

AGENDA FOR 23rd MEETING OF CGRF AND OMBUDSMAN

Date	07.06.2018
Time	11:30 AM
Venue	Conference Room, Gujarat Electricity Regulatory Commission 6 th Floor, GIFT ONE, Gandhinagar 382 355

Sr. No.	Agenda Item
1	Confirmation of the minutes of the 22 nd meeting
2	Action Taken Report on minutes of 22 nd Meeting
3	Review of Performance
4	Presentation of cases by Forums – PGVCL (Bhavnagar), MGVCL, DGVCL, TPL (Ahmedabad) and Ombudsman
5	Any other item with permission of the Chair

Item No. 1: Confirmation of the minutes of the last meeting

The 22nd meeting of all CGRFs was held on 28th June, 2017. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/TECH/5917/1310 dated 14th July, 2017. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Action Taken Report on Minutes of 22nd Meeting

CGRF, Rajkot-PGVCL was directed to apprise the authority of the licensee about the suggestion of the Commission about analyse complaints at full with study of MRI data of the meter so that a small consumer need not to run upto CGRF.

Action Taken Report of CGRF, Rajkot-PGVCL:

As per the directives of the Commission, all field offices have been informed vide letter dated 30.10.2017 to follow all the steps and analyse all the cases in depth for early redressal of complaints.

Point of Discussion: In the said letter, it is mentioned that grievances registered with CGRF be sent to concerned division and circle offices and concerned consumers be called to remain present during grievances redressal committee meetings being held on 10th of every month at division offices and 20th of every month at circle offices and consent letter from consumers regarding redressal of complaints to be taken from complainants and such report of redressal of complaints to be sent to CGRF within 15 days. Such scheduling of meeting of grievances redressal committee at 10th of every month at division office and 20th of every month at circle offices is mandated in Regulation 4.7 of the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005. Further, it is mentioned in the said Regulation that these meetings shall be open to all. It is nowhere mentioned in any Regulations to send the complaints registered with CGRF to such grievances redressal committees. The Commission is of the opinion that such reverse process of sending complaints registered with CGRF to grievances redressal committees instead of registration of complaints with CGRF in case of grievances redressal committees unable to resolve the same shall not be followed.

Item No. 3: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-I to Quarter-IV of 2017-18 and the yearly report of FY 2017-18 is enclosed at Annexure —I,II,III, IV and V respectively. This may be discussed.

Item No. 4: Presentation by Forums

The forum representative from PGVCL (Bhavnagar), MGVCL, DGVCL, TPL(Ahmedabad) and Ombudsman will make presentation on a typical case highlighting the legal aspect and general observations in the orders.

Item No. 5: Any other item with permission of the Chair.

Sd/-
(Roopwant Singh, IAS)
Secretary
Gujarat Electricity Regulatory Commission
Gandhinagar

ANNEXURE I

Quarterly reports of performance of CGRFs for Q1 of FY 2017-18

Forum Name	Grievances pending at the start of the year	Grievances received during Q1	Total Grievances	Grievances redressed during Q1	Grievances successfully redressed during the Q1		Balance Grievances to be Redressed at the end of Q1	Grievances pending for more than 45 days	No. of Grievances in favour of Licensee	No. of Grievances in favour of Consumers	Other	No. of Sitzings conducted during the quarter
					within 45 days	above 45 days						
UGVCL	4	22	26	20	20	0	6	0	10	7	3	7
MGVCL	0	12	12	10	10	0	2	0	9	1	0	3
DGVCL	3	63	66	62	62	0	4	0	21	25	16	13
PGVCL (Bhuj)	0	11	11	10	10	1	1	0	7	3	0	9
PGVCL (Bhavnagar)	56	60	116	48	9	39	68	40	21	27	0	11
PGVCL (Rajkot)	18	80	98	79	78	1	19	1	17	50	12	11
TPL - Ahmedabad	2	25	27	23	21	2	4	0	22	1	0	12
TPL - Surat	3	7	10	8	6	2	2	0	7	0	1	13
Total	86	280	366	260	206	44	106	41	107	111	32	79

