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From  
The Secretary,  
Tamil Nadu Electricity Regulatory  
Commission,  
19A, Rukmini Lakshmi pathy Salai,  
Egmore, Chennai – 600 008.

x To  
x The Chairman, (All) CGRF  
x Consumer Grievance Redressal Forum,  
x ..... Electricity Distribution Circle,  
x .....  
x .....  
x .....  
x

Lr. No.TNERC/SECY /E.O./F.CGRF/D.No. /2013, dated 25 .11.2013

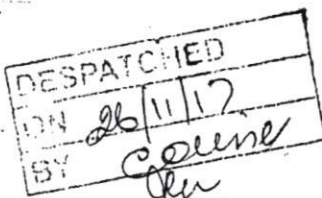
Sir,

Sub : TNERC - Guidelines for conducting the CGRF meeting –  
Reg.


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In order to streamline the procedure for conducting the CGRF meeting, the following guidelines are issued.

- (1) The CGRF meetings shall be conducted in conference /Meeting Hall available in the circle office. The names & Designations of the Chairman and Members may be displayed in their respective tables,
- (2) While conducting the hearing, the cell phones of all the participants may be either switched off or kept in silent mode.
- (3) The CGRF hearings shall be conducted like a court proceedings. Hence, the CGRF Chairman shall be neutral and conduct the hearing in an unbiased manner and devote his time exclusively for the CGRF works alone during the hearing.
- (4) The para wise comments received from the licensee's nodal officer may be communicated to the petitioner in advance so that he can come prepared to argue his case in the hearing.
- (5) The petitioner or his authorised representative and the licensee's representative alone may be permitted to argue for their respective sides. The number of person representing a case on each side may be restricted to two at a time ~~the minimum depending upon the nature of the case.~~



26/11/13

  
(S. GUNASEKARAN)  
SECRETARY  
TAMIL NADU ELECTRICITY  
REGULATORY COMMISSION