

**CENTRAL ELECTRICITY REGULATORY COMMISSION**

No: 15/9(1)/2009/APTEL/FOR/CERC

Dated: 18<sup>th</sup> November, 2014

To,

The Registrar,  
Appellate Tribunal for Electricity (APTEL),  
Core 4,7<sup>th</sup> Floor, SCOPE Complex,  
Lodhi Road,  
New Delhi-110003

**Subject: Quarterly Report on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.**

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27<sup>th</sup> January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008.

2. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as Annexure.
3. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours faithfully,

**Shubha Sarma**  
**Secretary**

**Encl: As above. ( 8 copies )**

**Report on the Compliance of the Directions**  
**of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> January,**  
**2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008**  
**for the quarter ending September, 2014**

This report contains the status of implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 27<sup>th</sup> January, 2012 in Review Petition no. 5 of 2009 in Appeal No. 181 of 2008.

As directed by the Hon'ble Tribunal, the State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commission (JERCs) of the concerned States are required to send the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman to the Secretary of Forum of Regulators. The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman, the status of grievances disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance to the directions given by the Hon'ble Tribunal:

- I.** The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States.
- II.** The second section of the report deals with the status of the vacancies for the Post of Ombudsman in the States.
- III.** The third section of the report deals with the status in those States where the posts of CGRFs are yet to be created.
- IV.** The fourth section of the report deals with the status of those States where the posts of the Ombudsman are yet to be created.
- V.** The fifth section is the summary of the vacant positions.
- VI.** The sixth section is the status of disposal of Grievances by CGRFs.
- VII.** The seventh section is the status of disposal of Grievances by Ombudsman.
- VIII.** Status of achievement of Standard of Performance (SOP)

## Section – I

### **Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States**

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of September, 2014 as against the status in quarter ending June, 2014 is as under.

<b>S. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending June, 2014</b>	<b>Status of Vacancy for quarter ending September, 2014</b>
1.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013  One vacancy against the post of Member Purnea since beginning of CGRF Purnea  Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014 and one Member passed away on 11.01.2014)	Still Vacant  Still Vacant  Still Vacant
2.	Jharkhand	One vacancy against the post of Member (Legal) in Sail Bokaro since 05.05.2012  One vacancy against the post of Member (Finance) in Sail Bokaro since 01.07.2013	Still vacant  Still vacant
3.	Uttar Pradesh	2 vacancies against the post of Judicial Member in Gonda Devipatam & Jhansi  5 vacancies against the post of Technical Member in Kanpur, Lucknow, Faizabad, Mirzapur & Meerut.	No vacancy  No vacancy

4.	Chhattisgarh	One vacancy against the post of Member in each of the CGRFs of Raipur, Bilaspur, Raigarh & Bhilai respectively since 04 <sup>th</sup> March, 2011	Still vacant
5.	Odisha	One vacancy against the post of Co-opted Member in Balasore	Still vacant
6.	Kerala	No vacancy	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014
7.	Haryana	No vacancy	One vacancy against the post of Secretary in DHBVNL.
8.	Uttarakhand	One vacancy against the post of Member (Judicial) in Garhwal Zone.	No vacancy
9.	Andhra Pradesh	No vacancy	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014
10.	Tamil Nadu	No vacancy  No vacancy	One vacancy against the post of the Member in Namakkal EDC since 28.06.2014  One vacancy against the post of the Outside Member legal in Chengalpattu EDC since 29-08-2014.
11.	Maharashtra	No vacancy	Two vacancies against the post of the Chairperson and Executive Engineer (Member/Secretary) in Pune since august, 2014 and September, 2014 respectively.

**Note: ERCs of Karnataka, Himachal Pradesh did not furnish the status report.**

## Section –II

### **Status of the vacancies in Ombudsman in the States**

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of September, 2014 as against the status in quarter ending June, 2014 is as under.

<b>S. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending June, 2014</b>	<b>Status of Vacancy for quarter ending September, 2014</b>
1	Jharkhand	Vacancy created in the post of Ombudsman since 11.01.2014	No vacancy
2	Uttar Pradesh	One vacancy is created in this quarter.	Still Vacant
3.	Chattisgarh	No vacancy	One vacancy is created in this quarter.
4.	Sikkim	No vacancy	One vacancy is created in this quarter since 30 <sup>th</sup> September, 2014.
5.	Haryana	No vacancy	One vacancy is created in this quarter since 04.09.2014.

