

**MEGHALAYA STATE ELECTRICITY BOARD
INFORMATION MANUAL**

**CHAPTER 18 (Manual 17)
FREQUENTLY ASKED QUESTIONS
(FAQs)**

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Frequently Asked Questions and their Answers by Public.

GENERATION :

Question:

1. Why frequent system failure?

Answer:

This might be due to the excess power drawal, ,natural phenomena like lightning, cyclone heavy rain and other unforeseen factors.

Question:

2. Can you generate power continuously without stopping.?

Answer:

Machine are designed to operate continuously. Hhowever due to water constrain the same cannot be done.

Question:

3. How many Power Stations are there in the State of Meghalaya. Name them with the installed capacity.

Ans: There are 5 (five) Power Stations exist in Meghalaya, namely,

- a) Umtru Power Station, Near Byrnihat – $4 \times 2.8 = 11.2$ MW, Ri-Bhoi District.
- b) Umiam Stage-I Power station, Sumer – $4 \times 9.0 = 36$ MW, Ri-Bhoi District.
- c) Umiam Stage-II Power station, UmSumer.– $2 \times 9.0 = 18$ MW, Ri-Bhoi District
- d) Umiam Stage-III Power station, Kyrdemkulai – $2 \times 30 = 60$ MW, Ri-Bhoi District
- e) Umiam – Umtru Stage – IV P/Station, Nongkhylllem – $2 \times 30 = 60$ MW, Ri-Bhoi District.

Question:

4. Is there any Power Station under construction? If yes, please indicate the name and capacity.

Answer:

Myntdu Leshka Hydro Project in Jaintia Hills – 2×42 MW.

WORK CENTRE,SUMER

Question:

1. Whether heavy Machinerics can be given on hire and at what rate?

Answer:

Yes, heavy machinerics can be used by public on hire and the rates are published in the notice board of the office of the Executive Engineer, Work Centre, MeSEB, Sumer.

Question:

2. Used Vehicle and scrap material , are they been given for public auction

Answer:

Yes scrap vehicles and ferrous / non-ferrous materials are sold by public auction. NIT for this are generally publish in all leading newspaper by the Superintending Engineer, Material Management, MeSEB, Lumjingshai.

Question:

3. How many transformers repair monthly?

Answer: As per the present infrastructure, we can repair distribution transformer up to 500 KVA rating and monthly at least 20 Nos. of different rating can be repaired.

Question:

4. After how many years, usually departmental vehicles are condemned ?.

Answer: As per MeSEB's schedule, heavy vehicles after 8 years and light vehicles after 6 years.

TRANSMISSION :

Question:

1. Whether our land will be compensated or not?

Answer: *The land will be compensated as per Govt. approved rate.*

Question:

2. Whether we can construct a house below the EHV Line?

Answer:

No construction will be allowed below the EHV Line as per the Indian Electricity Act.

Question:

5. What is the minimum distance to construct a house etc., from the EHV Line ?

Answer:

6 metres from the EHV Line

Question:

6. Name with capacity the major 132 KV grid sub-station in Meghalaya.

| | | |
|------|--------------------------------------|------------|
| Ans: | 1. 132 KV Mawlai S/s at Shillong. | 62.5 MVA. |
| | 2. 132 KV NEHU S/s at Shillong. | 40.00 MVA. |
| | 3. EPIP S/s at Byrnihat. | 40.0 MVA |
| | 4. Cherra S/s at Cherrapunjee. | 20.0 MVA. |
| | 5. Khliehriat S/s at Khliehriat. | 20.0 MVA. |
| | 6. Nongstoin S/s at Nongstoin. | 12.5 MVA. |
| | 7. Nangwalbibra S/s at Nangwalbibra. | 12.5 MVA. |
| | 8. Rongkhon S/s at Tura. | 20 MVA. |

Question:

7. What is the length of existing 132 KV lines in the State?

Ans: 678.0 Ckt. KM

BOARDS SECRETARIAT:

Question:

1. When will the MeSEB pay compensation for the death of Mr 'X' due to electrocution ?

Ans :- When the MeSEB receives all reports pertaining to the case, indicating that the death occurred due to the negligence of the MeSEB and payment can be made only to the immediate next of kin of the victim which relationship with the victim is to be certified by the responsible person of the area where the victim resides like the Sordar / Headman / Nokma / Dorbar Shnong / Panchayat, etc.

Question:

2. Why does the MeSEB pay such a small amount of Rs. 20,000/- for the death of Mr 'X' by electrocution who was the bread earner of the family ?

Ans :- The amount of Rs. 20,000/- (Rupees twenty thousand) only paid by the MeSEB to the immediate next of kin of Mr 'X' is ex-gratia payment which can be immediately sanctioned based on preliminary findings. The claimant for compensation is however free to approach the Court of law to obtain full compensation for such deaths as directed by the Court of law after establishing beyond all doubts that the accident occurred due to the negligence of the MeSEB and not due to other factors which are beyond the control of the MeSEB like forces of nature (e.g. cyclones, lightning strikes, strong winds, floods, etc).

Question:

3. Why didn't the MeSEB make any payment for the death of Mr 'X' by electrocution?

Ans :- The MeSEB could not make any payment because the death was not due to the negligence of the MeSEB but due to other factors like un-authorized entry to the Board's installations (or) trying to tamper with the line conductors, etc.

Question:

4. A post of peon is lying vacant in the Division Office at Kyrdemkulai. Can I get appointment in that post?

Ans :- The vacant post may be filled up by redeployment or the Board if required will advertise the post, then you can apply.

Question:

5. My father is the lineman of the Board but he met with an accident while on duty and expired. Can I get employment on compassionate ground?

Ans :- The scheme of employment on compassionate ground has been abolished as such when there is an advertisement, then only you can apply.

Question:

6. There is a vacancy of Assistant Teacher in the MeSEB Secondary School, Kyrdemkulai. I am a graduate and local boy from Kyrdemkulai, can I get appointment there?

Ans :- The post of Assistant Teacher has been advertised, you can apply for the same.

Question:

7. How many Court Cases are there ?

Ans :- There are 39 (thirty-nine) Court cases in the High Court including Lower Courts.

Question:

8. When the Consumer(s) filed cases against the Board for disconnection of Power supply for non-payment of outstanding dues, what immediate steps have been taken by the Board ?

Ans :- The Board contested the case by filing of show cause by the Board's Advocate on the date fixed for the same praying the Court for an order directing the Consumer to clear the outstanding dues and the current bills if power supply could not be disconnected in view of an interim order of the Court.

Question:

9. Whether the Board attempts to settle the matter before the Consumer goes to Court for disconnection of power supply, if approached by him/her ?

Ans :- Yes, the Board always settled the matter if requested by the consumer asking him/her to clear the outstanding dues in installments as per rule of the Board along with the current bills.

Question:

10. Is there any electrocution case of human being/animal ?

Ans :- Yes, there are few electrocution cases of human beings and animals.

Question:

11. Whether the Board pays compensation for fatal/non-fatal electrical accident to human beings/animals to the family of the victim ?

Ans :- yes, the Board make immediate ex-gratia payment of Rs. 20,000/- for fatal accident of human life after verification to the genuine claimant. Further, payments for non-fatal accidents of human life/fatal accident of animal/non-fatal accidents of animals are made to the family of the victims as per rule of the Board.

Question:

12. Why the relatives of the victim go to Court when the Board paid the amount to them ?

Ans :- They go to Court because they are not satisfied with the amount paid to them by the Board.

Question:

13. Is there any disciplinary action initiated against the Board's employees ?

Ans :- There are 5 (five) Nos. of disciplinary proceedings initiated against the employees of the Board.

Question:

14. Why disciplinary actions are taken against them ?

Ans :- The disciplinary proceedings are initiated against them for their misconduct violating the provision of the MeSEB Conduct Regulations.

Question:

15. Is there any supersession case of Officers in their promotion to higher post ?

Ans :- There are 12 (twelve) Nos. of supersession cases of Officers in the Board as their promotions are considered on the basis of merit-cum-seniority as per rule.

Question:

16. When the aggrieved Officers filed the case in the High Court against the action of the Board, What steps are taken by the Board to defend the case ?

Ans :- The Board contested the case by filing of an affidavit in opposition through the Board's Advocate who will defend the case in the High Court on behalf of the Board.

Question:

17. Can I get a job in any category of post in MeSEB?

Ans :- When there will be vacancy the Board will advertise the post and you can apply.

Question:

18. My father was an employee of the Board and he expired while on duty, Can I get a job in the Board on compassionate ground?

Ans The Board has since abolished the scheme for appointment on compassionate ground and as such no employment will be given on that ground. However, you can apply for a post when there will be vacancy.

Question:

19. Are you engaging people on daily wage basis? Can you consider me for engagement on daily wage basis to any Grade-IV post as I badly need a job?

Ans : Yes, the Board engages daily wage labour when there is an urgent requirement and the proposal of the concerned officer is found justified. However, prior approval of the Chairman is obtained before engaging any casual labour. As there is no immediate requirement of any Grade-IV staff at present, your case can not be considered now.

Question:

20. I appeared the interview for the post of LDA-Cum-Typist and I performed well. But why I was not given the appointment?

Ans A Selection Committee was constituted to conduct the interview for the post of LDAT and appointment has been given on merit basis

Question:

21. Did you follow the Meghalaya Government's reservation policy while giving appointment to the post of LDAT & JDA?

Ans : Yes, the reservation policy of the Government of Meghalaya has been followed. However, against General Quota of 6 nos as there was not many non-tribal candidates who could qualify on merit within the first 6 the remaining quota against general candidate have been filled up from the list of tribal candidates according to merit.

Question:

22. My husband has been transferred from Williamnagar to Jowai. He is working as a Peon. As my children are going to school in Williamnagar, it is difficult for him to maintain two establishments with such a meager amount. Will you please retain him at Williamnagar?

Ans : Your husband has been transferred at Jowai as there is no Peon in Jowai office, whereas in Williamnagar office there are two peons. As the transfer has been approved by the higher authority, he should join in his place of posting. However, on completion of one year at Jowai, he may submit a petition for consideration of his posting at Williamnagar.

Question:

23. My father expired on _____. His medical bill for re-imburement has not been cleared. May I know the position?

Ans : As you did not obtain recommendation of Board's CMO-Cum-AMA the bill could not be considered. You are requested to obtain recommendation of the CMO-Cum-AMA of the Board for treatment of your late father in the hospital at _____

Question:

24. As one of the post of Mathematics Teacher is lying vacant in the Kyrdemkulai Secondary School, are you going to Adv. the post? Can you engage me in that post?

Ans The post will be advertised as this is urgently required in the interest of the students. You can apply for the post. However appointment will be on merit basis.

Question:

25. I came to know that one post of LDA is lying vacant in the Office of the Executive Engineer, as the incumbent holding the post of LDA has retired? Will you please appoint me against the vacancy?

Ans. The vacancies are filled up on need-basis through re-deployment. If any vacancy has to be filled up by direct recruitment then the post will be Advertised and appointment will be on merit basis

Question:

26. We want to use your school hall for holding a health camp. Will you please allow the hall free of cost for one day only?.

Ans. Yes, you can use the hall for the purpose of health camp, provided it is on a School holiday and that no damage is caused to school property. However you may apply in writing for approval.

Question:

27. Is a candidate possessing a Degree in Electrical Engineering from a private Institution eligible to apply for the post of Assistant Engineer (Elect)/Mechanical under the Board ?

Ans :- Yes if the Institute is a recognized Institution by the Government of Meghalaya.

Question:

28. From which source can we confirm the recognition of an Institute/University ?

Ans :- The Education Department has published a Booklet on such cases.

Question:

29. Is adhoc period with break be counted as continous period of service for availing of withdrawal from the GPF Account of the employee ?

Ans :- Yes.

Question:

30. Can a probationer be admissible to avail of leave. If so, how is it going to affect his probationary period ?

Ans :- A probationer is entitled to any leave laid down in the FRs/SRs if he holds the post as a temporary regular employee according to the nature of appointment. Any leave except Casual Leave availed of during the probationary will be excluded while calculating the period of probation.

Question:

31. Is it admissible for an employee to change his date of birth as per the Matriculation Certificate, a year before his retirement ?

