

Forum of Regulators (FOR)

Secretariat: C/o. Central Electricity Regulatory Commission (CERC)

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

Dated: 20th July, 2017

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)



(Arun Kumar)
Assistant Secretary

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 March, 2017

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 March, 2017 as against the status in quarter ending December, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
1.	Bihar, Patna	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>Two vacancies against the post of Members in Purnea since 06.12.2012 and 13.01.2017 respectively.</p> <p>One vacancy against the post of Member in Muzaffarpur since 07.01.2014.</p> <p>One vacancy against the post of Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of Member in Gaya since 02.02.2016.</p>	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>One vacancy against the post of Member in Purnea since 06.12.2012</p> <p>One vacancy against the post of Member in Muzaffarpur since 07.01.2014.</p> <p>One vacancy against the post of Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of Member in Gaya since 02.02.2016.</p>
2.	Chhattisgarh	<p>Four vacancies against the post of Member (third Member to be nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively</p>	<p>Four vacancies against the post of Member (third Member to be nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively</p>
3.	Jharkhand	<p>One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011.</p> <p>One vacancy against the post of Member (Finance & Acs) in 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</p>	-

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
		<p>Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, JSEB, Medininagar since 26.07.2014.</p>	
4.	Maharashtra	<p>Six vacancies against the post of Chairperson in Kokan Zone, Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone, Maharashtra since 09.02.2015, 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p> <p>Five vacancies against the posts of Members (CPO) in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone, Maharashtra since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>	<p>Eight vacancies against the post of Chairperson as per details given under –</p> <p>Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Gondia Zone – 17-11-2015; Amravati Zone – 17-11-2015; Konkan Zone – 09-02-2015; Nanded Zone – 17-10-2011; Jalgaon Zone – 17-10-2011; Baramati Zone – 17-10-2011</p> <p>Seven vacancies against the posts of Members (CPO) as per details given under –</p> <p>Konkan Zone – 08-11-2016; Chandrapur Zone – 03-09-2016; Amravati Zone – 17-11-2015; Gondia Zone – 17-11-2015; Nanded Zone – 17-10-2011; Jalgaon Zone - 17-10-2017; Baramati Zone - 17-10-2011</p>
5.	Odisha	Three vacancies against the posts of three Co-Opted Members in Bolangir, Jaipur & Berhampur for FY 2015-16.	Three vacancies against the posts of three Co-Opted Members in Bolangir, Jaipur & Berhampur since March 2017
6.	Punjab	Nil	One vacancy against the post of Member since 15-03-2017.
7.	Tamil Nadu	<p>One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.</p> <p>One vacancy against the post of the Member in Mettur EDC since 25.11.2013.</p> <p>One vacancy against the post of the Member in Chennai EDC (North) since 30.11.2013.</p>	<p>One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.</p> <p>One vacancy against the post of the Member in Ramanatheapuram EDC since 27-02-2017.</p> <p>One vacancy against the post of the Member in Namakkal EDC since 28.06.2014.</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
		One vacancy against the post of the Member in Tuticorin EDC since 07.03.2015.	<p>One vacancy against the post of Member (Legal), Chennai EDC (West) since 15-07-2012</p> <p>One vacancy against the post of Member in Krishnagiri EDC since 04-01-2017</p> <p>One vacancy against the post of Member, Karur EDC since 25-02-2017</p>

Note: Relevant information from ERC of Jharkhand and Telangana was not received as on the date of preparing this 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 March, 2017 as against the status in quarter ending December, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015

Note: Relevant information from ERC of Jharkhand and Telangana was not received as on the date of preparing this 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 March, 2017 as against the status in quarter ending December, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
1.	Jammu & Kashmir	CGRF not yet established.	CGRF not established as yet.

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 March, 2017 as against the status in quarter ending December, 2016 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2016	Status of Vacancy for quarter ending March 2017
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established as yet.

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five Vacancies in CGRF for the post of Member in the State of Bihar.
2. Four vacancies in CGRF for the post of Member in the State of Chhattisgarh.
3. Three vacancies in CGRF for the post of three Co-opted Members in the State of Odisha.
4. Six vacancies in CGRF for the post of Member in the State of Tamil Nadu.
5. Eight vacancies against the post of Chairpersons and seven vacancies against the post of Member in the State of Maharashtra.
6. One vacancy against the post of Member in the State of Punjab.
7. CGRF is yet to be established in the State of Jammu & Kashmir.

