



For copies please

(VIRTUAL MEET)

TAMIL NADU ELECTRICITY REGULATORY COMMISSION
4th Floor, SIDCO Corporate Office Building, Thiru Vi Ka Industrial Estate,
Guindy, Chennai-600 032.

Phone: ++91-44-2953 5806 / 2953 5816

Email: tnerc@nic.in

Website: www.tnerc.gov.in

To

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

Lr. No. TNERC/D(E)/DDE2/CGRF Directives/D.882/20 dt :12.10.2020

Sir,

Sub: TNERC - CGRF – Virtual meet to be conducted by the CGRF-
Instructions issued – reg.

I am directed to state the following:

It has come to the notice of the Commission that the grievance petitions of the complainants to the CGRF have accumulated without being redressed, over the past months in many Circles due to constraints caused by the Lockdown.

As it has become a new routine to hold all official meetings through video conference, the CGRF meetings can also be conducted in similar way, with the willing complainants.

The CGRF of all Distribution Circles shall begin holding the virtual meeting as above, with the willing complainants with immediate effect to reduce the growing pendency of the grievances and dispose the complaints within time limit specified in Regulation 7(7) of the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004

If the complainant is unwilling to participate in the meeting in virtual mode, the intimation of unwillingness should be obtained in writing and recorded. Such details shall be incorporated in the regular return being submitted to Commission on the performance of the CGRF.

o/c

[Signature]
13/10/20

[Signature]

(S.CHINNARAJALU)
Secretary

1/45

Copy to the Director/Distribution/TANGEDCO

DESPATCHED
ON 15-10-20