

Agenda for the 16th Meeting of Consumer Grievances Redressal Forums

Date	21.11.2013
Time	3:30 PM
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	Review of performance
4	Presentation on cases by Forums - UGVCL, PGVCL (Rajkot and Bhuj), TPL-Surat and Ombudsman
5	Any other item with the permission of the Chair.

Agenda for the 16th Meeting of Consumer Grievances Redressal Forums

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

The 15th meeting of all CGRFs was held on 19th July, 2013. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2013/1632 dated 19th August, 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

In reference to printing of Small pamphlet and its distribution alongwith electricity bill for wide publicity of CGRF and to explore possibilities of advertisement in news papers, Torrent Power Limited has distributed to their 60% consumers in Ahmedabad area and 86% in Surat area. Other DISCOMs have already completed distribution of such pamphlet to consumers.

Item No. 3: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-II of 2013-14 is enclosed at Annexure – 1. This may be discussed.

Item No. 4 Presentation by Forums

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

Item No. 5 : Any other item with permission of the Chair.

Annexure 1 : Review of performance

Performance Reports Received from CGRFs for the Quarter- II of 2013-14 (Jul - Sep. 2013)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	Grievances pending for more than 45 days	No. of Grievances in Favour of Licensee	No. of Grievances in Favour of Consumers	Number of Sitting s
					Within	After					
					45 days	45 days					
UGVCL	7	51	58	44	42	2	14	0	13	23	8
MGVCL	11	47	58	44	36	8	14	3	18	26	9
DGVCL	5	21	26	19	14	5	7	0	9	4	6
PGVCL (Bhuj)	6	59	65	44	28	16	21	5	21	23	7
PGVCL (Bhavnagar)	20	78	98	77	54	23	21	1	34	43	11
PGVCL (Rajkot)	65	114	179	131	94	37	48	6	38	69	13
TPL (Ahd.)	11	36	47	43	41	2	4	0	29	14	13
TPL(Surat)	1	8	9	7	6	1	2	0	3	Nil	12
Total	126	414	540	409	315	94	131	15	165	202	73

(TPL (Abad) - 14 grievances Settled/Withdrawn in favour of consumers and TPL(Surat) – 04 grievances withdrawn by Consumers)

Annexure 1 : Review of performance

Details of Cases before Ombudsman for Quarter II of 2013-14

(Jul to Sep 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	No. of Sittings in the Quarter
				In favour of Appellant	In favour of Licensee	Others	Total		
II	31	55	86	27	33	7	67	19	83