

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

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

Dated: 29th May, 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

Office copy

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 ———, 2017
DECEMBER

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 September 2017	Status of Vacancy for quarter ending December 2017
1.	Bihar, Patna	<p>One vacancy against the post of 3rd Member since 26.02.2013</p> <p>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</p> <p>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>	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of Chairperson since 16.05.2017</p> <p>One vacancy against the post of 2nd Member since 06.12.2012 in Purnea</p> <p>One vacancy against the post of Chairperson at Purnea since 27.3.2017</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	Five 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	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 – 09-02-2015; Nanded Zone – 23-02-2017; Jalgaon Zone – 06-06-2017; Baramati Zone – 17-10-2011	Eight (08) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Kokan Zone – 09-02-2015; Jalgaon Zone – 06-06-2017; Nasik zone- 06-06-2017 Nagpur zone – 06.06.2017 Bhandup zone – 08-12-2017 Pune zone – 08-12-2017

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2017	Status of Vacancy for quarter ending December 2017
		<p>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>	<p>Four (04) vacancies against the posts of Members (CPO) as per details given under –</p> <p>Latur Zone – 19-12-2017; Nasik zone- 01-07-2017; Bhandup zone – 24-11-2017; Pune zone – 03-12-2017</p>
4.	Punjab	One vacancy against the post of Member since 15-03-2017.	One vacancy against the post of Member since 15-03-2017.
5.	Tamil Nadu	<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 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>	<p>One vacancy against the post of Member (Legal), Chennai EDC (West) since 14-07-2012</p> <p>2 vacancies in Namakkal EDC since 28-06-2014</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2017	Status of Vacancy for quarter ending December 2017
6.	HERC		<p>One vacancy against the post of the Chairperson in Hisar</p> <p>Two vacancies against the post of Member in Hisar</p>
7.	Odisha	Two vacancies against the posts of two Co-Opted Members in Bolangir and Jaipur Road	Two vacancies against the posts of two Co-Opted Members in Bolangir and Jaipur Road

Note: Relevant information from ERC of Jharkhand, Kerala, JERC (Goa and UTs) 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 SEP. 2017	Status of Vacancy for quarter ending DEC 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, JERC (Goa and UTs) 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 SEP. 2017	Status of Vacancy for quarter ending DEC. 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 June, 2017 as against the status in quarter ending March, 2017 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending SEP. 2017	Status of Vacancy for quarter ending DEC. 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. Five 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. Three vacancies in CGRF for the post of Member in the State of Tamil Nadu.
5. Eight vacancies against the post of Chairpersons and four 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. One vacancy against the post of Chairperson and one vacancy against the post of Member in Haryana.
8. 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.

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 SEP. 2017	No. of Grievances received during the quarter ending December 2017	No. of Grievances disposed during the quarter ending December 2017	No. of Grievances pending at close of the quarter ending December 2017	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December 2017
1	Assam	APDCL, Silchar	0	0	0	0	0	1
		APDCL, Dibrugarh	0	0	0	0	0	0
		APDCL, Tezpur Zone	0	1	1	0	0	1
		APDCL (LAZ), Guwahati	4	1	5	0	0	4
		APDCL (LAR), Jorhat Zone	0	1	1	0	0	1
		APDCL, Nagaon	0	1	1	0	0	1
		Total	4	4	8	0	0	8
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	192	148	93	247	145	26
		APEPDCL/Visakhapatnam	102	118	111	109	28	28
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	0	0	0	0	0	0
4	Bihar	Patna	103	14	46	71	66	16
		Muzaffarpur	128	20	14	134	122	48
		Purnea	20	11	10	21	21	0
		Bhagalpur	129	23	39	90	90	0
		Gaya	26	10	31	5	1	30
		Total	406	78	140	321	300	94
5	Delhi	BRPL	39	43	42	40	13	26
		BYPL	4	7	3	8	0	8
		TPDDL	192	42	102	132	101	37
		NDMC	2	4	0	6	2	3
		Total	237	96	147	186	116	74

