

AGENDA FOR 18th MEETING OF CGRF AND OMBUDSMAN

Date	14.11.2014
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	Review of performance
3	Presentation on cases by Forums - UGVCL, PGVCL(Rajkot), PGVCL (Bhuj) and TPL(Surat)
4	Any other item with the permission of the Chair.

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

The 17th meeting of all CGRFs was held on 15th May, 2014. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/VHT/17TH CGRFS/Minutes/2014/1159 dated 28th May, 2014. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-I and Quarter-II of 2014-15 is enclosed at Annexure – 1 & 2 respectively. This may be discussed.

Item No. 3 Presentation by Forums

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

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

Agenda for the 18th Meeting of Consumer Grievances Redressal Forums

Annexure-I

Performance Reports Received from CGRFs for the Quarter- I of 2014-15 (Apr.-Jun.14)

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	9	27	36	30	29	1	6	0	16	6	10
MGVCL	2	27	29	24	24	0	5	0	11	13	11
DGVCL	3	47	50	48	48	0	2	0	13	18	12
PGVCL(Bhuj)	4	20	24	21	19	2	3	0	10	11	8
PGVCL (Bhavnagar)	23	82	105	72	41	31	33	5	33	35	11
PGVCL (Rajkot)	37	103	140	97	91	6	43	2	22	56	13
TPL (Ahmedabad)	16	57	73	63	62	1	10	0	41	22	13
TPL (Surat)	04	12	16	16	12	4	0	0	10	0	12
Total	98	375	473	371	326	45	102	7	156	161	90

Agenda for the 18th Meeting of Consumer Grievances Redressal Forums

Details of Cases before Ombudsman for Quarter I of 2014-15 (Apr. to Jun.14)

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		
18	52	70	16	25	8	49	21	56

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Annexure-II

Performance Reports Received from CGRFs for the Quarter- II of 2014-15 (Jul.-Sept.14)

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	6	33	39	25	25	0	14	0	8	15	11
MGVCL	5	41	46	36	36	0	10*	0	16	20	12
DGVCL	2	53	55	53	53	0	2	0	14	18	13
PGVCL(Bhuj)	3	20	23	21	20	1	2	0	13	8	8
PGVCL (Bhavnagar)	33	79	112	89	50	39	23	1	37	52	13
PGVCL (Rajkot)	43	114	157	126	101	25	31	3	30	69	18
TPL (Ahmedabad)	10	66	76	62	61	1	14	0	49	13	13
TPL (Surat)	0	13	13	13	13	0	0	0	6	7	13
Total	102	419	521	425	359	66	96	4	173	202	101

*:- MGVCL has submitted it as "01" and stated that final hearing completed for "9" cases and only pending for issue of orders.

Agenda for the 18th Meeting of Consumer Grievances Redressal Forums

Details of Cases before Ombudsman for Quarter II of 2014-15 (Jul. to Sept.14)

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		
21	40	61	22	20	09	51	10	60