

# Consumer Grievances Redressal Forum

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## Consumer Grievances Redressal Forum

C.G.R.F. at Ratnagiri Zone was established on 20/10/2004 under compliance of section 42(5) of Indian Electricity Act 2003 for redressal of grievances of consumers and bound to work in accordance with the guidelines as specified by Maharashtra Electricity Regulatory commission as per section 181 sub clause (a) & (s) of the Act.

## **Function of Forum**

### ***Function of forum as stated as under***

As per the MERC's Regulation Para 3, the basic principals are

- 1) It shall follow the principal of Natural justice.
- 2) It shall inform consumers of their rights.
- 3) It shall facilitate and expedite the redressal of Grievances.

It shall insure that consumers can also have a remedy in the event of failure or delay on part of Distribution Licensee in redressing their Grievance.

## Internal Grievance Redressal System

In compliance of the CGRF & E. O. Regulations of MERC, Section 3.2, the Mahavitaran Company of Ratnagiri Zone has constituted the IGR Cell at respective circle offices.