MERC(CGRF & EO) Regulations 2006

Sub.: Process for Nomination by MERC, of a Member of registered Voluntary Consumer Protection Organisation on CGR Forums of Distribution Licensees.

1.0 The process, common for all the Distribution Licensees, in regard to selection and appointment of a representative from the registered Voluntary Consumer Protection Organisation of the area {hereinafter also referred as **Member(CPO)}** on a Consumer Grievance Redressal Forum, is as follows:

The Distribution Licensee shall:

i) intimate the Commission within six months before the superannuation or end of tenure of the said Member(CPO), for filling up the vacancy by nomination. *(This refers to Commission's letter MERC/TEC/REG/10/2006/2570 dated 27th Dec. 2006, and, letter MERC/LEG/CGR/2707/2008/544 dated 06th Mar. 2009),*

ii) advertise in local newspapers and/ or by writing to concerned registered 'voluntary consumer protection organisations', for inviting applications from suitable persons, meeting the requirements of the MERC(CGRF & EO) Regulations, 2006, for filling up the post, within a set time-frame of 4 months before the post falling vacant, specifying the duties, remunerations, etc., and with reference to the prescribed 'Eligibility Conditions and Selection Criteria' (also available on MERC website). The interested persons, including the existing Member/s, who are eligible for extension as per the Regulations, have to make the applications to the concerned office of the Distribution Licensee.

iii) receive the applications as well as the recommendations from the concerned registered Voluntary Consumer Protection Organisations/ NGOs/ Chairman of the CGRF, within a pre-decided time frame of 2 months of the date of the post falling vacant.

iv) forward, to the Commission's office, all such applications and documents concerned with the particular case, in a tabulated form along-with Distribution Licensee's own assessment, within a period of 40 days before the scheduled date of end of the tenure of the concerned existing Member.

v) issue the order of appointment/ extension, on receipt of the Commission's nomination.

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