Vacancies in Ombudsman

1. The post of Ombudsman is yet to be established in the State of Jammu & Kashmir.

Status of disposal of Grievances by CGRF

Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending December, 2016	No. of Grievances received during the quarter ending Mar, 2017	No. of Grievances disposed during the quarter (Jan-Mar, 2017)	No. of Grievances pending at close of the quarter (Jan-Mar,2017)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Jan-Mar, 2017)
1	Assam	APDCL, Silchar	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Dibrugarh	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Tezpur Zone	0	0	0	0	0	0
		APDCL (LAZ), Guwahati	Nil	3	3	Nil	Nil	2
		APDCL (LAR), Rangia Zone	Nil	1	1	Nil	Nil	1
		APDCL, Nagaon	0	0	0	0	0	0
		Total	Nil	4	4	0	0	3
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	319	114	112	321	280	18
		APEPDCL/Visakhapatnam	108	173	122	159	56	14
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	Nil	Nil	Nil	Nil	Nil	1
4	Bihar	Patna	106	26	45	87	69	32
		Muzaffarpur	163	18	13	168	157	34
		Purnea	15	7	9	13	8	not mentioned
		Bhagalpur	64	49	24	89	25	19
		Gaya	26	8	16	18	13	30
		Total	374	108	107	375	272	115
5	Delhi	BRPL	41	38	53	26	16	28
		BYPL	9	10	13	6	0	14
		TPDDL	153	73	93	133	87	40
		NDMC	2	1	0	3	2	4
		Total	205	122	159	168	105	86

6	Gujarat	PGVCL, Rajkot	15	80	77	18	0	10
		PGVCL, Bhavnagar	32	92	68	56	10	14
		PGVCL, Bhuj	0	6	6	0	0	9
		UGVCL	10	11	17	4	0	3
		MGVCL	0	4	4	0	0	3
		DGVCL	2	56	55	3	1	11
		TPL-Ahmedabad	2	18	18	2	0	12
		TPL Surat	0	8	5	3	0	13
		Total	61	275	250	86	11	75
7	Haryana	UHBNL	11	7	7	11	7	14
		DHBNL	41	136	132	45	4	27
		Total	52	143	139	56	11	41
	Himachal Pradesh		36	19	06	49	36	16
9	Jharkhand	Sail Bokaro, Jharkhand	Information not submitted					
		JUSCO						
		Tata Steel Ltd.						
		Jharkhand Urja Vikas Nigam Ltd.						
		VUSNF, Chaibasa						
		VUSNF, Dumka						
		VUSNF, Hazaribagh						
		VUSNF, JSEB, Medininagar						
		Damodar Vally Corpn. Maithon, Jharkhand						
Total								
10	Karnataka	BESCOM	72	16	17	71	57	7
		MESCOM	0	1	1	0	1	0
		HESCOM	12	10	14	8	3	9
		GESCOM	15	2	7	10	8	15
		CESC	0	0	0	0	0	0
		Total	99	29	39	89	69	31

11	Kerala	CGRF-North (KSEB)	69	46	70	45	11	93
		CGRF-Central (KSEB)	21	43	40	24	0	13
		CGRF-South (KSEB)	88	65	81	72	8	36
		Trichur Corporation	2	3	4	1	0	7
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	180	157	195	142	19	149
12	Madhya Pradesh	ECGRF Bhopal	33	54	43	44	24	19
		ECGRF Indore	40	113	85	68	0	31
		ECGRF Jabalpur	94	1425	1467	52	1	36
		Total	167	1592	1595	164	25	86
13	Maharashtra	Bhandup Urban Zone	24	29	32	21	21	66
		Kolhapur Zone	10	30	19	21	1	5
		Nashik Zone	25	28	38	15	0	24
		Konkan Zone	4	5	6	3	0	8
		Latur Zone	8	6	6	8	6	7
		Aurangabad Zone	7	17	14	10	0	13
		Amravati Zone	0	6	5	1	0	10
		Pune Zone	9	36	41	4	0	38
		Nagpur Zone	14	47	37	24	5	7
		Gondia Zone	0	1	1	0	0	1
		Kalyan Zone	137	87	50	170	170	67
		Jalgaon Zone	6	11	9	8	0	6
		Nanded Zone	1	4	1	4	4	5
		Baramati Zone	7	5	2	8	2	3
		Chandrapur Zone	0	5	3	2	0	3
		Akola Zone	2	16	9	9	0	28
		BEST Undertaking	4	5	4	5	0	4
		R Infra D	7	2	7	2	0	4
		TPC-D	0	1	1	0	0	4
		Mindspace	0	0	0	0	0	0
Total	265	341	285	315	209	303		
14	Meghalaya	Meghalaya , CGRF	Nil	1	1	Nil	Nil	nil

