



सत्यमेव जयते

केन्द्रीय विद्युत विनियामक आयोग
CENTRAL ELECTRICITY REGULATORY COMMISSION



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

Dated: 28th January, 2013

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)

(Rajiv Bansal)
Secretary, FoR/ CERC

**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**

This report contains the status of the implementation of the directions given by the Hon'ble 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 where there were vacancies in Consumer Grievance Redressal Forums (CGRFs) along with those States where the posts of CGRFs and Ombudsman are yet to be created were requested by the FOR Secretariat to send the updated status in this regard. Further, it was also requested telephonically to ensure submission of the relevant information by the due date.

The report is divided into five sections dealing with the following directions given by the Tribunal:

- I.** The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs).
- II.** The second section of the report deals with the status of the vacancies in the Ombudsman.
- 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 status report.

Section – I

Status of the vacancies in Consumer Grievance Redressed Forums (CGRFs)

This section of the report deals with the status of the vacancies in CGRFs in SERCs and JERCs. The table below gives the current status of vacancies in CGRFs as against the status on 27th September, 2012. This is as per the information received from SERCs and JERCs. (Annexure-I)

Sl. No.	State	Status of vacancy as on 27 th September, 2012	Current Status	Compliance status
1.	Uttar Pradesh	3 vacancies in the post of Technical Member 1 vacancy in the post of Judicial Member	vacant vacant	Not complied Not complied (On 10/07/2012 advertisement has been published twice but none has applied)
2.	Haryana	1 vacancy in the post of Chairperson 1 vacancy in the post of Member	vacant vacant	Same as previous quarter Same as previous quarter
3.	Jharkhand	2 vacancies in the post of Chairman-cum-Member (Legal) 1 vacancy in the post of Member (Finance) 1 Vacancy in the post of Member (Technical)	1 vacancy in the post of Chairman-cum-Member (Legal) Vacant Filled	Not complied Not complied Complied
4.	Tamil Nadu	2 vacancies in the post of Member	5 Vacancies are vacant in the post of Member	Not complied
5.	JERC – Chandigarh & UTs	*	1 vacancy in the post of Member Technical, Lakshadweep	Vacancy raised since 01/04/2010
6.	Andhra Pradesh		1 vacancy in the post of Member (Consumer Affairs)	Aroused in this quarter

* Last quarter information not received.

Section –II

Status of the vacancies in Ombudsman

This section of the report deals with the status of the vacancies in Ombudsman. This is as per the information received from SERCs and JERCs.

Sl. No.	State	Status of vacancy as on 27th September, 2012	Current Status	Compliance status
1		All posts were filled in all SERCs and JERCs	No vacancy	Complied

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 as against the status on 27th September, 2012. This is as per the information received from SERCs/JERCs. (Annexure-II)

Sl. No.	State	Status of vacancy as on 27th September, 2012	Current Status	Compliance status
1	Nagaland	Department of Power, Nagaland is yet to establish the Grievance Redressal Forum. The Commission has finalized and notified the CGRF & Ombudsman Regulations on 31 st Jan., 2012; but the Licensee is taking time to take action.	Vide letter dated 17 th January 2013, NERC has informed that the Licensee in the State i.e. the Department of Power, Nagaland has not yet implemented the provisions of the NERC (Consumer Grievance Redressal Forum & Electrical Ombudsman) Regulation notified on 31/01/2012.	Not Complied
2	Sikkim	*	The Department of Energy & Power has been directed to comply with the provisions of Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman, 2012 and to duly furnish the quarterly report in the prescribed format.	Not Complied
3	Arunachal Pradesh	*	Nil progress has been reported. The CGRF has not yet been constituted by the Department of Power, Government of Arunachal Pradesh.	Not Complied

* Last quarter information not received.

Section –IV

Status of those states where the posts of the Ombudsman are yet to be created.

This section of the report deals with the status of those states where the posts of the Ombudsman are yet to be created. The table below gives the current status as against the status on 27th September, 2012. This is as per the information received from SERCs/JERCs. (Annexure-III)

Sl. No.	State	Status of vacancy as on 27th September, 2012	Current Status	Complied status
1	Nagaland	Status same as previous page	Status same as previous page	Not Complied
2	Arunachal Pradesh	Post of Ombudsman was yet to be constituted.	Ombudsman has been appointed in November 2012	Complied

Section – V

Summary of the status report

1. There is vacancy in the post of Member (Consumer Affairs) in CGRF in the State of Andhra Pradesh.
2. There is vacancy in the post of Chairperson and one vacancy in the post of Member in CGRF in the State of Haryana.
3. There are three vacancies in the post of Member (Technical) and one vacancy in the post of Member (Judicial) in CGRF in the State of Uttar Pradesh.
4. There is vacancy in the post of Chairman-cum-Member (Legal) and one vacancy in the post of Member (Finance) in CGRF in the State of Jharkhand. The vacant position in the post of Member (Technical) has been filled.
5. There are five vacancies in the post of Member in CGRF in the State of Tamil Nadu.
6. The posts of CGRFs are yet to be created in the States of Nagaland, Sikkim and Arunachal Pradesh.
7. The post of Ombudsman is yet to be created in Nagaland.

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