

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

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

Dated: 19th January, 2018

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.

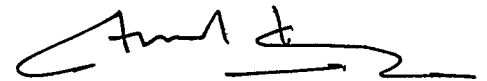
Sir,

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2017	Status of Vacancy for quarter ending September 2017
1.	Bihar, Patna	<p>One vacancy against the post of 3rd Member since 26.02.2013 and one vacancy against the post of 1st 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>	<p>One vacancy against the post of 3rd Member since 26.02.2013 and one vacancy against the post of 1st Member since 16.05.2017 in Patna</p> <p>One vacancy against the post of 1st Member since 27-03-2017 and one vacancy against the post of 2nd Member since 06-12-2012 in Purnea</p> <p>One vacancy against the post of 2nd Member in Muzaffarpur since 07.01.2014</p> <p>One vacancy against the post of 2nd Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of 2nd 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.	Jharkhand		<p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibasa since 30.07.2014.</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 (Technical) and Member (Accounts) in VUSNF, JSEB, Medininagar since 06.07.2017 and</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2017	Status of Vacancy for quarter ending September 2017
			26.07.2014 respectively.
4.	Maharashtra	<p>Eight vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Gondia Zone – 17-11-2015; Amravati Zone – 17-11-2015; Kokan 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 – 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</p>	<p>Thirteen (13) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Gondia Zone – 06-06-2017; Amravati Zone – 21-02-2017; Kokan Zone – 08-02-2015; Nanded Zone – 23-02-2017; Jalgaon Zone – 06-06-2017; Baramati Zone – 17-10-2011 Kolhapur zone – 02-07-2017 Nasik zone- 06-06-2017 Aurangabad zone – 05-08-2017 Nagpur zone – 17-05-2017 Chandrapur zone – 01-07-2017</p> <p>Five (05) vacancies against the posts of Members (CPO) as per details given under – Chandrapur Zone – 03-09-2016; Amravati Zone – 17-11-2015; Gondia Zone – 17-11-2015; Nasik zone – 01-06-2017; BES & T undertaking – 27-08-2017</p>
5.	Odisha	Two vacancies against the posts of two Co-Opted Members in Bolangir, Jaipur Road	Two vacancies against the posts of two Co-Opted Members in Bolangir, Jaipur Road
6.	Punjab	One vacancy against the post of Member since 15-03-2017.	One vacancy against the post of Member since 15-03-2017.
	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 Ramanatheapuram EDC since 27-02-2017.</p> <p>One vacancy against the post of the Member in Namakkal EDC since 28.06.2014.</p> <p>One vacancy against the post of</p>	<p>One vacancy against the post of the Member in Ramanatheapuram EDC since 10-09-2017</p> <p>One vacancy against the post of the Member in Namakkal EDC since 27-06-2017</p> <p>One vacancy against the post of the Member in Chengalpattu EDC since 18-09-2017</p> <p>One vacancy against the post of</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2017	Status of Vacancy for quarter ending September 2017
		<p>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>	<p>Member (Legal), Chennai EDC (West) since 14-07-2012</p> <p>One vacancy against the post of the Member in Vellore EDC since 27-10-2014</p>

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

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2017	Status of Vacancy for quarter ending September 2017
1.	Jammu & Kashmir	CGRF not yet established.	CGRF not established as yet.
2.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

Section –IV

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

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending of September, 2017 as against the status in quarter ending June, 2017 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June 2017	Status of Vacancy for quarter ending September 2017
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established as yet.
2.	Nagaland		Post of Ombudsman is yet to be created by the State Government

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. Five vacancies in CGRF for the post of Member in the State of Tamil Nadu.
5. Five vacancies against the post of Chairpersons and Thirteen 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

