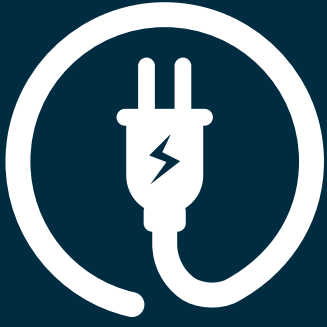




CURRENT NEWS

மின் செய்திகள்

VOLUME X, ISSUE 9 • SEPTEMBER 2025



TAMIL NADU ELECTRICITY OMBUDSMAN - GRIEVANCE ANALYSIS REPORT (2021-2025) - PART III

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In the previous article, we conducted an in-depth analysis of billing-related complaints, meticulously examining the data on a year-on-year basis to identify trends and patterns. This edition will delve into the specifics, providing insights into the types of infrastructure challenges encountered, the frequency of these complaints, and their impact on customer satisfaction. The nature of complaints was categorised based on a systematic classification of consumer grievances recorded with the Tamil Nadu Electricity Ombudsman between 2021 and 2025.

A publication from



CAG

Citizen consumer and civic Action Group

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Electricity Ombudsman Cases Reviewed

Category	2021	2022	2023	2024	2025	Total
Billing Related	34	33	41	39	16	163
Infrastructure Related	4	22	18	19	11	72
Service related	38	41	37	22	10	150
Total Cases	76	96	96	80	37	385

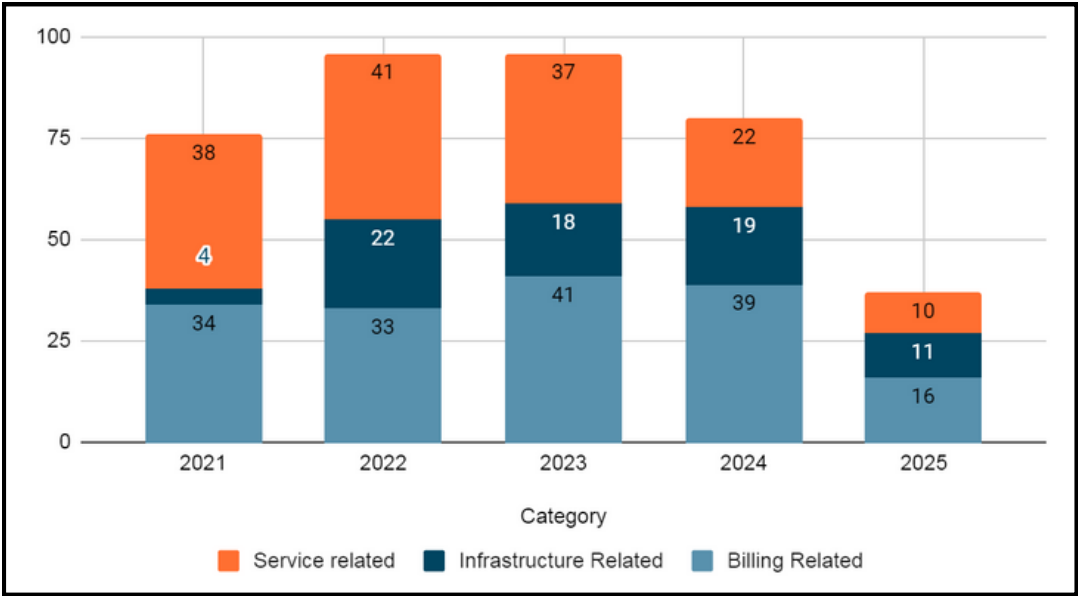


Fig 1 Total complaints analysed between 2021 - 2025 | CAG

Infrastructure-related complaints - Analysis:

Over the five years, infrastructure-related complaints account for 72 cases out of 385 total complaints, representing about 19% of the total grievances. This indicates that while billing and service-related issues dominate, infrastructure concerns remain a substantial and recurring problem.

