

Fuse off call/Supply interruption/Emergency Call

Dial 94987 94987 (Minnagam - Consumer Call Centre) or 1912 (Automatic FOC Centre)

Infrastructural defects like damaged pole, sagging line etc.

Consumers can 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
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

Consumer Grievance Redressal Mechanism- Flow Chart

Complaints regarding:

- Transformer/Pole/ Line/Street light box/Pillar box defect
- Meter defect
- Voltage complaints
- Cable fault, spark, fire
- Billing issues
- New Service connection
- Reconnection
- power quality
- Delay in service
- Deficiency in service
- Others

Dial 94987 94987 . Complaints will be attended by concerned Section office. The next level offices are:

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

Consumers can also register complaints by visiting www.tangedco.gov.in → Reach us → Consumer complaints.

If grievances not redressed, lodge complaints with CGRF(Consumers Greivance Redressal Forum) by visiting www.tangedco.gov.in → consumer information → Consumer guidance → Consumer Grievance → CGRF

High Court
Chennai

If aggrieved
by order of
Electrical
Ombudsman

Electrical Ombudsman

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

If aggrieved by order of CGRF