Ans :- No, request for alteration of the Date of birth to be duly supported by documentary evidence is admissible to an employee within 3 (three) years before his retirement on superannuation.

Question:

32. How is the seniority of a direct recruit Assistant Engineer determined ?

Ans :- For a direct recruit in Assistant Engineer, the seniority is determined from the ranking in approved merit list recommended by the Selection Committee of the Board during recruitment/appointment of the candidate.

Question:

33. Is there any suitable job in the MeSEB so that I can apply?

Ans. For any vacancy, the MeSEB will advertise and then you can apply.

Question:

34. Whether the MeSEB employees get pension after retirement?

Ans. Yes

35. Whether the MeSEB follows the Reservation Quota of the State Government

Ans. Yes

Question:

36. Can I apply for a job like Casual Labour / Muster Roll?

Ans. Such type of job are engaged for temporary nature of works in the Division offices of the MeSEB, on daily wage basis. You can apply in such Division office, if any.

Question:

37. When will the MeSEB be Corporatised / Privatized?

Ans The process is going on and is expected to take place within a short period.

Question:

38. Whether Reservation Quota will continue after Corporatisation / Privatization?

Ans Let us wait and see.

Question:

39. Is it a fact that MeSEB increase the Tariff for Consumers inside the State as Assam is not paying the cost of Power Supplied to them?

Ans. It is not a fact.

Question:

40. PHE / PWD are providing Water Supply / Roads to the public free of cost, then why MeSEB provides electricity on payment?

Ans. MeSEB is a Commercial Organization.

Question:

41. Whether MeSEB will revive the Sonapani Project?

Ans Yes.

Question:

42. Is there any proposal that MeSEB will revive the Nangwalbibra Thermal Project.

Ans. Yes.

Human Resources Development Centre

Question:

1. What are the objectives of setting up HRDC in MeSEB?

Answer:

The HRDC was set up in the year 1995-96 with a view to bringing about necessary changes in the attitude and for improvement of skill by updating of knowledge in the relevant technological field and Management Technique Commensurating with the need of the organisation.

A Power sector in the country today is undergoing a radical change under reforms process. The main thrust area to cope with the fast changing scenario is to step up the training needs of its human resources. It may be mentioned that HRD Centre has been conceived by the Board to be developed into a centre of Excellence with a view to bring about “ change in the Mindset” to attain a higher degree of operational efficiency and achieve commercial viability and bring forth marked improvement in our consumer service. This centre has been organizing / conducting need based training programmes, imparting induction level training to newly recruited engineers and organizing study tour / field visit for executives.

Question:

2. Who is the designated head of HRDC?

Answer:

A “Director” of the rank and status of a Chief Engineer from Electrical Wing .

Question:

3. What kind of trainings are being imparted / conducted by the HRDC?

Answer:

Like (a) the Induction training programmes for the newly recruited AE^s (E/C) JE^s (E/C) & Geologists (b) the Management development programmes for Board’s executives from all disciplines in respect of managerial skills and attitude, Revenue management training and training in Distribution reform / upgradation and Management.

Question:

4. How many training programmes are being conducted during a year?

Answer:

Between April/2004 and Dec/2004 the HRDC has been able to conduct four (4) Induction training Programmes by Board’s Internal Sources and

two Management development training programmes by out source Agencies.

Question:

5. How much the Board spends for training yearly?

Answer:

As per (Non-plan) Budget Estimate of 2005-2006, the MeSEB has earmarked Rs.20 lakhs on Training fees under the head Administrative and General Expenses.

REVENUE

Question:

1. Why my energy bill this month is very high?

Answer:

This may be due to the excess consumption of energy in this particular month for any overuse or defect of the meter or any leakage in your internal wiring or may be wrong recording of meter taken by the Meter Reader.

Question:

2. Can you allow payment of this huge bill on installment?

Answer:

Yes! You may be allowed to pay the electricity bill on installment basis by the concerned Revenue Officer, depending upon the delegation of power entrusted to him against your individual application for the same.

Question:

3. Why my meter is running very fast even when I am not switching any light?

Answer:

We will have to verify it at your premises without which we will not be able to make any comment. The Meter may go wrong which may require recalibration

Question:

4. My meter is making too much sound, can you check it?

Yes! We can take necessary action for checking of the meter after the payment of the testing fee.

Question:

5. What should I do to change the consumer name because I have purchased the house?

Answer:

For changing of name you are requested to apply in the application form prescribed by the Board, along with submission of the duly filled agreement, attested copy of the registered Sale Deed / land document, municipal tax receipt, and a copy of the latest electricity bill.

Question:

6. Why should you transfer the arrear of my disconnected tenant to my meter?

Answer:

As per terms and conditions of Supply of Power the Owner of the premises is responsible for payment of Electricity bills in his premises.

Question:

7. What time does your office collection counter open and close?

Answer:

Cash Counter is open from 10.00 AM to 2.30 PM on all Office working days.

Question:

8. Why the counter is closed on Saturday and holidays?

Answer:

It is closed on all Office holidays if not notified other wise.

Question:

9. Why I did not get bill last month?

Answer:

We will verify the reason and let you know.

Question:

10. Why I have not received my first energy bill even after six months?

Answer:

The first bill take some time as the executing Sub Division send the Service connection Report late and subsequently printing of the consumer plate get delayed in the Bradma Section due to schedule works which are to be completed in time.

Question:

11. How can I pay six months bill in one time when it is not my fault?

Answer:

We will allow you to pay on installments, if you want to pay so.

Question:

12. I have already paid everything last month, why do you show arrear amount?

Answer:

You might have paid the bill after the due date and last date of payment.

Question:

13. Why there is no collection centre in our village?

Answer:

It is not possible to collect payments from each and every village which is not economically viable and possible

Question:

14. Why have you disconnected my supply without my knowledge?

Answer:

Disconnection notice has already been served to all regular consumers and any unauthorized / illegal connection can be disconnected without any notice.

Question:

15. When have you revised the tariff?

Answer:

Last tariff was with effect from 1st October 2004 with wide circulation through Newspaper.

Question:

16. How much does the Board charge us per unit?

Answer:

The tariffs applicable are printed at the reverse of the bill.

Question:

17. Since you cannot help me, who should I go and approach?

Answer:

You may *approach* my higher authority in next level.

Question:

18. Why should I be punished for the outstanding electricity bill of the previous owner?

Answer:

When you *have* procured the premises the assets and all liabilities are also rest on you from the date of purchased.

Question:

19. How can you say that the bill is as per the meter, when we have never seen the meter reader coming for reading the meter?

Answer:

You should verify the reading recorded in the bill immediately on receipt of the bill and if the meter reads less than the present reading indicated in the bill , it should be brought to the notice of this office immediately in writing

Question:

20. Why should we pay electricity bill when there is no supply for more than a month in our village?

Answer:

If there was no supply for more than fifteen days continuously you may contact the Executive Engineer Distribution Division to issue a certificate to the effect and on receipt of such a certificate we may consider for reduction of the bill accordingly.

Question:

21. What should I do to get a new meter because I do not like the assessment bill?

Answer:

Please meet the Asstt. Executive Engineer who serves your bills with a copy of your bill who will suggest you for procuring a meter of required capacity and after payment of necessary replacement fee he will replace the meter.

Question:

22. We are not using heater, pump, electric iron etc and how come my bill is so high?

Answer:

You are to reduce your use along with energy efficient low watt bulbs and make the habit of switching of lights when not required or not in use.

Question:

23. My neighbor with a big house is using power more than me but my bill is higher than them. I think it is not fair. Can you do something?

Answer:

Please put up your complain in writing giving details along with the location so that we can arrange for an inspection and do the needful.

24. My neighbor with a big house is using power more than me but never get any bill and you disconnect me who pay regularly. Where should I report and complaint?

Answer:

Please put up your complain in writing giving details along with the location so that we can arrange for an inspection and do the needful. You may also endorse a copy to the next higher authority.

25. Why do you bill me on assessment basis when my meter is working?

Answer:

Your meter is not giving proper reading and doubted to be tempered with which is evident from the pass reading pattern recorded.

26. I am using power every month in the same way but how my bill is fluctuating? High and low and sometime it is more than double?

Answer:

We have kept a working meter to register your consumption for billing. The consumption every month may not be the same and varies due to many reason such as length of the day , temperature during the period , examination time , Billing period, differences in tariff or any revision of it and even due to non payment of any bills earlier or any late payment.

27. I find difficulty to pay this kind of bi-monthly and tri-monthly bill. Is there no rule that you should bill monthly?

Answer:

The bills for minor villages where only a few consumers are available is normal bill on bi-monthly or tri-monthly basis as monthly billing is not economically viable and sometimes not possible due to shortage of sufficient number of Meter Reader.

28. In our village, big house and small house all get the same bill. Please change my bill to lower than the big house?

Answer:

It is due to tariff applicable to your area, which is on flat rate tariff.

29. Why you have changed the bill from domestic to commercial?

Answer:

*Any use of supply of power given for domestic purpose for any commercial use or used in any premises maintained for private gain and profit is deemed to be converted to **commercial tariff** as per terms and conditions of supply of power*

30. Can you tell me why I should pay my bills when no action is taken to all those who do not pay?

Answer:

This Department is undertaking disconnection drive for all the defaulting consumers from time to time. Due to shortage of line staffs some times it gets delayed.

31. What is the need to pay my outstanding dues when I can easily get new connection in the same premises in a new name?

Answer:

When it will come to the notice of the MeSEB both the connection will be disconnected and also may impose penalty even may refuse to give any supply.

32. What is the use to install a meter when there is no meter reader who comes to read it?

Answer:

The Board is taking up recruitment procedures and will couple up with the manpower requirement shortly. As per revision of the Electricity Act in 2003 all the supply should be given through Meter only and this is mandatory.

33. Why do you charge meter rent in my bill when in my village, all consumers are billed on assessment charge?

Answer:

The meter rent is charged for the meter supplied by the Board only and no meter rent is charged if the meter is owned by the consumer.

34. Why do we receive bills just before the due date?

Answer:

Sometimes it might happen that the bills were printed late and maybe the new bill distributors cannot locate the consumers.

35. Why is my bill so high in comparison to my neighbours/ my previous bills and with the same connected load?

Answer:

Usage from one consumer to another is different and even the same consumer sometimes consumes more in a particular month.

36. Why does the bill fluctuate in spite of normal usage?

Answer:

It might also be that the meter is not clear, or the meter is too high, or the gate is locked and the meter reader cannot take regular readings and so the bill

might have been served on minimum charges the previous months and the accumulated reading taken later

37. Why are meter readers frequently changed?
To improve the efficiency of billing and to cross check any manipulation of readings by meter readers.
38. Why is the consumption billed on average?
The meter is found to be defective and needs replacement. Otherwise if the consumer is not satisfied they can opt for meter testing .
39. Why do we receive two months bill at a time?
Due to shortage of manpower or maybe the meter reader of that particular route has fallen ill and cannot distribute the bills .
40. Why clearance for new service connection is not granted?
Due to the fact that there are other arrears against other consumer nos. of the same person.
41. Why we never see the meter reader taking readings?
If they received the bills at home, it means that the meter reader have come but maybe it was not noticed by the consumers. They are encouraged to bring their meter reading for comparing with those taken by the meter reader.
42. Why do we still receive bills even though there is no power supply for a very long time?
The Area Manager concerned did not convey the long duration of power failure to the Revenue Sub Division and so no action could be taken.
43. Why do we have to come and pay electricity bills to far off stations?
Due to security reasons, lack of proper transport and shortage of collectors.
44. Why we are not allowed to pay our arrears in more installments?
The higher authorities have specified the no. of installments to be paid by defaulting consumers and if they want further increase in the no of installments, they may pursue with the higher authorities.
45. Why the Board cannot waive the interest (DPC) of local consumers whereas it waived off the arrears of certain big consumers?
This being the Board's policy matter the AEE cannot say anything but the consumers can approach the higher authorities for the same.
46. Why is it that sometimes when a bill of huge amount is revised, it becomes very less almost one tenth of the original bill served?
On inspection it might have been found that the meter register slipped in the higher digit place and this results in an inordinate increase in the unit consumption. Hence the bill is bound to be revised and the meter is either to be replaced or tested.

