



TAMIL NADU ELECTRICITY OMBUDSMAN

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ANNUAL REPORT FOR THE PERIOD ENDED 31-3-2013

(Ref: Rule 7(4) (a) & 7(4) (b) of the Electricity Rules 2005 framed
by Government of India)

1. The Tamil Nadu Electricity Regulatory Commission framed regulations for consumer Grievance Redressal Forum and Electricity Ombudsman vide notification No. TNERC/CGR & EO/6/1 dated 8-1-2004 and the same was gazetted in the Tamil Nadu Government Gazettee vide Part VI- Section 2 Supplement dt. 18-2-2004.
2. The Tamil Nadu Electricity Board, being the distribution licensee, has established Consumer Grievance Redressal Forums in accordance with Section 42(5) of the Electricity Act 2003 and the regulations referred to in paragraph 1 above.
3. As per Section 42(6) of the said Act, any consumer who is aggrieved by non-redressal of his grievances under section 42(5) , may make a representation for the redressal of his grievance to an authority to be known as Ombudsman to be appointed / designated by the State Commission. As per Sec. 42(7) of the said Act, the Ombudsman shall settle the grievances of the electricity consumers within such time and in such manner as may be specified by the Commission. The Tamil Nadu Electricity Regulatory Commission has established the office of the Electricity Ombudsman and it has been functioning since 3.6.2005.
4. The office of the Electricity Ombudsman is functioning in the premises of the Commission for the present and a web site named [www. tneo.gov.in](http://www.tneo.gov.in) disseminates information to the public about the proceedings before the Ombudsman.

5. As on 1.4.2012, 35 nos. of previous petitions were pending and 49 petitions, were admitted during 2012-13. Out of 84 petitions, 70 petitions have been disposed and 14 appeal petition are pending as on 31.3.2012. The copies of the orders passed by the Ombudsman in respect of each case disposed have also been marked to Hon'ble TNERC for information. Action is being taken to dispose off the pending petitions at the earliest. The status of appeal petition filed during the period from 1.4.2012 to 31.3.2013 and the status of the petition which were pending as on 1.4.2012 are furnished in the **Annexure I and II** respectively.

7. General :

7.1 59 consumers have filed their petition directly to Electricity Ombudsman without filing any petition before the respective CGRF. They were advised to approach the CGRF and then file an appeal petition before the Electricity Ombudsman if they are not satisfied with the order of CGRF. Certain other petitions received were also forwarded to the licensee for taking necessary action. The licensee was also directed to intimate the action taken on the petition filed to the respective consumers.

7.2 On an analysis of the appeal petition, disposed it is noted that a considerable number of petitions are filed for refund of the audit short fall amount claimed by the licensee due to defect in the meter. This type of issues could be avoided if the licensee take action to replace the defective meter then and there.

7.3 The Electricity Ombudsman has attended a 2 days residential training programme on Protection of Consumer Interests conducted by NPTI, Faridabad during March 2013.

8. REPORT OF OMBUDSMAN ON STANDARDS OF PERFORMANCE OF THE PRESENT LICENSEE, TANGEDCO.

(i) The standards of performance on the part of TNEB for the period from 1-4-2012 to 31-03-2013 is found to be satisfactory. However, there was a petition complaining about the low voltage between 21 hrs to 23 hrs in his area and the

licensee was directed to attend the complaint and the licensee has agreed to attend the above.

(ii) A compensation of Rs.2000/- was awarded under Tamil Nadu Distribution Standard of Performance in appeal petition No. 24 of 2012 for not restoring supply to the consumer's service where in the meter has been burnt. It is reported by the licensee that the consumer has refused to accept the compensation amount of Rs.2000/-

(iii) Compensation of Rs.1250/- was awarded in AP No. 18 of 2012 for delay in effecting supply and for not sending reply to the complainant. The consumer has informed that she is not accepting the above compensation.

