



## **TAMIL NADU ELECTRICITY REGULATORY COMMISSION**

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### **PRESS RELEASE**

The Tamil Nadu Electricity Regulatory Commission has arranged Special Interactive Session with Consumer Grievance Redressal Forum Chairpersons and Members representing five regions of TANGEDCO on 10<sup>th</sup> September 2014 at Chennai.

Hon'ble Justice Thiru M.Karpaga Vinayagam, Chairperson Appellate Tribunal for Electricity presided over the function. Tamil Nadu Electricity Regulatory Commission Chairperson Thiru S.Akshayakumar, Member Thiru G.Rajagopal, Chairman Cum Managing Director, TANGEDCO Thiru K.Gnanadesikan, I.A.S., Secretary/Energy Department, Government of Tamil Nadu Thiru Rajesh Lakhoni, I.A.S. participated in the function.

The Chairman TNERC welcomed the guests.

The CMD, TANGEDCO spoke about the relationship between the consumer and the electricity Utility in the State and he explained the steps taken by the TANGEDCO on consumer centric activities. He highlighted that the number of Consumer Grievance Redressal Forum functioning in the State is 43, which is highest in any State in India. He also spoke about the efforts taken by the TANGEDCO in augmenting the generation capacity which had resulted in bringing down the gap in supply and demand.

The Electricity Ombudsman, Thiru A.Dharmaraj presented a brief summary on the functioning of the Consumer Grievance Redressal Forum in the State.

The Members of Consumer Grievance Redressal Forum from various regions spoke about their experience and they expressed that it gives immense satisfaction when they are able to redress the genuine grievances of the consumers as provided in the law and said that they are fully satisfied with the functioning of the Consumer Grievance Redressal Forum.

The Energy Secretary spoke about the efforts taken by the Government and TANGEDCO for redressal of the consumer grievances and for increasing the consumer satisfaction. Among other things are mentioned, the facilities for registering the grievances / complaints in the State are very easy and also about the efforts taken for online payment of current consumption charges with the banks and payment through post office and designated ATM machines to make the current consumption bill payment an easy task. He also indicated the initiative taken by the Utility to alert the consumers of the due date and amount of current consumption charges payable through SMS and that close to one crore consumers are availing this facility at present.

Hon'ble Justice Thiru M.Karpaga Vinayagam emphasised the need for proper functioning of the Consumer Grievance Redressal Forum in the State as it is the first level of consumer grievance redressal mechanism and if it functioned effectively, the grievances of

consumers can be solved to a great extent and disputes will not go to the Court. He also said that in the Consumer Grievance Redressal Forum, instant relief can be obtained within a

period of 60 days but it will take months or even years when such disputes are taken to the Court. So the awareness of the functioning of Consumer Grievance Redressal Forum should be widely publicized to the consumer to avail the facility.

Responding to the suggestion of the Hon'ble Justice, the CMD TANGEDCO declared that TANGEDCO will take all efforts to arrange divisional level meetings with consumers to give publicity on the aim and functioning of Consumer Grievance Redressal Forum which is a tool available for the redressal of grievances at grass root level.

Thiru G.Rajagopal, Member of TNERC has proposed vote of thanks.

**S.GUNASEKARAN**

Secretary

Tamil Nadu Electricity Regulatory Commission