

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: 16th September, 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,

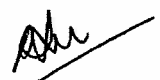
This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008.

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)

OC

**Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January,
2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending June,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 June, 2015 as against the status in quarter ending March, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
1.	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 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>	<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	<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>	<p>One Vacancy against the post of Member (Engineering) in JUVNL, Ranchi since 02.09.2013.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Chaibasa since 03.10.2014 and 30.07.2014 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>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Hazaribagh since 13.03.2013 and 25.01.2014 respectively.</p> <p>One Vacancy against the post of Member (Finance & Acs) in JUVNL, Medininagar Since 25.07.2014.</p>

3.	Joint Electricity Regulatory Commission	One vacancy against the post of Member (Licensee) in Lakshadweep since 01.04.2010	One vacancy against the post of Member (Licensee) in Lakshadweep since 01.04.2010
4.	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 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 10.01.2014.</p> <p>One vacancy against the post the Member in Virudunagar EDC since 30.03.2015.</p>	<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>
5.	Maharashtra	Still Vacant	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.	Andhra Pradesh	Still Vacant	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.

Note: ERCs of Orissa, Rajasthan, Jammu & Kashmir, Tripura, Nagaland and Telangana 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 June, 2015 as against the status in quarter ending March, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 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 Orissa, Rajasthan, Jammu & Kashmir, Tripura, Nagaland and Telangana 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 June, 2015 as against the status in quarter ending March, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
1	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh.	CGRF not yet appointed 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 June, 2015 as against the status in quarter ending March, 2015 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 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. Seven vacancies in CGRF for the post of Member and Outside Member legal in the State of Tamil Nadu.
4. One Vacancy in CGRF for the post of Member in the State of JERC, Lakshadweep.
5. Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra respectively.
6. One Vacancy in CGRF for the post of Member (Co-opted) in the State of Andhra Pradesh.

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 March,2015	No. of Grievances received during the quarter ending June, 2015	No. of Grievances disposed during the quarter (April-June,2015)	No. of Grievances pending at close of the quarter (April-June,2015)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (April-June, 2015)
1	Assam	APDCL, Bongaigaon	1	1	Nil	1	Nil	Not yet scheduled on 16.7.15
		APDCL, Dibrugarh	Nil	1	1	Nil	Nil	1
		APDCL, Guwhati	Nil	4	1	3	Nil	1
		APDCL, Silchar	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Rangia Zone, Guwhati	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Tezpur	Nil	1	Nil	1	Nil	Nil
		Total	1	7	2	5		2
2	Andhra Pradesh	APSPDCL, Andhra Pradesh	95	68	43	120	56	3
3	Arunachal Pradesh	CGRF not yet constituted by the D/o Power, Govt. of Arunachal Pradesh	NA	NA	NA	NA	NA	CGRF not yet constituted by the D/o Power, Govt. of Arunachal Pradesh
4	Bihar	Patna	158	38	32	164	137	70
		Muzaffarpur	Nil	Nil	Nil	Nil	Nil	Nil
		Purnea	48	18	27	39	Nil	Nil
		Total	206	56	59	203	137	70
5	Delhi	BRPL	205	96	148	153	113	32
		BYPL	19	25	20	24	11	11
		TPDDL	108	162	165	105	8	50
		NDMC	1	2	1	2	Nil	0
		Total	333	285	334	284	132	93
6	Gujarat	DGVCL	0	54	49	5	0	11
		MGVCL	8	23	25	6	0	10
		PGVCL, Rajkot	64	114	121	57	3	14
		PGVCL, Bhavnagar	28	91	88	31	4	11
		PGVCL, Bhuj	5	27	22	10	0	8
		UGVCL	17	27	35	9	0	10
		TPL-Ahmedabad	13	65	54	14	Nil	13
		TPL-Surat	0	8	5	3	Nil	12
Total	135	409	399	135	7	89		
7	Haryana	UHBVNL	20	18	21	17	5	11
		DHBVNL	33	100	71	62	2	27

