

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Tel : 23353503 / Fax : 23753920

No. 15/9 (1)//2009/APTEL/FOR/CERC (Part-XXI)

Dated: 09, September, 2016

To

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4, 7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003

Subject: Quarterly Report on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27th 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.

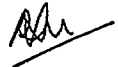
Sir,

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

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours faithfully,

Encl : As above (8 copies)


(Rashmi Somasekharan Nair)
Dy. Chief (RA)

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January,
2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending June, 2016

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 27th 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 grivences 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 June, 2016 as against the status in quarter ending March, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2016	Status of Vacancy for quarter ending June, 2016
1.	Andhra Pradesh	Two vacancies against the post of Member (Accounts) and Member (Consumer Affairs) in APSPDCL since 01.04.2016 and 01.04.2015 respectively.	One vacancy against the post of Member (Consumer Affairs) in APSPDCL since 01.04.2015.
2.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member in Purnea since 07.03.2016. One vacancy against the post of Members in Muzaffarpur since 07.01.2014.	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member in Purnea since 06.12.2012. One vacancy against the post of Member in Muzaffarpur since formation. Two vacancies against the post of Member in Bhagalpur since formation. Two vacancies against the post of Member in Gaya since formation
3.	Chhattisgarh	One vacancy against the post of Member (third member to be nominated separately)	One vacancy against the post of Member (third member to be nominated separately)
4.	Delhi	Nil	One vacancy against the post of Member (NGO). CGRF-TPDDL. Delhi since 27.05.2016.
5	Jharkhand	One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011. One Vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibasa since 30.07.2014. One vacancies against the post of	One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011. One Vacancy against the post of Chairperson-cum-Member (Legal) in JUSCO since 03.05.2016. One vacancies against the post of Member (Finance & Acs) in

		<p>Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.</p> <p>One Vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>Two vacancies against the post of Member (Finance & Acs) and Member (Technical) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 26.07.2014 and 07.01.2016 respectively.</p>	<p>VUSNF, Chaibsa since 30.07.2014.</p> <p>One Vacancy against the post of Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>Two vacancies against the post of Member (Legal) and Member (Finance & Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since April, 2016 and 26.07.2014 respectively.</p>
6.	Maharashtra	<p>Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra since 16.12.2014, 09.02.2015 and 01.06.2015 respectively and five vacancies against the post of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>	<p>Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra since 16.12.2014, 09.02.2015 and 01.06.2015 respectively and five vacancies against the post of Chairperson and five vacancies against the post of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>
7.	Madhya Pradesh	Nil	<p>One vacancy against the post of Chairperson, Indore since 19.06.2016</p>
8.	Punjab	Nil	<p>One vacancy against the post of Member (Independent) in Punjab since 04.02.2016.</p>
9.	Uttar Pradesh	Nil	<p>One vacancy against the post of Member in Uttar Pradesh since 30.06.2016.</p>
10.	Uttarakhand	<p>One vacancies against the post of Judicial Member in Uttarakhand since 04.01.2016.</p>	<p>One vacancies against the post of Judicial Member in Uttarakhand since 04.01.2016.</p>

11.	Tamil Nadu	One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.	One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.
		One vacancy against the post of the Member (Legal) in Namakkal EDC since 28.06.2014	One vacancy against the post of the Member (Legal) in Namakkal EDC since 28.06.2014
		One vacancy against the post of the Member in Mettur EDC since 25.11.2013.	One vacancy against the post of the Member (Legal) in Chennai EDC (West) since 15.07.2012.
		One vacancy against the post of the Member in Chennai EDC (North) since 04.04.2016.	One vacancy against the post of the Member in Tiruvarur EDC since 01.04.2016.
		One vacancy against the post of the Member in Cuddalore EDC since 23.02.2016.	One vacancy against the post of the Member in Kanchipuram, EDC since 12.12.2015.
		One vacancy against the post of the Member in Vellore EDC since 01.04.2015.	One vacancy against the post of the Member in Virudunagar EDC since 18.07.2015.
		One vacancy against the post of the Member-II in Trichy/Metro/EDC since 10.12.2014.	
		One vacancy against the post of the Member in Nagapattinam EDC since 01.01.2016. (One member to be appointed by TNERC)	
One vacancy against the post of the Member in Virudunagar EDC since 18.07.2015.			
One vacancy against the post of the Member in Tuticorin EDC since 03.07.2015.			