**Note: ERCs of Karnataka, Himachal Pradesh did not furnish the status report.**

### Section –III

#### **Status of those States where the posts of CGRFs are yet to be created.**

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending of September, 2014 as against the status in quarter ending June, 2014 is as under:

<b>S. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending June, 2014</b>	<b>Status of Vacancy for quarter ending September, 2014</b>
1	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 <sup>th</sup> January 2012.	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 <sup>th</sup> January 2012.

#### Section –IV

##### **Status of those States where the post of the Ombudsman is yet to be created.**

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending of September, 2014 as against the status in quarter ending June, 2014 is as under:

<b>S. No.</b>	<b>SERCs/JERCs</b>	<b>Status of Vacancy for quarter ending June , 2014</b>	<b>Status of Vacancy for quarter ending September, 2014</b>
		NIL	NIL

## **Section – V**

### **Summary of the vacant positions**

#### **Vacancies in CGRF**

1. Four vacancies in CGRF for the post of Member in the State of Bihar.
2. Two Vacancies in CGRF for the post of Member in the State of Jharkhand.
3. Four vacancies in CGRF for the post of Member in the State of Chhattisgarh.
4. One vacancy in CGRF for the post of Co-opted Member in the State of Odisha.
5. One vacancy in CGRF for the post of Member in the State of Kerala.
6. One vacancy in CGRF for the post of Secretary in the State of Haryana.
7. One vacancy in CGRF for the post of Chairperson in the State of Andhra Pradesh.
8. Two vacancies in CGRF for the post of Member and Outside Member legal in the State of Tamil Nadu.
9. Two vacancies in CGRF for the post of Chairperson and Executive Engineer in the State of Maharashtra.

#### **Vacancies in Ombudsman**

1. Vacancy against the post of Ombudsman in Uttar Pradesh.
2. Vacancy against the post of Ombudsman in Chattisgarh.
3. Vacancy against the post of Ombudsman in Sikkim.
4. Vacancy against the post of Ombudsman in Haryana.



**Section -VI**

**Status of disposal of Grievances by CGRF**

S. No.	Name of SERC/ JERCs	Name CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June 2014	No. of Grievances received during the quarter ending September, 2014	No. of Grievances disposed during the quarter (July- September, 2014)	No. of Grievances pending at close of the quarter (July- September, 2014)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (July- September, 2014)
1	Assam	APDCL, Tezpur	3	NIL	NIL	NIL	NIL	NIL	NIL
		APDCL,Dibrugarh		NIL	1	1	NIL	NIL	1
		APDCL,Guwahati		NIL	1	NIL	1	NIL	NIL
	<b>Total</b>			0	2	1	1	0	1
2	Andhra Pradesh and Telangana/ APERC	CGRF1, TSSPDCL	5	19	100	99	20	3	11
		CGRF2, TSSPDCL		41	102	107	36	-	24
		CGRE, APEPDCL		70	150	160	60	15	12
		CGRE, TSNPDCL		104	228	98	234	152	19
		CGRE, APSPDCL		35	113	75	73	12	5
	<b>Total</b>			269	693	539	423	182	71
3	Arunachal Pradesh	Does not arise as CGRF is not yet constituted by the Department of Power, Government of Arunachal Pradesh.	Nil	Data not available with APSERC					There is no data as CGRF is not yet constituted by the Department of Power, Govt. of Arunachal Pradesh.
	<b>Total</b>								
4	Bihar	Patna	3	196	34	52	178	152	70
		Muzaffarpur		NIL	NIL	NIL	NIL	NIL	NIL
		Purnea		40	23	19	44	NIL	NIL
	<b>Total</b>			236	57	71	222	152	70

