

MEGHALAYA STATE ELECTRICITY BOARD

Board's Secretariat

Lumjingshai, Short Round Road, Shillong; ☎ (O) 2591992:(O) 2520343:PBX - 146:Fax : 0364-2590355

Member Secretary

No.MeSEB/GA.II/270/2007/19.

24rdJune/2008

“OFFICE ORDER”

In line with the Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) Regulations, 2007, the MeSEB is pleased to declare the following offices (Annexure) as Complaint Centres to receive complaints from the general consumers. All complaints are to be redressed immediately as soon as possible. Non redressal of grievances by the licensee will entitle the consumer to file another complaint within 14 (fourteen) days but not later than 21 (twenty one) days direct to the Forum for Redressal of Grievances, constituted vide Notification No.MeSEB/GA.II/270/2007/16 dt 6th June 2008 with Headquarters at Lumjingshai, MeSEB Complex, Shillong.

With the issue of these orders, this Office order No.MESEB/GA.II/270/2007/17 dt 6th June 2008 is hereby superseded.

Member Secretary

COMPLAINT CENTRES

SI No:	Location of MeSEB Complaint Centres	Jurisdiction	All complaints including Metering defects & billing defects whenever a separate complaint centre for the purpose has not been specified	Complaints for metering defects, billing defects, changing of name of consumers
1	MeSEB Office BC House, Shillong.	Keating Road, G.S. Road, Police Bazar, Thana Road, Oakland, M.G. road, Quinton Road, Jail Road, Bihar Road, Bishop Cotton Road, Upper & Lower Lachumiere, Barik upto Malki Point, Nong Malki Road, Pine Mount Hill, Hop Kinson Road, Laban, Lumparing, Kenches Trace, Oxford Hill, Garrison Ground, Civil Hospital, Butcher Road, Umsohsun Point.	Area Manager I Tel No: 2226231 (O) 2223050 (Comp)	EE (Revenue), AEE (RSD1), AEE (RSD2), AEE (SCSD). Tel No: 2227404 (O) 2220976 (O); 2229491 (O) 2210106 (O)
2	MeSEB Colony, Mawlai Nongkwar, Shillong.	Whole of Mawlai Pyllun, Whole of Mawiong, Whole of Jaiaw Pyllun, Mawkhar, Riatsamthiah, Wahingdoh, Umsohsun, Part of Mawroh	Area Manager II Tel No: 2243900 (O) 2241650 (Comp)	
3	MeSEB Office, Jingkieng Nongthymmai, Shillong.	Whole of Nongthymmai Area, Whole of Laitumkhras Area, Whole of Malki, Risa Colony, Cleave Colony, Dhanketi, New Colony, Bhagyakul, Boyce Road, Nongrim Hills, Gora Lane, Moti Nagar, Golden Estate, Arbuthnot Road, DGAR.	Area Manager III Tel No: 2534589 (O) 2534625 (Comp)	
4	MeSEB Office BC House, Shillong.	Whole of Mawprem Area, Barapathar, Jhalupara, Paltan Bazar, Luckier Road, Bara Bazar, Lama Villa, Sunny Hills, Lumdiengjri, G.S. Road, Qualapati, Wahthapbru, Mission Compound, Part of Umsohsun, Mawlong Hat, Anjalee Complex, Lummawbah, Lawasi, Mahadev Khola, Lawsohtun.	Area Manager IV, Tel No: 2223778 (O) 2222222 (Comp)	
5	MeSEB Office, 4 th Mile, Upper Shillong.	Upper Shillong (3 rd Mile to 7 th Mile) Mawkhan, mawkhar, (Mylliem), Mawar, Eastern Air Command, Nongkseh, Umyngka, Nongumlong, Mawklot, Nongpiur, Sadev Area, Mawkriah, Mawreng, Madan Mawser, Nonglwai, Umtynngar, Laitlyngkot, Mawjrong, Dympep, Mawbeh, Umdiengpoh, Mawngap, Mawphlang.	Area Manager V Tel No: 2560163 (O)	
6	MeSEB Office, Jingkieng Nongthymmai, Shillong.	Upper Nongthymmai, Demthring, Band Stand, Happy Valley, Madanryting, Mawblei, Laitkor, Lad Nongkrem, Pomlakrai, Rngi Shillong, Maw Pynthih, Pohkseh, Umpling, Rynjah, Nongrah, Mawlynrei, Mawshabuit, Lapalang.	Area Manager VI Tel No: 2231266 (O) 2231265 (Comp)	
7	MeSEB Office, Polo Bazar, Shillong.	Polo, Forest Colony, PTS, Mawlai Mawtawar, Golf Link, Lumshyiap, Pynthor Umkhras, Lower New Colony, Nongmynsong, Mawpat, Lummawsiang, Mawkynew, BSF, Umpling, Lawmali, Langkyrding.	Area Manager VIII Tel No. 2229958 (O) 2229715 (Comp)	
8	MeSEB Office, Nongstoin.	Area under Nongstoin (Dist) (Dist) Sub-Division.	AEE (D) S/D, Nongstoin. Tel No: 953654-280258 (O) 953654-280235	AE (Rev), Nongstoin S/D. Tel No: 953654-280258 (O) 953654-280235 (C)
9	MeSEB Office, Mairang.	Area under Mairang (Dist) Sub-Division.	AEE (D) S/D, Mairang Tel No: 956657-282243	
10	MeSEB Office, Mawkyrwat	Area under Mawkyrwat (Dist) Sub-Division.	AEE (D) S/D, Mawkyrwat Tel No: 953656-222232	

