

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

Dated: 16th January, 2017

To

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

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

Sir,

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

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

Yours faithfully,

Encl : As above (8 copies)



(Arun Kumar)
Assistant Secretary, Forum of Regulators

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, 2016

This report contains the status of implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 27th January, 2012 in Review Petition no. 5 of 2009 in Appeal No. 181 of 2008.

As directed by the Hon'ble Tribunal, the State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commission (JERCs) of the concerned States are required to send the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman to the Secretary of Forum of Regulators . The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman, the status of grivences disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance to the directions given by the Hon'ble Tribunal:

- I. The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States.
- II. The second section of the report deals with the status of the vacancies for the Post of Ombudsman in the States.
- III. The third section of the report deals with the status in those States where the posts of CGRFs are yet to be created.
- IV. The fourth section of the report deals with the status of those States where the posts of the Ombudsman are yet to be created.
- V. The fifth section is the summary of the vacant positions.
- VI. The sixth section is the status of disposal of Grievances by CGRFs.
- VII. The seventh section is the status of disposal of Grievances by Ombudsman.
- VIII. Status of achievement of Standard of Performance (SOP).

Section – I

Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of Spetember,2016 as against the status in quarter ending June, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2016	Status of Vacancy for quarter ending September, 2016
1.	Andhra Pradesh	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.	Nil
2.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member in Purnea since 06.12.2012. One vacancy against the post of Member in Muzaffarpur since formation. Two vacancies against the post of Member in Bhagalpur since formation. Two vacancies against the post of Member in Gaya since formation	One vacancy against the post of Member in Patna since 26.02.2013. One vacancy against the post of Member in Purnea since 06.12.2012. One vacancy against the post of Member in Muzaffarpur since 07.01.2014. One vacancy against the post of Member in Bhagalpur since 02.02.2016. One vacancies against the post of Member in Gaya.
3.	Chhattisgarh	One vacancy against the post of Member (third member to be nominated separately)	Four vacancies against the post of Member (third member to be nominated separately) in CGRF Raipur, CGRF Bilaspur, CGRF Raigarh and CGRF Bhilai respectively.
4.	Delhi	One vacancy against the post of Member (NGO), CGRF-TPDDL, Delhi since 27.05.2016.	Nil
5	Jharkhand	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 Chairperson-cum-Member	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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2016	Status of Vacancy for quarter ending September, 2016
		<p>(Legal) in JUSCO since 03.05.2016.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibsa since 30.07.2014.</p> <p>One Vacancy against the post of Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>Two vacancies against the post of Member (Legal) and Member (Finance & Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since April, 2016 and 26.07.2014 respectively.</p>	<p>VUSNF, Chaibsa since 30.07.2014.</p> <p>One Vacancy against the post of Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.</p> <p>One vacancy against the post of Member (Finance & Acs) in VUSNF, JSEB, Medininagar since 26.07.2014.</p>
6.	Maharashtra	<p>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 and five vacancies against the post of Chairperson and five vacancies against the post of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>	<p>Six vacancies against the post of Chairperson in Konkan Zone, Nanded Zone, Amarawati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 09.02.2015, 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p> <p>Five vacancies against the post of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>
8.	Punjab	<p>One vacancy against the post of Member (Independent) in Punjab since 04.02.2016.</p>	<p>Nil</p>
9.	Uttar Pradesh	<p>One vacancy against the post of Member in Uttar Pradesh since 30.06.2016.</p>	

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2016	Status of Vacancy for quarter ending September, 2016
10.	Uttarakhand	One vacancy against the post of Judicial Member in Uttarakhand since 04.01.2016.	Nil
11.	Tamil Nadu	<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>One vacancy against the post of the Member in Chennai EDC (West) since 15.07.2012.</p> <p>One vacancy against the post of the Member in Tiruvarur EDC since 01.04.2016.</p> <p>One vacancy against the post of the Member in Kanchipuram, EDC since 12.12.2015.</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 (Legal) in Namakkal EDC since 28.06.2014.</p> <p>One vacancy against the post of the Member in Vellore EDC since 04.01.2015.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 03.07.2015.</p>