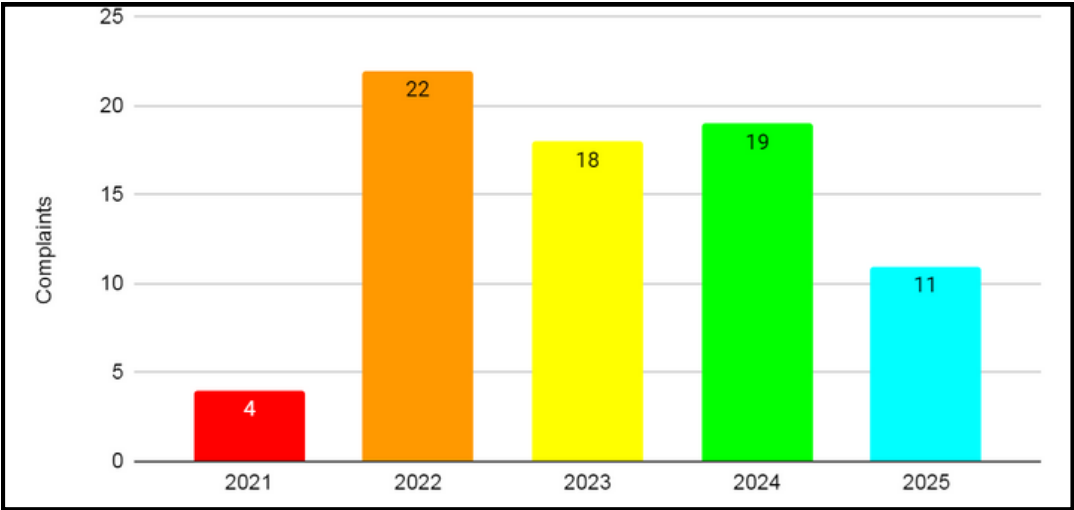


Fig 2 Infrastructure related complaints | CAG

Infrastructure-related complaints exhibit a distinct pattern from 2021 to 2025. In 2021, only 4 cases were reported, indicating that infrastructure-related complaints were not a major concern at the time. However, the following year (2022) saw a significant rise to 22 cases, representing a more than fivefold increase. In 2023, 18 cases were registered, yet the number remained high compared to 2021. By 2024, the complaints again rose to 19, showing persistent infrastructure quality issues. Until May 2025, 11 complaints have already been registered.

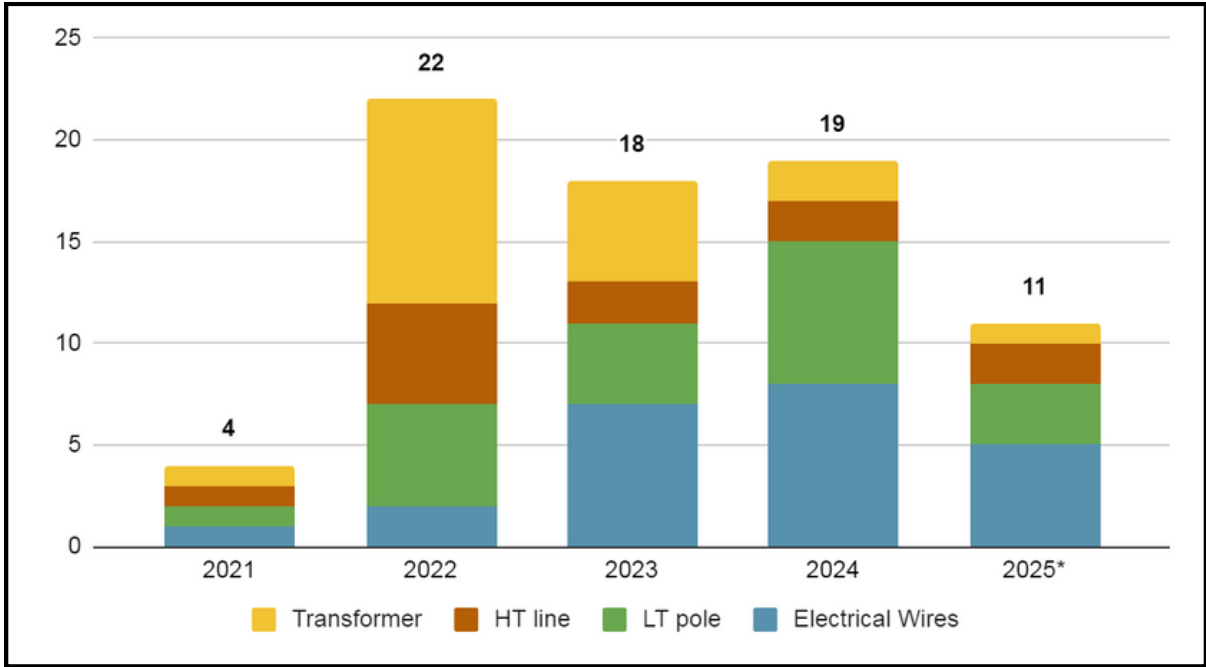


Fig 3 Types within the Infrastructure related complaints | CAG

Types of infrastructure-related complaints:

