

**AGENDA  
FOR  
THE 25<sup>th</sup> MEETING TO REVIEW THE PERFORMANCE OF  
CGRFs AND OMBUDSMAN**

Date:	<b>19<sup>th</sup> August, 2023</b>
Time:	<b>11:30 AM</b>
Venue:	Grand Mercure, GIFT City, Gandhinagar - 382 355.

<b>Sr. No.</b>	<b>Agenda Item</b>
1.	Confirmation of the Minutes of the 24 <sup>th</sup> Meeting
2.	Action Taken Report on Minutes of 24 <sup>th</sup> Meeting
3.	Attendance of Members of the Forums
4.	Review of Performance
5.	Status of implementation of orders of the Ombudsman by the distribution licensees
6.	Suggestions on GERC (CGRF & Ombudsman) Regulations, 2019
7.	Presentation by Forums
8.	Any other item with permission of the Chair

**Item No. 1: Confirmation of the Minutes of the 24<sup>th</sup> Meeting**

The 24<sup>th</sup> meeting of all CGRFs was held on 18.09.2019. The minutes were circulated to all the Forums / Members vide Commission's Letter No. GERC/TECH/2019/1626 dated 01.10.2019. 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 24<sup>th</sup> Meeting**

In reference to above, necessary directions were given to the concerned Discoms / CGRFs on the issues raised and the points which required amendment in the GERC (CGRF & Ombudsman) Regulations, 2011 were already taken up in the GERC (CGRF & Ombudsman) Regulations, 2019.

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

While going through Annual Report of FY 2021-22 submitted by CGRFs, it has been observed that attendance of Technical Members of CGRF – Rajkot, CGRF – Bhavnagar and CGRF – Bhuj and CGRF – Junagadh, which is reproduced hereunder:

Number of sittings of CGRF during FY 2021-22				
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
PGVCL Rajkot	23	23	6	23
PGVCL Bhavnagar	34	34	15	32
PGVCL Bhuj	4	4	0	4
PGVCL Junagadh	14	14	1	14
<b>Total</b>	<b>75</b>	<b>75</b>	<b>22</b>	<b>73</b>

This needs clarification from the CGRFs of concerned Discom.

**Item No. 4: Review of Performance**

The summary of Annual Reports for FY 2021-22 and Quarterly Reports for Q1 & Q2 of FY 2022-23 received from the CGRFs & Ombudsman are enclosed at **Annexure 1 to 6**. This may be discussed.

**Item No. 5: Status of implementation of orders of the Ombudsman by distribution licensees**

The GERC (CGRF and Ombudsman) Regulations, 2019 provides for the Electricity Ombudsman to submit yearly report with status of implementation of orders of the Ombudsman by distribution licensees. The Annual Report submitted by the Ombudsman for FY 2021-22 is kept at **Annexure 7**. This may be discussed.

**Item No. 6: Suggestions received for amendment in the GERC (CGRF & Ombudsman) Regulations, 2019**

**A. CGRF – Surat, Torrent Power Limited, has suggested to include the following item in the agenda.**

The Commission has included the following clause in Draft Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) (First Amendment) Regulations, 2022.

***“VIII. Clause 2.5 of the Principal Regulations shall be substituted as under:***

*2.4 Each Forum shall consist of 5 (Five) members: (i) Chairperson (ii) Finance/Accounts member (iii) One Representative of Consumer (iv) One Representative of Prosumer and (v) Independent Member. The Chairperson, Finance/Accounts member and Representative of Consumer as well as Prosumer shall be appointed by the licensee; the Independent Member shall be nominated by the Commission.*

*The Licensee shall inform the appointment of the Chairperson, Finance/Accounts member and Representative of Consumer as well as Prosumer to the Commission within a week of their appointments.”*

CGRF – Surat, TPL, has suggested as below:

- Provision of Consumer representative may be amended and only one representative either of consumer or Prosumer may be appointed. As such either of them will serve the underlying purpose.

**B. CGRF – Bhuj, PGVCL, has suggested to include the following item in the agenda.**

Regulations 2.30 (iii) of the GERC (CGRF and Ombudsman) Regulation, 2011 Notification No. 2 of 2011 stated as below:

*“2.30. A Complainant shall not be entitled to approach the forum in any of the following cases.*

*(i) .....*

*(ii).....*

*(iii) In cases where the Complaint /Grievances has been registered two years after the date on which the cause of action has arisen.”*

The above clause was not included in GERC (CGRF & Ombudsman) Regulations, 2019, Notification No. 2 of 2019.

