

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 December, 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. 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)


(Rashmi Somasekharan Nair)
Dy. Chief (RA)

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 September,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 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, 2015 as against the status in quarter ending June, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2015	Status of Vacancy for quarter ending September, 2015
1.	Andhra Pradesh	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.
2.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member Purnea since beginning of CGRF Purnea. 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).	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member Purnea since beginning of CGRF Purnea. Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014)
3.	Chhattisgarh	-	One vacancy against the post of Member (third member to be nominated separately)
4.	Jharkhand	One Vacancy against the post of Member (Engineering) in JUVNL, Ranchi since 02.09.2013. Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Chaibasa since 03.10.2014 and 30.07.2014 respectively. Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Dumka since 31.07.2013 and 30.06.2012 respectively. Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Hazaribagh since 13.03.2013 and 25.01.2014 respectively. One Vacancy against the post of	One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011. One Vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibasa since 30.07.2014. Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in VUSNF, Dumka since 31.07.2013 and 30.06.2012 respectively. One Vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014. One Vacancy against the post of Member (Finance & Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 26.07.2014. One Vacancy against the post of Chairperson cum-Member (Legal) in

		Member (Finance & Acs) in JUVNL, Medininagar Since 25.07.2014.	Damodar Vally Corporation, Maithon, Jharkhand since September, 2013.
5.	Maharashtra	Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra since 16.12.2014, 09.02.2015 and 01.06.2015 respectively.	Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra since 16.12.2014, 09.02.2015 and 01.06.2015 respectively.
6.	Tamil Nadu	<p>One vacancy against the post of the Member in Madurai EDC since 03.07.2015.</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 Chennai EDC Centre since 29.12.2013.</p> <p>One vacancy against the post of the Member in Vellore EDC since 07.02.2015.</p> <p>One vacancy against the post of the Member in Dharmapuri EDC since 21.06.2015.</p> <p>One vacancy against the post of the Member in Perambalur EDC since 16.06.2015.</p> <p>One vacancy against the post of the Member Theni EDC since 31.3.2015.</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 (Legal) in Namakkal EDC since 28.06.2014</p> <p>Two vacancies against the post of the Member, Finance / Legal in Tirupur EDC since 23.06.2015.</p> <p>One vacancy against the post of the Member in UDUMALPET EDC since 08.01.2015.</p> <p>One vacancy against the post of the External Member (Finance/Legal Profession) in Villupuram EDC since 26.09.2015.</p> <p>One vacancy against the post of the Member in Virudunagar EDC since 18.07.2015.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 07.03.2015</p> <p>One vacancy against the post of the Legal Member in Tiruneveli EDC since 18.06.2015.</p> <p>One vacancy against the post of the Member, Theni EDC since 31.03.2015.</p>
7.	Uttar Pradesh	-	<p>One vacancy against the post of the Judicial Member, Agra.</p> <p>One Vacancy against the post of the Judicial Member, Kanpur.</p> <p>One Vacancy against the post of the Judicial Member, Chitrakoot.</p>

Two vacancies against the post of the Judicial Member and one vacancy against the post of Licensee member, KESCO Kanpur.

One vacancy against the post of Judicial Member, Bareilly.

One vacancy against the post of Judicial Member, Gonda.

One vacancy against the post of Judicial Member, Devipatan.

One vacancy against the post of Judicial Member, Varanasi.

One vacancy against the post of Judicial Member, Allahabad.

One vacancy against the post of Judicial Member, Gorakhpur.

One vacancy against the post of Judicial Member, Azamgarh.

One vacancy against the post of Judicial Member, Mirzapur and one vacancy against the post of Technical Member, Mirzapur.

One vacancy against the post of Judicial Member, Saharanpur.

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 September, 2015 as against the status in quarter ending June, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2015	Status of Vacancy for quarter ending September, 2015
1.	Tripura	Information not submitted	Due to retirement vacancy has arisen w.e.f. 01.07.2015
2.	Jharkhand	No Vacancy	No Vacancy
3.	Chattisgarh	No Vacancy	No Vacancy

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 September, 2015 as against the status in quarter ending June, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2015	Status of Vacancy for quarter ending September, 2015
1.	Jammu & Kashmir	Nil	CGRF not established sofar
2	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh.	CGRF not yet created by Department of Power, Govt. of Arunachal Pradesh since 9 th January 2012.