15	Odisha	Bhubaneswar	3	86	87	2	0	15
		Khurda	7	132	116	23	0	27
		Cuttack	9	634	625	18	0	27
		Dhenkanal	26	236	229	33	0	11
		Paradeep	24	189	150	63	0	19
		Rourkela	17	203	85	135	0	3
		Burla	4	42	34	12	0	18
		Bolangir	80	124	148	56	0	32
		Balasore	26	68	67	27	3	24
		Jajpur Road	3	37	28	12	1	9
		Berhampur	47	115	109	53	0	39
		Jeypore	36	177	140	73	7	35
		Total	282	2043	1818	507	11	259
16	Punjab	PSPCL, Patiala	38	63	63	38	1	29
17	Rajasthan	Ajmer	412	4391	4395	408		
		Jaipur	546	17296	16838	1004		
		Jodhpur	244	2627	2748	123		
		Total	1202	24314	23981	1535		
18	Tamil Nadu	Tamil Nadu	108	235	209	134	9	67
19	Uttar Pradesh	Agra	32	32	2	62	37	66
		Aligarh	20	48	36	32	12	55
		Allahabad	91	70	74	87	36	29
		Azamgarh	52	11	23	40	30	66
		Bareilly	127	1	0	128	127	0
		Basti	4	13	10	7	3	45
		Chitrakoot	5	0	3	2	2	10
		Faizabad	25	5	5	25	20	21
		Gonda Devipatan	23	17	16	24	0	0
		Gorakhpur	47	158	109	96	43	53
		Greater Noida	2	0	1	1	1	5
		Jhansi	47	414	391	70	18	67
		Kanpur	39	5	13	31	27	18
		Kanpur, KESCO	59	30	38	51	29	20
		Lucknow	24	62	48	38	3	52
		Meerut	51	29	30	50	31	52
		Mirzapur	82	3	79	6	6	46
		Moradabad	39	10	14	35	0	0
		Saharanpur	11	7	12	6	3	9
		Varanasi	97	56	85	68	0	0
		Total	877	971	989	859	428	614
		Udham Singh Nagar	0	5	0	5	0	Full Time
		Haridwar	0	15	3	12	0	Full Time

20	Uttarakhand	Garhwal Zone	29	52	55	26	14	Full Time
		Kumaon Zone	74	35	65	44	50	Full Time
		Total	103	107	123	87	64	
21	West Bengal	WBSEDCL	63	221	215			53
		CESC LTD.	3	199	197	5	0	All working days
		DPSC Ltd.	2	0	1	1	1	1
		DVC	0	0	0	0	0	0
		DPL	0	1	1	0	0	1
		Total	68	421	414			
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission	Andman & Nicobar Islands	4	0	3	1	1	40
		Goa	11	9	9	11	0	3
		Puducherry	12	18	22	8	2	63
		Daman	0	0	0	0	0	5
		Silvassa	1	11	10	2	0	7
		Total	28	38	44	22	3	118
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total						
25	Chattisgarh	Raipur	17	28	26	19	1	13
		Bilaspur	21	49	55	15	2	37
		Raigarh	0	0	0	0	0	0
		Bhilai	-	-	-	-	-	-
		Total	38	77	81	34	3	50
26	Jammu & Kashmir		CGRF not established as yet					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	0	0	0	0	0	0
28	Nagaland	NA						
29	Telangana		Information not submitted					

