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TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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To
The Chairman/CGRF
(All CGRFs)

Lr. No. TNERC/D(E)/DD(E)II/F.CGRF/D/158/16, dt 7.09.2016.

Sir,

Sub: TNERC – Consumer Grievance Redressal forum – Procedure to be followed by the Forum with regard to hearing of complaints – Instructions issued - Reg.

- Ref : 1) Lr.No.TNERC/D(E)/DD(E)II/F.CGRF(Gen)/D/13,dt 14.8.2013.
2) Lr.No.TNERC/DIR(E)/DD(E)II/F.CGRF/D/13/DT 06.09.2013.
3) Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D167/12,dt 4.2.2013.
4) Lr.No.TNERC/Secy/E.O./F.CGRF/D.No./2013,dated 25.11.2013.
5) Proc.No.TNERC/DIR(E)/DD(E)II/F.CGRF/D.No.327/2011,DT 23.03.2011.

It has been brought to the notice of the Commission that the employees working in Administrative Branch of the TANGEDCO are not aware that CGRF is functioning in Superintending Engineer's Office and procedures to be followed in conducting CGRF, inspite of the instructions issued vide the above references. Hence the following guidelines are reiterated for strict adherence with regard to hearing of complaints of consumers:

- 1) Functioning of CGRF in Superintending Engineer's office has to be displayed in all the circle offices. The details of CGRF and the procedure to file the complaints shall be displayed in all section offices, EEs office and SEs office. Further, it was also suggested to issue leaflets about CGRF to consumers while they make payments for current consumption charges etc., A compliance report may be sent on availability of such display in all the offices of Distribution Circles.

2) While conducting CGRF proceedings, the Chairman and Members shall be seated in one row and the names and designation of the Chairman and Member shall be displayed in their respective table, so that the consumer can recognize the enquiry officers easily.

3) The petitioner may not be aware of the rules and regulations. Hence the petitioner may be permitted to attend the hearing along with one representative. The number of person representing a case may be restricted to two on each side.

4) As per regulation 7(5) of CGRF & EO Regulations, the officers of the licensee may be instructed to communicate the para wise comments on the grievance to the forum and to the complainant also in advance without fail so that, the complainant can come prepared to argue his case in the hearing.

5) As per the proceedings in reference 5th cited, the forum should pass speaking orders in regard to the complaints made before them narrating the facts of the case, the issues involved in the case, the contentions put forth by both the sides and effectively meeting the contentions and giving reasons either for accepting or rejecting the contentions.

The above procedure shall be strictly followed by the Forum while hearing the complaints made before them and any deviation from the above would be construed as violation of the provisions of the Act and the Orders made thereon.

The receipt of this communication shall be acknowledged by all the Chairman/CGRFs without fail.



7/9/16
20/82

S. Chinnarajalu
7/9/16
(S.CHINNARAJALU) 1/44
Secretary

(Approved draft put up below please)