

**AGENDA FOR
THE 9TH MEETING OF
GRIEVANCES REDRESSAL FORUMS**

Date	22nd February,2011
Time	11.30 A.M.
Venue	Conference Hall, Corporate office, PGVCL, Rajkot.

No.	Agenda Item
1	Confirmation of the minutes of the last meeting.
2	Action taken report of the last meeting
3	Mechanism for implementation of order passed by Forum and Ombudsman
4	New GERC Regulations related to (i) Forum and Ombudsman(ii) Open Assess
5	Review of Performance
6	Discussion on one case from each CGRFs TPL (Surat), PGVCL (Bhuj) & (Rajkot), and DGVCL will make a presentation on some legal aspects and general observation of the orders and APTEL judgments.
7	Any other item with permission of the Chair

Item No. 1

Confirmation of the minutes of the last meeting

The 8th meeting of the Chairman and Members of all CGRFs was held on 28.10.2010. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2010 /1986 dated 16/12/2010. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2:

Action taken report of the last meeting

- i. It was decided that at least one meeting every week should be held. But from the Annexure 1 of the Agenda Note, it was observed that there was not any proportionate meeting held by the Forum during the Quarter. PGVCL-Rajkot & TPL-Surat Forums have held only 1 & PGVCL-Bhuj has held only 2 sittings during the quarter.
- ii. It was decided that all CGRFs shall act as directed by APTEL and meeting should be held at the conference room and other activity should be avoided at the time of hearing. Action taken on this issue may be intimated.
- iii. It was decided that at least one sitting should be held in every circle once a month, intimating the date of the sitting to the consumers well in advance. Also, the location of the sitting should be rotated among circles/zones.

Item No.3:

Mechanism for implementation of order passed by Forum and Ombudsman :

It was decided in the last meeting that the mechanism for monitoring the implementation of orders are developed by Forums.

The Commission have received representations for non- implementation of order passed by Forum and Ombudsman are as under.

Sr .No.	Name of party	Name of utility	Order passed by
1	Bipinbhai Radadia	PGVCL	PGVCL FORUM- BHAVNAGAR
2	Khetabhai R. Kanbi	UGVCL	UGVCL FORUM
3	Amarabhai Panchabhai Jamod	PGVCL	OMBUDSMAN
4	Dudabhai Ghusabhai Gohil	PGVCL	OMBUDSMAN
5	Pratik Process	DGVCL	OMBUDSMAN
6	Sundeeep Nursing Home	MGVCL	OMBUDSMAN
7	S.E.W. Commercial Co. Pvt. Ltd.	PGVCL	OMBUDSMAN

Item No. 4:

New GERC Regulations related to (i) Forum and Ombudsman(ii) Open Assess:

The commission has prepared Draft Regulations (i)Forum and Ombudsman (ii)Open assess. The Commission has also received suggestions/objections from various stake holders. The final Regulation will be communicated you in short while.

Item No. 5:

Review of Performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-III of 2010-11 is enclosed at annexure –I and this may be discussed.

Item No. 6:

Discussion on one case:

It was decided that CGRFs TPL (Surat), PGVCL (Bhuj) & (Rajkot), and DGVCL would present one case in this meeting. They may present the cases on some legal aspects and general observation of the orders and APTEL judgments.

Item No. 7:

Any other item with permission of the Chair

Performance Reports Received from CGRFs for the Quarter-III of 2010-11 (Oct.-Dec. 2010-11)

Forum Name	No. of Grievances Outstanding at the Close of Previous Quarter	No. of Grievances Received during the Quarter	No. of Grievances Disposed during the Quarter	No. of Grievances Pending at the Close of the Quarter	No. of Sittings of CGRF(s) in the Quarter
UGVCL	05	35	23	17	05
MGVCL	04	29	27	06	07
DGVCL	05	23	25	03	06
PGVCL (Bhuj)	01	02	03	00	02
PGVCL (Bhavnagar)	17	19	22	14	06
PGVCL (Rajkot)	07	81	83	05	01(8 cases)
TPL (Ahmedabad)	02	08	06	04	07
TPL (Surat)	05	02	05	02	07

Details of Cases before Ombudsman for Quarter III of 2010-11 (Oct. to Dec. 2010-11)

Quarter	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
III	16	19	35	22	13