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 September, 2015 as against the status in quarter ending June, 2015 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2015	Status of Vacancy for quarter ending September, 2015
1.	Jammu & Kashmir	Nil	Ombudsman not established sofar

Summary of the vacant positions

Vacancies in CGRF

1. One Vacancy in CGRF for the post of Member (Co-opted) in the State of Andhra Pradesh.
2. Four vacancies in CGRF for the post of Member in the State of Bihar.
3. One Vacancy in CGRF for the post of Member in the State of Chhattisgarh.
4. Seven Vacancies in CGRF for the post of Member in the State of Jharkhand.
5. Ten vacancies in CGRF for the post of Member in the State of Tamil Nadu.
6. Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra respectively.
7. Sixteen vacancies against the post of Member in Uttar Pradesh (Agra, Kanpur, Chitrakoot, KESCO Kanpur, Bareilly, Gonda, Devipatan, Varanasi, Allahabad, Gorakhpur, Azamgarh, Mirzapur and Saharanpur) respectively.

Vacancies in Ombudsman

One Vacancy against the post of Ombudsman in Tripura Electricity Regulatory Commission.

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 June,2015	No. of Grievances received during the quarter ending September, 2015	No. of Grievances disposed during the quarter (July-Sept.,2015)	No. of Grievances pending at close of the quarter (July-Sept.,2015)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (July-Sept., 2015)
1	Assam	APDCL, CAR, Nagaon	Nil	1	Nil	1	Nil	Nil
		APDCL, Dibrugarh	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Silchar	Nil	1	1	Nil	Nil	Nil
		APDCL (LA), Guwahati	2	6	7	1	Nil	4
		APDCL (LAR), Rangia Zone, Guwahati	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Tezpur	1	Nil	Nil	1	Nil	Nil
		Total	3	8	8	3	Nil	4
2	Andhra Pradesh	APSPDCL, Andhra Pradesh	222	176	125	273	171	13
3	Arunachal Pradesh	Does not arise as CGRF not yet constituted by the Department of Power, Govt. of Arunachal Pradesh	Data not available with APERC	Data not available with APERC	Data not available with APERC	Data not available with APERC	Data not available with APERC	Does not arise as CGRF not yet constituted by the Department of Power, Govt. of Arunachal Pradesh
4	Bihar	Patna	164	35	31	168	147	64
		Muzaffarpur	132	4	6	130	133	69
		Purnea	39	7	25	20	Nil	Nil
		Total	335	46	62	318	280	133
5	Delhi	BRPL	153	72	140	85	47	31
		BYPL	24	10	28	6	3	14
		TPDDL	105	235	170	170	3	58
		NDMC	2	3	0	5	2	4
		Total	284	320	338	266	55	107
		DGVCL, Surat	5	65	67	3	0	12
		MGVCL	6	12	12	6	0	7
		PGVCL, Rajkot	57	134	135	56	2	13
		PGVCL, Bhavnagar	31	101	91	41	2	9

6	Gujarat	PGVCL,Bhuj	10	15	21	4	0	7
		UGVCL	9	42	41	10	0	10
		TPL-Ahmedabad	14	35	43	6	0	12
		TPL-Surat	3	9	9	3	0	13
		Total	135	413	419	129	4	83
7	Haryana	UHBVNL	17	7	20	4	0	12
		DHBVNL	62	78	112	28	3	27
		Total	79	85	132	32	3	39
8	Himachal Pradesh	FRGC,Kasumpti, Simla	59	24	51	32	12	18
		Total	59	24	51	32	12	18
9	Jharkhand	Sail Bokaro, Jharkhand	Nil	Nil	Nil	Nil	Nil	6
		JUSCO	Nil	Nil	Nil	Nil	Nil	Nil
		Tata Steel Ltd.	Nil	Nil	Nil	Nil	Nil	Nil
		Jharkhand Bijli Vitran Ltd.	6	1	3	4	3	16
		VUSNF, Chaibasa	13	4	1	16	16	11
		VUSNF, Dumka	1	2	0	3	1	NA
		VUSNF, Hazaribagh	14	3	6	11	8	2
		VUSNF, JSEB,Medininagar	3	1	2	2	2	7
		Damodar Vally Corpn. Maithon, Jharkhand	Nil	1	Nil	1	Nil	Nil
Total	37	12	12	37	30	36		
10	Karnataka	BESCOM	26	28	11	43	28	9
		MESCOM	1	3	3	1	0	4
		HESCOM	35	7	13	29	24	14
		GESCOM	23	3	1	25	22	7
		CESC	3	3	1	5	2	6
		Total	88	44	29	103	76	40
11	Kerala	CGRF-North (KSEB)	75	47	54	68	35	112
		CGRF-Central (KSEB)	39	49	35	53	0	20
		CGRF-South (KSEB)	81	58	89	50	3	36
		Trichur Corporation	1	2	1	1	0	6
		KDHPCL	Nil	1	Nil	1	Nil	Nil
		Total	196	157	179	173	38	174

