

**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)**

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

*o/c*

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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 CGRF

Sl. No.	Name of SERC/ JERCs	Name CGRF	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 CGRF in the quarter (Oct-December, 2014)
1	Assam	AERC,ASEB	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	-						
3	Arunachal	-	Information Not submitted					
4	Bihar	Patna	178	30	40	168	146	64
		Muzaffarpur	NIL	NIL	NIL	NIL	NIL	NIL
		Purnea	44	20	15	49	NIL	NIL
		Total	222	50	55	217	146	64
5	Delhi	BYPL	36	62	63	35	14	20
		BRPL	349	293	264	378	217	38
		TPDDL	135	231	213	153	22	50
		NDMC	2	0	2	0	0	1
		Total	522	586	542	566	253	109
6	Gujarat	DGVCL	2	53	53	2	0	13
		MGVCL	10	31	33	8	0	8
		PGVCL, Rajkot	31	134	89	76	3	14
		PGVCL, Bhavnagar	23	91	88	26	2	13
		PGVCL, Bhuj	2	17	15	4	1	8
		UGVCL	14	44	39	19	0	11
		TPL-Ahmedabad	14	50	56	8	0	12
		TPL-Surat	0	4	4	0	0	13
		Total	96	424	377	143	6	92
7		Haryana	UHBVNL	21	13	8	26	13
	DHBVNL		18	61	27	52	1	27
	Total		39	74	35	78	14	34
8	Himachal Pradesh	FRGC, SPSEBI, Kasumpti, Simla	21	20	6	35	10	21
		Total	21	20	6	35	10	21
9	Jharkhand	JSEB, Ranchi	2	0	2	0	0	1
		JSEB, Hazaribagh	14	0	0	14	14	1
		JSEB, Chaibasa	10	0	0	0	10	2
		JSEB, Medninagar	2	0	0	2	1	8
		JSEB, Dumka	NA	NA	NA	NA	NA	NA
		Tata Steel Ltd	0	0	0	0	0	0
		JUSCO	0	0	0	0	0	0
		DVC, Maithon	NA	NA	NA	NA	NA	NA

		SAIL Bokaro	NA	NA	NA	NA	NA	NA
		Total	28	0	2	16	25	12
		BESCOM	28	7	20	15	10	10
10	Karnataka	MESCOM	2	5	2	5	1	3
		HESCOM	49	12	17	44	43	20
		GESCOM	19	1	1	19	19	1
		CESC	3	0	0	3	3	0
		Total	101	25	40	86	76	34
11	Kerala	CGRF-North (KSEB)	61	35	33	63	37	80
		CGRF-Central (KSEB)	67	37	53	51	16	53
		CGRF-South (KSEB)	59	93	66	86	Nil	24
		Trichur Corporation	2	1	1	2	Nil	7
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	189	166	153	202	53	164
12	Madhya Pradesh	Bhopal	49	20	35	34	17	9
		Indore	27	61	61	27	0	23
		Jabalpur	15	74	78	11	1	16
		Total	91	155	174	72	18	48
13	Maharashtra	Amravati Zone	43	33	53	23	1	51
		Aurangabad Zone	7	12	13	6	6	14
		Bhandup Zone	12	11	2	21	Nil	8
		Kalyan	25	24	24	25	25	63
		Kolhapur Zone	22	19	30	11	5	6
		CGRF Konkan	8	1	5	4	3	14
		CGRF Lature	5	5	4	6	4	9
		Nagpur (Rural)	33	37	39	30	0	20
		Nagpur (Urban)	69	86	91	64	5	12
		Nashik Zone	7	10	13	4	0	21
		Pune	17	8	3	22	18	6
		BEST	5	6	7	4	0	8
		TATA Power	2	2	3	1	0	10
		Reliance Infrastructure Ltd.	3	1	3	0	2	2
		Nanded	2	0	1	1	1	4
		Jalgaon	2	4	2	4	0	1
		Baramati	7	2	3	5	5	2
		Total	269	261	296	231	75	251
14	Meghalaya	-			Information Not submitted			
		Bhubaneswar	5	92	94	3	0	22

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
		16	Punjab	PSPCL	21	37	28	30
Total	21			37	28	30	1	28
17	Rajasthan	Ajmer	160	2329	2002	487	Nil	Nil
		Jaipur	983	4520	4438	1065	Nil	Nil
		Jodhpur	279	1334	1079	534	Nil	Nil
		Total	1422	8183	7519	2086	Nil	Nil
18	Tamil Nadu		99	211	217	93	11	Nil
19	Uttar Pradesh	Agra	59	24	21	62	48	616
		Kanpur	14	9	12	11	5	113
		Aligarh	9	24	27	6	3	20
		Jhansi	34	17	6	45	33	4
		Chitrakoot	3	3	1	5	1	3
		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
		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
20	Uttarakhand	Garhwal Zone	20	74	75	19	7	0
		Kumaon Zone	66	26	54	38	29	0
		Total	86	100	129	57	36	0
21	West Bengal	WBSEDCL	103	230	233	102	34	51

