



TELANGANA ELECTRICITY REGULATORY COMMISSION

Vidyut Niyamtran Bhavan, G.T.S Colony, Kalyan Nagar, Hyderabad- 500 045

PUBLIC NOTICE

IN THE MATTER OF DRAFT TELANGANA ELECTRICITY REGULATORY COMMISSION (ESTABLISHMENT OF MECHANISM FOR REDRESSAL OF GRIEVANCES OF CONSUMERS), REGULATION 2026

Preamble

The Commission, in exercise of the powers conferred under clause (5), (6) and (7) of Section 42 read with clauses (r) and (s) of sub-section (2) of Section 181 of the Electricity Act, 2003 and all other powers enabling it in that behalf, had earlier notified Regulation No. 3 of 2015 pertaining to the establishment of mechanism for redressal of grievances of consumers in the Telangana Gazette dated 03.10.2015. Subsequently, the first amendment to the said regulation was notified on 24.04.2018 and the second amendment regulation was notified on 20.03.2021.

- 2) Based on the quarterly reports of the Consumer Grievance Redressal Forums (CGRFs) and the Vidyut Ombudsman, and various representations received from consumer organizations and other stakeholders, the Commission has recognized the need for a fresh regulation in line with the evolving consumer scenario. The objective is to streamline and strengthen the functioning of CGRFs and the Vidyut Ombudsman in the State of Telangana and to meet the expectations of electricity consumers.
- 3) Accordingly, the Commission has initiated the process of framing a comprehensive new regulation by repealing the existing Regulation No. 3 of 2015 and its amendments, with a view to improving efficiency, transparency, and effectiveness of consumer grievance redressal mechanisms.

- 4) Accordingly, in exercise of the powers conferred under Section 181 of the Electricity Act, 2003 (Central Act No. 36 of 2003) and all other powers enabling it in that behalf, the Commission hereby proposes to notify the Draft Regulation for Establishment of Mechanism for Redressal of Grievances of the Consumers Regulation, 2026 by repealing Regulation No. 3 of 2015 and its amendments. The Commission will consider the suggestions/ comments/ objections of stakeholders, Licensees, and interested persons and may add or amend the provisions of the draft Regulation, if deemed fit, in the interest of stakeholders and Licensees.
- 5) The draft regulation is hosted on the website of the Commission (www.tgerc.telangana.gov.in) and notice is hereby given to stakeholders and the public at large under sub-section (3) of Section 181 of the Act inviting comments/suggestions/objections on the provisions of the said draft Regulation. Comments /suggestions /objections may be submitted in the following format:

Sl. No.	Clause No.	Provision in draft regulation	Comments/ suggestions/ objections

- 6) The comments/suggestions/objections, in the aforementioned format, shall reach the Commission on or before **26.05.2026** by 05:00 PM, either in writing addressed to the Commission Secretary, TGERC at the above address or by email to secy-tgerc@telangana.gov.in.

Sd/-
Commission Secretary

Place: Hyderabad
Date: 05.05.2026