

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

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

Dated: 24<sup>th</sup> March, 2015

To,

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

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

Sir,

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

2. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as **Annexure**.

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

Yours faithfully,

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

*AS*  
24/3/15  
(Rashmi Somasekharan Nair)  
Dy. Chief (RA)

*o/c*



- 1 -

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

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

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

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

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

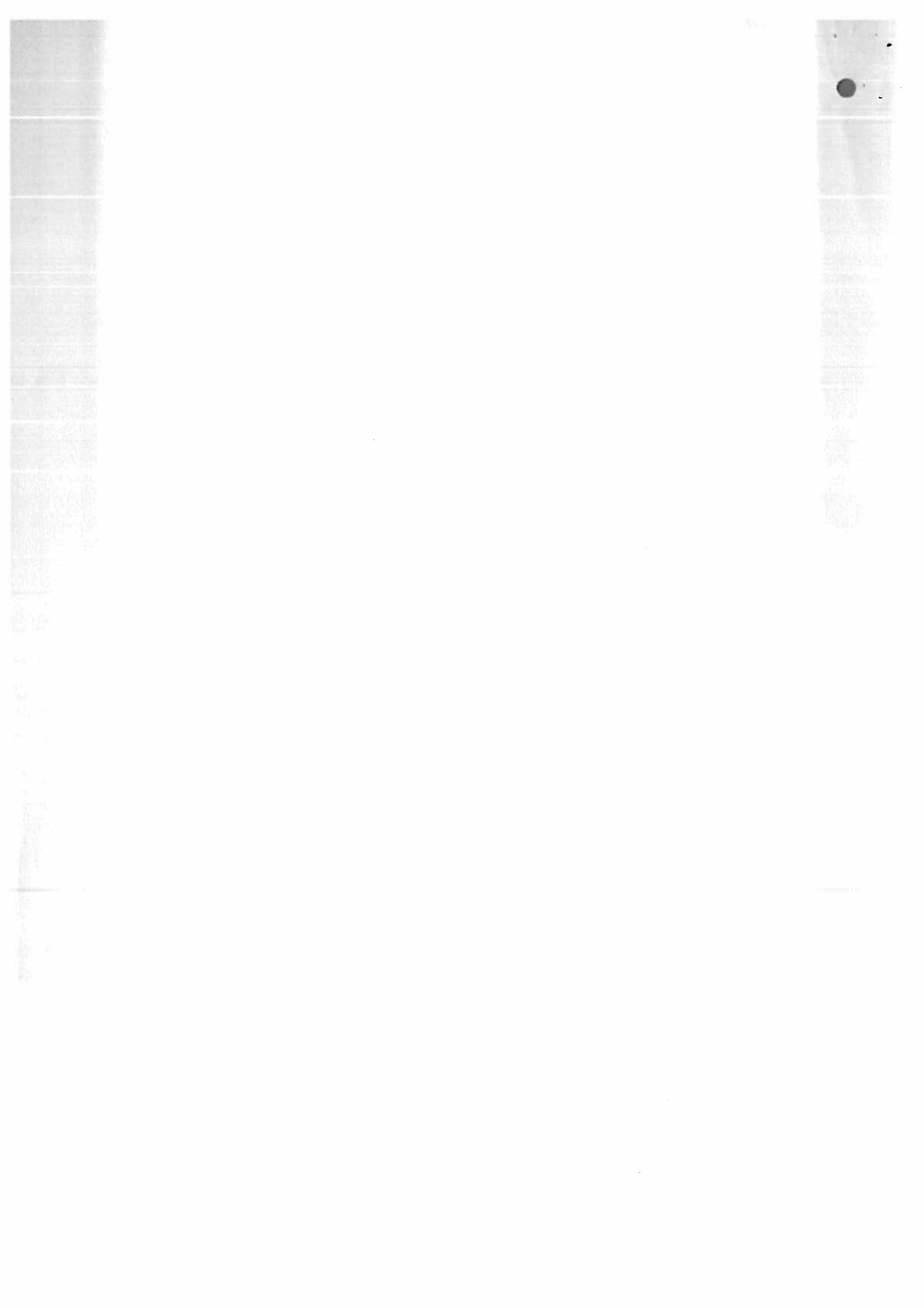


**Section – I**

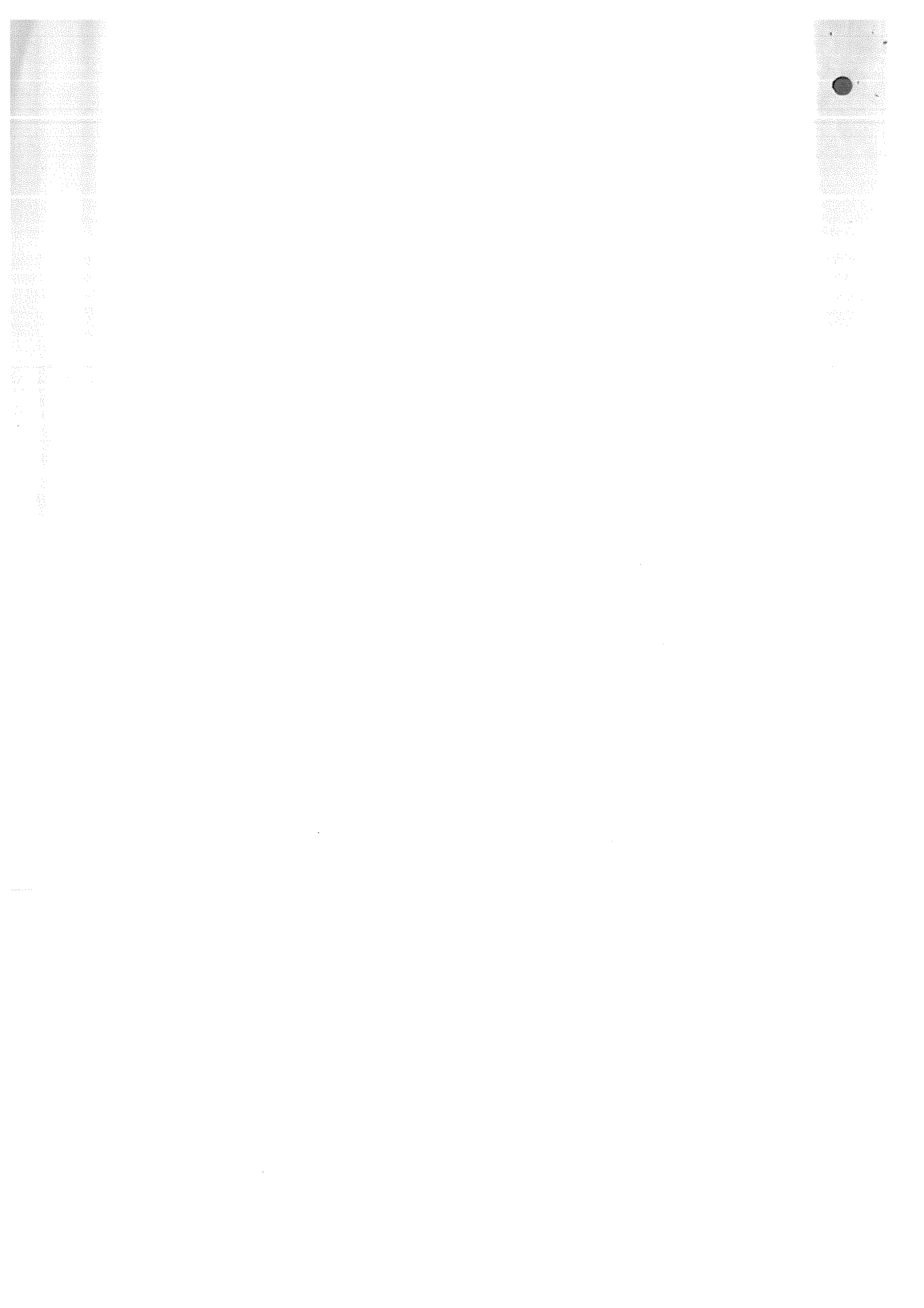
**Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States**

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2014	Status of Vacancy for quarter ending December, 2014
1.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013  One vacancy against the post of Member Purnea since beginning of CGRF Purnea  Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014 and one Member passed away on 11.01.2014)	Still Vacant  Still Vacant  Still Vacant
2.	Jharkhand	Still vacant  Still vacant	One vacancy against the post of Member (Finance) in Forum for JUSCO since September 2014  Two Vacancies against the post of Member (Finance) and Member (Accounts) in JSEB, Hazaribagh since September 2014  Two Vacancies against the post of Member (Legal) and Member (Commerce) in DVC, Maithon from September, 2013 and 02.11.2014 respectively.



