



Tamil Nadu Electricity Regulatory Commission
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Press Release

Awareness to Consumers on Grievance Redressal Mechanism available

The Electricity Act, 2003 has many provisions to ensure adequate quality of electricity supply to all the consumers. Many clauses are there for the consumers to get their grievances redressed. Under Section 42 of the Act, institutions like Consumer Grievance Redressal Forum and the Electricity Ombudsman have been established for the timely and effective redressal of grievances. Similarly the Electricity Act and the Performance Standards Regulation provides certain Standard of Performance that has to be achieved by the Distribution Licensee in providing effective and satisfactory services to the consumers. Based on these provisions of law, each distribution circle in the State has established Consumer Grievance Redressal Forum, headed by the Superintending Engineer of the Electricity Distribution Circle with two members of public nominated by the District Collector. Any grievance representation given to the Consumer Grievance Redressal Forum shall be acknowledged and normally within 10 days the complainant has to be informed about the admissibility of the petition and the Consumer Grievance Redressal Forum shall take all steps to pass appropriate order within 60 days of receipt of the petition. If the complainant is not satisfied with orders passed by the Consumer Grievance Redressal Forum or no reply was received from the Consumer Grievance Redressal Forum within 60 days then he can prefer an appeal to the Electricity Ombudsman located at the Tamil Nadu Electricity Regulatory Commission office.

Even though these provisions are there in the Act and in the Regulations passed by the Tamil Nadu Electricity Regulatory Commission, it is seen that most of the consumers are not aware of the provisions. During the past year, it is seen that only about 600 petitions have been filed before the Consumer Grievance Redressal Forums throughout the State. Considering that there are more than two crores of consumers in the State, this figure shows that consumers are not aware of the system. Similarly the number of appeals received by the Electricity Ombudsman is also around 60 numbers per year.

In order to ensure that the distribution licensee (TANGEDCO) is motivated to provide satisfactory service to consumers, Tamil Nadu Electricity Regulatory Commission has fixed the Standards of Performance that has to be achieved by the TANGEDCO within certain time frame like new service connection is to be effected within 30 days and defective meter is to be replaced within 30 days. These regulations were finalized and were also gazetted. There is further scope for the consumers to get their grievances redressed speedily by approaching these forums. The details of the Consumer Grievance Redressal Forums are available in the white meter cards as well as in the website of TANGEDCO and TNERC. Consumers may avail these mechanisms for getting the grievances redressed. Also in order to ensure that the Standard of Performance are followed by the Distribution Licensee certain penal provisions for non-compliance of the Standard of Performance have been stipulated in the regulations notified by the Regulatory Commission.

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Secretary
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Regulatory Commission