



TAMIL NADU ELECTRICITY REGULATORY COMMISSION
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PRESS RELEASE

In the months of July 2012 and January 2013, the Commission issued a Press Release drawing the attention of the electricity consumers to the existence of Consumer Grievance Redressal Forum (CGRF) in each Circle Office of TANGEDCO (formerly known as TNEB). The details of the Press release issued are once again given for the information of the consumers.

A separate mechanism in the form of Consumer Grievance Redressal Forum (CGRF) has been established in each Circle /District. Consumers who have grievance regarding 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 or any other grievance related to the services rendered by the TANGEDCO 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 District Collector on the basis of their involvement in the consumer activism and public service.

The Forum shall acknowledge the receipt of the petition within seven days. The Forum shall pass Order on the petition within two months. If the complainant is not satisfied with the decision of the Forum, he can appeal to the Ombudsman stationed in the Office of the Tamil Nadu Electricity Regulatory Commission following the procedure specified in the CGRF regulations. 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.

Hence it is informed that those who have grievances/complaints about the TANGEDCO (TNEB) can make use of this system and get their grievances redressed both through the Grievance Redressal Forum and Ombudsman.

(S.Gunasekaran)
Secretary
Tamil Nadu Electricity
Regulatory Commission