



**TAMIL NADU ELECTRICITY REGULATORY COMMISSION**  
**Regulations for Consumer Grievance Redressal Forum and Electricity**  
**Ombudsman**  
**(As amended upto 31-03-2024)**

WHEREAS the Tamil Nadu Electricity Regulatory Commission has published in the Tamil Nadu Government Gazette on different dates the following, namely:—

- (1) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No. TNERC/ CGR&EO/6/1 dated 08.01.2004
- (2) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC/ CGR & EO /6-1 dated 03.10.2005
- (3) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC /CGRF & E.O. / 6-2, dated 28.02.2007
- (4) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF&EO /6-3/ dated.05.11.2009
- (5) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC/CGR&EO/6-4 Dated 07.01.2010
- (6) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF&EO /6-5/ dated 23.11.2011
- (7) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF & EO/6-6/ dated 22.03.13
- (8) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF & EO/6-7/ dated 02.12.13
- (9) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF & EO/6-8/ dated 25.02.14
- (10) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF & EO/6-9/ dated 18.06.14
- (11) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Notification No.TNERC / CGRF & EO/6-10/ dated 08.09.14

- (12) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman  
(Notification No.TNERC / CGRF & EO/6-11/ dated 29.11.16
- (13) Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman  
(Notification No.TNERC / CGRF & EO/6-12/ dated 11.12.23

**Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman  
(CGRF & EO), 2004**

Sl. No	Notification		Description	Regulation amended	Gazette	
	Number	Date			Number	Date
1	CGRF&EO/6-1	08-01-2004	Principal Regulation	Tamil Nadu Electricity Consumer Grievance Redressal Forum and Electricity Ombudsman (CGRF &EO)	6A	18/02/2004
2	CGRF&EO/6-1	03-10-2005	Constitution of CGRF & procedure	3(7), & 7(8)	47	07-12-2005
3	CGRF&EO/6-2	28-02-2007	Remuneration for Electricity Ombudsman	14	41B	22-10-2008
4	CGRF&EO/ 6-3	05-11-2009	Grievance handling procedure for the forum	7(7)	1	01-06-2010
5	CGRF&EO/6-4	07-01-2010	Consolidation of Regulation	Consolidation upto 31-12-2009	13A	13-04-2011
6	CGRF&EO/6-5	23-11-2011	Age, qualification & experience for Electricity Ombudsman	10(2) & 13	47	14-12-2011
7	CGRF&EO/6-6	22-03-2013	Appeal Procedure to Electricity Ombudsman and Format	17(1), 17(2), 17(3) & Annexure-III	17	01-05-2013
8	CGRF&EO/6-7	02-12-2013	Appointment of one of the CGRF member by the Commission	3(4) (c)	50	25/12/2013
9	CGRF&EO/6-8	25/02/2014	Erratta to the Notification CGR&EO/ 6-7 dt. 02-12-2013	3(4)(c)	13	02-04-2014
10	CGRF&EO/6-9	18/06/2014	Procedure for review of Order of Electricity Ombudsman	22(6)	26	09-07-2014
11	CGRF&EO/6-10	08-09-2014	Grievance handling procedure for the forum, duration for appeal to EO and consequence for non-compliance of EO order.	7, 17(4), & 22(7)	40	22-10-2014
12	CGRF&EO/6-11	29/11/2016	Remuneration & Secretariat for Electricity Ombudsman	14 & 15	49	14/12/2016
13	CGRF&EO/6-12	11-12-2023	Amendment incorporating Electricity Consumer Rules 2020	3(4), 6(2), 7(7), 8, 9, 17(1), 17(2), Annexure-I, II & III	51	27-12-2023

## **TAMIL NADU ELECTRICITY REGULATORY COMMISSION**

### **REGULATIONS FOR CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN**

#### **Notification No. TNERC/ CGR&EO/6/1 dated 8.1.2004**

In exercise of the power conferred on it by section 181 read with sub-sections (5), (6) and (7) of section 42 of The Electricity Act, 2003 (Act No: 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission makes the following Regulations, namely:-

#### **PART - 1 – GENERAL**

##### **Short title, Commencement**

1. i) These Regulations may be called the “Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, 2004”.
- ii) These extend to the whole of the State of Tamil Nadu.
- iii) These shall come into force on 10.6.2004.