Note: ERCs of Tripura and Telangana 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 June, 2016 as against the status in quarter ending March, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2016	Status of Vacancy for quarter ending June, 2016
1.	Uttar Pradesh	-	One vacancy against the post of Ombudsman in Uttar Pradesh since 30.06.2016

Note: ERCs of Tripura and Telangana 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 June, 2016 as against the status in quarter ending March, 2016 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2016	Status of Vacancy for quarter ending June, 2016
1.	Jammu & Kashmir	CGRF not established sofar	CGRF not yet established.

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 June, 2016 as against the status in quarter ending March, 2016 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2016	Status of Vacancy for quarter ending June, 2016
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established sofar

Summary of the vacant positions

Vacancies in CGRF

1. One vacancy against the post of Member (Consumer Affairs) in the State of Andhra Pradesh.
2. Seven vacancies in CGRF for the post of Member in the State of Bihar.
3. One Vacancy in CGRF for the post of Member in the State of Chhattisgarh.
4. One vacancy in CGRF for the post of Member in the State of Delhi.
5. Seven Vacancies in CGRF for the post of Member in the State of Jharkhand.
6. Six vacancies in CGRF for the post of Member in the State of Tamil Nadu.
7. Three vacancies against the post of Chairperson and five vacancies against the post of Member in the State of Maharashtra.
8. One vacancy in CGRF for the post of Chairperson in the State of Madhya Pradesh.
9. The posts of CGRF are yet to be created in the State of Jammu & Kashmir.
10. One vacancy against the post of Member in Uttar Pradesh.
11. One vacancy against the post of Judicial Member in Uttarakhand.
12. One vacancy against the post of Member in Punjab.

Vacancies in Ombudsman

1. The post of Ombudsman is yet to be created in the State of Jammu & Kashmir.
2. One vacancy against the post of Ombudsman in Uttar Pradesh since 30.06.2016.

Status of disposal of Grievances by CGRF

Section - VI

Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March, 2016	No. of Grievances received during the quarter ending June, 2016	No. of Grievances disposed during the quarter (Apr-Jun, 2016)	No. of Grievances pending at close of the quarter (Apr-Jun, 2016)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Apr-Jun, 2016)
1	Assam	Nagaon Zone	Nil	1	1	Nil	Nil	1
		APDCL (LAR), Rangia Zone	1	Nil	1	Nil	Nil	Nil
		APDCL, Dibrugarh	1	Nil	1	Nil	Nil	1
		APDCL, Bongaigaon Zone	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, CAR, Silchar	Nil	1	Nil	1	Nil	-
		APDCL (LAR), Guwahati	Nil	2	1	1	Nil	Nil
		ASEB Campus, Dwarandhar, Guwahati	1	Nil	1	Nil	Nil	1
		Total	2	4	5	2	Nil	2
2	Andhra Pradesh	APEPDCL, Visakhapatnam	285	42	279	48	38	7
		APSPDCL/Tirupati/andhra Pradesh	234	57	32	259	202	7
		Total	519	99	311	307	240	14
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao, Dirang, Ziro, Aalo, Tezu	Nil	4	Nil	4	Nil	-
4	Bihar	Patna	214	55	42	227	193	63
		Muzaffarpur	149	11	1	159	149	70
		Purnea	25	6	Nil	31	28	Nil
		Bhagalpur	Nil	Nil	Nil	Nil	Nil	Nil
		Gaya	Nil	Nil	Nil	Nil	Nil	Nil
		Total	388	72	43	417	370	133
5	Delhi	BRPL	47	23	47	23	12	29
		BYPL	10	10	11	9	4	13
		TPDDL	127	129	84	172	101	42
		NDMC	3	2	0	5	3	5
		Total	187	164	142	209	120	89
		PGVCL, Rajkot	17	83	90	10	2	12
		PGVCL, Bhavnagar	52	81	116	17	1	12