SI No:	Location of MeSEB Complaint Centres	Jurisdiction	All complaints including Metering defects & billing defects whenever a separate complaint centre for the purpose has not been specified	Complaints for metering defects, billing defects, changing of name of consumers
11	MeSEB Office, Cherra	Area under Cherra (Dist) Sub-Division.	AEE (D) S/D, Cherra Tel No:953637-235224	
12	MeSEB Office, Pynursla.	Area under Pynursla (Dist) Sub-Division.	AEE (D) S/D, Pynursla Tel No:953653-269453	
13	MeSEB Office, Meter Factory, Shillong.	Area under Mawryngkneng (Dist) Sub-Division.	AEE (D) S/D, Mawryngkneng. Tel No: 2590610 Ext: 202	AEE (EKHR) S/D, Shillong. Tel No: 2590610 Ext: 212
14	MeSEB Office, Mawsynram.	Area under Mawsynram (Dist) Sub-Division.	AEE (D) S/D, Mawsynram. Tel No:953637-262284	
15	MeSEB Office, Sohiong.	Area under Sohiong (Dist) Sub-Division.	AEE (D) S/D, Sohiong. Tel No: 2268255	
16	MeSEB Office, Byrnihat	Area under Byrnihat (Dist) Sub-Division.	AEE (D) S/D, Byrnihat Tel No:953638-263882 953638-263236	AEE (Rev), Byrnihat Tel No:953638-263301
17	MeSEB Office, Nongpoh.	Area under Nongpoh (Dist) Sub-Division.	AEE (D) S/D, Nongpoh. Tel No:953638-232243	
18	MeSEB Office, Umiam.	Area under Umiam (Dist) Sub-Division.	AEE (D) S/D, Umiam. Tel No: 2570318 (O) 2570254 (Comp)	AEE (URSD), Umiam Tel No: 2570143 (O)
19	MeSEB Office, Jowai. (Comp)	Area under Jowai (Dist) Sub-Division.	AEE (D) S/D, Jowai. Tel No: 953652-220935 (O) 953652-220736	AEE (Rev), Jowai. Tel No: 953652-220936 (O)
20	MeSEB Office, Khliehriat.	Area under Khliehriat (Dist) Sub-Division.	AEE (D) S/D, Khliehriat. Tel No: 953655-230006	AEE, (KHTR) S/D, Khliehriat. Tel No: 953655-230006
21	MeSEB Office, Sutnga.	Area under Sutnga (Dist) Sub-Division.	AEE (D) S/D, Sutnga.	
22	MeSEB Office, Tura	Area under Tura (Dist) Sub-Division	AEE (D) S/D, Tura Tel No: 953651-223937	AEE (Rev), Tura Tel No: 953651-223887
23	MeSEB Office, Dalu	Area under Dalu (Dist) Sub-Division	AEE (D) S/D, Dalu Tel No: 953651-263237	AEE (Rev), Dalu Tel No: 953651-263237
24	MeSEB Office, Mahendraganj	Area under Mahendraganj (Dist) Sub-Division	AEE (D) S/D, Mahendraganj Tel No:953651-265227	
25	MeSEB Office, Garobadha	Area under Garobadha (Dist) Sub-Division	AEE (D) S/D, Garobadha Tel No: 953651-264221	

