Fair copies please

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**

All Superintending Engineers/
Electricity Distribution Circle,
TANGEDCO.

Lr. No.TNERC/DE/DDE2/F. CGRF/D. 1917 /20 Dt.26-03-2021.

Sir,

Sub : TNERC – Nomination of member to the Consumer Grievance Redressal Forum by the District Collector – Proposals to be sent as per the format enclosed – Reg.

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1) Regulation 3(4)(b) & (c) and 3(5) of the Consumer Grievance Redressal Forum & Electricity Ombudsman(CGRF&EO) Regulation specify that one member to the CGRF shall be a person with 15 to 20 years experience in financial/legal profession who shall be nominated by the District Collector who shall hold office for a term of three years and shall not be eligible for reappointment as such. The nominee shall not hold office after he has attained the age of sixty two years.

2) The Superintending Engineers of the Electricity Distribution Circles who are the Chairpersons of the CGRF in each circle send proposals received from eligible candidates with 15 to 20 years experience in financial/legal profession for nomination as member to the CGRF by the District Collector. It is generally observed that these proposals sent to the District Collector wear a look of mere a cover letter but not with required details viz. eligibility criteria of the member to be nominated, evidence of experience of member etc., bio-data of candidates etc. As a result, the District Collectors are not in a position, get required details to nominate the member which eventually lead to abnormal delay, for years together in process of member nomination by the District Collectors. There are many circles in which the members to be nominated by the District Collectors are

pending for many years due to this reason. To remedy this issue, a format for submission of application by the eligible candidates is designed containing all required details of the eligible candidates viz. proof of age, experience, educational qualification and other relevant documents and communicated to the Circles. The proposed format is enclosed herewith as Annexure. The Superintending Engineers/ EDC are directed to send the proposals to the District Collector as per the above prescribed format to avoid delay in nomination process by the District Collector.

3) Further, Regulation 3(6) of the CGRF&EO regulations stipulates that the post of members shall not be kept vacant for more than two months. However a few of the CGRF Chairman act belatedly and simply address the District Collectors requesting to nominate without deputing their PROs for personal follow up unmindful of the importance of CGRF. The Superintending Engineers/EDCs are advised to take timely action to gather eligible candidates and address the District Collector by furnishing the proposals well before six months of end of tenure of the present incumbents, followed by consistent reminders both by correspondence and personal follow up.

The receipt of this letter may be acknowledged.

Encl.: As above

S. Cejal 26/3/21

(S.CHINNARAJALU)
Secretary

O/c 26/3/21 (AD/SA)

DESPATCHED
ON 29.03.2021
BY Post

ABOUT CGRF AND ELIGIBILITY CRITERIA OF MEMBER TO BE NOMINATED BY DISTRICT COLLECTOR

CGRF, the Consumer Grievance Redressal Forum is a quasi judicial body to redress the grievances of the consumers and protect their interests framed by the Tamil Nadu Electricity Regulatory Commission's Regulations in exercise of the power conferred by section 181 read with section 42 of the Electricity Act 2003.

The relevant portion regarding formation of CGRF in every Distribution Circle of the TANGEDCO is extracted below:

3. Constitution of forum(s) for redressal of consumer grievances

(4) The forum shall consist of three members to be appointed by the distribution licensee with the following composition.

(a) Chairperson of the forum shall be a full time officer of the licensee not lower in rank than the rank of Superintending Engineer.

(b) One member shall be a person with 15 to 20 years experience in financial / legal profession and shall be nominated by the District Collector of the district where the forum is head quartered.

(c) Another member shall be from a registered Society of NGO or a consumer organization or a consumer activist and shall be nominated by the Commission.

(5) Every member of the forum except the Chairperson shall hold office for a term of three years and shall not be eligible for reappointment as such. Provided that no member shall hold office as such after he has attained the age of sixty two years. The person occupying the designated post of the Distribution Licensee to act as Chairperson shall be deemed to be the Chairperson of the forum

(The Regulation in full can be accessed through website: www.tnerc.gov.in)

Application for post of member to be nominated by the District Collector for Consumer Grievance Redressal Forum of ..... EDC

From

Passport size

photo to be affixed

To
The Superintending Engineer
..... Electricity Distribution Circle
TANGEDCO

S. No.	Particulars	Details
1.	Name	
2.	Date of birth (Document to be enclosed)	
3.	Educational Qualification (Copy of certificate to be enclosed)	
4.	Address: Residential Office (if any) (Residential proof to be enclosed)	
5.	Phone No.: Landline Mobile	
6.	Email ID	
7.	If a member of CGRF of any other circle earlier, please specify the period and name of the forum.	
8.	Profession/ Occupation (For Finance/Legal profession the relevant details such as experience, position/ responsibilities held, copies of documents as evidence of such status/ experience etc. to be enclosed.	
9.	Details where practicing under Senior Lawyer, Chartered Accountants etc. their recommendation and reference should be enclosed. If working under any Govt./private organization, their concurrence/ no objection letter to be furnished. In case the nominee is a self practicing lawyer/ accountancy, proof for the same should be enclosed.	
10.	Contributions to Consumer Cause with supporting documents.	
11.	Skills and Abilities	

12.	Whether having any direct or indirect business dealings with the Electricity department. If so, please provide complete details (Licensed wiring contractors/ Electrical contractors etc.)	
13.	Additional information, if any	

1. I confirm that all the above particulars are true and I am aware of the provisions and conditions.

2. I am aware that I could be removed from the membership of CGRF at any time, if any of the information furnished are found to be not true, on if any of the provisions of the regulations is violated/ likely to be violated.

Date- Signature of the Applicant

Encl.:- (In duplicate)
1. Copy of Proof of Age
2. Copy of certificate of Educational qualification
3. Other relevant documents such as proof of profession undertaken, reference by Senior Lawyer/Senior Chartered Accountant in the respective profession, other documents as required in this format.

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1. Certify that the documents furnished have been verified with original and found to be correct.

2. Certify that I have enquired and confirmed the credentials of the applicant and he/she is quite eligible and suitable for the position applied for.

Signature of the Superintending Engineer/
EDC with seal