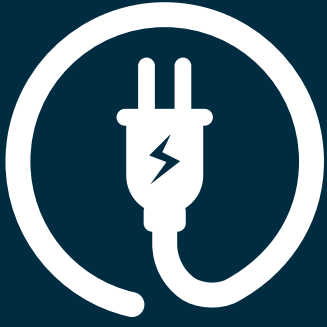




CURRENT NEWS

மின் செய்திகள்

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

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In the previous article, we conducted an in-depth analysis of service-related complaints, meticulously examining the data on a year-on-year basis to identify trends and patterns. This edition analyses the pattern of decisions delivered by the Electricity Ombudsman over the last five years and examines whether outcomes favoured consumers or the Tamil Nadu Power Distribution Corporation Limited (TNPDC). The findings provide valuable insights into the nature of grievances and the strength of cases presented to the Ombudsman.

A publication from



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A total of 385 consumer grievances with the Tamil Nadu Electricity Ombudsman were reviewed, between 2021 and 2025.

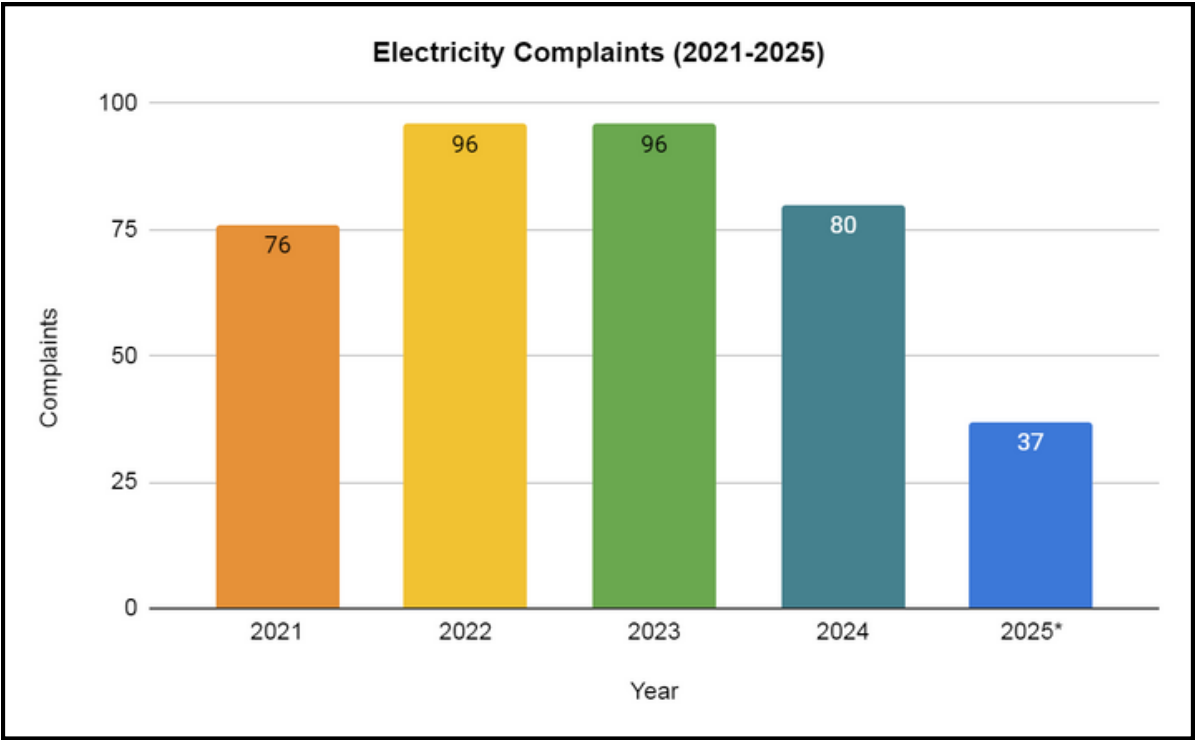


Fig 1 Total complaints (2021-2025) | CAG

*Data for 2025 is only up to May

Electricity Ombudsman Decisions: Consumer vs TNPDC

The decision made by the Electricity Ombudsman is based on the arguments presented by both the petitioner and the respondent, TNPDC, the distribution licensee. A comprehensive analysis of grievances over five years reveals significant insights into the outcomes of these cases.

