

# Consumer Guidance

**Following are the redressal mechanism available to consumers for various complaints:**

## **1. FOC ( Fuse Off Call )/ Supply Interruption/Emergency Call:**

Consumers are requested to Dial 1912 and register their complaints in the Automatic Fuse off call Centre functioning in every Electricity Distribution Circle 24X7.

**2.Complaints on Electrical Infrastructural defects like damaged pole, sagging line, open pillar box, damaged street light box , dangerous exposure of wires etc :**

Consumers can take photograph of the picture in their mobile and send to the following Whatsapp numbers:

S.no	Districts	Mobile Number
1	Salem, Erode, Namakkal	9445851912
2	Trichy, Tanjore, Perambalur, Ariyalur, Pudukottai, Tiruvarur, Nagapattinam, Karur	9486111912
3	Madurai, Dindugal, Theni, Ramnad, Sivagangai	9443111912
4	Kancheepuram, Chengalpet, Tiruvallur	9444371912
5	Viluppuram, Thiruvannamalai, Cuddalore	9445855768
6	Coimbatore, Tirupur, Nilgiris	9442111912
7	Chennai	9445850829
8	Tirunelveli, Tuticorin, Kanyakumari, Virudhunagar	8903331912
9	Vellore, Dharmapuri, Krishnagiri	6380281341

**3.Complaints of other nature such as cable fault, billing issues, metering issues, tariff issues, new service connection issues, Charges, refunds, disconnection, reconnection, quality in supply, Disconnection, Reconnection, Delay in supply, Deficiency in service etc:**

Complaints can be registered by visiting the tangedco website [www.tangedco.tn.gov.in](http://www.tangedco.tn.gov.in) → reach us → consumer complaints.

Complaints can also be lodged with the Section officer. If not redressed, next level Sub divisional officer and then Divisional Officer can be contacted. Superintending Engineer of every Distribution Circle is holding grievance meeting in the Division office every month. The grievance can be lodged with the Superintending Engineer during this grievance meeting also.

Even if the grievance is not redressed in the above steps , the same can be lodged with the CGRF- “**Consumer Grievance Redressal Forum**” established under the provisions of the Electricity Act 2003 in every electricity distribution circle office for redressal of grievances. The addresses of all the Consumer Grievance Redressal Forums are available in the Commission’s website as well as in the TANGEDCO’s website [www.tangedco.gov.in](http://www.tangedco.gov.in). → consumer information → Consumer guidance → Consumer Grievance → CGRF

In case of non-redressal of grievance by the forum or any Consumer who is aggrieved on the order of the forum, may himself or through his representative make a complaint to the Electricity Ombudsman who is attached to the office of the Regulatory Commission.

#### **4. Complaints regarding Theft of energy, Misuse of energy etc :**

Twenty one Enforcement Squads, each headed by an Assistant Executive Engineer/Electrical are functioning throughout the state under the control of Executive Engineers in 4 divisions i.e. Chennai, Coimbatore,

Madurai and Trichy. In addition to these Enforcement Squads, two more squads known as Flying Squad/Chennai and Intelligence Wing are also functioning in the Enforcement wing. All the 23 Squads are supervised by the Superintending Engineer/ Enforcement Chennai with overall control of the Director General of Police/Vigilance/TANGEDCO.

Consumers are requested to prefer Such Complaints to the Enforcement / Flying squad of TANGEDCO. For contacts visit [www.tangedco.gov.in](http://www.tangedco.gov.in). → consumer information → Enforcement

They need not be sent to the Commission.

#### **5. Complaints regarding irregularities, dereliction of duty, corruption, bribe etc :**

The complaints of these nature shall be sent to the vigilance wing and higher authorities of the Licensee. These complaints shall not be addressed to the Commission nor the copies of such complaints marked to the Commission.

#### **6. Suggestions regarding the changes in Codes/Regulations :**

Consumers desiring any change in the Codes/Regulations framed by the Commission can send their proposal of such change in writing specifying the reason, to the Code Review Panel formed under Regulation 27 of the TNE Supply Code / Regulation 51 of the TNE Distribution Code.



Fuse off call/Supply interruption/Emergency Call

Dial 1912 ( Automatic Fuse off Call Centre )

Infrastructural defects like damaged pole, sagging line etc.

Take photograph and send it through mobile with location address and landmark details to the following Whatsapp numbers:

S.no	Districts	Mobile Number
1	Salem, Erode, Namakkal	9445851912
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5	Viluppuram, Thiruvannamalai, Cuddalore	9445855768
6	Coimbatore, Tirupur, Nilgiris	9442111912
7	Chennai	9445850829
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9	Vellore, Dharmapuri, Krishnagiri	6380281341

**Consumer Grievance Redressal Mechanism- Flow Chart**

**Complaints regarding:**

- Meter defect
- Cable fault
- Billing issues
- Tariff related issues
- Service connection
- Refund issues
- Disconnection
- Reconnection
- power quality
- Delay in Service
- Deficiency in service.

Approach Section office ; the next level offices:

- Sub division office
- Division Office
- Circle office
- Regional office

Register Complaints by visiting [www.tangedco.gov.in](http://www.tangedco.gov.in) → Reach us → Consumer complaints.

Lodge complaints with CGRF( **Consumers Grievance Redressal Forum** ) by visiting [www.tangedco.gov.in](http://www.tangedco.gov.in) → consumer information → Consumer guidance → Consumer Grievance → CGRF

**High Court  
Chennai**

If aggrieved  
by order of  
Electrical  
Ombudsman

**Electrical Ombudsman**

4<sup>th</sup> floor, SIDCO corporate building,  
Thiru.Vi. Ka Industrial Estate, Guindy,  
Chennai 600 032

If aggrieved by order of CGRF