

## **Who are Members of Consumer Grievance Redressal Forum?**

Written by Electricity Ombudsman  
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The Consumer Grievance Redressal Forums are constituted by the Distribution Licensees including KSEB as per the Rules. The forum consists of Two Officials of the Licensee and One member appointed by the Regulatory Commission. In the case of KSEB the Chairperson of CGRF is Deputy Chief Engineer who act as full time Chairperson. The CGRF is meant as an internal mechanism of the Licensee for resolving problems of the Consumers.