On analysing further, infrastructure-related complaints could be divided into (i) electrical wires, (ii) shifting of Low Tension (LT) poles, (iii) removal of High Tension (HT) wires passing through lands and (iv) removal of transformers.

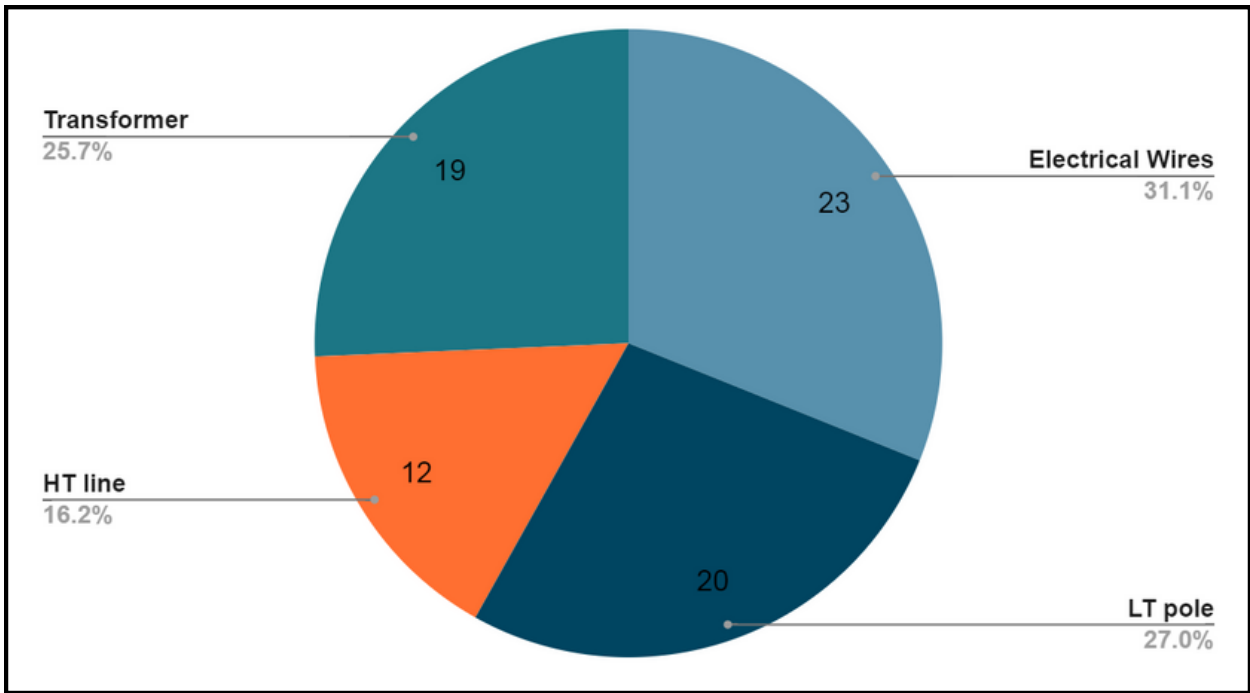


Fig 4 Type of Infrastructure related complaints analysed between 2021 - 2025 | CAG

- Among the 72 recorded cases, electrical wires emerge as the most frequent source of complaints (23 cases), indicating recurring problems such as sagging wires.
- The second most reported issue relates to LT poles (20 cases). Complaints here often stem from damaged poles, or those placed in the consumer's land such as agricultural land, consumer pathways etc, which pose a safety hazard to users.
- Transformers (19 cases) form the third major category of complaints, again placed too close to dwellings and posing a safety hazard.
- Lastly, HT line complaints (12 cases), while fewer in number, still signal critical risks. This category for example, includes High-Tension line issues passing over agricultural lands.