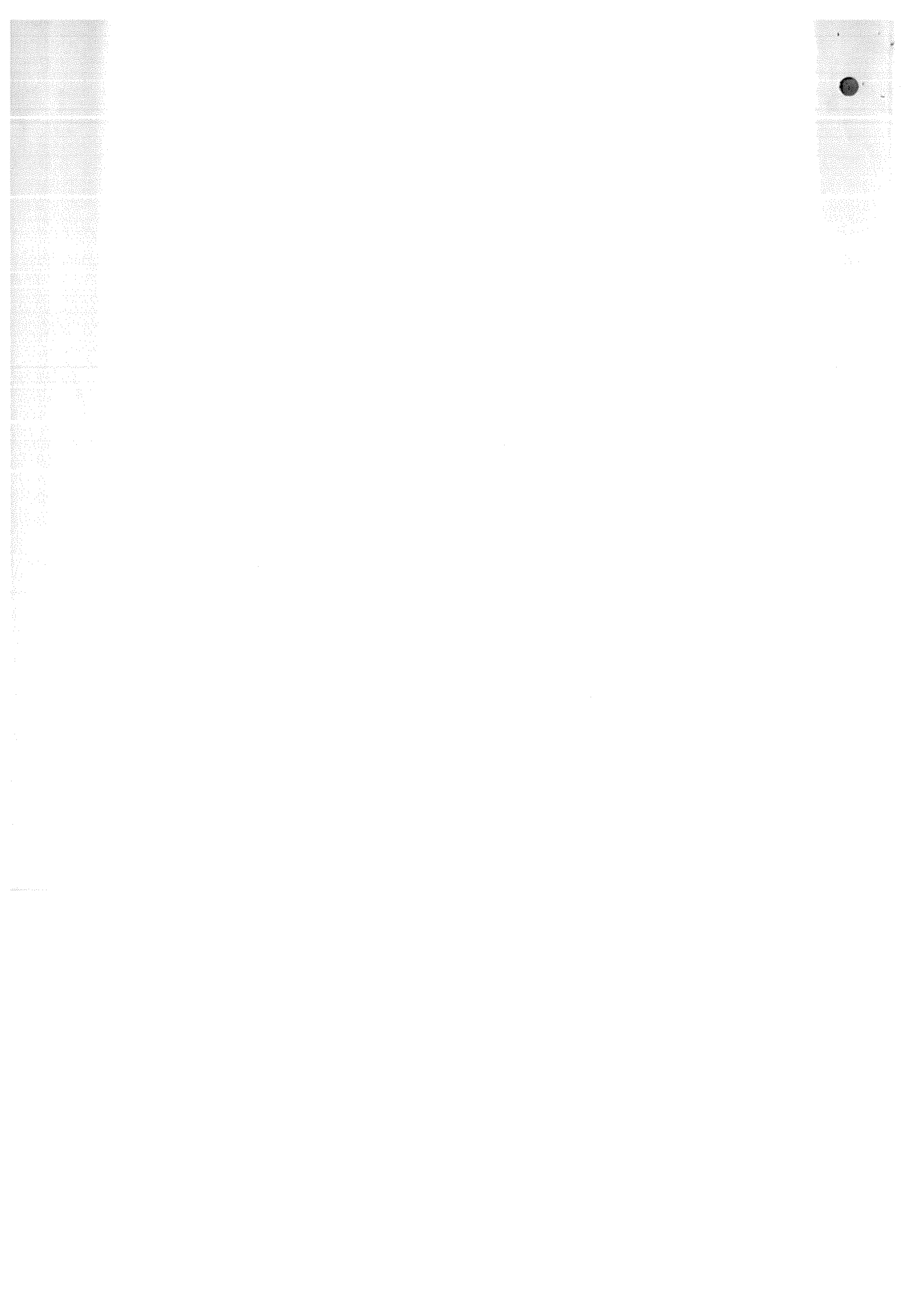
3.	Chhattisgarh	Still vacant	One vacancy against the post of Member in each of the CGRFs of Raipur, Bilaspur, Raigarh & Bhilai respectively since 04 <sup>th</sup> March, 2011
4.	Odisha	Still vacant	One vacancy against the post of Co-opted Member in Balasore
5.	Kerala	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014
6.	Andhra Pradesh	No vacancy	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014
7.	Tamil Nadu	<p>One vacancy against the post of the Member in Namakkal EDC since 28.06.2014</p> <p>One vacancy against the post of the Outside Member legal in Chengalpattu EDC since 29-08-2014.</p>	<p>One vacancy against the post of the Member in Shivgangai EDC since 22.11.2014.</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 the Outside Member legal in Chengalpattu EDC since 29-08-2014</p> <p>One vacancy against the post of the Member in Chennai EDC/South since 09.07.2013</p> <p>One vacancy against the post of the Member in Vellore EDC since 01.02.2015.</p> <p>One vacancy against the post of the Member -I in Trichy/Metro/EDC since 12.10.2014.</p>