(A. Dharmaraj)
ELECTRICITY OMBUDSMAN

Annexure - I

Status of petition filed during the period 1.4.2012 to 31.3.2013

1	Tmt. B. Sujatha, A.P. No.15 of 2012	Prayed to clarify whether renting a house to Bachelors comes under commercial tariff.	Orders issued on 28.6.2012
2	Thiru. K. Ottmal Jain, Petition No. 16 of 2012	To declare the order of the CGRF as illegal and not maintainable for its failure to adhere to the time schedule. etc.,	Orders issued on 10.9.2012
3	M/s Magod Laser Machining Ltd., Petition No. 17 of 2012	Prayed to set aside the order dated 21-2-2012 of the CGRF of Chengalpattu EDC	Orders issued on 4.10.2012
4	Tmt. K. Malliga, Urapakkam Petition No. 18 of 2012	Prayed for action on the AE/Oorapakkam for not following the regulations of the TNERC in effecting his service connection and payment of required compensation.	Orders issued on 30.8.2012
5	Thiru. M. Ulaganathan, Ariyalur Petition No. 19 of 2012	Effecting of Agricultural service for his borewell under one pole extension category.	Orders issued on 21.1.2013
6	Tmt. G. Kanagambal, Namakkal. Petition No. 20 of 2012	Refund of the average consumption charged for the period from 24.4.2010 to 18.9.2010	Orders issued on 20.7.2012.
7	Thiru. M Rajesh, Kanyakumari Dist Petition No. 21 of 2012	Change of tariff for his service connection	Orders issued on 16.10.2012.
8	M/s Wichitra Auto Ltd., Petition No. 22 of 2012	Prayed to set aside the demand of Rs.1,65,266/- passed by CGRF vide order dated 12.4.2012 and direct the Respondent to refund the same	Orders issued on 18.10.2012.

9	Thiru. K. Murali, Chennai 20 Petition No.23 of 2012	Prayed for refund of the sum of Rs.4440/- paid by him under DCW for shifting an electric pole from his plot	Orders issued on 7.8.2012
10	Thiru. V. K. Krishnamoorthy, Cuddalore Petition No. 24 of 2012	changing the service wire of the service connection No.135 and 136, fixing of aerial fuse etc.,	Orders issued on 3.10.2012
11	M/s Vellattal Spinning Mills Ltd., Petition No. 25 of 2012	Adoption of supply availability time and a power factor of 0.95 for calculation of the demand supplied by the wind mill.	Orders issued on 15.11.2012
12	Sr. Danis Mary, Chennai Petition No.26 of 2012	Refund of the penalty amount collected for exceeding the sanctioned load.	Orders issued on 4.12.2012
13	Thiru. M. Vellingiri, Coimbatore Petition No. 27 of 2012	Reconnecting the disconnected agricultural service connection	Orders issued on 31.8.2012
14	Dr. M. Subramanian, Chennimalai Petition No.28 of 2012	Prayed for shifting the transformer which was erected in front of his vacant site inspite of his objection.	Orders issued on 8.11.2012
15	M/s Orchid Chemicals & Pharmaceuticals Lt.d, Petition No. 29 of 2012	To set aside the order dt.3.2.2012 of CGRF of Chengalpattu EDC	Orders issued on 3.12.2012
16	Thiru. T.C. Murugesan, Chennai 29 Petition No. 30 of 2012	Prayed to direct the Executive Engineer/O&M/Anna Nagar to withdraw the notice dt.20.1.2012	Orders issued on 7.11.2012.
17	Mrs. B. Sujatha, Coimbatore Petition No. 31 of 2012	To redress the grievance of not changing the tariff of her SCNo.1199,1232,1234,1521,1523 & 1524 from tariff V to tariff IA as ordered by the CGRF of Coimbatore	Orders issued on 5.9.2012

