

## **AGENDA FOR 20<sup>th</sup> MEETING OF CGRF AND OMBUDSMAN**

<b>Date</b>	<b>21/10/2015</b>
<b>Time</b>	<b>11.30 a.m.</b>
<b>Venue</b>	<b>Gujarat Electricity Regulatory Commission</b> 6 <sup>th</sup> Floor, GIFT ONE, Road 5-C, Zone-5, GIFT CITY, Gandhinagar – 382 355. GUJARAT.

<b>Sr. No.</b>	<b>Agenda Items</b>
<b>1</b>	<b>Confirmation of the minutes of the last meeting.</b>
<b>2</b>	<b>Action Taken Report</b>
<b>3</b>	<b>Review of Performance</b>
<b>4</b>	<b>Presentation of cases by Forums - UGVCL, PGVCL (Bhuj), PGVCL (Rajkot) and TPL (Surat)</b>
<b>5</b>	<b>Any other item with the permission of the Chair.</b>



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

The 19<sup>th</sup> meeting of all CGRFs was held on 7<sup>th</sup> July, 2015. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/VHT/19<sup>th</sup> CGRFs/Minutes/2015/1530 dated 21<sup>st</sup> July, 2015. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

### **Item No. 2: Action Taken Report**

The following decisions were taken in the last meeting.

- The forums of MGVCL, DGVCL and UGVCL should take up the issue with company's management for distribution of separate pamphlets along with electricity bills and it should be completed before next meeting of Forums with the Commission.
- Forums which have not submitted the compilation of all the orders from their inception to submit the same at the earliest.

The action taken report received from various Forums is enclosed at Annexure – 1, this may be discussed. The forums which have not submitted their compliance Report (Action Taken Report) shall provide the necessary details to the Commission over the course of the meeting.

### **Item No. 3: Review of performance**

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-I and Quarter-II of 2015-16 is enclosed at Annexure — 2 & 3 respectively. This may be discussed.

#### **Item No. 4: Presentation by Forums**

The forum representative from UGVCL, PGVCL (Bhuj), PGVCL (Rajkot) and TPL (Surat) shall make presentation on a typical case highlighting the legal aspect and general observations in the orders.

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

\*\*\*\*\*

### Annexure – 1 - Action Taken Report

Particulars	DGVCL	MGVCL	UGVCL	PGVCL - Bhavnagar	PGVCL- Bhuj	PGVCL- Rajkot	TPL- Ahmedabad	TPL- Surat
Distribution of separate pamphlets with electricity bills before next meeting of Forums	Details are not provided.	Printing and distribution work are under process.	Distribution work will be completed by March 2016.	Complied	Complied	Complied	Complied	Complied
Forums which have not submitted the compilation of all the orders from their inception to submit the same at the earliest	Not Complied	Not Complied	Will be submitted in the meeting.	Complied	Complied	Complied	Complied	Complied



## Annexure-2

### Performance Reports Received from CGRFs for the Quarter- I of 2015-16 (Apr.15-Jun.15)

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	Other	No. of Sitzings
					with in 45 Days	above 45 days						
UGVCL	17	27	44	35	30	5	9	0	16	16	3	10
MGVCL	8	23	31	25	24	1	6	0	14	11	0	10
DGVCL	0	54	54	49	49	0	5	0	13	23	13	11
PGVCL (Bhuj)	5	27	32	22	21	1	10	1	10	4	8	8
PGVCL (Bhavnagar)	28	91	119	88	71	17	31	4	20	65	3	11
PGVCL (Rajkot)	64	114	178	121	96	25	57	3	31	71	19	14
TPL (Ahm.)	13	65	78	64	63	1	14	0	46	18	0	13
TPL (Surat)	0	8	8	5	5	0	3	0	4	0	1	12
<b>Total</b>	<b>135</b>	<b>409</b>	<b>544</b>	<b>409</b>	<b>359</b>	<b>50</b>	<b>135</b>	<b>8</b>	<b>154</b>	<b>208</b>	<b>47</b>	<b>89</b>

**Details of Cases before Ombudsman for Quarter I of 2015-16 (Apr.15 to Jun.15)**

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		
15	41	56	13	19	2	34	22	41

## Annexure-3

### Performance Reports Received from CGRFs for the Quarter- II of 2015-16 (Jul.15-Sept.15)

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	Other	No. of Sitzings
					with in 45 Days	above 45 days						
UGVCL	9	42	51	41	41	0	10	0	22	16	3	10
MGVCL	6	12	18	12	11	1	6	0	5	7	0	7
DGVCL	5	65	70	67	67	0	3	0	19	30	18	12
PGVCL (Bhuj)	10	15	25	21	16	5	4	0	6	11	4	7
PGVCL (Bhavnagar)	31	101	132	91	47	44	41	2	64	25	2	9
PGVCL (Rajkot)	57	134	191	135	121	14	56	2	28	86	21	13
TPL (Ahm.)	14	35	49	43	36	7	6	0	34	9	0	12
TPL (Surat)	3	9	12	9	9	0	3	0	8	0	1	13
<b>Total</b>	<b>135</b>	<b>413</b>	<b>548</b>	<b>419</b>	<b>348</b>	<b>71</b>	<b>129</b>	<b>4</b>	<b>186</b>	<b>184</b>	<b>49</b>	<b>83</b>

**Details of Cases before Ombudsman for Quarter II of 2015-16 (Jul.15. to Sept.15)**

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		
22	43	65	17	22	6	45	20	65