

GUJARAT ELECTRICITY REGULATORY COMMISSION Gandhinagar

Minutes of the 15th Meeting of the Consumer Grievances Redressal Forums of different utilities held on 19th July 2013

The 15th meeting of the Consumer Grievances Redressal Forums of different utilities was convened in the Conference room of GERC Office, Gift One, Gandhinagar at 11.00 a.m. on 19th July 2013.

The following were present in the meeting.

Commission:

1. Dr. P.K. Mishra, Chairman, GERC
2. Shri Pravinbhai Patel, Member (Technical), GERC
3. Dr. M.K. Iyer, Member (Finance), GERC

Electricity Ombudsman:

Shri V.T. Rajpara, Electricity Ombudsman, Ahmedabad

Chairmen / Members / Representatives of Consumer Forums:

1. Shri P.J.Patel, Chairman, MGVCL Forum.
2. Shri R.N.Jadeja, Chairman, PGVCL (Rajkot) Forum.
3. Shri D.J.Parekh, Chairman, PGVCL (Bhavnagar) Forum.
4. Shri A.M.Dhebar, Chairman, PGVCL (Bhuj) Forum.
5. Shri A.C.Panwala, Chairman, DGVCL Forum.
6. Smt. M.Y. Shah, Chairman, UGVCL Forum.
7. Shri M.G.Patel, Chairman, TPL (Ahmedabad) Forum.
8. Shri V.R.Vyas, Chairman, TPL (Surat) Forum.
9. Smt. Harsha S.Chauhan, Independent Member, MGVCL Forum.
10. Shri Y.B.Sukhadia, Technical Member, MGVCL Forum.
11. Shri M.R.Vajaria, Technical Member, PGVCL (Rajkot) Forum.
12. Shri D.J.Dhandhukiya, Independent Member, PGVCL (Bhavnagar) Forum.
13. Shri N.V.Parekh, Technical Member, PGVCL (Bhavnagar) Forum.
14. Shri B.J.Dave, Independent Member, PGVCL (Bhuj) Forum.
15. Shri J.J.Patel, Independent Member, DGVCL Forum
16. Ms. Y.H.Upadhyaya, Independent Member, TPL (Ahmedabad) Forum.
17. Shri S.J.Oza, Technical Member, TPL (Ahmedabad) Forum.
18. Shri M.N.Chauhan, Independent Member, TPL (Surat) Forum.
19. Shri Bimal D. Mistry, Technical Member, TPL (Surat) Forum.
20. Shri J.J.Gandhi, PGVCL (Rajkot).
21. Shri K.D. Viradia, Convener, PGVCL (Rajkot) Forum.
22. Shri K.N.Parikh, Convener, MGVCL Forum.
23. Shri P.D.Halani, Convener, UGVCL Forum.
24. Shri P.P.Pandya, on behalf of Convener, PGVCL (Bhavnagar) Forum.
25. Shri B.K.Maheshwari, on behalf of Convener, PGVCL (Bhuj) Forum.
26. Shri B.C.Godhani, on behalf of Convener, DGVCL forum.

27. Shri N.G.Shah, Convener, TPL (Ahmedabad) Forum
28. Smt. P.H. Desai, Convener, TPL (Surat) Forum

Officers of the Commission:

1. Shri D.R. Parmar, Joint Director
2. Shri M.N.Khalyani, Dy. Director (Admn.)
3. Kum. C.N.Bhatt, Chief Account Officer,
4. Shri S.T. Anada, Dy. Director (Technical)
5. Shri Gopal Dayalani, Dy. Director (Technical)
6. Shri K.I.Parikh, Under Secretary

Shri M.N.Khalyani, Dy. Director (Admn.) welcomed the Chairpersons and Members of all the Consumer Grievances Redressal Forums (CGRF) and Ombudsman.

Dr. P.K.Mishra, Chairman, extended a hearty welcome the participants to the new office of GERC at GIFT City –Gandhinagar and stated that though the meetings of Forum is held on a quarterly basis, this time it has been happened in accordance with the time frame.

