

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

No. 15/9 (1)/2016/APTEL/FOR/CERC

Dated: 8th May, 2017

To

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4,7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003.

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

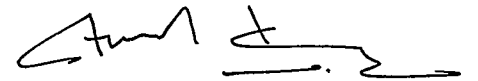
Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as **Annexure**.

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

Yours faithfully,

Encl : As above (8 copies)



(Arun Kumar)
Assistant Secretary

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012
in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending December, 2016

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 December, 2016 as against the status in quarter ending September, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2016	Status of Vacancy for quarter ending December, 2016
1.	Andhra Pradesh	Nil	Nil
2.	Bihar, Patna	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>One vacancy against the post of Member in Purnea since 06.12.2012.</p> <p>One vacancy against the post of Member in Muzaffarpur since 07.01.2014.</p> <p>One vacancy against the post of Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of Member in Gaya.</p>	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>Two vacancies against the post of Members in Purnea since 06.12.2012 and 13.01.2017 respectively.</p> <p>One vacancy against the post of Member in Muzaffarpur since 07.01.2014.</p> <p>One vacancy against the post of Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of Member in Gaya since 02.02.2016.</p>
3.	Chhattisgarh	Four vacancies against the post of Member (third member to the nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively.	Four vacancies against the post of Member (third member to the nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively.
4.	Jharkhand	<p>One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibsa since 30.07.2014.</p> <p>One Vacancy against the post of Member (Finance & Acs) in</p>	<p>One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibsa since 30.07.2014.</p> <p>One Vacancy against the post of Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2016	Status of Vacancy for quarter ending December, 2016
		<p>VUSNF, Dumka since 30.06.2012.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, JSEB, Medininagar since 26.07.2014.</p>	<p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, JSEB, Medininagar since 26.07.2014.</p>
5.	JERC Goa & Uts	Nil	One vacancy against the post of Member (Licensee) in Silvassa since 26.08.2014.
6.	Maharashtra	<p>Six vacancies against the post of Chairperson in Kokan Zone, Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone, Maharashtra since 09.02.2015, 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p> <p>Five vacancies against the posts of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>	<p>Six vacancies against the post of Chairperson in Kokan Zone, Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone, Maharashtra since 09.02.2015, 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p> <p>Five vacancies against the posts of Members (CPO) in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone, Maharashtra since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>
7.	Odisha	Nil	Three vacancies against the posts of three Co-Opted Members in Bolangir, Jaipur & Berhampur for FY 2015-16.
8.	Punjab	Nil	Nil
9.	Uttar Pradesh		Nil
10.	Uttarakhand	Nil	Nil

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2016	Status of Vacancy for quarter ending December, 2016
11.	Tamil Nadu	<p>One vacancy against the post of the Member (Legal) in Namakkal EDC since 28.06.2014.</p> <p>One vacancy against the post of the Member in Vellore EDC since 04.01.2015.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 03.07.2015.</p>	<p>One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.</p> <p>One vacancy against the post of the Member in Mettur EDC since 25.11.2013.</p> <p>One vacancy against the post of the Member in Chennai EDC (North) since 30.11.2013.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 07.03.2015.</p>

Note: Relevant information from ERC of 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 December, 2016 as against the status in quarter ending September,2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September,2016	Status of Vacancy for quarter ending December,2016
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 till date.
2.	Jharkhand	Nil	One vacancy against the post of the Ombudsman in Ranchi, Jharkhand since 15.11.2016.

Note: Relevant information from ERC of 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 December, 2016 as against the status in quarter ending September, 2016 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2016	Status of Vacancy for quarter ending December, 2016
1.	Jammu & Kashmir	CGRF not yet established.	CGRF not established as yet.

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, 2016 as against the status in quarter ending September, 2016 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2016	Status of Vacancy for quarter ending December, 2016
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established as yet.

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. ✓ Six Vacancies in CGRF for the post of Member in the State of Bihar.
2. ✓ Four Vacancies in CGRF for the post of Member in the State of Chhattisgarh.
3. ✓ Five Vacancies in CGRF for the post of Member in the State of Jharkhand.
4. ✓ One vacancy in CGRF for the post of Member in Goa & UTs.
5. ✓ Three vacancies in CGRF for the post of three Co-opted Members in the State of Odisha.
6. ✓ Four vacancies in CGRF for the post of Member in the State of Tamil Nadu.
7. ✓ The posts of CGRF are yet to be created in the State of Jammu & Kashmir.
8. ✓ Six vacancies against the post of Chairpersons and five vacancies against the post of Member in the State of Maharashtra.