##### **2. Definitions**

In these Regulations, unless the context otherwise requires:

- (a) "Act" means the Electricity Act, 2003.
- (b) "area of supply" means the area within which a distribution licensee is authorized by his/her/their licence to supply electricity.
- (c) "Chairperson" means the Chairperson of the forum.
- (d) "Commission" means the Tamil Nadu Electricity Regulatory Commission.
- (e) "complainant" means—
  - (i) a consumer of electricity supplied by the Licensee including applicants for new connections;
  - (ii) any voluntary consumer association registered under the Companies Act, 1956 (1 of 1956) or under any other law for the time being in force;
  - (iii) the Central Government or any State Government - who or which makes the complaint;
  - (iv) one or more consumers, where there are numerous consumers having the same interest;
  - (v) in case of death of a consumer, his legal heirs or representatives.
- (f) "complaint" means any grievance made by a complainant in writing on:-
  - (i) defect or deficiency in electricity service provided by the licensee;
  - (ii) unfair or restrictive trade practices of licensee in providing electricity services;
  - (iii) Charging of a price in excess of the price fixed by the Commission for consumption of electricity and allied services;
  - (iv) Electricity services which will be unsafe or hazardous to public life in contravention of the provisions of any law for the time being in force.

(g) "consumer" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person as the case may be.

(h) "defect" means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, equipment or material which is required to be maintained by or under any law for the time being in force or under any contract, express or implied, or as is claimed by the distribution licensee in any manner whatsoever in relation to electricity service.

(i) "deficiency" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of supply which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by distribution licensee in pursuance of a contract agreement or otherwise in relation to electricity service or performance standard, violations of Electricity Supply Code, contraventions of Act, Rules or Regulations made there under with regard to consumer interest.

(j) "distribution system" means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.

(k) "Electricity Ombudsman" means an authority to be appointed or designated by the Commission, under sub-clause (6) of Section 42 of the Act, with whom a representation may be made in accordance with sub-clause 17 (1) of these Regulations.

(l) In particular and without prejudice to the generality of the term the "electricity service" means electricity supply, metering, billing, maintenance of electrical energy,

(m) "Forum" means 'forum for redressal of grievances of consumers' to be constituted by each distribution licensee in accordance with these Regulations.

(n) "Licensee" means a person who has been granted a licence under section 14 of the Act.

(o) Words and expressions used and not defined in these Regulations but defined in the Act, or the Consumer Protection Act, 1986 (68 of 1986) shall have the meanings respectively assigned to them in these Acts.

## **PART-II CONSUMER GRIEVANCE REDRESSAL FORUM**

### **3. Constitution of forum(s) for redressal of consumer grievances**

**(1)** Every distribution licensee shall establish a forum or forums for redressal of grievances of the consumers in accordance with these Regulations.

**(2)** A licensee may establish more than one forum so as to ensure that any consumer in the area of supply of the licensee shall not have to travel more than 100 Kilometres to submit his complaint with the forum for redressal. The concentration of the consumers in a particular area and the number of complaints expected to be received and the constraints of the forum in disposing of the complaint within the stipulated time frame may also be taken into account to determine the places and the number of forums to be established.

**(3)** The head office of the forum shall be at such place(s) as each distribution licensee may specify in accordance with the sub-clause 3 (2)

**(4)** The forum shall consist of three members to be appointed by the distribution licensee with the following composition.

(a) Chairperson of the forum shall be a full time officer of the licensee not lower in rank than the rank of Superintending Engineer.

(b) One member shall be a person with 15 to 20 years experience in financial / legal profession and shall be nominated by the District Collector of the district where the forum is head quartered.

<sup>3</sup> [ <sup>2</sup> (c) Another member shall be a graduate from a recognized university and must possess an experience of not less than two years from registered society of NGO or consumer organization or being a consumer activist for a minimum period of two years. He shall be nominated by the Commission.]]

**(5)** Every member of the forum except the Chairperson shall hold office for a term of three years and shall not be eligible for reappointment as such. Provided that no member shall hold office as such after he has attained the age of sixty two years. The person occupying the designated post of the Distribution Licensee to act as Chairperson shall be deemed to be the Chairperson of the forum

**(6)** The quorum of the forum shall be two among the three members, which includes the Chairperson. The post of the Members shall not be kept vacant for more than two months.

**(7)** The honorarium for each sitting shall be decided by the Licensee subject to approval by the Commission and TA / DA and other allowances payable to the members shall be as applicable to Class I officers of the State Government. <sup>1</sup>[The Chairperson shall make use of his office space, secretarial staff and other facilities for efficient functioning of Forum. The members by virtue of their office shall not be entitled to claim any separate accommodation in the office premises of Chairperson or any separate secretarial staff and other facilities. The members of the forum may avail of the office premises of the Chairperson and the secretarial staff, only for the limited purpose of attending the sittings of the Forum on the days on which they are scheduled to be held and dictating the decisions of the forum to the secretarial staff appointed for the above purpose without causing any inconvenience or prejudice to the normal use of office premises and secretarial staff for discharging their normal functions.]