Item No.1: Confirmation of Minutes of the last Meeting:

The 14th CGRF meeting was held on 03rd May, 2013. The minutes were circulated to all the Forums/Members vide Commission's letter No. GERC/ADMIN/2013/1071 dated 17th May, 2013. No comments have been received from any of the members. Hence, the Minutes of the meeting were confirmed.

Item No.2: Action Taken Report of the last meeting

The Compliance status as per Annexure – I of agenda on the decisions of the last Meeting of CGRF held on 17th May, 2013 was discussed.

While perusing the Compliance Report, representatives of each Forum explained the Action Taken as under:

Item No.2:-Point (2):

DGVCL: Shri A.C.Panwala, Chairman stated that printing and distribution work of pamphlets along with electricity bill for giving wide publicity of CGRF is under process and will be completed shortly.

MGVCL: Shri P.J.Patel, Chairman stated that MGVCL had already distributed small pamphlets to consumers along with electricity bills.

UGVCL: Shri P.D.Halani, Convener, UGVCL Forum stated that UGVCL had already distributed small pamphlets to consumers along with electricity bills.

PGVCL (Bhavnagar, Bhuj and Rajkot):

PGVCL has stated that the pamphlet along with energy bills has already been started.

TPL (Ahmedabad and Surat):

The representatives of TPL (Ahmedabad and Surat) stated that the design, printing of small pamphlets providing details of CGRF and Ombudsman has been finalized and printing and distribution work will be completed in the next billing cycle.

(Action: TPL)

Item No.2:-Point (3):

All the members of the CGRFs have informed that the information of CGRF and Ombudsman along with brief profile of members have updated in the website of utilities.

Item No.2:-Point (4):

The members of the CGRFs have stated that almost all the orders which provide directives to licensee have been implemented except some for which licensee has appealed before the Hon'ble High Court.

Item No.3: Status of Licensee's Compliance for Orders of Forums

Grievances disposed during the year 2012-13 alongwith details of orders issued by Forums in favor of consumers and licensee were reviewed in the meeting. Chairman queried about TPL and DGVCL for large number of cases that were settled or withdrawn and for which orders have not issued by Forums. Chairman suggested that for any grievance registered at Forum, weather it was settled or withdrawn, an order shall be issued by Forum for such cases.

Item No.4: Review of Performance

While reviewing the quarterly performance report of CGRF for 1st quarter of 2013-14, Chairman appreciated that almost all the Forums have arranged more meetings in the quarter for redressal of grievances except PGVCL (Bhuj).

Chairman queried to PGVCL Rajkot Forum regarding pending of 28 Grievances for redressal for more than 45 days. Rajkot Forum member stated that numbers of Grievances are more due to large consumer base.

Chairman directed that implementation of orders of CGRF shall be reviewed at every month by Chairperson of Forum. They also directed that if Forum observes any violation of Standard of Performance Regulations notified by GERC, it shall be reported to the Commission.

Item No.5: Case Studies:

Presentations were made by the representatives of MGVCL, DGVCL, PGVCL-Bhavnagar and TPL Ahmedabad Forums and the Ombudsman and discussed during the meeting.

Gist of the cases presented by Forums and Ombudsman are as under:

DGVCL Forum:

CGRF had received a complaint from a consumer having temporary connection of 5.0 KW under Piplod Sub division. The complainant has grievance regarding supplementary bill of Rs2,42,380/- issued for 491 days after replacement of stop meter and based on average consumption of new meter. Forum has analysed the facts of case and ordered that as per GERC Supply Code Regulations-2005, Clause No.6.1.7 & 6.1.11 the average bill shall be revised for six month period only prior to date of replacement of meter, i.e. from 14.01.2012 to 13.07.2012, instead of 491 days.

