



TAMIL NADU GOVERNMENT GAZETTE

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Part VI --- Section 2

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

**TAMIL NADU ELECTRICITY REGULATORY COMMISSION
CHENNAI**

Notification No. TNERC/ CGR & EO /6-1 Dated 03.10.2005

WHEREAS it is considered necessary to issue Amendments to the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004 removing certain difficulties and misconceptions in regard to the implementation of the aforesaid Regulations and the Amendments providing for the above purposes shall be subject to the condition of the previous publication and accordingly undergone such previous publication;

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 (Act No.36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Amendment to the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004 issued under Notification No. TNERC/CGR & EO /6/1 dated 8.1.2004 and published 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 (AMENDMENT) REGULATIONS 2005**

1. Short title and commencement

- (1) These Regulations may be called the “**Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman (Amendment) Regulations 2005.**”
- (2) These Regulations shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

2. Amendment of Regulation 3 of Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004. In the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004 (hereinafter referred to as Consumer Grievance Redressal Forum and Electricity Ombudsman (Amendment) Regulations 2005), in Regulation 3, in sub-regulation (7) for the second sentence, the following sentence shall be substituted, namely:

“The Chairperson shall make use of his office space, secretarial staff and other facilities for efficient functioning of Forum. The members by virtue of their office shall not be entitled to claim any separate accommodation in the office premises of Chairperson or any separate secretarial staff and other facilities. The members of the forum may avail of the office premises of the Chairperson and the secretarial staff, only for the limited purpose of attending the sittings of the Forum on the days on which they are scheduled to be held and dictating the decisions of the forum to the secretarial staff appointed for the above purpose without causing any inconvenience or prejudice to the normal use of office premises and secretarial staff for discharging their normal functions.”

3. Amendment of Regulation 7 of Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004.

In Regulation 7 of the Consumer Grievance Redressal Forum Regulations, in sub-regulation (8), the following sentence shall be inserted at the end namely:-

“The decisions of the forum shall be strictly in accordance with the provisions of the Act, the rules and regulations made thereunder and in particular the Tamil Nadu Electricity Supply Code and the Tamil Nadu Electricity Distribution Code and the directions of the Commission and it is not open to the Members and the Chairperson of the Forum to deviate either expressly or impliedly from the provisions of the Act or the rules or regulations made thereunder or the Tamil Nadu Electricity Supply Code or the Tamil Nadu Electricity Distribution Code or the directions of the Commission while taking the decisions by the forum”

(By order of Tamil Nadu Electricity Regulatory Commission)

**R. Balasubramanian
Secretary**