47. Why are paid arrears again reflected in the next bill?
 The payments are not made on or before the due date and hence the same is not reflected in the next bill. However necessary corrections are made manually in the office.
48. Do computers make mistakes in billing?
 The computer is just a machine which relies on the data fed by humans. Since to err is human, there might be a possibility of errors even in the bills prepared by the computers.
49. Why is there a disparity in the billed amount of nearby villages eg. Sohiong areas receives uniform bills throughout the area whereas nearby villages like Mawngap have to pay metered bills?
 This is due to the decision of the higher authorities in implementing the system of billing.
50. Why my energy bill this month is very high?
This might be due to the excess consumption of energy in this particular month for any unforeseen factors/ or defective of meter/ or wrong recording of meter reading.
51. My meter is making too much sound, can you check it?
Yes! We can take necessary action for checking of the meter after the payment of the testing fee.
52. What should I do to change the consumer name because I have purchased the house?
For changing of name your are request to apply in the application form prescribed by the Board, along with the submission of the duly filled agreement, attested copy of the land document, municipal tax receipt, and a copy of the electricity bill.
53. What time does your office collection counter open and close?
The counter is opened from 10:00 Hrs to 15: 00 Hrs w.e.f. 15 February to 30th October, and from 10:00 Hrs to 14:30 Hrs in the remaining period of the year.
54. I have already paid everything last month, why do you show area amount?
There are 2 factors – one is that you have paid your bill after the due date, secondly, you have not cleared the bill of the previous month.
55. Why have you disconnected my supply without my knowledge?
The red electricity bill is already a notice for the disconnection due to non payment.
56. Since you cannot help me, who should I go and approach?
If you are not satisfied with my reply, you can place you complaint in written, or else if you still have doubt, you can approach my controlling Officer, the Superintending Engineer directly.
57. How can you say that the bill is as per the meter, when we have never seen the meter reader coming for reading the meter?
If you have doubt about the correctness of the meter reading in the bill, you can meet the Asst. Ex. Engineer concerned who will sent his reliable staff to confirm the meter reading.

58. Why should we pay electricity bill when there is no supply for more than a month in our village?

If it is confirmed by the Area Manager of your area that there is no electricity in your village for more than one month, that period will not be billed.

59. What should I do to get a new meter because I do not like the assessment bill?

You can buy a new energy meter from any electrical shop. Make sure that the meter you have bought is having the meter test report issued by the M.eS.E.B.

60. Why you have changed the bill from domestic to commercial?

I am sorry to tell you that during the surprise inspection to your premises, it was found that a portion of your premises has been converted to a shop.

61. I am using power every month in the same way but how my bill is fluctuating?

High and low and sometime it is more than double?

The bill fluctuates even though the meter is good and accurate, because of the fact that, in winter time, the period of usage of electricity is more than in summer; further there are times that the period of billing is more than 30 days due to unavoidable circumstances.

62. Can you allow payment of this huge bill on installment?

Yes! You are allowed to pay the electricity bill on installment basis by the concerned Revenue Officer, depending upon the delegation of power entrusted to him. This is as per the "MODIFICATION OF STANDING ORDERS NO. CCS/94-95/t-93/88 DATED 28.09.04 RELATING TO AUTHORIZATION TO OFFICERS AT DIFFERENT LEVELS FOR GRANTING RECOVERY OF OUTSTANDING DUES IN INSTALLMENTS .(SEE Manual 17 A)

63. I am the owner of the Wood-based industry. My business was closed down due to the directive of the Supreme Court. There is an outstanding electricity dues against the closed down Mill. I want to clear my dues but unable due to the huge outstanding. Can the Board waive my electricity due?

I am glad to inform you that the Board is ready to waive 60% of the delayed payment surcharge in respect of the disconnected Wood – based industries from the date of disconnection till date.

64. Why there is no collection centre in our village?

It is not commercially feasible and not technically possible to open collection centres in each and every village.

65. I am using power every month in the same way but how my bill is fluctuating? High and low and sometime it is more than double?

May be due to defect in the energy meter.

66. I find difficulty to pay this kind of bi-monthly and tri-monthly bill. Is there no rule that you should bill monthly?

Monthly billing is on the target for which necessary steps are being taken up to avoid bi-monthly/tri-monthly billing.

67. When the Board can write off cores of interest to ASEB, why cannot you do the same to a small consumer like me?

On the genuineness of the case, the Board may allow the waiver of 60% delayed payment surcharge on the outstanding dues. You may put your petition through the Executive Engineer concerned who will forward the case to the undersigned

68. My energy bill this month is very high, I used to consume on an average only 250 units how can it be that this month I consumed 1200 units. Your SDO asked me to test the meter and they say that they cannot do anything because the meter is ok. Whom should I approach for my problem?

Ans If your meter is OK, the period of dispute will be revised on the average consumption of the 3 months preceding to the month in question.

69. Why a low power factor penalty bill will be levied in my electricity bill even when there is no load in the grid ?

Ans. The low power factor penalty levied is as per cl.8 of the terms & condition of power supply under schedule of misc.& general supply.

70. Why rebate is not allowed when part payment including the monthly current amount is paid within the due date?

Ans. As per electricity tariff rebate is not allowed even when part payment/installment is paid within the due date.

71. Why a minimum charge bill is levied when my consumption is below the minimum charge, since I am not allowed to consume more than the minimum charge.

Ans. This is as per cl.32 of the terms & condition of supply.

72. Why I as an IHT consumer being billed on two part tariff where as EHT consumers are being billed on single part tariff?

Ans. This is as per Me.S.E.B. electricity tariff.

73. Why you disconnect consumer after many years of non payment? Due to shortage of line staff timely disconnection could not be done.

74. What is the Electricity duty rate for different category of consumers?

| | |
|---|---------------------|
| Domestic consumers | 5 paise per unit |
| water supply(GP),CLT,BS,Street light | 6 paise per unit |
| Industrial consumer first 15 ,000 units | @of 5paise per unit |
| next 25,000 units | @4.5 paise per unit |
| beyond | free. |

75. Why the Board is not disconnecting the Government consumer with huge outstanding and disconnect and disconnect only small consumer like us ? The Board has to pay electricity duty arrear amounting to Rs. 12 crore as on March 2005 and steps are being taken to adjust the amount against the government arrear. However, state government consumer are liable for disconnection if they failed to pay the current bills from July 2005 onwards.

76. Why collection from villages is done so irregularly and in my case only once in to to three months ?

Since billing could not be done on the monthly basis, collection at site is also arranged according to billing. However, the Board is processing for arranging collection through nearest post office and bank.

77. Why doesn't the Board send bill collector to every village every month?
Because it is not economical.

78. When will the Board improve the system billing in the state?
The Board is actively considering the computerization of all activities of Meter reading and billing under the ongoing APDRP Scheme.(see manual 17 under P&D)

79. Why there are so many error in the billing of rural consumer?

This is due to the manual system of spot billing and also the manual system of ledger maintenance. At present there is a shortage of billing staff to cater to the growing the number of consumer and the increasing number of the newly electrified village. This problem will be over after computerizations and outsourcing of some revenue activities in the rural area.

80. What is your billing staff strength?

The details can be seen if you so desire.

81. Are there any vacancies of billing staff?

You may see the status report.

NEW SERVICE CONNECTION.

1. How do we apply for a new/ additional connection?

Answer: The Application, Agreement and Test Report forms are handed over to the applicant with instructions of documents required to be enclosed and other relevant details.

2. What is the next step after submission of the application?

Answer: The applicant is informed of the steps/ procedure to be taken before estimate can be prepared. These are granting of load sanction from Area Manager, granting of No Dues Clearance, Inspection and measurement.

3. How long do we wait before an estimate can be prepared?

Answer: In normal circumstances after about 15 working days.

4. After payment of the estimated amount what do we do?

Answer: The applicant is required to submit the meter at the Meter section and make the meter box, plank ready at site for connection. These details are also indicated in the cover letter of the Estimate.

5. When do we get the connection?

Answer: In normal circumstances after about 15 working days after the payment is received.

6. Why is it late to get the connection?

Answer: The reasons could be any of these –

- (a) none availability of materials required
- (b) shortage of man power
- (c) some lapses from the applicant viz none availability of meter box at site, gate locked, meter has not been deposited, main loop has been shifted/ altered after the inspection.
- (d) prevailing law and order situation.
- (e) rainy weather.

7. Why have we not received our first bill?

It is first confirmed whether the applicant name and other details have been sent to Revenue Billing Sub Division. If yes then applicant is advised to meet AEE, RBSD.

8. Can I know the detailed process for providing service connection and additional meter?

The Application duly completed in all respect is received and an acknowledgement number is given. Load sanction is sought from the Area Manager concerned. The next step is Site Inspection and Measurement. Meanwhile, No Dues Clearance is sought from the A.E.E., RBSD. When both are ready, estimate can be prepared. The estimate is prepared only when the applicant asked for the same. (This is due to the fact that many applicants do not collect their estimate). After payment is received along with the appropriate capacity meter, service connections is released.

The same process is followed for an additional meter connection.

9. What are the documents required to be enclosed along with the applications?

I. For a New Service Connections, the following documents are required :

- a. Appendix – I, duly filled and signed.
- b. Appendix – II, duly filled and signed.
- c. Wiring test report from a licensed Electrical Contractor.
- d. Attested copy of Land Document.
- e. No objection Certificate from a Local Authority (In original).
- f. Building Construction Permission for a new building.
- g. Copy of Municipal/Cantonment Tax receipt (where relevant).
- h. Copy of Electricity Bill of a nearest Consumer.
- i. Nearest Pole No.
- j. License (where relevant).

II. For an additional connection :

- a. Appendix – I, duly filled and signed.
- b. Appendix – II, duly filled and signed. The applicant's signature is to be attested.
- c. Wiring test report from a licensed Electrical Contractor.
- d. Copy of Electricity Bill of existing connection.
- e. Copy of tax receipt in areas within Municipal/Cantonment.

10. If it takes so long to receive a connection due to non-availability of materials, why can you allow the applicants to procure the materials themselves?

If this is allowed, there will be no quality control.

11. My connection has been disconnected, what should I do to get reconnection?

Make payment for all the arrear bills and also pay the disconnection and reconnection fees.

12. Why can not you purchase transformers, poles, conductors etc from your side when the estimate and payment is made for all those materials and equipments?

These are major materials which we can not be procured at our level. These are to be procured centrally by the SE (MM).

DISTRIBUTION

1. Why is there frequent interruption of power supply?
There are various factors influencing the failure. Some reasons are Grid constraints, environmental influences, reflection of faults from long 11KV distribution spur lines and so on.
2. Why do distribution transformers fail frequently?
Due to overloading because of random illegal hooking, concealed load of the consumer, environmental influences, unbalanced loading, and crude HT/LT protection.
3. Why Energy bills are not served monthly.
Due to shortage of manpower.
4. Why is my village not electrified?
All villages cannot be electrified randomly. A village can be electrified only when it is included in the census code.
5. Why no lineman is posted in my village?
Due to shortage of manpower one lineman cannot be provided for each village.
6. Why is there low voltage in some or all parts of my village?
Reasons are many. Long LT line, unbalanced load, long 11KV line, undeclared load by consumers and illegal hooking and tapping.
7. Why proper fencing is not provided in Distribution Sub Stations?
Most of the old distribution Sub – Stations were pole mounted. However these sub – stations are being provided with fencing in a phased manner subject to availability of funds from O&M Budget.
8. Why there is delay in the replacement of failed transformers?
Replacement is subject to the availability of transformers from Material Management (Store), Shillong and Work Centre, Sumer.
9. Why is the electric supply frequently fails?
This might be due to local faults, system failure or O&M works.
11. Why is the light so dim or my tube light not glowing?
This might be due to long HT, LT lines overloaded LT line.
12. Why is there frequent interruption of power supply?
This might be due to the various compounding factors influencing the failure. Some reasons are Grid constraints, environmental influences, reflection of faults from long 11KV distribution spur lines and so on.
13. Why do distribution transformers fail frequently?
Due to overloading because of random illegal hooking, concealed load of the consumer, environmental influences, unbalanced loading, crude HT/LT protection.

