

**AGENDA FOR  
THE 8<sup>TH</sup> MEETING OF  
GRIEVANCES REDRESSAL FORUMS**

<b>Date</b>	<b>28/10/2010</b>
<b>Time</b>	<b>3:30 PM</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	Discussion/opinion on issues suggested by FOR Working group on consumer protection
4	Amendment to GERC Regulations related to Forum and Ombudsman
5	Review of Performance
6	Discussion on one case from each CGRFs (TPL, PGVCL (Bhavnagar), UGVCL and MGVCL) and the Ombudsman 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 7<sup>th</sup> meeting of the Chairmen and Members of all CGRFs was held on 29.06.2010. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/Tech-II/CGRF/1270 dated 09/08/2010. 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 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. The Commission has approved the consumer charters.
- ii. Some of the independent members requested to review remuneration. They stated that the state owned Discoms pay remuneration Rs.900/- per sitting in headquarter and Rs.1000/- per sitting outside whereas TPL pay Rs.2500/- per sitting. It was felt that this issue should be reviewed by Discoms. It has been intimated that the Discoms have revised remuneration Rs.2000/- per sitting.
- iii. Some of the CGRFs have held only 2 or 3 sittings during the quarter. It was decided that at least one meeting every week should be held. Present status on this decision may be intimated.
- iv. 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.

**Item No.3:**

**Discussion/opinion on issues suggested by FOR Working Group on consumer protection**

Some issues suggested by the FOR Working Group on consumer protection were forwarded along with minutes of the last meeting (Annexure II). Member may express their views on it.

**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:**

**Review of Performance**

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

**Item No. 6:**

**Discussion on one case**

It was decided in the last meeting that some typical cases should be discussed in the meeting, covering the legal aspects and general observations. It was decided that to start with TPL, PGVCL (Bhavnagar), UGVCL, MGVCL and the Ombudsman would present one case each in this meeting. They may present the cases.

**Item No. 7:**

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

## ANNEXURE I

### Performance Reports Received from CGRFs for the Quarter-I of 2010-11 (April to June 2010)

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	06	18	17	07	04
MGVCL	01	09	00	10	00
DGVCL	03	13	10	06	03
PGVCL (Bhuj)	01	00	00	01	01
PGVCL (Bhavnagar)	27	30	33	24	07
PGVCL (Rajkot)	07	83	76	14	00
TPL (Ahmedabad)	03	08	10	01	12
TPL (Surat)	03	08	07	04	14

### Details of Cases before Ombudsman for Quarter I of 2010-11 (April to June 2010)

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
Q1 (April-June)	27	17	44	25	19