**(8)** Notwithstanding anything contained in sub-clause 3(5), a Member (other than the Chairperson) may relinquish his office by giving in writing to the Licensee a notice of not less than two months

**(9)** Notwithstanding anything contained in sub-clause 3(5), where the Commission is satisfied that in the public interest or for the reason of incapacity of any Member, it is necessary so to do, it may for reasons to be recorded in writing remove any Member from his office.

<sup>1</sup>Substituted as per Commission's Notification No. TNERC/CGRF&EO/6-1,dated, 3-10-2005(w.e.f.07-12-2005) which before substitution stood as under:

*"The office space, secretarial support and other facilities required by members for efficient functioning of forum shall be provided bythe distribution licensee."*

<sup>2</sup>Substituted as per Commission's Notification No. TNERC/CGRF&EO/6-7,dated, 2-11-2013(w.e.f.25-12-2013) which before substitution stood as under:

*"(c) Another member shall be from a registered society of NGO or a consumer organization or a consumer activist and shall be nominated by the District Collector of the district where the forum is head quartered."*

<sup>3</sup>Substituted as per Commission's Notification No. TNERC/CGRF&EO/6-12,dated,11-12-2023(w.e.f.27-12-2023) which before substitution stood as under:

*"<sup>2</sup>[(c) Another member shall be from a registered Society of NGO or a consumer organization or a consumer activist and shall be nominated by the Commission]"*

#### 4. Jurisdiction of the forum

Subject to the other provisions of these Regulations, the forum shall have jurisdiction to entertain the complaints within the jurisdiction of the distribution licensee. If there is more than one forum in the same Licensee's area, then the area of jurisdiction may be decided by the Licensee in accordance with sub-clause 3 (2).

#### 5. Kind of grievances that can be taken up by the forum

The forum shall take up any kind of grievances / complaints as defined in clause 2 (f) of these Regulations. However, the consumer's grievances concerned with.

- (i) Unauthorized use of electricity as detailed u/s 126 and
- (ii) Offences and penalties as detailed u/s 135 to 141 of the Electricity Act 2003 are excluded from the purview of this forum.

#### 6. Grievance filing procedure

(1) The Licensee shall notify details such as the address, telephone numbers and email address of the Forum often in the media. The Licensee shall make available copies of the procedure for lodging complaints to the Complainants at free of cost. The applications / bills / receipts issued by the Licensee to the consumers shall contain the address of the concerned Consumer Grievance Redressal Forum and the statement **'Complainants whose grievance is not redressed by the official of the Licensee may approach the Consumer Grievance Redressal Forum'** shall also be printed on it.

(2) Every grievance to the forum must be submitted in writing to the Chairperson of the forum in the complaint format given in <sup>2</sup>[**Appendix-I**]. The complaint can also be lodged through email to the respective forum's email ID (which will be published by them widely). Such mode of complaint can be in text format with the required information and address of the complainant.

#### 7. Grievance handling procedure for the forum

(1) On receipt of the grievance from any complainant, the chairperson shall make endorsement on the grievance subscribing his dated initial. Grievances received shall be registered and serially numbered for each year.

<sup>1</sup>[(2) Within **five** working days of receipt of a consumer grievance, the forum shall send an acknowledgement to the complainant. If the grievance / petition is anonymous, the same shall be rejected on receipt and placed before the forum in the next available opportunity for recording the same.]

<sup>1</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated 8-9-2014(w.e.f.22-10-2014) which before substitution stood as under:

“(2) Within **five** working days of receipt of a consumer grievance, the forum shall send an acknowledgement to the complainant. If the grievance/petition is anonymous, the same shall be rejected on receipt and placed before the forum in the next available opportunity for recording the same.”

<sup>2</sup>Substituted for the expression “Annexure-I” as per Commission's Notification No. TNERC / CGRF& EO / 6-12, Dated 11-12-2023 (w.e.f.27-12-2023).



(3) On receipt of a complaint and following the procedure mentioned under sub-clause 7.1, the forum may, by order allow the complaint to be proceeded with or reject. Provided that the complainant shall be informed in writing if the complaint is rejected. Provided further that the admissibility of the complaint shall ordinarily be decided within 10 working days from the date on which the complaint was received. Where a complaint is allowed to be proceeded, the forum may proceed with the complaint in the manner provided under these Regulations.

(4) 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.

<sup>1</sup>[(5) The licensee shall furnish the para-wise remarks on the grievance **to the forum and the complainant** within **10** days of receipt of the letter from the forum, failing which the forum shall proceed on the basis of the material record available. The complainant can represent himself or through a representative of his choice. Where the complainant or his representative fails to appear on the date of hearing before the forum, the forum may decide it on merits.]

