

Agenda for the 17th Meeting of Consumer Grievances Redressal Forums

Date	15. 05 .2014
Time	11 :30 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	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 17th Meeting of Consumer Grievances Redressal Forums

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

The 16th meeting of all CGRFs was held on 21st November, 2013. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/ADMIN/2013/2413 dated 15th December, 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 all consumers in Ahmedabad in Surat area.

Review of Implementation of Orders of CGRF by Chairperson

CGRF	Action Taken	Remark
UGVCL	Reviewed at every month	Two Orders not Implemented in Time, letter written to Concern Office on 03.04.2014
PGVCL (Bhavnagar)	Reviewed at every month	If any delay, instruction given to concerned office.
PGVCL (Bhuj)	Meeting was held on 04.03.2014 and 28.03.2014 for review orders issued up to 31.12.2013 and all orders implemented.	--
PGVCL (Rajkot)	Reviewed at every month	Forum is Collecting certificate of implementation of Forum Orders from all circles Offices.
DGVCL	Reviewed at every month	--
MGVCL	Reviewed every month by the Chairperson of Forum.	--
TPL (Ahmedabad)	Chairperson of Forum reviewed the status of compliance of CGRF orders on last Saturday of every month.	--
TPL(Surat)	Reviewed at every month	--

Item No. 3: Review of performance

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

Item No. 4 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. 5 : Any other item with permission of the Chair.

Annexure 1 : Review of performance

Performance Reports Received from CGRFs for the Quarter- IV of 2013-14 (Jan - Mar 2014)

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 Sittings
					Within	After					
					45 days	45 days					
UGVCL	5	38	43	34	32	2	9	1	13	15	12
MGVCL	7	62	69	67	66	1	2	0	22	45	12
DGVCL	11	44	55	52	47	5	3	0	15	14	10
PGVCL (Bhuj)	10	15	25	21	12	9	4	0	13	7	6
PGVCL (Bhavnagar)	32	78	110	87	61	26	23	1	24	63	12
PGVCL (Rajkot)	53	114	167	130	119	11	37	3	26	80	12
TPL (Ahmedabad)	6	71	77	61	58	3	16	0	52	9	13
TPL (Surat)	3	7	10	6	5	1	4	2	6	Nil	12
Total	127	429	556	458	400	58	98	7	171	233	89

Annexure 1 : Review of performance

Details of Cases before Ombudsman for Quarter IV of 2013-14 (Jan'2014 to March 2014)

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		
14	47	61	13	26	4	43	18	48