

CGRF Meetings -
Guidelines

The Chairman and Managing Director
TANGEDCO
144, Anna Salai,
Chennai- 2.

Lr. No. TNERC/D(E)/DD(E)II/F. CGRF(Gen)/D /13 dtd. 14.8.13

Sir

Sub: TNERC - Training/Interactive session on Grievance related issues" conducted for the members of CGRF/ Officers of TANGEDCO – feedback received - issues to be taken up to ensure consumer satisfaction - reg.

A knowledge sharing session structured as a training cum interactive session was conducted by the Electricity Ombudsman for the Members of the CGRF and officers of TANGEDCO at four venues covering the entire State. The main issue raised in the feedback from the participants which required immediate action from TANGEDCO was the limited awareness about the functioning of the CGRF amongst the public. Regulation (6) of the CGRF and EO regulations stipulate the notifications on existence of the Forums. In addition to the above it was suggested that Display Boards giving details about the CGRF be made available in all section offices office of TANGEDCO. Further, it was also suggested to issue leaflets about CGRF to the consumers while they make payment for current consumption charges etc., The above are constructive measures to ensure consumer satisfaction and give effect to the consumer centric issues of the Electricity Act 2003. TANGEDCO shall ensure implementation of the above useful suggestions.

As a continued and consistent effort towards consumer satisfaction TANGEDCO is directed to organise such a programme atleast once in a year.

(S.Gunasekaran)
Secretary