

AGENDA FOR 24th MEETING OF CGRF AND OMBUDSMAN

Date	18.09.2019
Time	11:30 AM
Venue	Conference Room, Gujarat Electricity Regulatory Commission 6 th Floor, GIFT ONE, Gandhinagar 382 355

Sr. No.	Agenda Item
1	Confirmation of the minutes of the 23 rd Meeting
2	Action Taken Report on Minutes of 23 rd Meeting
3	Attendance of Members of the Forums
4	Delay in implementation of orders of CGRFs and the Ombudsman
5	Non appointment of Members of CGRFs on timely manner and non providing information about appointment of Members of CGRFs on timely manner to the Commission
6	Information about placing the hearing dates of CGRFs and orders of CGRFs on websites of distribution licensees
7	Provision of full time staff to CGRFs
8	Status of implementation of orders of the Ombudsman by the distribution licensees
9	Review of performance
10	Presentation of cases by Forums – PGVCL (Bhuj), PGVCL (Rajkot), UGVCL, TPL (Surat) and Ombudsman
11	Any other item with permission of the Chair

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

The 23rd meeting of all CGRFs was held on 7th June, 2018. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/TECH/2018/2029 dated 19th July, 2018. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Action Taken Report on Minutes of 22nd Meeting

During the presentation on critical case presented by CGRF, Ahmedabad – TPL, it came to notice that Rs. 3000 were recovered by TPL for outside disconnection. The Commission sought the base of levy of such disconnection charges where it was informed that due to underground network in TPL's license area, basis of latest cost data was taken to work out such disconnection charges. CGRF, Ahmedabad - TPL was directed to share basis of latest cost data taken to work out disconnection charges.

Action Taken Report of CGRF, Ahmedabad-TPL:

CGRF, Ahmedabad – TPL shared break up of Rs. 3000 being recovered for disconnection, which is produced below;

2018-19				Remarks
Sr. No.	Item	Qty.	Cost (Rs.)	
1	Cable	6 M	2031	Avg. cost of cable either 10/2C or 10/4C used
2	Joint	1	935	S2 cable joint used for cable sizes 10/2C or 10/4C
3	Termination	1	281	Termination charges for 10/4C
4	LT Potend	1	516	Potending of the cable – no looping service
Total			3848	

* Incidental charges does not include other charges like administrative charges etc.

TPL has stated that fixed charges of Rs. 3000/- have been derived by considering cost of cable and other material used for different scenarios.

Point of discussion:

As per the case presented by TPL during 22nd Meeting, the case is related to TPL disconnecting power supply of residential connection of Executive Engineer, LIC India from outside after recovery of Rs. 3000 as disconnection charges.

TPL submitted that the said connection was disconnected on dt. 03.03.2016 for non-payment of electricity bill of Rs. 256.66. Further, no consumption was recorded between the period from 03.03.2016 to 02.04.2017. However, consumption was recorded during period meter reading on dt. 02.04.2017, which was indication of self reconnection of the said service connection. Therefore, the said service connection was disconnected from Mini Section Pillar from outside after recovering lumpsum amount of Rs. 3000 and in lieu of Clause 8.2 (c) of the GERC (Licensee's Power to Recover Expenditure incurred in providing supply and other Miscellaneous Charges) Regulations, 2005.

The Forum observed that TPL has removed the service connection after one year and charged Rs. 3000 for disconnection which cannot be levied and thus asked TPL to refund the said charges. Accordingly, TPL refunded the charges. The Forum however observed that as the service was permanently disconnection, levy of new connection charges is valid.

Thereafter, the Ombudsman observed that TPL did not follow permanent disconnection notice procedure as specified in Regulation 8.6 of the GERC (Electricity Supply Code and Related Matters) Regulations, 2015 and asked TPL to recover only reconnection charges, based on which TPL has also put in a place a process wherein notice for permanent disconnection is sent to all consumers after five months of temporary disconnection.

Observation of the Commission: Action Taken Report of TPL is received and noted.

