

**AGENDA NOTE**  
**FOR**  
**THE THIRD MEETING**  
**TO BE HELD AT 11:30 hours ON 29-12-2007**  
**AT**  
**THE CONFERENCE HALL**  
**GUJARAT ELECTRICITY REGULATORY COMMISSION**  
**1<sup>ST</sup> FLOOR, NEPTUNE TOWER, AHMEDABAD.**

<b>Agenda</b>	<b>Notes on Agenda</b>
1	Record note of the last Meeting
2	Issues discussed in last meeting
3	Quarterly Reporting
4	Publicity
5	In-house Grievance Redressal mechanism
6	Uniformity in working
7	Standardization of meter testing
8	Consumer Awareness

## **NOTES ON AGENDA**

### **1. To take a note of the last Meeting -**

The last meeting of the chairmen and members of all CGRFs was held on 13<sup>th</sup> July, 2007. A copy of the record note is placed below with this agenda note for reference.

### **2 Issues discussed in last meeting -**

Following issues were discussed in last meeting

- a. Giving unique number to the complaint registered at Forum. A sample method of giving number to complaint was circulated and suggested that similar method should be adopted by Forum.
- b. New formats for performance report were circulated and suggested that the Convener should ensure about timely submission of information particularly performance 001, 002 and 003.
- c. It was suggested that the appointment of members in CGRF should be by Designation, in order to avoid difficulties in case of transfer of officer.

### **3. Quarterly Reporting**

It is observed that the figures provided in the performance monitoring reports are not consistent. Sometimes the complaints resolved figure is not matched with the pending + received complaints.

### **4. Publicity**

It is required to provide Sign Board, Information at all subdivisions about CGRF and procedure for complaint registration.

It is also required that the information of CGRF to be placed on the website of Distribution Licensees and if possible the important orders/decisions of the Forum can also be placed on the website.

**5. In-House Grievance Redressal mechanism**

It is important that the CGRF monitors and review the working of in-house complaint resolution mechanism. Recently, some distribution licensees have formed the Committee to meet at regular interval for in-house complaint resolution.

**6. Uniformity in working**

It is desirable that the working at each CGRF should be uniform. Each CGRF is requested to provide in brief the procedure of working at CGRF.

**7. Standardization in meter testing**

There is a need for Standardization in meter testing procedure. A view may be presented by the members on this issue.

**8. Consumer Awareness –**

It is also observed that, there are number of consumers directly approaching the Commission for their grievance. It is required to educate Consumers about complaint handling procedures at Distribution Licensees (In-House), at Consumer Grievance Redressal Forum and at Ombudsman.