

AGENDA NOTE
FOR
THE 5TH MEETING OF
GRIEVANCES REDRESSAL FORUMS

Date	Monday 13th July 2009
Time	3.00 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	Action taken report of the last meeting
3	Discussion/opinion on issues suggested by FOR Working group on consumer protection
4	Presentation by TPSL and UGVCL on steps taken on consumer awareness
5	Need for uniformity in working of Forums
6	Timely disposal of the complaints
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 21.10.2008. The record note was circulated to all the Forums/Members vide Commission's letter No. GERC/SEC/2008 /02872 dated 24.12.2008. 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 Action taken reports of the last meeting

In the last meeting some of the items on which action from CGRFs were expected are mentioned below. Members of the CGRFs are requested to apprise the Members of the Forums about the action taken.

Item No. 5 – Addressing consumer complaints

In the last meeting it was pointed out that the methodology and system vary from CGRF to CGRF. Hence, it was suggested that complaints be registered properly and they should be disposed of by speaking orders. Members of the Forums are requested to throw light on the action taken by them.

Item No. 7.1 – Development of website of Forums and uploading decisions of forums on website

Members of the Forums are requested to apprise the development

of the website of the Forums and uploading of the decisions of their Forums on the website.

Item No. 7.2 – Steps taken for publicity of forums

CGRFs are requested to apprise about the steps taken by them for publicity of the Forums and other relevant issues like creating consumer awareness etc

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 A).Members may express their views on it.

Item No. 4 **Presentation by TPSL and UGVCL on steps taken on consumer awareness**

As decided in last meeting TPL, Surat and UGVCL will make presentations to illustrate their efforts for consumer awareness on complaint redressal mechanism.

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

Some issues are handled in different ways by different forums. During the last meeting it was suggested that some issues of policy nature should be decided by the Apex co-ordination committee e.g. dealing with bills raised based on audit paras. An approach may be identified.

Item No. 6 **Timely Disposal of the complaints**

Various complaints are received regarding delay in redressal of grievances. In some cases, hearing is not provided. Some are regarding lack of consumer friendly approach in CGRF. CGRF should intimate consumers about the statutory time limit of one month for approaching Ombudsman for appeal against any order of CGRF. Some complaints are not even registered, and sent to subordinates for necessary action.

DGVCL has established a three tier consumer redressal mechanism at division level, circle level and corporate level. DGVCL will submit the working of this three tier mechanism and time taken in addressing complaints.

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

7.1 Recommendation of Parliamentary Standing Committee on Energy

The Standing Committee on Energy has presented its report regarding "Role of SERCs in protection of interest of consumers' interest" in the Parliament. The Committee recommended that the consumers' grievances should be given due importance and the mechanism provided in the Electricity Act, 2003 regarding CGRFs and Ombudsman mechanism should work independently out of any government control(s). This is pointed out in the meeting with the idea that CGRFs are independent bodies and they should not work under influence of their senior officers or government when they

are working as Members of the Forums. At present two Members of the Forums are from the company and as such this is very important while considering representations of the consumers with ultimate aim to protect the interest of the consumers.

7.2 Constitution of CGRFs

The CGRF consists of three members including one chairman, one independent member and one other member. The Commission has appointed one independent member as provided in the Electricity Rules, 2005. The chairman and other member of CGRF are appointed by licensee and as such though legally two members may be eligible to hear the case, it is not advisable that the chairman and the other member (without presence of independent member) hear the complaints and give the judgements. Therefore, it would be in the interest of the justice that all the three members should remain present and hear the cases. However, in exceptional circumstances, if one of the members is not available; ensure that independent member is present in the two members' bench. The convener of the CGRF is only an administrative officer and as such he is not an authority for hearing and disposing of the complaints.