

## Now, register power-related complaints online

**Pranava K Chaudhary**, TNN Oct 29, 2013, 04:37AM IST

**Tags:** Sanjay K Agrawal. Bihar Power Distribution Company Limited

**PATNA:** Good news for power consumers of Bihar: They now don't have to stand in queues to lodge power-related complaints as the North Bihar Power Distribution Company Limited and South Bihar Power Distribution Company Limited, in a first, have introduced an online complaint system.

"The online system has been introduced to redress power-related problems without any delay. The idea is to minimize the cases of complaints," said North Bihar Power Distribution Company Limited MD Sanjay K Agrawal who holds additional charge of the company meant for south Bihar.

Power consumers could visit either [www.nbpdcl.in](http://www.nbpdcl.in) or as per their respective areas and open the online complaint register. After giving details of complaint, one will have to put his/her cellphone number following which s/he will get an 11-digit token number through an SMS, said an official.

Complaints about wrong or no billing, wrong meter reading, line disconnection, replacement of defective meter and damaged electric pole, replacement of defective or burnt power transformer, rectification of fuse call, power and wire theft and other common energy-related grievances could be made online. "Online complaints will be looked into on a priority basis," the official said.

However, consumers complained about problems in visiting the power companies' websites. "I tried my best to pay the energy bill online, but failed," said Amid Anand, a social activist from Saharsa. Another consumer from Begusarai also made similar complaint. "One can visit the website subject to the availability of power. I could not do it despite several attempts," said Arun Singh.

But most of the Patnaites are lucky as they are able to do it online.

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