

Programme

THE 10TH MEETING OF GRIEVANCES REDRESSAL FORUMS

DATE: 30-07-2011

TIME: 11-00 A.M.

VENUE: Conference Hall, GERC, Ahmedabad

11-00 A.M To 11-05 A.M	Welcome by Dr. Ketan Shukla Secretary, GERC
11-05 A.M To 11-10 A.M	Opening Address by Dr. P.K. Mishra Hon. Chairman, GERC
11-20 A.M To 12-45 A.M	Meeting of The of Grievances Redressal Forums
12-45 A.M To 01-25 P.M	Presentation by Forums
01-25 P.M To 01-30 P.M	Vote of Thanks by Shri M. N. Khalyani Dy. Director, GERC
01-30 P.M	Lunch

**AGENDA FOR THE 10TH MEETING OF GRIEVANCES
REDRESSAL FORUMS**

Date	30.07.2011
Time	11.00 A.M.
Venue	Conference Hall, GERC, Ahmedabad

No.	Agenda Item
1	Confirmation of the minutes of the last meeting.
2	Action taken report on the decisions of the last meeting
3	Implementation of new GERC Regulations of Forum and Ombudsman
4	Review of Performance
5	Discussion on one case from each CGRF: PGVCL (Bhavnagar), MGVCL, UGVCL and Ombudsman will make a presentation on some legal aspects and general observation of the orders and APTEL judgments.
6	Any other item with permission of the Chair

Item No. 1

Confirmation of the minutes of the last meeting

The 9th meeting of Chairmen and Members of all CGRFs was held on 22.02.2011. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2011 /782 dated 12.05.2011. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2:

Action taken report on the decisions of the last meeting

- i. It was decided that at least one meeting every week should be held. Status to be reported by respective CGRFs.
- ii. It was decided that at least one sitting should be held in every circle once a month, intimating the date of the sitting to the consumers well in advance. Also, the location of the sitting should be rotated among circles/zones. Present status in this regard may be intimated.

Item No. 3:

Implementation of new GERC Regulations of Forum and Ombudsman

The Commission has published the CGRF (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2011 on 7th April,2011.The following actions are required to be taken by all the distribution licenses in a time- bound manner.

- (i) Utilities should appoint Chairman and Technical member of the Forum as per the new Regulations.

UGCVL, DGCVL, and PGCVL have Published advertisement for Chairman of Forum as per the new Regulations. TPL-Surat, TPL-Ahemadabd and MGVCL have not submitted response till date. We have already informed them vide our letter No GERC/TECH/CGRF/767, dated 11.05.2011and reminder letter No

GERC/TECH/CGRF/2011/950 ,dated 08.06.2011.present status of action taken in this regard may be intimated.

(ii) Full-time office of Forum with an officer to be provided by the DISCOMs. Position to be informed to Commission.

Item No. 4:

Mechanism for monitoring implementation of Forums' order

It has been observed that though the Forums are generally addressing the complaints within the time period specified in the regulations, no effective mechanism exists for monitoring implementation of Forums' orders. Since, timely implementation of Forums' orders is essential in the interest of consumers, a suitable monitoring mechanism is required to be developed to ensure the same. This may be discussed and suitable measures be suggested.

Item No. 5:

Review of Performance

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

Item No. 6:

Discussion of specific cases:

As decided in the last meeting, CGRFs PGVCL (Bhavnagar), UGVCL and MGVCL would present one case each in this meeting.

Item No. 7:

Any other item with permission of the Chair

ANNEXURE-I
Performance Reports Received from CGRFs for the Quarter-IV of 2010-11
(Jan.-Mar. 2011)

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	17	40	46	11	04
MGVCL	02	31	23	10	08
DGVCL	03	27	24	06	06
PGVCL (Bhuj)	00	17	17	00	01
PGVCL (Bhavnagar)	14	35	26	23	09
PGVCL (Rajkot)	05	91	89	07	12
TPL (Ahmedabad)	04	22	22	04	13
TPL (Surat)	02	04	01	05	03

Details of Cases before Ombudsman for Quarter IV of 2010-11
(Jan. to Mar. 2011)

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
IV	13	29	42	25	17