

Consumer Grievance Redressal Forum

The preamble of the Electricity Act, 2003 makes a specific mention of protecting interest of consumers. In fulfillment of this objective, the Act, provided under subsection (5) of section (42) for establishment of Forum for Redressal of Grievance of the Consumers in accordance with the guidelines as may be specified by the State Commission. Accordingly Maharashtra Electricity Regulatory Commission has notified MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006,

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

- 1) Chairperson
- 2) Member (Consumer Protection Organization)
- 3) Member Secretary (Executive Engineer, MSEDCL)

As per the Regulations, every aggrieved consumer who is not satisfied with the decision of Internal Grievance Redressal Cell (established at every Circle office of MSEDCL headed by Executive Engineer) can file his grievance to Consumer Grievance Redressal Forum.

The details of Forum are provided in the link: **Contact Us**

No. MERC/CGRF/116/2006/

May 05, 2006.

ORDER

In exercise of the powers conferred in the Regulation 26 of the MERC (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation, 2006, the Maharashtra Electricity Regulatory Commission hereby orders that the proceedings before the Consumer Grievance Redressal Forum / Ombudsman shall be open to the public subject to the availability of sitting accommodation.

Provided that the Consumer Grievance Redressal Forum/ Ombudsman may, if it thinks fit and for reasons to be recorded in writing order that the proceedings of any particular case shall not be open to the public or any particular person or group of persons.

Sd/-

(Ms. Malini Shankar)
Secretary, MERC

Dated: 5th May, 2006.