



# TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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## Press Release

The Tamil Nadu Electricity Regulatory Commission (TNERC) is receiving number of letters on consumer's grievances on various issues like incorrect billing, delay in giving new service connection, defective meters, defective supply of electricity etc. But the Tamil Nadu Electricity Regulatory Commission is not the correct Forum to deal with such matters. Hence consumers are requested not to send such complaints to the Tamil Nadu Electricity Regulatory Commission but submit them to respective Consumers Grievance Redressal Forums (CGRF).

The Electricity Act, 2003 has made the electricity supplier (TANGEDCO) responsible to ensure supply of good quality electricity to all consumers. Complaints against the above issues can be submitted to the Consumer Grievance Redressal Forum. Under section 42 of the Act, institutions like Consumer Grievance Redressal Forum and the Electricity Ombudsman have been established for the timely and effective redressal of consumer grievances. Similarly the Electricity Act and the Distribution Standards of Performance Regulation provides certain Standard of Performance that has to be achieved by the Distribution Licensee in providing effective and satisfactory services to the consumers. Tamil Nadu Electricity Regulatory Commission has fixed Standards of Performance for Tamil Nadu Generation and Distribution Corporation Limited fixing the time limit for effecting of new service connection, replacement of defective meters, restoration of supply in case of failure of supply etc.





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In each Circle (almost confined to a district), Consumer Grievance Redressal Forum is headed by the Superintending Engineer of the concerned Circle. Two outside Members are nominated by the District Collector. Consumer can approach their Consumer Grievance Redressal Forum for any grievance related to the services rendered by Tamil Nadu Generation and Distribution Corporation Limited. The acknowledgment for receipt of such petition shall be given within seven working days.

The Consumer Grievance Redressal Forum shall pass orders on the petitions / complaints within two months. If the complainant is not satisfied with the decision of the Forum or the complainant had not received any reply within 2 months from the date of filing of complaint, then they can appeal to the Electricity Ombudsman stationed in the office of the Tamil Nadu Electricity Regulatory Commission in Chennai.

In case of grievances of common nature spread over, the jurisdiction of more than one Consumer Grievance Redressal Forum, then it can be brought to the Electricity Ombudsman directly by any consumer or by a State Level Consumer Association.

The details of the Consumer Grievance Redressal Forum are available in the white meter cards as well as in the website of the Tamil Nadu Electricity Regulatory Commission and Tamil Nadu Generation and Distribution Corporation Limited. So public are requested to fully utilize the service of the Consumer Grievance Redressal Forum and get benefited. They are also requested not to send such complaints to the Tamil Nadu Electricity Regulatory Commission.

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