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Part VI—Section 2

**Notifications of interest to a section of the public
issued by Heads of Departments, etc.**

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TAMIL NADU ELECTRICITY REGULATORY COMMISSION, CHENNAI

AMENDMENTS TO CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN
REGULATIONS, 2004.

(No. TNERC/CGRF & EO/ 06-12)

(Lr. No. TNERC/Legal/1360/D.No.1683/2023, 11-12-2023)

No.VI(2)/25/2023.

In exercise of the powers conferred by sub-sections (5), (6), (7) of section 42 of the Electricity Act, 2003 (Central Act 36 of 2003), read with Section 181 of the said Act, the Tamil Nadu Electricity Regulatory Commission hereby makes the following amendments to the Regulations for Consumer Grievance Redressal Forum and Electricity Ombudsman 2004, the draft of the same having been previously published as required by sub-section (3) of Section 181 of the said Act.

2. It shall come into force from the date of publication in the *Tamil Nadu Government Gazette*.

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 two years from registered society of NGO or consumer organization or being a consumer activist for a minimum period of two years. He shall be nominated by the Commission.”

2. In sub-regulation 6(2), the term “Annexure-I” shall be substituted with the term “Appendix- I”.

3. In regulation 7, for sub-regulation (7), the following sub-regulation shall substituted, namely:-

“(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 / e-mail / SMS and Licensee’s. web portal. The Forum shall 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.”

4. In Regulation 8, the term “Annexure III” shall be substituted with the term “Appendix-III” .

5. For the Regulation 9 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely:-

“9. Monitoring by Licensee / Commission

The Distribution Licensee shall give wide publicity of the Forum office, its complete address, e-meil id, contact details and procedure for registration of grievances through, print and electronic media, Licensee website, notice boards of its various offices and consumers’ electricity bills. The Distribution Licensee shall provide access to consumers through dedicated 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 through a web portal.

The performance of CGRF shall also be monitored by the Commission. The Licensee shall furnish quarterly reports to the Commission and Ombudsman, the consumer grievance related particulars showing the extent to which the time schedule has been followed in redressing the consumer grievances. Such particulars shall be submitted in the format specified in Appendix-IIA and Appendix-IIB of this Regulation.

Above particulars shall also be updated simultaneously in the CGRF web portal of the Commission".

6. In sub-regulation 17(1), the terms "Annexure-III" shall be substituted with the terms "Appendix- III".

7. In sub-regulation 17(2), the term "Annexure-III" shall be substituted with the term "Appendix- III".

8. The Annexure-I and the entries related thereto of the said regulation shall be substituted with the following, namely:-

**"Appendix-I
CONSUMER REDRESSAL FORUM
COMPLAINT FORMAT**

(Please tick(✓) in the box whichever is applicable)

DATE:

1) SERVICE CONNECTION RELATED

i) **For New Service:** Date of Application LT HT

Domestic Commercial Industrial Agriculture Others

ii) **For existing service:**

Service Connection No:

Replacement of Service lines Metering related Disconnection / reconnection

Addition/reduction of demand Conversion to 3 phase Shifting of service

Name Transfer Tariff Change Billing related

Deficiency in Services Other Complaints

Date of representation

Date of payment made if any

iii) **Quality of power supply:**

Low voltage Voltage Fluctuation Frequent Supply Interruption

From (Date)	From (Time)	To (Date)	To (Time)
<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>

Address of the location of the existing / proposed service connection (common to all complaints)

2) OTHER COMPLAINTS

a. Discourtesy	<input style="width: 80%;" type="text"/>	
b. Denial of requisite Information	<input style="width: 80%;" type="text"/>	
c. Wanton delay on account of		
Registration of application	<input style="width: 80%;" type="text"/>	Acceptance of payment <input style="width: 80%;" type="text"/>
Fixing of meter	<input style="width: 80%;" type="text"/>	Effecting service connection <input style="width: 80%;" type="text"/>

3) DESCRIPTIVE DETAILS OF THE COMPLAINT

(Add sheets if required)

4) COMPLAINANT'S DETAILS

Name and Address <div style="border: 1px solid black; height: 70px; width: 100%;"></div>		Telephone / Mobile No <input style="width: 80%;" type="text"/> E-mail id <input style="width: 80%;" type="text"/>
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Signature of the Complainant

- Note:** i) Separate sheets if necessary to cover the details of complaint may be attached.
 ii) Complaint will be assured that there will be no harassment for giving this complaint
 iii) Complete postal address of the complainant is essential for taking action.