Service-related complaints - Analysis:

Out of a total of 385 cases, service-related complaints ranked second in number after billing complaints, with 150 cases. Between 2021 and 2025, these service-related complaints highlighted challenges such as name transfer requests.

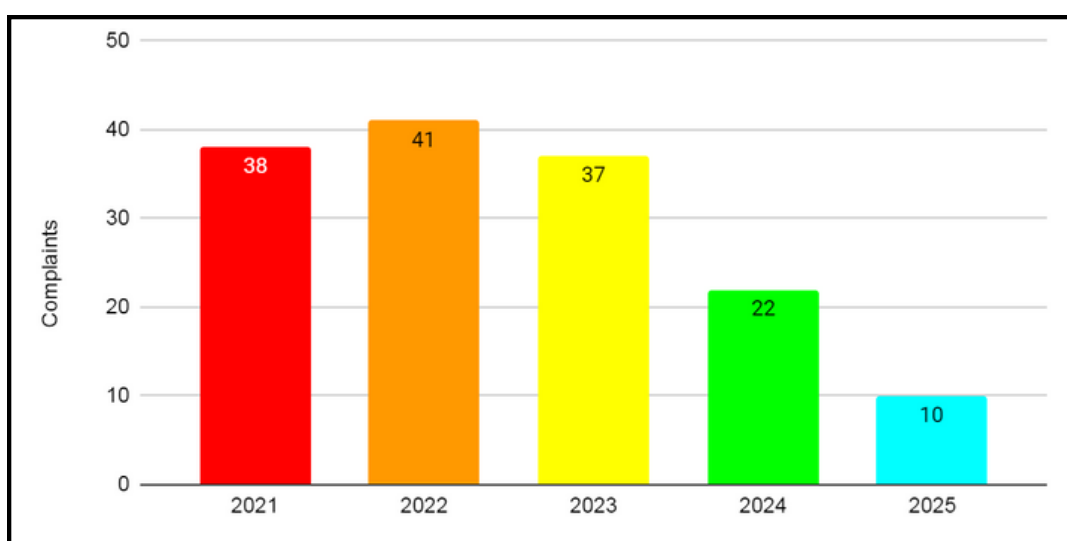


Fig 5 Service related complaints | CAG

Unlike with infrastructure complaints however, the data here shows a declining trend between 2022 and 2025. In 2021, a total of 38 complaints were recorded, indicating high levels of consumer dissatisfaction with service processes. The following year (2022) saw a slight increase to 41 complaints, the highest during the five-year period, possibly due to administrative delays or increased demand for solving the service complaints. However, by 2023, the number of complaints decreased to 37, reflecting a service efficiency. A sharp decline occurred in 2024, with only 22 complaints reported, suggesting streamlined procedures had started yielding results. So far, until May 2025, 10 complaints were recorded.

Types of service-related complaints:

An analysis of service-related complaints indicates they typically fall under: (i) name transfer request and delays subsequent to these, (ii) delays in effecting new electricity connections and (iii) other service-related complaints such as shifting of service connection and reconnection of electricity connection.