In 2021, consumers secured 19 (out of 76) favourable orders, the highest in the observed period. However, this figure dropped sharply to just 6 (out of 96) cases in 2022 and further declined to a low of only 2 (out of 96) cases in 2023. However, there was a marginal improvement in 2024 with 6 (out of 80) consumer-favourable orders, 2025 (up to May) recorded 11 (out of 37) such cases. In contrast, TNPDC's success rate remained consistently high throughout the five years, peaking at 94 favourable orders in 2023, which also corresponds with the lowest consumer success during the same year.

Order in favour of Consumer or TNPDC						
Category	2021	2022	2023	2024	2025*	Total
Consumer	19	6	2	6	11	44
TNPDC	57	90	94	74	26	341
Total	76	96	96	80	37	385

*Data for 2025 is only up to May

Specifically, it shows that over the analysed years, only 11.4% of the cases were resolved in favour of the petitioners, indicating that a majority of complaints were found to be lacking sufficient merit. In contrast, a substantial 88.6% of the cases resulted in decisions favouring the respondent, TNPDC, in adherence to regulatory standards. This analysis not only highlights the effectiveness of TNPDC in addressing grievances but also reflects the overall landscape of consumer complaints in the electricity distribution sector.

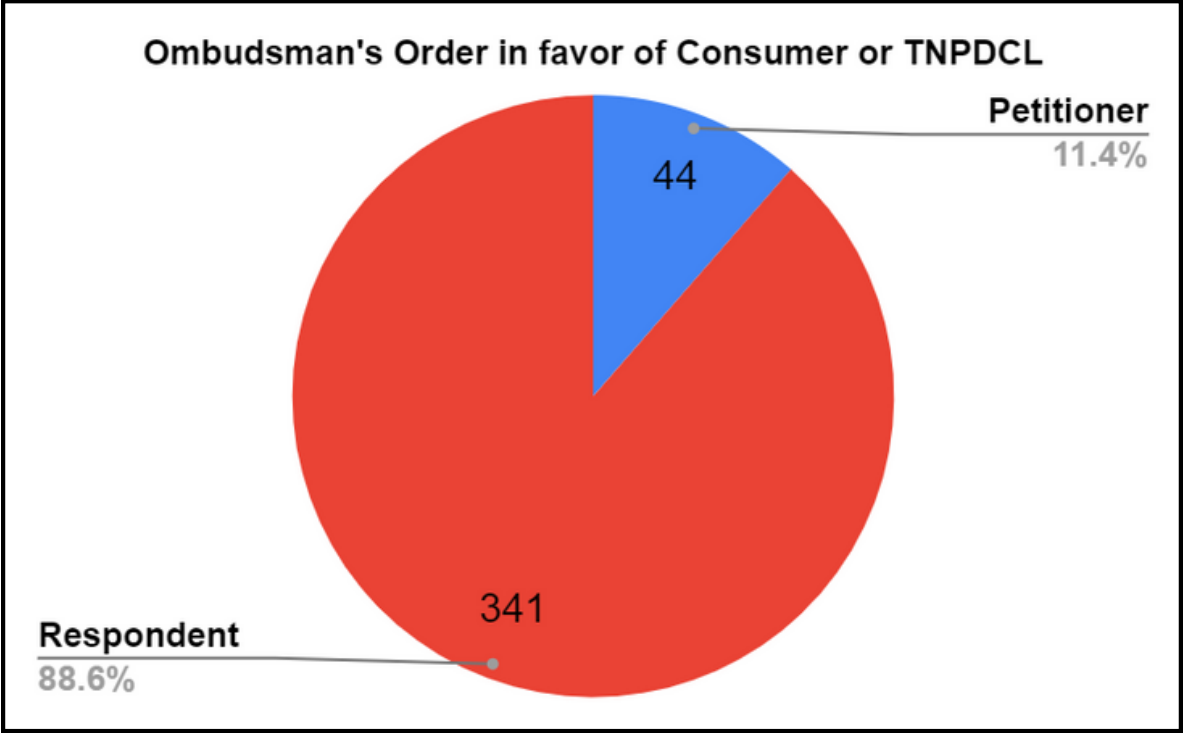


Fig 2 Ombudman’s order in favor of Consumer or TNPDC| CAG

Electricity Ombudsman decision based on the nature of the Complaints

A category-wise assessment of Ombudsman decisions provides deeper insights into which types of grievances are more likely to result in consumer relief.

