

AGENDA NOTE
FOR
THE 4TH MEETING OF
GRIEVANCES REDRESSAL FORUM

Date	Tuesday 21st October 2008
Time	2.30 P.M.
Venue	Conference Hall Gujarat Electricity Regulatory Commission Ahmedabad

No.	Agenda Item
1	To take note of the record of proceedings of the last meeting.
2	Follow up of the action points of the last meeting
3	Progress of quarterly reporting of CGRFs
4	Appointment of Members of Forum by designation
5	Need for uniformity in the working
6	To take note of the Commission's Letter No. GERC/SEC/ SOP/ 2038/ 2008 dated 12.8.08
7	Any other item with permission of the Chair

AGENDA NOTE

Item No. 1 To take note of the record of proceedings of the last meeting.

The last meeting of the Chairmen and Members of all CGRFs was held on 29.12.2007. The record note was circulated to all the Forums/Members vide Commission's letter No. GERC/ADM/ /0174 dated 5.2.2008. A copy of the record note is placed below with the Agenda Note for ready reference. If there are no suggestions on it, the Record Note may be taken as approved.

Item No. 2 Follow up of the action points of the last meeting

- (i) Chairmen and Members are requested to give their feedback regarding publishing the details for filing the complaints, working mechanism of Forum and other relevant data.
- (ii) **Appointment of Members of CGRFs by designation.**

Chairmen of the CGRFs are requested to clarify about the latest status regarding appointment of Members by designation when Agenda Item No. 4 is discussed.

- (iii) **Issues relating to policy matters need to be resolved by Apex Coordination Committee.**

As discussed in the last meeting, the Apex Coordination Committee has taken note regarding resolving the policy issues in the meeting, e.g. one case of DGVCL regarding

Captive Power Plant was referred to the Apex Coordination Committee and resolved in that committee.

Item No. 3 **Progress of quarterly reporting of CGRFs**

The details of the quarterly reports of the companies have been compiled and put up as annexure for perusal.

Item No. 4 **Appointment of Members of Forum by designation**

The Commission had requested the licensees to appoint the Members by designation so that any change due to retirement or otherwise may not jeopardize the working of the Forums. Most of the licensees have followed this instruction. However, it is reiterated that this instruction should be strictly followed. Chairmen of the Forums are requested to clarify the position in the meeting.

Item No. 5 **Need for uniformity in the working**

In the last meeting, the Chairman/Member of each Forum stated about their working in brief. As discussed, there is a lot of variations in the functioning of Forums, e.g. some of the Forums are not meeting regularly, the procedure followed in respect of disposal of the representations is also not proper etc. As such the Commission would like to bring it to the notice of the Chairmen of the Forums that the Forums must follow the regulations and issue necessary notices in time and dispose of the cases by issuing speaking orders in time. Consumers' grievances have to be addressed in time with a positive approach considering the objects

of the Act regarding consumers' protection.

Item No. 6 **To take note of the Commission's Letter No GERC/SEC/SOP/2038/2008 dated 12.8.08**

In the recent past, the Hon'ble High Court of Gujarat had given compensation to the aggrieved consumers in the context of not following the time limit as specified in the Standard of Performance Regulation. The letter is self-explanatory and as such the Commission would like to know the feedback from the Chairmen/Members of the Forums during the open discussion in the meeting.

Item No. 7 **Any other item with the permission of the Chair**

7. 1. Uploading orders of forums/Ombudsman on web-site of respective organisations.

The CGRFs/Ombudsman are requested to upload the order of forum of various grievances on their web-site. Now each of the company/Commission have their independent web-site. As such a web-page on CGRF/Ombudsman with updated information would be a step in the direction of consumer interest and transparency.

7.2 Consumer Education/awareness by CGRFs.

CGRFs with the help of their licensee Company are requested to take initiatives in promoting the consumer education/awareness like organizing the meeting/ workshop/Seminars/publications and also with the help of electronic media as well.

Independent, unbiased and prominent organisations who are involved in consumers' education/awareness could be identified in the respective area and dissemination of the information regarding consumers' rights; organization setup legal provisions could be explained to them in a simple way. Such consumer awareness/activities would help licensee in building up their image for positive approach towards consumer.