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

Lr. No. TNERC/D(E)/DDE2/D.1034 /21 dt : 21.12.2021

Sir/ Madam,

Sub: TNERC - CGRF – Procedure to be followed by Consumer Grievance Redressal Forum - 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.
9. Lr.No.TNERC/D(E)/DD(E)I/D.583/20 Dt.27.07.2020

I am directed to communicate the following:

The Commission had issued guidelines vide Proceedings dt.23.03.2011, under ref.(1) of the procedure to be followed by the Consumer Grievance Redressal Forum in regard to disposing grievances placed before the Forum, citing several clauses of the CGRF and Ombudsman regulations. It has been expressly cautioned of the consequences to be faced for any contravention of the provisions of the Regulations and orders of the Commission. Since then, number of instructions have been issued time and again (ref. 2 to 9) to redeem the lapses noticed and to enhance the efficiency of the Forum to fulfill the very purpose of the Regulation.

Despite all these measures, many lacunae in the disposal of grievances right from not registering the complaint within time stipulated to the final stage of

issuing orders by CGRF in an improper way coupled with abnormal delay, in violation of the regulations continue to be noticed by the Electricity Ombudsman and brought to the notice of the Commission.

2. Some of the Issues noticed frequently:

Issue 1) Hearing has been conducted by the CGRF but order to be issued is kept pending more than 10 months for want of Revenue documents from Tahsildar/ VAO to be submitted by the Appellant/ Respondent. Due to long pendency of final orders from the CGRF beyond the stipulated norms of fifty days, the petitioners were unnecessarily forced to approach the Ombudsman with appeal petitions, consequently grievance redressal is delayed unduly.

Action should have been taken:

The CGRF should have adjourned the hearing to another date giving time for submission of records by the Appellant/ Respondent concerned. If they are unable to produce records in the 2nd hearing, then order shall be passed based on the available records. However, if any internal records are required from Revenue branch of Licensee, MRT wing, office records etc., the same shall be ordered to be submitted to the CGRF within a stipulated time, fixing responsibility to the concerned officer and the final orders shall be passed within fifty days, as per Regulation 7.

Issue 2) The CGRF has directed the Respondent to download the CMRI data and settle the issue by the respondent based on the CMRI data.

Action should have been taken:

As per Regulation, only CGRF is empowered to issue final orders, not by others.

The CGRF should have conducted another hearing within a reasonable time say within 15 days to get the CMRI data submitted to the Forum and the final order