		CESC LTD.	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	
22	(JERCMM) Manipur & Mizoram	P&E Department, CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil	
		Manipur State power Distribution Company Limited (MSPDCL), CGRF	Nil	Nil	Nil	Nil	Nil	Nil	
			Nil	Nil	Nil	Nil	Nil	Nil	
23	JERC Goa & Uts	CGRF Daman & Diu	0	2	0	2	0	3	
		Dadar & Nagar Haveli	11	7	0	18	2	0	
		Electricity Department of A&N. Administration	1	1	2	0	0	14	
		Goa	3	3	5	1	0	4	
		Lakshadweep	1	2	3	0	0	5	
		Puducherry	Information not received						
		Chandigarh	Information not received						
		Total	16	15	10	21	2	26	
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil	
		Total	Nil	Nil	Nil	Nil	Nil	Nil	
25	Chattisgarh	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	
26	Tripura	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	
27	Jammu & Kashmir	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 Dece,ner, 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	-	Information not submitted					
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

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

				Section -VIII - States of achievement of Standard of Performance			
Name of SERC/ JERC	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 data & details of the report published by SERC under section 59(2)	
1	Assam			Not submitted			
2	Andhra Pradesh	Notification published in the Andhra 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 b) APERC (Reorganisation) Regulation No.3 of 2014.	TSSPDCL dated 28-Aug-2014, Lr.No.CGM(Comm)/SE(IPC)/DE(RAC)/D.No.926 APEPDCL dated 10-07-2014, Lr.No.CGM/Comm. & RA/EPDCL/VSP/F.Dk/D.No.1959/14 TSNPDC dated 04-09-2014, Lr.No.CGM/IPC&RAC/TSnPDCL/WGL/F.Directives/D.No.177/14 APSPDCL dated 03-08-2012, Lr.No.CMD/SPDCL/CGM/Opn./GM/AE/RAC/ F.SOP/D.No.218/12	<a href="http://www.aperc.gov.in/aperc1/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf">http://www.aperc.gov.in/aperc1/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf</a>	35	Rs.12.99.282/-	10-Oct-2014; reports were placed in website <a href="http://www.aperc.gov.in/aperc/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf">http://www.aperc.gov.in/aperc/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf</a>
3	Arunachal Pradesh	SOP Regulation not yet notified by APSERC, but under process of preparation	NA	NA	NA	NA	
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 12-13 has been submitted by the licensee.	Report submitted in hard copy.	None	Nil	The report has been published on 27.09.2014.
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002. Further amended on 1.1.2003 and 20.5.2003. Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002, were repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007. The copy of the same is available on the website of DERC i.e. <a href="http://www.derc.gov.in">www.derc.gov.in</a>	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The copy of the last report received from TPDDL, BRPL & BYPL is enclosed for reference as Annexure-I.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	No compensation was awarded 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 Tariff Order dated 23.7.2014. The copy of same is available on the website of DERC i.e. <a href="http://www.derc.gov.in">www.derc.gov.in</a>
6	Gujarat			Information not submitted			
7	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	—	Nil	Nil	—
8	Himachal Pradesh			Information not submitted			
9	Jharkhand			Information not submitted			
10	Karnataka			Information not submitted			
11	Kerala			Information not submitted			
12	Madhya Pradesh	MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No.RG-8(H) of 2012) dated 11/23/2012	MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabalpur dated 05.17.2014 MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 05.29.2014 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 04.27.2014	—	Nil	Nil	Dated 08.07.2014, Uploaded on Commission's website

