

FORUM OF REGULATORS (FOR)

C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

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No. FOR-11013(11)/1-APR IL-JUNE/2021-CERC

Dated: 24.09. 2021

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 Directions 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 for the quarter **April to June, 2021** is enclosed as **Annexure**.

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

Yours sincerely,



Encl.: Eight Copies

(Rajiv Kumar)
Assistant Secretary (FOR)

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending June, 2021

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 June, 2021 as against the status in quarter ended March, 2021 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending March, 2021	Status of Vacancy for quarter ending June, 2021
1	Bihar	Not submitted	1 st and 3 rd Member at Patna vacant since 20.12.2019 and 26.2.2013. 2 nd and 3 rd Member at Purnea vacant since 07.07.2020 and 23.10.2017. 2 nd and 3 rd Member at Bhagalpur since 2.8.2019 and 23.10.2017. 3 rd Member at Muzaffarpur since 23.10.2017. 2 nd and 3 rd Member at Gaya since 2.8.2019 and 23.10.2017.
2	Chhattisgarh	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017.	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017.
3	Delhi	One vacancy against the post of Members (Legal) in CGRF-NDMC since 19.03.2021	One vacancy against the post of Members (Legal) in CGRF-NDMC since 19.03.2021
5.	JERC Goa UTs	Four Vacancies against the post of Chairperson in State of Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Daman and Diu and Union Territory of Lakshadweep since 7.2.2020, 24.02.2021, 20.01.2018 and 01.12.2019 respectively. Four vacancies against the post of Member (Licensee) in State of Goa since October, 2014, Union Territory of Andaman and Nicobar Islands since August, 2013, Union Territory of Dadra and Nagar Haveli since 26.08.2014 and Union Territory of Lakshadweep since April, 2010.	Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively. Five vacancy against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli, Puducherry and Lakshadweep since October, 2014, August, 2013, 26.8.2014, 22.6.2021 and April, 2010 respectively.

6	Jharkhand	<p>Three vacancies against the post of Chairperson/Chairperson-cum-Member (Legal) in TASUISL, Vidyut Upbhokta Shikayat Niwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 25.8.2020, 7.11.2019 and 5.5.2020 respectively</p> <p>Four vacancies against the post of Member (Engineer)/Member (Accounts)/Member (Finance & Accounts) in Vidyut Upbokta Shikayat Niwaran Forum, Chibasa, Vidyut Upbokta Shikayat Niwaran Forum, Dumka, Vidyut Upbokta Shikayat Niwaran Forum, Medininagar since 01.05.2020, 30.07.2014, 30.06.2012 and 26.07.2014 respectively</p>	<p>Member (Finance) in CGRF, Jamshedpur since 2.4.2021,</p> <p>Member (Tech.) in CGRF, Ranchi, Member (Finance & Acts.) and Member (Engg.) in CGRF, Chaibasa since 30.7.2014 and 1.5.2020.</p> <p>Vacancy against the post of Chairperson, Member (Engg.) and Member (Finance & A/cs) since 30.6.2012 in CGRF Dumka</p> <p>Vacancy against the post of Chairperson, Member (Engg.), Member (Accounts) since 30.9.2020, 29.2.2020 and 30.7.2020 in CGRF Hazaribagh</p> <p>Vacancy against the post of Member (Finance & Acs) since 26.7.2014 in CGRF Medininagar</p>
8	Kerala	One vacancy against the post of Members (nominated by SERC) in since 12.06.2019	Nil
9	Maharashtra	<p>Ten (10) vacancies against the post of Chairperson in Kolhapur, Nasik, Aurangabad, Amravati, Nagpur, Kalyan, Baramati, Akola, Vasai and Mindspace.</p> <p>Twelve (12) vacancies against the post of Member (CPO) in Bhandup, Kolhapur, Nasik, Aurangabad, Amravati, Pune, Kalyan, Baramati, Akola, Vasai, AEML Undertaking, and BEST undertaking.</p> <p>Four (04) vacancies against the post of Member (Licensee) in Amravati, Nagpur, Kalyan and Vasai.</p>	<p>Four vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola and Vasai Zone.</p> <p>Four vacancies against the post of Member (Licensee) in CGRF Amaravati, Nagpur, Kalyan and Vasai zone.</p> <p>One vacancy against the post of Member (CPO) in CGRF Nashik</p>
10	Meghalaya	Not submitted	One vacancy against the post of Member (Technical) since March, 2020
11	Odisha	Two Vacancies against the post of Co-opted Member in CGRF, Burla, Sambalpur, and Member (Finance) in CGRF Jeypore, Koraput, Odisha	Two Vacancies against the post of Co-opted Member in CGRF, Burla and Sambalpur, Odisha.
12	Tamil Nadu	Three vacancies against the post of Members.	Two vacancies against the post of Member In Namakkal and Chennai EDC(North) since May, 2021 and November, 2013
13	Uttar Pradesh	Thirteen vacancies against the post of Judicial Member and Technical Member in CGRFs (Six Judicial Members and Seven Technical Members)	Twelve vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Faizabad, Gorakhput, Mirzapur, Basti, Meerut, Moradabad and Saharanpur.