6	Gujarat	PGVCL, Rajkot	38	69	95	12	0	10
		PGVCL, Bhavnagar	73	66	72	67	21	16
		PGVCL, Bhuj	0	15	7	8	0	9
		UGVCL	4	14	13	5	0	4
		MGVCL	0	6	6	0	0	2
		DGVCL	1	47	44	4	0	8
		TPL-Ahmedabad	14	54	51	17	2	11
		TPL Surat	1	10	8	4	0	13
		Total	131	281	296	117	23	73
7	Haryana	UHBVNL	16	25	7	34	5	15
		DHBVNL	50	91	104	37	3	17
		Total	66	116	111	71	8	32
	Himachal Pradesh		66	15	17	64	50	9
9	Jharkhand	Sail Bokaro, Jharkhand	Information not submitted					
		JUSCO						
		Tata Steel Ltd.						
		Jharkhand Urja Vikas Nigam Ltd.						
		VUSNF, Chaibasa						
		VUSNF, Hazaribagh						
		VUSNF, JSEB, Medininagar						
		Damodar Vally Corpn. Maithon, Jharkhand						
		Total						
10	Karnataka	BESCOM	54	24	6	72	60	10
		MESCOM	1	3	3	1	1	2
		HESCOM	8	12	5	15	10	11
		GESCOM	10	0	2	8	8	5
		CESC	2	1	2	1	0	3
		Total	75	40	18	97	79	31

11	Kerala	CGRF-North (KSEB)	Information not submitted					
		CGRF-Central (KSEB)						
		CGRF-South (KSEB)						
		Trichur Corporation						
		KDHPCL						
		Total						
12	Madhya Pradesh	ECGRF Bhopal	28	64	49	43	28	21
		ECGRF Indore	43	108	97	54	0	27
		ECGRF Jabalpur	47	1539	1567	19	0	32
		Total	118	1711	1713	116	28	80
13	Maharashtra	Bhandup Urban Zone	16	18	23	11	11	29
		Kolhapur Zone	22	14	23	12	4	7
		Nashik Zone	16	9	17	8	15	10
		Konkan Zone	6	4	9	1	1	11
		Latur Zone	10	0	10	0	0	8
		Aurangabad Zone	8	5	4	7	4	13
		Amravati Zone	4	2	4	2	0	4
		Pune Zone	2	11	7	6	1	7
		Nagpur Zone	15	34	21	28	5	8
		Gondia Zone	1	0	1	0	0	2
		Kalyan Zone	40	24	54	10	3	39
		Jalgaon Zone	1	1	2	0	0	5
		Nanded Zone	1	0	1	0	0	2
		Baramati Zone	7	6	11	2	2	5
		Chandrapur Zone	1	0	0	0	0	0
		Akola Zone	0	5	1	4	0	3
		BEST Undertaking	7	14	13	8	0	9
		R Infra D	2	3	2	3	1	3
		TPC-D	0	0	0	0	0	4
		Mindspace	0	0	0	0	0	0
		Total	159	150	203	102	47	174
14	Meghalaya	Meghalaya , CGRF	2	1	1	2	2	3

15	Odisha	Bhubaneswar	5	168	168	5	0	19
		Khurda	2	260	262	0	0	23
		Cuttack	0	480	480	0	0	29
		Dhenkanal	3	234	237	0	0	20
		Paradeep	11	215	217	9	0	17
		Rourkela	3	124	81	46	2	4
		Burla	29	86	113	2	0	16
		Bolangir	48	140	130	58	0	36
		Balasore	33	77	99	11	0	32
		Jaipur Road	6	66	69	3	0	14
		Berhampur	9	103	110	2	0	39
		Jeypore	59	67	110	16	3	18
		Total	208	2020	2076	152	5	267
16	Punjab	PSPCL, Patiala	62	99	121	40	7	34
17	Rajasthan*	Ajmer	408	4162	3947	1073		
		Jaipur	1004	15181	14366	1819		
		Jodhpur	123	1554	1527	150		
		Total	1535	20897	19840	3042		
18	Tamil Nadu	Tamil Nadu	225	234	244	215	75	61
19	Uttar Pradesh	Agra	53	63	47	69	19	67
		Aligarh	66	57	56	67	47	59
		Allahabad	123	84	82	125	44	26
		Azamgarh	41	14	12	43	33	58
		Bareilly	71	1	19	53	52	201
		Basti	5	8	4	9	2	41
		Chitrakoot	2	1	1	2	0	6
		Faizabad	21	10	3	28	14	8
		Gonda Devipatan	0	0	0	0	0	0
		Gorakhpur	97	13	34	76	56	28
		Greater Noida	1	2	0	3	1	0
		Jhansi	114	198	76	236	113	66
		Kanpur	27	7	8	26	17	15
		Kanpur, KESCO	50	29	24	55	39	22
		Lucknow	30	19	15	34	17	37
		Meerut	55	21	29	47	29	49
		Mirzapur	13	7	8	12	8	75
		Moradabad	51	17	0	68	52	57
		Saharanpur	14	11	7	18	8	34
		Varanasi	50	80	90	40	26	57
		Total	884	642	515	1011	577	906
		Udham Singh Nagar	5	41	39	7	3	0
		Haridwar	13	31	31	13	6	0