14. Why Energy bills are not served monthly.
Due to shortage of manpower.
15. Why is my village not electrified?
All villages cannot be electrified randomly. A village can be electrified only when it is included in the census code.
16. Why no lineman is posted in my village?
Due to shortage of manpower one lineman cannot be provided for each village.
17. Why is there low voltage in some or all parts of my village?
Reasons are many. Long LT line, unbalanced load, long 11KV line, undeclared load. by consumers and illegal hooking and tapping.
18. Why proper fencing is not provided in Distribution Sub – Stations?
Most of the old distribution Sub – Stations were pole mounted. However these sub – stations are being provided with fencing in a phased manner subject to availability of funds from O&M Budget.
19. Why there is delay in the replacement of failed transformers?
Replacement is subject to the availability of transformers from central stores/repairing workshop.
20. Why deposit works take a long time to complete after the money is deposited?
Implementing deposit works involves requisition of materials after money is deposited and the work is started after receipt of the same. However, most of the major materials like transformers, poles, are procured outside the state and this requires some period of gestation before they can be delivered.
21. Why shifting of lines and Sub – Stations cannot always be complied with on request?
Lines can not always be shifted on request due to various reasons. Shifting of lines on request falls under Deposit Work Head of accounts of MeSEB for which the lines/sub stations can be shifted on payment by the applicant. And in some cases even if the applicant is willing to pay still the MeSEB has to have a Right of Way to re-route the lines.
22. Why additional Distribution Transformers & extension of LT Lines is not done in our village?
Creation of Distribution Transformers and extension of LT lines is subject to assessment of technical feasibility, availability of funds from various schemes, and commercial viability.
23. Why should I switch off my lights when I have to pay the same amount of bill even if I switch on also?
Because you are saving energy not only for yourself and the nation also. Moreover the life period of your bulbs/tubes and wiring in your house will be longer if you switch off your supply when not necessary.
24. My connection has been disconnected, what should I do to get reconnection?
Make payment for all the arrear bills and also pay the disconnection and reconnection fees.

25. Why can not you purchase transformers, poles, conductors etc from your side when the estimate and payment is made for all those materials and equipments?
These are major materials which we can not be procured at our level. These are to be procured centrally by the SE (MM).
26. Why do you have to send the estimate always (especially Deposit works) to Shillong when the amount of estimate is only Rs 5.00 lacs?
The estimates are approved at Circle based on the DOP of the Board. For deposit works the SE can give administrative approval for any estimate upto Rs 2.00 lacs.
27. Why there are frequent interruptions of power supply in one area.
This might be due to heavy rain and storm in that area during this period .Moreover there was Maintenance shut down of the feeder line or the connected sub-stations during day time. However for this specific period we will enquire the matter and take measures to avert recurrence of such interruptions.
28. The works of construction of line and sub-stations in our area is very slow progressing please do something for early completion and power supply to our village.
For this particular works there is a problem for right of way for drawing the line, the concerned Superintending Engineer has taken up the matter with the SORDAR of the village and the matter is expected to be settled very soon .Please co-operate with them in this regard.
29. The electric line in many areas is passing through my land, please arrange to shift the line as I am going to construct a multistoried building.
As per our record as well as your report the line was constructed long back way before you bought this land? However for shifting of such existing line the feasibility of alternate route/ locations is to be verified and the total cost of dismantling the existing line and construction of new line is to be borne by you.
30. Please arrange to install a Street Light on the Pole in front of my house at
The Street Lights are maintained as per requirement of the Municipal Board and Durbars Shnongs and they are paying the monthly Bill. Even for new installations the total cost is borne by them or by the URBAN AFFAIRS deptt/concerned agencies and we do it as Deposit works.
31. In our village the voltage is very low and particularly during evening hours the lights glow very dim. Please do something.
We will verify the matter with concerned officer and positively do something for voltage improvement, however some partial improvement will be there as we are constructing one new 33/11 KV sub-stations near by. You are also requested to check in your village and see that no unauthorized person is doing hooking or tapping power supply.
32. Why there is power supply in my area when there is supply in other areas although we get from the same Transformer?
Fuse might have blown out in the sub-station main switch /cut out or section fuse might have blown out due to falling of tree branches on the line, lightning, puncturing insulators, short circuit in some of the consumers internal wiring etc.
33. What is system failure?
Since all the power station in the northeast are connected together, any major disturbances in any one of the power stations or line affects the power supply in the

entire region which takes some time to be restore to normalcy which is said to be system failure

34. Why voltage is too low in our locality?
The reason might be due to the low grid voltage, long 11 KV and L.T. lines and also due to overloading of the transformer in your area.
35. How shall we get separate Transformer in our locality?
On representation from the area and after proper survey considerations are made for installation of new transformers if found required under different schemes.
36. Why there is frequent blowing of L.T. fuses and Cut out fuses in the Sub-station?
The reason for frequent blowing out of L.T. fuses may be due to overloading, short circuit and rough weather.
37. Why does it take long time to attend the complaints?
The delay in attending complaint may be mainly during the rough weather and evening hours when there used to be number of complaints at the same time.
38. Why L/M is not posted in our area?
It is not always commercially and technically feasible to get the lineman posted in each and every village.
39. Why does it take a long time to get the service connection even after the billed amount is deposited?
The delay may be due to overloading of the existing transformer and also due to non availability of service connection at that time.
40. Why are your existing/new electric lines passing through my land/ house, what can I do?
ANS- Write/Apply to the Deputy General Manager (Construction) or to the respective Construction Manager.
41. Why there is low voltage in our Area/Locality what should I do?
ANS- Write/Apply to the Deputy General Manager (Construction) or to the respective Construction Manager.
42. Whether MeSEB will pay any compensation for cutting of trees during construction?
ANS- Yes, once in a lifetime for a particular line.
43. Who will take the trees after they have been cut?
ANS- To be handed over to the land owner/ forest/ concerned authority, as the case may be.
44. My building/land is below the existing High Tension Line what can I do?
ANS- Approach in written to the Deputy General Manager (Construction) or to the respective Construction Manager.
45. I want to cut off branches of trees, which are near to the lines, whom should I contact?
ANS- Approach in written to the Deputy General Manager (Construction) or to the respective Construction Manager.
46. The existing stay wire obstructing to construct my house what can I do?

ANS- Approach in written to the Deputy General Manager (Construction) or to the respective Construction Manager.

47. What happen to my work for which I have deposited the money since last two months?

ANS- Approach or enquire the status from the Deputy General Manager (Construction) or to the respective Construction Manager.

48. How long will it take to complete the ongoing construction work in our office complex?

ANS- Approach or enquire the status from the Deputy General Manager (Construction) or to the respective Construction Manager.

49. My house is under construction, but the electric pole(s)/line(s) is/are obstructing my construction, what should I do?

ANS- Apply in detail to the Deputy General Manager or concerned Area Manager in written.

50. My building is below the existing High Tension Line, what do I do to remove it?

ANS- Apply in detail to the Deputy General Manager or Area Manager in written.

51. I am renovating my house and the existing connection and meter box need to be shifted temporarily, what do I do?

ANS- Apply in written to the Area Manager with the copy/copies of the latest payment bill (s).

52. I am renovating my house and I want my service lines to be dismantled temporarily, what do I do?

ANS- Apply to the for disconnection on consumer's request and then apply to the Area Manager for dismantling with the copy of the Disconnection receipt and/ or a 'no due clearance certificate' from the A.E.E., RSD-I, Me.S.E.B.

53. I have completed the renovation works of my house and I want my service lines to be reinstalled, what do I do?

ANS- Apply to the to the Area Manager for reinstallation, and apply to the A.E.E., RSD-I, Me.S.E.B for reconnection along with the reinstallation charges receipt.

54. I am constructing a house, the nearest pole is about 'X' km away and I cannot afford to pay for the extension, what do I do?

ANS- Apply to the Deputy General Manager or the concerned Area Manager along with certificate from the Locality Headman or appropriate authority as the case may be.

55. My house/locality is facing low voltage problems, what do I do?

ANS- Lodge a complaint to the concerned fault control/ complaint booth or/and apply in detail to the Deputy General Manager or concerned Area Manager in written.

56. The Street Light(s) nearby my residence does not glow, what do I do?

ANS- Lodge a complaint to the concerned fault control/ complaint booth or/and apply in detail to the Deputy General Manager or concerned Area Manager in written.

57. The place near my residence is very dark and frequented by anti socials. So, I would like to have a Street Light installed, whom do I approach?

ANS- Apply through the Locality Headman or appropriate authority as the case may be, to Deputy General Manager or the concerned Area Manager. In case of Municipal areas, the concerned Headman or the appropriate authority may route the application through C.E.O. of the concerned Municipality Board (or the C.E.O. of the concerned Municipal Board has to produce an NOC for monthly payment of bills).

58. There is leakage current/electric shock in the water pipes in my residence as soon as I touch/open the water tap, whom should I complain?

ANS- Lodge a complaint to the concerned fault control/ complaint booth immediately.

59. There is a fire/smoke in the meter box of my house and I want the supply to be cut off, whom should I contact?

ANS- Lodge a complaint to the concerned fault control/ complaint booth immediately.

60. I want to lop off tree branches/trees, which are near to the lines, whom should I contact?

ANS- Apply to the Deputy General Manager or the concerned Area Manager. In case of felling of trees, apply to the deputy General Manager or concerned Area Manager along with certificate from the Forest supported by Locality Headman or appropriate authority as the case may be).

61. There are sparks on the electric pole, whom should I report immediately?

ANS- Lodge a complaint to the concerned fault control/ complaint booth immediately.

62. I found suddenly a fire/smoke/sparking in the Sub-Station or smelling of burning rubber/plastics, whom should I report?

ANS- Call immediately the Complaint Booth of you respective area.

63. My opposite neighbour is having power supply, where as I do not have, how and to whom should I contact?

ANS- Call the complaint Booth and lodge your complain accordingly.

64. Street Light glows whole day and night, why and to whom to complaint?

ANS- Same as above.

65. Street Light glows very late and switches off late/early, whom should I complaint?

ANS- Same as above.

66. I intend to take a service connection/ an extension from the existing pole near my house but my neighbour does not allow, claiming that he has paid for the cost of the pole, what do I do?

ANS- Everything up to the meter box cut outs is property of Me.S.E.B. irrespective of any kind of payment.

67. My car cannot enter through the lane to my house because the presence of the electric poles have reduced the width of the lane, what do I do to shift the poles?

ANS- Apply to the Deputy General Manager or the concerned Area Manager along with certificate from the Locality Headman or appropriate authority as the case may be.

68. The retaining/stay wire inside my compound obstructing my gate, what do I do?
ANS- Apply to the Deputy General Manager or the concerned Area Manager.

RURAL ELECTRIFICATION

1. We desire electrification of our village. What should we do?
First, ensure that your village is a census village as per census 2001.
2. Our village is a census village, what should we do next?
Put up an application duly signed by the sirdar/headman along with the list of intending consumers assuring the office to ensure the right of way for the line and a place for the erection of the sub station at a place indicated by the office.
3. Where and when do we complain if a contractor violates the direction of the office as far as alignment of line is concerned?
The office of the undersigned is yours not only for complaints but also for solutions. In case of complaint, come forward at the fastest time the incident occurs for easy redressal. Changing the line alignment after the line is charged is not acceptable.
4. Whether the office pays compensation for drawal of line through our land?
No. Rural electrification is more a social obligation rather than a business. I am sure you do perfectly agree too.
5. My village is not a census village but part of an electrified village. How do I get the left out part electrified?
Approach the office of the Executive Engineer (Dist.) for solution.
6. The work in our village is completed and charged. But electricity is not provided to our household. Why?
Carry out the internal wiring by a registered wireman and pay the expenses on your own. Ensure a test report from the wireman and submit it along with the service application to the office of the AEE (Dist.).
7. The work in our village is completed and charged. Wiring is done and money to deposit is ready. But the office of the AEE(Dist) is not providing electricity because it is stated that there is no man power. What should we do?
Approach the head office of MeSEB in Shillong. In the mean time, do not forget that the asset is created for you. Please take good care of your asset. We appreciate but pay nothing for preserving your asset created by this office.
8. The work in our village is completed and charged 10 months ago. Wiring was done. Money for service connection was ready to be paid. No household is provided with the supply till date. We have taken good care of the assets for so long. We can't continue in this fashion anymore. If theft of materials occurs, who stands to loose?
Both the consumer as well as the Board. The case is unfortunate. It will be referred to the higher authority.
9. Your Board as well as consumer will stand to gain if connection is provided earlier. Do you agree? If yes then why don't the Board provide connection quickly.
Yes, I agree. Your suggestion is appreciated and noted.