		Total	53	118	92	79	7	38
8	Himachal Pradesh	FRGC, SPSEBI, Kasumpti, Simla	60	14	15	59	23	16
		Total	60	14	15	59	23	16
9	Jharkhand	Sail Bokaro, Jharkhand	Nil	Nil	Nil	Nil	Nil	6
		JUSCO	1	0	0	1	1	8
		Tata Steel Ltd.	1	1	1	0	0	5
		Jharkhand Bijli Vitran Ltd.	4	3	1	6	4	12
		JUVNL, Chaibasa	NA	NA	NA	NA	NA	NA
		JUVNL, Dumka	NA	NA	NA	NA	NA	NA
		JUVNL, Hazaribagh	NA	NA	NA	NA	NA	NA
		JUVNL, Medininagar	0	4	1	3	2	22
		Total	6	8	3	10	7	53
10	Karnataka	BESCOM	16	14	4	26	18	10
		MESCOM	5	2	2	5	4	5
		HESCOM	33	67	65	35	31	16
		GESCOM	22	1	0	23	13	3
		CESC	4	2	3	3	2	6
		Total	80	86	74	92	68	40
11	Kerala	CGRF-North (KSEB)	67	45	37	75	47	34
		CGRF-Central (KSEB)	17	59	37	39	1	15
		CGRF-South (KSEB)	110	63	92	81	8	36
		Trichur Corporation	2	1	2	1	0	7
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	196	168	168	196	56	92
12	Madhya Pradesh	ECGRF Bhopal	19	38	19	38	22	12
		ECGRF Indore	40	88	93	35	0	35
		ECGRF Jabalpur	46	422	426	42	3	28
		Total	105	548	538	115	25	75
13	Maharashtra	Amravati Zone	6	7	9	4	0	14
		Aurangabad Zone	4	3	6	1	1	10
		Bhandup Zone	25	6	19	12	12	42
		Kalyan	9	64	20	53	42	63
		Kolhapur Zone	9	10	0	19	9	1
		Konkan Zone	2	3	4	1	0	15
		Lature Zone	4	0	4	1	1	4
		Nagpur Rural Zone	26	40	25	41	0	7
		Nagpur Urban Zone	36	36	48	23	5	12
		Nashik Zone	4	16	18	2	0	25
		Pune Zone	6	4	8	2	0	9
Jalgaon Zone	0	2	2	0	0	1		

		Nanded Zone	1	1	1	1	1	4
		Baramati Zone	5	5	7	5	1	2
		BEST Undertaking	8	9	12	5	0	10
		R Infra D	0	1	1	0	0	2
		TPC-D	1	0	1	0	0	5
		Total	146	207	185	170	72	226
14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil	Nil	Nil
15	Orissa	Information not submitted						
16	Punjab	PSPCL	19	40	34	25	2	25
		Total	19	40	34	25	2	25
17	Rajasthan	Information not submitted						
18	Tamil Nadu	Tamil Nadu	98	247	241	104	102	-
19	Uttar Pradesh	Agra	66	34	44	56	36	480
		Kanpur	8	5	2	11	3	120
		Aligarh	4	8	1	11	2	10
		Jhansi	54	89	101	42	21	68
		Chitrakoot	4	0	3	1	1	8
		Kanpur, KESCO	37	48	5	80	45	24
		Lucknow	38	630	644	24	17	34
		Bareilly	6	2	3	5	2	30
		Faizabad	21	5	1	25	22	10
		Gonda Devipatan	12	0	0	12	0	0
		Greater Noida	0	1	1	0	0	2
		Varanasi	45	28	28	45	27	18
		Allahabad	128	52	20	160	112	15
		Gorakhpur	13	81	81	13	3	176
		Azamgarh	21	38	39	20	19	70
		Mirzapur	124	18	29	113	100	64
		Basti	2	24	19	7	2	72
		Meerut	52	45	50	47	21	60
		Moradabad	47	20	17	50	22	60
Saharanpur	23	13	13	23	13	102		
		Total	705	1141	1101	745	468	1423
20	Uttarakhand	Garhwal Zone	11	72	56	27	52	Full time
		Kumaon Zone	46	105	56	95	29	Full time
		Total	57	177	1101	122	81	-
21	West Bengal	WBSEDCL	130	212	260	82	16	41
		CESC Ltd.	3	477	475	5	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	Nil	Nil	Nil	Nil

		Total	133	689	735	87	16	41
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	2	5	4	3	0	5
		CGRF-ED-D&NH	5	7	9	3	0	7
		CGRF-ED-Goa	12	15	0	15	12	7
		CGRF-A&N Administration	1	0	1	0	0	16
		Total	20	27	14	21	12	35
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
25	Chattisgarh	Raipur	11	19	15	15	Nil	12
		Bilaspur	26	16	39	3	Nil	28
		Raigarh	5	6	10	1	1	4
		Bhilai	-	-	-	-	-	-
		Total	42	41	64	19	1	44
26	J&K SERC	Information not submitted						
27	Tripura	Information not submitted						
28	Nagaland	Information not submitted						
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 March, 2015	No. of Grievances received during the quarter ending June, 2015	No. of Grievances disposed during the quarter (April-June, 2015)	No. of Grievances pending at close of the quarter (April-June, 2015)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (April- June, 2015)
1	Assam	1	Nil	1	1	Nil	Nil	3
2	Andhra Pradesh		Not pertains to APSPDCL					
3	Arunachal Pradesh	1	Nil	4	Nil	4	4	1
4	Bihar	1	48	11	13	46	35	5 days in a week except holidays
5	Delhi	1	12	8	13	7	2	8
6	Gujarat	1	15	41	34	22	5	41
7	Haryana	1	10	13	14	9	0	32
8	Himachal Pradesh	1	9	2	1	10	0	9
9	Jharkhand	1	2	1	2	1	Nil	12
10	Karnataka	1	6	12	7	11	2	18
11	Kerala	1	61	24	30	55	31	50
12	Madhya Pradesh	1	20	10	11	19	15	11
13	Maharashtra	2	63	66	56	73	29	88
14	Meghalaya	1	NIL	NIL	NIL	NIL	NIL	NIL
15	Orissa		Information not submitted					
16	Punjab	1	12	11	12	11	0	15
17	Rajasthan		Information not submitted					
18	Tamil Nadu	1	0	18	21	29	0	25
19	Uttarakhand	1	16	8	10	14	8	Full time
20	Uttar Pradesh	1	53	36	42	47	22	158

