

**TAMIL NADU ELECTRICITY REGULATORY COMMISSION
CHENNAI**

Notification No. TNERC / CGRF&EO /6-3/ dated.05.11.2009

WHEREAS it is considered necessary to issue amendments to the regulations for **“Consumer Grievance Redressal Forum and Electricity Ombudsman-2004”** for removing certain difficulties in regard to implementation of the aforesaid regulations and amendments providing for the above purposes shall be subject to the condition of the previous publication and accordingly undergone such previous publication;

NOW, THEREFORE, in exercise of the powers conferred on it by **section 181 read with subsections (5), (6) and (7) of section 42 of the Electricity Act, 2003 (Central Act 36 of 2003)** and **all other powers enabling it** in this behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Amending Regulations to the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004(hereinafter referred to as Principal Regulations).

1. Short Title and Commencement

(a) These Regulations may be called the **“Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman(Amending Regulations) 2009”**.

(b) They shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

2. Amendment of sub regulation(7) of regulation 7 of the Principal Regulations :

In **sub regulation (7)** of the regulation 7 of the principal Regulations, for the expression **“the forum shall complete enquiry”** the following expression namely:-

“the forum shall initiate an enquiry in regard to the complaint after serving a notice of the said enquiry on the complainant and the licensee concerned, mentioning “date, time and venue” of the enquiry by registered post with acknowledgement and complete the said enquiry” shall be substituted.

(BY ORDER OF THE COMMISSION)

**Secretary
Tamil Nadu Electricity Regulatory Commission**