MGVCL Forum:

The Complainant had applied for new agriculture connection in the year 1994 in survey number 671/2 of village Narna Muvada. MGVCL had informed the applicant to submit fresh documents and consent for Micro Irrigation System. During survey of point of connection it was noticed that there was already one agriculture electric connection existing in same survey number i.e. 671/2. MGVCL office has cancelled the application and informed the consumer that as per existing rules second connection is not allowed in same survey number. The complainant approached the CGRF with prayer that his 18 year old application for connection reconsidered based on land records of existing and new connection. The Forum has verified the documents like 7/12 utara and 8-A of old and new computerized documents and came to conclusion that existing connection was wrongly recorded as survey number of

671/2 instead of 671/2/1 in 1988. The Forum directed Respondent to process the application for agricultural connection to complainant on survey No.671/2 as no connection exists in same Survey number.

PGVCL Forum – Bhavnagar

The applicant Shri Himmatlal Vaghajibhai Vyas had applied for new agriculture AG Connection under SPA scheme in 1993. At the time of survey of this applicant, it is observed that there was no Well or Bore at the site. PGVCL, Sanosara S/Dn. issued notice by RPAD on 11-09-2010 to applicant to submit document for Well or Bore in his land Survey No. 3 within 7 days, otherwise his application would be liable for cancellation. Applicant has not submitted any documents regarding the same even within an year. On 15-09-2011 i.e. after 1 year applicant has informed about Bore done in his land. By that time his application was already cancelled. The complainant Shri Dineshbhai son of Late Shri Himmatlal Vaghajibhai Vyas (Applicant) has applied in CGRF for not getting this connection as he did not receive any intimation for cancellation of application. Forum had analysed the case and found that PGVCL had intimated vide notice no. 4228 dtd. 11-09-10 to applicant to submit the document regarding bore well within 7 days, otherwise his application will be cancelled. However, the notice was not received by the applicant or his family members, but it was delivered to some other person by the postal department. Forum ordered that, the respondent process the complainant application under SPA Scheme and release the connection.

TPL Forum – Ahmedabad

The complainant Shri Babubhai.H.Patel and others - residents of Navinchandra Park, registered a complaint on 03/04/2013 at CGRF objecting the location of erection of new Pole Mounted Transformer (PMT) in the internal road of the society as it may create difficulty for 4 wheelers to take turn at the corner. The respondent submitted that they have decided to erect new PMT to cater additional load as well as future load of approximately 150 KW at Navinchandra Park after studying the surrounding network. The location of PMT was decided jointly by Chairman of the Society & TPL. The location was at the extreme corner of the society and TPL produced the photographs of the place to Forum showing that it does not come in the way for any vehicle passing by and turning. After viewing the photographs, it was clear that the place for PMT selected was very safe. Forum ordered accordingly on 27/04/2013

Ombudsman:

Ombudsman presented a case on "Section 56(2) of Electricity Act 2003". Appellant, GIDC Association, Viramgam is having contracted Load of 50 Hp with W-1 tariff category connection. The connection was released on 19-04-1995. In the year 2005, 3 phase energy meter was replaced by new meter of with CTR 100/5. DISCOM could not notice the meter accuracy defect since last five years. Installation was checked on 31.12.2010 and meter was found slow by 49.56 % by Accucheck test. On detail checking of connected CT, it was noticed that the actual CT ratio was 200/5, hence meter reading multiplier was 2 (Two) which was incorrectly considered 1 (One). DISCOM has started billing with MF: 2 from date of checking and issued supplementary bill of differential units of 142737 units due to MF error for the period of five years i.e. from the date of replacement of meter. As per the Section 6.4.8. of GERC Notification 11 of 2005 and as per the section 56 (2) of the Electricity Act 2003. "The distribution licensee shall not be eligible for recovering of the dues from the consumer after a period of two years from the date when such amount becomes first due, if such dues are not shown as arrears continuously for a period of two years from the due date." Ombudsman directed DISCOM to revise the supplementary bill for the period of two years instead of five years.

Chairman appreciated the presentations made by Forums. It was decided that Forum of UGVCL, PGVCL Rajkot, PGVCL Bhuj, TPL-Surat and Ombudsman will make presentation on typical cases during the next meeting.

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


Secretary
GERC