21	West Bengal	3	591	100	343	348	286	78
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	2	7	4	5	Nil	57
25	Tripura	Information not submitted						
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Information not submitted						
28	Nagaland	Information not submitted						
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	Aadhra Pradesh	Regulation No. 9 of 2013, dated 08.08.2013	-	-	6	Rs.34,800/-	-
3	Arunachal Pradesh	SOP Regulation not yet notified by APSERC	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 is yet to be published & shall be published shortly.
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 Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	One	Rs.9800	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	Notification No. 10 of 2005	20.05.2015(Annual Report of FY 2014-15)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	20.05.2015
		Uttar Gujarat Vij Company Ltd.(UGVCL)	23.04.2015(Annual Report of FY 2014-15)	www.mgvcl.com	Nil	Nil	20.06.2014
		Madhya Gujarat Vij Company Ltd.(MGVCL)	30.04.2015(Annual Report of FY 2014-15)	www.dgvcl.com	Nil	Nil	02.06.2015
		Dahsin Gujarat Vij Company Ltd.	02.06.2015(Annual Report of FY 2014-15)	www.torrentpower.com/regulatory_sop.php	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
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 Performance) Regulations, 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	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 Feeder wise reliability indices in the KERC website, where as the levels of SOP achieved by Distribution companies for FY15 will be published 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	Nil	-
12	Madhya Pradesh	MPPERC (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 licenses, 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 licenses, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014	For FY 2013-14 BEST, R-Infra-D and TPC-D & MSEDCL furnished data to the Commission on 04.07.2014, 21.05.2014, 23.04.2014 and 22.01.2015 respectively. For FY 2014-15 BEST, R-Infra-D and TPC-D 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	For FY 2013-14 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042%20SoP%2013-14.pdf BEST http://www.mercindia.org.in/pdf/Order%2058%2042%20SoP%2013-14.pdf R-Infra-D http://www.mercindia.org.in/pdf/Order%2058%2042%20SoP%2013-14.pdf TPC-D http://www.mercindia.org.in/pdf/Order%2058%2042%20SoP%2013-14.pdf	For FY 2013-14 MSEDCL- 140 Nos Nil for BEST, R-Infra-D and TPC-D	For compensation amounting Rs.10,31,277/-	MSEDCL On 23.01.2015, details are available on the Commission's website for FY 2013-14. For FY 2014-15 data is under scrutiny.
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. PSEERC/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			Information not submitted			
18	Tamil Nadu			Information not submitted			
19	Tripura			Nil			
20	Uttar Pradesh	Date of Notification:- 14/09/2006, Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005 Dakshinanchal Viduyt Vitran Nigam Ltd. KESCO Madhyanchal Viduyt Vitran Nigam Ltd. NPCL Purvanchal Viduyt Vitran Nigam Ltd. Paschimanchal Viduyt Vitran Nigam Ltd.	Not submitted Not submitted Not submitted Not submitted Not submitted Not submitted	Information not submitted			
21	Uttarakhand	17-Apr-07 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.	NA Memo No. CRM/WBERC/Report/341 date 29.05.2015	NA 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.	NA 1	NA Rs.88500/-	NA 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	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. DPSC 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. 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. 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. GM(CR):560 dated 26.06.2015 Memo No. RA/IL002/15-16/1286 dated 15.06.2015 Memo No. NO/COM/Tarif/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. Annual 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 Annual Report for the year 2014-15 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-27/5/0471 dated 15.07.2015 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 Nil Nil	Nil Nil 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 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 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 Mizoram Gazette No.223 of 2.7.2010. The Manipur Gazette No. 281 of 26.8.2010	Nil Nil	Nil Nil	Nil Nil	Nil Nil	Nil Nil
24	JERC Goa & Utis						

25	Sikkim	03/SSERC/SP/2012 Dated 14.03.2012	Nil	NIL	NIL	NIL	Nil
26	Jammu & Kashmir			Information not submitted			
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil		NA (The matter being pursued)
28	Nagaland			Information not submitted			
29	Telangana			Information not submitted			