

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001
Tel : 23353503 / Fax : 23753920

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

Dated: 12th October, 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.

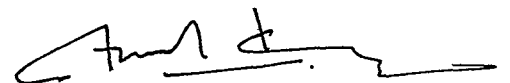
Sir,

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

o/c

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 2017
1.	Bihar, Patna	<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>	<p>One vacancy against the post of Member since 26.02.2013 and one vacancy against the post of Member since 16.05.2017 in Patna</p> <p>One vacancy against the post of Member since 06.12.2012 and one vacancy against the post of Member since 27.03.2017 in Purnea</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	Four vacancies against the post of Member (third Member to be nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively	Four vacancies against the post of Member (third Member to be nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively
3.	Maharashtra	<p>Eight vacancies against the post of Chairperson as per details given under –</p> <p>Latur Zone – 23-02-2017;</p> <p>Akola Zone – 21-02-2017;</p> <p>Gondia Zone – 17-11-2015;</p> <p>Amravati Zone – 17-11-2015;</p> <p>Kokan Zone – 09-02-2015;</p> <p>Nanded Zone – 17-10-2011;</p> <p>Jalgaon Zone – 17-10-2011;</p> <p>Baramati Zone – 17-10-2011</p> <p>Seven vacancies against the posts</p>	<p>Eight vacancies against the post of Chairperson as per details given under –</p> <p>Latur Zone – 23-02-2017;</p> <p>Akola Zone – 21-02-2017;</p> <p>Gondia Zone – 17-11-2015;</p> <p>Amravati Zone – 17-11-2015;</p> <p>Kokan Zone – 09-02-2015;</p> <p>Nanded Zone – 17-10-2011;</p> <p>Jalgaon Zone – 17-10-2011;</p> <p>Baramati Zone – 17-10-2011</p> <p>Seven vacancies against the posts of</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 2017
		of Members (CPO) as per details given under – Kokan 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	Members (CPO) as per details given under – Kokan 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
4.	Odisha	Three vacancies against the posts of three Co-Opted Members in Bolangir, Jaipur & Berhampur since March 2017	Two vacancies against the posts of two Co-Opted Members in Bolangir, Jaipur
5.	Punjab	One vacancy against the post of Member since 15-03-2017.	One vacancy against the post of Member since 15-03-2017.
6.	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 Ramanatheapuram EDC since 27-02-2017. One vacancy against the post of the Member in Namakkal EDC since 28.06.2014. One vacancy against the post of Member (Legal), Chennai EDC (West) since 15-07-2012 One vacancy against the post of Member in Krishnagiri EDC since 04-01-2017 One vacancy against the post of Member, Karur EDC since 25-02-2017	One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014. One vacancy against the post of the Member in Ramanatheapuram EDC since 27-02-2017. One vacancy against the post of the Member in Namakkal EDC since 28.06.2014. One vacancy against the post of Member (Legal), Chennai EDC (West) since 15-07-2012 One vacancy against the post of Member in Krishnagiri EDC since 04-01-2017 One vacancy against the post of Member, Karur EDC since 25-02-2017

Note: Relevant information from ERC of Jharkhand, Kerala, Rajasthan 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 June, 2017 as against the status in quarter ending March, 2017 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 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, Kerala, Rajasthan 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 June, 2017 as against the status in quarter ending March, 2017 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 2017
1.	Jammu & Kashmir	CGRF not yet established.	CGRF not established as yet.
2.	Nagaland	CGRF not yet established.	CGRF not established as yet*.

* As intimated by Nagaland Electricity Regulatory Commission

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

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 2017
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established as yet.
2.	Nagaland	Ombudsman not established sofar	Ombudsman not established as yet*.

* As intimated by Nagaland Electricity Regulatory Commission

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Seven 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. Two vacancies in CGRF for the post of Two 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 States of Jammu & Kashmir and Nagaland.

Vacancies in Ombudsman

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

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 March, 2017	No. of Grievances received during the quarter ending June, 2017	No. of Grievances disposed during the quarter (Apr-June, 2017)	No. of Grievances pending at close of the quarter (Apr-June,2017)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Apr- June, 2017)
1	Assam	APDCL, Silchar	Information not received					
		APDCL, Dibrugarh	Nil	1	1	Nil	Nil	1
		APDCL, Tezpur Zone	Information not received					
		APDCL (LAZ),Guwahati	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL (LAR), Rangia Zone	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Nagaon	Nil	Nil	Nil	Nil	Nil	Nil
		Total	0	1	1	0	0	1
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	Information not received					
		APEPDCL/Visakhapatnam	159	101	133	127	52	24
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	Patna	87	25	28	84	69	16
		Muzaffarpur	168	16	53	131	122	67
		Purnea	13	5	0	18	13	0
		Bhagalpur	64	87	54	97	50	19
		Gaya	21	19	20	20	5	32
		Total	353	152	155	350	259	134
5	Delhi	BRPL	26	38	29	35	16	29
		BYPL	6	14	9	11	Nil	15
		TPDDL	133	73	93	172	84	39
		NDMC	3	1	4	0	0	3
		Total	168	126	135	218	100	86