10. Why don't the Board plan the man power requirement too while executing the scheme? It is a sheer waste of money since construction is completed but people are made to frustrate to get the electricity.
Yes but....
11. Our village is having 26 household but you are giving only a 25 KVA transformer. Why?
That is not your look out please. I am sure you are happy that you can expect electricity in the near future.
12. Has my construction bill been prepared? If yes, then why don't you release my payment?
The fund pertaining to your bill is yet to be received.
13. Why don't you release the security deposit of the work executed and completed by me 2 months ago?
Release of your security deposit is still pre-matured. It shall be released in time.
14. After I have completed the last work allotted by your office, why don't you allot me another work?
Allotment of work in this office is performance based. The last work completed by you was satisfactory only after the AEE concerned had to take extra ordinary measures which is not expected of a contracted work.
15. Whether our Village is included in the ongoing scheme?
No, it is proposed to be included in the new Scheme.
16. Whether our Village is included in the ongoing scheme. If yes, then why the work is not yet started?
Technical Sanction of the same is not yet accorded till date.
17. We have come to know that our village is in the ongoing Scheme but why work is not yet started?
Materials of the said village not yet received.
18. Why the contractor is delaying in completion of the Electrification work in our village?
I will see to it, that he completes the work at the earliest.
19. Why when our village is nearer to the line, we don't get Electricity but the other village, which is after our village, work for electrification is going on?
After verification it was found that it is not in the scheme and told that it will be pushed through in the proposed scheme.
20. Work in our village has been completed but till now we can not enjoy the electricity?
Your village has been handed over to the Distribution Division and they are the one to release the service connection.
21. My house needs only one number of pole to get electricity, so I request you to kindly give me one number of pole so that I also can enjoy electricity like others?
No, I am sorry I deal with electrification works of virgin village only, for extension part please approach the Distribution Division.

22. I have given a place for construction of the Sub station so you should give me free electricity?
After clearing his doubts and explaining the rules and regulations he walked away with a smiling face.
23. We have come to know that the electrification work of the end village is going to start very soon as we have seen the materials at site, if our village is not done first, we will not give the right of way for the line to reach the targeted village?
After verification it was found that the village is not a census village.
24. Why villages pertaining to Mawkyrwat C.D. Block was transferred to East Khasi Hills R.E. Construction Division?
Because the work load of this former Sub Division is over burden.
25. Why the work in our village has not started yet?
All the materials have not yet been received.
26. Has our village been included in any of the ongoing scheme?
No, proposal for the same has been submitted for inclusion in any proposed scheme.
27. Why there is so much delay in completing the work?
The contractor will be directed to complete the work at the earliest.
28. Can you tell me the name of the contractor who has been allotted with work?
Sure.
29. Can you take up our village which is falling enroute to the ongoing work?
Work for your village will be taken up after according the necessary T/S.
30. The work in our village has been completed long back, but S/C has not been provided till date, why?
The village has been handed over to Dist. Division, the S/C will be given by them.
31. Can you include our village in the list of proposed villages?
You have to confirm whether your village is a census village or not.
32. When will you start the work in our village?
The work in your village will be started after getting a NOC letter for drawing of the line from the village durbar.
33. Why so less LT poles has been given to our village?
This has been given as a first phase, extension will be done later depending on the number of service connections that will be taken up in the first phase.
34. Our village has been declared to have been electrified by MNREDA under Non Conventional. Can it be electrified from your side?
No, Please.
35. Whether we are going to electrify their village _____?

Reply after seeing the records:-

(I) (if the villages are in de electrified categories -It will be considered when the scheme will approved.

(II) If it is found from the records that the village is a virgin village it will be considered for electrification after proper survey and feasibility.

(III) If it is found from the records that the village has been recommended for the Non conventional method, then to informed them to contact the MNREDA office Under Govt. of Meghalaya.

36. When we are going to give the power supply to their village as it appeared that all the work is been completed ?

The reply is contact the concerned Distribution Sub Division (by informing the name of the Distribution sub Division under whose jurisdiction) and also the arrange for the payment against the connection charge which will be intimated by the concerned Distribution Sub Division.

37. Please give names of Electrified village in a _____ block?

38. Please give names of de-electrified villages in _____ block?

39. Please give villages left to be electrified in _____ block?

Ans. 37, 38 & 39 These report may be collected from the concerned circle and concerned divisions. However the final information may be collected from the Chief Engineer (RE)'s office

Address : Chief Engineer (RE)
MeSEB, Lum Jingshai
Ph. No. 2590540

40. What is the action plan for electrifying the rest of villages in _____ block and _____ District?

41. What is the fund position for further electrification of remaining villages in _____ block, _____ District?

42. Information about _____ villages. Status of its electrification. If not electrified, how is MeSEB proposing to electrify?

Ans. 40, 41 & 42 This type of information normally relates to availability of fund from different resources i.e REC/Government of India, etc., and at times is dependant on policy methods of State Government/Government of India. These information may be available at the office of. Chief Engineer (RE) who is co-ordinating with Accounts Wing of the Board.

43. What is the amount spent for electrification of _____ village?

44. Representation from Headman/people of _____ village for extension of line for covering up the rest of the village.

Ans 43 & 44 Information regarding this are normally available at Divisional offices and may be directly written to PIOs (Executive Engineers of Divisions such as East Khasi Hills & Ri Bhoi at Shillong, West Khasi Hills at Nongstoin and Jaintia Hills at Jowai, East Garo Hills at Williamnagar, West & South Garo Hills at Tura).

45. Please give us the latest directory of electrification in Meghalaya?

List of villages electrified w.e.f. 1975 to June, 2005 is available at the Office of the Chief Engineer (RE), MeSEB, Shillong. However the general information is also available with the respective Circles and Divisions.

46. Please give names of Electrified village in a _____ block ?
47. Please give names of de-electrified villages in _____ block ?
48. Please give villages left to be electrified in _____ block ?

Ans. 46, 47 & 48. These report are centrally collected for specific information. Chief Engineer (RE)'s office where latest centralized information is available may be contacted.

Address : Chief Engineer (RE)
MeSEB, Lum Jingshai
Ph. No. 2590540

49. What is the action plan for electrifying the rest of villages in _____ block and _____ District ?

50. What is the fund position for further electrification of remaining villages in _____ block, _____ District ?

51. Information about _____ villages. Status of its electrification. If not electrified, how is MeSEB proposing to electrify ?

Ans. 49, 50 & 51 This type of information normally relates to availability of fund from different resources i.e REC/Government of India, etc., and at times is dependant on policy methods of State Government/Government of India. These information are directly available at the office of . Chief Engineer (RE) who is co-ordinating with Accounts Wing of the Board.

52. What is the amount spent for electrification of _____ village ?
53. Representation from Headman/people of _____ village for extension of line for covering up the rest of the village.

Ans 52 & 53 Information regarding this are normally available at Divisional offices and may be directly written to PIOs (Executive Engineers of Divisions such as East Khasi Hills & Ri Bhoi at Shillong, West Khasi Hills at Nongstoin and Jaintia Hills at Jowai).

54. Please give us the latest directory of electrification in Shillong Circle ?

Ans Village electrified w.e.f. April 2000 till June 2005 under Shillong Circle is available at central point i.e Office of Chief Engineer (RE), MeSEB, Shillong. However, general information is always available with Circle.

55. What is the status on growing schemes/work.

Ans . Status of on-going schemes are available with respective divisions office.

Note :

- 1.. Electrification directory is in the stage of preparation and it will be posted in MeSEB web site when completed.
- 2.

Any enquiry for a particular village is to bear the following, guidelines because there are villages with same name in different areas of Meghalaya.

GUIDELINES

- A. Name of the village
- B. Name of Block
- C. Name of District
- D. Census Code No. with reference to 2001 Census

The above guidelines will help the department to give specific answer in shortest possible time for early compliance.

CIVIL HEADQUARTER

1. What works under the jurisdiction of the office?

Ans : The works under this office are Survey & Investigation of various HEP, where the land is yet to be acquired by MeSEB and executing of Small Hydel Projects where the land is again not under MeSEB. Also includes NESAC works and maintenance of Buildings, Roads, Hydraulic Structures etc. of the Board.

2. How many projects where DPR is ready?

Ans : One only, namely New Umtru HEP (2 x 20 MW)

3. How many projects under investigation in the X Plan?

Ans : 9 (nine) nos – namely, Umngot Stage- I HEP, Myntdu Leshka Stage- II HEP, Umiam Umtru Stage- V HEP, Umngi (storage) HEP, Nongkhlait HEP (Umngi Stage- III), Selim HEP, Mawblei HEP, Ganol HEP and Rongbang HEP.

4. When the Small Hydel Projects will be commissioned?

Ans : Sonapani MHP – Dec '05 and Lokroh MHP – Sept '06

5. What are the next immediate Projects to be executed?

Ans : New Umtru HEP, Ganol HEP, Rongbang HEP and Umiam siltation.

6. What works are going on at present ?

Ans : Repairs of Buildings, Roads, Water Supply , hydraulic structures and construction works at NESAC.

CIVIL DESIGN

Q1. What are the functions of the Design Division (Civil) ?

A. Preparation of Plans, Structural Design and Drawings of Civil Engineering Structures, preparation of Feasibility Reports and Project Reports of Hydro Electric Projects, Conduct of Laboratory and Field Tests of soil and construction materials.

Q2. What are the tests conducted by the Division?

A. Soil, cement, concrete and tests of other construction materials such as sand, stones etc.

Q3. What are the rates charged for the tests ?

A. *The rates charged are as per rates approved by the Board. For tests where approved rates are not available, the charges are based on analysis /comparison with similar tests.*

HYDRO INVESTIGATION & SURVEY

7. What works under the jurisdiction of the office?

Ans : The works under this office are Survey & Investigation of various HEP, where the land is yet to be acquired by MeSEB and executing of Small Hydel Projects where the land is again not under MeSEB.

8. Other than Surveying & Investigation works, what are the other activities in the office?

Ans : Maps / Desk study report , Project report preparation, G-D observation, flood observation Planning & Designs of HEP, co-ordination between MeSEB and consultants / Government agencies, Monitoring of Investigation Projects, setting targets of completion of Investigation & DPR preparation, monitoring of execution & finding of Small Hydel Projects & investigations, monitoring for clearances etc. meetings.

9. How many projects where DPR is ready?

Ans : One only, namely New Umtru HEP (2 x 20 MW)

10. How many projects under investigation in the X Plan?

Ans : 9 (nine) nos – namely, Umngot Stage- I HEP, Myntdu Leshka Stage- II HEP, Umiam Umtru Stage- V HEP, Umngi (storage) HEP, Nongkhlait HEP (Umngi Stage- III) , Selim HEP, Mawblei HEP, Ganol HEP and Rongbang HEP.

11. When the Small Hydel Projects will be commissioned?

Ans : Sonapani MHP – Dec '05 and Lokroh MHP – Sept '06

12. What are the next immediate Projects to be executed?

Ans : New Umtru HEP, Ganol HEP, Rongbang HEP and Umiam siltation.

7. Whether the Board is adequate enough to handle mega-hydel power projects?.

Ans : Yes.

8. What is the small hydro power potential identified in Meghalaya ?.

Ans : The identified sites of hydro power potential up to 3 MW capacity are 83 sites and above 3 MW capacity are 41 sites. Meghalaya is having a total power potential of 300 MW small hydro potential. This is as per the study and record by CEA / MoNES.