20	Uttarakhand	Garhwal Zone	23	54	57	20	3	0
		Kumaon Zone	32	69	52	49	19	0
		Total	73	195	179	89	31	0
	West Bengal	WBSEDCL	112	216	209	119		41
		CESC LTD.	5	101	103	3	0	full time
		DPSC Ltd.	1	1	1	1	0	1
		DVC	0	0	0	0	0	0
		DPL	0	0	0	0	0	0
		Total	118	318	313	123	0	42
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	0	0	0	0	0	0
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	0	0	0	0	0	0
23	Joint Electricity Regulatory Commission Goa	Andman & Nicobar Islands	Information not submitted					
		Goa						
		Lakshadweep						
		Daman						
		Dadra Nagar Haveli						
		Chandigarh						
		Total						
24	Sikkim	Sikkim	0	2	2	0	0	2
25	Chhattisgarh	Raipur	31	19	31	19	9	24
		Bilaspur	15	25	20	20	4	41
		Jagdalpur	0	4	0	4	0	2
		Raigarh	0	0	0	0	0	0
		Bhilai	0	1	0	1	1	4
		Total	46	49	51	44	14	71
26	Jammu & Kashmir		CGRF not established as yet					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III						
28	Nagaland		CGRF not established as yet					
29	Telangana		Information not submitted					

* Note: Report is for the period from April to December 2017

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 SEP. 2017	No. of Grievances received during the quarter ending Dec. 2017	No. of Grievances disposed during the quarter (Oct.- Dec.2017)	No. of Grievances pending at close of the quarter (Oct.- Dec.2017)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Oct.-Dec.2017)
1	Assam	1	0	2	2	0	0	4
2	Andhra Pradesh	1	14	23	25	12	3	9
3	Arunachal Pradesh	1	0	0	0	0	0	0
4	Bihar	1	23	9	9	25	16	18
5	Delhi	1	5	7	10	2	0	9
6	Gujarat	1	27	32	42	17	9	54
7	Haryana	1	2	10	9	3	0	7
8	Himachal Pradesh	1	7	8	8	7	2	6
9	Jharkhand	1	Information not submitted					
10	Karnataka	1	16	1	0	17	11	4
11	Kerala	1	Information not submitted					
12	Madhya Pradesh	1	2	12	1	13	4	5
13	Maharashtra	2	43	39	45	37	5	68
14	Meghalaya	1	0	0	0	0	0	0
15	Odisha	2	56	71	111	57	16	148
16	Punjab	1	26	40	20	46	0	23
17	Rajasthan*	1	8	30	36	2	0	full time
18	Tamil Nadu	1	24	14	13	25	18	20
19	Uttarakhand	1	9	12	8	13	2	0

20	Uttar Pradesh		150	65	58	157	112	389
21	West Bengal	2	112	57	93	82	50	49
22	(JERCMM) Manipur & Mizoram	1	0	0	0	0	0	0
23	JERC Goa & All Uts	Information not submitted						
24	Chhattisgarh	1	7	3	3	7	0	58
25	Tripura	1						
26	Sikkim	1	0	0	0	0	0	0
27	Jammu & Kashmir		Ombudsman not yet established					
28	Nagaland		Ombudsman not yet established					
29	Telangana		Information not submitted					

* Note: Report is for the period from April to December 2017

Status of Achievement of Standard of Performance (SOP)

