

**TAMIL NADU ELECTRICITY REGULATORY COMMISSION**

**Amendment to Regulations for Consumer Grievance Redressal  
Forum and Electricity Ombudsman**

**Notification No. TNERC / CGRF & EO/6-6/ dated 22.03.13**

**NOTIFICATION**

In exercise of the powers conferred by clause (r) of sub-section (2) of section 181 of the Electricity Act, 2003 (Central Act 36 of 2003), Tamil Nadu Electricity Regulatory Commission hereby makes the following amendments to the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, the draft of the same having been previously published as required by sub-section (3) of section 181 of the said Act.

**AMENDMENTS**

In the said Regulations,-

- (1) for regulation 8, excluding the provisions thereunder, the following shall be substituted, namely:-**

*“8. Any consumer aggrieved by an order made by the Forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order, **in the form** as prescribed in Annexure III”*

**(2) in regulation 17 for sub-regulation (1), (2) and (3) the following shall be substituted, namely:-**

*“(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by Forum constituted under section 42(5) of the Electricity Act 2003 (Central Act 36 of 2003) by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Annexure III. Complaints of common nature (which may be considered applicable to more than one Forum) can be directly brought upto Electricity Ombudsman by any of the consumer or by a State level Consumer Association in the form as prescribed in Annexure III.*

*“(2) The complaint shall be in writing duly signed by the complainant or his authorised representative in the form as prescribed in Annexure III.*

*Note : The Licensees shall ensure that the address of the Electricity Ombudsman to whom the appeals could be made by the consumers against the order of the Forum are displayed in their premises. The Licensees shall also ensure that copies of these Regulations are made available to the consumers on payment of a cost, which shall not be more than the cost of printing or reproduction.”*

*“(3) after Annexure II, the following shall be added, namely:-*

**“ANNEXURE III**

**FORM FOR FILING COMPLAINT BEFORE ELECTRICITY OMBUDSMAN**

**(see regulation 8)**

**(To be submitted in duplicate)**

<b>for office use :</b>	
<b>Appeal Petition Number</b>	<b>:</b>
<b>Date of receipt</b>	<b>:</b>
<b>Signature of E.O.</b>	<b>:</b>

**I. Consumer Details :**

- (a) Name of the Consumer :**
- (b) Postal address :**
  
- (c) Consumer Service Connection No :**
- (d) Address /Location of the Service connection :**
  
- (e) Consumer Category**
  - (i) HT/LT/ :**
  - (ii) Domestic/ Comml/ Industry/Agri/others**
- (f) Phone No :**
- (g) Fax No. :**
- (h) Email (if any) :**

**II. Details of the Licensee against whom complaint is made :**

- (a) Name/Designation of the Respondent (s) :**
  
- (b) Name of the Division & address :**
  
- (c) Name of the Sub-Division & address :**
  
- (d) Name of section & address :**

**III. Details of the Consumer Grievance Redressal Forum :**

**(a) Name :**

**(b) Address :**

**(c) Phone No. :**

**(d) Fax No. :**

**IV. Date of Submission of Grievance to the CGRF :**

**V. Brief Description of Complaint made to the CGRF (Details may be annexed separately. Copy of complaint sent to the CGRF shall be attached along with enclosures) :**

**VI. Whether the consumer has received final orders from the CGRF :**

**(a) If yes, attach a copy of the orders of CGRF :**

**(b) If no, whether 2 months have since passed without any reply from the CGRF :**

**VII. Explain how the relief ordered by the CGR Forum does not meet the justice demanded in the complaint :**

**VIII. Relief sought from the Electricity Ombudsman (Details may be annexed separately) :**

**IX. Additional information/points if any in support of the relief sought from the Electricity Ombudsman (Enclose :**

documentary evidence also if any)

- X. Quote specific reference to Electricity Act licensee conditions & regulations, code, standards, directions & instructions issued by TNERC if any. :
- XI. In case of any order of the CGRF to pay certain amount, whether 25 % of the amount as ordered by the forum has been deposited in the manner prescribed (attach copy of receipt issued by competent authority) :
- XII. Whether the appeal has been made within 30 days from the date of order :
- XIII. If not state the reasons for the delay :

#### DECLARATION

- (a) I/We the Consumer/s herein solemnly declare that and sincerely state as follows:
- (i) That the information furnished herein above is true and correct
- (ii) That I/We have not concealed or misrepresented any fact stated in herein above and the documents submitted herewith are true copies of the original documents
- (b) Strike out the following which are inapplicable.
- (i) That I/We made a written representation to the Forum of the

- licensee named in the complaint before filing this appeal.
- (ii) The forum rejected the complaint.
  - (iii) That I/We have not received any reply for 2 months from the date of filing of complaint.