S.No.	Name of SERC/ JERCs	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June 2017	No. of Grievances received during the quarter ending September, 2017	No. of Grievances disposed during the quarter (Jul-Sep 2017)	No. of Grievances pending at close of the quarter (Jul-Sep 2017)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Jul-Sep 2017)
1	Assam	APDCL, Silchar	0	1	1	0	0	
		APDCL, Dibrugarh	0	0	0	0	0	
		APDCL, Tezpur Zone	4	0	5	0	0	2
		APDCL (LAZ), Guwahati	0	5	1	4	0	1
		APDCL (LAR), Rangia Zone						
		APDCL, Nagaon	0	1	0	1	0	
		Total	4	7	7	5	0	3
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	309	96	213	192	109	26
		APEPDCL/Visakhapatnam	127	83	108	102	56	22
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	0	0	0	0	0	0
4	Bihar	Patna	84	22	3	103	86	17
		Muzaffarpur	131	12	15	128	128	68
		Purnea	18	2	0	20	18	0
		Bhagalpur	97	67	58	106	67	21
		Gaya	8	15	9	14	4	34
		Total	338	118	85	371	303	140
5	Delhi	BRPL	35	46	42	39	17	35
		BYPL	11	5	12	4	2	9
		TPDDL	172	79	59	192	114	37
		NDMC	0	2	0	2	1	2
		Total	218	132	113	237	134	83

6	Gujarat	PGVCL, Rajkot	19	115	77	57	0	12
		PGVCL, Bhavnagar	68	65	60	73	26	12
		PGVCL, Bhuj	1	6	4	2	1	8
		UGVCL	6	23	25	4	0	8
		MGVCL	0	5	4	0	0	3
		DGVCL	4	60	63	1	0	14
		TPL-Ahmedabad	4	31	21	14	0	12
		TPL Surat	2	4	4	2	0	13
		Total	104	309	258	153	27	82
7	Haryana	UHBVNL	12	9	5	16	9	14
		DHBVNL	19	144	113	50	2	27
		Total	31	153	118	66	11	41
	Himachal Pradesh	64	15	13	66	58	9	
9	Jharkhand	Sail Bokaro, Jharkhand	0	0	0	0	0	5
		JUSCO	0	0	0	0	0	7
		Tata Steel Ltd.	2	9	3	8	1	24
		Jharkhand Urja Vikas Nigam Ltd.	2	2	1	3	1	9
		VUSNF, Chaibasa	11	0	1	10	11	13
		VUSNF, Hazaribagh	15	4	4	15	11	2
		VUSNF, JSEB, Medininagar	2	1	0	3	3	6
		Damodar Vally Corpn. Maithon, Jharkhand	0	1	0	1	0	0
		Total	32	17	9	40	27	54
10	Karnataka	BESCOM	48	12	6	54	45	1
		MESCOM	1	1	2	1	1	1
		HESCOM	11	12	15	8	2	18
		GESCOM	10	0	0	10	9	3
		CESC	0	2	0	2	0	3
		Total	22	15	17	21	12	25
		CGRF-North (KSEB)						

11	Kerala	CGRF-Central (KSEB)	Information not received					
		CGRF-South (KSEB)	Information not received					
		Trichur Corporation	Information not received					
		KDHPCL	Information not received					
		Total	Information not received					
12	Madhya Pradesh	ECGRF Bhopal	21	31	24	28	11	72
		ECGRF Indore	27	96	80	43	1	29
		ECGRF Jabalpur	39	561	553	47	14	27
		Total	87	688	657	118	26	128
13	Maharashtra	Bhandup Urban Zone	16	17	17	16	25	61
		Kolhapur Zone	14	15	5	22	7	3
		Nashik Zone	6	10	0	16	0	0
		Konkan Zone	2	6	2	6	2	6
		Latur Zone	2	8	0	10	5	5
		Aurangabad Zone	12	12	16	8	0	13
		Amravati Zone	0	4	0	4	1	1
		Pune Zone	4	9	11	2	0	11
		Nagpur Zone	16	18	19	15	5	11
		Gondia Zone	5	1	5	1	0	5
		Kalyan Zone	220	18	198	40	40	67
		Jalgaon Zone	0	3	2	1	0	2
		Nanded Zone	4	1	4	1	0	5
		Baramati Zone	2	7	2	7	4	2
		Chandrapur Zone	0	1	0	1	0	0
		Akola Zone	5	2	7	0	0	12
		BEST Undertaking	5	9	7	7	0	11
		R Infra D	2	4	3	2	0	6
		TPC-D	0	0	0	0	0	0
		Mindspace	0	0	0	0	0	0
Total	315	145	298	159	89	221		
14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil	Nil	Nil