6	Gujarat	PGVCL,Bhuj	2	24	16	10	1	7
		UGVCL	11	18	23	6	0	6
		TPL-Ahmedabad	9	25	30	4	0	13
		TPL Surat	2	13	10	5	0	13
		Total	93	244	285	52	4	63
7	Haryana	UHBVNL	9	8	9	8	2	16
		DHBVNL	43	61	67	37	3	26
		Total	52	69	76	45	5	42
8	Himachal Pradesh	HPSEBL, Kasumpti, Shimla	48	14	8	54	44	17
		Total	48	14	8	54	44	17
9	Jharkhand	Sail Bokaro, Jharkhand	0	0	0	0	0	6
		JUSCO	Nil	Nil	Nil	Nil	Nil	1
		Tata Steel Ltd.	1	Nil	Nil	1	1	10
		Jharkhand Urja Vikas Nigam Ltd.	4	Nil	Nil	4	4	10
		VUSNF, Chaibasa	14	2	4	12	12	12
		VUSNF, Dumka	2	3	3	2	1	Not Available
		VUSNF, Hazaribagh	16	4	4	16	14	2
		VUSNF, JSEB, Medininagar	3	1	Nil	3	2	Nil
		Damodar Vally Corpn. Maithon, Jharkhand	1	Nil	Nil	1	1	3
		Total	41	10	11	39	35	38
10	Karnataka	BESCOM	58	20	23	55	49	10
		MESCOM	2	2	2	2	0	2
		HESCOM	16	5	10	11	8	17
		GESCOM	13	0	0	13	13	1
		CESC	1	3	2	2	1	3
		Total	90	30	37	83	71	33
11	Kerala	CGRF-North (KSEB)	39	46	45	40	39	108
		CGRF-Central (KSEB)	36	31	49	18	Nil	39
		CGRF-South (KSEB)	68	68	72	64	Nil	36
		Trichur Corporation	1	2	1	2	Nil	5
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	144	147	167	124	39	158
12	Madhya Pradesh	ECGRF Bhopal	41	29	37	33	1	14
		ECGRF Indore	48	89	92	45	0	33
		ECGRF Jabalpur	33	394	427	0	0	26
		Total	122	512	556	78	1	73

13	Maharashtra	Bhandup Urban Zone	33	60	30	63	63	113
		Kolhapur Zone	16	14	15	14	7	9
		Nashik Zone	18	27	15	12	0	23
		Konkan Zone	2	1	2	1	0	7
		Latur Zone	11	6	5	12	5	7
		Aurangabad Zone	5	9	6	8	8	10
		Amravati Zone	1	0	1	0	0	2
		Pune Zone	5	14	10	9	0	14
		Nagpur Zone	23	46	45	24	5	10
		Gondia Zone	0	2	0	2	0	0
		Kalyan Zone	147	13	13	147	147	67
		Jalgaon Zone	8	3	8	3	0	3
		Nanded Zone	0	2	0	2	0	0
		Baramati Zone	0	12	6	6	6	6
		Chandrapur Zone	0	1	0	1	0	0
		Akola Zone	1	15	7	9	0	16
		BEST Undertaking	6	8	8	4	0	8
		R Infra D	1	8	1	2	0	2
		TPC-D	0	2	2	0	0	5
SPPL	0	0	0	0	0	0		
Total	277	241	174	319	241	302		
14	Meghalaya	Meghalaya, CGRF	Nil	1	1	Nil	Nil	302
15	Orissa	Bhubaneswar	2	62	52	12	0	20
		Khurda	16	136	149	3	1	22
		Cuttack	37	254	271	20	Nil	22
		Dhenkanal	238	121	207	152	31	12
		Paradeep	169	88	202	55	Nil	18
		Rourkela	80	67	110	37	2	9
		Burla	11	41	36	16	Nil	11
		Bolangir	24	67	86	5	Nil	23
		Balasore	40	58	60	38	2	16
		Jajpur Road	18	31	24	25	4	10
		Berhampur	164	84	213	35	1	51
		Jeypore	130	76	112	94	45	32
		Total	929	1085	1522	492	86	246
		16	Punjab	PSPCL, Patiala	22	46	49	19
17	Rajasthan	Ajmer	412	1173	1114	471	-	-
		Jaipur	546	3344	3105	785	-	-
		Jodhpur	244	385	316	313	-	-
		Total	22	46	49	19	1	26