Complaints between 2021 - 2025			
Complaint Category	Consumer	TNPDC	Total
Billing Related	31	131	162
Infrastructure Related	3	72	75
Service Related	10	138	148
Total	44	341	385

Interpretation by Complaint Category:

- Billing-related complaints (162 cases): Billing issues recorded the highest number of consumer-favourable outcomes, with 31 cases (19.1%) decided in favour of consumers. This indicates that billing disputes provide the greatest scope for consumer relief, particularly when supported with documentary evidence such as meter readings, incorrect tariff application, or assessment errors. However, even in this category, more than 80% of cases were still ruled in favour of TNPDC.
- Service-related Complaints (148 cases): Only 10 cases (6.8%) resulted in consumer victories. These complaints are mainly related to delays in effecting the service connection, procedural lapses during the name transfers, and other service-related complaints. The low success rate suggests that most service-related actions of TNPDC were found to be in line with regulatory standards, even if consumers were dissatisfied with execution timelines.
- Infrastructure-related Complaints (75 cases): This category shows the lowest consumer success rate, with only 3 cases (4%) decided in favour of consumers. Infrastructure matters involve technical feasibility, statutory clearances, and long-term network planning, making it difficult for individual consumers to secure favourable orders. This highlights the limited influence of individual grievances in infrastructure expansion or system constraints.

Electricity Ombudsman - Compensation for the Complaints

Beyond deciding the correctness of actions, the Ombudsman also has the authority to grant monetary compensation in deserving cases. However, a separate analysis of compensation outcomes reveals that financial relief to consumers is extremely limited in practice.

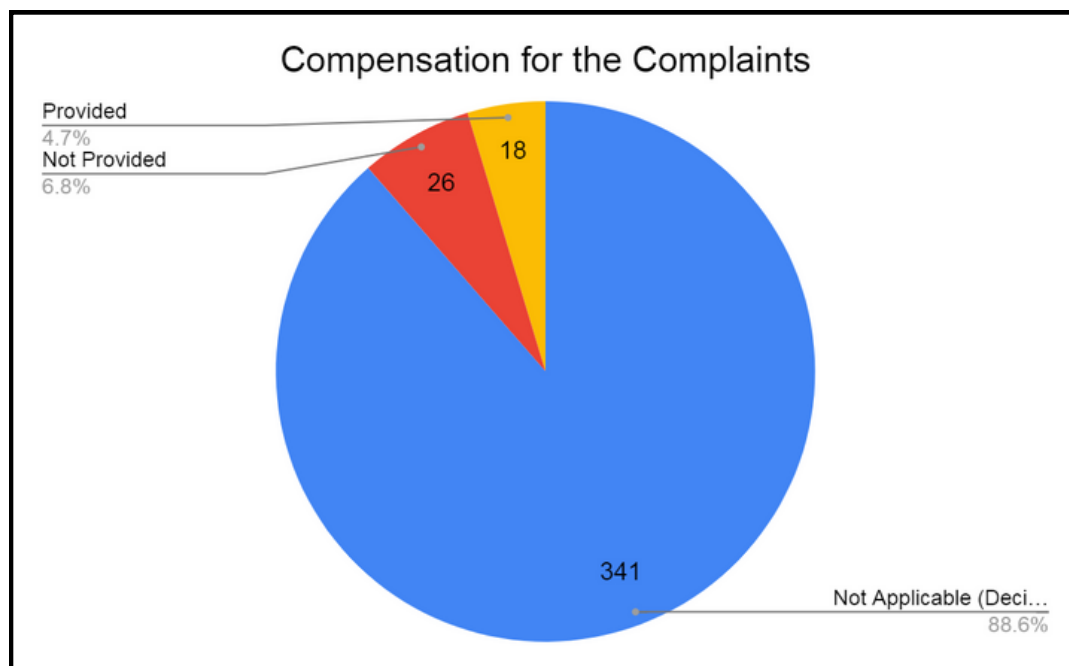


Fig 3 Compensation for the complaints | CAG

Out of the 385 cases examined between 2021 and 2025, compensation was actually awarded in only 18 cases (4.7%). In another 26 cases (6.8%), although the complaints were heard and disposed of, no compensation was granted. In the remaining 341 cases (88.5%), compensation was not applicable, as the Ombudsman found that the actions of TNPDC employees or the orders issued by the Consumer Grievance Redressal Forum (CGRF) conformed with TNERC regulations. As a result, even when consumers expressed their grievances, the final decisions predominantly favored TNPDC.

