

Agenda for the 14th Meeting of Consumer Grievances Redressal Forums

Date	3rd May 2013
Time	11: 00 AM
Venue	Sardar Patel Institute of Public Administration, Opp: ISRO, Satelite Road, Ahmedabad-380015

Sr. No.	Agenda Items
1	Confirmation of the minutes of the last meeting.
2	Action Taken Report of the last meeting.
3	Information of CGRF and Ombudsman on Website
4	Review of performance
5	Presentation on cases by Forums - UGVCL, PGVCL (Rajkot and Bhuj) and TPL-Surat
6	Any other item with the permission of the Chair.

Agenda for the 14th Meeting of Consumer Grievances Redressal Forums

Item No. 1 : Confirmation of the minutes of the last meeting

The 13th meeting of all CGRFs was held on 28th December, 2012. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2012 /151 dated 17th January, 2013. 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

The action taken report of the last CGRF meeting is enclosed at Annexure – 1, this may be discussed.

Item No. 3: Information of CGRF & Ombudsman on Website.

It is felt that the information regarding CGRFs and Ombudsman should be available on the websites of the respective companies. It is observed that this information is available on websites of UGVCL, MGVCL and TPL.

There is no such information available on DGVCL website, where as in case of PGVCL, information about Ombudsman is not available.

DGVCL and PGVCL may take necessary action in this regards.

Item No. 4 : Review of performance

- (A) The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-III of 2012-13 is enclosed at Annexure – 2. This may be discussed.
- (B) It is observed that there is no uniformity in furnishing the performance reports by different licensee. Sample discrepancies observed in various reports are furnished at Annexure – 3. These may be discussed.

Item No. 5 Presentation by Forums

Forum representatives from UGVCL, PGVCL – Rajkot, Bhuj and TPL - Surat will make presentation on typical cases highlighting the legal aspect and general observations on the orders.

Item No. 6 : Any other item with permission of the Chair.

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Annexure 1 : Action Taken Report

Particulars	DGVCL	MGVCL	UGVCL	PGVCL- Bhavnagar	PGVCL - Bhuj	PGVCL - Rajkot	TPL - Ahmedabad	TPL - Surat
Small pamphlet should be sent to consumers along with electricity bill for wide publicity of CGRF and explore possibilities of advertisement in news papers	Small pamphlet for CGRF mechanism of the Company printing work is in progress. Public notice in one English newspaper [DNA Ahmedabad] & Gujarati newspaper [Gujarat Mitra] on dated 26.10.2012.	Published booklet "Grahak Margdarshika" in Gujarati language and the same is distributed to all the consumers along with its regular monthly / bi-monthly bills wherein the information regarding Consumer Grievances Redressal Forum and its Phone Number & facsimile, the details of Ombudsman with Phone No & e-mail address is also mentioned.	On 26.02.2013 during hearing of cases at Mehsana Corporate office, the Reporter of News line Sidha Samachar & North Gujarat News Channel were remain present and carried out recording of hearing , Members and consumer's interview. Same was published in channel on 27.02.13 & 28.02.2013 and published in news paper on 28.02.2013	Instructed SDO to issue Pamphlet alongwith SDO	Tender is under process for Printing Pamphlets	All circles under Rajkot Forum have intimated for publication of pamphlets, work in progress and completed within short period.	CGRF,TPL has evaluated the option for printing of pamphlets of CGRF and distributing them along with energy bills. The cost of printing and distributing comes to around 40 to 60 lacs for our Ahmedabad & Surat license area. We are evaluating more cost-effective options for publicity.	
Identity cards to be issued to the members of CGRFs	Preparation of ID card is under progress and will be issued at the earliest	ID cards Issued	ID cards Issued	ID Card Printing under Process	ID Card Issued	ID card Issued	Visiting Cards provided to Members	Under process, will be issued at the earliest

Annexure 2 : Review of performance

Performance Reports Received from CGRFs for the Quarter- III of 2012-13 (Oct - Dec. 2012)

Forum Name	No. of Grievances Outstanding at the Close of Previous Quarter	No. of Grievances Received during the Quarter	Total Grievances	No. of Grievances attended during this Quarter	Balance Grievances to be attended	Grievances Successfully Redressed during the quarter			No. of Grievances Pending for more than 45 days	No. of Sittings of CGRF(s) in the Quarter
						Within 45 days	After 45 Days	Total		
UGVCL	04	29	33	29	04	27	02	29	01	09
MGVCL	14	30	44	42	02	14	11	25	02	14
DGVCL	14	61	75	64	11	30	34	64	06	12
PGVCL (Bhuj)	05	13	18	15	03	10	03	13	00	04
PGVCL (Bhavnagar)	22	52	74	57	17	35	22	57	02	10
PGVCL (Rajkot)	45	87	132	96	36	88	08	96	01	10
TPL (Ahmedabad)	17	43	60	45	15	34	11	45	00	12
TPL (Surat)	03	04	07	06	01	06	00	06	00	12

Annexure 2 : Review of performance

Details of Cases before Ombudsman for Quarter III of 2012-13

(Oct. to Dec. 2012)

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	No. of Sittings in the Quarter
				In favour of Appellant	In favour of Licensee	Others	Total		
III	14	33	47	12	22	03	37	10	46

Annexure 3

Reporting Format as GERC (CGRF & Ombudsman) Regulations 2011

QUARTERLY REPORT BY FORUM

Name of the Forum : _____

Quarter : _____

Financial Year : _____

1.0 Status of Grievances redressal

Sr. No	Parameter	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service Others	Others	Total
1	Grievances Pending at end Of Previous quarter							
2	Grievances received during this quarter							
3	Total Grievances (1+2)							
4	Grievances attended during this quarter							
5	Balance Grievances to be attended (3-4)							
6	Grievances Successfully redressed during this quarter	a) Within 45 days						
		b) After 45 days						
		c) Total						
7	Grievances in the Process of Redressal							
8	Grievances Pending for More than 45 Days							

Note : Sum of rows 6 & 7 should be equal to row 4

Grievances Pending for Redressal i.e. $7 = 3 - 6 (c)$

Grievances pending for more than 45 days.

Note : Sum of rows 6 & 7 should be equal to row 4 : **deleted.**

From total Grievances Redressed in Quarter (Row 6)
 No of cases redressal in favour of Licensee :
 No of cases redressal in favour of Consumer :
 Nos of Sitting in Quarter :

Additional Details asked (Few CGRFs are already providing such details in quarterly report)

Annexure 3

2.0 Status of compliance by licensee

a. Out of total number of grievances successfully redressed during the quarter, state number of grievances in which the orders specifies directions for the licensee : _____

b. Describe the status of licensee's compliance against each such grievance, which contains the details like (i) Date of order, (ii) Time limit Specified by the Forum in the order, (iii) Date of compliance, etc.
