



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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To
All Chairpersons and CGRF Members

Circular .No. /TNERC/ DDE2/F. CGRF Instructions /D.No.802/ dated 27-06-2022.

Sir/Madam,

Sub: CGRF-Guidelines to send proposal for nomination of members -
Direction to take CGRF grievance on file - Issued.

Ref: 1. Lr. No.TNERC/D(E)/DD/E-II/F. CGRF/D. 209 D: 01.03.2019.
2. Circular. No. /TNERC/ DDE2/F.CGRF instructions /D.No.157 dated 03-02-2022.

1. Proposal for Nomination of member:

It is seen that the proposal from some of the CGRF Chairpersons for the member to be nominated by the Commission is received with details of only one candidate. Even the details of the single candidate is improper and inadequate. The Commission has to nominate the member to the legally constituted CGRF under the provisions of the Electricity Act, 2003 by exercising the scrutiny on the eligibility and credibility of the candidate. Therefore, the Chairpersons are directed to realize the importance of the CGRF membership and send the proposal with details of minimum three numbers eligible candidates.

The format for the details of the candidates and the covering letter of the proposal shall be as per the guidelines issued vide respective references cited.

2. CGRF complaints must be registered:

It is noted that some of the CGRF complaints were not registered in few circles. The reasons include:

- a) Complaints already received and disposed by field level officers (however the consumer's remains not satisfied).
- b) Disputes relating to shifting of lines, poles, DTs etc erected many years/decades ago.

- c) Refund of miscellaneous charges on account of cancellation of applications.
- d) Issues relating to Name Transfer.
- e) Issues relating to Temporary supply.
- f) Issues relating to way leave.

Not registering the petitions filed before CGRF is in violation of Regulations. All petitions must be invariably registered as per CGRF regulation 7(1). (Refer Para 1 of the CGRF procedure web-hosted under consumer corner menu of the TNERC website). It should be acknowledged within five working days as per CGRF Regulation 7(2). These two activities are prerequisite procedural mandates of the Regulations.

Therefore no reason is attributable for not registering CGRF grievances on file. If the petition is not admissible under CGRF Regulation 2(f), further course of action after registration has to be taken as specified in the Regulation.

Thus the inadmissible petitions must be rejected only after registration, but not kept without registration because of the reason that it is inadmissible.

3. Regarding Grievance resolved even before holding the CGR meeting:

If the grievances of minor nature such as interruption of supply, replacement of defective meter etc are solved even before holding CGRF meeting, the following procedure should be adhered as already outlined in Para (3) of the CGRF procedure as extracted below:

“ 3. Sub-regulation 7(4) stipulates that when a complaint is allowed to be proceeded, a copy of the admitted complaint shall be forwarded simultaneously to the Nodal Officer of the concerned licensee for redressal or to file objection in writing if the licensee is not agreeable to the request of the complainant.

If the Nodal officer redresses the grievance without the need for the petitioner to appear before the Forum, the acknowledgement from the complainant for having been redressed his grievance should be obtained and submitted to the Forum with a detailed report of the Executive Engineer covering the grievance and

the date work carried out for the redressal and final result. All the data connected with the petition and the status of grievance before and after carrying out the work must be fully explained in the report of the Executive Engineer.

The Forum if satisfied to the effect that the grievance is redressed fully as required by the petitioner, shall record the details in the register with signature of all members and Chairperson as the final step of disposal. If not satisfied, the Forum shall summon the nodal officer and seek personal explanation of the report submitted and issue further direction to the nodal officer as deemed fit and necessary by the Forum.

The Nodal officer should not dispose the petition on his own, without submitting the report to the Forum for statutory disposal”.

Therefore, it is reiterated that all such cases as mentioned above should be first registered with assignment of CGRF registration number and then only disposed following the procedural steps and duly documenting the same.

4. Way leave issues:

Section 3 of Works of Licensee Rules, 2006 specified by the Central Government as per Section 67(2) of Electricity Act, 2003 has delegated District Magistrate or the Commissioner of Police, to deal with the issues relating to way leave.

Therefore the Chairperson of the CGRF must write to the District Collector quoting / enclosing the related legal provision of the Electricity Act, 2003/ works of Licensee Rules, 2006 explaining the way leave issues to the clear understanding of the District Collector, with a request to take due statutory actions as formulated in the said Licensee Rules.

5. Filling up the vacancy of members:

It is generally noted that non contribution of legal knowledge / experience due to long vacancy of a member to be appointed by the District Collector acts as major handicap in the CGRF of certain EDCs in taking timely decisions.

It is the responsibility of the Chairperson to keep the posts of members filled up without vacancy (Refer Para 10 of the CGRF procedure).The Chairpersons must take up the issue of filling up the members on priority.

The Chairpersons and the members the CGRF are directed to adhere to the above guidelines scrupulously.

Sd/-
Secretary,
Tamil Nadu Electricity Regulatory Commission.