

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

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

Dated: 8th June, 2015

To,

The Registrar,
Appellate Tribunal for Electricity (APTEL),
Core 4,7th 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 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.

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)
Dy. Chief (RA)

O/c

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 March,2015

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 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 March, 2015 as against the status in quarter ending December, 2014 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2014	Status of Vacancy for quarter ending March, 2015
1.	Bihar, Patna	<p>Still Vacant</p> <p>Still Vacant</p> <p>Still Vacant</p>	<p>One vacancy against the post of Member in Patna since 26.02.2013</p> <p>One vacancy against the post of Member Purnea since beginning of CGRF Purnea</p> <p>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)</p>
2.	Jharkhand	Still vacant	<p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Chaibasa since 03.10.2014 and 30.07.2014 respectively.</p> <p>One Vacancy against the post of Member (Engineering) in JSEB, Ranchi since 02.09.2013.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Hazaribagh since 13.03.2013 and 25.01.2014 respectively.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Dumka since 31.07.2013 and 30.06.2012 respectively.</p> <p>One Vacancy against the post of Member (Finance & Acs) in JSEB, Medininagar Since 25.07.2014.</p>

3.	Joint Electricity Regulatory Commission	Still vacant	One vacancy against the post of Member (Licensee) in Lakshadweep since 01.04.2010
4.	Odisha	Still vacant	One vacancy against the post of Co-opted Member in Balasore
5.	Andhra Pradesh	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014	Still vacant
6.	Tamil Nadu	<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>	<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 Member in Mettur EDC since 25.11.2013.</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 (North) since 30.11.2013.</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 -II in Trichy/Metro/EDC since 12.10.2014.</p> <p>One vacancy against the post of Member in Thanjavur EDC since</p>

			10.01.2014. One vacancy against the post the Member in Virudunagar EDC since 30.03.2015.
7.	Maharashtra	<p>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.</p> <p>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.</p>	Still vacant

Note: ERCs of Andhra Pradesh, Karnataka, Maharashtra, Madhya Pradesh, West Bengal, J&K & Nagaland 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 March, 2015 as against the status in quarter ending December, 2014 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2014	Status of Vacancy for quarter ending March, 2015
1.	Jharkhand	No Vacancy	No Vacancy
2.	Chattisgarh	No Vacancy	No Vacancy
3.	Sikkim	No Vacancy	No Vacancy
4.	Haryana	No Vacancy	No Vacancy

Note: ERCs of Andhra Pradesh, Karnataka, Maharashtra, Madhya Pradesh, West Bengal, J&K & Nagaland 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 March, 2015 as against the status in quarter ending December, 2014 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2014	Status of Vacancy for quarter ending March, 2015
1	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 th January 2012.	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh.

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 March, 2015 as against the status in quarter ending December, 2014 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2014	Status of Vacancy for quarter ending March, 2015
		NIL	NIL

Summary of the vacant positions

Vacancies in CGRF

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

Vacancies in Ombudsman

No Vacancy against the post of Ombudsman.

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 December 2014	No. of Grievances received during the quarter ending March, 2015	No. of Grievances disposed during the quarter (Jan-March, 2015)	No. of Grievances pending at close of the quarter (Jan-March, 2015)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Jan-March, 2015)
1	Assam	APDCL, Jorhat	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Dibrugarh	1	Nil	1	Nil	Nil	1
		APDCL, Guwhati	Nil	4	3	1	Nil	1
		APDCL, Silchar	Nil	Nil	Nil	Nil	Nil	Nil
		Total	1	4	4	1	Nil	2
2	Andhra Pradesh	-	Information Not submitted					
3	Arunachal Pradesh	CGRF not yet constituted by the D/o Power, Govt. of Arunachal Pradesh	NA	NA	NA	NA	NA	NA
4	Bihar	Patna	168	33	43	158	133	68
		Muzaffarpur	NIL	NIL	NIL	NIL	NIL	NIL
		Purnea	49	20	21	48	NIL	NIL
		Total	217	53	64	206	133	68
5	Delhi	BRPL	304	108	207	205	124	33
		BYPL	40	13	34	19	13	13
		TPDDL	128	150	170	108	6	46
		NDMC	2	1	2	1	Nil	4
		Total	474	272	413	333	143	96
6	Gujarat	DGVCL	5	58	63	0	0	10
		MGVCL	8	26	26	8	0	11
		PGVCL, Rajkot	76	124	136	64	3	14
		PGVCL, Bhavnagar	26	88	86	28	4	12
		PGVCL, Bhuj	4	16	15	5	0	8
		UGVCL	19	20	22	17	2	5
		TPL-Ahmedabad	8	60	55	13	0	12
		TPL-Surat	0	8	8	0	0	13
Total	146	400	411	135	9	85		
7	Haryana	UHBVNL	21	13	8	26	13	7
		DHBVNL	18	61	27	52	1	27
		Total	39	74	35	78	14	34
8	Himachal Pradesh	FRGC, SPSEBI, Kasumpti, Simla	35	29	4	6	18	24
		Total	35	29	4	6	18	24
		JSEB, Ranchi	2	1	1	2	2	NA