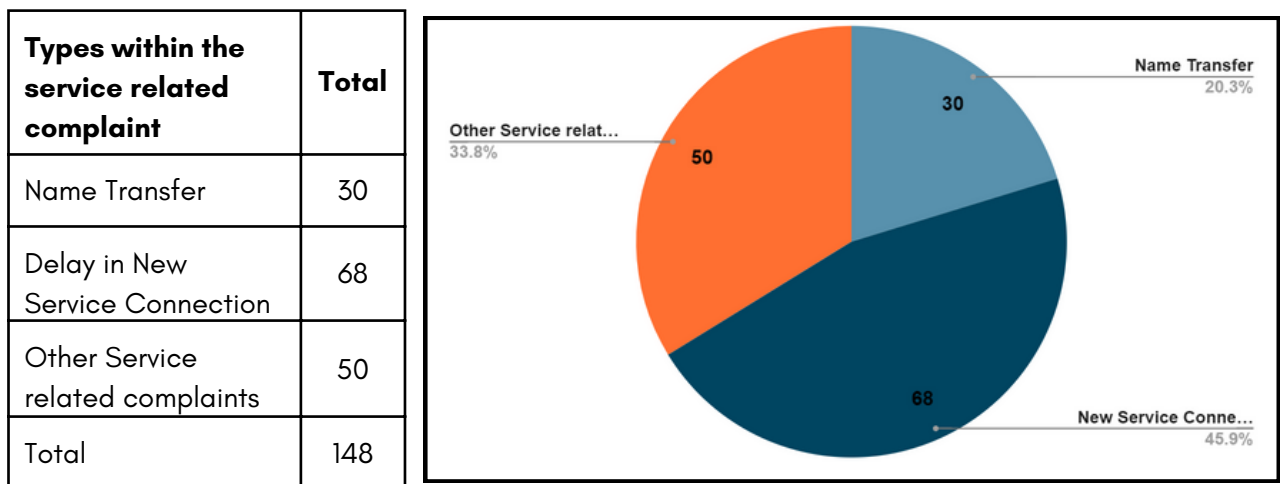


Fig 6 Type of service related complaints analysed between 2021 - 2025 | CAG

- Among 148 cases registered, new service connection requests emerged as the most significant issue, accounting for 68 cases, with consumers filing cases regarding new service connection requests for domestic households, shops and for agricultural lands, have faced challenges with the DISCOM's response.
- The second most-reported issue involves other service-related concerns, which account for 50 cases. Complaints here include the shifting of service connections, reconnection of service connections, and, notably, a few cases of converting domestic service applications to solar applications.
- Lastly, name transfer issues constituted 30 complaints, where the complainants requested the transfer of a connection to other names.

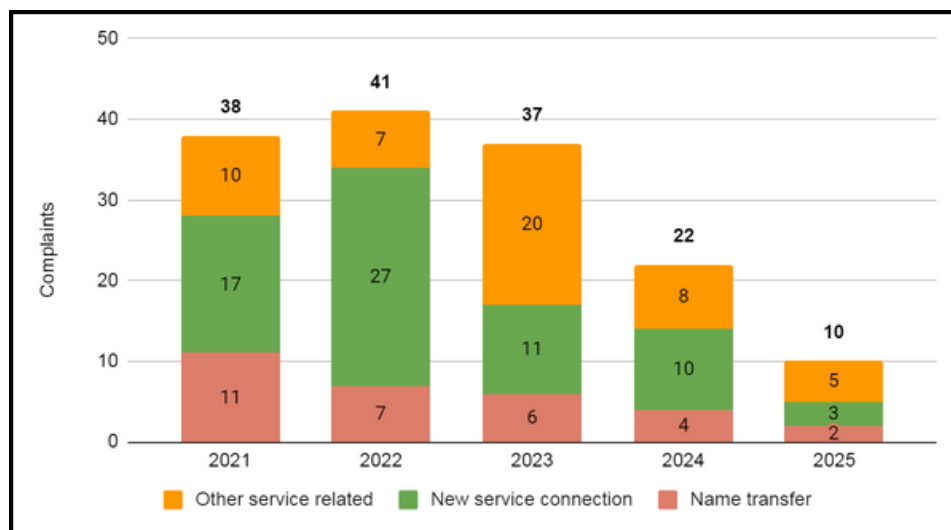


Fig 7 Type within the service related complaints analysed between 2021 - 2025 | CAG

Of these, new service connection issues were the most frequent complaint, peaking at 27 in 2022 before steadily decreasing to 10 in 2024. Name transfer complaints show a consistent decline over the years, falling from 11 in 2021 to just 4 in 2024, reflecting improved efficiency in documentation and approval processes. Other service-related complaints, however, showed irregular patterns, with a notable spike of 20 cases in 2023, suggesting temporary operational or procedural challenges.

(To be continued)

CONSUMER FOCUS

On 20.02.2021, a petitioner, an Industry consumer, applied for a three-phase electricity service connection for his enterprise. He paid the required charges, which include the registration fees with GST (Rs.118/-), service connection charges (Rs.1,000/-), Earnest Money Deposit (EMD) for Industrial Service (Rs.59,400/-), Meter Caution Deposit (MCD) (Rs.3,000/-) and Development Charges (Rs.99,000/-), totaling to a sum of Rs.1,62,518/-.

