

# TAMIL NADU ELECTRICITY CONSUMERS' ASSOCIATION

Regd. No. 181-8524/1998

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TECA: 2012/2013/DB/123

20th July 2013

## **CIRCULAR**

To

**ALL MEMBERS**

**Ref: 1. TNERC Order on M.P. No. 33 of 2012 dated 11.07.2013**

**2. Our Circular No. 121 dated 17<sup>th</sup> July 2013.**

Dear Sir,

In Continuation to the above, we wish to inform you that TNERC in its Order referred above says that load shedding should not be done to optimum Demand Consumers.

Many of our members were on Optimum Demand scheme last year and have suffered long and frequent load shedding during the Permitted Operating Period as well as the Holiday period. They have suffered financial loss due to this. Many of them have also purchased Open Access power. Such power, paid for and delivered to TANGEDCO, could not be availed by the members due to the load shedding.

Such affected consumers may file a petition before Consumer Grievance Redressal Forum (CGRF) in their distribution circles claiming compensation for the amount of power purchased through third party power and delivered to TANGEDCO but could not be availed by the members due to the load shedding. Grievance Petition to the Forum must be submitted in writing addressed to the Chairperson of the Forum in the complaint format given in Annexure-I.

Please note that for some months TANGEDCO had given credit to the entire power purchased and delivered to it in Open Access by consumers including the power that could not be availed due to the load shedding. However due to audit objection, TANGEDCO had reversed such credit and claimed as short levy the amount related to the power not availed by the consumer due to load sheddings. The members who have paid the short levy claim of TANGEDCO may also file a claim with CGRF in the same manner

Some of the members have filed petition with CGRF. And we came to know that these petitions either have not been taken up for hearing or when they were heard, no orders have been passed.

Please note the Regulation 7 of the TNERC Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman:

*On receipt of a complaint and following the procedure mentioned under sub- clause 7.1, the forum may, by order allow the complaint to be proceeded with or reject. Provided that the complainant shall be informed in writing if the complaint is rejected. Provided further that the admissibility of the complaint shall ordinarily be decided within 10 working days from*

*the date on which the complaint was received. Where a complaint is allowed to be proceeded, the forum may proceed with the complaint in the manner provided under these Regulations*

### **Regulation 7(7) says that**

*On receipt of the comments from the licensee or otherwise, the forum shall complete enquiry as expeditiously as possible and every endeavour shall be made to pass appropriate order on the complaint within a maximum period of 2 months from the date of receipt of complaint by the forum.*

Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman Regulation 17 (1) states that

*(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 providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman. 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*

Under this regulation members who have already filed petition before CGRF and no orders have been passed within two months, may file complaints directly to Ombudsman Chennai.

Members may contact TECA office for further details in this regard.

With Warm Regards,

D. Balasundaram  
President