

**Minutes of the Meeting of Consumer Grievance Redressal Forums held at GERC, on 29th June, 2010 at 3.00 P.M.**

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The following members / representatives of Consumer Grievance Redressal Forums of various Distribution Licensees and members / staff of the Commission were present in the meeting:

**Commission and Secretary:**

1. Dr. P.K. Mishra ,Chairman, GERC.
2. Shri Pravinbhai Patel, Member (Technical), GERC.
3. Shri Sanjay Nandan Agrawal, Secretary, GERC.

**Ombudsman:**

1. Shri V.T. Rajpara, Electricity Ombudsman.

**Chairmen/ Members / representatives of Consumer Forums:**

1. Shri R.N. Jadeja, Chairman, PGVCL(Rajkot ) forum.
2. Shri K.S. Malkan, Member, PGVCL(Rajkot ) forum.
3. Shri K.D.Viradia, Convener, PGVCL(Rajkot ) forum.
4. Shri K.M. Bhuva, Chairman, PGVCL (Bhavnagar) forum.
5. Shri J.V.Prajapati, Independent Member, PGVCL (Bhavnagar) forum.
6. Shri J.A. Shaikh, Convener, PGVCL (Bhavnagar) forum.
7. Shri J.B.Parekh, Chairman, PGVCL(Bhuj ) forum.
8. Shri H.A.Gadhvi, Independent Member, PGVCL (Bhuj) forum.

9. Shri B.N.Thakar, Convener, PGVCL (Bhuj) Forum .
10. Shri M.J.Vaidya, Independent Member, MGVCL forum.
11. Shri K. R. Shah, Member, MGVCL forum.
12. Shri P.L.Mistry, Convener, MGVCL forum.
13. Shri J.P. Bhrambhatt, Chairman, DGVCL Forum.
14. Shri N.D. Patel, Chairman, DGVCL Forum.
15. Ms Varsha A Shah, Independent Member, DGVCL Forum.
16. Shri K.M.Shringarpure, Member, DGVCL Forum.
17. Shri D.J. Patel, Convener, DGVCL Forum.
18. Shri M.G. Patel, Chairman, UGVCL Forum.
19. Shri S.R. shah, Independent Member, UGVCL forum .
20. Shri R.B.Kothari, Member, UGVCL forum.
21. Shri C.L.Sharma, Convener, UGVCL forum.
22. Prof. P.D.Munshi, Chairman, TPL, Surat forum.
23. Shri H.L. Lalwala, Member, TPL, Surat forum.
24. Mrs. P.H.Desai, Convener, TPL, Surat forum.
25. Shri P.B. Patel, Chairman, TPL , Ahmedabad forum.
26. Shri R. B. Sinha, Independent Member, TPL, Ahmedabad forum.
27. Shri F. A.
28. Garari, Convener, TPL ,Ahmedabd forum.

**Officers of the Commission:**

Shri D. R. Parmar, Joint Director.

1. Shri M.N.Khalyani , Dy. Director (A.&A).
2. Shri G.H. Patel, Dy. Director.
3. Shri S.T. Anada, Dy. Director.
4. Shri B.R. Joshi, Consultant (Tariff).
5. Smt Mala Y Shah, consultant (Legal).

**Officer of Ombudsman:**

1. Shri B.J. Shah, Staff Officer, Ombudsman.

At the outset, Dr P.K. Mishra, Chairman, welcomed the participants and invitees . He said that recently the Commission has filled all the vacant posts of the CGRFs and expressed the hope that the Forums will now be able to discharge their duties more effectively.

Thereafter, the agenda items were taken up for discussion.

**Item No. 1**

**Confirmation of the minutes of the last meeting.**

Minutes of the last meeting had been circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/309 dated 18<sup>th</sup> February, 2010. Since there were no comments or suggestions on it, the same were taken as approved.

**Item No. 2**

**Action taken report of the last meeting:**

i In last meeting it was suggested that in case of policy nature or involving interpretation of Regulations/rules , CGRFs should convey their decisions to Apex co-ordination Committee to decide statewide applicability.

The members of CGRFs stated that this type of case did not arise hence, not reported to Apex co-ordination Committee by any of CGRFs.

ii. In the last meeting, it was observed that TPL, Ahmedabad and Surat are yet to publish consumer charters.

In response to the same, the draft consumer charters has been submitted by TPL ,for necessary approval of the Commission.

iii. In the meeting held on 13.7.2009, It was decided that orders of CGRFs should include the line ”This order can be challenged before Electricity Ombudsman” with information about time limit of one month.

It was apprised that all CGRFs have started implementation of writing this statement at the end of the order copy.

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**Item No. 3**

**Overview of the Consumer Protection System in varioius states by Hon’ble**

**APTEL:**

Dr P.K. Mishra, Chairman, has review the order of the hon’ble APTEL and the Compliance Report of FOR.

- For the vacancies of CGRFs in the respective distribution licensees, Chairman, CGRF Rajkot has stated that recently appointed independent

member will join on the 1<sup>st</sup> July 1, 2010 . Chairman, CGRF TPL Surat has stated that independent member not intimated/ joined till today.