		Total	1202	4902	4535	1569	-	-
18	Tamil Nadu	Tamil Nadu	149	295	259	185	3	68
19	Uttar Pradesh	Agra	83	42	45	80	49	651
		Aligarh	13	8	5	16	7	10
		Jhansi	42	147	114	75	20	63
		Kanpur	20	6	2	24	15	125
		Chitrakoot	2	1	2	1	1	3
		Kanpur, KESCO	126	48	57	117	70	425
		Lucknow	25	22	26	21	6	34
		Bareilly	209	3	6	206	204	676
		Faizabad	0	0	0	0	0	0
		Gonda Devipatan	24	31	20	35	13	112
		Greater Noida	1	0	0	1	1	3
		Varanasi	59	192	164	87	41	14
		Allahabad	266	69	92	245	132	19
		Gorakhpur	24	162	165	21	9	336
		Azamgarh	13	114	95	32	14	172
		Mirzapur	201	17	18	200	192	63
		Basti	5	25	23	7	1	96
		Meerut	50	36	50	36	49	59
Moradabad	80	33	26	87	55	46		
Saharanpur	16	3	10	9	7	89		
		Total	1259	959	920	1300	886	2996
20	Uttarakhand	Garhwal Zone	39	54	80	13	25	Full Time
		Kumaon Zone	72	67	77	62	12	Full Time
		Total	111	121	157	75	37	Full Time
21	West Bengal	WBSEDCL	51	188	158	-	-	48
		CESC LTD.	2	191	190	3	Nil	All Working Days during the period
		DPSC Ltd.	1	0	1	1	1	3
		DVC	1	Nil	1	Nil	1	Nil
		DPL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	55	379	350	4	2	51
22	(JERC) Manipur & Mizoram	P&E Department, CGRE, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRE Manipur	Nil	Nil	Nil	Nil	Nil	Nil

23	Joint Electricity Regulatory Commission	Chandigarh	22	70	29	63	19	18
		Goa	14	8	11	12	5	10
		Puducherry	4	13	5	12	1	59
		UT of Daman and Diu	0	2	2	0	0	3
		Ut of Lakshadweep	0	1	1	0	0	6
		Total	40	94	48	87	25	96
24	Sikkim	Sikkim	Nil	Nil	1	Nil	Nil	1
		Total	Nil	Nil	1	Nil	Nil	1
25	Chattisgarh	Raipur	10	14	15	9	4	24
		Bilaspur	19	26	38	7	0	40
		Raigarh	0	0	0	0	0	0
		Bhilai	1	1	0	2	0	3
		Total	30	41	53	18	4	67
26	Jammu & Kashmir	CGRF not established as yet						
27	Tripura	Not Submitted						
28	Nagaland	NA	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	Not Submitted						

Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending March, 2016	Section -VII - States of disposal of Grievances by Ombudsman				
				No. of Grievances received during the quarter ending June, 2016	No. of Grievances disposed during the quarter (Apr.-June, 2016)	No. of Grievances pending at close of the quarter (Apr.-June., 2016)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Apr.- June., 2016)
1	Assam	1	1	Nil	1	Nil	Nil	1
2	Andhra Pradesh	1	23	19	12	30	15	20
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	40	8	13	35	27	54
5	Delhi	1	31	5	17	19	7	20
6	Gujarat	1	26	35	43	18	3	50
7	Haryana	1	4	7	7	4	1	11
8	Himachal Pradesh	1	10	5	7	8	-	4
9	Jharkhand	1	2	3	2	3	2	7
10	Karnataka	1	25	10	11	24	18	19
11	Kerala	1	28	24	28	24	Nil	25
12	Madhya Pradesh	1	13	10	12	11	3	11
13	Maharashtra	2	46	58	54	50	17	81
14	Meghalaya	1	NIL	1	1	NIL	NIL	NIL
15	Orissa	2	62	46	68	40	21	134
16	Punjab	1	18	24	15	27	0	20
17	Rajasthan	1	5	25	11	19	Nil	Full Time
18	Tamil Nadu	1	46	21	22	45	33	33
19	Uttarakhand	1	6	11	7	10	4	Full Time
20	Uttar Pradesh	1	63	98	89	72	19	254

21	West Bengal	2	93	81	72	102	61	48
22.	(JERCMM) Manipur & Mizoram	1	NIL	Nil	NIL	Nil	NIL	NIL
23	JERC Goa & All Uts	1	1	2	1	2	2	1
24	Chhattisgarh	1	1	4	2	3	0	59
25	Tripura	Not Submitted						
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Ombudsman not established as yet						
28	Nagaland		Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	Not Submitted						

Status of Achievement of Standard of Performance (SOP)

