

**AGENDA NOTE  
FOR  
THE 7<sup>TH</sup> MEETING OF CONSUMER  
GRIEVANCES REDRESSAL FORUMS**

<b>Date</b>	<b>29<sup>th</sup> June, 2010</b>
<b>Time</b>	<b>3 p.m.</b>
<b>Venue</b>	<b>Conference Hall Gujarat Electricity Regulatory Commission Ahmedabad</b>

<b>No.</b>	<b>Agenda Item</b>
1	Confirmation of the minutes of the last meeting.
2	Action taken report of the last meeting
3	Overview of the Consumer Protection System in various states by Hon'ble APTEL
4	Amendment to GERC Regulations related to Forum and Ombudsman
5	Presentation by TPL(Ahmedabad) and DGVCL on steps taken for creating consumer awareness
6	Review of Performance
7	Any other item with permission of the Chair

## **Item No. 1**

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

The previous meeting of the Chairmen and Members of all CGRFs was held on 18.01.2010 .The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/Admin/309 dated 18/02/2010.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 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 are requested to apprise the Commission of such cases, if any.
- ii. In the last meeting, it was observed that TPL, Ahmedabad and Surat are yet to publish consumer charters. The progress in this regard may be discussed.
- 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. CGRFs are requested to inform about implementation of this guideline.

## **Item No. 3:**

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

#### **APTEL:**

In appeal no 181/08, hon'ble APTEL has taken reviewed of the Consumer Grievance redressal Mechanism established in all states. The task was assigned to Secretary, FOR and based on his report, those states, who had some discrepancies/inconsistencies in the establishment of Consumer Grievance redressal Mechanism were directed for compliance and recently APTEL has given the following directives:

1. Chairpersons of all SERCs to ensure that the vacancies of CGRFs in their respective states are filled up by distribution licensees without any delay and the Compliance Report be sent to Secretary for FOR as well as to APTEL.
  - As 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.

The conveners of CGRFs are requested 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 are filled at the earliest.
2. Chairpersons of all SERCs to direct distribution licensee to ensure that the CGRF is constituted for each revenue division (3 to 5 districts) of the state. Similarly, CGRFs be mandated and required to hold court on notified days in different districts to ensure that the consumers get easy access to the grievance redressal mechanism.
  - The constitution of CGRF among 3 to 5 districts is followed in Gujarat. The CGRFs are requested to hold courts in different districts as directed by APTEL.

**Item No. 4:**

**Amendment to GERC Regulations related to Forum and Ombudsman :**

The Commission is in the process of amending various regulations framed by it. The CGRFs are requested to propose/suggest necessary amendments in the regulations regarding Forum and Ombudsman.

**Item No. 5:**

**Presentation by TPL(Ahmedabad) and DGVCL on steps taken on consumer**

**awareness :**

As decided in the last meeting TPL (Ahmedabad) and DGVCL will make presentations to illustrate their efforts for consumer awareness on complaint redressal mechanism.

**Item No.6:**

**Review of Performance**

The summary of quarterly reports received from the CGRFs for Quarter IV of 2009-10 is enclosed at annexure I and this may be discussed.

**Item No. 7:**

Any other item with permission of the Chair

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