18	M/s APT Global Marine Engg., Pvt., Ltd., Petition No. 32 of 2012	To maintain supply as per terms of contract, to refund the capacitor compensation charges etc.,	Orders issued on 27.11.2012
19	Thiru. R. Elumalai, MM. Nagar, Petition No. 33 of 2012	To take action on the service connections effected on the undivided land.	Orders issued on 27.12.2012
20	Thiru. N.S. Venkatesan, Chennai Petition No.34 of 2012	Grievance against Low Voltage, refund of development charges paid etc.,	Orders issued on 7.11.2012.
21	Thiru. R. Panchanathan, Chennai Petition No.35 of 2012	To order refund of the amount of Rs.1087/- which was paid by him towards charges for dishonored cheque, BPSC & Reconnection charges.	Order issued on 9.10.2012
22	SE/Erode EDC Petition No. 36 of 2012	To set aside the order dt.2.6.12 of the CGRF of Erode EDC.	Orders issued on 11.2.2013
23	M/s Brakes India Ltd., Petition No. 37 of 2012	Refund or adjust against future bills a sum of Rs.28,25,669/- paid towards electricity tax on maximum demand charges.	Orders issued on 9.11.2012
24	M/s Brakes India Ltd., Petition No. 38 of 2012	Refund or adjust against future bills a sum of Rs.54,43,413/- paid towards electricity tax on maximum demand charges.	Orders issued on 9.11.2012
25	Ms Wilcox, Chennai Petition No.39 of 2012	To redress her grievance of illegal connection from her service cable , low voltage etc.,	Orders issued on 20.12.2012
26	Thiru. V. S. Sagadevan, Arokonam, Petition No. 40 of 2012	To set aside the orders passed by CGRF of Vellore EDC	Orders issued on 15.5.2013

27	Thiru. K.K. Raju, Nilgiris Petition No. 41 of 2012	To effect service to his agricultural service application on special priority.	Orders issued on 25.10.2012
28	The Salem District Consumer Rights Kazhagam A.P. No. 42 of 2012	effecting agricultural service connection under SFS scheme	Orders issued on 31.1.2013.
29	Tmt. Savithri, Virudunagar A.P. No. 43 of 2012	Rerouting of the lines passing through her land.	Pending
30	Thiru. A. Subramanian, A.P. No. 44 of 2012	prayed for disconnection of service	Orders issued on 18.4.2013.
31	Thiru. V. Duraipandi A.P. No. 45 of 2012	The appellant prayed for effecting the LT Industrial service connection and requested compensation for the delay in effecting the supply.	Orders issued on 14.3.2013
32	M/s Sreenivasa Balaji Papers Mills Ltd., A.P. No. 46 of 2012	Effecting of HT service.	Orders issued on 13.5.2013
33	Tmt.Saraswati ammal, Tirunelveli. A.P. No. 47 of 2012	Disconnection of the service effected through the land owned by her.	Orders issued on 18.1.2013
34	The SE/Coimbatore EDC/South A.P.No. 48 of 2012	Prayed to set aside the order for reconversion of tariff from V to IA passed by the CGRF of Coimbatore EDC / South	Orders issued on 28.2.2013
35	Thiru. N. Balakrishnan, Salem. A.P. No. 49 of 2012	request for Replacement of the defective meter	Orders issued on 31.12.2012
36	Thiru. M. Rajendran, Namakkal A.P. No. 50 of 2012	The appellant prayed to set aside the orders of the CGRF of Namakkal EDC and requested to revise the assessment for the meter defective period.	order issued on 9.4.2013
37	Thiru. S. Jeganathan A.P. No. 51 of 2012	The Appellant prayed to set aside the orders of the CGRF of Virudhunagar EDC which directed the Appellant to pay a sum of	Orders issued on 25.3.2013

