

## Consumer Assistance initiatives



Call Centre - 24\*7 Call Centre (1912) for restoration of power supply



### IVRS system on 1912

- To track complaints & help in bill enquiry
- To help for new connection, increase of load, change in name
- Registration of Consumer Account – SMS alerts for shut down in their areas
- Theft Complaints by responsible Citizens are welcomed



Online payment will be accepted on website – [www.goaelectricity.gov.in](http://www.goaelectricity.gov.in)



Toll Free No. 1800-2333-949 for LED street light complaints

Physical Payments for electricity bills issued by any Electricity Department Office, Govt of Goa are accepted at any of the Electricity Department Offices within Goa State.

Department has enabled online filling of application for availing New power supply connection



Department will accept payment of any amount in any office across State. However disconnection will be done in case even partial payment is outstanding



No restriction on Bill payment amount at the counters. Online Payment also possible.



Payment also can be done through mobile app – “GED Connect”



Any time payment machines placed at 5 Locations (Panaji, Mapusa, Ponda, Margao & Vasco)

Cash payment limit increased to Rs.5000/-.

Information Kiosk placed at Similar 5 Locations mentioned above- View bill/payment history etc. However, Rs.5 will be charged for printing the duplicate bill in their next bill.

Customer Satisfaction is the Motto of Dept.