6	Gujarat	PGVCL, Rajkot	18	80	79	19	0	11
		PGVCL, Bhavnagar	56	60	48	68	40	11
		PGVCL, Bhuj	0	11	10	1	0	9
		UGVCL	4	22	20	6	0	7
		MGVCL	0	12	10	2	0	3
		DGVCL	3	63	62	4	0	13
		TPL-Ahmedabad	2	25	23	4	0	12
		TPL Surat	3	7	8	2	0	13
		Total	86	280	260	106	40	79
7	Haryana	UHBVNL	11	5	6	10	6	17
		DHBVNL	45	94	120	19	1	26
		Total	56	99	126	29	7	43
	Himachal Pradesh		49	25	10	64	44	14
9	Jharkhand	Sail Bokaro, Jharkhand	Information not received					
		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	71	13	36	48	40	10
		MESCOM	1	1	1	1	1	1
		HESCOM	8	7	4	11	8	9
		GESCOM	10	2	2	10	8	3
		CESC	0	0	0	0	0	0
		Total	90	23	43	70	57	23

	Kerala	CGRF-North (KSEB)	Information not received					
		CGRF-Central (KSEB)						
		CGRF-South (KSEB)						
		Trichur Corporation						
		KDHPCL						
		Total						
12	Madhya Pradesh	ECGRF Bhopal	44	21	44	21	8	19
		ECGRF Indore	68	78	119	27	0	30
		ECGRF Jabalpur	52	247	260	39	27	17
		Total	164	346	423	87	35	66
13	Maharashtra	Bhandup Urban Zone	21	18	23	16	18	43
		Kolhapur Zone	22	26	34	14	0	8
		Nashik Zone	15	13	22	6	0	19
		Konkan Zone	3	5	6	2	0	9
		Latur Zone	8	0	6	2	2	5
		Aurangabad Zone	10	19	15	14	0	10
		Amravati Zone	1	8	5	0	0	10
		Pune Zone	4	11	11	4	0	9
		Nagpur Zone	24	23	31	16	5	11
		Gondia Zone	0	5	5	0	0	5
		Kalyan Zone	180	62	22	220	220	67
		Jalgaon Zone	8	1	9	0	0	4
		Nanded Zone	4	3	2	4	3	3
		Baramati Zone	8	2	6	2	2	3
		Chandrapur Zone	2	0	2	0	0	2
		Akola Zone	9	13	17	5	0	52
		BEST Undertaking	5	6	6	5	1	5
		R Infra D	2	3	1	2	0	3
		TPC-D	0	0	0	0	0	3
		Mindspace	0	0	0	0	0	0
Total	326	218	223	312	251	271		
14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil	Nil	

15	Odisha	Bhubaneswar	1	117	105	13	0	14
		Khurda	23	123	138	8	0	17
		Cuttack	18	98	102	14	Nil	18
		Dhenkanal	33	83	114	2	1	10
		Paradeep	63	114	164	13	Nil	17
		Rourkela	135	24	144	15	3	10
		Burla	12	38	40	10	6	13
		Bolangir	56	144	130	70	Nil	35
		Balasore	27	67	75	19	Nil	27
		Jajpur Road	12	41	49	4	4	13
		Berhampur	53	138	161	30	Nil	13
		Jeypore	73	113	144	42	7	33
		Total	506	1100	1366	240	21	220
16	Punjab	PSPCL, Patiala	38	77	49	66	8	23
17	Rajasthan	Ajmer	Information not received					
		Jaipur						
		Jodhpur						
		Total						
18	Tamil Nadu	Tamil Nadu	108	235	209	134	27	67
19	Uttar Pradesh	Agra	62	28	31	59	40	65
		Aligarh	32	85	80	37	16	58
		Allahabad	91	93	65	119	52	28
		Azamgarh	40	16	17	39	28	62
		Bareilly	0	0	0	0	0	0
		Basti	7	24	23	8	0	45
		Chitrakoot	0	0	0	0	0	0
		Faizabad	25	9	9	25	16	33
		Gonda Devipatan	23	40	43	20	15	53
		Gorakhpur	96	78	84	90	54	50
		Greater Noida	1	1	1	1	0	4
		Jhansi	70	328	242	156	30	68
		Kanpur	31	11	13	29	17	22
		Kanpur, KESCO	53	36	37	52	27	21
		Lucknow	38	61	48	51	9	55
		Meerut	50	30	30	50	22	58
		Mirzapur	6	8	2	12	11	68
		Moradabad	34	6	4	36	24	20
		Saharanpur	7	24	23	8	0	45
		Varanasi	52	85	103	34	15	61
		Total	718	963	855	826	376	816
		Udham Singh Nagar	5	5	6	4	4	Full time
		Haridwar	12	23	27	8	2	Full time