Section-VIII: Status of achievement of Standard of Performance							
No.	Name of S.R.C. / H.R.C.	The date & details of notification of SOP is S.R.C.	The date & details of on which the licensee has furnished the report to S.R.C. under section 59(2) for the latest financial year	Link to the reports submitted by licensees	The number of cases in which compensation was made under sub-section (2) of section 57	The aggregate amount of the compensation paid	The date and details of the report published by S.R.C. under Section 59 (2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	APERC Regulation 7 of 2004 dated 22.6.2004 and Regulation 9 of 2013 dated 8.8.2013 APERC Regulation 19.8.2008	25.08.2016		2	55000/-	
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation	Not applicable in view of above	Not applicable in view of above	Nil	Nil	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 in this regard and hearing process is going on
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 copy of the last report received from TPDCL, BYPL & BKPL is submitted	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.derc.gov.in
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij 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 Vij Company Ltd. (MGVCL)	22.04.2017 (Annual Report of FY 2016-17)	www.mgvcl.com	Nil	Nil	01-05-2017
		Paschim Gujarat Vij Company Ltd. (PGVCL)	25.04.2017 (Annual Report of FY 2016-17)	www.pgvcl.com	Nil	Nil	01-05-2017
		Dakshin Gujarat Vij 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
		16 July 2004 HERC (Standards of Performance for the Distribution Licensees) 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_1_UHBYNL.aspx https://herc.gov.in/content/1065_1_DHBVNL.aspx	Nil	Nil	Information pertaining to UHBVNL & DHBVNL 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. HPSEBLCE (Comm.) SERC-31/2016-17-1455-56 dated 25.04.2017	not uploaded yet	Nil	Nil	nil
9	Jharkhand	Information not submitted					

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10	Karnataka	24-03-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCOM, 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	NA																																																										
	Madhya Pradesh	14-09-2017		http://www.mperc.in/180917-distribution-Per-Standards-2016-17.pdf																																																								
13	Maharashtra	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 and FY 2017-18 BEST, R-Infra-D and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows: <table><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>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> FY 2017-18 <table><tbody><tr><td>BEST</td><td>24.8.17</td><td>10.11.17</td></tr><tr><td>R Infra D</td><td>18.8.17</td><td>22.11.17</td></tr><tr><td>TPC-D</td><td>07.8.17</td><td>1.11.17</td></tr><tr><td>MSEDCL</td><td>18.10.17</td><td>12.12.17</td></tr><tr><td>MBPPL</td><td>14.7.17</td><td>18.10.17</td></tr><tr><td>GEPL</td><td>14.7.17</td><td>18.10.17</td></tr></tbody></table>		QI	QII	Q III	QIV	BEST	7.8 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	BEST	24.8.17	10.11.17	R Infra D	18.8.17	22.11.17	TPC-D	07.8.17	1.11.17	MSEDCL	18.10.17	12.12.17	MBPPL	14.7.17	18.10.17	GEPL	14.7.17	18.10.17	For FY 2016-17 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_SOP_June16_MSE DCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q2_SOP_Sept16_MSEDCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Q3_SOP_Dec%2016_M SEDCL_31962005%202017.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_SOP_Q4_FY 16-17.pdf For FY 2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_SOP_June17_MSE DCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_SOP_Q2_FY 17-18.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	For FY 2016-17 MSEDCL 23 Nos. BEST 1 No R Infra-D, BEST, MBPPL and GEPL Nil For FY 2017-18 (Upto Quarter II) MSEDCL 49 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 (Upto Quarter II) For MSEDCL Compensation paid-amounting to Rs.3,89,213.45/-	On 28-11-2017, details are available on the Commission's website for FY 2017-18 upto Quarter II
	QI	QII	Q III	QIV																																																								
BEST	7.8 16	28.10.16	20.02.17	9-8-17																																																								
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GEPL	14.7.17	18.10.17																																																										
14	Meghalaya	24.01.2013 MSERC (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 Discos for the FY 2015-16	Nil	Nil	05-10-2016 in News paper (www.orerc.org) Performance of Discos 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)/TSFCL/Cor	Nil	Till date no. such situation arises for which levy of penalty or compensation thereof being paid	Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performances were elaborated																																																					
20	Uttar Pradesh	Information not submitted																																																										
21	Uttarakhand	17-Apr-07																																																										
		WBRC Notification no. 46/WBRC dated 31.05.2010 as amended 57/WBRC dated 26.08.2013 and 61/WBRC dated 07.01.2014	Memo No. CRM/WBRC/Report/260 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 WBRC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WB/RC/B-27/5/1098 dated 07.11.2017	1	1,28,400/-	Annual Performance Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBRC (Standards of Performance of Licensees relating to Consumer Services) Regulation, 2010 and published vide Memo No. WB/RC/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. GM/CR/12062 dated 16.08.2017	Annual Performance Report for the year 2016-17 submitted by CLSC 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 CLSC 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
		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/IA02/16-17/1599 dated 25.06.2017	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	Consil. WBERC/Annual Report/2016-17/971 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 27 July 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	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A) dated 31.01.2012. The Department of Power, Nagaland (Licensee) is still unable to implement it mainly due to want of maintenance facilities and fund constraint as reported.	NA				
29	Telangana	Information not submitted					