



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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PRESS NOTE

This press release is issued to disseminate to the public and make them aware of the existence of multilevel grievance redressal mechanism available to the electricity consumers and the functioning of the Consumer Grievance Redressal Forum (CGRF) in each Circle Office of TANGEDCO (formerly known as TNEB).

Such facilities are tabulated as follows:

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

Consumers can Dial **94987 94987** for queries and register grievances / complaints in the **Minnagam – consumer call centre** functioning at Head Quarters of TANGEDCO , Chennai round the clock.

2. Complaints on Electrical Infrastructural defects like damaged pole, sagging line, open / damaged street light box /pillar 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	Chennai	9445850829
2	Kancheepuram, Chengalpet, Thiruvallur	9444371912
3	Coimbatore, Tirupur, Nilgiris	9442111912
4	Salem, Erode, Namakkal	9445851912
5	Madurai, Dindigul, Theni, Ramnad, Sivagangai	9443111912
6	Tirunelveli, Tuticorin, Kanyakumari, Virudhunagar	8903331912
7	Trichy, Tanjore, Perambalur, Ariyalur, Pudukottai, Tiruvarur, Nagapattinam, Karur	9486111912
8	Vellore, Dharmapuri, Krishnagiri	6380281341
9	Villupuram, Tiruvannamalai, Cuddalore	9445855768

3. Complaints of other nature such as Transformer/Pole/Street light box/Pillar box defect, Meter defect, Low/High voltage complaints, cable faults, spark, fire in electrical infrastructure, Billing complaints, Complaints regarding new service

connection, Reconnection, power quality, Delay in service, Deficiency in service , other issues relating to electricity etc:

Complaints /Grievance can be registered by dialing **94987 94987 of the Minnagam – consumer call centre.**

Complaints can also be registered by visiting the Tangedco website www.tangedco.gov.in → Reach Us → Consumer's Complaint.

Complaints can also be lodged with the concerned 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 each Division office every month. The grievance can be represented to the Superintending Engineer during this grievance meeting also.

Even if the grievance is not redressed in the above steps, the same can be submitted to 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 www.tnerc.gov.in → Consumer Corner as well as in the TANGEDCO's website www.tangedco.gov.in → Consumer Info → Consumer Guidance → Consumer Grievance.

Consumers who have grievance regarding application for new service connection, delay in effecting new service connection, change of defective meters, dispute in electricity consumption billing, non-attending to the faults or any other grievance related to the services rendered by the TANGEDCO can approach this Consumer Grievance Redressal Forum headed by the Superintending Engineer of the concerned circle. Each Consumer Grievance Redressal Forum in the circle has two Members and a Chairman.

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 within 30 days to the Appellate authority viz. Electricity Ombudsman who is attached to the office of the Regulatory Commission.

The entire procedural details of the CGRF and Electricity Ombudsman Regulation is available in www.tnerc.gov.in →Regulations→Final Regulations→Consumer Grievance Redressal Forum and Electricity Ombudsman for the guidance of the consumers.

4. Complaints regarding Theft of Energy, Misuse of Energy etc :

21 Enforcement Squads, each headed by an Assistant Executive Engineer / Electrical are functioning throughout the state under the control of Executive Engineers in four 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 therefore requested to prefer such complaints to the Enforcement / Flying squad of TANGEDCO. For contacts visit www.tangedco.gov.in → Consumer Info → Enforcement.

The complaints may also be sent thorough mails ig@tnebnet.org and ceapts@tnebnet.org.

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

The complaints of this nature shall be sent to the vigilance wing and higher authorities of the Licensee.

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.

The proposal specifying the reason for the change can be sent to the Member Secretary of the Code Review Panel, who shall be the Chief Engineer /Commercial / TANGEDCO/ Chennai.

7. Message to the public:

Hence is it informed to the public that the grievance / complaints may be directly made to the Licensee by using the various levels of redressal mechanism as explained above in order to get timely redressal to their grievance / complaints.

Sd/-

Secretary
Tamil Nadu Electricity Regulatory Commission