S.No.	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licencee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	Section-VIII - States of achievement of Standard of Performance		
					The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The data & details of the report published by SERC under section 59(2)
1	Assam	Nil	Nil				
2	Andhra Pradesh	19.08.2000	Nil	Nil	Nil	Nil	Nil
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation	Not applicable in view of above	Not applicable in view of above	Nil	Nil	Not published as no report submitted by the Deptt of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007. On the request of the board it was made effective from 22.4.2008	The report for all the four quarters of FY 13-14 has been submitted by the licensee. This is under compilation for publication.	Report submitted in hard copy	None	Nil	The report for FY 2012-13 has been published on 27.09.2014. The report for FY 2013-14 shall be published shortly after 3rd party verification of data. 3rd party verification report has been received. It will take some time more.
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002 and amended on 1.1.2003 and 20.5.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 18.4.2007 as amended on 12.8.2011, 23.3.2015, 29.4.2016 and 7.6.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatnpower-ddl.com & www.bsedelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of performance achieved to the commission for FY 2013-14 and the same has been incorporated in Tariff Order dated 29.9.2015. The copy of same is available on the website of DERC i.e. www.derc.gov.in
6	Gujarat	Notification No. 10 of 2005 Uttar Gujarat Vij Company Ltd. (UGVCL)	07.06.2016 (Annual Report of FY 2015-16)	http://www.uqvcl.com/sop/index.htm	Nil	Nil	07.06.2016
		Madhya Gujarat Vij Company Ltd. (MGVCL)	08.06.2016 (Annual Report of FY 2015-16)	www.mqvcl.com	Nil	Nil	20.06.2014
		Paschim Gujarat Vij Company Ltd. (PGVCL)	17.04.2015 (Annual Report of FY 2015-16)	www.pqvcl.com	Nil	Nil	08.06.2016
		Dakhin Gujarat Vij Company Ltd.	22.06.2016 (Annual Report of FY 2015-16)	www.dqvcl.com	Nil	Nil	22.06.2016
		TPL-Ahmedabad	13.06.2015 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	13.06.2016
		TPL-Surat	13.06.2016 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	15.06.2016
7	Haryana	16 th July 2004 HERC (Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBVNL vide memo no. Ch-20/GM/RA/NF-67/Vol-II dated 16.02.16 and by DHBVNL vide Memo no. Ch-73/SE/RA-232/Vol-II dated 23.02.16 for FY 2015-16 upto 3rd quarter.		Nil	Nil	Information pertaining to UHBVNL published on the Commission's website for FY 2015-16 upto 3rd quarter
8	Himachal Pradesh	The HERC (Distribution Performance Standards) Regulation, 2010 has been notified in October, 2010 after repealing the HPERC (Distribution Licensee's Standards of Performance) Regulations, 2005			The distribution licensee has not reported any payment regarding compensation paid to its Consumer under subsection (2) of section 57 of Electricity Act, 2003 or as per HPERC Regulations, 2010.	Nil	Nil
9	Jharkhand						
10	Karnataka	24-05-2004 vide Notification No. D-01/03	Distribution Companies i.e., BESCO, MESCOM, CESC, HESCO & GESCOM have furnished the levels of SOP achieved by them for FY 16 during the 1st week of June, 2016	Nil	Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 16 in KERC website : karnataka.gov.in/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites
11	Kerala						

Nil

12	Madhya Pradesh	MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No RG-8(II) of 2012) dated 11/23/2012	MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabalpur dated 07.15.2015 MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 08.07.2015 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 05.26.2015	-	Nil	Nil	Dated 08.13.2015, Uploaded on Commission's website
13	Maharashtra	1 MERC (Standards of performance of distribution licensees. Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005 2 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees. Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014	For FY 2014-15 BEST, R-Infra-D and TPC-D & MSEDCL furnished data to the Commission as follows: Dates on which data is submitted ===== QI QII QIII QIV ===== BEST 21.1.15 26.03.15 10.7.15 R Infra D 1.10.14 23.02.15 14.3.15 4.7.15 TPC-D 1.8.14 03.11.14 05.2.15 5.5.15 MSEDCL 11.09.15 For FY 2015-16 BEST, R-Infra-D, TPC-D, MSEDCL and SPPL furnished data to the Commission as follows: Dates on which data is submitted ===== QI QII Q III ===== QIV ===== BEST 1.10.15 9.11.15 8.2.16 13.6.16 R Infra D 5.10.15 22.02.2016 5.4.16 20.6.16 TPC-D 3.8.15 2.11.15 4.2.16 2.5.16 MSEDCL awaited SPPL 10.7.15 7.10.15 13.1.16 12.4.16	For FY 2014-15 MSEDCL http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q1.pdf http://www.mercindia.org.in/pdf/Order/5842/MS EDCL-1415-Q2.pdf http://www.mercindia.org.in/pdf/Order/5842/MS EDCL-1415-Q3.pdf http://www.mercindia.org.in/pdf/Order/5842/MS EDCL-1415-Q4.pdf BEST http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/BEST-1415-QI-QII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/BEST-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/BEST-1415-QIV.pdf R-Infra-D http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/RInfra-1415-Q1.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/RInfra-1415-QII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/RInfra-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/RInfra-1415-QIV.pdf TPC-D http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/TPC-D-1415-Q1.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/TPC-D-1415-QII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/TPC-D-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order/in/pd/Order/5842/TPC-D-1415-QIV.pdf	For FY 2014-15 MSEDCL- 70 Nos Nil for BEST, R-Infra-D and TPC-D	For MSEDCL compensation paid amounting to Rs. 7,69,357/-	On 29.10.2015, details are available on the Commission's website for FY 2015-16.
14	Meghalaya	15.01.2013 MSERC (Standard of Performance) Regulations, 2012	08.04.2013	-	Nil	Nil	Report published in local newspapers. 23.04.2013.