As in CGRFs, some complaints received are having cause of action of more than 5 to 10 years, in such cases necessary document are not available with licensee and it becomes difficult for licensee to resolve the complaint and reply to the CGRF.

So, the above clause as per Notification No. 2 of 2011 is require to be added in Notification No. 2 of 2019.

**Item No. 7: Presentation by Forums**

The forum representative of DGVCL – Surat, PGVCL – Junagadh, UGVCL – Mehsana and the Electricity Ombudsman – Rajkot will make presentation on a typical case highlighting the legal aspects and general observations in the orders.

**Item No. 8: Any other item with permission of the Chair.**

Sd/-  
(Roopwant Singh, IAS)  
Secretary  
Gujarat Electricity Regulatory Commission  
Gandhinagar

**Annexure - 1**

**Grievances redressed by CGRFs during FY 2021-22**

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	Balance Grievances to be attended	Grievances successfully redressed during the Year			Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total				
DGVCL Surat*	16	156	172	162	10	41	121*	162	64	60	38	48
DGVCL Valsad	0	33	33	30	3	23	7	30	19	1	10	12
MGVCL Vadodara	3	13	16	16	0	16	0	16	10	6	0	7
MGVCL Godhra	0	10	10	10	0	9	1	10	5	5	0	4
PGVCL Rajkot*	7	105	112	101	11	19	82*	101	44	52	5	23
PGVCL Bhavnagar*	19	95	114	102	12	19	83*	102	27	36	39	34
PGVCL Bhuj	3	6	9	5	4	3	2	5	3	0	2	4
PGVCL Junagadh*	27	55	82	71	11	0	71*	71	42	13	16	14
UGVCL Mehsana	1	23	24	24	0	17	7	24	8	16	0	15
UGVCL Ahmedabad	5	67	72	72	0	66	6	72	32	30	10	39
TPL-D Ahmedabad	7	47	54	54	0	34	20	54	50	1	3	50
TPL-D Surat	0	15	15	15	0	10	5	15	9	1	5	51
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0	12
<b>Total</b>	<b>88</b>	<b>625</b>	<b>713</b>	<b>662</b>	<b>51</b>	<b>257</b>	<b>405</b>	<b>662</b>	<b>313</b>	<b>221</b>	<b>128</b>	<b>313</b>

\* More number of grievances redressed after 30 days

**Number of sittings of CGRF during FY 2021-22**

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 Surat	48	46	48	48
DGVCL Valsad	12	12	12	12
MGVCL Vadodara	7	8	8	7
MGVCL Godhra	4	2	2	2
PGVCL Rajkot	23	23	6	23
PGVCL Bhavnagar	34	34	15	32
PGVCL Bhuj	4	4	0	4
PGVCL Junagadh	14	14	1	14
UGVCL Mehsana	15	14	12	15
UGVCL Ahmedabad	39	39	34	37
TPL-D Ahmedabad	50	45	43	50
TPL-D Surat	51	51	51	51
TPL-D Dahej	12	12	12	12
<b>Total</b>	<b>313</b>	<b>304</b>	<b>244</b>	<b>307</b>

**Types of grievances redressed by the CGRF during FY 2021-22**

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL Surat	5	10	0	63	0	84	162
DGVCL Valsad	0	1	0	8	1	20	30
MGVCL Vadodara	0	0	1	6	0	9	16
MGVCL Godhra	0	0	2	1	0	7	10
PGVCL Rajkot	0	8	11	41	41	0	101
PGVCL Bhavnagar	0	2	5	41	26	28	102
PGVCL Bhuj	0	0	0	2	0	3	5
PGVCL Junagadh	1	2	3	32	30	3	71
UGVCL Mehsana	2	0	4	11	1	6	24
UGVCL Ahmedabad	0	0	0	51	0	21	72
TPL-D Ahmedabad	0	0	1	8	0	45	54
TPL-D Surat	0	0	1	2	0	12	15
TPL-D Dahej	0	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>23</b>	<b>28</b>	<b>266</b>	<b>99</b>	<b>238</b>	<b>662</b>