8.	Maharashtra	Two vacancies against the post of the Chairperson and Executive Engineer (Member/Secretary) in Pune since august, 2014 and September, 2014 respectively.	Three vacancies against the post of Chairperson in Mumbai, Pune and Baramati since 01.08.2014, 28.07.2014 and again 28.07.2014 respectively.  Ten vacancies against the post of Member (CPO Rep.) in Kolhapur, Naishik, Lature, Aurangabad, Akola, Pune, Kalyan, Jalgaon, Nanded, and Baramati since 03.11.2014, 31.01.2014, 21.01.2014, 29.10.2014, 31.10.2014, 06.11.2014, 25.11.2014, 31.01.2014, 21.01.2014 and 06.01.2014 respectively.
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**Note: ERCs of Andhra Pradesh, Madhya Pradesh, Meghalaya, Uttarakhand & J&K, did not furnish the status report.**



**Section -II**

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

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2014	Status of Vacancy for quarter ending December, 2014
1	Jharkhand	No vacancy	No Vacancy
2.	Chattisgarh	One vacancy is created in this quarter.	No vacancy
3.	Sikkim	One vacancy is created in this quarter since 30 <sup>th</sup> September, 2014.	No vacancy
4.	Haryana	One vacancy is created in this quarter since 04.09.2014.	No vacancy