		Rs.21,210/- towards the audit short fall.	
38	Thiru. R. Kalamurthy A.P. No. 52 of 2012	Prayed to order a sum of rupees not exceeding Rs.2000/- as compensation to all the consumers of Thirupanandal	Orders issued on 20.2.2013
39	Thiru. S. Agustin, President, TNEB Officers Welfare Colony A.P. No. 53 of 2012	The Appellant prayed for changing the tariff of SC No. 300-308-69 from Tariff V to Tariff IA as the above service is utilized for supplying drinking water to the EB colony houses.	Orders issued on 28.3.2013
40	Thiru. M. Raju, Kallakuruchi A.P. No. 54 of 2012	To Stop disconnection of Commercial services	Orders issued on 21.2.2013
41	Thiru. T. Lakshminarayanan, Chennai A.P.No. 1 of 2013	Shifting of Agricultural services.	Pending
42	Thiru. N. Ramachandran A.P. No. 2 of 2013	Requesting agricultural service under SFS scheme.	Orders issued on 29.4.2013
43	Thiru. P.M. Kathirvel, A.P. No. 3 of 2013	praying to reconnect the service connection No. 471 which was disconnected on 28-7-2011.	Orders issued on 10.4.2013
44	M/s Fomra Polymers Ltd A.P. No. 4 of 2013	To set aside the CGRF order dt.30.1.2013	Pending (2nd hearing scheduled on 21.5.2013)
45	M/s Pandian Chemicals Ltd., A.P. No. 5 of 2013	prayed for name transfer of his service connection	Orders issued on 2.5.2013
46	Thiru. R. Ravi, Chennai A.P. No. 6 of 2013	Refund of excess CC charges collected.	Orders issued on 19.4.2013
47	Thiru. P. Balakrishnan, Coimbatore A.P. No. 7 of 2013	Dispute regarding the average adopted for the meter defective period.	Pending
48	Tmt. B. Sujatha, Coimbatore A.P. No. 8 of 2013	Refund of the excess CC charges levied for a back period of one year.	Pending

49	Thiru. Pa. Balakrishnan A.P. No. 9 of 2013	Conversion of single phase service into 3 phase.	Orders issued on 30.4.2013
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Annexure – II

**Petitions pending as on 1.4.2012 and disposed
during 1.4.2012 to 31.3.2013**

1.	M/s Viswas Promotors Ltd., Petition No. 89 of 2011	Prayed to set aside the order of the Consumer Grievance Redressal Forum of Madurai Electricity Distribution Circle / Metro's	Orders issued on 3.8.2012
2.	M/s Modular Auto Ltd., Petition No.86 of 2011	Prayed to set aside the demand of Rs.1,55,069/- ordered by CGRF of Chennai EDC / West	Orders issued on 30.5.2012
3.	Thiru. S.A. Mohammed, Trichy Petition No.70 of 2011	Prayed to set aside the order dated 14-2-2011 of Consumer Grievance Redressal Forum of Trichy Electricity Distribution Circle / Metro	Orders issued on 25.7.2012
4	M/s Brakes India Ltd., Petition No. 54 of 2011	Refund of the excess demand & excess energy charges levied.	Orders issued on 15.11.2012
5	Thiru. R. Vidyasankar, Chennai. Petition No.22 of 2011	Refund of the dishonored cheque service charges etc.,	Orders issued on 24.5.2012
6	Dr. V.S. Jaganathan, Chennai Petition No. 105 of 2011		Orders issued on 16.4.2012
7	Thiru. R. Elumalai, MM. Nagar, Petition No.132 of 2011	effecting of service connection in poromboke lands.	Orders issued on 23.5.2012

8	M/s Denny Steels Ltd., Petition No. 189 of 2011	To set aside the orders of CGRF and refund the sum of Rs.11,43,225/- paid towards excess energy charges.	Orders issued on 19.4.2012
9	M/s Tidel Park Covai Ltd., Petition No. 200 of 2011	Prayed to set aside the proceedings dt 26.4.2011 of the CGRF of Coimbatore EDC/Metro	Orders issued on 12.6.2012
10	Thiru. K. Ganesan, Salem Petition No. 239 of 2011	Effecting of agricultural service connection to his well.	Orders issued on 18.7.2012
11	Thiru. N.K. Subramanian, Chennai Petition No. 249 of 2011	Prayed to set aside the orders of CGRF	Orders issued on 25.4.2012
12	M/s Accurates Products Ltd., Petition No. 263 of 2011	Prayed for revision of tariff from Commercial to Industrial from June 2006 to August 2010 and refund the excess amount collected under Commercial tariff.	Orders issued on 14.8.2012
13	Thiru. P.R. Varadharajan Petition No. 275 of 2011	Prayed for effecting agricultural service connection.	Orders issued on 26.4.2012
14	M/s Karodaiya Tea Industries Petition No. 295 of 2011	Prayed to set aside the orders of Consumer Grievance Redressal Forum of Nilgris EDC dated 17-8-2011 in petition no.04/2010-11 dated 1-3-2011	Orders issued on 6.7.2012