Based on the application, TNPDCCL officials conducted the site inspections. It was revealed that the petitioner had provided for the electrical service point in his premises at a distance of 350 meters from the public road.

To facilitate the electricity supply, TNPDCCL would have to carry out extension work, involving an additional cost to the petitioner. Based on the site inspection, TNPDCCL officials prepared a quote for the estimated cost of Rs. 11,30,630 towards the extension work. The estimated cost included:

- The erection of a high-tension (HT) 11 kV 3-wire line for around 420 meters along the public road
- An additional 350-meter HT line to enter his premises
- 250 KVA distribution transformer (DT) structure within the petitioner's premises.
- A low-tension (LT) line ran about 40 meters to the metering point.

The estimated cost was divided as follows: the extension expenses along the public road were to be borne by the TNPDCCL, while the extension expenses within the consumer's premises were to be charged to the petitioner.

Based on the estimated cost provided by TNPDCCL, the petitioner argued that it is the licensee's duty to provide electrical supply and bear the cost of extension work. The petitioner mentioned Regulation 29(5) of TNE Distribution Code 2004 which states that "the petitioner is required to bear the costs from the distribution transformer (DT) to the meter inside his premises, not the entire transmission line along the road". Therefore, he contended that the total cost was exorbitant, and unjustified as per regulation and that anything outside of the regulation mandated cost must be borne by TNPDCCL. On protest, the petitioner paid the said estimated cost of Rs.11,30,630 on 08.04.2021 and the service connection was completed on 14.07.2021.

The petitioner approached the Consumer Grievance Redressal Forum (CGRF) on 30.09.2024, requesting a refund of the charges. During the hearing, the TNPDCCL officials mentioned that they followed the process of setting up an HT line and extension work, which is mandatory as prescribed by the TNERC regulations. Therefore, the petitioner's request for a refund cannot be accommodated. Also, the petitioner had stated that TNPDCCL had utilised a total area of 17000sqft of the land covered by the TNPDCCL electric network, which was not only used by him but also by the public. Therefore, the petitioner demanded Rs. 1,70,000/- (One lakh seventy thousand) per month as rent since the power distribution from that transformer served other consumers (public) also.

After hearing both sides, CGRF found that the amount charged from the consumer was in excess and therefore ordered a partial refund of costs charged towards erection of the DT Structure amounting to Rs.1,44,270/-, either as a cash refund or credited in his advance Current Consumption account.

Dissatisfied with the partial relief provided by CGRF, the petitioner registered an Appeal Petition to the Tamil Nadu Electricity Ombudsman.

After hearing both parties' hearing, the Ombudsman observed that the core issue revolves around the interpretation of the responsibilities for bearing the cost of electrical infrastructure, particularly when the distribution transformer and associated lines are located within the consumer's premises

The following are the Ombudsman's questions based on the argument brought by the parties during the hearing:

- **Whether the Appellant has the right to refund the charges collected towards the erection of DT structure and associated lines?**

- As per Regulation 29(5), 29 (6) & 29(9), the consumer is required to provide adequate space for installation of electrical infrastructure at a location near the entrance to the premises and also permit the Licensee to install an electrical network, and such space should be easily accessible to the licensee's officials for inspection.
- In the present case, the petitioner chose to locate the meter and service point approximately 350 meters away from the entrance gate, deep inside the premises, contrary to the regulation. Since, the metering point is 350 meters away from the main gate, the only option available for the TNPDCCL was to install DT inside the premises. In addition to that, the petitioner had not objected to its installation within his premises during that time.
- Regulation 29(11)(c), TNE Distribution Code states that the "Licensee is responsible for bearing the cost of the transformer and its associated equipment". However, it also states that the cost of installation works from the distribution transformer to the consumer's meter including any portion of the HT line located within the consumer's premises when the transformer is erected shall be borne by the applicant i.e petitioner. In this context, the CGRF had already directed that the cost collected towards the erection of the distribution transformer be refunded because it is a TNPDCCL expense.
- However, it was observed that the TNPDCCL had not refunded a certain amount under establishment & supervision charges, contingencies, storage, etc., which were claimed towards the provision of DT. However, during the hearing, the TNPDCCL accepted and agreed to refund the entitled balance amount. Therefore, the TNPDCCL was directed to rework the estimate and refund the eligible balance amount to the petitioner.

