

**From:**

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**To:**

All Officers and Staff of TNEB Ltd., TNPDCCL, TANTRANSOCO, TNGECL and  
TNPGL  
(Headquarters, Regional Offices, Circles, Divisions, Sections, Generating  
Stations, Substations and Field Offices)

**Date:** 9 June 2026

**Consumer Complaint Response, Reporting of Breakdowns and  
Restoration of Supply**

Dear Colleagues,

Apart from the bunching of complaints during the night hours, the following shortcomings are being noticed in our response mechanism and require immediate attention across all levels:

1. In cases of major breakdowns such as cable faults, transformer failures, feeder interruptions, or substation trippings, local officials often do not proactively report the incidents. Information reaches higher authorities only after complaints appear on social media or are escalated by consumers, public representatives or other authorities. This is not acceptable.
2. Even when action is being taken, updates are frequently incomplete. Details such as:
  - Number of streets/localities affected,
  - Number of consumers impacted,
  - Cause of interruption,
  - Extent of restoration achieved through backfeeding,
  - Balance consumers yet to be restored,
  - Expected restoration time, and
  - Progress of repair works etc areoften not communicated in a timely and structured manner.
3. Spot photographs and field updates relating to repair work and restoration are not being shared promptly. Consumers, media including social media have to be updated without fail. Consequently, complaints

continue to circulate even after supply has been restored in many affected areas, creating avoidable public concern and negative perception.

4. Just as we remain highly responsive and alert during the monsoon season, a similar level of preparedness, vigilance and responsiveness is required during the peak summer period when demand is high and interruptions attract immediate public attention.
5. The most common complaint from consumers continues to be the non-availability or non-responsiveness of local officials over telephone. Complaints are frequently received that AEs, JEs and field personnel do not answer calls or provide inadequate information. In a few cases, responses are perceived as impolite. Accessibility, responsiveness and courteous behaviour are non-negotiable requirements in public service.

Let us collectively work to change this perception. Merely sharing attendance details, deployment information or messages indicating that teams are in the field is not the objective. The real measure of performance is the speed and effectiveness with which we identify issues, communicate factual information, restore supply and keep consumers informed.

In the case of trippings and major interruptions, every minute is important. Even where backfeeding arrangements are available, the matter must be escalated immediately. While alternative arrangements may provide temporary relief, the primary source fault should be attended to on a 24x7 basis without delay until permanent restoration is achieved.

All major interruptions involving substations, feeders, transformers, underground cables and other critical infrastructure shall be promptly reported through the established hierarchy with regular updates until full restoration. Wherever feasible, supporting photographs of the fault location, repair activity and restoration may also be shared.

I am confident that all officers and staff at Headquarters, Regional Offices and field formations will continue to work with dedication and urgency to ensure prompt restoration of supply and enhanced consumer satisfaction.

**(Dr. J. Radhakrishnan, IAS)**

Additional Chief Secretary to Government & Chairman and Managing Director

TNEB Ltd. / TNPDC