(6) The forum shall be entitled to call for any record of the licensee and also from the complainant in respect of the grievance received by the forum for examination and disposal of the grievances.

<sup>3</sup>[(7) On receipt of the remarks from the Licensee or otherwise, the Forum shall initiate 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 / speed post / special messenger / e-mail / SMS and Licensee's web portal. The Forum shall complete the said enquiry expeditiously and pass appropriate order on the complaint within a period of thirty days and in any case not exceeding forty five days from the date of receipt of complaint by the Forum.]

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<sup>1</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated 8-9-2014(w.e.f.22-10-2014) which before substitution stood as under:

*(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. The complainant can represent himself or through a representative of his choice. Where the complainant or his representative fails to appear on the date of hearing before the forum, the forum may either dismiss the complaint for default or decide it on merits.]*

<sup>2</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated 8-9-2014(w.e.f.22-10-2014) which before substitution stood as under:

*(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.]*

<sup>3</sup> [Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-12,dated 11-12-2023(w.e.f.27-12-2023) which before substitution stood as under

*<sup>2</sup>[(7) On receipt of the remarks from the licensee or otherwise, the forum shall initiate 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/speed post/special messenger and complete the said enquiry expeditiously and pass appropriate order on the complaint within a maximum period of fifty days from the date of receipt of complaint by the forum.]]*

**(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. <sup>1</sup>[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]

**(9)** The proceedings and decisions of the forum along with timeframe for compliance shall be recorded and communicated to the complainant and licensee for compliance.

**(10)** The licensee shall implement the decisions of the forum within the timeframe specified in the order and report compliance to the forum within 5 days of the implementation of the order.

**(11)** In respect of grievances on non implementation of standards of performance of licensee on consumer service specified by the Commission under section 57(1) of the Electricity Act 2003, if the forum finds that there was default of the licensee, it shall only hold that the consumer is entitled to the compensation and shall state that, the consumer if agreed, can accept the compensation prescribed by the Commission in the relevant Regulations.

<sup>2</sup>**(12)** The Chairman of the forum may pass such interim orders on the request of the complainant as he may consider appropriate in the interest of the complainant after hearing both sides subject to issue of final order by the Forum:

Provided that in case of dispute in regard to payment of current consumption charges the interim relief shall not be granted unless the complainant deposits with the designated authority/office of the licensee the amount as specified in clause (a) or (b) under the proviso to sub-section (1) of Section 56 of the Act.

**(13)** Once a petition for interim relief is filed with the Consumer Grievance Redressal Forum, the electricity supply to the consumer shall not be disconnected except in accordance with the provisions of the Act, regulations and orders.

**(14)** The application seeking interim relief shall be registered within three working days from the date of receipt of complaint.

**(15)** The Interim orders shall be passed within ten days from the date of receipt of the complaint.]

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<sup>1</sup>[Inserted as per Commission's Notification No.TNERC/CGRF&EO/6-1,dated 3-10-2005(w.e.f.7-12-2005)

<sup>2</sup>[Inserted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated 8-9-2014(w.e.f.22-10-2014)

## 8. Appeal

<sup>1</sup>[ 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 <sup>2</sup>[Appendix- III]]

Provided that the Electricity Ombudsman may entertain an appeal after the expiry of the said period of 30 days if the Electricity Ombudsman is satisfied that there was sufficient cause for not filing it within that period.

Provided further that the Electricity Ombudsman shall entertain no appeal by any party, who is required to pay any amount in terms of an order of the forum, unless the appellant has deposited in the prescribed manner, twenty five percent of the amount as ordered by the forum.

## <sup>3</sup>[ 9. Monitoring by Licensee / Commission

The Distribution Licensee shall give wide publicity of the Forum office, its complete address, e-mail id, contact details and procedure for registration of grievances through, print and electronic media, Licensee website, notice boards of its various offices and consumers' electricity bills. The Distribution Licensee shall provide access to consumers through dedicated web portal, mobile app, etc., on the status of complaints raised.

The Distribution Licensee shall set up a mechanism for monitoring of the grievances redressal through a web portal.

The performance of CGRF shall also be monitored by the Commission. The Licensee shall furnish quarterly reports to the Commission and Ombudsman, the consumer grievance related particulars showing the extent to which the time schedule has been followed in redressing the consumer grievances. Such particulars shall be submitted in the format specified in Appendix-IIA and Appendix-IIB of this Regulation.

