



**Tamil Nadu Electricity Regulatory Commission**  
No 19A, Rukmini Lakshmipathy Salai, Egmore, Chennai - 600 008.  
Phone : 044-28411376,28411378,28411379 Fax : 044-28411377.  
[www.tnerc.gov.in](http://www.tnerc.gov.in)

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**PRESS RELEASE**

In the month of July 2012, the Commission issued a Press Release drawing the attention of the electricity consumers to the existence of Consumer Grievance Redressal Forum in each Circle Office of TANGEDCO (formerly known as TNEB). In spite of this, large number of consumer complaints are still received in the Office of Tamil Nadu Electricity Regulatory Commission. Normally TNERC may not attend to these consumer grievances for which a separate mechanism in the form of Consumer Grievance Redressal Forum has been established in each Circle / District. Consumers who have grievance regarding his application for new service connection, delay in effecting new service connection, change of defective meters, dispute in electricity consumption billing, non-attending to the faults and similar such grievances can approach this Consumer Grievance Redressal Forum headed by the Superintending Engineer of the concerned circle. Each Consumer Grievance Redressal Forum in the circle has 2 Members and a Chairman. Superintending Engineer of the Circle is the Chairman of the Redressal Forum and two outside Members are nominated by the District Collector. These members are selected by the Collector on the basis of their involvement in the consumer activism and public service.

If the complainant does not receive any reply within a period of two months (or) if the complainant is not satisfied with the decision of the Forum, he can appeal

to the Ombudsman located in the Office of the TNERC. Complaints of common nature (which may be considered to be applicable to more than one forum) can be directly brought upto Electricity Ombudsman, by a State Level Consumer Association.

In spite of the existence of this well established system of Consumer Grievance Redressal Forum in each Circle Office, consumers are not made aware of it. The number of grievances received and disposed in each Grievance Redressal Forum is very small. Hence it is informed that those who have complaint against the TANGEDCO (TNEB) can make use of this facility and get their grievances redressed both through the Grievance Redressal Forum and Ombudsman. TANGEDCO (TNEB) is also directed to give wide publicity about the existence of this Redressal Forum through the white meter cards, bills, application forms and also in their notice boards. They are also directed to give publicity through the monthly Grievance Day Meeting held by the Superintending Engineer of the respective circles.

Various Consumer Protection Organisations and consumer activists in the State may also give publicity among consumers about the existence of this Consumer Grievance Redressal Forum in TANGEDCO (TNEB). The addresses of these Grievances Redressal Forum are the Offices of the Superintending Engineers of the respective circles.

The electricity consumers of the State are advised to make use of these facilities of Grievance Redressal Forum and Ombudsman to get their grievances redressed by these forum instead of writing to TNERC and other Organisations

**(S.Gunasekaran)**  
Secretary  
Tamil Nadu Electricity  
Regulatory Commission