Superintending Engineer (Commercial)  
Office of Engineer-in-Chief.  
Power House Complex, Electric Veng, Aizawl  
Ph. No- 0389-2311620, Pin -796001.
- 2) Member/Secretary : Er. Benjamin L Tlumtea  
Executive Engineer (Commercial)  
Office of Engineer-in-Chief.  
Power House Complex, Electric Veng, Aizawl  
Ph. No- 0389-2320829, Pin-796001.
- 3) Member : Dr.Chawngsailova  
Executive Member, Mizoram Consumers Union  
Lalat Chamber, Tuikual 'S', Aizawl  
Ph. No 0389-2311514, Mob. No. 09862419156

The FORUM will be discharged its function as per the Joint Electricity Regulatory Commission for Manipur & Mizoram (Consumers Grievance Redressal) Regulations, 2010.

Sd/-(C.L THANGLIANA)  
Engineer-in-Chief, P&E

**Memo No. T-23011 /18/11-EC (P)/ Com / : Dated Aizawl the 22nd Jan, 2013**

Copy to:-

- 1) The Secretary, Joint Electricity Regulatory Commission (M&M), D-31, M.G Road, Upper Khatla, Aizawl-796001 for favour of information.
- 2) All Chief Engineers under Power & Electricity Department for favour of information and wide circulation under their jurisdiction.
- 3) The Secretary, Mizoram Consumers Union, Lalat Chamber, Temple Square- Tuikual 'S', Aizawl-796001 for information. This has reference letter no. MCU 66/2012/1 dt 3/12/2012

Engineer-in-Chief, P&E