

Consumer Charter

SERVICE STANDARDS

This Charter sets out the standards for the various services so as to improve our service to the consumer. It is worth mentioning that these service levels are the maximum response times for important aspects of electricity service.

Service Standards (Notified by Tamil Nadu Electricity Regulatory Commission)

Effecting of Service Connection

Low Tension Service Connection

Category	Time Schedule for LT
a) Involving no extension or Improvement work	Preferably within a week but however not exceeding 30 days
b) Involving extension and improvement without Distribution transformers	60 days
c) Involving extension and improvement with Distribution transformers	90 days

High Tension Service Connection

Category	Time Schedule for HT/EHT	
	HT	EHT
a) Involving Extension & Improvement work	60 days	150 days

b) Involving the enhancement of Power Transformer/Addition of Power Transformer	120 days	180 days
c) Involving the Commissioning of new substation	180 days	270 days

Note: This time schedule is also applicable for additional loads.

In regard to Agricultural Service Connection and Hut Service Connection, directive issued by Tamil Nadu Electricity Regulatory Commission from time to time on the basis of the guidance by National Electricity Policy and the policy directions by State Government, is to be followed.

Tamil Nadu Electricity Regulatory Commission has simplified the erstwhile procedure for hassle free and timely process of the Agricultural applications, shifting of Agricultural connection from one place to another place throughout State and also the procedure to process the applications for grant of changeover switch vide TNE Supply Code Regulation 5(6)(3), TNE Distribution Code Regulation 27(2)(b) and 29(2)(b). For details please visit www.tnerc.gov.in and see details under tab - Regulations.

Temporary Supply

The intending consumers may require temporary services for a particular purpose of a particular duration. Such temporary services will be effected as per the time schedule specified for the new and additional loads.

The Licensees shall refund the balance deposit if any within 3 months from the date of disconnection of service after temporary supply period is over.

Shifting of Service Connection/Deviation of Lines and Shifting of equipment

Wherever the consumers request for shifting the service connection as specified in the Supply Code, or for deviation of the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as specified in the Distribution Code / Supply Code.

1. Shifting of meter/service : 25 days

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| 2. Shifting of LT/HT lines | : | 60 days |
| 3. Shifting of Transformer structure | : | 90 days |

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc.

The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.

Explanation: The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule. In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer (or the person designated for this purpose by the Licensee) for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.

Transfer of Service Connection

The transfer of service connection will be effected within 7 days from the date of receipt of complete application.

Change of Tariff

A consumer can utilize a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection, only if the same tariff is applicable to the new purpose also. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee before changing the purpose and a revised Test Report will be taken indicating the change in the tariff.

The Licensee shall effect change of tariff within seven days from the date of receipt of application from the consumer.

However no consumer shall be permitted to change the tariff of the service connection from any Low Tension Tariff (other than agriculture) to Low Tension Tariff for agriculture.

Complaints in Billing, etc.

Any complaints in billing received prior to the due date for payment shall be resolved before the next billing along with refund/adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment. The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.

Replacement of Meter

On receipt of complaints or found during inspection/meter reading, that the meter in a service connection is not correct or defective or burnt, the meter will be replaced within 30 days after collecting the charges applicable.

Voltage Complaints

On receipt of a voltage fluctuation complaint, the Licensee shall verify if the voltage fluctuation is exceeding the limits specified in regulation 14 and if confirmed, the Licensee shall undertake rectification works as per the following time schedule:—

Sl No.	Nature of complaint	Time Schedule
1	Where no expansion or enhancement of network is involved	48 hours
2	Where up-gradation of LT Network, transformers or installation of capacitors is involved	Within 60 days
3	Involving Up-gradation of HT Network	Within 120 days

Interruptions and Restoration of Supply

Supply will be restored as per the time schedule furnished below:

Interruption due to	Power Restoration Time			
	Corporation	Urban Municipalities	Rural	Hill Area

HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer structure or LT line or Pillar Box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours`	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

Complaints of failure/interruption at consumer premises in rural areas and urban areas other than corporation limits will be attended to between 8.00 A.M. and 6.00 P.M.

In case of interruptions, it is the responsibility of the affected consumer to inform the same to the Licensee's local office or the Automatic fuse off call center by dialing 1912.

PLANNED SUPPLY INTERRUPTION

In efforts to supply the best possible service to work on distribution network to improve it or to connect new consumers may result in interruption of electricity supply. When such interruption is necessary, information in advance shall be informed by publishing it in news papers .

RECONNECTING SUPPLY

In some instances, disconnection of service connection is carried out for non payment of electricity charges. Once paid the bill along with arrears, if any, the service will be reconnected.

COMPLAINTS RESOLUTION PROCEDURE

If consumer have concern or complaint about any of the services offered by licensee, a complaint can be made over phone or in person or through a letter or E mail to the section offices or sub division offices concerned. If it is felt that the complaint needs the attention of a higher level officer, the Executive Engineer or

Superintending Engineer or Chief Engineer concerned can be addressed or contacted in person in their offices on all working days .

In order to mitigate consumer's hardships, grievance day meeting are held by the Superintending Engineer concerned once in a month in each division of the circle. The date of such grievance meeting are informed in advance on the notice boards of the division offices/ News papers. Consumer can also contact any of the Licensee offices to know about the grievance day meeting. Consumer will get their grievances redressed at the grievance day meetings.

The consumers can also lodge their complaints in the consumer grievance portal available in the Licensee website under the tab- consumer information.

In addition to all above, CGRF - Consumer Grievance Redressal Forums (Framed as per the Tamil Nadu Electricity Regulatory Commission Regulation) have been formed and functioning in every distribution circle office. Consumers can approach these forums for redressal of their grievances. The address and email Id of the CGRF is furnished in Commission's as well as TANGEDCO website.

Automatic Computer based power failure redressal call centres are functioning in every Circle round the clock. Consumers can register their power supply failure complaints by dialing a 4 digit number 1912 from anywhere. Address of the consumer is retrieved at this call centre from the computer data base on the contact phone number of the consumer. Complaint of the consumer is registered in the computer and complaint number is given to the consumer. The call shall be transferred automatically to the field staff for timely rectification of complaints.

For further details please refer www.tnerc.gov.in →Regulations→Final regulation→Tamil Nadu Electricity Distribution Standards of Performance Regulation 2004.

HOW YOU CAN HELP LICENSEE TO SERVE YOU BETTER

- Please make your payments on line to avoid long queues. Various Apps operable by Computer system and mobile phones are available to make payment instantly from anywhere.
- Please protect your energy meter from damage.
- Please inform the Licensee officer when the meter is stuck up or burnt out or when there is a damage.
- Electricity is precious. Please do not waste or misuse it.
- When the Electricity Officials come over to your premises for inspection, cooperate with them to carry out their duty.
- Please install RCD in your building to avoid accidents.
- As the shut downs and break downs are unavoidable, bear with the licensee during such emergencies.
- Please help the licensee in order to bring down break downs by cutting trees and bushes near power lines.
- Your energy meter is a sensitive instrument. Please do not over load it by connecting unauthorized loads.
- Please do not allow unqualified persons to meddle with your meter, wiring and instruments.
- Please adhere to all safety measures furnished in under the tab-consumer safety of TNERC website.