

COMMISSION'S ORDER ON THE PROCEDURES TO BE FOLLOWED BY CGRFs

PROCEEDING OF THE TAMILNADU ELECTRICITY REGULATORY COMMISSION

PRESENT:-

Thiru. S. Kabilan	Chairman
Thiru. K. Venugopal	Member
	and	
Thiru. S. Nagalsamy	Member

Proc. No. TNERC/DIR(E)/DD(EI)/F.CGRF/D.No. 327/2011 /DT. 23.03.2011

Sub: Consumer Grievance Redressal Forums in the State of Tamil Nadu. Procedure to be followed by the Forum in regard to hearing of complaints made before them. general instructions. Issue of + reg.

1. The Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004 (hereafter referred to as Forum Regulations) have been made by the TNERC (hereafter referred to as Commission) in exercise of the statutory powers conferred on the Commission by Sec.181 read with sub-section 5, 6 and 7 of Section 42 of the Electricity Act 2003 (Central Act 36 of 2003) and they have been gazetted in Part VI, Sec.2(Supplement) Tamil Nadu Gazette dated 18-2-2004 for public information. Clause 7 of the Forum Regulations contains detailed provisions in regard to grievance handling procedure for the Forum. As per sub-clause (1) of Clause 7 of the Forum Regulations, the chairperson shall make endorsement on the grievance subscribing his dated initial. Grievances received shall be registered and serially numbered for each year. Sub clause (2) stipulates that within seven working days of receipt of a consumer grievance, the Forum shall send an acknowledgement to the complainant. When a complaint is allowed to be proceeded, a copy of the admitted complaint shall be forwarded simultaneously to the Nodal Officer of the concerned licensee for redressal or to file objection in writing if the licensee is not agreeable to the request of the complainant (vide sub-clause (4) of Clause 7). As per sub-clause (5) the licensee shall furnish the para-wise comments on the grievance within 15 days of receipt of the letter from the forum, failing which the forum shall proceed on the basis of the material record available. As per sub clause (7), on receipt of the comments from the licensee or otherwise, the forum shall complete enquiry as expeditiously as possible and every endeavour shall be made to pass appropriate order on the complaint within a maximum period of 2 months from the date of receipt of complaint by the forum. As per sub-clause (8), all decisions shall be taken by a majority of votes by the members present and in the event of the equality of the votes, the facts may be recorded and referred to the Electricity Ombudsman for final orders. All the members present shall sign every order passed by the forum. As per the said sub clause (8), the decisions of the forum shall be strictly in accordance with the provisions of the Act, the rules and regulations made there under and in particular the Tamil Nadu Electricity Supply Code and the Tamil Nadu Electricity Distribution Code and the directions of the Commission and it is not open to the Members and the Chairperson of the Forum to deviate either expressly or impliedly from the provisions of the Act or the rules or regulations made there under or the Tamil Nadu Electricity Supply Code or the Tamil Nadu Electricity Distribution Code or the directions of the Commission while taking the decisions by the forum.