Note: Relevant information from ERC of Rajasthan, JERC, Goa & Uts, Uttar Pradesh and 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, 2016 as against the status in quarter ending June, 2016 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June,2016	Status of Vacancy for quarter ending September, 2016
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015

Note: Relevant information from ERC of Rajasthan, JERC, Goa & Uts, Uttar Pradesh and 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, 2016 as against the status in quarter ending June, 2016 is as under:

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

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

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

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five vacancies in CGRF for the post of Member in the State of Bihar. ✓
2. Four Vacancies in CGRF for the post of Member in all four CGRFs in the State of Chhattisgarh. ✓
3. Five Vacancies in CGRF for the post of Member in the State of Jharkhand. ✓
4. Three vacancies in CGRF for the post of Member in the State of Tamil Nadu. ✓
5. The posts of CGRF are yet to be created in the State of Jammu & Kashmir. ✓
6. Six vacancies against the post of Chairperson and five vacancies against the post of Member in the State of Maharashtra.

Vacancies in Ombudsman

1. The post of Ombudsman is yet to be created in the State of Jammu & Kashmir.

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, 2016	No. of Grievances received during the quarter ending September, 2016	No. of Grievances disposed during the quarter (Jul-Sep, 2016)	No. of Grievances pending at close of the quarter (Jul-Sep, 2016)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (July-Sep, 2016)
1	Assam	APDCL (LAR), Rangia Zone	Nil	1	1	Nil	Nil	Nil
		APDCL, Dibrugarh	1	1	2	Nil	Nil	2
		APDCL, Bongaigaon Zone	Nil	1	Nil	Nil	Nil	Nil
		APDCL (LAZ), Rangia, Guwahati	1	7	5	3	Nil	Nil
		APDCL, CAR, Nagaon	0	1	1	0	0	0
		Total	2	11	9	3		2
2	Andhra Pradesh	APSPDCL/Tirupati/andhra Pradesh	259	46	59	246	201	10
		APEPDCL/Visakhapatnam	48	79	54	73	28	15
		Total	307	125	113	319	229	25
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao, Dirang, Ziro, Aalo, Tezu	4	1	5	Nil	Nil	Information not available
4	Bihar	Patna	227	35	65	130	111	36
		Muzaffarpur	173	23	30	166	21	36
		Purnea	31	16	23	24	14	35
		Bhagalpur	29	1	0	30	30	Not mentioned
		Gaya	38	Nil	Nil	38	38	Not mentioned
		Total	498	75	118	388	214	107
5	Delhi	BRPL	23	62	31	54	7	31
		BYPL	9	15	10	14	4	13
		TPDDL	172	155	139	188	92	44
		NDMC	5	3	4	4	2	4
		Total	209	235	184	260	105	92

6	Gujarat	PGVCL, Rajkot	10	115	109	16	1	12
		PGVCL, Bhavnagar	17	94	83	28	0	13
		PGVCL, Bhuj	10	9	19	0	0	10
		UGVCL	6	13	15	4	0	3
		MGVCL	1	7	7	1	0	3
		DGVCL	8	61	67	2	0	12
		TPL-Ahmedabad	4	24	24	4	2	14
		TPL Surat	5	11	16	0	0	14
		Total	61	334	340	55	3	81
7	Haryana	UHBVNL	8	3	9	2	1	12
		DHBVNL	37	69	68	38	2	29
		Total	45	72	77	40	3	41
8	Himachal Pradesh	HPSEBL, Kasumpti, Shimla	54	17	35	36	29	17
		Total	54	17	35	36	29	17
9	Jharkhand	Sail Bokaro, Jharkhand	0	0	0	0	0	6
		JUSCO	Nil	Nil	Nil	Nil	Nil	1
		Tata Steel Ltd.	1	Nil	Nil	1	1	8
		Jharkhand Urja Vikas Nigam Ltd.	4	1	5	Nil	Nil	10
		VUSNF, Chaibasa	12	1	2	11	13	12
		VUSNF, Dumka	1	1	Nil	2	Nil	4
		VUSNF, Hazaribagh	16	3	5	14	13	2
		VUSNF, JSEB, Medininagar	3	1	Nil	4	2	3
		Damodar Vally Corpn. Maithon, Jharkhand	1	Nil	Nil	1	1	4
		Total	38	7	12	33	30	50
10	Karnataka	BESCOM	55	25	23	57	49	12
		MESCOM	2	3	3	2	0	3
		HESCOM	11	10	6	15	8	14
		GESCOM	13	2	0	15	14	0
		CESC	2	3	5	0	0	6
		Total	83	43	37	89	71	35

