



Tamil Nadu Electricity Regulatory Commission

Rights of the Electricity Consumers

1. Procedure to be adopted by the Distribution Licensee (TANGEDCO)

to process the applications / petitions of the consumers:-

(a) All the forms/applications as prescribed in the regulations/codes shall be made available in the Section Offices of the TANGEDCO and in the website of TANGEDCO.

(b) Filled in application in complete shape as per the provisions of the Code / Regulations has to be handed over to the area Section Officer (or authorized person if section officer is not available) of the TANGEDCO.

(c) Applications/petitions even if incomplete and irrespective of whether they are handed over in person or by post, should be acknowledged in writing by the Section Officer or authorized person. If they are in order, they shall be registered immediately and acknowledged. If the application is incomplete, the defects should be indicated in writing and returned to the applicant/petitioner. A separate register shall be maintained for registration and to monitor the seniority. If the Section Officer is not available, an authorized person should be available during the office hours to receive, acknowledge and register the petitions/applications.

(d) Apart from the application for supply, the consumers can also present applications / petitions in connection with the following services in the section office:

- i) Shifting of service connection,
- ii) Temporary supply
- iii) Name Transfer of service connection
- iv) Change of tariff
- v) Complaints in billings
- vi) Replacement of meters
- vii) Interruption of supply
- viii) Complaints regarding voltage fluctuation
- ix) Refund of deposits
- x) Any other issues related to the service to be provided by the Distribution Licensee (TANGEDCO).

2 Time Schedule to attend to different works

(a) Time schedule for effecting supply :-

Category	Time schedule for LT
Involving no extension or improvement work	Preferably within a week but not exceeding 30 days
Involving extension and improvement without distribution transformers	60 days
Involving extension and improvement with distribution transformers	90 days

Category	Time schedule for HT / EHT	
	HT	EHT

Involving extension & improvement	60 days	150 days
Involving the enhancement of power transformers/Addition of Power Transformers	120 days	180 days
Involving the Commissioning of new substation	180 days	270 days

(b) Time schedule for attending other works:-

Category	Time schedule
(a) Shifting of meter/service	25 days
(b) Shifting of LT / HT lines	60 days
(c) Shifting of Transformers structures	90 days
(d) Name transfer of service	7 days
(e) Change of tariff	7 days
(f) Replacement of meter (If reading is not correct or defective or burnt).	30days
(g) Billing complaint in respect of arithmetic error lodged 3 days before the due date for payment.	Within the due date for payment
(h) Other billing complaints lodged prior to the due date for payment.	Before the next billing date along with refund and adjustment.
(i) The accounts for the works in Items a,b & c above	should be settled within 3 months from the date of completion of work by recovery/refunding the balance deposit.

(c) Time frame for attending supply Interruptions/breakdowns:-

Interruptions due to	Power restoration time			
	Corporation	Urban Municipalities	Rural	Hill Area
HT Supply	1 Hour	3 hours	6 hours	12 hours

failure				
Fault in transformer structure or LT Line or pillar Box	2 Hours	4 hours	6 hours	12 hours
Fault in distribution transformers	24 hours	48 hours	48 hours	48 hours
Individual service connection fault	3 hours	9 hours	12 hours	24 hours

Note: The above time schedule is applicable, subject to the other provisions of the code/regulations. The consumers are requested to refer the codes/regulations issued by the commission for further details in this regard.

3 Compensation Provisions :-

(a) If TANGEDCO fails to provide the services within the above time schedule, the consumers are entitled for the following compensation from the TANGEDCO:-

S.No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.100/- per day of delay subject to maximum of Rs.1000/-
2	Complaints in billing	Rs.150/- for non-reply within the period.
3	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-

4	Interruption of supply	Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
7	Making and keeping appointments	Rs.50/- for failure of keeping appointment
8	Grievance handling	Rs.50/- for failure of grievance handling
9	Refund of deposit in respect of temporary supply after the expiry of the temporary supply period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the Regulation 17 (6) of the Tamil Nadu Electricity Supply Code or in the Regulation 33 (5) of the Tamil Nadu Electricity Distribution Code	Rs.100/- per week or part thereof of delay in addition to the interest at the rate specified by the Commission till the date of refund.