Item No. 3: Attendance of Members of the Forums:

While going through quarterly reports being submitted by CGRFs, it has been observed that attendance of Technical Members of CGRF – Rajkot, CGRF – Bhavnagar and CGRF – Bhuj was very less, which is reproduced hereunder:

For Q3 and Q4

Forum	Total No. of Sittings conducted	No. of sittings attended by Chairperson	No. of sittings attended by Technical Member	No. of sittings attended by Independent Member

Rajkot	19	19	6	19
Bhavnagar	23	23	5	23
Bhuj	6	6	0	6

This needs clarification from Technical Members of these three CGRFs.

Item No. 4: Delay in implementation of orders of CGRFs and the Ombudsman

From the quarterly reports being submitted by CGRFs in compliance with provisions of the GERC CGRF and Ombudsman, Regulations, 2011, the Commission has also observed in one of the case, DGVCL has not implemented order of CGRF in time limit specified in the order and taking reference of such representation, CGRFs were asked to submit details on number of cases where orders have been issued in favour of consumers, number of cases where orders issued have been implemented by distribution licensees which were issued in favour of consumers and number of cases where consumers have to approach to the Electricity Ombudsman for non-implementation of orders of CGRFs by distribution licensees. The said details were sought for the period of January 2018 to September 2018. All eight CGRFs have submitted these details which are as under;

Forum	Number of cases where orders are issued in favour of consumers	Number of cases where orders issued in favour of consumers are implemented by distribution licensees within the time limit specified in the order by CGRFs	Number of cases where consumers have to approach to the Ombudsman for non-implementation of orders of CGRFs by distribution licensees
UGVCL	16	15	1
MGVCL	11	11	0
DGVCL	58	53	5
PGVCL (Bhuj)	PGVCL has submitted that 4 no. of consumers have approached to the Ombudsman for non-implementation of orders of CGRF.		
PGVCL (Bhavnagar)	70	68	0
PGVCL (Rajkot)	91	85	6

Further, the Commission has also received a few correspondences from consumers informing about delay in implementation of orders of the Ombudsman in case of DGVCL. Details of correspondences received from the consumers about non-implementation of orders of the Ombudsman by DGVCL are as under;

Case No.	Name of the complainant	Order date
12/2018	M/s Sajid Salt Works	23.03.2018
33/2018	M/s Jupiter Electro Engineers	29.09.2018
54/2018	M/s Sutlej Textiles & Industries Limited	14.08.2018
56/2018	Shri Babubhai Chakubhai Bambharoliya	20.08.2018

DGVCL to comment on the matter.

Item No. 5: Non appointment of Members of CGRFs in timely manner and non providing information about appointment of Members of CGRFs in timely manner to the Commission

It has been observed by the Commission that there have been delays in appointment of Chairperson of CGRFs by Distribution Licensees.

It has also been observed that the Commission is not being informed by CGRFs about appointments of Chairperson, Technical Member and Conveners of CGRFs inspite of clear provision in this regard in the GERC (CGRF and Ombudsman) Regulations, 2011.

The Commission expects CGRFs and DISCOMs to adhere to the provisions of the GERC (CGRF and Ombudsman) Regulations, 2011 and timely actions are taken by distribution licensees.

The Commission is in process of reviewing the GERC (CGRF and Ombudsman) Regulations, 2011.

Item No. 6: Information about placing the hearing dates and orders of CGRFs on websites of distribution licensees

It has been observed by the Commission that Distribution Licensees were not providing information about hearing dates of CGRFs inspite of provision of the GERC (CGRF and Ombudsman) Regulations, 2011 in this regard. It is also observed that orders of CGRFs are not being uploaded on the websites of distribution licensees in timely manner. The Commission expects DISCOMs to adhere to the provisions of the GERC (CGRF and Ombudsman) Regulations, 2011.

