

# MAHARASHTRA ELECTRICITY REGULATORY COMMISSION

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## ORDER

Date: 28<sup>th</sup> July, 2011

It has come to the notice of the Commission that there are situations where a Consumer Grievance Redressal Forum (“Forum”) is not able to conduct meetings and hearings and is not able to effectively dispose of the grievances of consumers pending before it on account of vacancies in certain Forums. This has arisen in case of non-availability of some of the Forum’s Members.

2. So that consumers do not suffer on account of the above, and the consumers’ grievances are accorded speedy disposal, the Commission is of the view that where the Distribution Licensee has constituted more than one Forum in its area of operations, the Distribution Licensee shall ensure that from one of its Forums of a nearby Zone/ area atleast the Chairperson or the Member (representative of a registered voluntary consumer protection organization), should simultaneously operate the Forum which is not functioning (during the period, as it becomes necessary). This will be to safeguard the interest of consumers.
3. Therefore, in view of the above, in exercise of the powers conferred by Regulation 25 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2006, the Commission hereby directs that when a Forum of the Distribution Licensee is not able to conduct its meetings or hearings and is not able to effectively dispose of the grievances of consumers pending before it on account of vacancies of its Chairperson or Member, in that event the Distribution Licensee may authorize the Chairperson or a Member (representative of registered voluntary consumer protection organization) from a nearby Zone/ area of the Distribution Licensee, to simultaneously operate the Forum which is not functioning (during the period, as it becomes necessary).

Distribution Licensees will take care of TA / DA of the Chairperson or the Member, as the case may be, commensurate with the extra efforts put by them in terms of the above.

Sd/-  
(Vijay L. Sonavane)  
Member

Sd/-  
(V. P. Raja)  
Chairman