

**MINUTES OF THE 20<sup>TH</sup> MEETING OF THE CONSUMER GRIEVANCES REDRESSAL FORUMS (CGRF) OF DIFFERENT UTILITIES HELD ON 21<sup>ST</sup> OCTOBER, 2015 AT GANDHINAGAR.**

**VENUE: CONFERENCE ROOM, GERC, 6<sup>th</sup> Floor, GIFT-ONE, Road 5-C,  
GIFT City, GANDHINAGAR –382355.**

**DATE & TIME: 21<sup>ST</sup> OCTOBER, 2015 AT 11.30 a.m.**

**MEMBERS PRESENT:**

1. Shri K.M.Shrinagarpure, Chairman, GERC
2. Shri P.J.Thakkar, Member, GERC
3. Shri Dilip Raval, Electricity Ombudsman, Ahmedabad
4. Shri P. J. Patel, Chairperson, MGVCL, Forum.
5. Shri D.J. Parekh, Chairperson, PGVCL Bhavnagar Forum.
6. Shri A.M. Dhebar, Chairperson, PGVCL Bhuj Forum.
7. Shri H.J. Patel, Chairperson, DGVCL Surat Forum.
8. Shri J. B. Parekh, Chairperson, UGVCL Forum.
9. Ms. S.C. Srivastav, Chairperson, TPL Ahmedabad Forum.
10. Shri K. J. Upadhyay, Chairperson, TPL Surat Forum.
11. Shri K. M. Patel, Independent Member, UGVCL Forum.
12. Smt H.S. Chauhan, Independent Member, MGVCL Forum.
13. Shri D.J. Dhandhukiya, Independent Member, PGVCL Bhavnagar Forum.
14. Shri B. J. Dave, Independent Member, PGVCL Bhuj Forum.
15. Shri P. V. Chapia, Independent Member, DGVCL Surat Forum.
16. Shri Mukesh B. Thanki, Independent Member, TPL Ahmedabad Forum.
17. Shri M. N. Chauhan, Independent Member, TPL Surat Forum.
18. Shri R.D. Vala, Technical Member, PGVCL Bhavnagar Forum.
19. Shri P.C. Adhia, Technical Member, PGVCL Bhuj Forum.
20. Shri N.C. Makwana, Technical Member, UGVCL Forum.
21. Shri B.R. Icecreamwala, Technical Member, DGVCL Surat Forum.
22. Shri Bimal Mistry, Technical Member, TPL Surat Forum.
23. Shri Jeevan Clerk, Technical Member, TPL Ahmedabad Forum.
24. Shri T. C. Chokshi, Convener, MGVCL Forum.
25. Shri P. P. Pandya, Convener, PGVCL Bhavnagar Forum.
26. Shri M.M. Jadeja, Convener, PGVCL Bhuj Forum.
27. Shri J. N. Sahijwani, Convener, UGVCL Forum.

28. Shri K.D. Viradia, Convener, PGVCL Rajkot Forum.
29. Shri P.M. Patel, Convener, DGVCL Surat Forum.
30. Shri Nikhil Shah, Convener, TPL Ahmedabad Forum.
31. Shri Dipakchandra R. Panirwala, Convener, TPL Surat Forum.

#### **STAFF PRESENT:**

1. Shri S.T.Anada, Joint Director (Technical)
2. Shri A.U.Adhvaryu, Deputy Director (Tariff)
3. Shri B.J.Shah, Staff Officer, Ombudsman.
4. Shri K.M.Thanki, Executive (Technical)
5. Shri Shabana Dal, Executive (Technical)

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Shri S.T.Anada, Joint Director (Tech.) welcomed the Chairpersons and Members of all the Consumer Grievances Redressal Forums (CGRF). The meeting was presided over by Shri K.M.Shringarpure, Chairman GERC. Declaring the meeting open at 11.30 a.m., Chairman GERC welcomed all the members to the meeting and introduced the new member GERC, Shri P.J.Thakkar. The new members of various forums introduced themselves to the Commission and discussion took place on agenda items thereafter.

#### **AGENDA**

##### **Agenda 1: Approval of Minutes**

The Minutes of Nineteenth Meeting of Consumer Grievance Redressal Forums held on 7<sup>th</sup> July, 2015 were circulated to all the Forums / Members vide the Commission's letter No. GERCF/VHT/19<sup>th</sup> CGRFs/Minutes/ 2015/1530 dated 21<sup>st</sup> July, 2015. Since no comments were received by the Commission from any Forum, the Minutes of the meeting were confirmed.

## **Agenda 2: Action Taken Report**

The Commission while reviewing the action taken report has observed following;

- a) Distribution of Pamphlets along with electricity bills before next meeting of Forum: It was decided in the 19<sup>th</sup> meeting that 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, while other forums have already complied with the directive. The representative of MGVCL Forum has stated that proofreading of a sample pamphlet is under process. Once the pamphlet is proofread, it shall be given for printing and distribution. Whereas the representative of DGVCL has informed that the distribution will be completed within one month. The representative of UGVCL informed that the draft of pamphlet is finalized and the distribution of pamphlets shall be completed by December, 2015. Chairman, GERC felt that the task of distributing the pamphlets must be carried out as expeditiously as possible and complete the task in time.
  