9	Jharkhand	JSEB,Hazaribagh	14	NIL	NIL	14	14	1
		JSEB,Chaibasa	12	0	0	12	12	2
		JSEB, Medninagar	2	Nil	2	Nil	Nil	10
		JSEB, Dumka	0	0	0	0	0	0
		Tata Steel Ltd	0	0	0	0	0	0
		JUSCO	1	1	0	1	0	2
		SAIL Bokaro	NA	NA	NA	NA	NA	NA
		Total	31	2	3	29	28	15
10	Karnataka	BESCOM	15	17	16	16	6	16
		MESCOM	5	2	2	5	3	5
		HESCOM	44	3	14	33	32	13
		GESCOM	19	4	1	22	18	2
		CESC	3	3	2	4	2	3
		Total	86	29	35	80	61	39
11	Kerala	CGRF-North (KSEB)	63	40	36	67	39	97
		CGRF-Central (KSEB)	51	18	52	17	0	15
		CGRF-South (KSEB)	86	97	73	110	4	31
		Trichur Corporation	2	2	2	2	0	5
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	202	157	163	196	43	148
12	Madhya Pradesh	ECGRF Bhopal	34	21	36	19	2	11
		ECGRF Indore	27	74	61	40	0	28
		ECGRF Jabalpur	11	127	92	46	0	16
		Total	72	222	189	105	2	55
		Amravati Zone	23	8	25	6	1	19
13	Maharashtra	Aurangabad Zone	6	17	19	4	4	12
		Bhandup Zone	21	24	19	26	Nil	102
		Kalyan	25	14	29	9	9	66
		Kolhapur Zone	11	8	10	9	6	3
		CGRF Konkan	4	9	10	2	0	21
		CGRF Lature	6	1	3	4	3	4
		Nagpur (Rural)	30	28	51	7	0	19
		Nagpur (Urban)	64	74	101	36	5	12
		Nashik Zone	4	11	11	4	0	23
		Pune	25	13	32	6	26	15
		BEST	4	12	8	8	0	7
		TATA Power	1	2	1	1	0	10
		Reliance Infrastructure Ltd.	0	2	0	1	0	3
		Total	269	261	296	231	75	251
		14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil

15	Orisha	Bhubaneswar	3	53	54	2	0	17
		Khurda	25	164	136	53	1	26
		Cuttack	16	248	246	18	Nil	12
		Dhenkanal	78	191	176	93	10	12
		Paradeep	99	206	35	270	140	18
		Rourkela	39	234	149	124	3	10
		Burla	99	169	175	93	2	44
		Bolangir	127	244	196	175	Nil	41
		Balasore	25	50	31	44	44	13
		Jaipur Road	5	51	35	21	5	12
		Berhampur	152	129	165	116	24	46
		Jeypore	35	74	54	55	-	29
		Total	703	1813	1452	1064	229	280
16	Punjab	PSPCL	30	37	48	19	3	26
		Total	30	37	48	19	3	26
17	Rajasthan	Information not submitted						
18	Tamil Nadu	Tamil Nadu	92	211	197	106	8	57
19	Uttar Pradesh	Agra	62	21	17	66	50	630
		Kanpur	11	1	4	8	0	35
		Aligarh	6	5	7	4	1	21
		Jhansi	45	66	57	54	28	70
		Chitrakoot	5	2	3	4	2	10
		Kanpur, KESCO	19	38	20	37	15	20
		Lucknow	88	91	141	38	30	34
		Bareilly	9	2	5	6	4	50
		Faizabad	20	0	0	0	0	20
		Gonda Devipatan	13	19	20	12	0	29
		Greater Noida	0	0	0	0	0	0
		Varanasi	42	97	94	45	34	11
		Allahabad	97	31	0	128	111	0
		Gorakhpur	9	86	82	13	4	139
		Azamgarh	18	30	27	21	18	86
		Mirzapur	112	35	23	124	100	66
		Basti	2	21	21	2	2	86
		Meerut	27	53	28	52	29	55
		Moradabad	45	16	14	47	30	632
Saharanpur	21	14	12	23	9	103		
Total	651	628	575	684	467	2097		
20	Uttarakhand	Garhwal Zone	19	36	44	11	10	0
		Kumaon Zone	38	69	61	46	23	0
		Total	57	105	105	57	33	0
21	West Bengal	Information not submitted						