15	Orissa	21.05.2004 OERC (Licensees Standards of Performance) Regulation. 2004 is available in OERC website www.orierc.org- downloads-> Regulations->OERC (Licensees Standards of Performance) Regulation, 2004	FY 2013-14 CESU - 15.05.2014 NESCO - 30.06.2014 SOUTHCO - 14.11.2014 WESCO - 17.11.2014	www.orierc.org-> performance of DISCOMs-> for the FY 2013-14. Also available in www.cescoorissa.com for CESU, www.nescoodisha.com for NESCO, www.southcoodisha.com for SOUTHCO, www.wescoodisha.com for WESCO	NIL	NIL	11.12.2014
16	Punjab	Provisions for payment of compensation notified vide Notification No. PSERC/Secy/Regu-61 Dated 2nd December, 2011 effective from 1.1.2012	For the period from 01.04.2015 to 31.03.2016 (Yearly)		NIL	NIL	Nil
17	Rajasthan						
18	Tamil Nadu	Nil	Nil	Information not submitted			
19	Tripura			Not Submitted	4	2926	Nil
20	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	Quarterly Filing NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014.		Nil	Nil	PLI on Website on 01.11.2013, 18.02.2014, 06.03.2014 and 05.06.2014.
21	Uttarakhand	17-Apr-07	NA	NA	NA	NA	NA
22	West Bengal	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. CRM/WBERC/Report/248 dated 14.06.2016	Annual Performance Report for the year 2015-16 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0434 dated 26.07.2016	1	Rs.3400/-	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. GM(CR):1580 dated 24.06.2016	Annual Performance Report for the year 2015-16 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Coml./CGRF/2016/446 dated 11.05.2016	Annual Performance Report for the year 2015-16 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. RA/II/002/15-16/1286 dated 15.06.2015.	Annual Performance Report for the year 2014-15 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.	Nil	Nil	Annual Performance Report for the year 2014-15 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.

		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. RA/11/002/16-17/1415 dated 16.05.2016.	Annual Performance Report for the year 2015-16 submitted by India Power Corporation Limited (Formerly DPSC Limited) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. COM/Tarif/1-1437 dated 14.06.2016	Annual Performance Report for the year 2015-16 submitted by The Durgapur Projects Limited (DPL) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No. 281 of 26.8.2010 The Mizoram Gazette No. 309 of 27.2011	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts		Nil	Nil	Nil	Nil	Nil
25	Sikkim	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March 2012. Gazette Notification No. 132 of the Government of Sikkim	No complaints or Report of failure by the Licensees reported so far as such the Licensee has not furnished any report	Nil	Nil	Nil	There are no Reports/complaints regarding failure by the Licensees till date. As such no report has been published by the Commission.
26	Jammu & Kashmir	SOP Regulation issued by SERC in March, 2006	The report for the FY 2014-15 is yet to be received from the Distribution Utility.		No compensation paid during 2014-15.	No compensation paid during 2011-12, 2012-13, 2013-14 & 2014-15.	The Utility has been directed to submit the report for 2014-15 at the earliest to facilitate its publication by the Commission under Section 55 (2) of the State Act.
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil		NA (The matter being pursued)
28	Nagaland	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A)	Nil	NIL	NIL	NIL	Nil
29	Telangana			Not Submitted			