\* More billing problems in CGRF – Surat (DGVCL), Rajkot, Bhavnagar and Junagadh

**Annexure - 2**

**Grievances redressed by CGRFs during FY 2022-23 - Q1**

CGRF	Grievances pending at the end of previous Qtr.	Grievances received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Balance Grievances to be attended	Grievances successfully redressed during the Qtr.			Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total				
DGVCL Surat**	10	63	73	49	24 <sup>#</sup>	24	25*	49	19	10	20	14
DGVCL Valsad	3	6	9	8	1	8	0	8	6	2	0	4
MGVCL Vadodara	0	1	1	1	0	1	0	1	1	0	0	1
MGVCL Godhra	0	0	0	0	0	0	0	0	0	0	0	0
PGVCL Rajkot*	11	29	40	35	5	14	21*	35	17	18	0	9
PGVCL Bhavnagar*	12	25	37	27	10	6	21*	27	9	10	8	7
PGVCL Bhuj	2	0	2	1	1	0	1	1	1	0	0	1
PGVCL Junagadh*	11	21	32	20	12	0	20*	20	11	8	1	4
UGVCL Mehsana	0	6	6	5	1	5	0	5	1	1	3	3
UGVCL Ahmedabad	0	16	16	13	3	13	0	13	5	5	3	8
TPL-D Ahmedabad	0	5	5	0	5	0	0	0	0	0	0	0
TPL-D Surat	0	12	12	8	4	8	0	8	1	0	7	13
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0	3
<b>Total</b>	<b>49</b>	<b>184</b>	<b>233</b>	<b>167</b>	<b>66</b>	<b>79</b>	<b>88</b>	<b>167</b>	<b>71</b>	<b>54</b>	<b>42</b>	<b>67</b>

\* More number of grievances redressed after 30 days

# More balance grievances to be attended

**Number of sittings of CGRF during FY 2022-23 - Q1**

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 Surat	14	11	11	14
DGVCL Valsad	4	4	4	4
MGVCL Vadodara	1	1	0	1
MGVCL Godhra	0	0	0	0
PGVCL Rajkot	9	9	5	9
PGVCL Bhavnagar	7	7	5	7
PGVCL Bhuj	1	1	0	1
PGVCL Junagadh	4	4	2	4
UGVCL Mehsana	3	3	3	1
UGVCL Ahmedabad	8	8	8	0
TPL-D Ahmedabad	0	0	0	0
TPL-D Surat	13	13	13	13
TPL-D Dahej	3	3	3	3
<b>Total</b>	<b>67</b>	<b>64</b>	<b>54</b>	<b>57</b>

**Types of grievances redressed by the CGRF during FY 2022-23 - Q1**

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL Surat	0	3	3	17	1	25	49
DGVCL Valsad	0	0	0	2	0	6	8
MGVCL Vadodara	0	0	0	0	0	1	1
MGVCL Godhra	0	0	0	0	0	0	0
PGVCL Rajkot	0	3	3	14	15	0	35
PGVCL Bhavnagar	0	0	1	12	4	10	27
PGVCL Bhuj	0	0	0	0	0	1	1
PGVCL Junagadh	0	0	0	10	9	1	20
UGVCL Mehsana	2	0	0	3	0	0	5
UGVCL Ahmedabad	0	1	0	11	0	1	13
TPL-D Ahmedabad	0	0	0	0	0	0	0
TPL-D Surat	0	1	0	1	0	6	8
TPL-D Dahej	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>70</b>	<b>29</b>	<b>51</b>	<b>167</b>



Annexure - 3

Grievances redressed by CGRFs during FY 2022-23 - Q2

CGRF	Grievances pending at the end of previous Qtr.	Grievances received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Balance Grievances to be attended	Grievances successfully redressed during the Qtr.			Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total				
DGVCL Surat*	24	42	66	52	14	24	28*	52	17	28	7	16
DGVCL Valsad	1	2	3	2	1	0	2	2	2	0	0	2
MGVCL Vadodara	0	7	7	7	0	7	0	7	5	2	0	2
MGVCL Godhra	0	0	0	0	0	0	0	0	0	0	0	0
PGVCL Rajkot*	5	15	20	14	6	4	10*	14	8	5	1	5
PGVCL Bhavnagar*	10	28	38	24	14	9	15*	24	5	6	13	8
PGVCL Bhuj	1	4	5	3	2	2	1	3	2	1	0	1
PGVCL Junagadh*	12	11	23	18	5	3	15*	18	12	2	4	5
UGVCL Mehsana	1	4	5	5	0	4	1	5	1	4	0	2
UGVCL Ahmedabad	3	17	20	18	2	18	0	18	8	10	0	8
TPL-D Ahmedabad	5	6	11	11	0	5	6	11	10	0	1	11
TPL-D Surat	4	8	12	12	0	5	7	12	5	2	5	14
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0	3
<b>Total</b>	<b>66</b>	<b>144</b>	<b>210</b>	<b>166</b>	<b>44</b>	<b>81</b>	<b>85</b>	<b>166</b>	<b>75</b>	<b>60</b>	<b>31</b>	<b>77</b>