Above particulars shall also be updated simultaneously in the CGRF web portal of the Commission”]

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<sup>1</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-6,dated,22-3-2013(w.e.f.1-05-2013) which before substitution stood as under:

*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 the form as prescribed by the Commission.]*

<sup>2</sup> [Substituted for the expression “Annexure-III” as per Commission's Notification No.TNERC/CGRF&EO/6-12, dated 11-12-2023 (w.e.f.27-12-2023)]

<sup>3</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-12,dated,11-12-2023 (w.e.f.27-12-2023) which Before substitution stood as under

### *Monitoring Report*

*9 The forum shall submit a report to the Commission on the category-wise number of complaints received, redressed and pending for every quarter of calendar year in the Format given in Annexure-II.]*

## PART - III ELECTRICITY OMBUDSMAN

### 10. Appointment and tenure

(1) The Tamil Nadu Electricity Regulatory Commission will designate / appoint one or more persons to be known as Electricity Ombudsman to carry out the functions entrusted to him by these Regulations.

<sup>1</sup>[(2)The minimum age of the person to be considered for appointment as Electricity Ombudsman shall be 50 years.]

(3) The appointment of Electricity Ombudsman under this clause may be made for a period not exceeding three years. Provided that the tenure of an Electricity Ombudsman, may be extended by the Commission for further period not exceeding three years subject to an overall age limit of 65 years.

(4) The Electricity Ombudsman appointed under sub-clause 10(1) shall devote his whole time to the affairs of his office.

(5) Where the Commission is satisfied that in the public interest or for the reason of incapacity of the Electricity Ombudsman, it is necessary so to do, it may for reasons to be recorded in writing and by giving him three months' notice or by paying three months' consolidated emoluments in lieu of the notice period, remove any Electricity Ombudsman from his office.

### 11. Territorial jurisdiction

The territorial limits of Electricity Ombudsman extend to the whole of the State of Tamil Nadu. If the Commission appoints more than one Ombudsman, the Commission shall specify the territorial limits.

### 12. Location of Office and temporary headquarters

The office(s) of the Electricity Ombudsman(s) will be located at such place(s) as may be specified by the Commission. In order to expedite disposal of complaints, the Electricity Ombudsman may hold sittings at such places within his area of jurisdiction as may be considered necessary and proper by him in respect of a complaint or reference, as the case may be, before him.

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<sup>1</sup>[Substituted as per Commission's Notification No. TNERC/CGRF&EO/6-5,dated,23-11-2011(w.e.f.14-12-2011) which before substitution stood as under:

(2) *The minimum age of the person to be considered for appointment as Electricity Ombudsman shall be 58 years.*

### 13. Qualification

<sup>2</sup>[The Electricity Ombudsman appointed / designated should be a person with ability, integrity, enjoying high reputation and should have qualification in electrical engineering with experience in electricity sector. Experience in various wings of distribution utility and knowledge of law would be an additional qualification.]

### 14. Remuneration

<sup>3</sup>[ The <sup>1</sup>[salary] and other perquisites payable to Electricity Ombudsman will be determined by the Commission from time to time and shall be borne by the Commission along with the regular establishment cost of the Commission.]

### 15. Secretariat

<sup>4</sup>[The Electricity Ombudsman shall be provided with a secretariat. The cost of the secretariat shall be borne by the Commission along with the regular establishment cost of the Commission.]

### 16. Powers and duties of Electricity Ombudsman

The Electricity Ombudsman shall have the following powers and duties.

- (a) To receive the appeal petitions against the order of the consumer grievance redressal forum and consider such complaints and facilitate their satisfaction or settlement by agreement, through conciliation and mediation between a licensee and the aggrieved parties or by passing an award in accordance with the Act and Rules or Regulations made there under.
- (b) The Electricity Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business thereat.

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<sup>1</sup>[ Substituted for the expression "honorarium" as per Commission's Notification No. TNERC/CGRF&EO/ 6-2, dated 28.02.2007(w.e.f. 14.03.2007)]

<sup>2</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-5,dated 23-11-2011(w.e.f.14-12-2011) which before substitution stood as under:

*13 The Electricity Ombudsman appointed / designated should be a person with ability, integrity, conversant with the working of electricity sector and enjoying high reputation.]*

<sup>3</sup> [Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-11,dated 29-11-2016(w.e.f.14-12-2016) which before substitution stood as under:

*14.The honorarium/ Salary and other perquisites payable to Electricity Ombudsman will be determined by the Commission from time to time and shall be borne by the Distribution licensees in such proportion and in such manner as may be determined by the Commission.]*

<sup>4</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-11,dated 29-11-2016(w.e.f.14-12-2016) which before substitution stood as under:

*15 The Electricity Ombudsman shall be provided with a secretariat. The staff pattern and salary etc., shall be approved by the Commission The cost of the secretariat will be shared by distribution licensees in such proportion as may be determined by the Commission.*

*(c) The Electricity Ombudsman shall have the powers to incur expenditure on behalf of the office. In order to exercise such power, the Electricity Ombudsman will draw up an annual budget for his office in consultation with Commission and shall exercise the powers of expenditure within the approved budget. The Commission will indicate the share of expenditure to be borne by the distribution licensees.]*

## 17. Procedure for filing a complaint

<sup>1</sup>[(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 <sup>3</sup>[Appendix - III].