15	Odisha	Bhubaneswar	13	145	153	5	1	23
		Khurda	8	290	296	2	0	24
		Cuttack	14	279	293	0	0	28
		Dhenkanal	2	244	246	3	0	10
		Paradeep	13	154	156	11	0	19
		Rourkela	15	58	70	3	2	32
		Burla	10	61	42	29	0	15
		Bolangir	70	88	111	47	14	33
		Balasore	19	71	57	33	0	30
		Jajpur Road	4	64	62	6	1	13
		Berhampur	30	103	124	9	0	34
Jeypore	42	91	74	59	13	25		
		Total	240	1648	1684	207	31	286
16	Punjab	PSPCL, Patiala	66	103	107	62	2	32
17	Rajasthan	Ajmer	408	2250	2066	592		
		Jaipur	1004	8489	8079	1414		
		Jodhpur	123	833	742	214		
		Total	1535	11572	10887	2220		
18	Tamil Nadu	Tamil Nadu	155	253	183	225	59	60
19	Uttar Pradesh	Agra	59	43	49	53	23	70
		Aligarh	37	97	68	114	16	70
		Allahabad	119	92	88	123	51	27
		Azamgarh	39	12	11	40	28	44
		Bareilly	119	2	50	71	69	362
		Basti	8	11	14	5	1	45
		Chitrakoot	2	6	6	2	2	12
		Faizabad	25	4	8	21	17	21
		Gonda Devipatan	0	0	0	0	0	0
		Gorakhpur	90	37	25	102	40	26
		Greater Noida	1	1	1	1	1	0
		Jhansi	156	278	316	144	58	70
		Kanpur	29	11	13	27	16	21
		Kanpur, KESCO	52	26	28	50	29	23
		Lucknow	51	28	49	30	15	52
		Meerut	50	35	30	55	22	54
		Mirzapur	12	4	3	13	4	71
		Moradabad	36	26	18	44	22	42
		Saharanpur	8	10	4	14	4	27
Varanasi	34	60	44	50	24	40		
		Total	927	783	825	959	442	1077
		Udham Singh Nagar	4	28	27	5	2	0
		Haridwar	8	37	30	15	1	0

20	Uttarakhand	Garhwal Zone	27	82	86	23	4	0
		Kumaon Zone	22	44	34	32	17	0
		Total	61	191	177	75	24	0
20	West Bengal	WBSEDCL	79	171	138	112	6	49
		CESC LTD.	4	177	176	5	0	All working days during the period
		DPSC Ltd.	1	0	0	1	1	3
		DVC	0	0	0	0	0	0
		DPL	0	0	0	0	0	0
		Total	84	348	314	118	7	52
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	3	5	6	2	0	50
		Goa	6	12	13	5	0	8
		Lakshadweep	8	3	9	2	0	9
		Daman & Diu	0	1	0	1	0	6
		Dadra Nagar Haveli	3	8	8	3	0	4
		Chandigarh	18	65	58	25	2	41
		Total	38	94	94	38	2	118
24	Sikkim	Sikkim		NIL	NIL	NIL	NIL	NIL
		Total		NIL	NIL	NIL	NIL	NIL
25	Chattisgarh	Raipur	25	26	20	31	11	31
		Bilaspur	8	28	21	15	0	31
		Raigarh	0	0	0	0	0	0
		Bilai	0	1	1	0	0	2
		Total	33	55	42	46	11	64
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 June 2017	No. of Grievances received during the quarter ending Sep. 2017	No. of Grievances disposed during the quarter (Jul-Sep 2017)	No. of Grievances pending at close of the quarter (Jul-Sep 2017)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Jul-Sep 2017)	
1	Assam	1	0	0	0	0	0	0	
2	Andhra Pradesh	1	15	19	20	14	2	10	
3	Arunachal Pradesh	1	0	0	0	0	0	0	
4	Bihar	1	22	7	7	23	16	14	
5	Delhi	1	4	10	9	5	0	9	
6	Gujarat	1	19	47	39	27	0	61	
7	Haryana	1	5	18	21	2	1	23	
8	Himachal Pradesh	1	14	3	7	7	2	9	
9	Jharkhand	1	5	0	4	5	3	21	
10	Karnataka	1	16	6	6	16	10	11	
11	Kerala	1	Information not received						
12	Madhya Pradesh	1	7	7	12	2	0	11	
13	Maharashtra	2	51	58	66	43	6	90	
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil	
15	Odisha	2	64	77	85	56	15	147	
16	Punjab	1	13	30	17	26	0	18	
17	Rajasthan	1	8	22	20	10	0	Full time	
18	Tamil Nadu	1	41	7	24	24	18	12	