15	M/s Kannavarai Tea Industries Petition No. 296 of 2011	Prayed to set aside the orders of Consumer Grievance Redressal Forum of Nilgris EDC dated 17-8-2011 in petition No.02/2010-11 dated 1-3-2011	Orders issued on 6.7.2012
16	Thiru. P.N. Venugopal Petition No. 309 of 2011	Disconnection of the Industrial service connection, which is polluting his agricultural land.	Orders issued on 26.4.2012.
17	Tmt. Chellammal Petition No.338 of 2011	Payment of share dividend and interest for the share .	Orders issued on 22.5.2012.
18	M/s TN Spinning Mills Association Petition No. 357 of 2011	Refund of Tariff concession amount.	Orders issued on 29.6.2012
19	Thiru. Karmegam, Petition No.365 of 2011	To give service connection to the premises which is in his wife name.	Orders issued on 7.6.2012
20	Thiru. Murugesan Petition No.413 of 2011	Effecting of agricultural service.	Orders issued on 24.5.2012
21	Thiru. V. Chandra sekaran Petition No. 411 of 2011	Refund of excess amount collected due to wrong assessment.	Orders issued on 18.5.2012
22	M/s K-Lite Industries Petition No. 1 of 2012	To set aside the excess energy charges	Orders issued on 15.5.2012.
23	M/s Alm. Sree Badrakaliamman Mariamman Devasthanam, Sivakasi Petition No. 2 of 2012	To set aside the audit short fall amount	Orders issued on 28.6.2012
24	Thiru. K. Natarajan, Tirunelveli. Petition No.3 of 2012	Shifting of service line.	Orders issued on 15.5.2012
25	R. Damodharan, Chennai 97 Petition No.4 of 2012	Cancellation of name transfer	Orders issued on 16.7.2012

26	M/s Sigma Mat P Ltd., Madurai Petition No. 5 of 2012	To set aside the demand of Rs.3,86,196/-	Orders issued on 20.6.2012
27	Thiru. M. Ramasamy, Periyakulam Petition No.6 of 2012	Regarding fixing of priority for his agricultural application.	Orders issued on 19.7.2012
28	M/s Saraswathi Match Works Ltd., Madurai Petition No.7 of 2012	To set aside the demand of Rs.2,56,991/-	Orders issued on 28.8.2012
29	Thiru. P. Nainar, Kanyakumari Petition No.8 of 2012	To sanction additional load for his LTCT service.	Orders issued on 14.6.2012
30	M/s Hariram Chemicals Ltd., Virudhunagar Petition No. 9 of 2012	To cancel the penalty levied for peak hour violation	Orders issued on 16.11.2012
31	The SE/Erode EDC TANGEDCO Petition No. 10 of 2012	To set aside the orders of CGRF & confirm the penalty	Orders issued on 17.10.2012.
32	Thiru. V.K. Ranganathan, Vellore Petition No. 11 of 2012	Changing of the name of agricultural application	Orders issued on 25.6.2012
33	Thiru. T. Subramanian, Chennai 116 Petition No.12 of 2012	Payment of interest for the security deposit upto the date of refund	Orders issued on 4.7.2012
34	Thiru. S. Kumarasamy, Karur Petition No. 13 of 2012	Change of well in the agricultural application	Orders issued on 10.8.2012
35	Thiru. A. Marichamy, Chennai - 97 Petition No. 14 of 2012	Excess collection of Current consumption charges.	Orders issued on 15.5.2012