



Gujarat Electricity Regulatory Commission

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No. GERC/TECH/21st CGRF/AGENDA/2016

Date:09th May, 2016

To, The Convener,

- 1 Consumer's Grievance Redressal Forum,
Paschim Gujarat Vij Company Limited,
Paschim Gujarat Vij Seva Sadan,
Registered & Corporate Office,
Off Nana Mava Road,
Laxminagar, Rajkot - 360 004.
- 2 Consumer Grievance Redressal Forum,
Paschim Gujarat Vij Company Limited,
BHUI CIRCLE, Power House Compound,
Hospital Road, Bhuj - Kutch- 370 001
- 3 Consumer Grievance Redressal Forum,
Paschim Gujarat Vij Company Limited,
Zonal Office, Old Power House Compound,
Chavadigate, Bhavnagar- 364002
- 4 Consumer Grievances Redressal Forum,
Madhya Gujarat Vij Company Limited,
Corporate Office, SP Vidyut Bhavan,
Racecourse, Vadodara- 390 007
- 5 Electricity Ombudsman
Barrack No. 3,
Polytechnic,
Ambawadi,
Ahmedabad- 380015.
- 6 Consumer Grievances Redressal Forum
"Dakshin Gujarat Vij Seva Sadan"
Registered & Corporate Office
Kapodra Char Rasta,
Nana Varachha Road, Surat-395006
- 7 Consumer Grievance Redressal Forum,
C/o Torrent Power Limited 2nd Floor,
Jubilee House, Opp.: AEC Tower,
Shahpur, Ahmedabad – 380 001
- 8 Consumer Grievance Redressal Forum,
C/o Torrent Power Limited, Torrent House,
First Floor, Station Road, Surat – 395003
- 9 Consumer Grievances Redressal Forum,
Uttar Gujarat Vij Company Limited,
Near Torrent AEC, Railway Crossing,
Sabarmati, Ahmedabad-380005.

Subject: Agenda of the 21st Meeting of Consumer Grievances Redressal Forums (CGRFs) and
Ombudsman

Dear Sir/Madam

This is to inform that the 21st Meeting of Consumer Grievances Redressal Forums (CGRFs) and Ombudsman is scheduled on 19th May, 2016 at 11:30 AM at the conference room of GERC, Gandhinagar. The copy of agenda is attached herewith. It is requested that information of scheduled meeting with agenda provided to Chairperson and Members of forum to attend the meeting.

It is also requested to join for lunch after meeting.

Yours Sincerely,

S.T. Anada
(Deputy Director (Admin &
Accounts))

AGENDA FOR 21st MEETING OF CGRF AND OMBUDSMAN

Date	19/05/2016
Time	11:30
Venue	Conference Room, Gujarat Electricity Regulatory Commission, 6 th Floor, GIFT ONE, Gandhinagar-382355

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

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

The 20th meeting of all CGRFs was held on 21st October, 2015. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/VHT/20th CGRFs/Minutes/2015/2403 dated 1st December, 2015. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Action Taken Report

It was decided in in the last meeting that forums of MGVCL, DGVCL and UGVCL should complete the distribution of separate pamphlets along with electricity bills.

- MGVCL has submitted that they have printed 30lacs pamphlets covering details of CGRF working and it will be distributed during billing programme of February and March'16.
- DGVCL has submitted that they have printed pamphlets and distribution is ongoing. It will be completed during billing programme of May, 2016.
- UGVCL has submitted that they have completed the pamphlets distribution.

Item No. 3: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-I to Quarter-IV of 2015-16 is enclosed at Annexure —1,2,3& 4 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.

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Annexure-1 Performance Reports Received from CGRFs for the Quarter- I of 2015-16 (Apr.15-Jun.15)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	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
					Within 45 Days	Above 45 Days						
UGVCL	17	27	44	35	30	5	9	0	16	16	3	10
MGVCL	8	23	31	25	24	1	6	0	14	11	0	10
DGVCL	0	54	54	49	49	0	5	0	13	23	13	11
PGVCL (Bhuj)	5	27	32	22	21	1	10	1	10	4	8	8
PGVCL (Bhavnagar)	28	91	119	88	71	17	31	4	20	65	3	11
PGVCL (Rajkot)	64	114	178	121	96	25	57	3	31	71	19	14
TPL-A'bad	13	65	78	64	63	1	14	0	46	18	0	13
TPL-Surat	0	8	8	5	5	0	3	0	4	0	1	12
Total	135	409	544	409	359	50	135	8	154	208	47	89