13	Maharashtra	1. MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005. 2. 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014	For FY 2012-13 MSEDCL, BEST, R-Infra-D and TPC-D furnished data to the Commission on 13.01.2014, 13.12.2013, 13.05.2013 & 23.04.2013 respectively. For FY 2013-14 BEST, R-Infra-D and TPC-D furnished data to the Commission on 04.07.2014, 21.05.2014 & 23.04.2014 respectively. This data is under scrutiny. However, MSEDCL reply on this data is still awaited.	For FY 2012-13 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/SoP%20of%20MSEDCL%20FY%202012-13.pdf BEST http://www.mercindia.org.in/pdf/Order%2058%2042/SoP%20of%20BEST%20FY%202012-13.pdf R Infra-D http://www.mercindia.org.in/pdf/Order%2058%2042/SoP%20of%20RInfra-D%20FY2012-13.pdf TPC-D http://www.mercindia.org.in/pdf/Order%2058%2042/SoP%20of%20TPCD%20FY2012-13.pdf ** For FY 2013-14 links to the reports of Utilities are as follows: BEST http://www.bestundertaking.com/pdf/SoP year 2013-14.pdf R Infra-D http://www.rel.co.in/pdf/Annual-Standard-of-Performance-Report-forFY2013-14.pdf TPC-D http://www.tatapower.com/regulations/sop-repOf-FY2014.aspx	For FY 2012-13 MSEDCL- 41 Nos Nil for BEST, R Infra-D and TPC-D	For compensation amounting to Rs. 1,45,000/-	MSEDCL On 4.02.2014, details are available on the Commission's website for FY 2012-13. For FY 2013-14 data is under scrutiny.
14	Meghalaya	15.01.2013 MSERC (Standard of Performance) Regulations, 2012.	8.04.2013	—	Nil	Nil	Report published in local newspapers. 23.04.2013.
15	Odisha	Information not submitted					
16	Punjab	The provision for payment of compensation notified vide Notification No. PSERC/Secy./Regu.-61 Dated 2 <sup>nd</sup> December, 2011 effective from 1.1.2012	01.12.2014 for the period from 01.04.2014 to 31.09.2014 (Half 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 18-01-2005.	Commission made a Regulation and published in Tripura Gazette on 18/1/2005. Report in this regard for last financial year is yet to be furnished by the licensee to the Commission	Report yet to be furnished.	No report towards payment of compensation is furnished by the licensee.	Nil	The last Annual Report published by the TERC for the year 2013-14 where the Standard of Performance were elaborated.
20	Uttar Pradesh	Date of Notification:- 14/09/2006, Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	Not submitted				
		Dakshinanchal Vidyut Vitran Nigam Ltd.	Not submitted		0	0	
		KESCO	Not submitted		0	0	
		Madhyanchal Vidyut Vitran Nigam Ltd.	Not submitted		0	0	
		NPCL	Not submitted		0	0	
		Purvanchal Vidyut Vitran Nigam Ltd.	Not submitted		0	0	
		Paschimanchal Vidyut Vitran Nigam Ltd.	Not submitted		0	0	
21	Uttarakhand	April 17, 2007					
		WBSEDCL 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/334 date 3d 11.06.2014.	Annual Report for the year 2013-14 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 under memo No. WBERC/B-27/4/0529 dated 20.08.2014.	5	Rs. 328000/-	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-27/4/0529 dated 20.08.2014.

22	West Bengal	<p><b>CESC Ltd.</b> Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.</p>	<p>Memo No. GM(CR):288 dated 12.06.2014.</p>	<p>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-27/4/0529 dated 20.08.2014.</p>	<p>Nil</p>	<p>Nil</p>	<p>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-27/4/0529 dated 20.08.2014.</p>
		<p><b>DPSC Limited</b> WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.</p>	<p>Memo No. RA/II/002/14-15/1204 dated 30.06.2014</p>	<p>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-27/4/0529 dated 20.08.2014.</p>	<p>Nil</p>	<p>Nil</p>	<p>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-27/4/0529 dated 20.08.2014.</p>
		<p><b>DVC</b> WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.</p>	<p>Coml/WBERC/2014/866 dated 27.06.2014.</p>	<p>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-27/4/0529 dated 20.08.2014.</p>	<p>Nil</p>	<p>Nil</p>	<p>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-27/4/0529 dated 20.08.2014.</p>
		<p><b>DPL</b> WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.</p>	<p>Memo No. NO/COM/Tarif/1-1664 dated 03.07.2014</p>	<p>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-27/4/0529 dated 20.08.2014.</p>	<p>Nil</p>	<p>Nil</p>	<p>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-27/4/0529 dated 20.08.2014.</p>
23	(JERCMM) Manipur & Mizoram	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>
		<p>No., The Manipur Gazette No. 281 of 26.8.2010</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>
24	JERC Goa & Uts	<p>No., The Mizoram Gazette No. 223 of 2.7.2010</p>					
25	Sikkim	<p>Information Not submitted</p>	<p>NIL</p>	<p>NIL</p>	<p>NIL</p>	<p>NIL</p>	<p>The details of the report for the F.Y 2012-13 &amp; 2013-14 are published by the SSERC in its Annual Report (combined) for the FY F.Y 2012-13 &amp; 2013-14. (Report can be seen at <a href="http://www.sserc.in/Reports">www.sserc.in/Reports</a>)</p>
26	Jammu & Kashmir	<p>03/SSERC/SP/2012 Dated 14<sup>th</sup> March 2012</p>	<p>The report for the FY 2013-14 is yet to be received from the Distribution Utility.</p>	<p>—</p>	<p>No compensation paid during 2013-14</p>	<p>No compensation paid during 2011-12, 2012-13 and 2013-14</p>	<p>The required details will be published as and when these are received from the Utility.</p>
27	Chhattisgarh	<p>SOP Regulation issued by SERC in March, 2006.</p>	<p>NA (The matter being pursued)</p>	<p>NA</p>	<p>Nil</p>	<p>—</p>	<p>NA (The matter being pursued)</p>