

AGENDA FOR 22nd MEETING OF CGRF AND OMBUDSMAN

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| Date | 28.06.2017 |
| Time | 11:30 AM |
| Venue | Conference Room, Gujarat Electricity Regulatory Commission 6 th Floor, GIFT ONE, Gandhinagar 382355 |

| Sr. No. | Agenda Item |
|------------|---|
| 1 | Confirmation of the minutes of the last meeting |
| 2 | Review of Performance |
| 3 | Presentation of cases by Forums – PGVCL (Bhuj), PGVCL (Rajkot), TPL (Surat) and Ombudsman |
| 4 | Any other item with permission of the Chair |

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

The 21st meeting of all CGRFs was held on 19th May, 2016. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/TECH/21st CGRFs/MoM/2016/1125 dated 7th June, 2016. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-I to Quarter-IV of 2016-17 is enclosed at Annexure —1,2,3& 4 respectively. This may be discussed.

Item No. 3: Presentation by Forums

The forum representative from PGVCL (Bhuj), PGVCL (Rajkot), UGVCL, TPL(Surat) and Ombudsman will make presentation on a typical case highlighting the legal aspect and general observations in the orders.

Item No. 4: Any other item with permission of the Chair.

Annexure-1

Performance Reports Received from CGRFs for the Quarter- I of 2016-17 (Apr.16-Jun.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 Sitzings |
|-------------------|---|------------------------------------|------------------|--------------------------------------|---|---------------|---|--|---|--|-----------|-----------------|
| | | | | | With in 45 days | above 45 days | | | | | | |
| UGVCL | 11 | 18 | 29 | 23 | 23 | 0 | 6 | 0 | 11 | 7 | 5 | 6 |
| MGVCL | 0 | 11 | 11 | 10 | 10 | 0 | 1 | 0 | 6 | 4 | 0 | 4 |
| DGVCL | 10 | 62 | 72 | 64 | 58 | 6 | 8 | 0 | 12 | 25 | 27 | 12 |
| PGVCL (Bhuj) | 2 | 24 | 26 | 16 | 16 | 0 | 10 | 3 | 6 | 7 | 3 | 7 |
| PGVCL (Bhavnagar) | 52 | 81 | 133 | 116 | 102 | 14 | 17 | 1 | 24 | 90 | 2 | 12 |
| PGVCL (Rajkot) | 17 | 83 | 100 | 90 | 86 | 4 | 10 | 2 | 19 | 48 | 23 | 12 |
| TPL (Ahm.) | 9 | 25 | 34 | 30 | 28 | 2 | 4 | 1 | 25 | 5 | 0 | 13 |
| TPL (Surat) | 2 | 13 | 15 | 10 | 10 | 0 | 5 | 0 | 10 | 0 | 0 | 13 |
| Total | 103 | 317 | 420 | 359 | 333 | 26 | 61 | 7 | 113 | 186 | 60 | 79 |

Details of Cases before Ombudsman for Quarter I of 2016-17 (Apr.16 to Jun.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 | | |
| 26 | 35 | 61 | 19 | 20 | 4 | 43 | 18 | 50 |

Annexure-2

Performance Reports Received from CGRFs for the Quarter- II of 2016-17 (Jul.16-Sept.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 Sitzings |
|-------------------|---|------------------------------------|------------------|--------------------------------------|---|---------------|---|--|---|--|-----------|-----------------|
| | | | | | With in 45 Day | above 45 days | | | | | | |
| UGVCL | 6 | 13 | 19 | 15 | 15 | 0 | 4 | 0 | 7 | 4 | 4 | 3 |
| MGVCL | 1 | 7 | 8 | 7 | 3 | 4 | 1 | 0 | 0 | 3 | 4 | 3 |
| DGVCL | 8 | 61 | 69 | 67 | 64 | 3 | 2 | 0 | 9 | 34 | 24 | 12 |
| PGVCL (Bhuj) | 10 | 9 | 19 | 19 | 10 | 9 | 0 | 0 | 10 | 5 | 4 | 6 |
| PGVCL (Bhavnagar) | 17 | 94 | 111 | 83 | 71 | 12 | 28 | 0 | 22 | 58 | 3 | 13 |
| PGVCL (Rajkot) | 10 | 115 | 125 | 109 | 108 | 1 | 16 | 1 | 15 | 69 | 25 | 12 |
| TPL (Ahm.) | 4 | 24 | 28 | 24 | 21 | 3 | 4 | 2 | 20 | 4 | 0 | 14 |
| TPL (Surat) | 5 | 11 | 16 | 16 | 16 | 0 | 0 | 0 | 12 | 0 | 4 | 14 |
| Total | 61 | 334 | 395 | 340 | 308 | 32 | 55 | 3 | 95 | 177 | 68 | 77 |