Section -VII - States of disposal of Grievances by Ombudsman								
Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending Dec.,2016	No. of Grievances received during the quarter ending Mar., 2017	No. of Grievances disposed during the quarter (Jan-Mar,2017)	No. of Grievances pending at close of the quarter (Jan-Mar,2017)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Jan-Mar,2017)
1	Assam	1	1	2	2	1	0	3
2	Andhra Pradesh	1	20	11	8	23	15	10
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	17	8	5	20	12	12
5	Delhi	1	4	13	15	2	0	14
6	Gujarat	1	15	23	34	4	1	41
7	Haryana	1	2	8	9	1	0	8
8	Himachal Pradesh	1	11	3	3	11	0	1
9	Jharkhand	1	Information not submitted					
10	Karnataka		15	4	5	14	10	11
11	Kerala	1	25	41	30	36	0	25
12	Madhya Pradesh		5	8	6	7	2	9
13	Maharashtra	2	76	49	71	53	16	92
14	Meghalaya	1	Nil	1	1	Nil	Nil	Nil
15	Odisha	2	37	44	34	47	24	76
16	Punjab	1	23	14	24	13	0	25
17	Rajasthan	1	5	69	66	8	0	Full time
18	Tamil Nadu	1	45	26	25	46	34	27
19	Uttarakhand	1	8	8	9	7	3	Full time

20	Uttar Pradesh		149	85	78	156	110	342
21	West Bengal	2	106	102	98	110	70	48
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	3	4	4	3	0	2
24	Chhattisgarh	1	9	9	7	11	0	64
25	Tripura	1	0	0	0	0	0	0
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Ombudsman not established as yet						
28	Nagaland							
29	Telangana	Information not submitted						

Status of Achievement of Standard of Performance (SOP)

Section-VIII - States of achievement of Standard of Performance						
S.No	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under sub-section (2) of section 57	The aggregate amount of the compensation paid
1	Assam	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	APEPDCL Regulation 7 of 2004 dated 22.6.2004 and Regulation 9 of 2013 dated 8.8.2013 APSPDCL 19-8-2000	25.05-2016	-	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
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 contemplation for publication	Report submitted in hard copy	None	Nil
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002 notified on 19.8.2002 and amended on 11.1.2005 and 20.5.2005. This was replaced 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.dere.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.tatapower-dcl.com & www.bseddelhi.com	Nil	Nil
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	07.06.2016 (Annual Report of FY 2015-16)	http://www.ugvcl.com/sop/index.htm	Nil	Nil
		Madhya Gujarat Vj Company Ltd.(MGVCL)	08.06.2016 (Annual Report of FY 2015-16)	www.mgvcl.com	Nil	Nil
		Paschim Gujarat Vj Company Ltd. (PGVCL)	17.04.2016 (Annual Report of FY 2015-16)	www.pgvcl.com	Nil	Nil
		Dakshin Gujarat Vj Company Ltd.	22.06.2016 (Annual Report of FY 2015-16)	www.dgvcl.com	Nil	Nil
		TPL-Ahmedabad	13.06.2016 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil
		TPL-Surat	13.06.2016 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the DHBVNI, vide memo no 44/GM/RA/N/E/F/67/Vol-III dated 25-01-2017, Memo No 55/GM/RA/N/E/F/67/Vol-III dated 17-02-2017, Memo no 58/GM/RA/N/E/F/67/Vol-III dated 28-02-2017 and by DHBVNI, vide Memo no 92/SE/RA-232/Vol-II dated 03-02-2017 for FY 2016-17 upto 3rd quarter (Upto Dec 2016). Information under consideration of the Commission	Nil	Nil	Nil
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010 Notification No. HPERC/401 dated 08.10.2010	No. HPERC/CF (Comm) /SERC-31/2016-17-1455-56 dated 25.04.2017	Nil	Nil	Nil
9	Jharkhand			Information not submitted		
10	Karnataka	24-05-2004 vide Notification No 1301/03	Distribution Companies i.e. BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY 16 during the 1st week of June, 2016		Nil	Nil
11	Kerala			NA		
	Madhya Pradesh	07.09.2016		http://www.mperc.mic.in/70916-Sop-publication-2015-16.pdf		