12	Madhya Pradesh	ECGRF Bhopal	38	19	25	32	21	15
		ECGRF Indore	35	88	76	47	0	30
		ECGRF Jabalpur	42	675	701	16	4	34
		Total	115	782	802	95	25	79
13	Maharashtra	Bhandup Urban Zone	12	19	13	18	18	52
		Kolhapur Zone	19	7	9	15	11	2
		Nashik Zone	2	14	14	2	0	23
		Konkan Zone	1	5	4	2	0	17
		Latur Zone	1	3	1	3	1	4
		Aurangabad Zone	1	6	3	3	3	11
		Amravati Zone	4	9	7	6	2	14
		Pune Zone	2	8	4	5	0	4
		Nagpur Urban Zone	23	43	38	27	5	11
		Nagpur Rural Zone	48	31	38	11	0	6
		Kalyan Zone	53	23	11	65	59	70
		Jalgaon Zone	0	2	2	0	0	2
		Nanded Zone	1	1	0	2	2	3
		Baramati Zone	1	0	1	0	0	0
		BEST Undertaking	5	4	6	3	0	8
		R Infra D	0	1	0	1	0	0
		TPC-D	0	0	0	0	0	0
		Total	173	176	151	163	101	230
		14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil
15	Orissa	Bhubaneswar	3	219	218	4	0	27
		Khurda	45	169	174	40	0	26
		Cuttack	14	199	202	11	0	20
		Dhenkanal	37	126	104	22	0	16
		Paradeep	198	75	201	72	20	19
		Rourkela	24	62	38	48	1	4
		Burla	40	112	114	38	5	22
		Bolangir	46	180	125	101	8	35
		Balasore	69	120	119	70	0	28
		Jajpur Road	16	84	70	30	4	14
		Berhampur	57	133	115	75	15	59
		Jeypore	72	105	72	105	41	42
		Total	621	1584	1552	616	94	312

16	Punjab	PSPCL	25	37	41	21	2	28
		Total	25	37	41	21	2	28
17	Rajasthan	Ajmer	481	2147	1992	636	Nil	Nil
		Jaipur	724	4839	4644	919	Nil	Nil
		Jodhpur	303	1129	975	457	Nil	Nil
		Total	1508	8115	7611	2012	Nil	Nil
18	Tamil Nadu	Tamil Nadu	101	305	245	161	14	-
19	Uttar Pradesh	Agra	56	32	30	58	30	445
		Aligarh	4	8	1	11	2	10
		Jhansi	42	47	56	33	20	48
		Kanpur	11	7	1	17	4	74
		Chitrakoot	1	1	0	2	1	9
		Kanpur, KESCO	80	56	15	121	77	27
		Lucknow	24	19	20	23	9	42
		Bareilly	5	1	1	5	4	29
		Faizabad	25	8	5	28	25	28
		Gonda Devipatan	12	0	0	12	12	0
		Greater Noida	0	2	0	2	1	4
		Varanasi	45	45	48	42	31	10
		Allahabad	160	70	86	144	107	14
		Gorakhpur	13	78	75	16	7	157
		Azamgarh	20	12	15	17	16	72
		Mirzapur	113	34	21	126	103	72
		Basti	7	23	26	4	1	79
		Meerut	47	35	50	32	14	66
		Moradabad	50	27	31	46	26	46
		Saharanpur	23	15	10	28	13	165
		Total	3016	520	491	767	503	1397
20	Uttarakhand	Garhwal Zone	27	75	56	46	5	Full
		Kumaon Zone	95	60	79	76	6	Full
		Total	122	135	135	122	11	Full