9. How many projects in Meghalaya are under investigation by MeSEB during the 10th plan?.

Seven projects with total capacity of 710 MW

10. How many projects in Meghalaya will be taken up for investigation by MeSEB in the 11th plan?

Nine project with total capacity of 508 MW

11. What is the expected capacity addition during the 10th plan?

Four projects with a total capacity of 127 MW

12. What is the expected capacity addition in the 11th plan?

Seven projects with a total capacity of 1270

13. What is the expected capacity addition in the 12th plan?

Thirteen projects with a total capacity of 1088 MW

14. How many river basins are there in Meghalaya where MeSEB intended to take up detail survey & investigation?

There are seven basins, namely, Myntdu, Umngot, Umiam-Umtru, Kynshi, Mawblei, Umiew & Umngi.

15. What would be the total installed capacity of all the hydro electric projects in all the seven river basins of Meghalaya state when completed?

It will be 2172 MW (including Mawphu project)

16. What is the purpose of carrying out the Survey works?

For Power generation.

17. Whether land required for the Project would be suitably compensated?

Yes as per Government Rates.

18. What about tree and cultivation?

These would also be ably compensated.

19. We (local farmers) will not agree if our cultivable lands are affected

We (MeSEB) will make every effort to avoid local farmers being displaced from their lands. However, if unavoidable rehabilitation measures will be in place.

20. Whether jobs would be provided for local people in the proposed project?

Preference would be given to locals for petty contract works.

21. What are the social benefits from the proposed project?

Amenities liker road, school, dispensary, electricity, telephone, tourism, fishries, etc would be greatly benefited by the coming up of the project.

22. What about safe guard to local from non-tribals?

Enough safe guards by the State government and the District council are already in-place.

23. Whether compensation will be paid by the MeSEB for footpaths, dragging paths, etc. during the course of investigation?

Compensation will be through contract works in the making of such basic requirements.

CIVIL MAINTENANCE

1 Question On what basis the estimates are framed?

Answer Estimates for execution of works are based on the schedule of rates of Meghalaya P.W.D. as applicable.

2 Question How you are related to the execution of a particular work, when you are not allotting any?

Answer We at field level are directly responsible for the execution of works allotted under our jurisdiction, on behalf of the Executive Engineer. It is the responsibility of the AEE/SDO concerned to ensure that a particular work is executed to total satisfaction of the department, both physically and technically.

3 Question When & why are you opening the Radial Gates of Dam?

Answer We are opening the radial gates of the reservoir to maintain or regulate water level of the reservoir. E.g. the gate may be opened to discharge the high flood level which the reservoir can not retain or may be to lower the water level for execution of a particular repairing/maintenance work related to the Power House or any of the Hydraulic Structure.

Regarding when we are opening the gate, this can not be programmed in advance. But considering the safety and convenience of the public, we are sounding alarm by hooting siren at least before 10 minutes before we open the Dam Gate to discharge water.

4 Question What the harm is if we construct a shed/house on a vacant Boards land, Especially when you are not using the plot?

Answer You can't encroach up on the boards land because first of all it is illegal to encroach up on Boards property. More over the land which is lying vacant today is very much likely to be required tomorrow by the Board for our own work. In such cases we will just demolish the unauthorized construction with the help of our Security personal/Police, which will cost you dearly. So, it is advised that such things are to be avoided for the benefit of both, the public as well as the Board.

5 Question How you are related to the execution of a particular work, when you are not allotting any?

Answer We at field level are directly responsible for the execution of works allotted under our jurisdiction, on behalf of the Executive Engineer. It is the responsibility of the AEE/SDO concerned to ensure that a particular work is executed to total satisfaction of the department, both physically and technically.

6 Question Why you are not providing water supply connection to the public?

Answer Water supply connection may be made available to a particular applicant on specific permission from the Addl. Secretary in writing. But the cost of such connection should be borne by the applicant, which will be decided by the department.

7 Question Why you are not allotting quarter to every body who applies?

Answer Though we are allotting quarter to outsiders at Umiam, there are certain basic requirement to be met by an applicant. Such as
(i) The applicant must be a government employee, employed locally.
(ii) He/She must obtain a letter of undertaking from the concerned employer regarding the payment of the house rent etc. to the Board.

When these conditions are met, the application is forwarded to the Addl. Secretary, Shillong, along with the list of vacant quarter available, who decides the allotment. A quarter is allotted only after the allotment is sanctioned by the competent authority.

8 Question: What about repairing of my quarter, when it is going to be repaired?

Answer: Estimate is prepare and already sent for approval it will start after approval/ Receiving of work order.

9 Question: What about my quarter roof leakage?

Answer: Matter is supposed to be taken up within a day or two.

10 Question: Can you give me any work of repair or new?

Answer: At present no work, as soon as it occurs I will inform you.

11 Question: What about my work order can you give me today?

Answer: Yes, Please wait for sometime and take it from my office.

12 Question: My agreement of work can be made today?

Answer: Yes, it can be, You do it today only.

13 Question: I am not getting water for two three days what is your action regarding this?

Answer: Ok, I will see it today evening while water coming from P.H.E.

MEDICAL

(i) Why we are not getting medicines like the Board's Employees from your Medical Units?

Ans:- Because these medical units are managed by the Board and medicines are meant for the Board's employees and their dependants. However in case of emergency the initial dose of medicines and first aid etc are given to the public on humanitarian ground free of cost.

(ii) Is the Ambulance only meant for Board's employees?

Ans: Yes. But in case any emergency it is provided to the public provided they bear the cost of fuel as there are no Government Hospital or Dispensary nearby with Ambulance and also no public transport available.

(iii) Can we get our children vaccinated when vaccination camp are arranged in your medical units?

Ans: Yes, You are always welcome.

(iv) Is the in door facilities meant only for Board's employees?

Ans: Yes. However in case of emergency public are also allowed.

MYNTDU-LESHKA HEP

A1. Question: What is the cost of Power of the Project?

Answer: - The cost per unit of electric Power at the Bus bar is to be precise will be Rs.1.40.

2. Question. What are the on going Hydel Project? Myntdu Leshka Stage-I (2x42MW) and two numbers of mini hydel projects with capacity of 1.5 MW each are on going. A new Umtru Hydro Electric project is in the initial stage.

3. Question: Will it meet Power Shortage after completion?

Answer: - MLHEP is planned to produce about 375 MU of Energy from 84 MW of installed capacity at the completion of the Project. The requirement of Power (Peak) is expected to be about 500 MW. However MeSEB would have only about 169 MW. Obviously with the completion of Leshka Project Power Shortage will continue to be experienced in the state. The shortfall is expected to be made from import.

4. Question: When will it be completed?

Answer: - MLHEP is expected to be completed in early part of 2008 (Precisely March 2008)

5. Question: Is there any displacement of population?

Answer: - There is no displacement of population at the Project Area. However some plantation will be damaged.

6. Question: How big is the Dam compared to Umiam Dam?

Answer: - The MLHEP Dam is almost the same as that of Umiam Dam. However the retention capacity of the Umiam reservoir is much bigger ($141 \times 10^6 \text{m}^3$) to ($7.41 \times 10^6 \text{m}^3$).

7. Question: Is compensation being paid?

Answer:- MeSEB, pays compensation for all acquired land through District collector, Jaintia Hills District as well as compensates for damaged plantation and crops.

8. Question: What is its impact in environment?

Answer: - There is no major impact on the Environment. Since the Project is "Run of the River" (ROR) of the scheme, meaning that the Dam has been made only for dividing the water. However 99 hectares of Forest Land will be damaged and submerged for which equal area of land including cost of afforestation has been handed over and paid to the Forest Department at Kyrdenkulai.

B 1. Question: Whether our damaged crops will be compensated. If so, what rate?

Answer: - All damaged crops and plants will be duly compensated by MeSEB to genuine owners. The rates are however fixed by the Government.

2. Question: Whether, a job can be given to affected land owners?

Answer: - As per Commitment by Officers of MeSEB along the Public Hearing Committee all land owners who are qualified and eligible will be given preference for appointment to various posts.

EDUCATION

1. When the forms will be issued for new admission?

Ans : After decision on Admission criteria by the SMC in the month of January/February.

2. When Final Examination will start?

Ans : After Staff Meeting for fixing of date, usually examination to be held in November.

3. How is the rate of Fees being charged in the School?

Ans : The rate of Fees is as fixed by MeSEB Board's Secretariat, Shillong which is uniform for all the 3 (three) Board's Schools.

4. What type of curriculum / syllabus is being followed in the School?

Ans : Curriculum as framed by MBOSE, Tura is being followed.

5. Why admission in MeSEB School is given preference to children of Board's Employees?

Ans: As per Board's rules, preference has to be given to children of Board's Employees and vacant seats if any are considered for outsiders.

6. How Teachers are appointed in the School?

Ans. The Board appoints through open advertisement in written and personal interviews.

7. Who uses to recommend for taking up works in the School?

Ans : If the fund is to be utilized through School fund, normally SMC recommends for taking up the work.

MATERIAL MANAGEMENT

1. How do I register change the Name and address as a supplier?

The criteria for registering as a Supplier is enclosed at Annexure-A. For registration as a Supplier, MeSEB will advertise for registration/ renewal/ re-categorization in the News Paper. The samples of forms are enclosed in Form-A, Form-B and Form-C.

2. Who are the suppliers in MeSEB?

List of Suppliers enclosed at Annexure-I, Annexure-II, Annexure-III, and Annexure-IV & Annexure-V.

3. What are the works in APDRP?

The APDRP packages awarded so far from this end are for

(a) LOA for Supply of Electronic Meters, CT's PT's etc for Shillong & Tura Distribution Circles of MeSEB(APDRP project) to

M/s Secure Meters Ltd.
P.O. Box 30, Pratap Nagar Industrial Area
Udaipur – 313003, India
Phone No: 294- 2492300-05
Fax No: : 294- 2492310

| Sl no | Name of Contract | Amount in Rs |
|--------------|-------------------|-----------------------|
| 1 | Supply Contract | 3,59,02,926.00 |
| 2 | Erection Contract | 80,01,158.00 |
| Total | | 4,39,04,084.00 |

(b) LOA for supply of 1 no each of 10 position Fully Automatic Electronic Meter Test Bench for Shillong & Tura Distribution Circles of MeSEB (APDRP project) to

M/s CG Actaris Electricity management Limited
The Capital Court, 4th Floor
Olof Palme Marg, Munirka
NEW DELHI – 110067.

| Sl no | Name of Contract | Amount in Rs |
|--------------|-------------------|---------------------|
| 1 | Supply Contract | 93,81,854.00 |
| 2 | Erection Contract | 0.00 |
| Total | | 93,81,854.00 |

(c) LOA for supply & erection of equipment & materials for R&M of 33/11KV Sub-stations, Augmentation of existing sub-station and construction of new 33/11KV substations, Package-B in Shillong Distribution Circle (APDRP project) to

M/s Indo Power Projects Ltd.,
2ND FLOOR, 1/433 Gariahat Road(s),
Kolkata – 700068.

| Sl no | Name of Contract | Amount in Rs |
|--------------|-------------------|-----------------------|
| 1 | Supply Contract | 4,31,85,132.75 |
| 2 | Erection Contract | 94,02,534.00 |
| Total | | 5,25,87,666.75 |

(d) LOA for supply & erection of equipment & materials for R&M of Existing Sub-stations and Construction of new 33/11KV substation, Package-B in Tura Distribution Circle (APDRP project) to

M/s Descon Limited,
Central Office, Sanctoria,
P.O. Dishergarh, Dist-Burdwan,
West Bengal, Pin – 713333.

| Sl no | Name of Contract | Amount in Rs |
|--------------|-------------------|-----------------------|
| 1 | Supply Contract | 1,44,36,961.00 |
| 2 | Erection Contract | 65,75,105.00 |
| Total | | 2,10,12,066.00 |

(e) LOA for Renovation & Modernization of existing DTs, providing of new DTs, LT Capacitors and Construction of Associated HT & LT Lines, Package – D in Shillong Distribution Circle (APDRP Project) to

M/s Mahati Electrics.
32/33, Shankarshet Road,
Pune – 411037, India
Phone No: 294-2492300-05
Fax No: 294-2492310

| Sl no | Name of Contract | Amount in Rs |
|-------|------------------|--------------|
|-------|------------------|--------------|

| | | |
|--------------|-------------------|-----------------------|
| 1 | Supply Contract | 5,04,83,605.80 |
| 2 | Erection Contract | 39,37,628.64 |
| Total | | 5,44,21,234.44 |

Annexure-A

Terms & Conditions of Registration as fresh Suppliers under MeSEB

Filling of Particulars in the Prescribed form to be enclosed with the following documents:-

- (i) Passport size photograph of the applicant
- (ii) Up to date Sale Tax Registration Certificate
- (iii) Up to date Sale Tax Clearance Certificate
- (iv) Up to date Income Tax Clearance Certificate or Income Tax Exemption Certificate
- (v) Professional Tax Clearance Certificate from Khasi, Jaintia & Garo Hills District Councils respectively in case of Tribal applicant
- (vi) Schedule Tribe Certificate in case of Tribal applicant
- (vii) Up to date Trading License relevant to the business from the Khasi/Jaintia/Garo Hills District Councils only in case of Non Tribal applicant.
- (viii) Submission of Dealership Certificate of Electrical good(s) and Hardware items from reputed Companies/Distributors.
- (ix) Credit worthiness of the applicant/ banker's opinion/ physical verification of his worth is to be supported by valid documents.
- (x) Age limit of the Applicants or Proprietor of the firm should not be less than 18(Eighteen)years as on 1.4.2004. This is to be supported by a Birth Certificate or HSLC Admit Card.
- (xi) Submission of **Security Deposit** in the form of **Call Deposit/Fixed Deposit** of **Rs.50,000.00** (Rupees Fifty Thousand) only for Large Tribal suppliers, **Rs.1,00,000.00** (Rupees One Lakh) only, for Large Non- Tribal Suppliers and, **Rs. 40,000.00**(Rupees Forty Thousand) only, for Small Non- Tribal Suppliers and **Rs20,000.00**(Rupees Twenty Thousand) only for Small Tribal Suppliers.

