



## **TAMIL NADU ELECTRICITY REGULATORY COMMISSION**

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### **The Chairman/CGRFs of TANGEDCO**

(All Superintending Engineers/EDC, TANGEDCO)

### **Lr.No.TNERC/D/E/DDEI/F.CGRF/D.No.365/2023, dt. 21.03.2023**

Sir,

Sub:- TNERC – Non compliance of the orders of the CGRFs and Electricity Ombudsman by the officials of the TANGEDCO – Monitoring by the CGRFs – directions issued - Regarding.

Ref:- 1.Circular No.TNERC/DDE2/F.CGRF Instructions/D-802, dated 27-06-2022  
2.Lr.No.TNERC/D(E)/DDE2/D-1034/21, dt. 21-12-2021.  
3.TNERC Proceedings No. TNERC/DE/DDE2/F.CGRF/2021, dt. 06-06-2021.  
4.Lr.No.TNERC/D(E)/DD(E)II/D-121/19, dt. 07-11-2019.

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I am directed to communicate the following:

1. The Consumer Grievance Redressal Forum (CGRF) has been constituted as per section 42(5) of the Electricity Act, 2003 in every Electricity Distribution Circle, governed by TNERC "Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, 2004", as amended.
2. As per the Regulation 7(10) of the above Regulations, TANGEDCO shall implement the decisions of the forum within the timeframe specified in the order and report compliance to the forum within 5 days of the implementation of the order. Regarding adhering of the order of the Electricity Ombudsman, as per the Regulation 22(5) of the above Regulations, the TANGEDCO shall comply with the award within the period specified in the award and shall intimate the compliance to the Electricity Ombudsman.
3. Further, as per the Regulation 22(7), non-compliance of the orders of the CGRF or the Electricity Ombudsman shall attract proceedings against the erring officials under Section 142 of the Electricity Act, 2003.

4. In this context, many directions have been issued by the Commission to the TANGEDCO and some directly to the Chairman of the CGRFs to strictly monitor and ensure the compliance of the orders of the CGRF/Electricity Ombudsman by the licensee officials. Further, the Chairman of the CGRFs were directed vide Commission's proceedings cited in reference (3) to designate the Assistant Executive Engineer/PRO of the EDC for day to day checking of mails of the Forum and the Chairperson, maintenance of register, acknowledgement of the petition by the Forum, watching the time bound stages of each grievance on daily basis till final disposal. Needless to say the chain of process gets completed, only when the orders of CGRF/Ombudsman is implemented.

5. In spite of the above directions by the Commission, many complaints are being received from the consumers that the officials of the TANGEDCO do not implement the orders of the CGRF/Electricity Ombudsman in time or fail to implement at all. This is blatant violation of Regulation.

6. In view of the above, the Chairman/CGRFs are instructed to monitor the implementation of the orders of the CGRF/Electricity Ombudsman in the EDCs in time. A separate register shall be maintained by the AEE/PRO in this regard and the Chairman/CGRF shall review the progress of implementation of the orders in time. Further, disciplinary proceedings may also be initiated against the erring officials of the TANGEDCO in this regard by the Superintending Engineer concerned in their administrative capacity. Apart from this, action under section 142 of the Electricity Act, 2003 shall also be taken against the erring TANGEDCO officials as per the Regulation 22(7) for imposing punishment.

7. The receipt of the letter shall be acknowledged and necessary circular shall be issued to the officials of the EDCs.

Sd/- dated 21-03-2023  
(Dr.C.Veeramani)  
Secretary

Copy to the CMD/TANGEDCO, Chennai – 6002.

Copy to the Director (Distribution), TANGEDCO, Chennai – 600 002.

Copy to the Chief Engineers/Distribution/TANGEDCO.

Copy to the Electricity Ombudsman, Chennai – 600 032.