Vacancies in Ombudsman

1. The post of Ombudsman is yet to be created in the State of Jammu & Kashmir.
2. One vacancy against the post of Ombudsman in Ranchi, Jharkhand since 15.11.2016.

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 Sept., 2016	No. of Grievances received during the quarter ending Dec.,2016	No. of Grievances disposed during the quarter (Oct.-Dec.,2016)	No. of Grievances pending at close of the quarter (Oct.-Dec.,2016)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Oct.-Dec.,2016)
1	Assam	APDCL, Dibrugarh	1	2	3	Nil	Nil	4
		APDCL, Tezpur Zone	0	0	0	0	0	0
		APDCL (LAZ),Guwahati	3	3	6	Nil	Nil	5
		APDCL (LAR), Rangia Zone	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Nagaon	0	0	0	0	0	0
		Total	4	5	9	0	0	9
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	246	147	74	319	173	8
		APEPDCL/Visakhapatnam	73	117	82	108	36	14
		Total	319	264	156	427	209	22
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	Nil	Nil	Nil	Nil	Nil	Information not available
4	Bihar	Patna	130	25	48	106	88	33
		Muzaffarpur	166	27	30	163	152	30
		Purnea	24	7	16	15	10	35
		Bhagalpur	1	54	16	39	24	18
		Gaya	35	8	15	28	20	24
		Total	356	121	125	351	294	140
5	Delhi	BRPL	54	32	45	41	26	28
		BYPL	13	11	15	9	3	17
		TPDDL	188	95	130	153	117	39
		NDMC	4	0	2	2	2	4
		Total	259	138	192	205	148	88

6	Gujarat	PGVCL, Rajkot	16	71	72	15	0	11
		PGVCL, Bhavnagar	28	82	78	32	2	13
		PGVCL, Bhuj	0	11	10	1	0	6
		UGVCL	4	26	20	10	0	7
		MGVCL	1	8	8	1	1	3
		DGVCL	2	44	44	2	0	10
		TPL-Ahmedabad	4	10	12	2	0	11
		TPL Surat	0	7	7	0	0	13
		Total	55	259	251	63	3	74
7	Haryana	UHBVNL	2	13	4	11	11	12
		DHBVNL	38	83	80	41	4	27
		Total	40	96	84	52	15	39
8	Himachal Pradesh	HPSEBL, Kasumpti, Shimla	36	16	16	36	26	15
		Total	36	16	16	36	26	15
9	Jharkhand	Sail Bokaro, Jharkhand	0	0	0	0	0	6
		JUSCO	Nil	Nil	Nil	Nil	Nil	2
		Tata Steel Ltd.	1	Nil	1	Nil	Nil	2
		Jharkhand Urja Vikas Nigam Ltd.	Nil	1	Nil	1	Nil	3
		VUSNF, Chaibasa	11	1	1	11	10	14
		VUSNF, Dumka	2	2	1	NA	NA	12
		VUSNF, Hazaribagh	14	5	3	16	12	2
		VUSNF, JSEB, Medininagar	3	1	1	3	2	2
		Damodar Vally Corpn. Maithon, Jharkhand	1	Nil	Nil	1	1	4
Total	32	10	7	32	25	47		
10	Karnataka	BESCOM	57	20	5	72	59	4
		MESCOM	2	0	2	0	0	2
		HESCOM	15	6	9	12	10	12
		GESCOM	15	2	2	15	13	5
		CESC	0	0	0	0	0	0
		Total	89	28	18	99	82	23

11	Kerala	CGRF-North (KSEB)	63	62	56	69	29	152
		CGRF-Central (KSEB)	29	39	47	21	1	15
		CGRF-South (KSEB)	89	85	86	88	Nil	36
		Trichur Corporation	2	3	3	2	0	5
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	183	189	192	180	30	208
12	Madhya Pradesh	ECGRF Bhopal	26	29	22	33	11	14
		ECGRF Indore	46	83	89	40	0	27
		ECGRF Jabalpur	111	442	459	94	9	16
		Total	183	554	570	167	20	57
13	Maharashtra	Bhandup Urban Zone	40	21	37	24	10	44
		Kolhapur Zone	6	20	16	10	0	7
		Nashik Zone	11	26	12	25	0	21
		Konkan Zone	0	5	1	4	0	5
		Latur Zone	10	0	2	8	8	8
		Aurangabad Zone	4	11	8	7	0	10
		Amravati Zone	2	5	7	0	0	16
		Pune Zone	3	11	5	9	0	5
		Nagpur Zone	25	20	11	34	27	26
		Gondia Zone	0	0	0	0	0	0
		Kalyan Zone	156	26	45	137	137	67
		Jalgaon Zone	2	8	2	8	0	6
		Nanded Zone	3	0	2	1	0	0
		Baramati Zone	8	4	10	2	0	5
		Chandrapur Zone	1	1	2	0	0	2
		Akola Zone	2	4	4	2	0	9
		BEST Undertaking	5	6	7	4	0	6
		R Infra D	7	7	7	7	2	2
		TPC-D	0	0	0	0	0	3
		Mindspace	0	0	0	0	0	0
Total	285	175	178	282	184	242		
14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil	Nil	