Category	Not Applicable	Not Provided	Provided	Total
Billing Related	131	20	11	162
Infrastructure Related	73	1	2	75
Service Related	137	5	5	147
Total	341	26	18	385

- Billing-related matters accounted for the highest share of compensation, with 11 out of 162 cases (6.8%) resulting in monetary relief. In comparison, service-related complaints saw compensation in only 5 out of 147 cases (3.4%), while infrastructure-related cases recorded just 2 compensated outcomes out of 75 cases (2.7%).
- These figures clearly demonstrate that the Ombudsman mechanism in Tamil Nadu is predominantly corrective rather than compensatory, underscoring the limited role of financial compensation in the overall consumer grievance redressal framework.

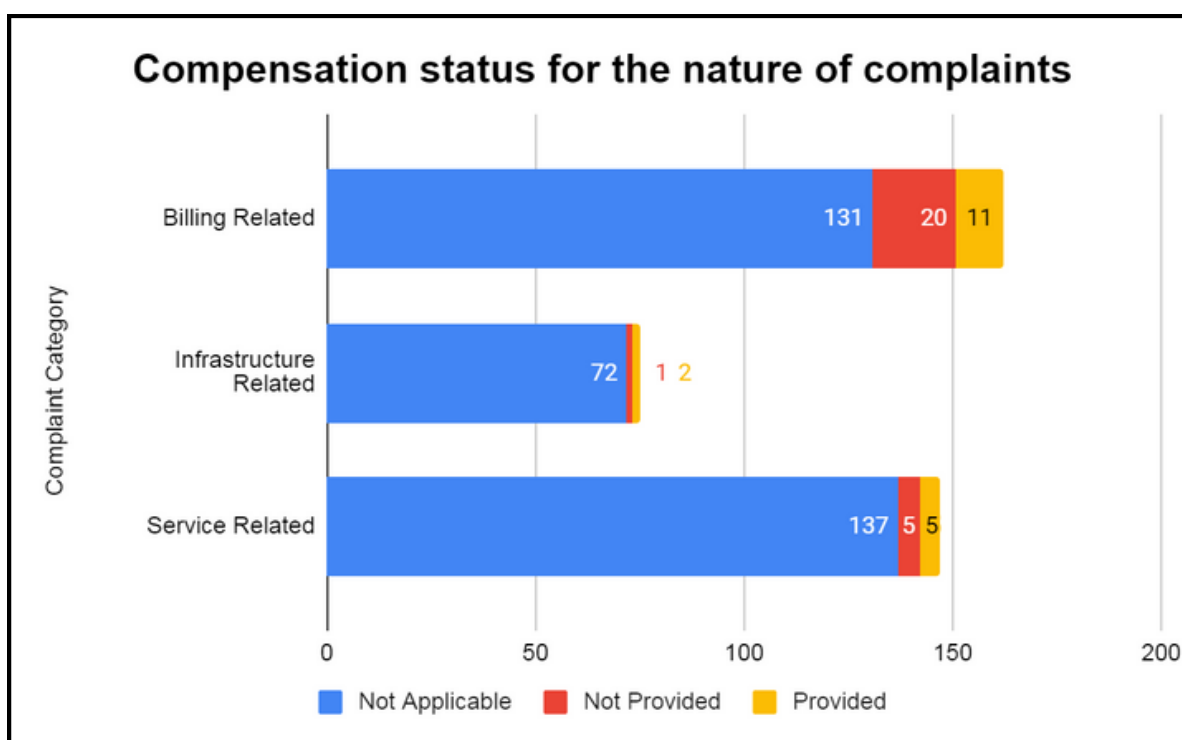


Fig 4 Compensation status for the nature of complaints | CAG

Conclusion

The five-year analysis of Electricity Ombudsman decisions in Tamil Nadu presents a clear and consistent pattern—while consumer grievances are formally heard and adjudicated, the vast majority of cases are decided in favour of TNPDC. With nearly 89% of orders supporting the utility and compensation awarded in less than 5% of cases, the Ombudsman system emerges as a regulatory validation platform rather than a strong consumer restitution mechanism.