(2) The complaint shall be in writing duly signed by the complainant or his authorised representative in the form as prescribed in <sup>4</sup>[Appendix - 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.]

(4) No complaint to the Electricity Ombudsman shall lie unless:

<sup>2</sup>[(a) The complainant had before making a complaint to the Electricity Ombudsman made a written representation to the forum of the licensee named in the complaint and either the forum had rejected the complaint or the complainant had not received any reply within a period of **Fifty days** from date of filing of the grievance or the complainant is not satisfied with the reply given to him by the forum:

Provided that this shall not be applicable to the complaints of common nature described under sub-regulation(I).]

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<sup>1</sup> [Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-6,dated 22-3-2013(w.e.f.1-05-2013) which before substitution stood as under:

*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.*

*(2) The complaint shall be in writing duly signed by the complainant or his authorized 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.*

*(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 licensees' 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.*

*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 Licensee shall 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.]*

<sup>2</sup>[Substituted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated,8-9-2014(w.e.f.22-10-2014) which before substitution stood as under:

*(a) The complainant had before making a complaint to the Electricity Ombudsman made a written representation to the forum of the licensee named in the complaint and either the forum had rejected the complaint or the complainant had not received any reply within a period of two months from date of filing of the grievance or the complainant is not satisfied with the reply given to him by the forum. This shall however not be applicable to the complaints of common nature described under clause 17 (1).*

<sup>3</sup>[Substituted for the expression "Annexure-III" as per Commission's Notification No.TNERC/CGRF&EO/6-12,dated 11-12-2023(w.e.f.27-12-2023)]

<sup>4</sup>[Substituted for the expression "Annexure-III" as per Commission's Notification No.TNERC/CGRF&EO/6-12,dated 11-12-2023(w.e.f.27-12-2023)]

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(b) The complaint is made within three months after cause of action has arisen.

(c) The complaint, which is not settled, is not in respect of the same subject, which was settled through the office of the Electricity Ombudsman in any previous proceedings whether received from the same complainant or along with one or more complainants or anyone or more of the parties concerned with the subject matter;

(d) The complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a decree or award or a final order has already been passed by any competent court; and

(e) The complaint is not frivolous or vexatious in nature.

### **18. Rejection of the complaint**

The Electricity Ombudsman may reject the complaint at any stage if it appears to him that the complaint made is;

- (a) frivolous, vexatious, malafide ; or
- (b) without any sufficient cause or;
- (c) that it is not pursued by the complainant with reasonable diligence or;
- (d) prima facie, there is no loss or damage or inconvenience caused to the complainant.

### **19. Powers to call for information**

(1) For the purpose of carrying out his duties, an Electricity Ombudsman may require the licensee named in the complaint to furnish certified copies of any document relating to the subject matter of the complaint, which is or is alleged to be in its possession, within 15 days. Provided that in the event of failure of a licensee, without any sufficient cause, to comply with the requisition made under this clause, the Electricity Ombudsman may, if he deems fit, draw the inference that the information, if provided, or copies, if furnished, would be unfavourable to the licensee and proceed to settle the case on that basis.

(2) The Electricity Ombudsman shall maintain confidentiality of any information or document coming into his knowledge or possession in the course of discharging his duties and shall not disclose such information or document to any person except with the consent of the person furnishing such information or document. Provided that nothing in this clause shall prevent the Electricity Ombudsman from disclosing information or document furnished by a party in a complaint to other party or parties, to the extent considered by him to be reasonably required to comply with the principles of natural justice and fair play in the proceedings.

### **20. Settlement of complaint by agreement**

(1) As soon as it may be practicable to do, the Electricity Ombudsman shall cause a notice of the receipt of any complaint along with a copy of the complaint to the concerned office of the licensee named in the complaint and endeavour to promote a settlement of the complaint by agreement between the complainant and the licensee named in the complaint through conciliation or mediation.

(2) For the purpose of facilitating for settlement of the complaint, the Electricity Ombudsman may follow such procedures, as he may consider appropriate.

(3) When a complaint is settled, through mediation of the Electricity Ombudsman, undertaken by him in pursuance of request made in writing by complainant and licensee through mutual agreement, the Electricity Ombudsman shall have the settlement recorded and signed in his presence and cause issuance of orders on the settlement of grievances by mutual agreement.