(b) Procedure for Payment of Compensation:-

i. Automatic:

This mode of payment requires the TANGEDCO to pay the compensation amount to the affected consumer automatically, following the non-compliance to a particular standard in the next billing cycle through credit entry in the consumption bill.

ii. Upon claim:

An aggrieved consumer has the right to claim the compensation for non-compliance of the standards if the TANGEDCO fails to pay the

compensation in the next billing period by representing to the concerned officer of the TANGEDCO.

Note :

In case a consumer is not satisfied with the disposal of his complaint for compensation by the official of the TANGEDCO, he may file a petition with the Consumer Grievance Redressal Forum(CGRF).

4 (A) Consumer Grievance Redressal Forums and Electricity Ombudsman

- (i) Consumers, whose grievance is not redressed by the officials of the TANGEDCO, can approach the “**Consumer Grievance Redressal Forum "(CGRF)** which is functioning in the Superintending Engineer’s office of every distribution circle. The address, telephone number, email address of the forum shall be made available in the website of the TANGEDCO and also above details printed in the white meter card.
- (ii) Complaints/grievances shall be submitted in writing to the Chair Person (concerned circle Superintending Engineers) of the forum in the **complaint format** or with the required mandatory information such as Service Connection Number, name and address of the complainant, details of grievance, contact phone number (optional) and email address (optional). Complaints with the above mandatory information can also be filed by email.
- (iii) The admissibility of the complaint shall be decided within ten working days by the forum and the forum shall send an acknowledgement to the complainant within seven working days.

- (iv) The forum shall conduct hearing and issue a speaking order within the period of two months from the date of receipt of the complaint.

(B) Consumer can appeal to the electricity ombudsman in the following

cases:-

(i) The Complainant had before making a complaint to the Electricity Ombudsman made a written representation to the CGRF and either the forum had rejected the complaint or the complainant had not received any reply from the forum within a period of two months from the date of filing of the grievance.

(ii) The complainant is not satisfied with the order issued by the forum.

(C) The appellant should have satisfied the following criteria for filing an appeal before the Ombudsman :-

(i) If any complainant has been ordered to pay any amount in terms of an order of the forum, then the appellant should have deposited in the prescribed manner 25% of the amount as ordered by the forum.

(ii) An appeal to the Ombudsman shall be made within 30 days from the receipt of the order of the forum. The Ombudsman can condone the delay if he is satisfied with the reason for such late filing. The Electricity

Ombudsman is functioning in the following address:

The Electricity Ombudsman
No.19A, Rukmini Lakshmi pathy Salai
Egmore
Chennai – 600 008.
Ph No : 044-2841 1376
Email : tnerc@nic.in

5. **Enforcement Mechanism:-**

- (a) The non-compliance of the provision of the Electricity Act 2003, or the Regulation/codes made thereunder, or the orders/directions issued by the Commission, is punishable under Section 142 of the Act.

Section 142 is reproduced below:-

“142. Punishment for non-compliance of directions by Appropriate Commission – In case any complaint is filed before the Appropriate Commission by any person or if that Commission is satisfied that any person has contravened any of the provisions of this Act or the rules or regulations made thereunder, or any direction issued by the Commission, the Appropriate Commission may after giving such person an opportunity of being heard in the matter, by order in writing, direct that, without prejudice to any other penalty to which he may be liable under this Act, such person shall pay, by way of penalty, which shall not exceed one lakh rupees for each contravention and in case of a continuing failure with an additional penalty which may extend to six thousand rupees for every day during which the failure continues after contravention of the first such direction”.

- (b) In any such contravention, the affected person can file a petition with the commission under section 142 of the Act.

6. Additional Information:-

For further details, the consumers are requested to refer the concerned provisions of the Act, Codes, regulations and orders issued by the commission. The above guidelines have been issued to highlight the existing provisions of the Regulations, Codes and orders for the information of the consumers. The guidelines are liable to change as and when the Commission amend the codes, regulations or orders.