**Note: ERCs of Andhra Pradesh, Madhya Pradesh, Meghalaya, Uttarakhand & J&K, did not furnish the status report.**



Section -III

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

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

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

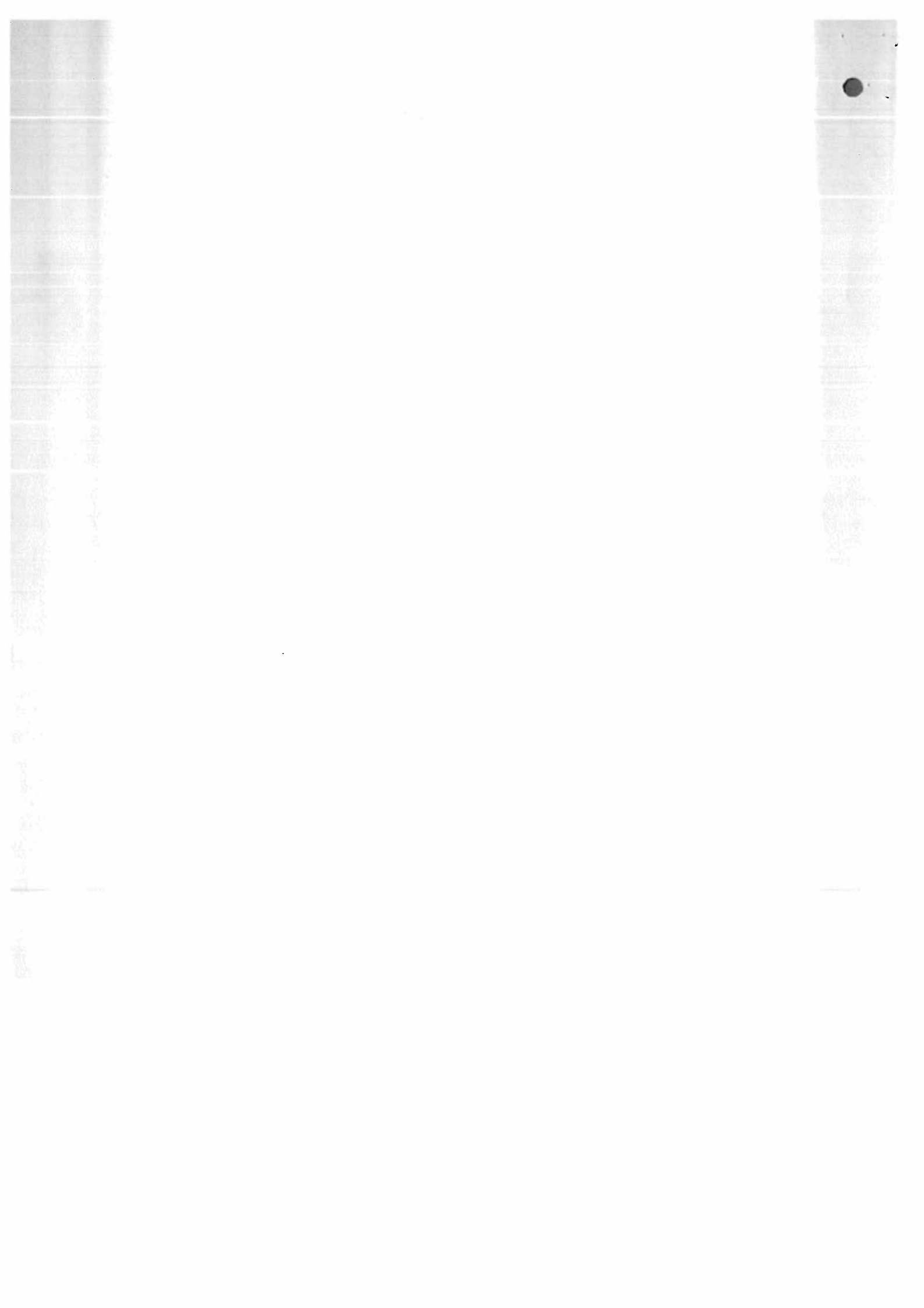


Section -IV

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

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

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





Section - V

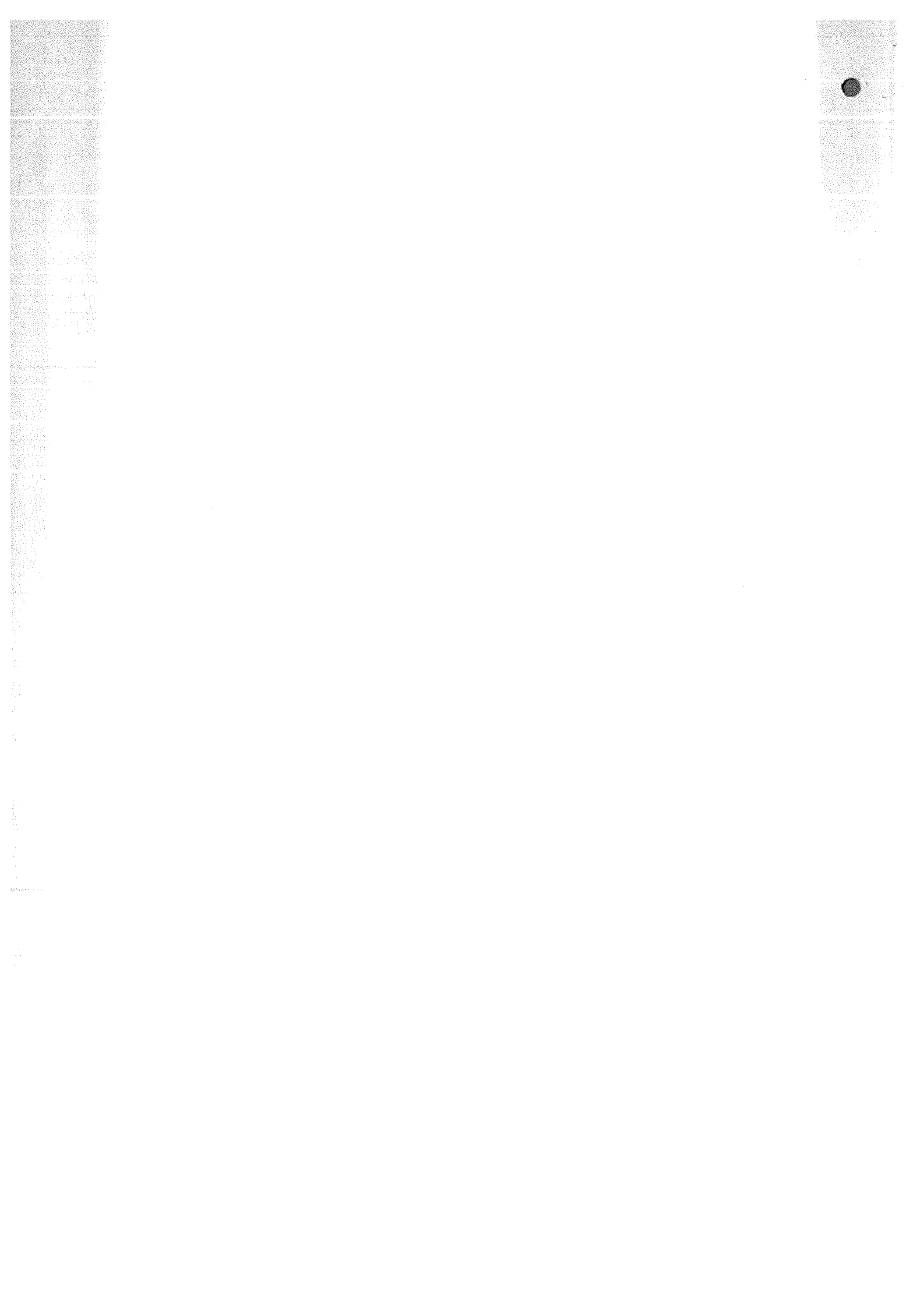
**Summary of the vacant positions**

**Vacancies in CGRF**

1. Four vacancies in CGRF for the post of Member in the State of Bihar.
2. Five Vacancies in CGRF for the post of Member in the State of Jharkhand.
3. Four vacancies in CGRF for the post of Member in the State of Chhattisgarh.
4. One vacancy in CGRF for the post of Co-opted Member in the State of Odisha.
5. One vacancy in CGRF for the post of Member in the State of Kerala.
6. One vacancy in CGRF for the post of Chairperson in the State of Andhra Pradesh.
7. Six vacancies in CGRF for the post of Member and Outside Member legal in the State of Tamil Nadu.
8. Three vacancies against the post of Chairperson in Mumbai, Pune, Baramati and Ten vacancies against the post of Member (CPO Rep.) in Kolhapur, Naishik, Lature, Aurangabad, Akola, Pune, Kalyan, Jalgaon, Nanded, and Baramati.