Performance Reports of Ombudsman for Q1 of FY 2017-18

No. of Appeals pending at the beginning of the year	No. of Appeals received during Q1	Total No. of Appeals	No. of Appeals disposed off during this quarter				No. of Appeals pending at the end of Q1	Disposed within 60 days of receipt of representation	Disposed beyond 60 days of receipt of representation	No. of sittings conducted during Q1
			In favour of Appellant	In favour of Licensee	Others	Total				
4	31	35	6	6	4	16	19	16	0	24

ANNEXURE II

Quarterly reports of performance of CGRFs for Q2 of FY 2017-18

Forum Name	Grievances pending at the start of the Q2	Grievances received during Q2	Total Grievances	Grievances redressed during Q2	Grievances successfully redressed during the Q2		Balance Grievances to be Redressed at the end of Q2	Grievances pending for more than 45 days	No. of Grievances in favour of Licensee	No. of Grievances in favour of Consumers	Other	No. of Sittings conducted during the quarter
					within 45 days	above 45 days						
UGVCL	6	23	29	25	25	0	4	0	10	12	3	8
MGVCL	2	4	6	6	4	0	0	0	3	3	0	3
DGVCL	4	60	64	63	61	2	1	0	19	20	24	14
PGVCL (Bhuj)	1	6	7	6	4	2	1	0	4	2	0	8
PGVCL (Bhavnagar)	68	65	133	60	12	48	73	26	18	32	10	12
PGVCL (Rajkot)	19	115	134	77	74	3	57	0	10	47	2	12
TPL - Ahmedabad	4	31	35	21	20	1	14	0	16	5	0	12
TPL - Surat	2	4	6	4	4	0	2	0	4	0	0	13
Total	104	308	412	258	185	58	154	26	81	119	40	82

Performance Reports of Ombudsman for Q2 of FY 2017-18

No. of Appeals pending at the beginning of the quarter	No. of Appeals received during Q2	Total No. of Appeals	No. of Appeals disposed off during this quarter				No. of Appeals pending at the end of Q2	Disposed within 60 days of receipt of representation	Disposed beyond 60 days of receipt of representation	No. of sittings conducted during Q2
			In favour of Appellant	In favour of Licensee	Others	Total				
19	47	66	18	12	9	39	27	22	17	61

ANNEXURE III

Quarterly reports of performance of CGRFs for Q3 of FY 2017-18

Forum Name	Grievances pending at the start of the Q3	Grievances received during Q3	Total Grievances	Grievances redressed during Q3	Grievances successfully redressed during the Q3		Balance Grievances to be Redressed at the end of Q3	Grievances pending for more than 45 days	No. of Grievances in favour of Licensee	No. of Grievances in favour of Consumers	Other	No. of Sittings conducted during the quarter
					within 45 days	above 45 days						
UGVCL	4	14	18	13	13	0	5	0	4	5	4	4
MGVCL	0	6	6	6	6	0	0	0	4	2	0	2
DGVCL	1	47	48	44	44	0	4	0	11	18	15	8
PGVCL (Bhuj)	1	15	16	7	4	3	9	0	0	5	2	9
PGVCL (Bhavnagar)	73	66	139	72	9	63	67	0	21	26	25	16
PGVCL (Rajkot)	38	69	107	95	85	10	12	1	28	42	25	10
TPL - Ahmedabad	14	54	68	51	44	7	17	0	43	8	0	11
TPL - Surat	2	10	12	8	6	2	4	1	8	0	0	13
Total	133	281	414	296	211	85	118	2	119	106	71	73

Performance Reports of Ombudsman for Q3 of FY 2017-18

No. of Appeals pending at the beginning of the quarter	No. of Appeals received during Q3	Total No. of Appeals	No. of Appeals disposed off During this Quarter				No. of Appeals pending at the end of Q3	Disposed within 60 days of receipt of representation	Disposed beyond 60 days of receipt of representation	No. of sittings conducted during Q3
			In favour of Appellant	In favour of Licensee	Others	Total				
27	32	59	18	17	7	42	17	33	9	54

