

**GUJARAT ELECTRICITY REGULATORY COMMISSION
GANDHINAGAR**

MINUTES OF 23RD MEETING OF THE CO-ORDINATION FORUM

Date : 24.04.2026

Time : 11:30 AM

Venue : Hotel Grand Mercure, GIFT City, Gandhinagar

At the outset, Hon'ble Chairman, GERC, welcomed all the members of the Co-ordination Forum. After brief introduction of all the participants, discussion took place on the agenda items.

Agenda Item No. 1: Approval of the minutes of the 22nd Meeting of the Co-Ordination Forum held on 31.08.2023

Minutes of 22nd Meeting of the Co-ordination Forum held on 31.08.2023, circulated to the members of the Co-ordination Forum, were confirmed as no comments were received from any of the members.

Agenda Item No. 2: Action Taken Report on the minutes of the 22nd Meeting of the Co-Ordination Forum

In Minutes of 22nd Meeting of the Co-ordination Forum, no specific directions were given to the utilities.

Agenda Item No. 3: Regulations notified by the Commission

The Forum was apprised about various regulation notified by the Commission after the 22nd Meeting of the Co-ordination Forum, along with the Salient features of GERC (MYT) Regulations, 2024. Further, the Forum was apprised about various orders issued by the Commission.

Agenda Item No. 4: Tariff Orders issued by the Commission

The Forum was apprised about changes made in the recent Tariff Orders of State Owned Discoms like rebate on Pre-paid smart meter, Time of Use (ToU) Discount - modification in conditionality of ToU discount is carried out with an intent to pass on the benefit of cheaper solar power available in the grid during daytime to the end consumers, Time of Use (ToU) charges - ToU charges shall be levied only if meter with ToD recording facility is provided so that while levying ToU charges, the consumers shall get ToU Discount also and reduction in Green power Tariff.

The Commission directed all State-owned Discoms to invariably implement the revised tariff terms specifically with respect to ToU Discount provided under the Tariff Orders. The Discoms assured that the ToU discount benefit shall be made available applicable to eligible consumers.

Further, regarding requirement of study for introduction of Dynamic Tariff in the wake of widespread installation of Smart meters, Gujarat Urja Vikas Nigam Limited (GUVNL) submitted that since installation of smart meters are still in progress, the introduction of dynamic pricing may be done in future when the infrastructure is ready.

(Action: All Discoms)

Agenda Item No. 5: Compliance of Directions as per GERC (Standards of Performance of Distribution Licensees) Regulations, 2023

The Commission, vide letter dated 14.07.2025, directed the Discoms to comply with various provisions of the SoP Regulations. The Discoms were directed to apprise the Commission on the status of compliance to the direction given in SOP Regulations:

(a) Regulation 3.3: Preparation and submission of Manual of Practice for Handling Consumer Complaints

Regarding preparation and submission of Manual of Practice for Handling Consumer Complaints and on the query of the Commission whether all Discoms are having similar process, the Discoms submitted that the procedure for handling complaints is similar in all State-Owned Discoms. However, the manuals may have some slight Discoms specific different provisions as they cater to different consumers mix and load profiles.

TPL submitted that the Consumer Charter is available on its website. However, the same will be submitted to the Commission in compliance to the Commission's letter dated 14.07.2025 and the SoP Regulations. JIL also submitted that the Consumer Charter will be formally submitted to the Commission. The Commission emphasised that the consumer needs to be made aware about the complaint handling process of Discoms along with the timeline for redressal of complaints and compensation mechanism provided under the Regulations.

(Action: All Discoms)

It is noted that out of 11 only 5 (all four DISCOMS & AIVPL) have submitted Consumer Charter approval of the Commission. The remaining distribution licensees are directed to submit the Consumer Charter to the Commission before 6th June 2026. On receipt of Consumer Charter from balance of Distribution licenses the Commission shall approve the same for all the licenses after prudent verification.

(Action: Staff of Commission)

(b) Regulation 5.3: Automation System to capture data directly from the feeder monitoring system and submission of Plan for installation of DT meters and AMR system

GUVNL submitted that the work of feeder level automation is under progress and expected to be completed within a month.

Further, the work of installation of DT meters with communication facility to capture feeder real-time data directly from the sub-station is under progress. Once the work is completed, the Reliability Indices data will be automatically calculated from captured feeder data. It is submitted that for monitoring the acquisition of data feeders and DT meters and its analysis, a command-and-control centre is established.

TPL submitted that all its feeders are linked with SCADA. It has started work of installation of communication facility meters at DT. However, the data needs to be collected / downloaded physically from site. TPL submitted that installation of communication facility meters on DT for direct sourcing of data will be completed by March-2027 in Ahmedabad and by December-2027 in Surat.

