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The Chairman/ CGRFs of
TANGEDCO
(All Superintending Engineers/ EDC, TANGEDCO)

Lr. No. TNERC/D(E)/DDE2/D.1034 /21 dt : 21.12.2021

Sir/ Madam,

Sub: TNERC - CGRF – Procedure to be followed by Consumer Grievance
Redressal Forum - Instructions issue of – reg.

- Ref: 1. Proc.No.TNERC/DIR(E)/DD(EI)/F.CGRF/D.No.327/2011/dt:23.03.2011.
2. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.167/12 dt:04.02.2013.
3. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF(Gen)/D /13 dtd.14.08.2013.
4. Lr.No.TNERC/DIR(E)/DD(EII)/F.CGRF/D. /13 dt.06.09.2013.
5. Lr.No.TNERC/SECY/E.O./F.CGRF/D.No./2013 dated 25.11.2013.
6. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D1158/16 dtd.07.09.2016.
7. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.209/19 Dt.01.03.2019.
8. Lr.No.TNERC/D(E)/DD(E)II/F.CGRF/D.274/19 Dt.21.03.2019.
9. Lr.No.TNERC/D(E)/DD(E)I/D.583/20 Dt.27.07.2020

I am directed to communicate the following:

The Commission had issued guidelines vide Proceedings dt.23.03.2011, under ref.(1) of the procedure to be followed by the Consumer Grievance Redressal Forum in regard to disposing grievances placed before the Forum, citing several clauses of the CGRF and Ombudsman regulations. It has been expressly cautioned of the consequences to be faced for any contravention of the provisions of the Regulations and orders of the Commission. Since then, number of instructions have been issued time and again (ref. 2 to 9) to redeem the lapses noticed and to enhance the efficiency of the Forum to fulfill the very purpose of the Regulation.

Despite all these measures, many lacunae in the disposal of grievances right from not registering the complaint within time stipulated to the final stage of

issuing orders by CGRF in an improper way coupled with abnormal delay, in violation of the regulations continue to be noticed by the Electricity Ombudsman and brought to the notice of the Commission.

2. Some of the Issues noticed frequently:

Issue 1) Hearing has been conducted by the CGRF but order to be issued is kept pending more than 10 months for want of Revenue documents from Tahsildar/ VAO to be submitted by the Appellant/ Respondent. Due to long pendency of final orders from the CGRF beyond the stipulated norms of fifty days, the petitioners were unnecessarily forced to approach the Ombudsman with appeal petitions, consequently grievance redressal is delayed unduly.

Action should have been taken:

The CGRF should have adjourned the hearing to another date giving time for submission of records by the Appellant/ Respondent concerned. If they are unable to produce records in the 2nd hearing, then order shall be passed based on the available records. However, if any internal records are required from Revenue branch of Licensee, MRT wing, office records etc., the same shall be ordered to be submitted to the CGRF within a stipulated time, fixing responsibility to the concerned officer and the final orders shall be passed within fifty days, as per Regulation 7.

Issue 2) The CGRF has directed the Respondent to download the CMRI data and settle the issue by the respondent based on the CMRI data.

Action should have been taken:

As per Regulation, only CGRF is empowered to issue final orders, not by others.

The CGRF should have conducted another hearing within a reasonable time say within 15 days to get the CMRI data submitted to the Forum and the final order

should have been issued by the Forum based on the CMRI data. Directing the respondent to settle the issue is violation of Regulation 7(7) of Regulations. It is again reiterated that a decisive final order should be issued only by the CGRF, not by the Licensee. The procedure and conditions to pass orders by the CGRF is elaborately explained vide clause 8 of the 'CGRF Procedure' webhosted under '**Consumer Corner**' of the Commission's website.

Issue 3) The petition received through online is acknowledged by the CGRF but there is no further communication to the petitioner for more than two months, keeping the petitioner in dark as to whether the petition is numbered and making him/ her anxious whether a hearing will be held or not.