ANNEXURE IV

Quarterly reports of performance of CGRFs for Q4 of FY 2017-18

Forum Name	Grievances pending at the start of the Q4	Grievances received during Q4	Total Grievances	Grievances redressed during Q4	Grievances successfully redressed during the Q4		Balance Grievances to be Redressed at the end of Q4	Grievances pending for more than 45 days	No. of Grievances in favour of Licensee	No. of Grievances in favour of Consumers	Other	No. of Sittings conducted during the quarter
					within 45 days	above 45 days						
UGVCL	5	17	22	18	18	0	4	0	8	7	3	3
MGVCL	0	9	9	9	9	0	0	0	5	4		3
DGVCL	4	58	62	58	57	1	4	1	17	17	24	10
PGVCL (Bhuj)	9	19	28	24	24	0	4	0	11	6	7	7
PGVCL (Bhavnagar)	67	69	136	62	12	50	74	0	19	21	22	13
PGVCL (Rajkot)	12	81	93	61	46	15	32	0	23	24	14	11
TPL - Ahmedabad	17	78	95	78	75	3	17	0	69	9	0	13
TPL - Surat	4	7	11	9	5	4	2	0	7	0	2	13
Total	119	338	457	319	246	73	137	1	159	87	72	73

Performance Reports of Ombudsman for Q4 of FY 2017-18

No. of Appeals pending at the beginning of the quarter	No. of Appeals received during Q4	Total No. of Appeals	No. of Appeals disposed off during this Quarter				No. of Appeals pending at the end of Q4	Disposed within 60 days of receipt of representation	Disposed beyond 60 days of receipt of representation	No. of sittings conducted during Q4
			In favour of Appellant	In favour of Licensee	Others	Total				
17	21	38	8	20	3	31	7	26	5	31

ANNEXURE V

Performance Reports of CGRFs for FY 2017-18															
Forum Name	Grievances pending at the start of the year	Grievances received during the year	Total Grievances	Grievances redressed during the year	% Grievances redressed during the year out of total grievances	Grievances successfully redressed during the year		Balance Grievances to be Redressed at the end of the year	Grievances pending for more than 45 days	No. of Grievances in Favour of Licensee	% of complaints redressed in favour of licensee	No. of Grievances in Favour of Consumers	% of complaints redressed in favour of consumers	Other	No. of Sitings
						within 45 days	above 45 days								
UGVCL	4	76	80	76	95.00%	76	0	4	0	32	42.11%	31	40.79%	13	22
MGVCL	0	31	31	31	100.00%	31	0	0	0	21	67.74%	10	32.26%	0	11
DGVCL	3	228	231	227	98.27%	224	3	4	1	68	29.96%	80	35.24%	79	45
PGVCL (Bhuj)	0	51	51	47	92.16%	41	6	4	0	22	46.81%	16	34.04%	9	33
PGVCL (Bhavnagar)	56	260	316	242	76.58%	42	200	74	0	79	32.64%	106	43.80%	57	52
PGVCL (Rajkot)	18	345	363	312	85.95%	283	29	32	0	131	41.99%	129	41.35%	52	44
TPL - Ahmedabad	2	188	190	173	91.05%	160	13	17	0	150	86.71%	23	13.29%	0	48
TPL - Surat	3	28	31	29	93.55%	21	8	2	0	26	89.66%	0	0.00%	3	52
Total	86	1207	1293	1137	87.94%	878	259	137	1	529	46.53%	395	34.74%	213	307

Performance Reports of Ombudsman for FY 2017-18

No. of Appeals pending at the beginning of the Year	No. of Appeals received during the year	Total No. of Appeals	No. of Appeals disposed off during this Quarter							No. of Appeals Pending at the End of the year	No. of Sittings in the year
			In favour of Appellant	% complaints redressed in favour of consumers	In favour of Licensee	% complaints redressed in favour of Licensee	Others	Total	% grievances redressed during the year out of total grievances		
4	131	135	50	37.04%	55	40.74%	23	128	94.81%	7	170