11	Kerala	CGRF-North (KSEB)	40	63	40	63	28	72
		CGRF-Central (KSEB)	18	48	37	29	Nil	17
		CGRF-South (KSEB)	64	111	86	89	1	36
		Trichur Corporation	2	1	1	2	0	4
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	124	223	164	183	29	129
12	Madhya Pradesh	ECGRF Bhopal	17	26	17	26	4	14
		ECGRF Indore	36	98	88	46	0	28
		ECGRF Jabalpur	24	340	253	111	5	17
		Total	77	464	358	183	9	59
13	Maharashtra	Bhandup Urban Zone	40	7	16	31	3	20
		Kolhapur Zone	15	10	19	6	0	7
		Nashik Zone	12	13	14	11	0	24
		Konkan Zone	1	3	4	0	0	4
		Latur Zone	11	3	4	10	10	7
		Aurangabad Zone	10	3	8	5	5	4
		Amravati Zone	0	5	3	2	0	7
		Pune Zone	9	12	18	3	1	16
		Nagpur Zone	24	66	68	22	5	12
		Gondia Zone	2	1	3	0	0	2
		Kalyan Zone	153	17	13	157	156	65
		Jalgaon Zone	3	8	9	2	0	6
		Nanded Zone	2	2	1	3	3	5
		Baramati Zone	6	10	8	8	0	11
		Chandrapur Zone	0	1	0	1	0	1
		Akola Zone	9	3	10	2	0	27
		BEST Undertaking	48	142	162	28	5	4
		R Infra D	2	10	5	7	3	4
		TPC-D	2	0	2	0	0	6
		Mindspace	0	0	0	0	0	0
Total	349	316	367	298	191	232		
14	Meghalaya	Meghalaya , CGRF	Nil	Nil	Nil	Nil	Nil	

15	Orissa	Bhubaneswar	12	80	89	3	0	20
		Khurda	3	157	129	31	1	23
		Cuttack	20	204	198	26	Nil	26
		Dhenkanal	152	227	379	303	Nil	12
		Paradeep	55	93	113	35	Nil	20
		Rourkela	37	62	79	20	2	8
		Burla	16	30	45	1	8	11
		Bolangir	5	106	86	25	Nil	24
		Balasore	38	74	52	60	Nil	28
		Jajpur Road	25	68	74	19	10	11
		Berhampur	35	93	82	46	0	31
		Jeypore	94	72	136	30	10	37
	Total	492	1266	1462	599	31	251	
16	Punjab	PSPCL, Patiala	19	40	37	22	4	27
		Total	19	40	37	22	4	27
17	Rajasthan	Ajmer	Not Submitted					
		Jaipur						
		Jodhpur						
		Total						
18	Tamil Nadu	Tamil Nadu	184	264	318	130	10	91
19	Uttar Pradesh	Agra	Not Submitted					
		Aligarh						
		Jhansi						
		Kanpur						
		Chitrakoot						
		Kanpur, KESCO						
		Lucknow						
		Bareilly						
		Faizabad						
		Gonda Devipatan						
		Greater Noida						
		Varanasi						
		Allahabad						
		Gorakhpur						
		Azamgarh						
		Mirzapur						
		Basti						
Meerut								
Moradabad								
Saharanpur								
	Total							