- b) Compilation of all the orders starting from the commencement of the Forum and submission of the soft copy to the Commission: It was decided in the last meeting that Forums which have not submitted the compilation of all the orders from their inception to submit the same at the earliest. The Commission has observed that all the forums have complied with the directive.

## **Agenda 3: Review of Performance**

In the review of performance of forums for the first and second quarter reports of FY 2015-16, Chairman, GERC appreciated that sufficient number of sittings was arranged for redressal of consumer grievances by each forum except

PGVCL (Rajkot) Forum, given the size of the total registered grievances across the quarters. Convener, PGVCL (Rajkot) Forum replied that the number of sittings was comparatively less due to unavailability of independent member of the Forum, Ms. U.H.Juthani as she expressed her unwillingness to move out from Rajkot for the sitting. Chairman, GERC noted the feedback and advised to explore the possibility of replacement of such independent member.

(Action: GERC)

#### **Agenda 4: Presentation on sample cases by Forums:**

Presentations were made by the members of PGVCL (Bhuj), PGVCL (Rajkot), TPL (Surat) and UGVCL Forums on the judgment issued by forum on typical cases.

Gist of the presentation is as under:

#### **PGVCL (Bhuj) Forum:**

The complainant, Shri Kanji Jina Pindoriya residing at Madhapar, Tal.: Bhuj is having electricity connection under RGPR category. The first bill was issued after two years from the release of connection and the same was paid by the consumer. After that, the consumer stopped receiving the bills despite several reminders from the consumer. As the connection was made PDC in the system, the bills were not served to the consumer. The consumer had to approach the CGRF for having electricity bill. It was accepted by PGVCL that the connection was wrongly given PDC status in its billing system. The CGRF ordered PGVCL to correct the mistake and start the billing of consumer.

The Commission took a serious note of the issue and asked to ensure regular billing to the consumers.

#### **PGVCL (Rajkot) Forum:**

The Complainant Shri Jusabhai Hasambhai Samma had registered an application for new agriculture connection under SPA (Normal) scheme on 13<sup>th</sup>

October 1999. Subsequently, the complainant converted his application from SPA (Normal) to draught relief scheme (DRC) declared by the Government of Gujarat. Accordingly, a quotation was issued but the complainant did not pay and therefore, the application got cancelled.

The forum found the actions taken by the distribution company appropriate. However taking cognizance of lack of clear guide lines in this regard, the forum ordered to consider such type of application as live application where the applicant did not pay the quotation amount to have connection under DRC scheme.

### **TPL (Surat) Forum:**

The complainant, Smt. Sabnam Abdulla Hafeji, registered the complaint before CGRF aggrieved by the receipt of notice to pay shortfall amount of security deposit.

TPL (Surat) issued the electricity bill of March which was paid by the complainant through cheque which was not cleared. A notice was served to the complainant for making payment of additional security deposit. Then the complainant denied paying the additional security deposit.

TPL (Surat) had sought for additional security as per clause 4.1 & 4.6 of GERC (Security Deposit) Regulations, 2005 and as per section 47(2) of the Electricity Act, 2003. The forum found the actions of the TPL (Surat) appropriate. Aggrieved by the order of the forum, the complainant approached to the Electricity Ombudsman, where the Ombudsman upheld the decision of the forum.

### **UGVCL Forum:**

M/s J. P. Paper Plast Pvt. Ltd. had applied for a new HT connection. UGVCL had completed the work of releasing HT connection. The consumer did not submit the required test report as it was not possible for him to relocate point of

supply as suggested by GETCO on account of some technical reasons. Due to non submission of test reports, UGVCL started minimum bill as per rules without physically releasing the HT connection. Subsequently, the applicant applied for shifting of his unconnected HT connection to a new place. This application was entertained by UGVCL after recovering minimum bill amount. After physical release of HT connection at new place a regular billing was started. This regular billing comprising of minimum bill and other charges. On completion of two years (i.e. agreement period) from date of release of unconnected HT connection, the applicant applied for reduction of load thereby conversion from HT to LT connection. UGVCL on conversion from HT to LT refunded the security deposit amount lying with them. It was found by the forum that UGVCL had made dual recovery of minimum charge from the consumer, first on account of minimum charge for the agreement period and second time after physical release of connection. It was ordered by the forum to UGVCL to refund such minimum charge to the consumer. The decision of the forum was subsequently upheld by the Ombudsman.

Copies of presentations are attached herewith.

The Chairman appreciated the presentations made by the representative of forums. Thereafter the meeting was ended with a vote of thanks to the Chair. It was decided that the forums of DGVCL, MGVCL, TPL-Ahmedabad and Ombudsman shall make presentation on a typical case during the next meeting.



(Roopwant Singh IAS)

Secretary

Gujarat Electricity Regulatory Commission