19	Uttarakhand	1	10	13	14	9	2	0
20	Uttar Pradesh				Not submitted			
21	West Bengal	2	114	85	87	112	66	49
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	1	3	1	3	3	1
24	Chhattisgarh	1	11	1	5	7	0	65
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	Ombudsman not established as yet						
29	Telangana	Information not submitted						

Status of Achievement of Standard of Performance (SOP)

Section-III - Status 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	The date and details of the report published by SERC under Section 59 (2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	APSPDCL: Regulation 7 of 2004 dated 22.6.2004 and Regulation 9 of 2013 dated 8.8.2013 APSPDCL:	25-05-2016	-	2	5500/-	-
3	Andhra 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 Dept of Power, Government of Andhra 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, DERC (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-dcl.com & www.bsdelhi.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 2014-2015 & 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.derec.gov.in
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vj Company Ltd.(UGVCL)	02.05.2017 (Annual Report of FY 2016-17)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	01-05-2017
		Madhya Gujarat Vj Company Ltd.(MGVCL)	22.04.2017 (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
		Dakshin Gujarat Vj Company Ltd.	01.05.2017 (Annual Report of FY 2016-17)	www.dgvcl.com	Nil	Nil	01-05-2017
		TPL-Ahmedabad	02.05.2017 (Annual Report of FY 2016-17)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	01-05-2017
		TPL-Surat	02.05.2017 (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 UHBVNIL vide memo no. Ch-10/SE/RA/N/F-67 Vol-IX dated 13-05-2017 and by DHBVNIL vide Memo no. Ch-09/SE/RA-232/Vol-III dated 13-07-2017 for FY 2016-17	https://herys.gov.in/content/1056_1_UHBYVNL.aspx https://herys.gov.in/content/1065_1_DHBVNIL.aspx	Nil	Nil	Information pertaining to UHBVNIL & DHBVNIL. for FY 2016-17 has been published on the Commission's website as link indicated at Sr.No. 4 (Column 5)
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08.10.2010	No. HPSEBL/CE (Comm.)/SERC-31/2016-17-1455-56 dated 25.04.2017	not uploaded yet	Nil	Nil	nil
9	Jharkhand			Information not submitted			

