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## TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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The Chairman/ CGRFs of  
TANGEDCO  
(All Superintending Engineers/ EDC, TANGEDCO)

**Lr. No. TNERC/D(E)/DD(E)II/D. 583 /20 dt : 27.07.2020**

Sir,

Sub: TNERC - CGRF – Procedure to be followed by the forum in regard to hearing of complaints & implementation of certain modifications in the orders issued by Consumer Grievance Redressal Forum (CGRF) / Uniform adoption - Instructions issue of – reg.

- Ref: 1.Proc.No.TNERC/DIR(E)/DD(EI)/F.CGRF/D.No.327/2011/dt:23.03.2011.  
2. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.167/12 dt:04.02.2013.  
3. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF(Gen)/D /13 dtd.14.08.2013.  
4. Lr.No.TNERC/DIR(E)/DD(EII)/F.CGRF/D/. /13 dt.06.09.2013.  
5. Lr.No.TNERC/SECY/E.O./F.CGRF/D.No./2013 dated 25.11.2013.  
6. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D1158/16 dtd.07.09.2016.  
7. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.209/19 Dt.01.03.2019.  
8. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.274/19 Dt.21.03.2019.

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I am directed to state the following:

The Commission had issued general instructions vide Proceedings dt.23.03.2011, under ref.(1) of the procedure to be followed by the Consumer Grievance Redressal Forum while disposing grievances placed before the Forum citing several clauses of the Consumer Grievance Redressal Forum and Ombudsman regulations and expressly stated the consequences to be faced for any contravention of the provisions of the Electricity Act 2003, Rules,

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Regulations and orders of the Commission. A number of instructions have been issued time and again (ref. 2 to 8) to enhance the working of the Forum. Despite issue of various instructions, many lacunae in the disposal of grievances and in defending appeal petitions filed before the Electricity Ombudsman has been brought to the notice of the Commission by the Electricity Ombudsman.

The orders issued by the Consumer Grievance Redressal Forums (CGRF) are in different formats. Some of the orders do not spell out the provision of appeal available to the consumer before the Electricity Ombudsman. In many cases the petitions are not even numbered and are passed down the line as dealt in the case of representations preferred before the licensee. Some of the orders do not contain even the date of hearing or the order no. and sometimes the disposals do not contain decisive orders.

To streamline the functioning of the CGRF the following instructions are issued:

a. The petitions received by the CGRF (herein after Forum) shall be numbered calendar year wise. Eg. Petition first received in 2021 shall be petition No.01/2021.

b. Any petition addressed to the CGRF and received as a hard copy or soft copy online, has to be numbered. The admissibility of the petition or otherwise has to be decided by the CGRF only. The petition shall not be rejected by the Chairperson of the Forum either in the capacity of the Superintending Engineer of the Electricity Distribution Circle or as the Chairperson of the CGRF.

c. Every petition received by the CGRF has to be disposed based on the case presented by the petitioner, facts produced by the Licensee and the provisions of the Act, Rules, Regulations, orders viz. Regulation/sub-regulation no. of Supply, Distribution Code, Section of the E.Act 2003 etc. have to be specified. The order should be a speaking order and decisive with citations of the provisions of the Act/ Rules/ Regulations/ Orders of the Commission. Many of the orders of the CGRF were found to be vague while dealing with provisions of the regulations like just mentioning "As per the TNERC regulations/ As per TANGEDCO rules".

d) The petition submitted to the CGRF/ Chairman/ Chairperson shall not be forwarded down the line to the licensee's officers for replying to the petitioner and the petition closed referring to the reply furnished without considering the case before the meeting of the CGRF.

e. The petitioner should not be directed to approach the licensee with additional documents/ details for solving the issue for redressal of grievance. In such case another hearing should be conducted giving opportunity to the petitioner as well as the Licensee and the final order of the CGRF should be conclusive.

f. The petition shall also not be closed/ disposed/ with directions to the Licensee for further action like to execute the work after obtaining legal opinion etc.

g. Licensee's counter/ reply shall be given to the petitioner well before the hearing date.

h. Minimum 7 days time from the date of receipt of hearing date shall be given to the petitioner for appearing before the forum.

i. Proper intimation shall be given to the petitioner in case the hearing date is postponed in order to avoid hardships to the petitioner as they may have to travel long distance.