



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

DRAFT AMENDMENT TO REGULATIONS OF CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN REGULATION, 2004

Notification No. TNERC / CGRF & EO / / dated xx.04.2023

(Comments invited by 26.05.2023)

The following draft of amendments to the Consumer Grievance Redressal Forum and Electricity Ombudsman Regulation, 2004, which is proposed to be made in exercise of the powers conferred by section 181 of the Electricity Act, 2003 (Central Act 36 of 2003) read with sub-sections (5),(6) & (7) of Section 42 of the Electricity Act 2003 and all other powers enabling it in this behalf, is hereby published for information of all persons likely to be affected thereby, as required by subsection(3) of section 181 of the said Act.

Notice is hereby given that the draft amendment will be taken into consideration after expiry of thirty days from the date of publication of this Notification in the TNERC website and that any objection or suggestion which may be received from any person before the expiry of the aforesaid period will be considered by the Commission.

Objection or suggestion if any should be addressed in duplicate along with a soft copy to the Secretary, Tamil Nadu Electricity Regulatory Commission, 4thFloor, SIDCO Corporate Office Building, Thiru Vi Ka Industrial Estate, Guindy, Chennai-600032 (email id- tnerc@nic.in).

AMENDMENTS

In the said Regulations; -

1. In regulation 3, in sub-regulation (4), the clause (c) shall be substituted with the following, namely: -

“(c) Another member shall be a graduate from a recognized University and must possess an experience of not less than five years of association with a registered society or NGO or a consumer organization, or a consumer activist and shall be nominated by the Commission.”

2. In regulation 7, in sub-regulation (7), the expression

“Within a maximum period of fifty days from the date of receipt of complaint by the forum.”

Shall be substituted, with the following expression, namely:-

“within a period of thirty days and in any case not exceeding forty five days from the date of receipt of complaint by the forum.”

3. The existing regulation 9 shall be substituted with the following, namely:-

“9. Monitoring by Licensee

The distribution licensee shall give wide publicity of the forum office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through electricity bills. The Distribution Licensee shall provide access to consumers through website, web portal, mobile app, etc., on the status of complaints raised.

The distribution licensee shall set up a mechanism for monitoring of the grievances redressal.

The licensee shall send quarterly reports to the Ombudsman and to the Commission, in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances.”

4. In Annexure-I of said regulation, the clause (iv) of serial number 2 shall be deleted;

5. The existing Annexure-II of the said regulation shall be substituted with the following; namely,-

ANNEXURE-II
CONSUMER GRIEVANCE REDRESSAL MONITORING REPORT

Sl. No.	Grievance Status	Nature of Grievance						
		Application related/ Delay in effecting supply	Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others
1.	Grievances pending during the beginning of the quarter.							
2.	Grievances received during the quarter.							
3.	Total grievances.							
4.	CGRF orders passed/Grievances redressed during the quarter.							
5.	Balance grievances to be redressed.							
6.	Grievances pending for more than the time stipulated in sub-regulation 7(7)							

7.	CGRF orders implemented for the cases in SI. No.4.							
8.	No. of cases for which CGRF orders are yet to be implemented, if any.							
9.	Reason for delay in implementation (case wise) and action taken.							

(By order of the Tamil Nadu Electricity Regulatory Commission)

-Sd- 26.04.2023

(Dr.C.VEERAMANI)

Secretary,

Tamil Nadu Electricity Regulatory Commission.

Explanatory statement

The Ministry of Power, Govt. of India has made Electricity (Rights of Consumers) Rules, 2020 that includes following provisions:

The independent member of the consumer Grievance Redressal Forum (CGRF) to be nominated by the State Commission shall be familiar with the consumer affairs and the qualification and experience of such member would be as per guidelines specified by the State Commission.

The grievance of the consumer shall be decided by the CGRF within a period of thirty days and in any case not exceeding forty five days, to ensure timely justice to consumers.

The distribution licensee shall give wide publicity of the existence and other details of CGRF, various accesses to CGRF by consumers and make the monitoring mechanism of the functioning of the CGRF.

Apart from the above, the CGRF complaint Format and monitoring report requires to be modified to set out the nature of grievances prescribed in the Regulation.

Accordingly, this amendment seeks to incorporate the above provisions in the Regulations of the Commission.

(By order of the Tamil Nadu Electricity Regulatory Commission)

-Sd- 26.04.2023

(Dr.C.VEERAMANI)

Secretary,

Tamil Nadu Electricity Regulatory Commission.