Details of Cases before Ombudsman for Quarter II of 2016-17 (Jul.16. to Sept.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 | | |
| 18 | 36 | 54 | 11 | 18 | 4 | 33 | 21 | 39 |

Annexure-3

Performance Reports Received from CGRFs for the Quarter- III of 2016-17 (Oct. 16-Dec.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 Sitzings |
|-------------------|---|------------------------------------|------------------|--------------------------------------|---|---------------|---|--|---|--|-----------|-----------------|
| | | | | | With in 45 Day | above 45 days | | | | | | |
| UGVCL | 4 | 26 | 30 | 20 | 20 | 0 | 10 | 0 | 13 | 4 | 3 | 7 |
| MGVCL | 1 | 8 | 9 | 8 | 7 | 1 | 1 | 1 | 8 | 0 | 0 | 3 |
| DGVCL | 2 | 44 | 46 | 44 | 44 | 0 | 2 | 0 | 9 | 24 | 11 | 10 |
| PGVCL (Bhuj) | 0 | 11 | 11 | 11 | 5 | 6 | 0 | 0 | 5 | 4 | 2 | 6 |
| PGVCL (Bhavnagar) | 28 | 82 | 110 | 78 | 62 | 16 | 32 | 2 | 22 | 55 | 1 | 13 |
| PGVCL (Rajkot) | 16 | 71 | 87 | 72 | 68 | 4 | 15 | 0 | 7 | 52 | 1 | 11 |
| TPL (Ahm.) | 4 | 10 | 14 | 12 | 8 | 4 | 2 | 0 | 9 | 3 | 0 | 11 |
| TPL (Surat) | 0 | 7 | 7 | 7 | 7 | 0 | 0 | 0 | 4 | 0 | 3 | 13 |
| Total | 56 | 259 | 314 | 252 | 221 | 31 | 62 | 3 | 77 | 142 | 33 | 74 |

Details of Cases before Ombudsman for Quarter III of 2016-17 (Oct. 16-Dec.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 | | |
| 21 | 24 | 45 | 6 | 16 | 8 | 30 | 15 | 42 |

Annexure-4

Performance Reports Received from CGRFs for the Quarter- IV of 2016-17 (Jan. 17-Mar.17)

| 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 Sitings |
|-------------------|---|------------------------------------|------------------|--------------------------------------|---|---------------|---|--|---|--|-----------|----------------|
| | | | | | With in 45 Day | above 45 days | | | | | | |
| UGVCL | 10 | 11 | 21 | 17 | 17 | 0 | 4 | 0 | 7 | 9 | 1 | 3 |
| MGVCL | 1 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | 4 | 0 | 0 | 3 |
| DGVCL | 2 | 56 | 58 | 55 | 54 | 1 | 3 | 0 | 14 | 23 | 18 | 11 |
| PGVCL (Bhuj) | 0 | 6 | 6 | 6 | 4 | 2 | 0 | 0 | 3 | 3 | 0 | 9 |
| PGVCL (Bhavnagar) | 32 | 92 | 124 | 68 | 41 | 27 | 56 | 10 | 21 | 43 | 4 | 14 |
| PGVCL (Rajkot) | 15 | 80 | 95 | 77 | 76 | 1 | 18 | 0 | 13 | 48 | 16 | 10 |
| TPL (Ahm.) | 2 | 18 | 20 | 18 | 16 | 2 | 2 | 0 | 14 | 4 | 0 | 12 |
| TPL (Surat) | 0 | 8 | 8 | 5 | 5 | 0 | 3 | 0 | 5 | 0 | 0 | 13 |
| Total | 62 | 275 | 336 | 250 | 217 | 33 | 86 | 10 | 81 | 130 | 39 | 75 |

Details of Cases before Ombudsman for Quarter IV of 2016-17 (Jan. 17-Mar.17)

| 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 | | |
| 15 | 23 | 38 | 18 | 14 | 2 | 34 | 4 | 41 |