22	(JERCMM) Manipur & Mizoram	P&E Department, CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission	CFRF-A&N Administration	0	5	4	1	0	22
		CGRF - ED Puducherry	5	16	13	8	1	59
		CGRF-ED- Lakshadweep	0	3	0	3	0	5
		ED-DNH	18	8	21	5	1	9
		Total	23	27	34	16	2	73
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
25	Chattisgarh	Raipur	22	22	33	11	7	44
		Bilaspur	12	61	47	26	2	48
		Raigarh	Nil	5	Nil	5	Nil	Nil
		Bhilai	-	-	-	-	-	-
		Total	34	88	80	42	9	92
26	J&K SERC	Information not submitted						
27	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
28	Nagaland	Information not submitted						
29	Telangana	TSSPDCL-1	12	82	75	19	-	13
		TSSPDCL-2	31	92	105	18	2	20
		TSNPDCL;CGRF	52	324	112	264	149	18
		Total	95	498	292	301	151	51

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 December 2014	No. of Grievances received during the quarter ending March, 2015	No. of Grievances disposed during the quarter Jan- March, 2015)	No. of Grievances pending at close of the quarter (Jan-March, 2015)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Jan- March, 2015)
1	Assam	1	1	Nil	1	Nil	Nil	3
2	Andhra Pradesh	1	Information not submitted					
3	Arunachal Pradesh	1	NIL	NIL	NIL	NIL	NIL	NIL
4	Bihar	1	44	13	9	48	35	5 days in a week except holidays
5	Delhi	1	16	14	18	12	2	19
6	Gujarat	1	Not submitted					
7	Haryana	1	10	15	20	5	-	22
8	Himachal Pradesh		Information not submitted					
9	Jharkhand	1	2	1	1	2	1	9
10	Karnataka	1	8	4	6	6	-	-
11	Kerala	1	77	28	44	61	37	30
12	Madhya Pradesh	1	21	7	8	20	15	14
13	Maharashtra	1	73	57	67	63	19	34
14	Meghalaya	1	NIL	NIL	NIL	NIL	NIL	NIL
15	Orissa	2	27	47	39	35	7	53
16	Punjab	1	4	14	6	12	1	14
17	Rajasthan		Information not submitted					
18	Tamil Nadu	1	0	33	28	32	0	24
19	Uttarakhand	1	12	7	3	16	0	0
20	Uttar Pradesh	1	86	48	81	53	22	191
21	West Bengal	4	1178	143	421	900	798	64
22	(JERCMM) Manipur & Mizoram	2	NIL	NIL	NIL	NIL	NIL	NIL

23	JERC Goa & All Uts	Information not submitted						
24	Chhattisgarh	1	2	2	2	2	Nil	65
25	Tripura	1	NIL	NIL	NIL	NIL	NIL	NIL
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Information not submitted						
28	Nagaland	Information not submitted						
29	Telangana	1	Nil	9	3	6	29	9

Status of Achievement of Standard of Performance (SOP)