**Vacancies in Ombudsman**

1. No Vacancy against the post of Ombudsman in Jharkhand.
2. No Vacancy against the post of Ombudsman in Chattisgarh.
3. No Vacancy against the post of Ombudsman in Sikkim.
4. No Vacancy against the post of Ombudsman in Haryana.



## Section -VI

## Status of disposal of Grievances by GGRF

Sl. No.	Name of SERC/ JERCs	Name GGRF	No. of Grievances Outstanding at the close of Previous quarter ending September 2014	No. of Grievances received during the quarter ending December, 2014	No. of Grievances disposed during the quarter (Oct-December, 2014)	No. of Grievances pending at close of the quarter (Oct-December, 2014)	No. of Grievances pending which are older than 2 months	No. of sittings of GGRF in the quarter (Oct-December, 2014)
1	Assam	AERC,ASEB	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh							
3	Arunachal							
Information Not submitted								
CGRF not yet appointed								
4	Bihar	Patna Muzaffarpur Purnea Total	178 NIL 44 222	30 NIL 20 50	40 NIL 15 55	168 NIL 49 217	146 NIL NIL 146	64 NIL NIL 64
		BYPL BRPL TPDDL NDMC Total	36 349 135 2 522	62 293 231 0 586	63 264 213 2 542	35 378 153 0 566	14 217 22 0 253	20 38 50 1 109
		DGVCL MGVCL PGVCL, Rajkot PGVCL, Bhavnagar PGVCL, Bhuj UGVCL TPL-Ahmedabad TPL-Surat Total	2 10 31 23 2 14 14 0 96	53 31 134 91 17 44 50 4 424	54 33 89 88 15 39 56 4 377	566 2 8 26 4 19 8 0 143	0 0 0 3 2 1 0 0 6	1 13 14 8 13 11 12 13 13
6	Gujarat							
		UHBVNL DHBVNL Total	21 18 39	13 61 74	8 27 35	26 52 78	6 13 1	92 7 27
7	Haryana	FRGC, SPSEBI, Kasumpti, Simla Total	21 21 21	20 20 20	6 6 6	35 35 35	10 10 10	21 21 21
8	Himachal Pradesh	JSEB, Ranchi JSEB, Hazaribagh JSEB, Chaibasa JSEB, Medinagar JSEB, Dumka Tata Steel Ltd JUSCO DVC, Maithon	2 14 10 2 NA 0 0 NA	0 0 0 0 NA 0 0 NA	2 2 0 0 NA 0 0 NA	0 14 0 0 NA 0 0 NA	0 14 0 0 2 0 0 NA	1 1 1 2 8 NA 0 0 NA
9	Jharkhand							



15	Orisha	Khurda	34	120	129	25	0	18
		Cuttack	14	289	287	16	0	9
		Dhenkanal	84	119	125	78	1	23
		Paradeep	38	108	47	99	0	24
		Rourkela	16	102	79	39	1	13
		Burla	23	141	65	99	13	32
		Bolangir	101	153	127	127	0	42
		Balasore	31	77	83	25	0	29
		Jaipur Road	9	26	30	5	0	11
		Berhampur	206	81	135	152	98	11
		Jeypore	26	59	50	35	0	34
		Total	587	1367	1251	703	113	268
		PSPCL	21	37	28	30	1	28
		Total	21	37	28	30	1	28
		16	Punjab	Ajmer	160	2329	2002	487
Jaipur	983			4520	4438	1065	Nil	Nil
Jodhpur	279			1334	1079	534	Nil	Nil
Total	1422			8183	7519	2086	Nil	Nil
Agra	99			211	217	93	11	Nil
Kanpur	59			24	21	62	48	616
Aligarh	14			9	12	11	5	113
Jhansi	9			24	27	6	3	20
Chitrakoot	34			17	6	45	33	4
Chitrakoot	3			3	1	5	1	3
17	Rajasthan	Kanpur, KESCO	27	18	26	19	22	38
		Lucknow	34	46	0	88	36	45
		Bareilly	9	5	5	9	4	65
		Faizabad	12	9	0	21	15	25
		Gonda Devipatan	13	0	0	13	13	15
		Greater Noida	0	1	1	0	0	3
		Varanasi	45	66	69	42	28	68
		Allahabad	80	96	79	97	29	58
		Gorakhpur	3	144	138	9	0	173
		Azamgarh	10	23	15	18	15	68
19	Uttar Pradesh	Mirzapur	74	68	30	112	88	63
		Basti	6	8	12	2	1	18
		Meerut	42	33	48	27	11	63
		Moradabad	48	11	14	45	36	408
		Saharanpur	19	10	8	21	12	109
		Total	541	615	512	652	400	1975
		Garhwal Zone	20	74	75	19	7	0
		Kumaon Zone	66	26	54	38	29	0
		Total	86	100	129	57	36	0
		WBSEDCI	103	230	233	102	34	51
20	Uttarakhand	Total	66	26	54	38	29	0
		WBSEDCI	103	230	233	102	34	51
21	West Bengal							

