



CAG

Citizen consumer and civic Action Group

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