Consumer Advocacy

Tamil Nadu Experience
Motivations

• CAG is a registered consumer organisation set up with the aim to help consumers
• CAG has been working in the electricity sector for the past 20 years
• Organisational Motivations
  – A public service that needs to be governed properly
  – Affordable and quality electricity for consumers
  – Service orientation to help consumers
  – Responsible consumers who conserve and “protect” electricity resources
Key Challenges

• Quality of governance of the sector
  – Access to participation or participatory spaces
  – Access to justice
  – Administrative recourse and services
  – Lack of transparency – e.g. Records on public domain

• Quality of Participation
  – Lack of knowledge
  – Lack of technical skills to analyse the sector
Measures (1)

- Awareness – undertaking initiatives to spread awareness on electricity laws and regulations. Booklets/Posters
- Information Dissemination – use a combination of tools IT and Non-IT tools to inform consumers and promote citizen science
- Training/Capacity Building – communities and citizens on regulatory and legal standards. Create actions points
- Knowledge Sharing – Media, CSOs on specific topics of interventions
- Network building – Building a network of like-minded CSOs
Sustainability

A framework of intervention has been developed over the years within the governance of the sector and stakeholders

- Collaborative Interventions – State Advisory Committee (10 years), Tamil Nadu Electricity Governance Initiative (TEGI) Network
- Negotiating interventions – CGRF (3 years), Dialoguing with regulators and administration
- Resistive intervention – oppose through our petitions and network level opposition
Successful Intervention

• Anecdotes from few successful interventions in the state (2 cases)
  – Successful in setting up of TNERC
  – Explanatory note added to draft and final regulations
  – Energy – Water nexus highlighted through agricultural pumpset installation
  – TANGEDCO Solar Petition – network oriented intervention
Recommendations

• Collaborate and negotiate with utility/regulator and all stakeholders
• Improve the quality of participation
• Look for participatory spaces
• Intervene with quality comments
• Build a network of like minded stakeholders