\* More number of grievances redressed after 30 days

**Number of sittings of CGRF during FY 2022-23 - Q2**

<b>CGRF</b>	<b>No. of sittings in the quarter</b>	<b>No. of sittings attended by Chairperson</b>	<b>No. of sittings attended by Technical Member</b>	<b>No. of sittings attended by Independent Member</b>
DGVCL Surat	16	2	16	16
DGVCL Valsad	2	0	2	2
MGVCL Vadodara	2	1	2	2
MGVCL Godhra	0	0	0	0
PGVCL Rajkot	5	5	4	5
PGVCL Bhavnagar	8	8	2	8
PGVCL Bhuj	1	1	1	1
PGVCL Junagadh	5	5	0	5
UGVCL Mehsana	2	2	2	0
UGVCL Ahmedabad	8	8	7	7
TPL-D Ahmedabad	11	11	11	10
TPL-D Surat	14	14	14	14
TPL-D Dahej	3	3	3	3
<b>Total</b>	<b>77</b>	<b>60</b>	<b>64</b>	<b>73</b>

**Types of grievances redressed by the CGRF during FY 2022-23 - Q2**

<b>CGRF</b>	<b>Delay in restoring supply</b>	<b>Quality of supply</b>	<b>Meter Problems</b>	<b>Billing Problems</b>	<b>Quality of Service</b>	<b>Others</b>	<b>Total</b>
DGVCL Surat	0	1	0	30	0	21	52
DGVCL Valsad	0	0	1	0	0	1	2
MGVCL Vadodara	0	0	0	4	0	3	7
MGVCL Godhra	0	0	0	0	0	0	0
PGVCL Rajkot	0	1	3	2	8	0	14
PGVCL Bhavnagar	0	0	0	12	7	5	24
PGVCL Bhuj	0	1	0	0	0	2	3
PGVCL Junagadh	0	0	0	9	9	0	18
UGVCL Mehsana	0	0	0	3	0	2	5
UGVCL Ahmedabad	0	1	2	12	0	3	18
TPL-D Ahmedabad	0	0	0	3	0	8	11
TPL-D Surat	0	0	2	1	0	9	12
TPL-D Dahej	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>76</b>	<b>24</b>	<b>54</b>	<b>166</b>

**Annexure - 4**

**Appeals redressed by the Electricity Ombudsman during FY 2021-22**

CGRF	Representation			Representations disposed of				Pending at the end of the Year	Appeals disposed of within 45 days	Appeals disposed of after 45 days	No. of sittings
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
DGVCL Surat	16	14	30	5	4	12	21	9	0	21	38
DGVCL Valsad	0	0	0	0	0	0	0	0	0	0	0
MGVCL Vadodara	5	11	16	7	1	2	10	6	0	10	18
MGVCL Godhra	0	2	2	0	0	0	0	2	0	0	1
PGVCL Rajkot	11	11	22	9	1	4	14	8	0	14	24
PGVCL Bhavnagar	8	14	22	6	3	3	12	10	0	12	20
PGVCL Bhuj	0	4	4	2	0	1	3	1	0	3	3
PGVCL Junagadh	9	18	27	8	6	1	15	12	0	15	30
UGVCL Mehsana	4	5	9	4	2	1	7	2	0	7	10
UGVCL Ahmedabad	6	13	19	4	4	6	14	5	0	14	26
TPL-D Ahmedabad	10	12	22	5	8	5	18	4	1	17	23
TPL-D Surat	0	0	0	0	0	0	0	0	0	0	0
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>69</b>	<b>104</b>	<b>173</b>	<b>50</b>	<b>29</b>	<b>35</b>	<b>114</b>	<b>59</b>	<b>1</b>	<b>113</b>	<b>193</b>

Annexure-5

Appeals redressed by the Electricity Ombudsman - Ahmedabad during FY 2022-23 - Q1

