

Trouble Call Management System (TCMS) has been set up in Thiruvananthapuram, Kollam, Kottayam, Kochi and Kozhikode as part of initiatives to offer better customer service by reducing interruption time.

Easily accessible dialup number 155333 is provided for registering complaints.

Round-the-clock service is ensured to the consumers.

All complaints are registered and followed up. No complaints are left unattended.

Average restoration time has been brought down to 30 minutes in urban areas and to about two hours in rural areas.