It was stressed upon by the Commission that all the feeder level and DT level data to be fetched automatically. The task whatsoever pending must be completed on expeditionary basis. All licenses were directed to submit the data of reliability indices under SOP after validation of feeder level data with that of DT level data as stipulated in Regulations.

(Action: All Discoms)

(c) Regulation 5.11: Submission of Action Taken Report on fatal electrocution accidents

The Forum deliberated on the issue in detail. The Commission directed the Discoms that in place of sending the detailed report, only action taken report on the CEI recommendation shall be submitted to the Commission. The Commission advised that the root cause analysis of accidents shall be done by the Discoms to know the specific reasons for recurring accidents and directed Discoms to take necessary action to minimize / avoid the fatal accidents by imparting training to staff and conducting programs to create awareness regarding safety practices.

DGVCL submitted that they are taking real picture of the locations and the line staff are made aware of the causes leading to the accidents. Further, the line staff are sensitised about the safety aspects through AI animation, drama, etc.

GUVNL submitted that they carry out analysis of the accidents to find the root cause. The line / field staff are sensitised on the issue regularly and the senior officers visit the sites to take feedback from the line staff and their working practice. Moreover, random

inspection regarding safety protocols followed by the staff.

GETCO submitted that they have defined duty hours for all employees which has resulted in less departmental accidents. It is submitted that monthly toolbox talks, safety meetings, quizzes and competitions are conducted to promote and encourage a culture of safety.

TPL submitted that it has system of mandatory safety training for all staff which has resulted in zero accidents at TPL level. It is submitted that the main cause of accidents is due to improper wiring at consumer level.

The Commission expressed that safety needs to be of paramount importance and necessary actions are required to taken at all levels to avoid accidents.

(Action: All Utilities)

(d) Regulation 6.1.1: Compensation to consumers in case of default by licensee to provide service as per guaranteed Standards of Performance

The Commission took a note of the fact that as per SOP Regulations, the Discoms were required to create an online facility on which consumer may register claim for compensation within 3 months from the date of notification of the Regulations. Further, as per Regulations automatic compensation mechanism was required to be implemented by Discoms within 4 months of the date of notification of the Regulations. However, the same is not complied with by the Discoms.

GUVNL submitted that it will create an online platform for compensation to the consumers within a month. TPL submitted that a portal for making online claim by the consumers is in place.

TPL submitted that as per Electricity Act,2003 Section 57(2) prior to determination of compensation the concerned licensee shall be given a reasonable opportunity of being heard.

In this regards, Hon'ble Commission stated that automatic compensation has been determined by the Commission in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 after following proper procedure providing opportunity to the licenses to submit their objections/suggestions.

The Commission directed the Discoms to create an online facility and mechanism for payment of automatic compensation to the affected consumers in case of deficiency in providing service by the licensees as per guaranteed SOP at the earliest.

(Action: All Discoms)

(e) Regulation 7.1 & 7.2: Submission of Quarterly, Half-yearly, Annual SOP Reports to the

Commission and Electricity Ombudsman as per time limit specified in the Regulations.

The Commission directed all the Discoms to submit the complete SOP Reports to the Commission within specified time limit, along with copy to the Electricity Ombudsman.

(Action: All Discoms)

(f) Regulation 7.4: Formation of Annual Review Committee

The Commission directed the Discoms that the Annual Review Committee shall conduct regular meetings and submit the Minutes of Meeting to the Commission incorporating any issues faced by them in implementation of the SOP Regulations along with the suggestions in this regard.

(Action: All Discoms)

Agenda Item No. 6: Implementation of Orders of the CGRF / Electricity Ombudsman

The Commission is of the view that prior to approaching the Hon'ble High Court against the orders of the Electricity Ombudsman, the Discoms should critically analyse the order so as to ensure that the motive of the Electricity Act, 2003 to provide speedy redressal of grievances of the consumers is fulfilled. The Discoms were directed to apprise the Forum about their views on this aspect and steps that shall be taken by them in establishing a mechanism for critical analysis of orders of the Electricity Ombudsman prior to challenging the same before the Hon'ble High Court.

In this regard, PGVCL submitted that all order issued by the Electricity Ombudsman during the FY 2024-25 and FY 2025-26 were in favour of the consumers, and no order has been challenged before the Hon'ble High Court.

The Commission emphasised on the fact that many times small consumers may not be in a position to defend their case before the Hon'ble High Court due to limitation of resources, and hence the Discoms may not make it a routine practice to challenge the orders of Electricity Ombudsman before the Hon'ble High Court, but may think of devising a mechanism to analyze the judgement of Ombudsman critically prior to decide to approach Hon'ble High Court.