15	Orissa	Bhubaneswar	6	341	345	2	0	87
		Khurda	31	126	150	7	6	27
		Cuttack	26	102	119	9	Nil	18
		Dhenkanal	76	221	271	26	Nil	13
		Paradeep	35	95	106	24	Nil	22
		Rourkela	20	67	70	17	3	7
		Burla	1	52	49	4	0	13
		Bolangir	25	156	101	80	Nil	30
		Balasore	60	62	96	26	2	30
		Jajpur Road	20	37	54	3	1	11
		Berhampur	46	113	112	47	-	36
		Jeypore	30	114	108	36	8	39
		Total	376	1486	1581	281	20	333
16	Punjab	PSPCL, Patiala	22	58	42	38	5	29
		Total	22	58	42	38	5	29
17	Rajasthan	Ajmer	412	2668	2418	662	NA	NA
		Jaipur	546	11404	10515	1435	NA	NA
		Jodhpur	244	1522	1446	320	NA	NA
		Total	1202	15594	14379	2417	NA	NA
18	Tamil Nadu	Tamil Nadu	130	207	221	116	47	44
19	Uttar Pradesh	Agra	46	25	40	32	11	66
		Aligarh	21	49	50	20	14	45
		Jhansi	51	157	161	47	17	68
		Kanpur	33	9	3	39	22	21
		Chitrakoot	3	2	0	5	4	14
		Kanpur, KESCO	62	42	45	59	28	19
		Lucknow	23	28	27	24	2	17
		Bareilly	127	0	0	127	127	0
		Faizabad	42	7	24	25	19	18
		Gonda Devipatan	23	17	16	24	15	15
		Greater Noida	2	1	1	2	1	7
		Varanasi	96	150	149	97	63	56
		Allahabad	121	86	116	91	39	32
		Gorakhpur	40	85	78	47	10	18
		Azamgarh	60	16	23	53	46	152
		Mirzapur	124	2	44	82	75	22
		Basti	5	20	21	4	0	31
		Meerut	48	28	25	51	25	52
Moradabad	67	12	35	39	30	59		
Total	994	736	858	868	548	712		

20	Uttarakhand	Garhwal Zone	0	0	0	0	0	0
		Kumaon Zone	0	0	0	0	0	0
		Total	0	0	0	0	0	0
21	West Bengal	WBSEDCL	71	167	174	158	11	48
		CESC LTD.	4	165	166	3	Nil	All Working Days during the period
		DPSC Ltd.	1	1	0	1	1	
		DVC	Nil	1	1	Nil	Nil	1
		DPL	1	Nil	1	0	0	3
		Total	77	334	342	162	12	55
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission	Andman & Nicobar Islands	0	3	0	3	0	34
		Goa	15	6	10	11	1	10
		Puducherry	8	23	19	12	0	63
		Daman	1	1	2	0	0	4
		Silvasa	3	5	7	1	0	9
		Total	27	38	38	27	1	120
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
25	Chattisgarh	Raipur	17	14	14	17	9	16
		Bilaspur	33	46	58	21	0	43
		Raigarh	0	0	0	0	0	0
		Bhilai	0	0	0	0	0	0
		Total	50	60	72	38	9	59
26	Jammu & Kashmir		CGRF not established as yet					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	NA	NA	NA	NA	NA	NA	NA
29	Telangana							