FOR OFFICE USE

Grievance No	<input style="width: 80%;" type="text"/>	Name and Designation of Authorized person	<input style="width: 80%;" type="text"/>
Date of receipt	<input style="width: 80%;" type="text"/>		
Division	<input style="width: 80%;" type="text"/>		Signature "

6.	Reason for the delay in implementing the CGRF orders mentioned in Sl. No.5 for each case and action taken with date war break up details from the date of CGRF order.
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10. In the said Regulations, in Annexure-III, the heading “Annexure-III” shall be read as “Appendix-III”.

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,
6th October 2023.

C. VEERAMANI,
Secretary,
Tamil Nadu Electricity Regulatory Commission.

EXPLANATORY STATEMENT

The Ministry of Power, Govt. of India has issued Electricity (Rights of Consumers) Rules, 2020 which, *inter alia*, includes following provisions:

1. 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.
2. 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.
3. The Distribution Licensee shall give wide publicity of the existence and other details of CGRF, mode of access to CGRF by consumers and the monitoring mechanism of the functioning of the CGRF.
4. Apart from the above, the format for complaint to CGRF and monitoring report requires to be modified to set out the nature of grievances prescribed in the Regulation, and for effective monitoring of redressal of grievance.

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

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,
6th October 2023.

C. VEERAMANI,
Secretary,
Tamil Nadu Electricity Regulatory Commission.

ANNEXURE

CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN

Sl. No.	Existing Regulation	Regulation as amended
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>(c) Another member shall be a graduate from a recognized university and must possess an experience of not less than two years from registered society of NGO or consumer organization or being a consumer activist for a minimum period of two years. He shall be nominated by the Commission</p>

2.	<p>6. Grievance filing procedure</p> <p>(1) xxx</p> <p>(2) Every grievance to the forum must be submitted in writing to the Chairperson of the forum in the complaint format given in Annexure-I. The complaint can also be lodged through email to the respective forum's email ID (which will be published by them widely). Such mode of complaint can be in text format with the required information and address of the complainant.</p>	<p>6. Grievance filing procedure</p> <p>(1) xxx</p> <p>(2) <i>Every grievance to the forum must be submitted in writing to the Chairperson of the forum in the complaint format given in Appendix-I. The complaint can also be lodged through email to the respective forum's e-mail id (which will be published by them widely). Such mode of complaint can be in text format with the required information and address of the complainant.</i></p>
3.	<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>(7) <i>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 / e-mail / SMS and Licensee's web portal. The Forum shall 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>
4.	<p>8. Appeal</p> <p>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 III.</p> <p>Provided that the Electricity Ombudsman may entertain an appeal after the expiry of the said period of 30 days if the Electricity Ombudsman is satisfied that there was sufficient cause for not filing it within that period.</p> <p>Provided further that the Electricity Ombudsman shall entertain no appeal by any party, who is required to pay any amount in terms of an order of the forum, unless the appellant has deposited in the prescribed manner, twenty five percent of the amount as ordered by the forum.</p>	<p>8. Appeal</p> <p><i>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 Appendix- III.</i></p> <p><i>Provided that the Electricity Ombudsman may entertain an appeal after the expiry of the said period of 30 days if the Electricity Ombudsman is satisfied that there was sufficient cause for not filing it within that period.</i></p> <p><i>Provided further that the Electricity Ombudsman shall entertain no appeal by any party, who is required to pay any amount in terms of an order of the forum, unless the appellant has deposited in the prescribed manner, twenty five percent of the amount as ordered by the forum.</i></p>