(Action: All Discoms)

Agenda Item No. 7: Implementation of directions given in the Minutes of 26th Meeting held on 19.02.2026 to review the performance of CGRFs and Ombudsman

The Commission has given certain directions to the CGRFs / Discoms during the 26th Meeting held on 19.02.2026 to review the performance of CGRFs and Ombudsman and same were also recorded in the Minutes of Meeting. In this regard, the Commission directed all the Discoms to comply with the said directives within one week.

The Commission advised the Discoms that the Orders of the Ombudsman and CGRFs should be informed to all the field level officers of the Discoms to make them aware regarding decision taken by Electricity Ombudsman and CGRF in the similar type of matters so that similar complaints are not repeated.

(Action: All Discoms)

Regarding, establishment of new Forums in the Discoms, TPL submitted that there are smaller number of consumers in its Dholera license area. Hence, TPL requested the Commission to give exemption from setting up separate CGRF at Dholera till it has stable customer base and allow to extend the Corporate CGRF of TPL-D (Ahmedabad) for Dholera consumers. Further, TPL submitted that at present there are no consumers in its Mandal Becharaji Special Investment Region (MBSIR) license areas and hence it should be exempted from establishing the forum in the said license area. TPL submitted that it has already sent a requested letter to the Commission in this regard.

Agenda Item No. 8: Using Smart Meter Data Analytics for Data-Driven Discom Operations

The Commission observed that while smart meter deployments are generating granular, near real-time data, the benefits are yet to be fully realized due to limited utilization beyond billing. The Commission directed DISCOMs to focus on extracting operational value from smart meter data, particularly for improving reliability, voltage stability, and overall network performance, and not to restrict its use to billing functions, which are already largely efficient.

The Commission directed GUVNL and all Discoms to undertake systematic data analytics of smart meter data and identify actionable use cases such as loss reduction, outage management, demand analysis, and network optimization. GUVNL informed that an algorithm-based approach would be developed to enable such analytics and support Discoms in deriving insights from the data. The Commission further directed Discoms to strengthen their IT and analytics capabilities, including system integration and data management frameworks, to support data-driven operations.

The Commission directed all Discoms to apprise the forum in the next meeting about progress made in utilization of smart meter data in the aforementioned activities and benefit acquired out of that. Each Distribution licenses shall present a case study on this aspect in the next meeting of the forum.

The Commission decided that a separate monitoring meeting exclusively on this task scheduled by the Commission on regular interval.

(Action: All Discoms)

Agenda Item No. 9: Representation of Members / Consumers for discussion during the meeting

(1) Representation from GIPCL

Regarding issue of RE Power Curtailment, GETCO submitted that the main cause of curtailment is high penetration of solar / wind power. Further, many more RE projects are in process of commissioning which may further result in requirement of daily curtailment.

The Commission observed that a separate meeting with GUVNL along with GETCO / SLDC is required to deliberate on the issue.

(2) Representation from Adani Power Ltd.

Adani Power Ltd. requested that the GERC (Gujarat Electricity Grid Code) Regulations, 2013 may be amended in line with the CERC Grid Code Amendment, 2024 to allow compensation against degradation in Station Heat Rate and Auxiliary Consumption to the Section 63 thermal generating stations (intra-state or inter-state having control area jurisdiction of SLDC) whose tariffs are adopted by the Commission under Section 63 of the Electricity Act 2003 on account of partial loading of machines.

The Forum was apprised that work on the said matter is presently under progress.

(3) Representation from DGVCL

Regarding the issue of energy accounting by State Load Dispatch Centre (SLDC) in case where more than one RE generators is connected with 11 kV evacuation line, GETCO / SLDC submitted that certification at 11 kV level will put additional burden on SLDC. Energy accounting and certification in such cases may be vested with ALDC, or concept of DSO may be introduced.

GUVNL submitted that there is increase in the distributed RE projects. Hence, option to allow ALDC to carry out energy accounting and certification may be considered.

The Commission directed GUVNL / SLDC / GETCO to take an appropriate decision in the matter and streamline the energy accounting and certification issue and submit compliance at the earliest.

(Action: GUVNL / SLDC / GETCO)

Agenda Item No. 10: Presentation on Transmission Network Status by GETCO

Due to paucity of time, presentation of GETCO could not be taken.

Agenda Item No. 11: Presentation on performance of the generating stations by GSECL

Due to paucity of time, presentation of GSECL could not be taken.