20	Uttarakhand	Garhwal Zone	13	62	46	29	3	Full Time
		Kumaon Zone	62	65	62	65	36	Full Time
		Total	75	127	108	94	39	Full Time
21	West Bengal	WBSEDCL	79	220	226	106	103	74
		CESC LTD.	3	227	226	4	Nil	All Working Days during the period
		DPSC Ltd.	0	2	0	0	0	2
		DVC	Nil	Nil	Nil	Nil	Nil	Nil
		DPL	2	Nil	Nil	Nil	Nil	1
		Total	84	449	452	110	103	77
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission	Chandigarh	Not Submitted					
		Goa						
		Puducherry						
		UT of Daman and Diu						
		Ut of Lakshadweep						
		Total						
24	Sikkim	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
25	Chattisgarh	Raipur	9	21	13	17	3	13
		Bilaspur	7	61	35	33	3	48
		Raigarh	0	0	0	0	0	0
		Bhilai	0	0	0	0	0	0
		Total	16	82	48	50	6	61
26	Jammu & Kashmir	0	0	0	0	0	0	
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	NA	NA	NA	NA	NA	NA	
29	Telangana	TSSPDCL:CGRF	Not Submitted					
		TSSPDCL: CGRF-1						
		TSSPDCL:CGRF-2						
		TSNPDC: CGRF						
		Total						

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, 2016	No. of Grievances received during the quarter ending Sept, 2016	No. of Grievances disposed during the quarter (July-Sep, 2016)	No. of Grievances pending at close of the quarter (July-Sept, 2016)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (July-Sep, 2016)
1	Assam	1	Nil	1	1	Nil	Nil	2
2	Andhra Pradesh	1	30	12	7	35	16	12
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	35	8	12	31	23	24
5	Delhi	1	19	10	23	6	Nil	18
6	Gujarat	1	18	36	33	21	0	39
7	Haryana	1	4	9	9	4	1	17
8	Himachal Pradesh				NA			
9	Jharkhand	1	3	4	3	4	1	13
10	Karnataka	1	24	7	13	18	11	10
11	Kerala	1	24	21	22	23	3	22
12	Madhya Pradesh	1	11	10	14	7	4	1
13	Maharashtra	2	50	58	58	50	7	88
14	Meghalaya		Nil	Nil	Nil	Nil	Nil	Nil
15	Orissa	2	41	77	27	91	32	119
16	Punjab	1	27	23	23	27	0	29
17	Rajasthan							
18	Tamil Nadu	1	45	29	25	49	29	35
19	Uttarakhand	1	10	6	9	7	3	Full Time
20	Uttar Pradesh							Information not submitted
21	West Bengal	2	102	61	57	106	66	40

22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	Information not submitted						
24	Chhattisgarh	1	3	2	4	1	0	66
25	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	NA						
28	Nagaland		NA	NA	NA	NA	NA	NA
29	Telangana	Information not submitted						

Status of Achievement of Standard of Performance (SOP)