Action should have been taken:

As per regulation 7 of Regulations, the receipt of petition should be acknowledged within five days. The admissibility of the complaint should be decided within 10 working days. The petition should be disposed within fifty days. Because of the lapse of action as per regulation causing delay more than two months, the petitioner is driven to the next stage of filing appeal before the Ombudsman. Number of such appeal petitions are received by the Ombudsman just because of the lapse of timely actions by the CGRF after acknowledging the petition defeating the purpose of regulation. In such cases, after acknowledging the petition, a copy of the admitted complaint with petition number and date shall be forwarded simultaneously to the respondent of the concerned licensee for redressal or to file objection in writing if the licensee is not agreeable to the request of the complainant. The Licensee shall furnish the same within 10 days to the Forum and complainant. On receipt or otherwise, the Forum shall initiate enquiry by sending a

notice to complainant and licensee intimating date, time and venue as per Regulation 7(7).

3. The Tamil Nadu Electricity Commission has web hosted in its website (www.tnerc.gov.in) recently various guidelines in '**Consumer Corner**' menu under different heads as follows:

1. Address of CGRF of all Electricity Distribution circles
2. Consumer Guidance
3. Consumer Safety
4. Consumer Charter
5. Compilation of various CGRF related instructions issued so far by the Commission.
6. Annexure III on CGRF Order issued by CGRF
7. Annexure II on Biodata format for CGRF member to be nominated by District Collector
8. Annexure I on Biodata Format for CGRF member to be nominated by the Commission
9. CGRF Procedure
10. Consolidated Regulations for CGRF and Electricity Ombudsman, updated.
11. Flow Chart for Grievance Handling

The contents under heads from Sl.No.5 to 9 exclusively pertain to Consumer Grievance Redressal Forum (CGRF) covering entire procedure to be followed by CGRF in receiving complaints from petitioners, conduct of hearing, disposal methods etc. All these instructions/ guidelines were issued as ready reference, only to make the CGRF members and concerned officers to fully understand the regulation and to handle and dispose the petitions registered with CGRF properly and timely in compliance with stipulations of the Regulation.

It is found in spite of all of the above facilities provided, and repeated insistence, the officers/ staff of TANGEDCO dealing with the CGRF related matters are either unaware of the procedures to be followed in handling CGRF petitions or not following the Regulations obviously because of not having gone through the Regulations and guidelines.

4. The '**Consumer Corner**' in the Commission website shall be gone through by the Chairman, CGRF members, Public Relations Officer (PRO) concerned and all field officers/ revenue officers for strict compliance. The Chairman of the CGRF shall arrange to take the printout of the **CGRF procedure** from the Commission's website and circulate it to all members of CGRF, field engineers, officers of accounts and technical wings etc.

5. The Chairman/ CGRF shall issue written orders to the PRO concerned fixing the responsibility, to verify the CGRF mail on daily basis, document in the register, maintain the status of the petition, right from receipt/ acknowledgement to the subsequent stages of date of intimation of hearing to the petitioner, conduct of hearing and details of final disposal.

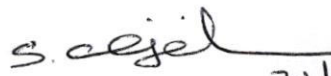
6. The Executive Engineer/ General concerned shall monitor the status entered in the register every fortnight and put up to the Chairman/CGRF.

7. It is the overall responsibility of the Chairman/CGRF that the PRO and EE/General are abiding to the orders issued by the Chairman and updating the status of petitions on continuous basis. Petitions received both by post and mail must be documented, updated and included in the periodical returns submitted to the Commission. If the Chairman/ CGRF find any lapses in this systemized procedure, Chairman/ CGRF may issue written memo and got explained by the

officer concerned who lapsed. Necessary administrative action shall be taken as deemed fit.

8. As per Regulation 7(7), the final order should be passed by the CGRF within fifty days from date of receipt of complaint. Compliance to this time bound condition is possible only if a proper documentation/ monitoring mechanism is put in place in every circle with enforcement of duties to the officer concerned as outlined above.

9. If it is still found that the lapses are repeated, due action shall be taken by the Commission against the erring officials.


(S.CHINNARAJALU)^{21/12/21}
Secretary

Copy to the Electricity Ombudsman/ Chennai-32

Copy to the CMD/ TANGEDCO/ Chennai-2

Copy to the Director/ Distribution/ TANGEDCO/ Chennai-2