Annexure-B

Terms & Conditions for Renewal of Registration of Suppliers:-

- 1) To submit a recent Photograph.
- 2) To submit upto date Sales Tax clearance certificate
- 3) To submit upto date Professional tax clearance certificate from the Khasi/ Jaintia/ Garo Hills District Council, only, in case of Tribal Suppliers.
- 4) To submit upto date Trading License relevant to the business from Khasi/ Jaintia/ Garo Hills District Council only in case of Non Tribal Supplier.
- 5) To submit a Birth Certificate / HSLC admit card as a proof of age. Age limit should not be less than 18 years as on 1.4.2004.
- 6) Credit worthiness/ Banker's opinion/ physical Worth is to be supported by valid documents.

Submission of **Security Deposit** in the form of **Call Deposit /Fixed Deposit** of **Rs.50,000.00** (Rupees Fifty Thousand) only for Large Tribal suppliers, **Rs.1,00,000.00** (Rupees One Lakh) only, for Large Non- Tribal Suppliers and, **Rs. 40,000.00**(Rupees Forty Thousand) only, for Small Non- Tribal Suppliers and **Rs20,000.00**(Rupees Twenty Thousand) only for Small Tribal Suppliers. Those suppliers who have submitted their security deposit earlier will have to deposit only the balance amount.

Annexure-C

Terms & Conditions for Re- Categorisation of Registered suppliers:-

- 1) To submit a recent Photograph.
- 2) To submit upto date Sales Tax clearance certificate
- 3) To submit upto date Professional tax clearance certificate from the Khasi/ Jaintia/ Garo Hills District Council, only, in case of Tribal Suppliers.
- 4) To submit upto date Trading License relevant to the business from Khasi/ Jaintia/ Garo Hills District Council only in case of Non Tribal Supplier.
- 5) To submit a Birth Certificate/ HSLC admit card as a proof of age. Age limit should not be less than 18 years as on 1.4.2004.
- 6) Past performance records of the supply orders carried out.
- 7) The Annual Turnover for a Large Supplier should not be less than Rs. 30 Lakhs and for Small Supplier Rs. 5 Lakhs, which is to be supported by valid documents.
- 8) Submission of **Security Deposit** in the form of **Call Deposit/Fixed Deposit** of **Rs.50,000.00** (Rupees Fifty Thousand) only for Large Tribal suppliers, **Rs.1,00,000.00** (Rupees One Lakh) only, for Large Non- Tribal Suppliers and, **Rs. 40,000.00**(Rupees Forty Thousand) only, for Small Non- Tribal Suppliers and **Rs20,000.00**(Rupees Twenty Thousand) only for Small Tribal Suppliers. Those suppliers who have submitted their security deposit earlier will have to deposit only the balance amount.

FORM-A

**APPLICATION FORM
FOR REGISTRATION OF SUPPLIER UNDER SUPERINTENDING
ENGINEER(MM), Me.S.E.B., SHILLONG**

1. Name of the Firm :
2. Name of proprietor :
3. Date of Birth :
(Certificate to be enclosed)
4. Nationality :
5. Complete address of the firm :
6. Telephone No./Fax No. :
7. Whether registered with any other Govt. Dept .,Semi. Govt Dept, if so, please give details with proof. :
8. Credit Worthiness
(i) Bank Account Number & Name of the Bank :
(ii) Physical Worth :
9. Are you a Manufacturer/ Dealer of any reputed firm/manufacturer. Give details :
(Certificate to be enclosed).
10. Type of materials in which you are interested to deal with :
11. Amount up to which you are capable to undertake the supply at a time :
12. Sale Tax Registration No. and Clearance Certificate(documents to be enclosed)
13. Income Tax Clearance Certificate(documents to be enclosed) :
14. Professional Tax Clearance Certificate(documents to be enclosed) :

| |
|-------------------------|
| Affix P.P size photo |
|-------------------------|

15. Trading License Clearance Certificate: (documents to be enclosed):
(in case of Non Tribal Suppliers)

16. Call Deposit No and Amount :

I Smti./Shri _____ do
hereby declare that the above information are true to the best of my belief.

Incomplete/ wrong information is liable for rejection.

**Signature of Applicant
With Seal**

Application fee :-Rs. 100.00

**APPLICATION FORM
FOR RENEWAL OF REGISTRATION OF SUPPLIER UNDER
SUPERINTENDING ENGINEER(MM), Me.S.E.B., SHILLONG**

1. Name of the Firm :
2. Name of proprietor :
3. Date of Birth :
(Certificate to be enclosed)
4. Nationality :
5. Complete address of the firm :
6. Telephone No./Fax No. :
7. Credit Worthiness
 - (i) Bank Account Number & Name of the Bank :
 - (ii) Physical Worth :
 - (iii) Annual Turnover :
8. Detail of supplies made during the past two/three years :
9. Sale Tax Registration No. and Clearance Certificate(documents to be enclosed) :
10. Income Tax Clearance Certificate(documents to be enclosed) :
11. Professional Tax Clearance Certificate(documents to be enclosed) :
12. Trading License Clearance Certificate: (documents to be enclosed):
(in case of Non Tribal Suppliers)
13. Valid Dealership Certificate (to be enclosed) :
14. Call Deposit No and Amount :

Affix P.P size
photo

I Smti./Shri _____ do
hereby declare that the above information are true to the best of my belief.

Incomplete/wrong information is liable for rejection

Signature of Applicant With Seal

Application fee - Rs.100.00

FORM-C

**APPLICATION FORM
FOR RECATEGORISATION OF REGISTRATION OF SUPPLIER
UNDER SUPERINTENDING ENGINEER(MM)**

Me.S.E.B., SHILLONG

1. Name of the Firm :
2. Name of proprietor :
3. Date of Birth :
(Certificate to be enclosed)
4. Nationality :
5. Complete address of the firm :
6. Telephone No./Fax No. :
7. Credit Worthiness
 - (i) Bank Account Number & Name of the Bank :
 - (ii) Physical Worth :
 - (iii) Annual Turnover :
8. Detail of supplies made during the past two/three years :
9. Amount up to which you are capable to undertake the supply at a time :
10. Sale Tax Registration No. and Clearance Certificate(documents to be enclosed)
11. Income Tax Clearance Certificate(documents to be enclosed) :
12. Professional Tax Clearance Certificate(documents to be enclosed) :
13. Trading License Clearance Certificate: (documents to be enclosed):
(in case of Non Tribal Suppliers)
14. Valid Dealership Certificate :
(To be enclosed)
15. Call Deposit No and Amount :

Affix P.P size
photo

I Smti./Shri _____ do
hereby declare that the above information are true to the best of my belief.

Incomplete/wrong information is liable for rejection

Signature of Applicant With Seal

Application fee - Rs.100.00

Annexure - I List of Large Suppliers. Group -B

| SI No. | Name of the applicant |
|--------|-------------------------|
| 1 | A. L. Traders |
| 2 | A. Lanong |
| 3 | A. Syngkon |
| 4 | Aloysius Arengh* |
| 5 | Amit Enterprise* |
| 6 | AML Enterprise |
| 7 | Andreas Shylla* |
| 8 | Anita Lyngdoh Tongkhar* |
| 9 | Anthony Hek |
| 10 | Areng Industries* |
| 11 | Arti Syiem |
| 12 | Ashok Industries |
| 13 | Avanti A. Sangma* |
| 14 | B. D. Marbaniang |
| 15 | B. K. Mukhim |
| 16 | B. Kharshiing |
| 17 | B.W. Enterprise |
| 18 | Bareh Corporation |
| 19 | Bashailang Khongwir |
| 20 | Bastad Mawlong |
| 21 | C. F. Sawkmie |
| 22 | C. Kharsyntiew |
| 23 | C. Sawkmie |
| 24 | C.B.Marbaniang* |
| 25 | C.T. Enterprise |
| 26 | Carolene Pale* |
| 27 | Catherine Syiemiong |
| 28 | Chyne & Sons |
| 29 | Cornel P Marak* |

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| 30 | Cosmos Electricals |
| 31 | D. Khongwir |
| 32 | D. P. Enterprise |
| 33 | D. Pyngrope* |
| 34 | D. Sutnga |
| 35 | D.P.Todoria & Bros. |
| 36 | D.Pale* |
| 37 | Deekay Enterprise |
| 38 | Dkhar Enterprise |
| 39 | E. S. Cajee |
| 40 | Eliana Enterprise* |
| 41 | F. Khongsit |
| 42 | F. S. Enterprise |
| 43 | Ferry Jovi Swer |
| 44 | Frank O. Rynjah* |
| 45 | G. M. Lanong |
| 46 | George Binson Lakadong* |
| 47 | Georgie Damon & Associates* |
| 48 | H.H.Shabong* |
| 49 | Halari |
| 50 | I. Marbaniang |
| 51 | Iamon Agency |
| 52 | Iolibon Mukhim |
| 53 | J. K. Marbaniang |
| 54 | J. M. Lyngwa |
| 55 | J. P. Enterprise |
| 56 | Jaintia Enterprise |
| 57 | K. G. Trading Co. |
| 58 | K. K. Kharshiing |
| 59 | Kayreen C. Marbaniang* |
| 60 | Kaytech Enterprise* |
| 61 | KIL Enterprise |
| 62 | Kiron's |
| 63 | Kishan Enterprise |
| 64 | Kuber Enterprise |
| 65 | Kynjing Enterprise* |
| 66 | Laksi Kharsati |
| 67 | Lamlyn Enterprise* |
| 68 | Lyngdoh Engineer Co. Pvt. Ltd.* |
| 69 | M. M. Traders (Dhankheti) |
| 70 | M. M. Traders (Khasi) |
| 71 | M. R. Marwein |
| 72 | Mahadeo Stores |
| 73 | Marbaniang Enterprise |
| 74 | Mary Enterprise |
| 75 | Meaibok Enterprise |
| 76 | Megha Tools |
| 77 | Meghalaya Electricals |
| 78 | Melinda Langrin |
| 79 | Meva Enterprise |
| 80 | Mewandonbok Swer |
| 81 | Mishong Nongkhlaw |