ANNEXURE

CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN

Sl. No.	Existing regulation	Proposed Regulation
1.	<p>3. Constitution of forum(s) for redressal of consumer grievances</p> <p>(4) xxx</p> <p>(a) xxx</p> <p>(b) xxx</p> <p>(c) Another member shall be from a registered Society of NGO or a consumer organization or a consumer activist and shall be nominated by the Commission.</p>	<p>3. Constitution of forum(s) for redressal of consumer grievances</p> <p>(4) xxx</p> <p>(a) xxx</p> <p>(b) xxx</p> <p><i>(c) Another member shall be a graduate from a recognized University and must possess an experience of not less than five years of association with a registered society or NGO or a consumer organization or a consumer activist and shall be nominated by the Commission.</i></p>
2.	<p>7. Grievance handling procedure for the forum</p> <p>(1) to (6) xxx</p> <p>(7) On receipt of the remarks from the licensee or otherwise, the forum shall initiate enquiry in regard to the complaint after serving a notice of the said enquiry on the complainant and the licensee concerned, mentioning “date, time and venue” of the enquiry by registered/speed post/special messenger and complete the said enquiry expeditiously and pass appropriate order on the complaint within a maximum period of fifty days from the date of receipt of complaint by the forum.</p>	<p>7. Grievance handling procedure for the forum</p> <p>(1) to (6) xxx</p> <p><i>(7) On receipt of the remarks from the licensee or otherwise, the forum shall initiate enquiry in regard to the complaint after serving a notice of the said enquiry on the complainant and the licensee concerned, mentioning “date, time and venue” of the enquiry by registered/speed post/special messenger and complete the said enquiry expeditiously and pass appropriate order on the complaint within a period of thirty days and in any case not exceeding forty five days from the date of receipt of complaint by the Forum.</i></p>
3.	<p>9. Monitoring Report</p> <p>The forum shall submit a report to the Commission on the category-wise number of complaints received, redressed and pending for every quarter of calendar year in the Format given in Annexure-II.</p>	<p>9. Monitoring by Licensee</p> <p><i>The distribution licensee shall give wide publicity of the forum office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through</i></p>

		<p><i>electricity bills. The Distribution Licensee shall provide access to consumers through website, web portal, mobile app, etc., on the status of complaints raised.</i></p> <p><i>The distribution licensee shall set up a mechanism for monitoring of the grievances redressal.</i></p> <p><i>The licensee shall send quarterly reports to the Ombudsman and to the Commission, in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances.</i></p>
<p>4</p>	<p style="text-align: center;">ANNEXURE-I CONSUMER REDRESSAL FORUM COMPLAINT FORMAT</p> <p>(Please tick (√) in the box whichever is applicable)</p> <p style="text-align: center;">DATE: <input type="text"/></p> <p>1) SERVICE CONNECTION RELATED</p> <p>i) <u>For New Service:</u> Date of Application</p> <p>LT <input type="checkbox"/> HT <input type="checkbox"/> Domestic <input type="checkbox"/> Commercial <input type="checkbox"/></p> <p>Industrial <input type="checkbox"/> Agriculture <input type="checkbox"/> Others <input type="checkbox"/></p> <p>ii) <u>For existing service:</u></p> <p>Service Connection No: <input type="text"/></p> <p>Replacement of <input type="checkbox"/> Service lines <input type="checkbox"/> Meter Problems <input type="checkbox"/></p> <p>Meter Capacity <input type="checkbox"/> Enhancement <input type="checkbox"/> Additional Load <input type="checkbox"/></p> <p>Conversion to <input type="checkbox"/> 3 Phase <input type="checkbox"/> Shifting of Service <input type="checkbox"/></p> <p>Name Transfer <input type="checkbox"/> Tariff Change <input type="checkbox"/></p> <p>Billing Problems <input type="checkbox"/></p> <p>Deficiency in <input type="checkbox"/> Services <input type="checkbox"/> Other Complaints <input type="checkbox"/></p> <p>Date of representation <input type="text"/></p>	<p style="text-align: center;">ANNEXURE-I CONSUMER REDRESSAL FORUM COMPLAINT FORMAT</p> <p style="text-align: center;">xxx xxx</p> <p>1) xxx</p> <p>i) xxx</p> <p>ii) xxx</p>