5	Gujarat	UGVCL	8	6	33	25	14	0	11
		MGVCL		5	41	36	10	0	12
		PGVCL, Rajkot		43	114	126	31	3	18
		PGVCL, Bhavnagar		33	79	89	23	1	13
		PGVCL, Bhuj		3	20	21	2	0	8
		DGVCL		2	53	53	2	0	13
		TPL-Ahmedabad		10	66	62	14	0	13
		TPL-Surat		0	13	13	0	0	13
	<b>Total</b>			102	419	425	96	4	101
6	Haryana	UHBVNL	2	33	19	31	21	3	12
		DHBVNL		23	37	42	18	2	28
	<b>Total</b>			56	56	73	39	5	40
7	Jharkhand	SAIL Bokaro	8	NA	NA	NA	NA	NA	NA
		JUSCO		0	0	0	0	0	0
		Tata Steel Ltd		0	0	0	0	0	0
		JSEB, Ranchi, VUSNF		NA	2	0	2	0	NA
		JSEB, Chaibasa, VUSNF		NA	NA	NA	NA	NA	NA
		JSEB, Dumka, VUSNF		NA	NA	NA	NA	NA	NA
		JSEB, Hazaribagh, VUSNF		13	1	0	14	14	NA
		JSEB, Mednagar, VUSNF		NA	NA	NA	NA	NA	NA
	<b>Total</b>			13	3	0	16	14	0
8	Karnataka	BESCOM	5	17	19	8	28	10	12
		MESCOM		6	1	5	2	0	3
		CESC		2	1	1	2	0	1
		HESCOM		52	4	7	49	49	9
		GESCOM		15	7	3	19	9	3
	<b>Total</b>			92	32	24	100	68	28

9	Kerala	CGRF-North (KSEB)	5	56	38	33	61	35	79
		CGRF-Central (KSEB)		83	53	69	67	17	69
		CGRF-South (KSEB)		53	64	58	59	NIL	24
		Trichur Corporation		5	2	5	2	NIL	3
		KDHPCL		NIL	NIL	NIL	NIL	NIL	NIL
	<b>Total</b>			197	157	165	189	52	175
10	Madhya Pradesh	Jabalpur	3	7	1384	1376	15	NIL	41
		Indore		21	65	59	27	NIL	28
		Bhopal		36	31	18	49	19	9
	<b>Total</b>			64	1480	1453	91	19	78
11	Meghalaya	Meghalaya, CGRF	1	NIL	NIL	NIL	NIL	NIL	NIL
	<b>Total</b>			NIL	NIL	NIL	NIL	NIL	NIL
12	Odisha	Bhubaneswar	12	3	43	41	5	0	21
		Khurda		24	103	93	34	0	17
		Cuttack		11	200	197	14	0	12
		Dhenkanal		100	112	128	84	27	14
		Paradeep		66	65	93	38	0	19
		Rourkela		14	62	60	16	3	10
		Burla		30	65	72	23	12	16
		Bolangir		73	223	195	101	0	54
		Balasore		16	95	80	31	0	25
		Jajpur Road		19	40	50	9	4	12
		Berhampur		164	176	134	206	73	58
	<b>Total</b>			33	43	50	26	2	31
	<b>Total</b>			553	1227	1193	587	121	289
13	Punjab	PSPCL, Patiala	1	21	40	40	21	4	28
	<b>Total</b>			21	40	40	21	4	28
14	Tripura	TSECL-CGRF-I	3	NIL	NIL	NIL	NIL	NIL	NIL
		TSECL-CGRF-II		NIL	NIL	NIL	NIL	NIL	NIL
		TSECL-CGRF-III		NIL	NIL	NIL	NIL	NIL	NIL
	<b>Total</b>			0	0	0	0	0	0



19	Chattisgarh	Raipur	4	18	28	22	24	10	34
		Bilaspur		11	28	27	12	1	23
		Raigarh		0	0	0	0	0	0
		Bilal		1	1	1	1	NIL	4
	<b>Total</b>			30	57	50	37	11	61
20	Himachal Pradesh	FRGC, HPSEBL, Kasumpti, Shimla	1	24	9	12	21	4	16
	<b>Total</b>			24	9	12	21	4	16

21	Uttarakhand	Garwal Zone	2	7	63	50	20	5	—
		Kumaon Zone		34	80	48	66	0	—
	<b>Total</b>			41	143	98	86	5	—
22	Rajasthan			No Information Received					
	<b>Total</b>								
		CHENGALPATTU EDC		4	4	8	0	0	2
		CHENNAI EDC (NORTH)		9	6	9	6	6	2
		CHENNAI EDC (WEST)		6	6	7	5	0	3
		CHENNAI EDC CENTRAL		15	37	41	11	1	5
		CHENNAI EDC/ SOUTH		18	44	35	17	10	2
		COIMBATORE EDC/METRO		2	2	4	0	0	1
		COIMBATORE EDC/NORTH		4	1	3	2	1	1
		COIMBATORE EDC/SOUTH		0	0	0	0	0	0
		CUDDALORE EDC		0	0	0	0	0	0
		DHARMAPURI .E.D.C		1	1	2	0	0	1
		DINDIGUL EDC		0	2	1	1	0	1
		ERODE EDC		6	9	12	3	0	4
		GOBI EDC		1	2	0	3	1	3

