



**TAMIL NADU ELECTRICITY REGULATORY COMMISSION**  
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The Chairman/ CGRFs of  
TANGEDCO  
(All Superintending Engineers/ EDC, TANGEDCO)

**Lr. No.TNERC/DE/DDE2/D.1218 /20 dt : 01.12.2020**

Sir,

Sub: TNERC - CGRF – Number of cases pending for more than 2 months in respect of Distribution Circles - Instructions issue of – reg.

Ref: Quarterly returns submitted by 44 nos, CGRFs submitted online in the portal to the Commission for the period from July to September 2020

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I am directed to state the following:

The Commission has developed a web enabled software to capture CGRF Quarterly return in accordance to the honourable 'APTEL' order No.181 of 2008 dated 15<sup>th</sup> April 2010. The quarterly report has to be submitted to APTEL.

2. The following are the key data has to be submitted by each CGRF by end of the quarter.

- a. CGRF – Cases Handled
- b. CGRF Members
- c. CGRF Vacancy Details
- d. List of CGRF cases pending for more than 2 months
- e. Standards of Performance

3. From the data submitted by the respective Distribution Circles it is noticed that there are cases pending to be disposed for more than two months in respect of various circles in violation of Regulation 7(7) of the Consumer Grievance Redressal Forum & Electricity Ombudsman (CGRF&EO) Regulations. Also no reason has been specified against the pendency of such cases in certain circles, as follows:

Sl.No.	CGRF Name	No. of Cases Pending for more than 2 Months	Reason for Pending
1	CHENGALPATTU EDC	70	Reason not stated
2	CHENNAI EDC (NORTH)	13	Previously, hearing of CGRF Petition was conducted on 30.05.14. But, 4 Petitioners have not attended the enquiry. Hence, CGRF/CEDC/North have decided to give one more opportunity to the Petitioners. The next hearing date is to be fixed.
3	CHENNAI EDC (WEST)	27	Reason not stated
4	CHENNAI EDC/ SOUTH-1	4	Reason not stated
5	CUDDALORE EDC	1	Reason not stated
6	DHARMAPURI EDC	6	Reason not stated
7	KANYAKUMARI EDC	11	Due to enforcement of election code of conduct cgrf meeting conducted on 24.05.2014 and the petition were registered on the same day. all the petitions will be disposed within the cgrf norms. (2months)
8	KARUR EDC	3	Reason not stated
9	KRISHNAGIRI EDC	2	Reason not stated
10	MADURAI EDC/METRO	2	Reason not stated
11	METTUR EDC	6	Documents to be produced by the petitioner
12	NAGAPATTINAM EDC	3	Reason not stated
13	NAMAKKAL EDC	1	NA
14	NILGIRIS EDC	2	Reason not stated
15	PUDUKOTTAI EDC	5	Reason not stated
16	RAMANATHEAPURAM EDC	1	Reason not stated
17	SALEM EDC	12	Reason not stated
18	SIVAGANGAI EDC	7	Due to election code of conduct the meeting was conducted late.
19	THANJAVUR EDC	1	Reason not stated
20	THIRUPATHUR EDC	3	Reason not stated

21	TIRUVARUR EDC,	5	Reason not stated
22	TUTICORIN EDC	42	The Project Director, Zirconium Complex palayakayal petition had taken up in the forum convened on 07.08.2010 & petitioner informed that they have filed a writ petitioner at Honourable High Court, Madurai vide WP No:10158/2010 with regard to Jurisdiction of
23	UDUMALPET EDC	1	Reason not stated
24	VELLORE EDC	3	Reason not stated
25	VILLUPURAM EDC	3	1. Audit reply awaited from audit party. 2. The objectioner is requested to appear with relevant documents for next hearing. 3. Detailed field report called from division officer.
26	VIRUDUNAGAR EDC	7	Reason not stated

4. In the following circles, the Legal member of CGRF is kept vacant for years together. It appears that the Superintending Engineers are merely addressing the District Collector to nominate the Legal member of the CGRF without choosing the candidate from their end and sending the proposal to the District Collector with the details of nominees.

SI.No.	Circle in which the Legal member of CGRF is kept vacant	Kept vacant from the year
1	CHENNAI EDC (WEST)	2012
2	CHENNAI EDC (NORTH)	2013
3	SIVAGANGAI EDC	2014
4	COIMBATORE EDC/SOUTH	2018
5	COIMBATORE EDC/NORTH	2018
6	DHARMAPURI EDC	2018
7	VILLUPURAM EDC	2018
8	PALLADAM EDC	2018
9	THIRUPATHUR EDC	2019
10	KANCHIPURAM.EDC	2019
11	TIRUVARUR EDC	2019
12	CHENGALPATTU EDC	2019