10	Karnataka	24-05-2004 vide Notification No. D/D/03	Distribution Companies i.e. BfSCOM, MESCOM, CESC, HESCOM & GESCOM 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/kerc . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.																																			
11	Kerala	14-09-2017		NA																																						
	Madhya Pradesh			http://www.mperc.in/110513-distribution-Per-Standards-2016-17.pdf																																						
13	Madhya Pradesh	1. MERC (Standards of performance of distribution licenses, 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 licenses, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014	For FY 2016-17: 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>7.9.16</td> <td>28.10.16</td> <td>20.02.17</td> <td>9-8-17</td> </tr> <tr> <td>R Infra D</td> <td>12.9.16</td> <td>10.1.17</td> <td>10.3.17</td> <td>5-6-17</td> </tr> <tr> <td>TPC-D</td> <td>2.8.16</td> <td>7.11.16</td> <td>1.2.17</td> <td>2-5-17</td> </tr> <tr> <td>MSEDCL</td> <td>23.2.17</td> <td>6.3.17</td> <td>9-5-17</td> <td>19-9-17</td> </tr> <tr> <td>MBPPL</td> <td>14.7.16</td> <td>7.10.16</td> <td>13.1.17</td> <td>10-4-17</td> </tr> <tr> <td>GEPL</td> <td>14.7.16</td> <td>7.10.16</td> <td>13.1.17</td> <td>10-4-17</td> </tr> </tbody> </table> For FY 2017-18: BEST 24.8.17 R Infra D 18.8.17 TPC-D 07.8.17 MSEDCL - MBPPL 14.7.17 GEPL 14.7.17		Q1	QII	Q III	QIV	BEST	7.9.16	28.10.16	20.02.17	9-8-17	R Infra D	12.9.16	10.1.17	10.3.17	5-6-17	TPC-D	2.8.16	7.11.16	1.2.17	2-5-17	MSEDCL	23.2.17	6.3.17	9-5-17	19-9-17	MBPPL	14.7.16	7.10.16	13.1.17	10-4-17	GEPL	14.7.16	7.10.16	13.1.17	10-4-17	For FY 2016-17 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_SOP_June16_MSEDCCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_MSEDCCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q3_SOP_Dec%2016_MSEDCCL_31%2005%202017.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCCL_SOP_Q4_FY16-17.pdf BEST For FY 2016-17 http://www.mercindia.org.in/pdf/Order2058%2042/Q1_SOP_June16_BEST.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_BEST.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST%20Q3%2016%20FY16-17.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_SOP_Q4_FY16-17.pdf	For FY 2016-17 MSEDCL: 23 Nos. BEST: 1 No. R Infra-D, BEST, MBPPL and GEPL: Nil For FY 2017-18 MSEDCL: 12 Nos. R Infra-D, BEST, TPC-D, MBPPL and GEPL: Nil	For FY 2016-17 MSEDCL compensation paid - amounting to Rs.3,18,514/- For FY 2016-17: For TPC-D compensation paid - amounting to Rs.4,400/- For FY 2017-18: For MSEDCL Compensation paid-amounting to Rs.90,863,45/-	On 18-10-2017, details are available on the Commission's website for FY 2016-17 upto Quarter IV (All utilities) and for FY 2017-18 upto Quarter I (Except MSEDCL)
	Q1	QII	Q III	QIV																																						
BEST	7.9.16	28.10.16	20.02.17	9-8-17																																						
R Infra D	12.9.16	10.1.17	10.3.17	5-6-17																																						
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14	Meghalaya	15.01.2013 MISERC (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.orica.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 (Yearly)		Nil	Nil	Nil																																			
17	Rajasthan			Information not submitted																																						
18	Tamil Nadu			Information not submitted																																						
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.	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 standards of Performances were elaborated.																																			
20	Uttar Pradesh	17-Apr-07	NA	Information not submitted	NA	NA	NA																																			
21	Uttarakhand	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/280 dated 16.06.2017	Annual Performance Report for the year 2016-17 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-275/1098 dated 07.11.2017	3	1,28,400/-	Annual Performance Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulation, 2010 and published vide Memo No. WBERC/B-275/1098 dated 07.11.2017																																			

		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):2062 dated 16.08.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
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/II/002/16-17/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
		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/2016/971 dated 28.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
		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/1-1686 dated 12.07.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
23	(JERCMM) 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 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 2016-17 is yet to be received from the Distribution Utility	-	The report for the FY 2016-17 is yet to be received from the Distribution Utility	The report for the FY 2016-17 is yet to be received from the Distribution Utility.	The Utility is yet to submit the report
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil	-	NA (The matter being pursued)
28	Nagaland	NA					
29	Telangana	Information not submitted					