

**PRACTICE DIRECTIONS**  
**REGARDING REVIEW OF OWN ORDERS BY CGRFs**

**MERC (CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY  
OMBUDSMAN) REGULATIONS, 2006**

**Preamble**

It has been brought to the notice of the Commission that a Consumer Grievance Redressal Forum (CGRF) has entertained applications made by a Distribution Licensee for review of its own Orders. While there is a specific provision for review by the Electricity Ombudsman, the MERC (CGRF and Electricity Ombudsman) Regulations, 2006 do not empower CGRFs to review their own Orders. Therefore, in exercise of the powers conferred under Regulation 26 of the Regulations, the Commission issues the following Practice Directions:

**Practice Directions**

1. The CGRFs are directed not to entertain applications from any party seeking review of their own Orders.
2. If any instance of a CGRF entertaining such an application or reviewing its own Order comes to his notice, the Electricity Ombudsman may suo moto call for the papers and give appropriate directions.
3. A consumer may take recourse to the Electricity Ombudsman if a CGRF reviews its own Order upon an application made by a Distribution Licensee, or entertains such an application.

Sd/-  
**(Deepak Lad)**  
**Member**

Sd/-  
**(Azeez M. Khan)**  
**Member**