21	West Bengal	WBSEDCL	82	168	161	89	21	33
		CESC LTD.	5	425	428	2	Nil	All Working days during the period
		DPSC Ltd.	Nil	Nil	Nil	Nil	Nil	Nil
		DVC	Nil	Nil	Nil	Nil	Nil	No sitting as no complain received during this quarter
		DPL	Nil	Nil	2	1	1	3
		Total	87	593	591	92	22	36
22	(JERCMM) Manipur & Mizoram	P&E Department, CGRF, Mizoram	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	CGRF-Daman & Diu	3	3	2	4	2	8
		CGRF-DNH	3	12	12	3	0	8
		CGRF-ED-Lakshdweep	1	4	3	2	0	14
		CGRF-A&N Island	0	7	4	3	0	40
		Total	7	26	21	12	2	70
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
25	Chattisgarh	Raipur	15	16	16	15	7	27
		Bilaspur	3	36	23	16	3	46
		Raigarh	1	0	0	1	1	0
		Bhilai	Nil	Nil	Nil	Nil	Nil	Nil
		Total	19	52	39	32	11	73
26	Jammu & Kashmir	CGRF not established as yet						
27	Tripura	TSECL-CGRF-I, SECL-CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	NA	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	Information not submitted						

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 June, 2015	No. of Grievances received during the quarter ending Sept., 2015	No. of Grievances disposed during the quarter (July-Sept., 2015)	No. of Grievances pending at close of the quarter (July-Sept., 2015)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (July- Sept., 2015)
1	Assam	1	Nil	1	Nil	1	Nil	1
2	Andhra Pradesh	1	24	8	6	26	23	9
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	46	16	12	50	34	5 days in a week except holidays
5	Delhi	1	7	16	8	15	Nil	7
6	Gujarat	1	22	43	45	20	2	65
7	Haryana	1	9	10	15	4	0	22
8	Himachal Pradesh	1						
9	Jharkhand	1	1	5	3	3	1	13
10	Karnataka	1	11	10	13	8	3	15
11	Kerala	1	55	35	40	50	15	28
12	Madhya Pradesh	1	19	6	15	10	5	14
13	Maharashtra	2	73	56	66	63	29	107
14	Meghalaya	1	NIL	NIL	NIL	NIL	NIL	NIL
15	Orissa	2	34	54	36	52	21	71
16	Punjab	1	11	24	17	18	0	20
17	Rajasthan	1	33	31	52	12	0	Regular
18	Tamil Nadu	1	Nil	28	22	35	0	28
19	Uttarakhand	1	14	11	3	22	3	Full time
20	Uttar Pradesh	1	47	49	52	44	18	178

21	West Bengal	1	348	128	283	193	92	79
22	(JERCMM) Manipur & Mizoram	2	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts	1	NIL	NIL	NIL	NIL	NIL	NIL
24	Chhattisgarh	1	5	4	8	1	Nil	60
25	Tripura	3	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Ombudsman not established as yet						
28	Nagaland	Nil	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	Information not submitted						

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 data & details of the report published by SERC under section 59(2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	Regulation No. 9 of 2013, dated 08.08.2013	-	-	6	Rs.34,800/-	-
3	Arunachal Pradesh	SOP Regulation not yet notified by APSEERC, 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 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.
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 - Meeting & 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 as amended from time to time on 12.8.2011 and 23.3.2015. 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.	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 published 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 Vij Company Ltd.(UGVCL)	20.05.2015(Annual Report of FY 2014-15)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	20.05.2015
		Madhya Gujarat Vij Company Ltd.(MGVCL)	23.04.2015(Annual Report of FY 2014-15)	www.mgvcl.com	Nil	Nil	20.06.2014
		Dakhsin Gujarat Vij Company Ltd.	30.04.2015(Annual Report of FY 2014-15)	www.dgvcl.com	Nil	Nil	02.06.2015
		TPL-Ahmedabad	02.06.2015(Annual Report of FY 2014-15)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	02.06.2015
		TPL-Surat	02.06.2015(Annual Report of FY 2014-15)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	02.06.2015
7	Haryana	16 th July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	09.03.2015 for the period April 2013 to June 2014 by DHBVN	-	Nil	Nil	-
8	Himachal Pradesh	The HERC (Distribution Performance Standards) Regulation, 2010 has been notified in October, 2010 after repealing the HPERC (Distribution Licensee's Standards of Peformance) Regulaitons, 2005	-	-	The distribution licensee has not reported any payment regarding compensation paid to its Consumer under subsection (2) of section 57 or as per HPERC Regulation, 2010.	Nil	NA
9	Jharkhand			Nil			
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 FY15 during the 1 st week of July, 2015.	-	Nil	Nil	The Commission has already published the details of levels of SOP achieved by Distribution companies for FY15 in KERC website: www.karnataka.gov.in/kerc at the earliest. Distribution companies will also be directed to publish the levels of SOP achieved by them in their respective websites.
11	Kerala			Nil			