Item No. 7: Provision of full time staff to CGRFs

It has been observed that officers of distribution licensees appointed as convener of CGRFs are been given additional works which affects the working of Forums. The GERC (CGRF and Ombudsman) Regulations, 2011 provides that convener and other staff shall dedicate their full time to CGRF duties. The Commission has also written letters to CGRF Bhuj and CGRF UGVCL in this regard. The Commission expects DISCOMs to adhere to the provisions of the GERC (CGRF and Ombudsman) Regulations, 2011

Item No. 8: Status of implementation of orders of the Ombudsman by distribution licensees

The GERC (CGRF and Ombudsman) Regulations, 2011 provides for the Electricity Ombudsman to submit yearly report with status of implementation of orders of the Ombudsman by distribution licensees. The Commission expects this status to be provided with yearly report also.

Item No. 9: Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-3 and Quarter-IV of 2018-19 and the yearly report of FY 2018-19 is enclosed at Annexure —1 to 6. This may be discussed.

Item No. 10: Presentation by Forums

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

Item No. 11: Any other item with permission of the Chair.



(Roopwant Singh, IAS)
Secretary

Gujarat Electricity Regulatory Commission
Gandhinagar

Q 3 of FY 2018-19

CGRF

CGRF	Grievances pending at the end of previous quarter	Grievances received during the quarter	Total Grievances	Grievances redressed during the quarter	Balance Grievances to be attended	Grievances successfully redressed during the quarter			Grievances in the process of redressal	Grievances pending for more than 45 days	Number of cases redressed in favour of Licensee	Number of cases redressed in favour of Consumers	Others
						within 45 days	After 45 days	Total					
	1	2	3=1+2	4	5=3-4								
DGVCL	10	41	51	28	23	25	3	28	0	14	8	7	13
MGVCL	0	10	10	6	4	6	0	6	4	0	2	4	0
PGVCL Rajkot	15	100	115	61	54	30	22	52	9	21	9	40	3
PGVCL Bhavnagar	60	43	103	73	30	20	53	73	5	11	16	32	25
PGVCL Bhuj	1	6	7	5	2	4	1	5	2	0	2	1	2
UGVCL	6	15	21	19	2	18	1	19	2	1	10	8	1
TPL Ahmedabad	6	55	61	35	26	30	5	35	26	5	31	4	0
TPL Surat	0	7	7	2	5	2	0	2	5	0	1	0	1
Total	98	277	375	229	146	135	85	220	53	52	79	96	45

Number of sittings during the quarter

CGRF	No. of sittings in the quarter	No. of sittings attended by Chairperson	No. of sittings attended by Technical Member	No. of sittings attended by Independent Member
DGVCL	6	2	6	6
MGVCL	3	3	3	3
PGVCL Rajkot	12	12	2	12
PGVCL Bhavnagar	14	14	2	14
PGVCL Bhuj	4	4	0	4
UGVCL	4	3	4	4
TPL Ahmedabad	12	12	12	9
TPL Surat	13	13	12	11
Total	68	63	41	63

Types of grievances redressed

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL	0	1	1	13	0	13	28
MGVCL	0	0	0	0	0	6	6
PGVCL Rajkot	0	3	0	28	29	1	61
PGVCL Bhavnagar	1	0	1	32	14	25	73
PGVCL Bhuj	0	0	0	3	1	1	5
UGVCL	0	0	0	10	1	8	19
TPL Ahmedabad	0	1	0	2	0	32	35
TPL Surat	0	0	0	0	0	2	2
Total	1	5	2	88	45	88	229

* In case of CGRF Ahmedabad - TPL 22 no. of complaints were related to delay in giving supply

* In case of CGRF Bhavnagar - PGVCL, 20 no. of complaints were of delay in supply