Member (T) stated that the Commission has already made a panel of independent members, the appointments of such members are being done without delay. Recently, the Commission has appointed some new independent members and extended the terms of the already appointed members. Member (T) also suggested that utilities to inform well in advance about any vacancy created due to resignation of any independent member and also to ensure that the vacancies of the members appointed by distribution licensee filled at the earliest.

- Dr P.K. Mishra, Chairman, has review the constitution of CGRF among 3 to 5 districts is followed in Gujarat. Regarding this all CGRFs submitted details as under,

CGRF,PGVCL Rajkot has 5 districts . CGRF,PGVCL Bhavnagar has 3 districts., PGVCL Bhuj has 1 districts. CGRF, MGVCL has 5 districts. DGVCL has 6 districts. UGVCL has 6 districts .All over state has 26 districts and 8 CGRFs.

- The CGRFs are requested to hold courts in different districts as directed by APTEL.

In response to the same, Chairman CGRF, PGVCL Bhavnagar submitted that they have acted accordingly. The Chairman directed that all CGRFs shall act the same as directed by APTEL and meeting should be held at the conference room and other activity should be avoided at the time of hearing and CGRFs should works independently with full attention..

- Shri D.R.Parmar – Joint Director, requested all CGRFs to submit their details regarding the information for online status report require for FOR web site .

#### **Item No. 4**

##### **Amendment to GERC Regulations related to Forum and Omudsman.**

The Commission is in the process of amending its various regulations. Dr P.K. Mishra, Chairman, requested to propose/suggest necessary amendments in the regulations regarding Forum and Ombudsman.

- Further, Independent Member PGVCL (Bhuj) Forum suggested to make Publicity of the CGRFs for Consumer awareness . Chairman, CGRF TPL , stated that they have mention adresse & contact number of CGRF's and Ombudsman's office in electrical bill for publicity. Member (T) also suggested to display CGRF's Function at consumer complaint centre. Member of CGRFs also suggested to circulate the Ombudsman orders to all the CGRFs. Dr P.K. Mishra, Chairman, directed to act accordingly and suggested to hold– Weekly meeting/sitting or regular meetings should be held to create consumer awareness.
- Members of the CGRFs Complain regarding the misbehavior of the consumers at the time of hearing/sitting. Chairman suggested to take legal action/ F.I.R. can be lodged being Government organization under Indian Panel Code, but the Grievance should be resolved in time within jurisdiction of the CGRFs.

#### **Item No. 5**

##### **Presentation by TPL(Ahmedabad) and DGVCL CGRFs on steps taken on consumer awareness.**

Convener, TPL (Ahmedabad) Forum gave a detailed presentation on constitution of CGRF and their activities covering from overview to nurturing consumer relations. Regular grievance redressal meetings are being held every Saturday at 11.00 a.m. in divisional offices and on 20<sup>th</sup> of every month at Zonal offices. The meeting is open to all consumers. They regularly hold energy conservation awareness programmes. They also hold safety awareness rally, in addition to industrial consumer meeting.

DGVCL Forum gave a detailed presentation on steps taken for consumer awareness and stated that they have consumer care centre at all of their field offices, and Sampark programmes to meet consumers at their door step. They regularly hold energy conservation awareness programmes. They also hold safety awareness rally, in addition to industrial consumer meeting.

DGVCL has Consumer Charter (Nagrik Adhikar Patra), Safety Manual etc. and they organize continuous training for the employees resulting in efficient and positive impact in performance parameters of the company like cash collection, and grievances of the consumers redressed.

- The chairman appreciated presentations, the system and action taken by the Torrent Power Limited. He also suggested other CGRFs to follow the action taken by TPL and implementation at the grass root level.

## **Item No.6**

### **Review of Performance**

The summary of quarterly reports received from the CGRFs for Quarter IV of 2009-10 were discussed. Dr P.K. Mishra, Chairman, observed that

No. of sitting 2 or 3 held by CGRFs in month, but he suggested to site once in week.

Ombudsman, Submitted Performance details that there are 27 cases from Jan to march, 55 cases disposed off and maximum cases received from PGVCL, Bhavnagar. He also stated that that some of the orders of the CGRFs are not covered with the submission made by the consumers. Some part of the submission is not addressed in the orders. All the CGRFs agreed to act according to details suggested by the Ombudsman.

### **Item No. 7**

#### **Any other item with permission of the Chair.**

Some of the independent members requested to review remuneration. They stated that (Discoms) paid remuneration Rs.900/-per sitting in headquarter and Rs.1000/- per sitting outside.TPL paid Rs.2500/-per sitting. It was felt that this issue should be review.

- Dr P.K. Mishra, Chairman suggested that in the next meeting to discuss important cases from each forums and also nominate two to three volunteers for the discussion. It was decided that to discuss one case from each CGRFs (TPL, PGVCL (Bhavnagar), UGVCL and MGVCL). It was also decided that the Ombudsman will make a presentation on some legal aspects and general observation of the orders and APTEL judgments needs to be discussed in the next meeting.
- It was decided that the next meeting will be organized in the month of October.

The meeting concluded with a vote of thanks to the chair.