13	Maharashtra	1. MPRC (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 2014-17. BEST R-Infra-D and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>QII</th> <th>Q III</th> <th>QIV</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>7.8.16</td> <td>28.10.16</td> <td>20.02.17</td> <td>-</td> </tr> <tr> <td>R-Infra-D</td> <td>12.9.16</td> <td>10.1.17</td> <td>10.3.17</td> <td>-</td> </tr> <tr> <td>TPC-D</td> <td>2.8.16</td> <td>7.11.16</td> <td>1.2.17</td> <td>-</td> </tr> <tr> <td>MSEDCL</td> <td>23.2.17</td> <td>6.3.17</td> <td>-</td> <td>-</td> </tr> <tr> <td>MBPPL</td> <td>14.7.16</td> <td>7.10.16</td> <td>13.1.17</td> <td>-</td> </tr> <tr> <td>GEPL</td> <td>14.7.16</td> <td>7.10.16</td> <td>13.1.17</td> <td>-</td> </tr> </tbody> </table>		Q1	QII	Q III	QIV	BEST	7.8.16	28.10.16	20.02.17	-	R-Infra-D	12.9.16	10.1.17	10.3.17	-	TPC-D	2.8.16	7.11.16	1.2.17	-	MSEDCL	23.2.17	6.3.17	-	-	MBPPL	14.7.16	7.10.16	13.1.17	-	GEPL	14.7.16	7.10.16	13.1.17	-	For FY 2016-17 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_582042/Q1_SOP_June16_MSEDCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_MSEDCL.pdf BEST http://www.mercindia.org.in/pdf/Order20582042/Q1_SOP_June16_BESTL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_BEST.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST1%20Q1%20H%2016.pdf R-Infra-D http://www.mercindia.org.in/pdf/Order20582042/Q1_SOP_June16_R%20Infra_1.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_R%20Infra_1.pdf	For FY 2016-17 MSEDCL 14 Nos BEST: 1 No R-Infra-D: TPC-D and GEPL: Nil	For compensation paid amounting to Rs.2,84,414/- For BEST compensation paid - amounting to Rs.4,400/-	On 08-05-201 details are available on the Commission's website for FY 2016-17 upto Quarter III (October 2016 to December 2016) except MSEDCL Quarter III report
	Q1	QII	Q III	QIV																																						
BEST	7.8.16	28.10.16	20.02.17	-																																						
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GEPL	14.7.16	7.10.16	13.1.17	-																																						
14	Meghalaya	15.01.2013 NSERC (Standard of Performance) Regulations, 2012	08.04.2013		Nil	Nil	Report published in local news papers 23.04.2013																																			
15	Odisha	28.05.2004. OERC (Licensees Standards of Performance) Regulations 2004.	CESU - 16.05.2016 WESCO Utility - 16.07.2016 NESCO Utility - 03.08.2016 SOUTHCO Utility - 24.09.2016	www.orerc.org Performance of Distcos for the FY 2015-16	Nil	Nil	03.10.2015 (www.orerc.org) Performance of Distcos for the FY 2015-16																																			
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	Information not submitted																																								
18	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil																																			
19	Tripura	Regulation made and published in Tripura Gazette on 30/01/2015	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor.	Nil	Till date no such situation arises for which levy of penalty or compensation thereof being paid.	Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performances were elaborated.																																			
20	Uttar Pradesh	Information not submitted																																								
21	Uttarakhand	17-Apr-07	NA	NA	NA	NA	NA																																			
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 37/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 WBERC 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	I	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 37/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																																			

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. RA/1/002/16-17/1415 dated 16.05.2016	Annual Performance Report for the year 2015-16 submitted by Indian 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 26.7.2016	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 /CGRP/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. 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	JERC(MM) Manipur & Mizoram	The Manipur Gazette No. 281 of 26.8.2010	Nil	Nil	Nil	Nil	Nil	
		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil	
24	JERC Goa & Uts	Information not submitted						
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 reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report	Nil	Nil	Nil	There are no reports/complaints regarding failure by the Licensee 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 2015-16 is yet to be received from the Distribution Utility	-	The report for the FY 2015-16 is yet to be received from the Distribution Utility	The report for the FY 2015-16 is yet to be received from the Distribution Utility	The Utility has been directed to submit the report for 2015-16 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) dated 31.01.2012 The Department of Power, Nagaland (Licensee) is still unable to implement it mainly due to want of maintenance facilities and fund constraint as reported	NA					
29	Telangan	Information not submitted						