* In case of CGRF Surat - DGVCL, 4 no. of complaints were of delay in supply

CGRF

CGRF	Grievances pending at the end of previous quarter	Grievances received during the quarter	Total Grievances	Grievances redressed during the quarter	Balance Grievances to be attended	Grievances successfully redressed during the quarter			Grievances in the process of redressal	Grievances pending for more than 45 days	Number of cases redressed in favour of Licensee	Number of cases redressed in favour of Consumers	Others
						within 45 days	After 45 days	Total					
	1	2	3=1+2	4	5=3-4								
DGVCL	23	29	52	38	14	13	25	38	3	0	12	13	10
MGVCL	4	1	5	5	0	5	0	5	0	0	2	3	0
PGVCL Rajkot	54	75	129	68	61	17	51	68	0	37	38	27	3
PGVCL Bhavnagar	30	35	65	42	23	23	19	42	3	1	16	13	13
PGVCL Bhuj	2	5	7	7	0	5	2	7	0	0	3	3	1
UGVCL	2	17	19	16	3	15	1	16	3	0	7	7	2
TPL Ahmedabad	26	62	88	67	21	54	13	67	21	3	64	3	0
TPL Surat	5	1	6	6	0	4	2	6	0	0	4	0	2
Total	146	225	371	249	122	136	113	249	30	41	146	69	31

Number of sittings during the quarter

CGRF	No. of sittings in the quarter	No. of sittings attended by Chairperson	No. of sittings attended by Technical Member	No. of sittings attended by Independent Member
DGVCL	10	2	10	10
MGVCL	4	4	4	4
PGVCL Rajkot	7	7	4	7
PGVCL Bhavnagar	13	13	3	13
PGVCL Bhuj	2	2	0	2
UGVCL	4	3	3	4
TPL Ahmedabad	13	12	9	13
TPL Surat	13	13	13	13
Total	66	56	46	66

Types of grievances redressed

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL	0	0	0	19	0	19	38
MGVCL	0	0	0	0	0	5	5
PGVCL Rajkot	0	3	2	35	25	3	68
PGVCL Bhavnagar	0	0	0	16	6	20	42
PGVCL Bhuj	0	2	0	4	0	1	7
UGVCL	0	0	0	11	0	5	16
TPL Ahmedabad	0	0	0	3	0	64	67
TPL Surat	0	0	0	0	0	6	6
Total	0	5	2	88	31	123	249

* In case of CGRF Ahmedabad TPL, 55 no. of complaints were related to delay in giving electricity supply

* In case of CGRF Bhavnagar - PGVCL, 17 no. of complaints were related to delay in giving electricity supply

* In case of CGRF Surat - DGVCL, 3 no. of complaints were related to delay in giving electricity supply

Annexure 3

CGRF
FY 2018-19

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	% grievances redressed out of total no. of grievances	Balance Grievances to be attended	Grievances successfully redressed during the Year			Number of cases redressed in favour of Licensee	% cases redressed in favour of Licensee	Number of cases redressed in favour of Consumers	% cases redressed in favour of Consumers	Others	No. of sittings
							within 45 days	After 45 days	Total						
	1	2	3=1+2	4		5=3-4									
DGVCL	4	173	177	163	92.09%	14	126	37	163	52	31.90%	51	31.29%	57	35
MGVCL	0	21	21	21	100.00%	0	21	0	21	7	33.33%	14	66.67%	0	10
PGVCL Rajkot	32	320	352	291	82.67%	61	157	125	282	113	38.83%	136	46.74%	42	43
PGVCL Bhavnagar	74	194	268	245	91.42%	23	77	168	245	67	27.35%	94	38.37%	84	56
PGVCL Bhuj	4	24	28	28	100.00%	0	25	4	29	17	60.71%	6	21.43%	6	13
UGVCL	4	66	70	67	95.71%	3	65	2	67	31	46.27%	24	35.82%	12	18
TPL Ahmedabad	17	201	218	197	90.37%	21	173	24	197	173	87.82%	24	12.18%	0	51
TPL Surat	2	20	22	22	100.00%	0	18	4	22	12	54.55%	0	0.00%	10	52
Total	137	1019	1156	1034	89.45%	122	662	364	1026	472	45.65%	349	33.75%	211	278