5.	<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 / Commission</p> <p><i>The Distribution Licensee shall give wide publicity of the Forum office, its complete address, e-mail id, contact details and procedure for registration of grievances through print and electronic media, Licensee website, notice boards of its various offices and consumers' electricity bills. The Distribution Licensee shall provide access to consumers through dedicated 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 through a web portal.</i></p> <p><i>The performance of CGRF shall also be monitored by the Commission. The Licensee shall furnish quarterly reports to the Commission and Ombudsman, the consumer grievance related particulars showing the extent to which the time schedule has been followed in redressing the consumer grievances. Such particulars shall be submitted in the format specified in Appendix-IIA and Appendix-IIB of this Regulation.</i></p> <p><i>Above particulars shall also be updated simultaneously in the CGRF web portal of the Commission.</i></p>
6.	<p>Procedure for filing a complaint</p> <p>17(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 (Central Act 36 of 2003) by licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Annexure III. Complaints of common nature (which may be considered applicable to more than one Forum) can be directly brought upto Electricity Ombudsman by any of the consumer or by a State level Consumer Association in the form as prescribed in Annexure III.</p>	<p>Procedure for filing a complaint</p> <p>17(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 (Central Act 36 of 2003) by Licensees relating to providing of electricity supply, may himself or through his representative make a complaint to the Electricity Ombudsman in the form as in Appendix-III. Complaints of common nature (which may be considered applicable to more than one Forum) can be directly brought upto Electricity Ombudsman by any of the consumer or by a State level Consumer Association in the form as prescribed in Appendix-III.</p>
7.	<p>17(2). The complaint shall be in writing duly signed by the complainant or his authorised representative in the form as prescribed in Annexure III.</p> <p>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.</p>	<p>17(2). The complaint shall be in writing duly signed by the complainant or his authorised representative in the form as prescribed in Appendix-III.</p> <p>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.</p>