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| 82 | N. D. Enterprise* |
| 83 | N.M. Warjri |
| 84 | Ngerson & Sons |
| 85 | Nice Infotech* |
| 86 | Nicky F. Lyngdoh* |
| 87 | Noben Khongiong |
| 88 | O. B. Tariang |
| 89 | P. M. Enterprise |
| 90 | Payal Enterprise |
| 91 | Pearl's |
| 92 | Phiralin Lyngrah* |
| 93 | Pioneer Trade Agency |
| 94 | Pradip Choudhury |
| 95 | R A Agency* |
| 96 | R G Basaiawmoit* |
| 97 | R P Enterprise* |
| 98 | R. K.Trading Co. |
| 99 | Ralda Enterprise |
| 100 | S Nongrum |
| 101 | S. M. Enterprise* |
| 102 | S. Marbaniang |
| 103 | S. S. Enterprise |
| 104 | Samuel B. Jyrwa |
| 105 | Santosh Kr. Bothra |
| 106 | Sarvisis Dkhar |
| 107 | Shotshan Nongkhlaw |
| 108 | Shree Hari Industries |
| 109 | Shrolenson Marbaniang* |
| 110 | Silas Enterprise |
| 111 | Sophiker Pariat* |
| 112 | Starlin Rynjah* |
| 113 | Sunshine Sawkmie |
| 114 | Sunshine Suppliers |
| 115 | Sylvana Khyriem |
| 116 | Triple 'N' Enterprise |
| 117 | United Electricals |
| 118 | V. Khongsit |
| 119 | Vanessa Lyngdoh |
| 120 | Vicky Bamon |
| 121 | Vikash Enterprise |
| 122 | W Marbaniang |
| 123 | W. Tariang |
| 124 | W.W.Saiborne* |
| 125 | Wansuk Rymbai |
| 126 | Y M R Tariang |
| 127 | Youriland Lyngdoh |
| 128 | C. Nongkynrih* |
| 129 | J K Engineering Works |
| 130 | S Lyngdoh |
| 131 | Pearl Enterprise* |
| 132 | W. L. Enterprise* |
| 133 | Mebansan Lyndem* |

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| 134 | N. Dhar Co.* |
| 135 | J.M. Enterprise |

Annexure - II

List of Small Suppliers. Group - C

| SI No | Name of the applicant |
|-------|----------------------------|
| 1 | A. Doonai* |
| 2 | A. Ryndong |
| 3 | A.K. Enterprise |
| 4 | Aililut Mynsong |
| 5 | Amanda Pathaw* |
| 6 | Andy Hardware* |
| 7 | Aphira Kurbah* |
| 8 | B. Jana |
| 9 | B. Nongbri Enterprise |
| 10 | B. Pariat * |
| 11 | B. Syiem |
| 12 | B.G. Marbaniang* |
| 13 | B.L.Enterprise* |
| 14 | B.R. Rynjah |
| 15 | Banshanlang Marwein* |
| 16 | Baphira A.Swer* |
| 17 | Barisha Warjri |
| 18 | Barry Enterprise |
| 19 | Batlang Banbha Kharkongor* |
| 20 | Batskhem Kharlukhi* |
| 21 | BEECO* |
| 22 | Belinda Sohklet* |
| 23 | Bennet Burton Sungai* |
| 24 | Billrio Dhar |
| 25 | C. B. Roy Nonghuloo* |
| 26 | C.Lemar* |
| 27 | Clarion Enterprise |
| 28 | Cleo Enterprise |
| 29 | Cornette Phanbuh |
| 30 | D. Majaw |
| 31 | D. Susngi Enterprise* |
| 32 | D.R. Syiem |
| 33 | Daimarki Kyndiah* |
| 34 | Daring Dkhar* |
| 35 | Denmarkis Sawkmie* |
| 36 | Diengdoh Trade Agency |
| 37 | Doloris War* |
| 38 | E. C. Khyriem* |
| 39 | E.D. Enterprise |
| 40 | Emilda Nongneng * |
| 41 | Enn Dee Enterprise |

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| 42 | ESS BEE Enterprise* |
| 43 | Ester Well Blah |
| 44 | F.M.Lyngdoh* |
| 45 | Filbert Rani* |
| 46 | G. Doonai (No photograph) |
| 47 | G.L.Thangkhiew* |
| 48 | G.Sumllang Shabong* |
| 49 | Gemini Electricals* |
| 50 | Gemini Enterprise |
| 51 | Genevieve Sunn |
| 52 | H. Kharkongor* |
| 53 | H. Nongkhlaw |
| 54 | H. Wahlang |
| 55 | H.M. Lyngdoh |
| 56 | H.W.Steel Fabrication* |
| 57 | Hamtech Engineer |
| 58 | Hosea I.Nongrum* |
| 59 | Hubert Rynjah* |
| 60 | Hummon Pyrtuh |
| 61 | I.M. Enterprise |
| 62 | J. Blah |
| 63 | J. S. Lyngdoh * |
| 64 | J. Shadap * |
| 65 | J.B. Basaiwmoit |
| 66 | J.B. Enterprise |
| 67 | J.Slong* |
| 68 | Jacqnetine Thangkhiew* |
| 69 | Jelcy dora Marbaniang * |
| 70 | Jerry Enterprise* |
| 71 | K. Khyriem |
| 72 | K. Lato |
| 73 | K.P.Agency* |
| 74 | Kandoi Enterprise |
| 75 | Karis Enterprise |
| 76 | Kay & Nat Electricals |
| 77 | Kembha Mylliempdah* |
| 78 | Kharkongor Enterprise |
| 79 | Kismol Nongrang |
| 80 | Kiwis Mary Syiemlieh* |
| 81 | Kyrshan M.Kukhim* |
| 82 | L.S. Laloo * |
| 83 | Lam Kynti Enterprise* |
| 84 | Leading Star Suchiang* |
| 85 | Litisha Lyngdoh |
| 86 | Lyngdoh Enterprise |
| 87 | Lyngdoh Enterprise (new)* |
| 88 | M. L. Enterprise |
| 89 | M. Lyngdoh Enterprise |
| 90 | M.N. Enterprise |
| 91 | M.P. Agarwal |
| 92 | M.S.Nongsiej* |
| 93 | Macphine & Sons Enterprise |

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| 94 | Malngiang Enterprise* |
| 95 | Manbha Enterprise |
| 96 | Margaret Rose Marbaniang* |
| 97 | Mawkordor Synrem* |
| 98 | Maya Traders & Sons |
| 99 | Mayur Enterprise* |
| 100 | Merciful Syiem |
| 101 | Micheal Marbaniang* |
| 102 | Modonlad Giri Wanswett |
| 103 | Monalisa Syiem* |
| 104 | N. Enterprise |
| 105 | Nangsan Enterprise* |
| 106 | New Era Enterprise* |
| 107 | Nircif Thangkhiew* |
| 108 | Nobel Sing Pariat |
| 109 | Nongrum Electricals* |
| 110 | Nowel Shallam* |
| 111 | P Rymbai |
| 112 | P. Lyngdoh |
| 113 | P. Mylliemnjah* |
| 114 | P.W. Enterprise |
| 115 | Pabitra Paul |
| 116 | Pahara Sing Syiem |
| 117 | PAM Enterprise |
| 118 | Partymn Diengdoh* |
| 119 | Patsy Kharkongor |
| 120 | Peridot Enterprise* |
| 121 | Phyrmai Bok Hynniewta |
| 122 | Plielad Enterprise* |
| 123 | R. K. Tiewsoh |
| 124 | R. Lyngdoh Enterprise |
| 125 | R. Lyngkhai |
| 126 | R. Pyngrope |
| 127 | R. Roy Najjar* |
| 128 | R.A. Kharmalki |
| 129 | R.H.K. Enterprise |
| 130 | R.K.Industries* |
| 131 | R.K.S.Enterprise* |
| 132 | R.L. Mawlong |
| 133 | R.P. Shullai |
| 134 | Revena Diengdoh* |
| 135 | Ricky Pyrbot |
| 136 | Robi Nongrum |
| 137 | Romila Khongshei* |
| 138 | Rosaline Warjri |
| 139 | Rosemary Marwein* |
| 140 | Rubiolet Kharnaioi |
| 141 | Rumnong Enterprise* |
| 142 | S. Dkhar |
| 143 | S. G. Wahlang* |
| 144 | S. Myria |
| 145 | S.Jacois* |

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| 146 | S.K. Enterprise |
| 147 | S.L. Wankhar |
| 148 | S.S. Syndicate |
| 149 | Shabor Lyngdoh* |
| 150 | Shining John Nongrum* |
| 151 | Sidroka Ryntathiang* |
| 152 | Simsung, A K Saha* |
| 153 | Sisterly Enterprise* |
| 154 | Soanes Enterprise |
| 155 | Stanley Roy Construction* |
| 156 | Stephan Ch.Momin |
| 157 | Suba Singh Syiem |
| 158 | Technomech Enterprise |
| 159 | Thrangbor Synrem* |
| 160 | United Motor Store |
| 161 | United Sale & Supply |
| 162 | V. Kharmalki |
| 163 | W. Nongkynrih |
| 164 | W.R. Nongneng |
| 165 | W.Warjri* |
| 166 | Warjri Enterprise* |
| 167 | Wilda Nongneng * |
| 168 | YNR Enterprise |
| 169 | Your's Trading Centre |

Annexure-III

List of Suppliers for Printing & Stationery. Group-D

| | |
|----|-----------------------------|
| 1 | Yogamaya Stores |
| 2 | Pabitra Paul |
| 3 | Bela Computers & Stationery |
| 4 | N. Enterprise |
| 5 | Rattan Enterprise |
| 6 | Rita Printers |
| 7 | Kharkongor Enterprise |
| 8 | R.Lyngkhoi |
| 9 | Life Line Enterprise |
| 10 | J.P.Enterprise |
| 11 | Singhania Printing Press |
| 12 | Vivekananda Press |
| 13 | Kamala Art Press |
| 14 | A.Lanong |
| 15 | B.C.Bros |
| 16 | Shaymal Choudhury |

Annexure - IV

List of Registered Manufacturers

| SI No | Name of Suppliers |
|-------|---|
| 1 | A.P Enterprise |
| 2 | ABB Ltd |
| 3 | Advance Steel Tubes Ltd |
| 4 | Alstom Ltd |
| 5 | Amara Raja Power Systems Pvt Ltd |
| 6 | APAR Industries |
| 7 | Aqua Engineering |
| 8 | Arun Electrical Power Systems |
| 9 | Associated Engineers |
| 10 | Automatic Electric Co. Ltd |
| 11 | Bharat Bijlee Pvt Ltd |
| 12 | Bharat Heavy Electricals Ltd |
| 13 | Brahm System Pvt. Ltd. |
| 14 | BUI Pvt Ltd |
| 15 | Cabcon India Pvt Ltd |
| 16 | Crompton Greaves Ltd |
| 17 | Eastern Trafo Pvt Ltd |
| 18 | Eastern Transformer & Equipments Pvt Ltd |
| 19 | Easun Reyrolle Ltd |
| 20 | Elcon Industries |
| 21 | Elpro International Pvt Ltd |
| 22 | Hi Tech Corporation |
| 23 | IMP Power Ltd |
| 24 | Jost's Engineering Co Ltd |
| 25 | Kammitter & Co |
| 26 | Krugg Engineers Pvt Ltd |
| 27 | Lamco Pvt Ltd |
| 28 | Larsen & Toubro Limited |
| 29 | Macroplast Pvt Ltd |
| 30 | North Eastern Cables & Conductors Pvt Ltd |
| 31 | Omni Agate System Pvt. Ltd. |
| 32 | PCE Projects |
| 33 | Power Carriers India Ltd |
| 34 | Power Electrocnics Engineers |
| 35 | Rajam Aluminium Metal Products Pvt. Ltd. |
| 36 | Rex Transformers & Electrical Pvt Ltd |
| 37 | Secure Meters Ltd. |
| 38 | Singhi Cables & Conductors Pvt. Ltd. |
| 39 | Taurus Powertronics Sysytems |
| 40 | Technoval |
| 41 | Trans Power Pvt Ltd |
| 42 | Transformers & Electricals (I) Pvt Ltd |
| 43 | Transformers & Rectifiers (I) Ltd |

Annexure - V

List of Registered Surrendered HNLC Suppliers

| SI No | Name of Suppliers |
|----------|--------------------------|
| 1 | Timothy Jana |
| 2 | Rangdajied Kurkalang |
| 3 | Khrav kuarliam |