<p>Date of payment made if any <input type="text"/></p> <p>iii) Quality of power supply</p> <p>Low <input type="checkbox"/> Voltage <input type="checkbox"/> Frequent Supply <input type="checkbox"/> Voltage Fluctuation Interruption</p> <p>From (Date) <input type="text"/> From (Time) <input type="text"/> To (Date) <input type="text"/> To (Time) <input type="text"/></p> <p>Address of the location of the existing / proposed service connection (common to all complaints)</p> <p><input type="text"/></p> <p>2) OTHER COMPLAINTS</p> <p>I) Discourtesy <input type="checkbox"/></p> <p>II) Denial of requisite Information <input type="checkbox"/></p> <p>III) Wanton delay on account of <input type="checkbox"/></p> <p>Registration of <input type="checkbox"/> Application Acceptance of <input type="checkbox"/> payment</p> <p>Fixing of meter <input type="checkbox"/> Effecting service <input type="checkbox"/> connection</p> <p>iv) Demand / Acceptance of bribe</p> <p>Date <input type="text"/> Time <input type="text"/> Place <input type="text"/></p> <p>LICENSEE'S EMPLOYEE AGAINST WHOM COMPLAINT IS MADE</p> <p>(for more than one person fill in separate form)</p> <p>Name <input type="text"/></p> <p>Designation <input type="text"/></p> <p>Office Address <input type="text"/></p> <p>Descriptive details of the Complaint (common to all complaints) <input type="text"/></p> <p>(Add sheets if required)</p>	<p>iii) xxx</p> <p>2) xxx</p> <p>i) xxx</p> <p>ii) xxx</p> <p>iii) xxx</p> <p>iv) - Deleted -</p> <p>xxx</p>
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<p>3) COMPLAINANTS DETAILS</p> <p>Name and Address Telephone No <input style="width: 80px;" type="text"/></p> <p><input style="width: 130px; height: 35px;" type="text"/> Email ID <input style="width: 80px;" type="text"/></p> <p style="text-align: center;">Signature of the Complainant</p> <p>Note:</p> <p>i) Send separate sheets if necessary to cover the details of complaint</p> <p>ii) Complainant will be assured that there will be no harassment for giving this complaint</p> <p>iii) Complete postal address of the complainant is essential for taking action</p> <hr/> <p style="text-align: center;">FOR OFFICE USE</p> <p>Grievance No <input style="width: 60px;" type="text"/> Name of Data Entry Operator <input style="width: 40px;" type="text"/></p> <p>Date of receipt <input style="width: 60px;" type="text"/></p> <p>Division <input style="width: 60px;" type="text"/></p> <p style="text-align: right;">Signature</p>	<p>3) xxx</p> <p style="text-align: center;">xxx</p> <hr/> <p style="text-align: center;">FOR OFFICE USE</p> <p style="text-align: center;">xxx</p>
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5	<p>ANNEXURE-II</p> <p>CONSUMER GRIEVANCE REDRESSAL MONITORING REPORT</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Sl. No</th> <th rowspan="2">Complaints Status</th> <th colspan="7">Nature of Complaints</th> </tr> <tr> <th>Delay in Effecting supply</th> <th>Quality of voltage</th> <th>Interruptions</th> <th>Metering problems</th> <th>Billing Problems</th> <th>Tariff Problems</th> <th>Others</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Complaints Pending during the starting of the last quarters</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>2</td> <td>Complaints received during the last quarter</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>3</td> <td>Total Complaints</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>4</td> <td>Complaints attended during the last quarter</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>	Sl. No	Complaints Status	Nature of Complaints							Delay in Effecting supply	Quality of voltage	Interruptions	Metering problems	Billing Problems	Tariff Problems	Others	1	Complaints Pending during the starting of the last quarters								2	Complaints received during the last quarter								3	Total Complaints								4	Complaints attended during the last quarter								<p>ANNEXURE-II</p> <p>CONSUMER GRIEVANCE REDRESSAL MONITORING REPORT</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Sl. No</th> <th rowspan="2">Grievance Status</th> <th colspan="7">Nature of Grievance</th> </tr> <tr> <th>Application related / Delay in effecting supply</th> <th>Quality of Supply</th> <th>Supply interruptions</th> <th>Metering related</th> <th>Billing related</th> <th>Tariff related</th> <th>Others</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Grievance s pending during the beginning of the quarter.</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>2.</td> <td>Grievance s received during the quarter.</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>3.</td> <td>Total grievances</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>4.</td> <td>CGRF orders passed/ Grievances redressed during</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>	Sl. No	Grievance Status	Nature of Grievance							Application related / Delay in effecting supply	Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others	1.	Grievance s pending during the beginning of the quarter.								2.	Grievance s received during the quarter.								3.	Total grievances								4.	CGRF orders passed/ Grievances redressed during							
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