



No MePDCL/CE(COM)/TECH-22//2017-18/11

Dated 14<sup>th</sup> March 2018

### NOTICE

With a view to improve the services to our esteemed customers, the Meghalaya Power Distribution Corporation Limited (MePDCL) intends to operate the Customer Care Centre (CCC) to cater to revenue billing and power supply complaints of Shillong customers on a trial basis with effect from 15<sup>th</sup> March 2018.

The customer may dial the toll free number “1912” and register their complaints. However, customers may also dial the following numbers for complaint during the trial period till such time that the operation of toll free number is stable:-

1. 0364-2591932
2. 0364-2591088
3. 0364-2591335

However, the existing telephone numbers 2222222, 2544450 and 2534625 shall no longer be valid for complaints.

sd/-

Chief Engineer (Commercial)

Memo No MePDCL/CE(COM)/TECH-22//2017-18/11(a)

Dated 14<sup>th</sup> March 2018

Copy to:-

1. P.A. to the Chairman-cum-Managing Director, MeECL, Shillong for kind information of the CMD.
2. The Director (Finance)/(Corporate Affairs), MeECL, Shillong for kind information.
3. The Director (Transmission/Generation/Distribution), MePTCL/MePGCL/MePDCL), Shillong for kind information.
4. The Chief Engineer (Generation/Transmission), MePGCL/MePTCL Shillong.
5. The Chief Engineer (Distribution), MePDCL, Shillong. As discussed, adequate personnel from the Area Offices of DGM (West) may be deputed for duty at the CCC.
6. The Additional Chief Engineer (Eastern Zone/Western Zone), MePDCL, Shillong.
7. The Additional Chief Engineer (Coml.), MeECL, Shillong with a request to upload the Notice in MeECL's website.
8. All CEO's concerned, MePDCL.
9. The DGMs (East)/(West), MePDCL, Shillong
10. The EE Revenue Division, MePDCL, Shillong
11. The Director, Directorate of Information and Public Relations (DIPR), Govt. of Meghalaya, Shillong with a request to publish the above Notice in one issue in the the **Shillong Times, Shillong Edition & Mawphor** on or before 15.03.2018 (in font size 10). Bills in triplicate to be submitted to the undersigned for payment.

Copy to EE/MIS

(E.B. Kharmujai)

Chief Engineer (Commercial)