CONSUMER FOCUS

The appellant is a domestic consumer. He noted that his electricity consumption charges for the assessment period of April-June 2024 were Rs. 14,349. This was in contrast to the appellant's previous consumption patterns, which did not exceed Rs. 2,500. Such excessive consumption levels continued to persist through the assessment periods of August and October 2024 as well.

The consumer submitted a complaint to the Assistant Executive Engineer (AEE) regarding the billing issue. He further requested a Meter Reading Test (MRT) on the same. On 18/10/2024, the AEE reported that the meter data could not be accessed as the software for this was not available as Landis & Gyr, the supplier of meters to the erstwhile TANGEDCO, had ceased their supply of meters to TNPDC, as well as suspended personnel support. As a result, the appellant was informed that billing would be done on the basis of the final available reading of the meter.

Dissatisfied with the respondent's reply, the appellant filed a complaint before the Consumer Grievance Redressal Forum (CGRF) on 30/09/2024. The appellant sought a recalculation of the consumption bills from April 2024 onwards, on the basis of the average consumption of the 3 months before April 2024.

The appellant quoted Regulation 11(2) of the Tamil Nadu Electricity Supply Code 2004, which deals with assessment of billing in cases of a defective meter, which states as follows:

"The quantity of electricity, supplied during the period in question shall be determined by taking the average of the electricity supplied during the preceding four months in respect of both High Tension service connections and Low Tension service connections provided that the conditions in regard to use of electricity during the said four months were not different from those which prevailed during the period in question."

During the course of the proceedings, the appellant paid the outstanding current consumption (CC) bill for the assessment periods of 06/2024 and 08/2024 on 10/10/2024. Due to the late payment, additional BPSC and RC charges, alongside GST, had been levied on the appellant, amounting to Rs. 1021. Furthermore, due to the inability of the respondent to download the meter data, a new meter was installed in the appellant's premises on 15/10/2024.

As per the CGRF's directions during the hearing on 24/10/24, in order to determine the accuracy of the meter, the respondent undertook parallel testing of the meter (parallel testing involves connecting the old meter in series with a new meter, comparing the data of both the meters). Upon parallel testing, it was noted that the data from the old meter was identical to that from the new one. On the basis of this, the respondent concluded that the old meter was functioning normally. Thus, a bill recalculation on the basis of regulation 11(2) was not necessary.

Upon hearing the contentions of both parties, the CGRF passed an order on 06/12/2024, stating that there exists no need for a reassessment of current consumption from 04/2024 onwards. This was noting that the parallel testing verifies the accuracy of the old meter.

Aggrieved by the CGRF's order, the consumer filed an Appeal Petition before the Tamil Nadu Electricity Ombudsman, praying for the recalculation and reimbursement of his current consumption bills from April 2024 onwards. The consumer further requested a waiver of the Rs.1,021 charged, which he contended was levied against him due to delays on the part of the respondent.

The following were observed by the Ombudsman during the course of the hearing:

- The consumer questioned the verifiability of the parallel testing of the meter. It was stated that there were no independent witnesses to verify the accuracy of the test. Furthermore, it was submitted that the TANGEDCO had admitted to the unverifiability of the meter's accuracy. Additionally, considering the unavailability of an MRT report, there was no way to confirm the accuracy of the meter.
- TANGEDCO contended that the appellant's meter was in perfect working condition. It was replaced solely due to inability to download meter data. However, the readings in both the meters were identical, thus validating the meter's accuracy.
- The appellant further attested that he was not supplied with the report of parallel testing, nor was he mailed the CGRF order. This claim was disputed by the respondent, who asserted that the report was furnished to the appellant on 27/11/2024, and that the CGRF order was emailed to the respondent on 22/01/2025.

On the basis of the submissions of the parties, the Ombudsman determined the following:

- CEA (Installation and Operation of Meters) Regulations, 2006, which is empowered by the Electricity Act, 2003, read alongside regulation 26(1) of the TNERC supply code, "allows for connecting additional meters in order to ascertain the quantity of electricity consumption". Such was the procedure carried out by the respondent. Therefore, the status of the meter from the period of 04/2024 onwards was functional and normal.
- The appellant cannot seek to reassess the quantum of energy consumption on the basis of past monthly average consumption. This was because it had been proved that the meter was not faulty. Similarly, the appellant is obligated to make payment to the respondent under regulation 4(1) of the TNERC supply code, which allows for the levying of tariff charges on the consumer.