## **21. Hearing of the matter**

(1) Where the complaint is not settled by agreement under clause 20, the Electricity Ombudsman may determine the stage, the manner, the place, the date and the time of the hearing of the matter as the Electricity Ombudsman may consider appropriate.

(2) The Electricity Ombudsman may decide the matter on the pleadings by oath of both the parties and direct the parties to written note of arguments or submission in the matter. The parties can be represented in person or through representatives of their choice.

## **22. Award**

(1) Where the complaint is not settled by agreement under clause 20, the Electricity Ombudsman shall pass a speaking order with detailed reasoning that he thinks fair in the facts and circumstances of a claim.

(2) The order shall be in writing and shall state the full details of the award to the complainant and licensee.

(3) The Electricity Ombudsman shall pass an award within a period of three months from the date of receipt of the complaint.

(4) A copy of the award shall be sent to the complainant and the licensee named in the complaint. A copy of the award may also be sent to the concerned forum for information.

(5) The Licensee shall comply with the award within the period specified in the award and shall intimate the compliance to the Electricity Ombudsman.

<sup>1</sup>[(6) The Ombudsman may on his own or on the application of any of the persons or parties concerned within 30 days of the making of the decision, direction or order review such decision, direction or order on the ground that such decision, direction or order was made under a mistake of fact, ignorance of any material fact or any error apparent on the face of the record.

(a) The application for such review shall contain the name and address of the petitioner, Order Number & date of the Electricity Ombudsman and the grounds for review i.e., (i) mistake of fact (ii) ignorance of material fact (iii) error apparent on the face of the record.]

<sup>2</sup>[(7) Non-compliance of the orders of the Forum or the Electricity Ombudsman shall attract proceedings under Section 142 of the Act.]

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<sup>1</sup>[Inserted as per Commission's Notification No.TNERC/CGRF&EO/6-9,dated 18-6-2014(w.e.f.9-7-2014)]

<sup>2</sup>[Inserted as per Commission's Notification No.TNERC/CGRF&EO/6-10,dated 8-9-2014(w.e.f.22-10-2014)]



### **23. Report of Electricity Ombudsman**

(1) The Electricity Ombudsman shall send to the Commission, by 1st May every year, a report containing a general review of the activities of his office during the preceding financial year and shall furnish such information as the Commission may direct.

(2) The Commission may, in the public interest, publish the report and the intimation from the Electricity Ombudsman in such consolidated form or otherwise as it deems fit.

### **24. Savings**

Nothing contained in these Regulations shall affect the rights and privileges of the consumers under any other law for the time being in force, including the Consumer Protection Act, 1986 (68 of 1986).

### **25. Powers to remove difficulties**

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by general or special order, direct the licensee to take suitable action, not being inconsistent with the Electricity Act 2003, which appears to it to be necessary or expedient for the purpose of removing difficulties.

### **26. Power to amend**

The Commission may, at any time add, modify, delete or amend any provision of these Regulations subject to the provision of the Electricity Act. 2003.

<sup>1</sup>[Appendix-I  
CONSUMER REDRESSAL FORUM  
COMPLAINT FORMAT

(Please tick(✓) in the box whichever is applicable) DATE:

**1) SERVICE CONNECTION RELATED**

i) **For New Service:** Date of Application  LT  HT

Domestic  Commercial  Industrial  Agriculture  Others

ii) **For existing service:**  
Service Connection No:

Replacement of Service lines  Metering related  Disconnection / reconnection

Addition/reduction of demand  Conversion to 3 phase  Shifting of service

Name Transfer  Tariff Change  Billing related

Deficiency in Services  Other Complaints

Date of representation

Date of payment made if any

**iii) Quality of power supply:**

Low voltage  Voltage Fluctuation  Frequent Supply Interruption

From (Date)  From (Time)  To (Date)  To (Time)

Address of the location of the existing / proposed service connection (common to all complaints)

**2) OTHER COMPLAINTS**

- a. Discourtesy
- b. Denial of requisite Information
- c. Wanton delay on account of
  - Registration of application  Acceptance of payment
  - Fixing of meter  Effecting service connection

**3) DESCRIPTIVE DETAILS OF THE COMPLAINT**

(Add sheets if required)

**4) COMPLAINANT'S DETAILS**

Name and Address

Telephone / Mobile No

E-mail id

Signature of the Complainant

- Note: i) Separate sheets if necessary to cover the details of complaint may be attached.  
ii) Complainant will be assured that there will be no harassment for giving this complaint  
iii) Complete postal address of the complainant is essential for taking action.