Sl No:	Location of MeSEB Complaint Centres	Jurisdiction	All complaints including Metering defects & billing defects whenever a separate complaint centre for the purpose has not been specified	Complaints for metering defects, billing defects, changing of name of consumers
26	MeSEB Office, Phulbari	Area under Phulbari (Dist) Sub-Division	AEE (D) S/D, Phulbari Tel No: 953650-223240	AEE (Rev), Phulbari Tel No: 953650-223157
27	MeSEB Office, Williamnagar	Area under Williamnagar (Dist) Sub-Division	AEE (D) S/D, Williamnagar Tel No: 953658-222423 (O) 953658-220208	AEE (Rev), Williamnagar Tel No: 953658-220156 (O)
28	MeSEB Office, Bajengdoba	Area under Bajengdoba (Dist) Sub-Division	AEE (D) S/D, Bajengdoba Tel No: 953659-261202	
29	MeSEB Office, Nangalbibra	Area under Nangalbibra (Dist) Sub-Division	AEE (D) S/D, Nangalbibra Tel No: 953639-263224	
30	MeSEB Office, Baghmara	Area under Baghmara (Dist) Sub-Division	AEE (D) S/D, Baghmara Tel No: 953639-222247	AEE/ AE/ JE In-charge of Revenue matters Tel No: 953639-222247
31	MeSEB Office, Mendipathar	Area under Mendipathar (Dist) Sub-Division	AEE (D) S/D, Mendipathar Tel No: 953659-222423	AEE (Rev), Mendipathar Tel No: 953659-222221

Superintending Engineer (RA & FD)
MeSEB, Shillong.

The following Acts are construed as offences under electricity laws (Electricity Act 2003 – EA 2003) rules and regulation for which the penalties are liable to be imposed.

1. Theft of Electricity – Section 135 of the EA 2003 specifies that whoever, dishonestly taps any electric connection, tampers a meter, damages or destroys an electric meter, use electricity through a tampered meter or uses electricity for the purpose other than for which the usage was authorized, shall be punishable with imprisonment for a term which may extend to three years or with fine or with both:

2. Theft of electric lines and materials – Section 136 of the EA 2003 specifies that whoever removes or keeps in his premises or carries from one place to another, any electric line, materials or meter from a tower, pole or any other installation, is said to have committed an offence of theft of electric lines and materials, and shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

3. Punishment for receiving stolen property – Section 137 of EA 2003 specifies that whoever receives any stolen electric line or material shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

4. Interference with meters or works of licensee – Section 138 of EA 2003 specifies that whoever unauthorizedly connects or disconnect or reconnect any meter from any electric line when the said electric line has been disconnect, shall be punishable with imprisonment for a term which may extend to three years, or with fine which may extend to ten thousand rupees, or with both.

5. Negligently wasting electricity or injuring works – Section 139 of EA 2003 specifies that whoever, negligently causes electricity to be wasted shall be punishable with fine which may extend to ten thousand rupees.

6. Penalty for maliciously wasting electricity or injuring works - Section 140 of EA 2003 specifies that whoever, maliciously causes electricity to be wasted shall be punishable with fine which may extend to ten thousand rupees.

7. Extinguishing public lamps - Section 141 of EA 2003 specifies that whoever, maliciously extinguishes any public lamps shall be punishable with fine which may extend to two thousand rupees.

Instructions to help prevent mishaps and precautions to be taken.

WHAT TO DO WHEN.....

1. Power supply fails - Please register your complaint with the Complaint Booth of your area either over the phone or in person. Give details of your complaint and please insist on the complaint number.
2. Leakage of current occurs - please switch off your Main Switch and inform the Complaint Booth immediately.
3. Electric conductors snaps - Please do not touch the broken wire.
4. Firebreaks due to shorts circuits- Use fire extinguisher if available and sand also can be used; do not pour water on the live wire and switches. Inform the Fire Service and the complaint booth immediately. In case burning wires, switch-off the main switch immediately.
5. For cutting of trees / branches near the electric lines, contact MeSEB's Office.
6. Do not tamper with electrical equipments when supply is **ON**. Please do not stand barefoot when replacing bulbs, switches, fuses etc.
7. Do not use damage switches, sockets, plugs, etc. Replace them immediately.
8. Do not leave the appliances in **ON** condition and unattended for a long time.
9. Do not use Immersion rods in your bathroom.
10. Seal all un-used electrical points with appropriate plugs/sockets especially if you have small children.
11. Always use proper protective devices like MCB'S, CVT'S, Switch Board, Control panels for your electric appliances.
12. Switch off all electrical appliances when not in use.
13. Do not climb electric poles.
14. Always buy electrical appliances having ISI mark.
15. Avoid construction of house near high-tension wires.
16. Use light colours for walls. Reduce lighting requirement by 40%.
17. Do not erect Antenna near electric wires.
18. Make sure that wiring in the house has got proper earthing. Do not use electrical appliances if proper earthing is not there.

19. Avoid using electricity if the voltage is low.
20. Always fit fuse of proper size and rating according to requirement.
21. Do not consume electricity more than the connected load you have applied. If you feel that you have consumed electricity more than the connected load you have applied, please feel free to intimate the office of MeSEB immediately.
22. Lastly, theft of energy is a crime and will be punished according to the law.

Superintending Engineer (RA & FD)
MeSEB, Shillong.