Details of Cases before Ombudsman for Quarter I of 2015-16 (Apr.15 to Jun.15)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this	Total No. of Appeals	No. of Appeals Disposed Off During this				No. of Appeals Pending at the End of	No. of Sittings in the Quarter
			In favour of Appellant	In favour of Licensee	Others	Total		
15	41	56	13	19	2	34	22	41

Annexure-2 Performance Reports Received from CGRFs for the Quarter- II of 2015-16 (Jul.15-Sept.15)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	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
					Within 45 Days	Above 45 Days						
UGVCL	9	42	51	41	41	0	10	0	22	16	3	10
MGVCL	6	12	18	12	11	1	6	0	5	7	0	7
DGVCL	5	65	70	67	67	0	3	0	19	30	18	12
PGVCL (Bhuj)	10	15	25	21	16	5	4	0	6	11	4	7
PGVCL (Bhavnagar)	31	101	132	91	47	44	41	2	64	25	2	9
PGVCL (Rajkot)	57	134	191	135	121	14	56	2	28	86	21	13
TPL-A'bad	14	35	49	43	36	7	6	0	34	9	0	12
TPL-Surat	3	9	12	9	9	0	3	0	8	0	1	13
Total	135	413	548	419	348	71	129	4	186	184	49	83

Details of Cases before Ombudsman for Quarter I of 2015-16 (Apr.15 to Jun.15)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this				No. of Appeals Pending at the End of the Quarter	No. of Sittings in the Quarter
			In favour of Appellant	In favour of Licensee	Others	Total		
15	41	56	13	19	2	34	22	41

Annexure-3 Performance Reports Received from CGRFs for the Quarter- III of 2015-16 (Oct.15-Dec.15)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	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
					Within 45 Days	Above 45 Days						
UGVCL	10	26	36	29	29	0	7	0	15	10	4	9
MGVCL	6	7	13	12	12	0	1	0	7	4	1	5
DGVCL	3	65	68	61	61	0	7	0	16	33	12	10
PGVCL (Bhuj)	4	25	29	18	13	5	11	4	1	10	7	9
PGVCL (Bhavnagar)	41	95	136	113	71	42	23	2	27	79	7	11
PGVCL (Rajkot)	56	97	153	116	114	2	37	2	10	90	16	13
TPL-A'bad	6	49	55	48	43	5	7	0	45	3	0	13
TPL-Surat	3	4	7	6	6	0	1	0	6	0	0	13
Total	129	368	497	403	349	54	94	8	127	229	47	83

Details of Cases before Ombudsman for Quarter- III of 2015-16 (Oct.15-Dec.15)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter				No. of Appeals Pending at the End of the Quarter	No. of Sitzings in the Quarter
			In favour of Appellant	In favour of Licensee	Others	Total		
20	47	67	11	23	2	36	31	62

Annexure-4 Performance Reports Received from CGRFs for the Quarter- IV of 2015-16 (Jan.16-Mar.16)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	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
					Within 45 Days	Above 45 Days						
UGVCL	7	33	40	29	29	0	11	0	13	12	5	9
MGVCL	1	5	6	6	6	0	0	0	3	1	1	3
DGVCL	7	86	93	83	79	4	10	0	20	38	25	14
PGVCL (Bhuj)	11	13	24	22	15	7	2	0	6	13	3	8
PGVCL (Bhavnagar)	23	108	131	79	65	14	52	1	22	53		11
PGVCL (Rajkot)	37	82	119	102	97	5	17	2	20	60		11
TPL-A'bad	7	36	43	34	32	2	9	0	33	1		11
TPL-Surat	1	7	8	6	6	0	2	0	6	0		14
Total	94	370	464	361	329	32	103	3	123	178	60	81

Details of Cases before Ombudsman for Quarter- IV of 2015-16 (Jan.16-Mar.16)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter				No. of Appeals Pending at the End of the Quarter	No. of Sittings in the Quarter
			In favour of Appellant	In favour of Licensee	Others	Total		
31	54	85	20	28	11	59	26	92