

## **Consumer Grievance Redressal Forum**

The preamble of the Electricity Act, 2003 (EA 2003) mentions protection of consumer interest as one of the prime goal. As per Section 42 (5) of the EA 2003, every Distribution Licensee ought to establish a forum for redressal of consumer grievance in accordance with notified Regulations.

MERC on 21 September, 2020 has notified MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation, 2020 superseding MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation, 2006. Web based Internal Complaint Redressal System (ICRS) is important feature of new Regulations which will replace existing Internal Grievance Redressal Cell (IGRC).

In accordance with the said Regulations MSEDCL have established Consumer Grievance Redressal Forum at 11 Locations. As per the Regulations every Forum consists of three members as under:

1. Chairperson
2. Member (Consumer Protection Organization)
3. Member Technical (Executive Engineer, MSEDCL)

As per the Regulation 2020, every aggrieved Consumer can file his grievance either to Internal Complaint Redressal system (ICRS) or to Consumer Grievance Redressal Forum (CGRF) directly.

The details of Forum are provided in the link: [CGRF Member details](#).