

IMPLEMENTATION OF CGRF ORDERS
Five copies please



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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The Chairman and Managing Director/
TANGEDCO,
144, Anna Salai,
Chennai -600 002.

Lr. No. TNERC/D(E)/DD(E)II/D 121/19 dt:07-11.2019

Sir,

Sub: TNERC - CGRF – Implementation of Consumer Grievance Redressal Forum (CGRF) orders – Not obeyed – Action to be taken on officials of TANGEDCO - Under section 142 of Electricity Act 2003 - by the Commission - reg

I am directed to state the following:

1. The Consumer Grievance Redressal Forum was formed in TANGEDCO to redress consumer grievances in circle level itself. CGRF is formed as per regulation 3(4)(b) & (c) of the Consumer Grievance Redressal Forum & Electricity Ombudsman (CGRF&EO) regulations. The Forum shall consist of three members, Chairperson shall be a full time officer of the licensee not lower in rank than the rank of Superintending Engineer. One member to the CGRF shall be a person with 15 to 20 years experience in financial/ legal profession nominated by the District Collector and another member shall be from a registered society of NGO or a consumer organization or a consumer activist nominated by the Commission.

2. Further, I am directed to state that regulation 22(7) of the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, 2004 provides that "Non-Compliance of the orders of the Forum or the Electricity Ombudsman shall attract proceedings under Section 142 of the Act".

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3. During review meeting with TANGEDCO officials regarding performance of the TANGEDCO by the Commission at Erode and Virudhunagar, it was found that the orders issued at CGRF forum are not obeyed/ implemented in true spirit.

4. Hence I am directed to state that not obeying/ not implementing the CGRF orders shall lead to taking action against the officials and be held responsible for the non-compliance which comes under punishment for non-compliance of directions by Appropriate Commission as per section 142 of Electricity Act 2003.

5. This may be widely publicised among officials of TANGEDCO and in particular the Audit wing of TANGEDCO.

S. Chinnarajalu
21.11.19
(S.CHINNARAJALU)
Secretary

(Approved draft placed below please)

Copy to the Chief Engineer/ Commercial/ TANGEDCO/ Chennai-2

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CR 08-11-2019
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109