22	(JERCMM) Manipur & Mizoram	CESCLTD.	6	588	590	4	Nil	All working day during the period
		DPSC Ltd.	Nil	Nil	Nil	Nil	Nil	Nil
		DVC	Nil	Nil	Nil	Nil	Nil	Nil
		DPL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	109	818	823	106	34	51
		P&E Department, CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
22		Manipur State power Distribution Company Limited (MSPDCL), CGRF	Nil	Nil	Nil	Nil	Nil	Nil
		CGRF Daman & Diu	0	2	0	2	0	3
		Dadar & Nagar Haveli	11	7	0	18	2	0
		Electricity Department of A&N.	1	1	2	0	0	14
23	JERC Goa & Uts	Administration	3	3	5	1	0	4
		Lakshadweep	1	2	3	0	0	5
		Puducherry						
		Chandigarh						
		Total	16	15	10	21	2	26
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
		Raipur	24	21	23	22	6	31
		Bilaspur	12	41	41	12	Nil	44
		Raigarh	Nil	Nil	Nil	Nil	Nil	Nil
		Bhilai	1	Nil	1	Nil	Nil	4
		Total	37	62	65	34	6	79
		TSECL-CGRF-I	Nil	Nil	Nil	Nil	Nil	Nil
		TSECL-CGRF-II	Nil	Nil	Nil	Nil	Nil	Nil
		TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
26	Tripura	Tripura						
27	Jammu & Kashmir	Jammu & Kashmir						
		Total						

Information not received  
Information not received

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 September 2014	No. of Grievances received during the quarter ending December, 2014	No. of Grievances disposed during the quarter (Oct- December, 2014)	No. of Grievances pending at close of the quarter (Oct-December, 2014)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Oct- December, 2014)
1	Assam	1	Nil	1	Nil	1	1	2
2	Andhra Pradesh	1	103	27	37	93	78	41
3	Arunachal Pradesh	1	NIL	NIL	NIL	NIL	NIL	NIL
4	Bihar	1	35	21	12	44	23	5 days in a week except holidays
5	Delhi	1	15	32	16	31	1	12
6	Gujarat	1	10	43	40	13	1	56
7	Haryana	1	10	15	20	5	-	22
8	Himachal Pradesh	-	-	-	-	-	-	-
9	Jharkhand	-	2	2	2	2	0	10
10	Karnataka	1	12	7	11	8	-	-
11	Kerala	1	67	37	27	77	49	31
12	Madhya Pradesh	1	15	16	10	21	9	14
13	Maharashtra	2	128	72	124	72	20	37
14	Meghalaya	1	NIL	NIL	NIL	NIL	NIL	NIL
15	Orissa	1	4	19	14	9	0	18
16	Punjab	1	6	6	8	4	NIL	10
17	Rajasthan	1	20	48	63	5	4	Regular
18	Tamil Nadu	1	24	26	23	27	10	27
19	Uttarakhand	6	7	10	5	12	0	0
20	Uttar Pradesh	1	79	52	45	86	55	294
21	West Bengal	4	1178	143	421	900	798	64

Information not submitted

		2	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
22	(JERCMM) Manipur & Mizoram	2									
23	JERC Goa & Uts		Information not submitted								
24	Chhattisgarh	1	2	1	2	2	2	Nil	Nil	59	
25	Tripura	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	
27	Jammu & Kashmir		Ombudsman not established as yet								