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 07.15.2015 MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 08.07.2015 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 05.26.2015	---	Nil	Nil	Dated 08.13.2015. Uploaded on Commission's website
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 QI QII QIII QIV BEST 21.1.15 26.3.15 10.7.15 R Infra D 1.10.14 23.2.15 14.3.15 4.7.15 TPC-D 1.8.14 3.11.14 5.2.15 5.5.15 MSEDCL 11.09.2015	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 5.8.2015, 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-QI-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-QIV.pdf R Infra- http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QI.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QIV.pdf	For FY 2014-15 MSEDCL- 70 Nos Nil for BEST, R Infra-D and TPC-D	For MSEDCL compensation paid amounting to Rs.7,09,357/-	On 29.10.2015, details are available on the Commission's website for FY 2014-15.
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	Orissa	21.05.2004 OERC (Licensees Standards of Performance) Regulation, 2004 is available in OERC website: Regulations->OERC%20(Licensees%20Standards%20of%20Performance)%20Regulation,%202004">www.orierc.org/~downloads->Regulations->OERC (Licensees Standards of Performance) Regulation, 2004	FY 2013-14 CESU - 15.05.2014 NESCO - 30.06.2014 SOUTHCO - 14.11.2014 WESCO - 17.11.2014	www.orierc.org -> performance of DISCOMs-> for the FY 2013-14. Also available in www.cesoorissa.com for CESU, www.nescoodisha.com for NESCO, www.southcoodisha.com for SOUTHCO, www.wescodisha.com for WESCO	NIL	NIL	11.12.2014
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	For the period from 01.04.2014 to 31.03.2015 (Yearly)	---	Nil	Nil	Nil
17	Rajasthan			Nil			
18	Tamil Nadu			Nil			
19	Tripura	Regulation made and published in Tripura Gazette on 18.01.2005	Quarterly status Report (2nd Quarter 2015) already submitted by the licensee on 15.10.2015 under banner monitoring of Reform Indices by "Reforms Monitoring Units"	The licensee has already submitted quarterly status report vide their letter No. F.5(3)/TSECL/Corp office/CGRF/2015-dated 15.10.2015.	Till date no such situation arises for which levy of penalty or compensation there of being paid.	Nil	The last Annual Report published by the TERE for the year 2013-14 where the Standard of Performance were elaborated.
20	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	Quarterly Filing NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014.	-	Nil	Nil	Put on Website on 01.11.2013, 18.02.2014, 06.03.2014 and 05.06.2014.
21	Uttarakhand	17-Apr-07	NA	NA	NA	NA	NA
		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/341 dated 29.05.2015	Annual Performance Report for the year 2014-15 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-27/5/0471 dated 15.07.2015.	1	Rs.88500/-	Annual Performance Report for the year 2014-15 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.

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).560 dated 26.06.2015	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.	Nil	Nil	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.
		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/II/002/15-16/1286 dated 15.06.2015.	Annual Performance Report for the year 2014-15 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-27/5/0471 dated 15.07.2015.	Nil	Nil	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.
		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/2015/1144 dated 29.06.2015.	Annual Performance Report for the year 2014-15 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 under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.	Nil	Nil	Annual Performance Report for the year 2014-15 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 under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.
		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/1-1776 dated 02.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.	Nil	Nil	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No 90 of 5.7.2014. The Mizoram Gazette No. 309 of 2.7.2014	Nil Nil	Nil Nil	Nil Nil	Nil Nil	Nil Nil
24	JERC Goa & Uts		Nil	Nil	Nil	Nil	Nil
25	Sikkim	03/SSERC/SP/2012 Dated 14.03.2012	Nil	NIL	NIL	NIL	Nil
26	Jammu & Kashmir	SOP Regulation issued by SERC in March, 2006.	The report for the FY 2014-15 is yet to be received from the Distribution Utility.		No compensation paid during 2014-15	paid during 2011-12, 2012-13, 2013-14 & 2014-15.	the report for 2014-15 at the earliest to facilitate its publication by the Commission under Section 55 (2) of the State Act.
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)	Nil	NIL	NIL	NIL	Nil
29	Telangana			Information not submitted			