- **Whether the Appellant has the right to refund the charges collected towards the erection of DT structure and associated lines?**

With respect to the claim for monthly rent for the land occupied by the TNPDCCL's infrastructure, it was noted that this request was not raised before the Consumer Grievance Redressal Forum. But upon examination, it was found that the petitioner had to provide land for electrical installation, free of cost inside his premises as per the TNERC regulations 29(5), (6) & (9) and the petitioner also executed the LT agreement in this regard. Accordingly, the claim for rental compensation was rejected.

The Electricity Ombudsman issued a final order favouring the petitioner stating that TNPDCCL must rework the estimate and refund all entitled amounts to the petitioner.

SOURCE: OMBUDSMAN CASE

NEWS FROM **TAMIL NADU**

Tangedco plans to install 27,000-KW rooftop solar power units in Madurai district by 2027

All domestic consumers who consume 500 to 1000 units of power every bill cycle will benefit if they install rooftop solar power system, says Tangedco official. Tangedco has planned to install rooftop solar power systems to generate 27,000 Kilowatts (KW) of electricity in Madurai district by 2027, according to its Superintending Engineer R. Regina Rajakumari. Speaking at an awareness meeting on rooftop solar power systems, she said the Centre had fixed a target of 27,000 KW of rooftop solar power systems for residential buildings in the district. All domestic electricity consumers who consumed 500 to 1000 units of power every bill cycle would benefit if they installed rooftop solar power system. She said 70,000 of the six lakh electricity consumers in Madurai district were identified to be using 500 to 1,000 units of power per bill cycle. "Such consumers going for solar power will be mutually beneficial for the consumers and Tangedco as the power charges will come down drastically for them and Tangedco will be able to meet the ever-increasing demand for electricity without additional power production," she said. Ms. Rajakumari said rooftop solar power systems to generate 1000 KW of power had so far been installed in Madurai district. Tangedco would go for creating more awareness on the utility of rooftop solar power systems, which produced clean energy, unlike thermal power stations. Besides, solar power was available in abundance in the country which could be tapped usefully, she added. Power generation through other renewable sources like tidal and wind energy were exorbitantly costly.

SOURCE: THEHINDU, 17 SEPTEMBER 2025

NEWS FROM ACROSS THE **COUNTRY**

PM Surya Ghar Installations to Touch 5 Million After Utilityled Model Launch

The government has recently approved a power utility-led model under the PM Surya Ghar: Muft Bijli Yojana, which will rapidly increase rooftop solar installations, said Union Minister of New and Renewable Energy Pralhad Joshi. Approximately two million rooftop solar systems have been installed under the Surya Ghar program so far. Approximately half of the households were receiving zero bills, and many were also earning money by selling excess electricity.

Joshi was addressing a meeting convened by the Ministry of New and Renewable Energy (MNRE) to review the progress of renewable energy programs with representatives of the states. At the Mercom India Renewables Summit 2025, the minister had announced that the government would introduce a utility-led model under Surya Ghar to enable households without suitable rooftop space to benefit from the program. Joshi said while some states had performed very well in implementing the Surya Ghar program, installations in others were slow. States must give approvals within 15 days of receiving applications.

The Surya Ghar program targets installing rooftop solar panels on 10 million households by 2027. Progress under the program has been patchy and marred by glitches in the national rooftop solar portal. The parliament's standing committee on energy had observed that the pace of installations was slow and meeting the targets was a challenge.

MNRE Secretary Santosh Kumar Sarangi said in some states, the rejection rate for bank loans for rooftop solar was very high. He asked the states to take up the issue of the reluctance of banks to lend to the rooftop solar sector with the state-level bankers' committees. He said India cannot be import-dependent if it has to achieve 1,800 GW of renewable energy capacity by 2047 and 5,000 GW by 2070. State governments must take the initiative for the manufacture of solar cells and modules, ingots, wafers, and polysilicon. The ministry will be working with the states in this regard.