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 Sept.,2016	No. of Grievances received during the quarter ending Dec., 2016	No. of Grievances disposed during the quarter (Oct.- Dec.,2016)	No. of Grievances pending at close of the quarter (Oct.- Dec.,2016)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Oct. Dec.,2016)
1	Assam	1	Nil	1	Nil	1	Nil	1
2	Andhra Pradesh	1	35	7	22	20	16	21
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	31	7	7	17	10	12
5	Delhi	1	6	13	15	4	Nil	13
6	Gujarat	1	21	24	30	15	3	42
7	Haryana	1	4	9	11	2	4	21
8	Himachal Pradesh	NA						
9	Jharkhand	1	4	2	1	5	5	7
10	Karnataka	1	18	5	8	15	10	18
11	Kerala	1	23	27	25	25	1	36
12	Madhya Pradesh	NA	7	5	7	5	5	8
13	Maharashtra	2	84	153	128	109	7	169
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Orissa	2	91	75	77	89	53	203
16	Punjab	1	27	21	25	23	0	28
17	Rajasthan	1	5	57	61	1	Nil	Full Time
18	Tamil Nadu	1	49	26	30	45	32	36
19	Uttarakhand	NA	7	8	7	8	0	0

20	Uttar Pradesh	NA	86	94	31	149	96	241
21	West Bengal	2	106	82	82	106	52	47
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	NA	NA	NA	NA	NA	NA	NA
24	Chhattisgarh	1	1	8	0	9	0	66
25	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	CGRF not established as yet						
28	Nagaland		NA	NA	NA	NA	NA	NA
29	Telangana	Information not submitted						

Status of Achievement of Standard of Performance (SOP)

S.No.	Name of SERC/ JERCS	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	Section-VIII - Status of achievement of Standard of Performance	
						The aggregate amount of the compensation paid	The date & details of the report published by SERC under section 59(2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	NA					
3	Arunachal Pradesh	SOP Regulation notified by APSCERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation.	Not applicable in view of above	Not applicable in view of above	Nil	Nil	Not published as no report submitted by the Dept of Power, Government of 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. It will take some time more.
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	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-dcl.com & www.bcesdelhi.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
6	Gujarat	Notification No. 10 of 2005 Uttar Gujarat VJ Company Ltd.(UGVCL)	07.06.2016 (Annual Report of FY 2015-16)	http://www.uqvcl.com/sop/index.htm	Nil	Nil	07.06.2016
		Madhya Gujarat VJ Company Ltd.(MGVCL)	08.06.2016 (Annual Report of FY 2015-16)	www.mqvcl.com	Nil	Nil	20.06.2014
		Paschim Gujarat VJ Company Ltd. (PGVCL)	17.04.2015 (Annual Report of FY 2015-16)	www.pqvcl.com	Nil	Nil	08.06.2016
		Dakshin Gujarat VJ Company Ltd.	22.06.2016 (Annual Report of FY 2015-16)	www.dqvcl.com	Nil	Nil	22.06.2016
		TPL-Ahmedabad	13.06.2015 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	13.06.2016
		TPL-Surat	13.06.2016 (Annual Report of FY 2015-16)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	15.06.2016
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBNL vide memo no. Ch-20/GM/RA/NF-67/Vol-II dated 16.02.16 and by DHBVNL vide Memo no. Ch-73/SE/RA-232/Vol-II dated 23.02.16 for FY 2015-16 upto 3rd quarter.	-	Nil	Nil	Information pertaining to UHBNL & DHBVNL published on the Commission's website for FY 2015-16 upto 3rd quarter.
8	Himachal Pradesh	NA					
9	Jharkhand	Information not submitted					
10	Karnataka	24-05-2004 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 16 during the 1st week of June, 2016.	-	Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 16 in KERC website : karnataka.gov.in/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.
11	Kerala	NA					
12	Madhya Pradesh	NA					

