

**NOTICE**

The Meghalaya Energy Corporation Limited, in accordance with Regulation 7- Clause 20 of the Meghalaya Electricity Supply Code, 2006 as notified by the Meghalaya State Electricity Regulatory Commission hereby publishes the following information for the benefit of consumers:

**Call “1912” Toll Free Number for any kind of Complaint**

<b>Serial No</b>	<b>Location of MeECL Service Centres</b>	<b>Jurisdiction</b>	<b>Authority to hear grievances &amp; complaints for breakdown of fuse, supply line &amp; Transformer failures.</b>	<b>Authority to hear grievances &amp; complaints for metering defects, billing defects, changing name of consumers</b>
1	MeECL Office BC House, M. G. Road Shillong.	Keating Road, G.S. Road, Police Bazar, Thana Road, Oakland, M.G. Road, Quinton Road, Jail Road, Bivar Road, Bishop Cotton Road, Upper & Lower Lachumiere, Barik upto Malki Point, Nong Malki Road, Pine Mount Hill, Hopkinson Road, Laban, Lumparing, Kenches Trace, Oxford Hill, Garrison Ground, Civil Hospital, Butcher Road, Umsohsun Point.	Area Manager- I Tel No: 2226231 (Office) 2591932 (Complaint) 2591335 (Complaint) 2591008 (Complaint)	EE (Revenue), Tel No: 2227404 (Office) AEE (Revenue Sub-Division-I) Tel No: 2220976 (Office) AEE (Revenue Sub-Division-II) Tel No: 2229491 (Office) AEE (Service Connection Sub-Division). Tel No: 2210106 (Office)
2	MeECL 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: 2544483 (Office) 2591932 (Complaint) 2591335 (Complaint) 2591008 (Complaint)	
3	MeECL 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, Motinagar, Golden Estate, Arbuthnot Road, DGAR.	Area Manager- III Tel No: 2534589 (Office) 2591932 (Complaint) 2591335 (Complaint) 2591008 (Complaint)	
4	MeECL Office BC House, M. G. Road 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 (Office) 2591932 (Complaint) 2591335 (Complaint) 2591008 (Complaint)	
5	MeECL Office, 7 <sup>th</sup> Mile, Upper Shillong.	Upper Shillong (3 <sup>rd</sup> Mile to 7 <sup>th</sup> Mile) Mawkhan, Mawkhar, (Mylliem), Mawar, Eastern Air Command, Nongkseh, Umylyngka, Nongumlong, Mawklot, Nongpiur, Sadew Areasss, Mawkriah, Mawreng, Madan Mawser, Nonglwai, Umtynngar, Laitlyngkot, Mawjrong, Dympep, Mawbeh, Umdiengpoh, Mawngap, Mawphlang.	Area Manager- V Tel No: 2560649 (Office) 2560163 (Complaint)	
6	MeECL 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: 2231265 (Office) 2231265 (Complaint)	
7	MeECL Office, Polo Bazar, Shillong.	Polo, Forest Colony, PTS, Mawlai Mawtawar, Golf Link, Lumshyap, Pynthor Umkhras, Lower New Colony, Nongmysong, Mawpat, Lummawsiang, Mawkynew, BSF, Umpling, Lawmali, Langkyrding.	Area Manager VIII Tel No. 2290324 (Office) 2229715 (Complaint)	
8	MeECL Office, Nongstoin.	Areas under Nongstoin (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Nongstoin. Tel No: 280258 (Office) 280235 (Complaint)	

