



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

4th Floor, SIDCO Corporate Office building, Thiru.Vi.Ka Industrial Estate, Guindy, Chennai - 600 032.

Phone Nos : ++91-044-2953 5806 / 2953 5816 Fax : ++91-044-2953 5893

Email: tnerc@nic.in

Website: www.tnerc.gov.in

To,

The Chairpersons of all CGRF
TANGEDCO.

Lr. No.TNERC/D(E)/DDE2/F.CGRF-Instructions/D.375/22 Dt. 29-03-2022.

Sir / Madam,

Sub : CGRF meeting during model code of conduct – Guideliness issued.

* * * * *

I am directed to communicate the following:

It is represented by the consumers that in many circles the CGRF meeting were not convened when the model code of conduct is in force. This is not in order. The CGRF is a quasi-judicial body constituted under provisions of Section 42 of the Electricity Act, 2003.

1. The model code of conduct does not impose any ban on the functioning of the CGRF and hence it is required to continue to function in accordance with the regulations issued by the Commission.
2. All Chairpersons and Members of CGRF are directed not to defer the functioning of CGRF citing the code of conduct, to avoid accumulation of grievances of the consumers, filed before the CGRF.
3. The complaints preferred before the CGRF must be disposed off within 50 days as mandated in Regulation 17(4)(a) of CGRF & EO Regulation 2004.

This guideline takes effect immediately.

(By Order of the Commission)

s. c. g. j. e. l.
Secretary 29/3/22

(Tamil Nadu Electricity
Regulatory Commission)

Copy to:

1. The CMD / TANGEDCO
2. The DD / TANGEDCO
3. The Electricity Ombudsman / Chennai – 32.