CGRF	Representation			Representations disposed of				Pending at the end of the Qtr.	Appeals disposed of within 45 days	Appeals disposed of after 45 days	No. of sittings
	Pending at the start of the Qtr.	Received during the Qtr.	Total	In favour of Appellant	In favour of Licensee	Others	Total				
DGVCL Surat	9	3	12	2	3	1	6	6	0	6	9
DGVCL Valsad	0	2	2	0	0	0	0	2	0	0	0
MGVCL Vadodara	6	0	6	3	1	0	4	2	0	4	6
MGVCL Godhra	2	1	3	1	0	0	1	2	0	1	2
PGVCL Rajkot	8	0	8	4	1	1	6	2	0	6	0
PGVCL Bhavnagar	10	0	10	3	2	0	5	5	0	5	0
PGVCL Bhuj	1	0	1	0	0	0	0	1	0	0	0
PGVCL Junagadh	12	0	12	4	3	1	8	4	0	8	0
UGVCL Mehsana	2	0	2	1	0	0	1	1	0	1	2
UGVCL Ahmedabad	5	1	6	1	4	0	5	1	0	5	3
TPL-D Ahmedabad	4	0	4	1	1	0	2	2	0	2	5
TPL-D Surat	0	1	1	0	0	0	0	1	0	0	0
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0
Total	59	8	67	20	15	3	38	29	0	38	27

Appeals redressed by the Electricity Ombudsman - Rajkot during FY 2022-23 - Q1

CGRF	Representation			Representations disposed of				Pending at the end of the Qtr.	Appeals disposed of within 45 days	Appeals disposed of after 45 days	No. of sittings
	Pending at the start of the Qtr.	Received during the Qtr.	Total	In favour of Appellant	In favour of Licensee	Others	Total				
PGVCL Rajkot	0	1	1	0	0	0	0	1	0	0	7
PGVCL Bhavnagar	0	4	4	0	0	0	0	4	0	0	5
PGVCL Bhuj	0	0	0	0	0	0	0	0	0	0	2
PGVCL Junagadh	0	6	6	0	0	0	0	6	0	0	8
Total	0	11	11	0	0	0	0	11	0	0	22

Annexure-6

Appeals redressed by the Electricity Ombudsman - Ahmedabad during FY 2022-23 - Q2

CGRF	Representation			Representations disposed of				Pending at the end of the Qtr.	Appeals disposed of within 45 days	Appeals disposed of after 45 days	No. of sittings
	Pending at the start of the Qtr.	Received during the Qtr.	Total	In favour of Appellant	In favour of Licensee	Others	Total				
DGVCL Surat	6	3	9	2	0	0	2	7	0	2	10
DGVCL Valsad	2	1	3	1	0	1	2	1	0	2	4
MGVCL Vadodara	2	1	3	2	0	0	2	1	0	2	0
MGVCL Godhra	2	0	2	0	1	0	1	1	0	1	3
PGVCL Rajkot	2	0	2	0	1	0	1	1	0	1	0
PGVCL Bhavnagar	5	0	5	2	2	0	4	1	0	4	0
PGVCL Bhuj	1	0	1	1	0	0	1	0	0	1	0
PGVCL Junagadh	4	0	4	1	2	1	4	0	0	4	0
UGVCL Mehsana	1	1	2	1	0	0	1	1	0	1	0
UGVCL Ahmedabad	1	1	2	0	1	0	1	1	0	1	2
TPL-D Ahmedabad	2	1	3	1	1	0	2	1	0	2	2
TPL-D Surat	1	0	1	0	1	0	1	0	0	1	1
TPL-D Dahej	0		0				0	0			
<b>Total</b>	<b>29</b>	<b>8</b>	<b>37</b>	<b>11</b>	<b>9</b>	<b>2</b>	<b>22</b>	<b>15</b>	<b>0</b>	<b>22</b>	<b>22</b>

Appeals redressed by the Electricity Ombudsman - Rajkot during FY 2022-23 - Q2

CGRF	Representation			Representations disposed of				Pending at the end of the Qtr.	Appeals disposed of within 45 days	Appeals disposed of after 45 days	No. of sittings
	Pending at the start of the Qtr.	Received during the Qtr.	Total	In favour of Appellant	In favour of Licensee	Others	Total				
PGVCL Rajkot	1	4	5	0	0	0	0	5	0	0	6
PGVCL Bhavnagar	4	2	6	1	1	0	2	4	0	2	13
PGVCL Bhuj	0	0	0	0	0	0	0	0	0	0	0
PGVCL Junagadh	6	2	8	3	3	0	6	2	0	6	11
<b>Total</b>	<b>11</b>	<b>8</b>	<b>19</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>8</b>	<b>30</b>