Ombudsman

Annexure 4

CGRF	No. of Grievances pending at the beginning of the quarter	No. of Grievances received during the quarter	Total No. of Grievances	No. of Grievances redressed during the quarter				No. of Grievances pending to be redressed at the end of the quarter	No. of Grievances disposed within 60 days of receipt	No. of grievances disposed beyond 60 days	No. of sittings
				No. of Grievances redressed in favour of Consumer	No. of Grievances redressed in favour of Licensee	Others	Total				
DGVCL	1	3	4	2	0	0	2	2	0	2	7
MGVCL	1	0	1	1	0	0	1	0	1	0	0
PGVCL Rajkot	4	10	14	8	2	0	10	4	9	1	12
PGVCL Bhavnagar	2	8	10	0	2	2	4	6	3	1	10
PGVCL Bhuj	1	2	3	0	1	0	1	2	0	1	2
UGVCL	0	7	7	0	1	0	1	6	1	0	4
TPL Ahmedabad	5	4	9	3	0	2	5	4	1	4	13
TPL Surat	0	0	0	0	0	0	0	0	0	0	0
Total	14	34	48	14	6	4	24	24	15	9	48

Ombudsman

Annexure 5

CGRF	No. of Grievances pending at the beginning of the quarter	No. of Grievances received during the quarter	Total No. of Grievances	No. of Grievances redressed during the quarter				No. of Grievances pending to be redressed at the end of the quarter	No. of Grievances disposed within 60 days of receipt	No. of grievances disposed beyond 60 days	No. of sittings
				No. of Grievances redressed in favour of Consumer	No. of Grievances redressed in favour of Licensee	Others	Total				
DGVCL	2	1	3	2	0	0	2	1	2	0	3
MGVCL	0	2	2	0	1	0	1	1	1	0	2
PGVCL Rajkot	4	7	11	4	4	3	11	0	10	1	13
PGVCL Bhavnagar	6	4	10	2	7	0	9	1	7	2	13
PGVCL Bhuj	2	0	2	1	1	0	2	0	1	1	7
UGVCL	6	2	8	3	2	1	6	2	5	1	9
TPL Ahmedabad	4	3	7	1	3	1	5	2	1	4	6
TPL Surat	0	2	2	0	0	0	0	2	0	0	3
Total	24	21	45	13	18	5	36	9	27	9	56

Annexure 6

Ombudsman
FY 2018-19

CGRF	No. of Grievances pending at the beginning of the Year	No. of Grievances received during the quarter	Total No. of Grievances	No. of Grievances redressed during the Year						% grievances redressed during the year	No. of Grievances pending to be redressed at the end of the Year	No. of Grievances disposed within 60 days of receipt	No. of grievances disposed beyond 60 days	No. of sittings
				No. of Grievances redressed in favour of Consumers	% grievances redressed in favour of Consumers	No. of Grievances redressed in favour of Licensee	% grievances redressed in favour of Licensee	Others	Total					
DGVCL	1	18	19	7	38.89%	10	55.56%	1	18	94.74%	1	13	5	36
MGVCL	1	7	8	3	42.86%	4	57.14%	0	7	87.50%	1	7	0	9
PGVCL Rajkot	0	31	31	16	51.61%	11	35.48%	4	31	100.00%	0	26	5	47
PGVCL Bhavnagar	0	19	19	6	33.33%	10	55.56%	2	18	94.74%	1	15	3	29
PGVCL Bhuj	0	6	6	2	33.33%	3	50.00%	1	6	100.00%	0	4	2	17
UGVCL	2	19	21	12	63.16%	4	21.05%	3	19	90.48%	2	17	2	25
TPL Ahmedabad	2	14	16	6	42.86%	5	35.71%	3	14	87.50%	2	3	11	29
TPL Surat	1	5	6	3	75.00%	0	0.00%	1	4	66.67%	2	3	1	7
Total	7	119	126	55	47.01%	47	40.17%	15	117	92.86%	9	88	29	199