**Note:** This is not applicable to complaints of common nature described under clause 17.

- (c) The subject matter of my/our representation has not been settled through the office of the Electricity Ombudsman in any previous proceedings whether received from me/ us or along with one or more complainants or anyone or more of the parties concerned with the subject matter.
- (d) The subject matter of the present representation does not pertain to the same subject matter for which any proceedings before any court is pending or decree or award or a final order has been passed by any competent court.

**Place** : (Appellant/Complainant)  
**Date** : (Name of the Consumer /Authorised representative)

## Nomination

If the consumer wants to nominate his/her representative to appear and make submission on his/her behalf before Electricity Ombudsman or to the office of the Electricity Ombudsman, the following declaration should be submitted.

I/We ..... hereby nominate  
Thiru./Tmt.....residing at .....  
..... as my/ our  
authorised representative in the proceedings before the Electricity  
Ombudsman against the order of CGRF in petition No. . . . . and further  
authorise the said representative to present my/our case before the  
Ombudsman orally and in written form and to further authorise the said  
representative to facilitate settlement of complaint by agreement in  
accordance with regulation 20 and when the complaint is not settled  
under regulation 20, to plead on oath and file written note of arguments or  
submission before the Ombudsman under regulation 21.

**Signature of the representative & Date**

**Signature of the Consumer & Date” .**

(By order of the Tamil Nadu Electricity Regulatory Commission)

S. Gunasekaran  
Secretary

## **EXPLANATORY STATEMENT**

- 1) As per sub section (6) of the section 42 of the Electricity Act 2003, **Electricity Act, 2003 (Central Act 36 of 2003)** any consumer who is aggrieved by non-redressal of his grievance may make a representation to Ombudsman. But regulation for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004 provides that any person aggrieved by the order made by the forum may prefer an appeal. The expression “any person” occurring in regulation 8 is so wide to cover the licensee also. Hence, it is proposed to substitute the said expression “any person” by the expression “any consumer” so that the provisions of the said Regulations are consistent with the provisions of the said section 42(6).
- 2) At present there is no specific format in which complaint to the Ombudsman shall be made. Now it is proposed to prescribe a format for making complaint to the Ombudsman.

(By order of the Tamil Nadu Electricity Regulatory Commission)

S. Gunasekaran  
Secretary



Statement showing the existing provision and the provision as amended

<b>Existing provision (1)</b>	<b>Provision as amended (2)</b>
<p>“8. Any person aggrieved by an order made by the Forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order, in such form and manner as may be prescribed by the Commission.”</p> <p>“17.(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by forum constituted under section 42(5) of the Electricity Act 2003 by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman. Complaints of common nature (which may be considered applicable to more than one forum) can be directly brought upto Electricity Ombudsman by a State level Consumer Association.</p> <p>(2) The complaint shall be in writing duly signed by the complainant or his authorised representative and shall state clearly the name of the individual or the organization, postal address, telephone number and email address (if any) of the complainant.</p> <p>(3) The complaint shall also contain the number of the service connection, category of the service, address of the location of the service connection, name of the local licensee’s office and address against which the complaint is made, the facts giving rise to the complaint supported by documents if any and the relief sought from the electricity Ombudsman.</p> <p>Note : The Licensees shall ensure that the address of the Electricity Ombudsman to whom the appeals could be made by the consumers against the order of the Forum</p>	<p>“8. Any consumer aggrieved by an order made by the Forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order, <b>in the form</b> as prescribed in Annexure III”</p> <p>“17.(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by Forum constituted under section 42(5) of the Electricity Act 2003 by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Annexure III. Complaints of common nature (which may be considered applicable to more than one Forum) can be directly brought upto Electricity Ombudsman by any of the consumer or by a State level Consumer Association in the form as prescribed in Annexure III.</p> <p>(2) The complaint shall be in writing duly signed by the complainant or his authorized representative in the form as prescribed in Annexure III.</p> <p>Note : The Licensees shall ensure that the address of the Electricity Ombudsman to whom the appeals could be made by the consumers against the order of the Forum are displayed in their premises. The Licensees shall also ensure that copies of these Regulations are made available to the consumers on payment of a cost, which shall not be more than the cost of printing or reproduction.”</p>

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(By order of the Tamil Nadu Electricity Regulatory Commission)

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