23	Tamil Nadu	42	KALLAKURICHI EDC	3	4	2	5	3	2
			KANCHIPURAM.EDC	0	1	0	1	0	0
			KANYAKUMARI EDC	15	3	18	0	0	1
			KARUR EDC	5	6	11	0	0	2
			KRISHNAGIRI EDC	0	1	1	0	0	1
			MADURAI EDC	5	13	10	8	0	2
			MADURAI EDC/METRO	4	3	6	1	1	3
			METTUR EDC	1	5	4	2	0	2
			NAGAPATTINAM EDC	0	5	4	1	0	3
			NAMAKKAL EDC	0	2	2	0	0	1
			NILGIRIS EDC	0	1	1	0	0	2
			PERAMBALUR EDC	2	4	3	3	0	3
			PUDUKOTTAI EDC	0	2	1	1	0	3
			RAMANATHEAPURAM EDC	11	9	18	2	2	2
			SALEM EDC	3	7	8	2	0	2
			SIVAGANGAI EDC	5	1	5	1	0	1
			THANJAVUR EDC	5	4	9	0	0	3
			THENI EDC	0	0	0	0	0	0
			THIRUPATHUR EDC	0	4	3	1	0	3
			THIRUVANNAMALAI EDC	0	0	0	0	0	0
			TIRUNELVELI EDC	0	2	2	0	0	1
			TIRUPUR EDC	1	3	3	1	0	3
			TIRUVARUR EDC,	1	5	5	1	0	1
TRICHY/METRO/EDC	0	1	0	1	0	0			
TUTICORIN EDC	4	6	6	4	2	3			
UDUMALPET EDC	0	2	1	1	0	0			
VELLORE EDC	7	2	7	2	0	1			
VILLUPURAM EDC	4	4	6	2	0	2			
VIRUDUNAGAR EDC	10	12	22	0	0	2			
	<b>Total</b>		152	226	280	88	27	74	

24	<b>JERC (Goa &amp; all Uts except Delhi)</b>	<b>Pudcherry</b>	4	20	34	44	10	0	63
		<b>Daman &amp; Diu</b>		0	4	4	0	0	12
		<b>A &amp; N Administration</b>		1	4	4	1	0	19
		<b>Goa</b>		4	3	4	3	1	10
	<b>Total</b>			25	45	56	14	1	104
25	<b>West Bengal</b>	<b>Bidhhan Nager</b>	23	1	4	3	2	0	5
		<b>24 Pgs (N)</b>		18	15	26	7	9	2
		<b>24 Pgs(S)</b>		12	31	37	6	2	6
		<b>Howrah</b>		4	8	6	6	0	2
		<b>Hooghly</b>		2	45	31	16	0	10
		<b>Burdwan</b>		0	22	22	0	0	5
		<b>Birhum</b>		3	23	16	10	0	3
		<b>Midnapur</b>		4	91	90	5	2	5
		<b>Tamluk</b>		17	62	70	9	0	4
		<b>Purulia</b>		1	2	3	0	0	3
		<b>Bankura</b>		0	26	25	1	0	3
		<b>Murshidabad</b>		8	11	11	8	3	3
		<b>Nadia</b>		3	12	10	5	1	3
		<b>Malda</b>		16	11	3	24	13	1
		<b>Raiganj</b>		0	0	0	0	0	0
		<b>D.Dinajpur</b>		1	1	0	2	1	0
		<b>Cooch Bihar</b>		0	0	0	0	0	0
		<b>Jalpaiguri</b>		0	0	0	0	0	0
		<b>Darjeeling</b>		2	0	0	2	2	0
				<b>CESC ltd</b>	5	1048	1047	6	NIL
	<b>DPSC ltd</b>	NIL	NIL	NIL	NIL	NIL	NIL		
	<b>DVC</b>	NIL	NIL	NIL	NIL	NIL	No sitting as no complain received during this quarter		
	<b>DPL ltd</b>	2	1	1	2	2	1		
	<b>Total</b>			99	1413	1401	111	35	56

26	<b>Maharashtra</b>	<b>Pune</b>		6	17	4	19	8	4
	<b>Total</b>			6	17	4	19	8	4







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