

1. How to register the complaints in related to my service connection?

Ans. Any complaint related to service connection can be registered through different modes:-

- At Call centre Toll Free NO. **1800-3456-798**
- By visiting the website: tpwesternodisha.com.
- By sending a mail to our website: consumercare@tpwesternodisha.com
- By visiting the concern department office.

2. When will the Interruption / Failure of Power Supply of my area will restore and the reason behind it?

Ans. The interruption of Supply in an area normally restored once the ongoing work got completed (Breakdown/ Shutdown/ maintenance work) by the department staff depending upon the nature of fault. If, there is a major fault, the electric supply of complete area goes off, it may take some longer duration for restoration of Supply. If the interruption occurs due to some minor fault such as cut off fuse problem at transformer level or minor maintenance work at substation then it will be restored within the stipulated time.

3. How to address the frequent power cuts in our area?

Ans. This type of complaints can also be registered at Call centre or anyone can directly register the complaint at SDO office by personal visit and also by submitting an application there and can get an acknowledgement. If this problem relates to the entire area then a group of people along with an application will help for early resolution of the complaint. And if the problem still persists it can escalate this to higher authority (Executive engineer or Superintending Engineer).

4. What to do in case of my individual supply failed?

Ans. A complaint can be registered at Call Centre by providing the Consumer ID, call centre will dispatch the complaint to concern section office and will take of the complaint until resolution or if this problem occurs due to some internal problem of in wiring or earthing it has to done by private electrician as TPWODL will only take care till the meter level or somebody could visit the local Section office for more help if want some more help.

5. Why do we some people have power cuts, while their neighbours remains power?

Ans. Some Customers in the same neighbourhood may be served from separate feeders. These feeders may be more severely damaged than the ones serving their neighbours' homes, so once the complete restoration process will complete the concern feeder will also be charged. As some feeders need more maintenance as per the consumers load so only the consumers will affect by this disconnection the supply.

6. How to get rid of Low voltage problem of our area?

Ans. As low voltage is a problem which could be occurred due to so many reasons such as overload of transformers, snapping of lines, bad or long distance of conductors and also due to internal wiring problem in etc. so complaint can be either registered at Call centre by giving consumer ID or for the clear understanding regarding this issue complaint can directly registered at concern Section office by personal visit. Section office people will visit the premise and will also check the concern pole and transformer to detect the issue and will rectify the problem and if this problem occurs due to some major problem in Grid or substation this issue may be escalated to higher authority.

7. My voltage is fluctuating since morning, what should I do?

Ans. Voltage fluctuation can be caused due to different reasons such as loose or corroded connections either at the house or on the power lines or due to overloading on the network, loose connections, or too small a conductor wire carrying power to the house may cause dimming of lights. So this problem will be rectified automatically if it happens due to some technical error from utility side or if there is any problem in the internal wiring help from private electrician can be taken.

8. How to register a power theft complaint without disclosing the identity of the complainant?

Ans. Anyone can register a power theft related complaint either at Call Centre by giving the details of the person who is involving in the activity without revealing their own details or can simply send a mail to consumercare@tpwesternodisha.com. As theft of electricity is a cognizable offence so the complainant must extend its full support to department in case of require any help.

9. My Service wire got damaged, what's the procedure to lodge a complaint?

Ans. For complaint related to service wire it can be registered at Call centre and also at section office for the visit of department staff to the premise but at the same time if it's need to be changed then the consumer have to purchase the service wire at its own cost and have to give an application at concern section office then only the staff will proceed for work.

10. Our nearest pole is in dangerous condition (pole damage), requesting you to please change it?

Ans. Any pole related complaint can be registered at Call centre, at concern section office, visiting by web site (www.tpwesternodisha.com) or can be registered by sending a mail attaching the photo copy of the damaged pole with proper address and details of the pole if available.

The street light in front of my house is not working, want to register a complaint?

Ans.

Though TPWODL is showing its concern towards providing power supply to each and every corner to its jurisdiction but as far as the complaint is related to street light not working is concern the complaint can be registered at local BMC/CMC or at any local governing authorities who is taking care of these types of activities.