	Uttarakhand	Garhwal Zone	26	51	50	27	7	Full time	
		Kumaon Zone	44	26	48	22	33	Full time	
		Total	82	100	125	57	42	Full time	
21	West Bengal	WBSEDCL	69	194	184	79		50	
		CESC LTD.	5	187	188	4	0	All working days during the period	
		DPSC Ltd.	1	0	0	1	1	2	
		DVC	0	0	0	0	0	0	
		DPL	0	0	0	0	0	0	
		Total	75	381	372	84	1		
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 Goa	Andman & Nicobar Islands	1	8	6	3	0	42	
		Goa	11	5	10	6	1	6	
		Puducherry	8	15	16	7	1	62	
		Daman	0	0	0	0	0	4	
		Silvasa	Information not received						
		Chandigarh	14	56	52	18	1	40	
		Total	34	84	84	34	3	154	
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil	
		Total	Nil	Nil	Nil	Nil	Nil	Nil	
25	Chattisgarh	Raipur	19	23	17	25	5	23	
		Bilaspur	15	30	37	8	3	31	
		Raigarh	0	0	0	0	0	0	
		Bhilai	0	0	0	0	0	0	
		Total	34	53	54	33	8	54	
26	Jammu & Kashmir	CGRF not established as yet							
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil	
28	Nagaland	CGRF not established as yet							
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 March 2017	No. of Grievances received during the quarter ending June, 2017	No. of Grievances disposed during the quarter (Apr - June,2017)	No. of Grievances pending at close of the quarter (Apr-June 2017)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Apr-June,2017)
1	Assam	1	1	0	1	0	0	2
2	Andhra Pradesh	1	23	16	24	15	2	17
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	20	12	10	22	12	20
5	Delhi	1	2	10	8	4	Nil	10
6	Gujarat	1	4	31	16	19	0	24
7	Haryana	1	1	15	11	5	1	15
8	Himachal Pradesh	1	Information not received					
9	Jharkhand	1	Information not received					
10	Karnataka	1	14	6	4	16	13	16
11	Kerala	1	Information not received					
12	Madhya Pradesh	1	7	22	22	7	0	14
13	Maharashtra	2	53	51	53	51	10	67
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	44	79	59	64	23	153
16	Punjab	1	13	17	17	13	0	16
17	Rajasthan	1	Information not received					
18	Tamil Nadu	1	46	27	32	41	0	22
19	Uttarakhand	1	7	10	7	10	2	Full time