Section -VIII - States of achievement of Standard of Performance

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	The aggregate amount of the compensation paid	The date & details of the report published by SERC under section 59(2)
1	Assam					Nil	
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:Di/D.No.1959/14 TSNPDCL dated 04-09-2014, Lr.No.CGM/IPC&RAC/TSnPDCL/WGL/F.Distributives/D.No.177/14 APSPDCL dated 03-08-2012, Lr.No.CMD/SPDCL/CGM/Opn./GM/AE/RA/C/F.SOP/D.No.218/12	http://www.aperc.gov.in/aperc/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf	35	Rs.12,99,282/-	10-Oct-2014; reports were placed in website http://www.aperc.gov.in/aperc/assets/uploads/files/15516-9990a-finalpdf2013-14.pdf
3	Arunachal Pradesh	SOP Regulation not yet notified by APERC, but under process of preparation	NA	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. 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 TPDDL, BRPL & BYPL is enclosed for reference as Annexure-I, Annexure-II, Annexure-III respectively.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	Two	Rs.11400 Rs.1150 Total 12500	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. www.derc.gov.in Further, the Distribution Licensees have submitted the level of overall Standards of Performance achieved for FY 2013-14 to the Commission in their Petitions for true up of FY 2013-2014 and the same will be incorporated in the subsequent True-up Order.
6	Gujarat			Regulation made and published in Tripura Gazette on 18-01-2005.			
7	Haryana	16 th 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(II) 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		<p>determination of compensation) Regulation, 2005 was notified on 20 January, 2005.</p> <p>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</p>	<p>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.</p> <p>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.</p>	<p>MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/SoP%20of%20MSEDCL%20FY%2012-13.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-rep-01-FY2014.aspx</p>	<p>MSEDCL- 41 Nos Nil for BEST, R Infra-D and TPC-D</p>	<p>compensation paid amounting to Rs. 1,45,000/-</p>	<p>Details for FY 2013-14, details are available on the Commission's website for FY 2012-13. For FY 2013-14 data is under scrutiny.</p>
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 nd 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	Nil					
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	<p>Date of Notification:- 14/09/2006, Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005</p> <p>Dakshinanchal Vidyut Vitran Nigam Ltd.</p> <p>KESCO</p> <p>Madhyanchal Vidyut Vitran Nigam Ltd.</p> <p>NPCL</p> <p>Purvanchal Vidyut Vitran Nigam Ltd.</p> <p>Paschimanchal Vidyut Vitran Nigam Ltd.</p>	<p>Not submitted</p> <p>Not submitted</p> <p>Not submitted</p> <p>Not submitted</p> <p>Not submitted</p> <p>Not submitted</p>		<p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	
21	Uttarakhand	April 17, 2007					
		<p>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.</p>	<p>Memo No. CRM/WBERC/Report/334 date 31.06.2014.</p>	<p>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.</p>	5	Rs.328000/-	<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>CESC Ltd. Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.</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>	Nil	Nil	<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>

		DPSCL Limited WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. RA/11/002/14-15/1204 dated 30.06.2014	Annual Report for the year 2013-14 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.
		DVC 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/WBERC/2014/866 dated 27.06.2014.	Annual Report for the year 2013-14 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.
		DPL WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. NO/COM/Tariff/1-1664 dated 03.07.2014	Annual Report for the year 2013-14 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.	Nil	Nil	Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.
23	(JERCMM) Manipur & Mizoram	The Mizoram Gazette No.223 of 2.7.2010. No., The Manipur Gazette No. 281 of 26.8.2010	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	No., The Mizoram Gazette No. 223 of 2.7.2010	Nil	Nil	Nil	Nil	Nil
25	Sikkim	03/SSERC/SP/2012 Dated 14.03.2012	113/CIR/HQ-1/E&P/2013-14/76 Dated 04.04.2015	NIL	NIL	NIL	To be published shortly in Annual Report for FY 2014-15
26	Jammu & Kashmir	03/SSERC/SP/2012 Dated 14 th March 2012	The report for the FY 2013-14 is yet to be received from the Distribution Utility.		No compensation paid during 2013-14	No compensation paid during 2011-12, 2012-13 and 2013-14	The required details will be published as and when these are received from the Utility.
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil		NA (The matter being pursued)
28	Nagaland	Information not submitted					
29	Telangana	TSERC adopted Regulation No. 7 of 2004 and amended under Regulation No. 9 of 2013 issued by erstwhile APERC					TSERC was formed and came into existence on 3rd November, 2014. Hence doesnot arise.