

Agenda for the 15th Meeting of Consumer Grievances Redressal Forums

Date	19th July 2013
Time	11: 00 AM
Venue	Conference Room, Gujarat Electricity Regulatory Commission, 6th Floor, GIFT - ONE, Gandhinagar - 382355

Sr. No.	Agenda Items
1	Confirmation of the minutes of the last meeting.
2	Action Taken Report of the last meeting.
3	Status of Licensee's Compliance for Orders of Forums
4	Review of performance
4	Presentation on cases by Forums - MGVCL, DGVCL, PGVCL (Bhavnagar) and TPL- Ahmedabad.
5	Any other item with the permission of the Chair.

Agenda for the 15th Meeting of Consumer Grievances Redressal Forums

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

The 14th meeting of all CGRFs was held on 03rd May, 2013. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2013 /1071 dated 17th May, 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 : Status of Licensee's Compliance for Orders of Forums

Forums have submitted details of Orders issued in favour of Consumer and Licensees for grievances redressed for the year 2012-13 is enclosed at Annexure -2. This may be discussed.

Item No. 4 : Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter- I of 2013 - 14 is enclosed at Annexure – 3. This may be discussed.

Item No. 5 : Presentation by Forums

Forum representatives from MGVCL, DGVCL, PGVCL – Bhavnagar and TPL - Ahmedabad 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.

Annexure I - Action Taken Report

Particulars	DGVCL	MGVCL	UGVCL	PGVCL- Bhavnagar	PGVCL - Bhuj	PGVCL - Rajkot	TPL - Ahmedabad	TPL - Surat
Point 2 : Small pamphlet should be sent to consumers along with electricity bill for wide publicity of CGRF and explore possibilities of advertisement in news papers	Printed and distribution work is under process.	Printed and Distributed to consumers with Electricity Bills	Printed and Distributed to consumers with Electricity Bills	Printed and distribution work is under process.	Printed and distribution work completed.	Pamphlet distribution work alongwith energy bill is almost completed.	Design, printing and distribution of small pamphlets providing details of CGRF and Ombudsman is being finalized. The distribution of the same shall be completed within 3 months	
Point 3 : Providing information of CGRF with brief profile of Members on Website	Website details updated	Details provided on Website	Details Provided on Website	Information Provided. Profile of Members of CGRF will be updated shortly.			Details Provided on Website. Brief profiles of CGRF members will be available on website within week.	
Point 4 : Review of Performance of 2012-13 with details of compliance by Licensee.	Provided List of all cases for 2012-13.	Provided List of all cases for 2012-13.	Provided List of all cases for 2012-13.	Provided List of all cases for 2012-13.	Provided List of all cases for 2012-13.	Submitted that no any grievances remains pending under implementation from DISCOM.	Provided List of all cases for 2012-13.	Nil Report

Annexure 2

Details of Orders in Favour of Licensee and Consumers for year 2012-13

DISCOMs	No. of Grievances Disposed during the Year 2012-13					
	In Favour of Consumers			In Favour of Licensee	Settled / Withdrawn	Total
	CGRf Orders Implemented	Appealed in Higher Forum	Total			
DGVCL	68	3	71	40	68	179
MGVCL	84	1	85	45	--	130
PGVCL - Bhuj	21	1	22	16	8	46
PGVCL - Bhavnagar	112	0	112	90	6	208
PGVCL - Rajkot	•	•	267	69	39	375
UGVCL	58	4	62	100	44	206
TPL - Ahmedabad	0	0	0	101	151★	252
TPL - Surat	0	0	0	53	4	57

★60 Cases settled in favour of Consumers and 91 cases in favour of the licensee

- Submitted that there is no any grievance remain pending under implementation from DISCOM

Annexure 3 : Performance Reports Received from CGRFs for the Quarter 1 of FY 2013-14

Q1 (Apr to June 2013)

Forum Name	Grievance Pending at the end of previous Qtr	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Quarter		Balance Grievances to be Redressed at the end of Quarter	Grievances pending for more than 45 days	Grievances in Favour of Licensee	Grievances in Favour of Consumers	Sittings
					Within 45 days	After 45 days					
					UGVCL	15					
MGVCL	12	41	53	42	30	12	11	2	16	26	12
DGVCL	13	42	55	50	39	11	5	0	11	17	11
PGVCL (Bhuj)	6	11	17	11	8	3	6	1	6	5	2
PGVCL (Bhavnagar)	35	53	88	68	43	25	20	7	26	42	12
PGVCL (Rajkot)	43	173	216	151	109	42	65	28	46	75	14
TPL (Ahmedabad)	7	73	80	69	69	0	11	0	56	12	13
TPL (Surat)	1	7	8	7	6	1	1	0	4	0	12
Total	132	436	568	442	345	97	126	38	186	190	85

Annexure 3 : Details of Cases before Ombudsman

Q1 (Apr to June 2013)

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	In Favour of Appellant	In Favour of Licensee	Others	No. Of Sitzings for hearing proceedings
I	12	56	68	37	31	12	20	5	42