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FOR OFFICE USE

Grievance No  Name and Designation of Authorized person

Date of receipt

Division  Signature ]

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<sup>1</sup>[Substituted in place of erstwhile 'Annexure I' as per Commission's Notification No. TNERC/CGRF&EO/6-12, dated 11-12-2023(w.e.f.27-12-2023) ]

<sup>2</sup>[Appendix - IIA  
CGRF- COMPLAINT STATUS MONITORING FORMAT

Sl. No	Status of the complaints of grievance	Nature of complaints							
		Application related/ Delay in effecting supply	Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others	Total
1.	Opening balance at the beginning of the quarter. (complaints for which hearing to be conducted plus complaints for which hearing conducted but orders to be passed)								
2.	Received during the quarter								
3.	Rejected during the quarter as per Regulation 7(2) and 7(3).								
4.	Nett total (1+2) -3								
5.	Orders passed during the quarter within the time stipulated in sub-regulation 7(7).								
6.	Orders passed during the quarter beyond stipulated time.								
7.	Closing balance at end of the quarter. 4-(5+6)								
8.	Reason for delay in disposal of the complaints mentioned in Sl. No.6 shall be submitted for each case with date war break up details of every stage from the date of receipt of complaint.								

**Appendix- IIB  
CGRF - IMPLEMENTATION OF REDRESSAL STATUS MONITORING FORMAT**

Sl. No	Status of implementation of CGRF orders	Nature of Grievances							
		Application related/ Delay in effecting supply	Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others	Total
1.	Opening balance at the beginning of the quarter (orders passed before the quarter but pending to be implemented)								
2.	Orders passed during the quarter.								
3.	Total (1+2)								
4.	Orders implemented during the quarter (for total cases mentioned in Sl.No.3 )								
5.	Closing balance at the end of the quarter. (Total cases for which orders passed but pending to be implemented) (3-4)								
6.	Reason for the delay in implementing the CGRF orders mentioned in Sl. No.5 for each case and action taken with date war break up details from the date of CGRF order.								

<sup>2</sup>[Substituted in place of erstwhile 'Annexure II' as per Commission's Notification No. TNERC/CGRF&EO/6-12, dated, 11-12-2023(w.e.f.27-12-2023)]

<sup>3</sup>[<sup>4</sup>[Appendix- III]<sup>4</sup>

**FORM FOR FILING COMPLAINT BEFORE ELECTRICITY OMBUDSMAN**  
**(see regulation 8)**  
**(To be submitted in duplicate)**

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

<b>I Consumer details</b>	
(a) Name of the consumer (b) Postal address (c) Consumer Service Connection Number (d) Address/ Location of the Service Connection (e) Consumer Category (i) HT/LT (ii) Domestic/ Commercial/ Industry/ Agriculture/ others (f) Phone No. (g) Fax No. (h) E mail (if any)	
<b>II. Details of the Licensee against whom complaint is made</b>	
(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	
<b>III. Details of the Consumer Grievance Redressal Forum</b>	
(a) Name (b) Address (c) Phone No. (d) Fax No.	
<b>IV. Date of submission of Grievance to the CGRF</b>	

<b>V. Brief Description of Complaint made to the CGRF</b> (Details may be annexed separately. Copy of complaint sent to the CGRF shall be attached along with enclosures)	
<b>VI. Whether the consumer has received final orders from the CGRF:</b> (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.	
<b>VII. Explain how the relief ordered by the CGR Forum does not meet the justice demanded in the complaint</b>	
<b>VIII. Relief sought from the Electricity Ombudsman</b> (Details may be annexed separately)	
<b>IX. Additional information/points if any in support of the relief sought from the Electricity Ombudsman</b> (Enclose documentary evidence also if any)	
<b>X. Quote specific reference to Electricity Act licensee conditions &amp; regulations, code, standards, directions &amp; instructions issued by TNERC if any.</b>	
<b>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</b> (attach copy of receipt issued by competent authority)	
<b>XII. Whether the appeal has been made within 30 days from the date of order</b>	
<b>XIII. If not, state the reasons for the delay</b>	

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<sup>4</sup>[Substituted for the heading 'ANNEXURE III' vide Notification No. TNERC/ CGRF&EO/6-12, dated 12.09.2023 w.e.f. 27.12.2023]

## 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 :**

**Date:**

**APPELLANT/ COMPLAINANT**

**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./Thirumathi.....

residing at .....

..... as my/  
our authorised representative in the proceedings before the Electricity Ombudsman against the order of CGRF in petition No. . . . . and further authorize 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]<sup>3</sup>**

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<sup>3</sup>[Inserted as per Commission's Notification No.TNERC/CGRF&EO/6-6,dated,22-3-2013(w.e.f.1-5-2013)]