Based on the above findings, the Ombudsman concurred with the CGRF's orders and dismissed the Appellant's claim.

SOURCE: OMBUDSMAN CASE

NEWS FROM **TAMIL NADU**

Tamil Nadu's first solar-plus-battery project marks major shift towards round-the-clock green power

Tamil Nadu has taken a decisive step towards achieving its renewable energy ambitions by approving its first-ever solar power project integrated with battery storage. The initiative, seen as a breakthrough in the State's clean energy transition, comes four years after the state government announced an ambitious plan to set up 20,000 MW of solar capacity and 10,000 MW of battery storage within a decade. In a landmark order, the Tamil Nadu Electricity Regulatory Commission (TNERC) has permitted the Tamil Nadu Green Energy Corporation Ltd (TNGECL) to float tenders for two grid-connected solar power projects with battery energy storage systems (BESS). Each project, with a 15 MW solar capacity and 45 MWh storage, will come up in Karur and Tiruvavur districts and will be operated on a build-own-operate model for 25 years. According to TNGECL, these hybrid projects are designed to meet the State's growing evening peak demand, which solar energy alone cannot handle. Tamil Nadu's peak power requirement is expected to rise from 19,409 MW in 2023-24 to over 27,500 MW by 2029-30, while annual energy demand could almost double by 2034-35. Though Tamil Nadu already has more than 10,800 MW of solar power capacity, production remains confined to daylight hours, forcing the utility to buy high-cost power from exchanges during the evening. Officials said the initiative marks the beginning of Tamil Nadu's transition toward flexible, storage-backed renewable generation. "These projects will serve as a learning platform for large-scale integration of battery systems in the State grid and pave the way for future investments in round-the-clock green energy," a senior TNGECL source said.

SOURCE: [ECONOMICTIMES](#), 19 OCTOBER 2025

NEWS FROM ACROSS THE **COUNTRY**

India 4th largest renewable energy producer at 257 GW

Union minister Pralhad Joshi on Tuesday said India is the fourth largest nation in the world in terms of renewable energy capacity, at 257 GW, a three-fold jump from 81 GW in 2014. Addressing the 8th session of the International Solar Alliance Assembly, the union minister of new and renewable energy said India's solar capacity increased from 2.8 GW in 2014 to 128 GW today. He said, "India is now the world's 4th-largest in RE capacity. Renewables in 2014 V/s Now: 81 GW - 257 GW." He said under the leadership of Prime Minister Narendra Modi, India achieved the Nationally Determined Contribution target of 50 per cent capacity from non-fossil sources, five years ahead of the deadline. India's renewable tariffs, be it solar, solar-plus-battery, and green ammonia, are among the lowest globally, he said, adding that this reflects India's ability to combine scale, with speed and skill to make clean energy affordable. The International Energy Agency (IEA) projects that India will become the world's second-largest renewable market. IEA calls India an energy transition powerhouse. And the Climate Change Performance Index continues to rank India among the top performers, he noted. India is the only nation to have achieved its 2030 renewable energy targets as early as 2021. "We have consistently been at the forefront of global efforts to mitigate climate change", he said. India now ranks third globally in growth in power generation capacity over the past five years. For a nation with one of the lowest per capita emissions and one of the lowest per capita energy consumptions globally, India's commitment to a clean energy transition is truly remarkable, he stated. He highlighted that global solar energy has now exceeded 1,600 GW and accounts for nearly 40 per cent of total renewable generation. "Yet the progress remains uneven. Bridging this divide demands collective ambition and equitable finance", he said India invites all partners of the International Solar Alliance to join this mission to engage, energise, and empower a new global energy order, together, he stated.

