

TAMIL NADU ELECTRICITY REGULATORY COMMISSION

Notification No. TNERC / CGRF&EO /6-6/ dated 16-10-2012

WHEREAS the Tamil Nadu Electricity Regulatory Commission, in exercise of its powers conferred on it by Section 181 read with sub-sections (5), (6) and (7) of section 42 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf specified and notified in part VI – section 2 of the Tamil Nadu Government Gazette dated the 18th February, 2004, Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman, 2004 (hereinafter referred to as the Principal Regulations);

AND WHEREAS it is considered necessary to issue amendments to the Principal Regulations for the purpose of removing certain difficulties in regard to certain matters which were not distinctly covered earlier.

Now, therefore, in exercise of the powers conferred on it by section 181 read with sub-sections (5), (6) and (7) of section 42 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission makes the following amendment to the Principal Regulations.

Notice is hereby given that action will be taken to publish the proposed amendments in the Tamil Nadu Government Gazette after fifteen days from the date of hosting it in the website of the Commission and any suggestion, modification or objections which may be addressed to the secretary, Tamil Nadu Electricity Regulatory Commission, 19-A, Rukmini Lakshmi pathy salai, Egmore, Chennai – 600008, before the expiry of the said period will be taken into consideration by the Commission.

1. Short Title and Commencement.-

(a) These Regulations may be called the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Amendment) Regulations, 2012;

(b) They shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

2. Amendment of Regulation 8.-

For regulation 8 of the Principal Regulations, the following shall be substituted, namely:-

*“8. Any consumer aggrieved by an order made by the Forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order, **in the form** as prescribed in Annexure II”*

3. Amendment of Regulation 17.-

For Regulation 17(1) of the Principal Regulations, the following shall be substituted, namely:-

“(1) Any consumer, who is aggrieved on the order on the grievance or non-redressal of his grievances by forum constituted under section 42(5) of the Electricity Act 2003 by licensees relating to provide electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Annexure II. Complaints of common nature (which may be considered applicable to more than one forum) can be directly brought upto Electricity Ombudsman by a State level Consumer Association in the form as prescribed in Annexure II.

“(2) The complaint shall be in writing duly signed by the complainant or his authorised representative as in the form as prescribed in Annexure II.

Note : The Licensees shall ensure that the address of the Electricity Ombudsman to whom the appeals could be made by the consumers against the order of the Forum are displayed in their premises. The Licensees shall also ensure that copies of these Regulations are made available to the consumers on payment of a cost, which shall not be more than the cost of printing or reproduction.”

(By order of the Tamil Nadu Electricity Regulatory commission)

**(S. Gunasekaran)
Secretary**

FORM FOR FILING COMPLAINT WITH ELECTRICITY OMBUDSMAN

for office use :	
Appeal Petition Number	:
Date of receipt	:
Signature of E.O.	:

I. Consumer Details :

- (a) Name of the Consumer :
- (b) Postal address :
- (c) Consumer Account No :
- (d) Address /Location of the Service connection :
- (e) Consumer Category (i) HT/LT/
(ii) Domestic/ Comm/ Industry/Agri/others :
- (f) Phone No :
- (g) Fax No. :
- (h) Email (if any) :

II. Details of the Licensee against whom complaint is made :

- (a) Name of the Circle & address :
- (b) Name of the Division & address :
- (c) Name of the Sub-Division & address :
- (d) Name of section & address :

III. Details of the Consumer Grievance Redressal Forum :

(a) Name :

(b) Address :

(c) Phone No. :

(d) Fax No. :

IV. Date of Submission of Grievance to the CGRF :

V. Brief Description of Complaint made to the CGRF (Details may be annexed separately Copy of complaint sent to the CGRF shall be attached along with enclosures) :

VI. Whether the consumer has received final orders from the CGRF :

(a) If yes, attach a copy of the orders of CGRF :

(b) If no, whether 2 months have since passed without any reply from the CGRF :

VII. Explain how the relief ordered by the CGR Forum does not meet the justice demanded in the complaint :

VIII. Relief sought from the Electricity Ombudsman (Details may be annexed separately) :

IX. Additional information/points if any in support of the relief sought from the Electricity Ombudsman (Enclose documentary evidence also if any) :

X. Quote specific reference to Electricity Act licensee conditions & regulations, code, standards, directions & instructions issued by TNERC if any. :

XI. In case of any order of the CGRF to pay some amount, whether 25 % of the

amount as ordered by the forum has been deposited in the manner prescribed (attach copies of receipt issued by competent authority

:

XII. Whether the appeal has been made within 30 days from the date of order :

XIII. If not state the reasons for the delay :

DECLARATION

- (a) I/We the Consumer/s herein solemnly declare that and separately state as follows.
 - (i) The information furnished herein above is true and correct
 - (ii) have not concealed or misrepresented any fact stated in herein above and the documents submitted herewith are true copies of the original documents
- (b) Strike out the following which are inapplicable.
 - (i) That I /We made a written representation to the Forum of the licensee named in the complaint before filing this appeal.
 - (ii) The forum rejected the complaint.
 - (iii) I/We have not received any reply for 2 months.

Note: This is not applicable to complaints of common nature described under clause 17.

- (c) The subject matter of my/our representation has not been settled through the office of the Electricity Ombudsman in any previous proceedings. Whether received from me/ us or along with one or more complaints or anyone or more of the parties concerned with the subject matter.
- (d) The subject matter of the present representation does not pertain to the same subject matter for which any proceedings before any court is pending or decree or award or a final order has been passed by any competent court.

Place :
Date :

(Respondent
Name of the Consumer / Authorised
representative)

Nomination

If the consumer wants to nominate his/her representative to appear and make submission on his/her behalf before Electricity Ombudsman or to the office of the Electricity Ombudsman, the following declaration should be submitted.

I/We hereby nominate Thiru./Tmt.....
residing at.....
..... as my/ our authorised representative in the proceedings before the Electricity Ombudsman against the order of CGRF in petition No. and further authorise the said representative to present my/our case before the Ombudsman orally and in written form and to further authorise the said representative to facilitate settlement of complaint by agreement in accordance with Regulation 20 and when the complaint is not settled under Regulation 20, to plead on oath and file written note of arguments or submission before the Ombudsman under regulation 21.

Signature of the representative & Date

Signature of the Consumer & Date