Agenda Item No. 12: Presentation on Power Sector Scenario by GUVNL

GUVNL made a detailed presentation on current power sector scenario, including information related to renewable capacity tied up / to be tied up for compliance of RPO. Copy of the presentation is enclosed.

Hon'ble Chairman, GERC, thanked the members of the Forum for their active participation in the meeting.

The meeting ended with a vote of thanks to the Chair.

Sd/-

(Ranjeeth Kumar J., IAS)
Secretary
Gujarat Electricity Regulatory Commission
Gandhinagar

List of Participants

Hon'ble Chairman, Hon'ble Members & Secretary of the Commission:

1. Shri Pankaj Joshi, IAS, Chairman, GERC
2. Shri Hiren N. Shah, Member, GERC
3. Shri Jatin N. Thakkar, Member, GERC
4. Shri Ranjeeth Kumar J., IAS, Secretary, GERC

Members / Representatives of the Co-ordination Forum

1. Shri A. B. Chaudhari, Chief Electrical Inspector
2. Shri Ketan Joshi, IAS, MD, PGVCL
1. Shri N. F. Chaudhary, IAS, MD, UGVCL
2. Shri Somes Bandyopadhyay, MD, GSECL
3. Shri Ashish Vala, Jt. Secretary, EPD
4. Shri C M Bundela, ED, TPL
5. Shri Mehul Rupera, Whole Time Director, MUL
6. Shri Mahesh Mandwarya, Sr. Director, JIL
7. Shri Sanjay Mathur, GM, GUVNL
8. Shri S. Sen, GM & CFP, GSECL
9. Shri R. J. Vala, CE, GUVNL
10. Shri M. G. Surati, CE, DGVCL
11. Shri R. G. Nagariya, CE, MGVCCL
12. Shri S. S. Tavilyad, CE, MGVCCL
13. Shri K. B. Shah, CE, PGVCL
14. Shri J. R. Chaudhari, CE, UGVCL
15. Shri M. J. Vasava, CE, GETCO
16. Shri A. B. Rathod, CE, SLDC
17. Smt. P. D. Naik, GETCO
18. Shri Vinas V. Godhariya, ETA to PS, EPD
19. Smt. Alpana S. Dani, Dy. Chief Electrical Inspector
20. Shri Kumar Gaurav, Associate Manager, Adani Power Ltd.
21. Shri A. K. Vaishnav, GIPCL
22. Shri Maulik Dave, Sr. Manager, GIPCL
23. Shri H. D. Khiya, GEDA
24. Shri P. S. Darji, Asst. Proj. Executive, GEDA
25. Shri S. P. Patel, SE, DGVCL
26. Shri M. D. Doshi, SE, PGVCL
27. Shri Birendra Shah, SE, GETCO
28. Shri P. P. Shah, SE, GETCO
29. Shri Pankaj Suthar, SE, SLDC-GETCO
30. Shri Sanjay Parmar, EE, PGVCL
31. Shri J. D. Trivedi, EE, GETCO
32. Shri Chetan Darji, EE, SLDC-GETCO

33. Shri A. B. Tadvi, SE, GSECL
34. Shri Saumil Shah, DE, GUVNL
35. Shri Hetal Patel, DE, DGVCL
36. Shri K. B. Chaudhari, DE, UGVCL
37. Shri Vijay Bhandari, DE, UGVCL
38. Shri R. J. Rami, DE, UGVCL
39. Shri B. G. Panchal, DE, GSECL
40. Shri K. M. Rathava, DE, GSECL
41. Shri Hardik N. Bhatt, AO, GSECL
42. Shri Prashant Gandhi, JE, DGVCL
43. Mrs. Luna Pal, GM, TPL
44. Shri Tapan Pandya, AGM, MUL
45. Shri Kamlesh Patidar, Director, JIL
46. Shri Deepak Khandelwal, Manager, JIL
47. Shri Rahul Dubey, AM, TPL

Officers of the Commission:

1. Shri S. T. Anada, Joint Director, GERC
2. Shri A. U. Adhwaryu, Deputy Director, GERC
3. Shri V. T. Patel, Deputy Director, GERC
4. Mrs. Sakshi Kheskwani, Joint Secretary, GERC
5. Shri J. S. Makwana, IT Manager, GERC
6. Shri Abhishek Makwana, Assistant Director, GERC
7. Shri Santosh Asipu, Assistant Director, GERC
8. Shri Wasim Ansari, Assistant Director, GERC
9. Shri H. H. Chorasiya, Assistant Director, GERC
10. Shri Varun Gupta, Executive, GERC
11. Shri R. R. Musa, Executive, GERC
12. Shri Bhavesh Kushwaha, Executive, GERC