SOURCE: [ECONOMICTIMES](#), 28 OCTOBER 2025

WORLD NEWS

Clean energy push accelerates but still falls short of global goals – and more top energy stories

The UK has said it will create 400,000 new jobs in the country's clean energy sector by 2030. Employment in wind, solar and nuclear is expected to double to 860,000 in five years, the BBC reports. Iran is moving to fast-track solar energy projects to address fuel shortages that have forced it to impose rolling blackouts this year, the Financial Times writes. The country is aiming for 12 gigawatts (gW) of renewable energy capacity in three years' time – compared with 2.5gW this year. South Africa wants to revive its small modular nuclear reactor programme and increase its reliance on gas to generate electricity, according to a new energy plan approved by the country's cabinet. South Africa was once considered a leader in small modular reactor development but stopped its research in 2010. Danish wind turbine maker Vestas has suspended plans for a new factory in Poland amid "lower than projected demand for offshore wind in Europe", the company has told the FT. Maersk has said it is testing a blend of Brazilian ethanol with methanol and marine diesel for its vessel engines. The move is part of the shipping company's efforts to further decarbonize its operations.

The shipping sector accounts for about 3% of global greenhouse gas emissions. Indian solar manufacturers are changing their supply chains to maintain access to the US market and offset higher tariffs, Reuters reports, sourcing solar cells from countries with lower duties. The energy sector will remain central to the EU's work on competitiveness, growth and economic resilience next year, the European Commission has said. The World Bank has renewed its backing of nuclear projects, marking a global shift towards nuclear energy for energy security, climate action and growth. But to ramp up capacity, annual investment in nuclear also needs to soar. Blended finance, risk-sharing mechanisms and policy parity can help.

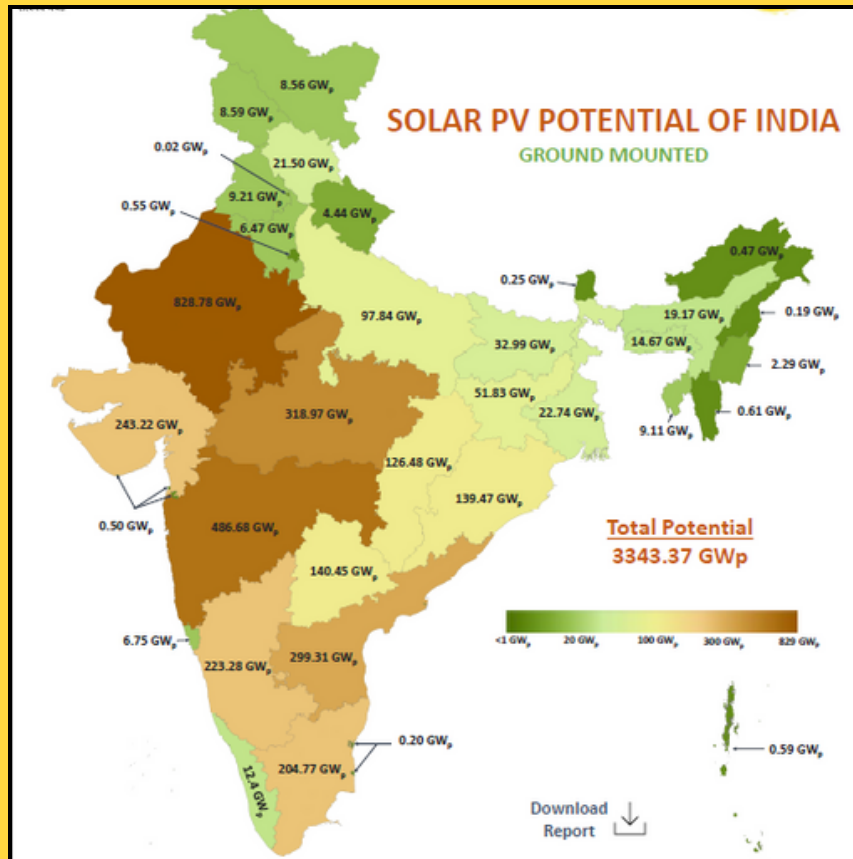
SOURCE: [WORLDECONOMICFORUM](https://www.weforum.org), 29 OCTOBER 2025



PUBLICATIONS

- **Five Lessons From the IEA's 2025 World Energy Outlook for the Transition Away from Fossil Fuels, [IISD](#)**
- **Indicators Handbook for Just and Inclusive Energy Transitions, [IEA](#)**
- **Renewable energy: A gender perspective, [IRENA](#)**
- **Digitalisation and AI for power system transformation: Perspectives for the G7, [IRENA](#)**

SOLAR PV POTENTIAL OF INDIA GROUND MOUNTED



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