9	MeECL Office, Mairang.	Areas under Mairang (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Mairang Tel No: 282243	JE in-charge of Revenue Section Mairang Tel No: 282243
10	MeECL Office, Mawkyrwat	Areas under Mawkyrwat (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Mawkyrwat Tel No: 222232	JE in-charge of Revenue Section Mawkyrwat Tel No: 222232
11	MeECL Office, Cherrapunjee (Sohra)	Areas under Cherra (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Cherra Tel No: 235224	JE in-charge of Revenue Section Cherra Tel No: 235224
12	MeECL Office, Pynursla.	Areas under Pynursla (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Pynursla Tel No: 269453 (O), 269473 (C).	JE in-charge of Revenue Section Pynursla Tel No: 269453
13	MeECL Office Lum Jingshai Meter Factory, Shillong	Areas under Mawryngkneng (Distribution) Sub-Division.	AEE Mawryngkneng (Distribution) Sub-division, Lum Jingshai, Shillong Tel No: 2590610 Ext: 210	AEE, East Khasi Hills Revenue Sub- division Lum Jingshai, Shillong. Tel No: 2590610 Ext: 212
14	MeECL Office, Mawsynram	Areas under Mawsynram (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Mawsynram. Tel No: 242284	JE in-charge of Revenue Section Mawsynram Tel No: 242284
15	MeECL Office, Sohiong.	Areas under Sohiong (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Sohiong. Tel No: 2268255	JE in-charge of Revenue Section Sohiong, Tel No: 2268255
16	MeECL Office, Byrnihat	Areas under Byrnihat (Distribution) Sub-Division.	AEE (Profit Centre Sub-Division), Byrnihat Tel No: 263831 263236 (Complaint)	AEE (Revenue Sub-division), Byrnihat Tel No: 263301
17	MeECL Office, Nongpoh.	Areas under Nongpoh (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Nongpoh. Tel No: 232243	JE in-charge of Revenue Section Nongpoh Tel No: 232095
18	MeECL Office, Umiam.	Areas under Umiam (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Umiam. Tel No: 2570266 (Office)	AEE, Umiam Revenue Sub-division Tel No: 2570143 (Office)
		Areas under Umiam Profit Centre Sub-Division	AEE (Profit Centre Sub-Division), Umiam Tel No: 2570319(Office), 2570254 (Complaint)	AEE, Umiam Revenue Sub-division Tel No: 2570060 (Office), 2570254 (Complaint)
19	MeECL Office, Jowai.	Areas under Jowai Profit Centre Sub-Division	AEE (Profit Centre Sub- Division),Jowai Tel No: 220803(Office), 220736 (Complaint)	AEE, Jowai Revenue Sub-division, Tel No: 220936 (Office)
		Areas under Jowai (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Jowai. Tel No: 220935 (Office) 220736 (Complaint)	

20	MeECL Office, Khliehriat.	Areas under Khliehriat (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Khliehriat. Tel No: 230006	AEE, Khliehriat Revenue Sub-division, Tel No: 230006
21	MeECL Office, Sutnga.	Areas under Sutnga (Distribution) Sub-Division.	AEE (Distribution) Sub-division, Sutnga.	JE in-charge of Revenue Section Sutnga
22	MeECL Office, Tura	Areas under Tura (Distribution) Sub-Division	AEE (Distribution) Sub-division, Tura Tel No: 223937	AEE, Tura Revenue Sub-division Tel No: 223887
23	MeECL Office, Dalu	Areas under Dalu (Distribution) Sub-Division	AEE (Distribution) Sub-division, Dalu Tel No: 263237	
24	MeECL Office, Mahendraganj	Areas under Mahendraganj (Distribution) Sub-Division	AEE (Distribution) Sub-division, Mahendraganj Tel No: 265227	
25	MeECL Office, Garobadha	Areas under Garobadha (Distribution) Sub-Division	AEE (Distribution) Sub-division, Garobadha Tel No: 264228	
26	MeECL Office, Phulbari	Areas under Phulbari (Distribution) Sub-Division	AEE (Distribution) Sub-division, Phulbari Tel No: 223240	AEE, Phulbari Revenue Sub-division, Tel No: 223157
27	MeECL Office, Williamnagar	Areas under Williamnagar (Distribution) Sub-Division	AEE (Distribution) Sub-division, Williamnagar Tel No: 220006(Office) 220208 (Complaint)	AEE, Williamnagar Revenue Sub- division, Tel No: 220156 (Office)
28	MeECL Office, Bajengdoba	Areas under Bajengdoba (Distribution) Sub-Division	AEE (Distribution) Sub-division, Bajengdoba Tel No: 291145	JE in-charge of Revenue Section Bajengdoba Tel No: 291145
29	MeECL Office, Nangalbibra	Areas under Nangalbibra (Distribution) Sub-Division	AEE (Distribution) Sub-division, Nangalbibra Tel No: 226223	
30	MeECL Office, Baghmara	Areas under Baghmara (Distribution) Sub-Division	AEE (Distribution) Sub-division, Baghmara Tel No: 234247 (C)	
31	MeECL Office, Mendipathar	Areas under Mendipathar (Distribution) Sub-Division	AEE (Distribution) Sub-division, Mendipathar Tel No: 222423, 222221 (C)	AEE, Mendipathar Revenue Sub- division, Tel No: 222439
32	MeECL Office, Ampati	Areas under Ampati (Distribution) Sub-Division	AEE (Distribution) Sub-division, Ampati Tel No: 261698	

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Superintending Engineer (RA)

MePDCL, Shillong

**The following Acts are construed as offences under the Electricity Act 2003 (EA 2003) 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 conductor snaps - Please do not touch the broken wire and inform the Complaint Booth immediately.
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 of burning wires, switch-off the main switch immediately.
5. For cutting of trees / branches near the electric lines, contact the local MeECL 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 rod 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. This reduces lighting requirement by 40%.
17. Do not erect Antenna near electric wires.

18. Make sure that the 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 require electricity more than the connected load you have applied, please submit application for the same to the MeECL office immediately.
22. Lastly, theft of energy is a crime and will be punished according to the law.

s/d

Superintending Engineer (RA)  
MePDCL, Shillong