Name of SERC/ JERO	The date & details of notification of SOP by SERC	The date & details of report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	Section VIII - Status of Achievement of Standard of Performance The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date & details of the report published by SERC under section 59(2)
Assam	Notification published in the Assam Pradesh Gazette dated 22/06/2004. APERC (Licensees' Standards of Performance) Regulation, 2004 (No. 7 of 2004) read with a) First and Second Amendment Regulations dated 19/08/2005 and 9 of 2013 by APERC (Revenegisation) Regulation No. 3 of 2014.	TSPPDCL dated 28-Aug-2014. Lr.No.CGM/Com/SE/IPC/DERAC/MD No. 926 APERCL dated 10-07-2014. Lr.No.CGM/Com/ & RAJEPDCL/SPP/EDD No. 19591/4 TSPPDCL dated 04-09-2014. Lr.No.CGM/IPC&RAC/TSPPDCL/LWGI/Dir extns/D No. 1771/4 APERCL dated 03-08-2012. Lr.No.CMD/SPDCL/CGMD/Pr/GM/AERAC/ F.SOP/D No. 218/12	Not submitted			
Andhra Pradesh	SOP Regulation not yet notified by APERC, but under process of preparation	NA	NA	NA	NA	NA
Arunachal Pradesh	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 12-13 has been submitted by the licensee.	Report submitted in hard copy.	None	Nil	The report has been published on 27/09/2014.
Bihar	Dehi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulation, 2002, notified on 19.8.2002. Further amended on 1.1.2003 and 20.5.2003. Dehi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulation, 2002, notified on 19.8.2002, were repealed by Dehi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18/04/2007. The copy of the same is available on the website of DEREC i.e. www.derec.gov.in	DEREC has directed Distribution Licensees to furnish the report with reference to the Distribution Licensees to upload the data on their website. The copy of the last report received from TPDDL, BRPL & BYPL is enclosed for reference as Annexure-1	The Commission in its Regulations has directed the Distribution Licensees to upload the data on their website.	No compensation was made during the quarter 1st July-30th September, 2014.	Not Applicable.	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the commission for FY 2012-13 and the same has been incorporated published in 'Earth' Order dated 23.7.2014. The copy of same is available on the website of DEREC i.e. www.derec.gov.in
Delhi						
Gujarat			Information not submitted			
Haryana	16 <sup>th</sup> July 2004 HERC (Standards of Performance for the Distribution Licensee) Regulation 2004	04/04/2012 for the period October 2010 to March 2011 by DHBVN	Information not submitted	Nil	Nil	---
Himachal Pradesh			Information not submitted			
Jharkhand			Information not submitted			
Karnataka			Information not submitted			
Kerala			Information not submitted			
Madhya Pradesh	MPERC (Performance Standards) (Revision-II) Regulation, 2012 (No.RG-8/01 of 2012) dated 11/23/2012	MP Power Kshetra Vidyan Vitaran Co. Ltd. Jabalpur dated 05.17.2014 MP Puseham Kshetra Vidyan Vitaran Co. Ltd. Indore dated 05.29.2014 MP Madhya Kshetra Vidyan Vitaran Co. Ltd. Bhopal dated 04.27.2014	Information not submitted	Nil	Nil	Dated 08/07/2014, Uploaded on Commission's website



		CESC Ltd. 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/CB/288 dated 12.06.2014.	Annual Report for the year 2013-14 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 under memo No. WBERC/B-274/40529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-274/40529 dated 20.08.2014.
22	West Bengal	DPSG Limited 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. KAO/00/214-15/1204 dated 30.06.2014	Annual Report for the year 2013-14 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 under memo No. WBERC/B-274/40529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-274/40529 dated 20.08.2014.
		DYC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Coml/WBERC/2014/866 dated 27.06.2014.	Annual Report for the year 2013-14 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 under memo No. WBERC/B-274/40529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-274/40529 dated 20.08.2014.
		DPL 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. NO/COM/7/udf/01-1664 dated 03.07.2014	Annual Report for the year 2013-14 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 under memo No. WBERC/B-274/40529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-274/40529 dated 20.08.2014.
23	JERCAHMI Manipur & Mizoram	No. The Manipur Gazette No. 281 of 26.8.2010	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	No. The Mizoram Gazette No. 223 of 2.7.2010	Nil	Nil	Nil	Nil	Nil
25	Sikkim	Information Not submitted	Nil	Nil	Nil	Nil	The details of the report for the FY 2012-13 & 2013-14 are published by the SSERC in its Annual Report (combines) for the FY FY 2012-13 & 2013- 14. (Report can be seen at <a href="http://www.sserc.in/Reports">www.sserc.in/Reports</a> )
26	Jammu & Kashmir	03/SSERC/SP/2012 Dated 14 <sup>th</sup> March 2012	The report for the FY 2013-14 is yet to be received from the Distribution Utility.	Nil	No compensation paid during 2013-14	No compensation paid during 2011-12, 2012-13 and 2013-14	The required details will be published as and when these are received from the Utility.
27	Chhattisgarh	SOP Regulation issued by SERC in March 2006	NA (The matter being pursued)	NA	Nil	—	NA (The matter being pursued)