8	<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: right;">DATE: <input style="width: 60px;" 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"/> 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 style="width: 150px;" 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"/> Deficiency in <input type="checkbox"/> Services <input type="checkbox"/> Other Complaints <input type="checkbox"/></p> <p>Date of representation <input style="width: 150px;" type="text"/></p> <p>Date of payment made if any <input style="width: 150px;" type="text"/></p> <p>iii) <u>Quality of power supply</u></p> <p>Low <input type="checkbox"/> Voltage <input type="checkbox"/> Fluctuation <input type="checkbox"/> Frequent Supply <input type="checkbox"/> Interruption <input type="checkbox"/></p> <p>From (Date) <input style="width: 40px;" type="text"/> From (Time) <input style="width: 40px;" type="text"/> To (Date) <input style="width: 40px;" type="text"/> To (Time) <input style="width: 40px;" type="text"/></p> <p>Address of the location of the existing / proposed service connection (common to all complaints)</p> <input style="width: 320px; height: 20px;" type="text"/>	<p style="text-align: center;">Appendix - I CONSUMER REDRESSAL FORUM COMPLAINT FORMAT</p> <p>(Please tick (√) in the box whichever is applicable)</p> <p style="text-align: right;">DATE: <input style="width: 60px;" 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"/> 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 style="width: 150px;" type="text"/></p> <p>Replacement of <input type="checkbox"/> Service lines <input type="checkbox"/> Metering related <input type="checkbox"/></p> <p>Disconnection / <input type="checkbox"/> Reconnection <input type="checkbox"/> Addition / Reduction <input type="checkbox"/> of demand <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 related <input type="checkbox"/> Deficiency in <input type="checkbox"/> Services <input type="checkbox"/> Other Complaints <input type="checkbox"/></p> <p>Date of representation <input style="width: 150px;" type="text"/></p> <p>Date of payment made if any <input style="width: 150px;" type="text"/></p> <p>iii) <u>Quality of power supply:</u></p> <p>Low <input type="checkbox"/> Voltage <input type="checkbox"/> Fluctuation <input type="checkbox"/> Frequent Supply <input type="checkbox"/> Interruption <input type="checkbox"/></p> <p>From (Date) <input style="width: 40px;" type="text"/> From (Time) <input style="width: 40px;" type="text"/> To (Date) <input style="width: 40px;" type="text"/> To (Time) <input style="width: 40px;" type="text"/></p> <p>Address of the location of the existing / proposed service connection (common to all complaints)</p> <input style="width: 320px; height: 20px;" type="text"/>
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<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 Registration of <input type="checkbox"/> Acceptance of <input type="checkbox"/> Application payment</p> <p>Fixing of meter <input type="checkbox"/> Effecting service <input type="checkbox"/> connection</p> <p>iv) Demand / Acceptance of bribe Date <input type="checkbox"/> Time <input type="checkbox"/> Place <input type="checkbox"/></p> <p>LICENSEE'S EMPLOYEE AGAINST WHOM COMPLAINT IS MADE (for more than one person fill in separate form)</p> <p>Name <input style="width: 100%;" type="text"/></p> <p>Designation <input style="width: 100%;" type="text"/></p> <p>Office Address <input style="width: 100%;" type="text"/></p> <p>Descriptive details of the Complaint <input style="width: 100%; height: 40px;" type="text"/> (common to all complaints)</p> <p>3) COMPLAINANTS DETAILS</p> <p>Name and Address Telephone No <input style="width: 50%;" type="text"/></p> <p><input style="width: 100%;" type="text"/> Email ID <input style="width: 50%;" type="text"/></p> <p style="text-align: right;">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: 50%;" type="text"/> Name of Data <input style="width: 50%;" type="text"/> Entry Operator</p> <p>Date of receipt <input style="width: 50%;" type="text"/></p> <p>Division <input style="width: 50%;" type="text"/> Signature</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 Registration of <input type="checkbox"/> Acceptance of <input type="checkbox"/> Application payment</p> <p>Fixing of meter <input type="checkbox"/> Effecting service <input type="checkbox"/> connection</p> <p>3) DESCRIPTIVE DETAILS OF THE COMPLAINT <input style="width: 100%; height: 40px;" type="text"/> (Add sheets if required)</p> <p>4) COMPLAINANT'S DETAILS</p> <p>Name and Address Telephone / <input style="width: 50%;" type="text"/> Mobile Number</p> <p><input style="width: 100%;" type="text"/> Email id <input style="width: 50%;" type="text"/></p> <p style="text-align: right;">Signature of the Complainant</p> <p>Note:</p> <p>i) Separate sheets if necessary to cover the details of complaint may be attached.</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: 50%;" type="text"/> Name and <input style="width: 50%;" type="text"/> Designation of the authorised person</p> <p>Date of receipt <input style="width: 50%;" type="text"/></p> <p>Division <input style="width: 50%;" type="text"/> Signature</p>
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9.	ANNEXURE-II CONSUMER GRIEVANCE REDRESSAL MONITORING REPORT										Appendix- IIA CGRF- COMPLAINT STATUS MONITORING FORMAT										
No	Complaints Status	Nature of Complaints									Sl. No.	Status of the complaints of grievance	Nature of complaints								
		Delay in Effecting supply	Quality of voltage	Interruptions	Metering problems	Billing Problems	Tariff Problems	Others	Total	Application related/ Delay in effecting supply			Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others	Total		
1.	Complaints Pending during the starting of the last quarters										1.	Opening balance at beginning of the quarter. (complaints for which hearing to be conducted plus complaints for which hearing conducted but orders to be passed)									
2.	Complaints received during the last quarter										2.	Received during the quarter									
3.	Total Complaints										3.	Rejected during the quarter as per Regulation 7(2) and 7(3).									
4.	Complaints attended during the last quarter										4.	Nett total (1+2) -3									
5.	Balance complaints to be attended										5.	Orders passed during the quarter within the time stipulated in sub-regulation 7(7).									
6.	Complaints pending More than 3months But less than 6 months										6.	Orders passed during the quarter beyond stipulated time.									
7.	Complaints pending for more than 6months										7.	Closing balance at end of the quarter. 4-(5+6)									
<p>Note: The present stage for each complaint pending for more than 6 months may be furnished separately.</p>											8.	Reason for delay in disposal of the complaints mentioned in Sl. No.6 shall be submitted for each case with date war break up details of every stage from the date of receipt of complaint.									

Appendix- IIB
CGRF - IMPLEMENTATION OF REDRESSAL STATUS
MONITORING FORMAT

		Application related/ Delay in effecting supply	Quality of Supply	Supply interruptions	Metering related	Billing related	Tariff related	Others	Total
		1.	Opening balance at beginning of the quarter (orders passed before the quarter but pending to be implemented)						
2.	Orders passed during the quarter.								
3.	Total (1+2)								
4.	Orders implemented during the quarter (for total cases mentioned in Sl.No.3)								
5.	Closing balance at the end of the quarter. (Total cases for which orders passed but pending to be implemented) (3-4)								
6.	Reason for the delay in implementing the CGRF orders mentioned in Sl. No.5 for each case and action taken with date war break up details from the date of CGRF order.								
10.	Annexure-III XXX	Appendix – III XXX							

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,
16th October 2023.

C. VEERAMANI,
Secretary,
Tamil Nadu Electricity Regulatory Commission.