	Uttarakhand	Garhwal Zone	26	51	50	27	7	Full time	
		Kumaon Zone	44	26	48	22	33	Full time	
		Total	82	100	125	57	42	Full time	
21	West Bengal	WBSEDCL	69	194	184	79		50	
		CESC LTD.	5	187	188	4	0	All working days during the period	
		DPSC Ltd.	1	0	0	1	1	2	
		DVC	0	0	0	0	0	0	
		DPL	0	0	0	0	0	0	
		Total	75	381	372	84	1		
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 Goa	Andman & Nicobar Islands	1	8	6	3	0	42	
		Goa	11	5	10	6	1	6	
		Puducherry	8	15	16	7	1	62	
		Daman	0	0	0	0	0	4	
		Silvasa	Information not received						
		Chandigarh	14	56	52	18	1	40	
		Total	34	84	84	34	3	154	
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil	
		Total	Nil	Nil	Nil	Nil	Nil	Nil	
25	Chattisgarh	Raipur	19	23	17	25	5	23	
		Bilaspur	15	30	37	8	3	31	
		Raigarh	0	0	0	0	0	0	
		Bhilai	0	0	0	0	0	0	
		Total	34	53	54	33	8	54	
26	Jammu & Kashmir	CGRF not established as yet							
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil	
28	Nagaland	CGRF not established as yet							
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 subsection (2) of section 57	The aggregate amount of the compensation paid	
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh						
3	Arunachal Pradesh	SOP Regulation notified by APSCERC 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. A suo Motu Proceeding has been initiated as the data was not correct.
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 Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, notified on 17.08.2017 and effective from 01.09.2017, repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also 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.tatapower-dli.com & www.besdlihi.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 Subsequently, the Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2014-15 & FY 2015-16 and the same has been incorporated in Tariff Order dated 31.08.2017. The copy of the same is available on the website of DERC i.e. www.derc.gov.in
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat VJ Company Ltd.(UGVCL)	26.04.2017(Annual Report of FY 2016-17)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	01.05.2017
		Madhya Gujarat VJ Company Ltd.(MGVCL)	01.05.2017(Annual Report of FY 2016-17)	www.mgvcl.com	Nil	Nil	01.05.2017
		Paschim Gujarat VJ Company Ltd. (PGVCL)	25.04.2017(Annual Report of FY 2016-17)	www.pgvcl.com	Nil	Nil	01.05.2017
		Dakhsin Gujarat VJ Company Ltd.	21.04.2017(Annual Report of FY 2016-17)	www.dgvcl.com	Nil	Nil	01.05.2017
		TPL-Ahmedabad	01.05.2017(Annual Report of FY 2016-17)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	01.05.2017
		TPL-Surat	01.05.2017(Annual Report of FY 2016-17)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	01.05.2017
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBVNL vide memo no. Ch-10/SE/RA/NF-67 Vol-IX dated 13-05-2017 and by DHBVNL vide Memo no. Ch-09/SE/RA-232/Vol-III dated 13-07-2017 for FY 2016-17	https://herc.gov.in/content/1056_L_UH_BVNL.aspx https://herc.gov.in/content/1065_L_DH_BVNL.aspx	Nil	Nil	Information pertaining to UHBVNL & DHBVNL for FY2016-17 has been published on the Commission's website as link indicated at Sr.No. 4 (Column 5)
8	Himachal Pradesh			NA			
9	Jharkhand			Information not submitted			
10	Karnataka	24-05-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & QESCOM have furnished the levels of SOP achieved by them for FY 17 during the 1st week of June, 2017.		Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 17 in KERC website ; karnataka.gov.in/ser . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.
11	Kerala			NA			

NA																																										
	Madhya Pradesh																																									
13	Maharashtra	<p>1. MERC (Standards of performance of distribution licensees; Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005.</p> <p>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</p>	<p>For FY 2014-17</p> <p>BEST, R-Infra-D and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>QI</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>		QI	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	-	<p>For FY 2016-17</p> <p>MSEDCL http://www.mercindia.org.in/pdf/Order2058942042/Q1_SOP_June16_MSEDCL.pdf</p> <p>http://www.mercindia.org.in/pdf/Order2058942042/Q2_SOP_Sept16_MSEDCL.pdf</p> <p>BEST http://www.mercindia.org.in/pdf/Order2058942042/Q1_SOP_June16_BESTL.pdf http://www.mercindia.org.in/pdf/Order2058942042/Q2_SOP_Sept16_BEST.pdf http://www.mercindia.org.in/pdf/Order2058942042/BEST%20Q2%2011%2016.pdf</p> <p>R-Infra-D http://www.mercindia.org.in/pdf/Order2058942042/Q1_SOP_June16_R%20Infra_1.pdf http://www.mercindia.org.in/pdf/Order2058942042/Q2_SOP_Sept16_R%20Infra_1.pdf</p>	<p>For FY 2016-17</p> <p>MSEDCL-14 Nos.</p> <p>BEST: 1 No.</p> <p>R-Infra-D, TPC-D, and GEPL: Nil</p>	<p>For compensation paid - amounting to Rs.2,84,414/-</p> <p>For BEST compensation paid - amounting to Rs.4,400/-</p>	<p>MSEDCL - Commission's website for FY 2016-17 upto Quarter III (October 2016 to December 2016), except MSEDCL Quarter III report)</p>
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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	05-10-2016 in News paper (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 01.04.2016 to 31.03.2017		NIL	NIL	Nil																																			
17	Rajasthan			Information not submitted																																						
18	Tamil Nadu			Nil	Nil	Nil	Nil																																			
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2015	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor.Office/CGRF-2016-17/16910-22 dated 02 June, 2017	Nil	Nil	Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performance 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 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-27/5/0734 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																																			

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 DPC 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./CORF/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/Tari/071-1437 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	JERCMMO Manipur & Mizoram	The Manipur Gazette No.90 of 5th July 2014	Nil	Nil	Nil	Nil	Nil
		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Geo & 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	Notified on 31/01/2012 vide notification No. NERC/REGN/2012(A). The Department of Power, Nagaland (sole licensee) is yet to comply with SOP.	NA				
29	Telanzana	Information not submitted					