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 2014-15 BEST, R-Infra-D and TPC-D & MSEDCL furnished data to the Commission as follows: Dates on which data is submitted <table border="1"> <thead> <tr> <th></th> <th>Q I</th> <th>Q II</th> <th>Q III</th> <th>Q IV</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>21.1.15</td> <td>26.03.15</td> <td>10.7.15</td> <td></td> </tr> <tr> <td>R Infra D</td> <td>1.10.14</td> <td>23.02.15</td> <td>14.3.15</td> <td>4.7.15</td> </tr> <tr> <td>TPC-D</td> <td>1.8.14</td> <td>03.11.14</td> <td>05.2.15</td> <td>5.5.15</td> </tr> <tr> <td>MSEDCL</td> <td></td> <td>11.09.15</td> <td></td> <td></td> </tr> </tbody> </table> For FY 2015-16 BEST, R-Infra-D, TPC-D, MSEDCL and SPPL furnished data to the Commission as follows: Dates on which data is submitted <table border="1"> <thead> <tr> <th></th> <th>Q I</th> <th>Q II</th> <th>Q III</th> <th>Q IV</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>1.10.15</td> <td>9.11.15</td> <td>8.2.16</td> <td>13.6.16</td> </tr> <tr> <td>R Infra D</td> <td>5.10.15</td> <td>22.02.2016</td> <td>5.4.16</td> <td>20.6.16</td> </tr> <tr> <td>TPC-D</td> <td>3.8.15</td> <td>2.11.15</td> <td>4.2.16</td> <td>2.5.16</td> </tr> <tr> <td>MSEDCL</td> <td></td> <td>awaited</td> <td></td> <td></td> </tr> </tbody> </table>		Q I	Q II	Q III	Q IV	BEST	21.1.15	26.03.15	10.7.15		R Infra D	1.10.14	23.02.15	14.3.15	4.7.15	TPC-D	1.8.14	03.11.14	05.2.15	5.5.15	MSEDCL		11.09.15				Q I	Q II	Q III	Q IV	BEST	1.10.15	9.11.15	8.2.16	13.6.16	R Infra D	5.10.15	22.02.2016	5.4.16	20.6.16	TPC-D	3.8.15	2.11.15	4.2.16	2.5.16	MSEDCL		awaited			For FY 2014-15 MSEDCL http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q1.pdf http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q2.pdf http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q3.pdf http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q4.pdf (MSEDCL in its report has not submitted Reliability Indices data. MSEDCL vide letter dated 05.08.2015 has submitted that it is migrating from the existing Consumer Monitoring System (CMS) to Network Data Management (NDM) system for deriving accurate indices. BEST: http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-Q1-QII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIVL.pdf R-Infra-D http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-Q1.pdf	For FY 2014-15 MSEDCL- 70 Nos BEST, R-Infra-D and TPC-D : Nil For FY 2015-16 BEST, R-Infra-D and TPC-D: Nil	For compensation amounting Rs.7,09,357/- MSEDCL paid to	On 16.08.2016, details are available on the Commission's website for FY 2015-16 .
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14	Meghalaya	15.01.2013 NSERC (Standard of Performance) Regulations, 2012.	08.04.2013		Nil	Nil	Report published in local news papers. 23.04.2013.																																																		
15	Odisha	28.05.2014. OERC (Licensee 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.orerec.org Performance of Distcos for the FY 2015-16	Nil	Nil	03.10.2015 (www.orerec.org) Performance of Distcos for the FY 2015-16																																																		
16	Punjab	Provisions for payment of compensation notified vide Notification No. PSERC/Secy./Regu-61 Dated 2nd December, 2011 effective from 1.1.2012 .	For the period from 01.04.2015 to 31.03.2016 (Yearly)		NIL	NIL	Nil																																																		
17	Rajasthan			Information not submitted																																																					
18	Tamil Nadu			Nil																																																					
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2015	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor. Office/CGRF/2015-16/35822-35 dated 04-11-2016	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			Information not submitted																																																					
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. CRM/WBERC/Report/248 dated 14.06.2016	Annual Performance Report for the year 2015-16 submitted by WBSEDCI, 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-27/5/0734 dated 26.07.2016	I	Rs.3400/-	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016																																																		
		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):1580 dated 24.06.2016	Annual Performance Report for the year 2015-16 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016																																																		
		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/1/002/16-17/1415 dated 16.05.2016	Annual Performance Report for the year 2015-16 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-27/5/0734 dated 26.7.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016.																																																		

		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Coml./CGRF/2016/446 dated 11.05.2016	Annual Performance Report for the year 2015-16 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-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 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-27/5/0734 dated 26.07.2016.
		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/Tariff/1-1437 dated 14.06.2016	Annual Performance Report for the year 2015-16 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-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016.
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.281 of 26.8.2010	Nil	Nil	Nil	Nil	Nil
		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	Information not submitted					
25	Sikkim	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March, 2012, Gazette Notification No. 132 of the Government of Sikkim.	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the Licensee till date. As such no report has been published by the Commission.
26	Jammu & Kashmir	SOP Regulation issued by SERC in March, 2006.	The report for the FY 2015-16 is yet to be received from the Distribution Utility under Section 53 (1) of J&K Electricity Act 2010.	-	The report for the FY 2015-16 is yet to be received from the Distribution Utility under Section 51 of J&K Electricity Act 2010.	The report for the FY 2015-16 is yet to be received from the Distribution Utility.	The Utility has been directed to submit the report for 2015-16 at the earliest to facilitate its publication by the Commission under Section 53 (2) of the State Act.
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil	-	NA (The matter being pursued)
28	Nagaland	Regulation on SOP was notified 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					