SOURCE: MERCOM, 11 SEPTEMBER 2025

WORLD NEWS

China makes landmark pledge to cut its climate emissions

China, the world's biggest source of planet-warming gases, has for the first time committed to an absolute target to cut its emissions. In a video statement to the UN in New York, President Xi Jinping said that China would reduce its greenhouse gas emissions across the economy by 7-10% by 2035, while "striving to do better". The announcement comes at a time the US is rolling back on its commitments, with President Donald Trump on Tuesday calling climate change a "con job". But some critics said China's plan did not go as far as hoped to keep global climate goals in reach. "The targets should be seen as a floor rather than a ceiling," said Li Shuo, director of China Climate Hub at the Asia Society Policy Institute. "China's rapid clean tech growth [...] could propel the country much further over the coming decade," he added. "China's 2035 target simply isn't representative of the pace of the energy transition in the country," agreed Bernice Lee, distinguished fellow and senior adviser at Chatham House. "There's a case to be made that Beijing missed a trick in landing a more ambitious goal as it would have won broad global praise - a stark contrast to the US," she added. While China ramps up its renewables, it continues to rely heavily on coal, the dirtiest fossil fuel. Last year saw China's electricity generation from coal hit a new record - although initial data suggests it has fallen in the first half of 2025 amid a surge in solar electricity. Today's new target signals "the beginning of decarbonisation after decades of rapid emissions growth", he added.

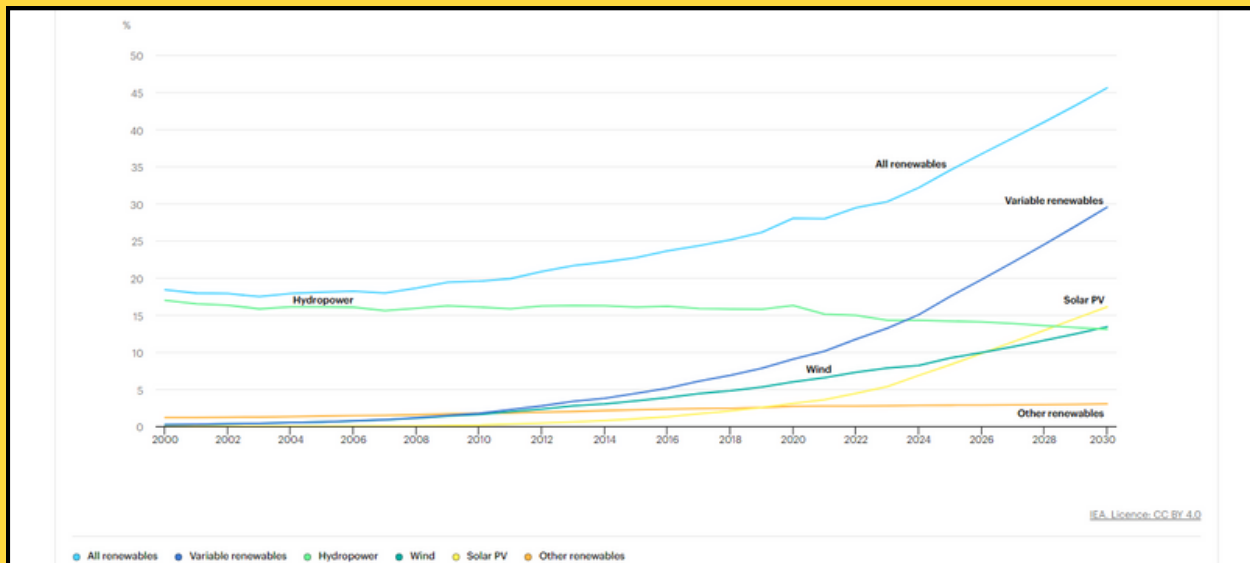
SOURCE:BBC.COM, 25 SEPTEMBER 2025



PUBLICATIONS

- **Solar PV Potential of India - Ground Mounted, September 2025, MNRE**
- **Integrating Solar and Wind in Southeast Asia, IEA**
- **The Use of Green Tax Incentives for Renewable Energy Deployment in Emerging and Developing Countries, IISD**
- **Key enablers for the energy transition: Solar and storage, IRENA**

SHARE OF RENEWABLE ELECTRICITY GENERATION BY TECHNOLOGY, 2000-2030



SOURCE: [IEA](#)

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