S.No.	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	Section-VIII - Status of achievement of Standard of Performance	
						The aggregate amount of the compensation paid	The date & details of the report published by SERC under section 59(2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	APEPDCL: Regulation 7 of 2004 dated 22.6.2004 and Regulation 9 of 2013 dated 8.8.2013 APSPDCL: 19-8-2000	25-03-2016	-	-	-	-
3	Arunachal Pradesh	SOP Regulation notified by APERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation.	Not applicable in view of above	Not applicable in view of above	Nil	Nil	Not published as no report submitted by the Deptt of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007 . On the request of the board it was made effective from 22.4.2008.	The report for all the four quarters of FY 13-14 has been submitted by the licensee. This is under compilation for publication.	Report submitted in hard copy.	None	Nil	The report for FY 2012-13 has been published on 27.09.2014. The report for FY 2013-14 shall be published shortly after 3rd party verification of data. 3rd party verification report has been received. It will take some time more.
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002 and amended on 1.1.2003 and 20.5.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 18.4.2007 as amended on 12.8.2011, 23.3.2015, 29.4.2016 and 7.6.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-dcl.com & www.besdelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of performance achieved to the commission for FY 2013-14 and the same has been incorporated in Tariff Order dated 29.9.2015. The copy of same is available on the website of DERC i.e. www.derc.gov.in
6	Gujarat	Notification No. 10 of 2005 Uttar Gujarat Vj Company Ltd.(UGVCL) Madhya Gujarat Vj Company Ltd.(MGVCL) Paschim Gujarat Vj Company Ltd. (PGVCL) Dakhsin Gujarat Vj Company Ltd. TPL-Ahmedabad TPL-Surat	07.06.2016 (Annual Report of FY 2015-16) 08.06.2016 (Annual Report of FY 2015-16) 17.04.2015 (Annual Report of FY 2015-16) 22.06.2016 (Annual Report of FY 2015-16) 13.06.2015 (Annual Report of FY 2015-16) 13.06.2016 (Annual Report of FY 2015-16)	http://www.ugvcl.com/sop/index.htm www.mgvcl.com www.pgvcl.com www.dgvcl.com www.torrentpower.com/regulatory_sop.php www.torrentpower.com/regulatory_sop.php	Nil Nil Nil Nil Nil Nil	Nil Nil Nil Nil Nil Nil	07.06.2016 20.06.2014 08.06.2016 22.06.2016 13.06.2016 15.06.2016
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBVNL vide memo no. Ch-20/GM/RA/N/E-67/Vol-II dated 16.02.16 and by DHBVNL vide Memo no. Ch-73/SE/RA-232/Vol-II dated 23.02.16 for FY 2015-16 upto 3rd quarter.		Nil	Nil	Information pertaining to UHBVNL & DHBVNL published on the Commission's website for FY 2015-16 upto 3rd quarter.
8	Himachal Pradesh			NA			
9	Jharkhand			NA			
10	Karnataka	24-03-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY 16 during the 1st week of June, 2016.		Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 16 in KERC website : karnataka.gov.in/kcr Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites
11	Kerala			NA			
12	Madhya Pradesh			NA			

		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 IPC-D & MSEDCL furnished data to the Commission as follows: Dates on which data is submitted	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 Index data. MSEDCL vide letter dated 05.08.2015 has submitted that it is migrating from the existing Consumer Monitoring System (CMS) to Network Data Management (NDM) system for deriving accurate indices. BEST: http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-Q1-QII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIV.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-D-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 IPC-D http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/IPC-D-1415-QI.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/IPC-D-1415-QII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/IPC-D-1415-QIII.pdf http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/IPC-D-1415-QIV.pdf	For FY 2014-15 MSEDCL: 79 Nos. BEST, R-Infra-D and IPC-D: Nil For FY 2015-16 BEST, R-Infra-D and TPC-D: Nil	For MSEDCL in 2016 details are available on the Commission's website for FY 2015-16 amounting to Rs.7,09,357/-		
13	Maharashtra		For FY 2015-16 BEST, R-Infra-D, TPC-D, MSEDCL and SPPL furnished data to the Commission as follows: Dates on which data is submitted					
15	Orissa			NA				
16	Punjab	Provisions for payment of compensation notified vide Notification No. PSERC/Secy/Regu-61 Dated 2nd December, 2011 effective from 1.1.2012.	For the period from 01.04.2015 to 31.03.2016 (Yearly)		NIL	NIL	NIL	
17	Rajasthan			Information not submitted		2	1500	NIL
18	Tamil Nadu	Nil	Nil	Nil			Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performances were elaborated.
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2015	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor. Office/CGRF/2015-16/35822-35 dated 04-11-2016			Till date no. such situation arises for which levy of penalty or compensation thereof being paid.		
20	Uttar Pradesh			Information not submitted				
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/248 dated 14.06.2016	Annual Performance Report for the year 2015-16 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 Memo No. WBERC/B-27/5/0734 dated 26.07.2016	1		Rs.3400/-	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. GM(CR):1580 dated 24.06.2016	Annual Performance Report for the year 2015-16 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil		Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016

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. RA/1/002/16-17/1415 dated 16.05.2016	Annual Performance Report for the year 2015-16 submitted by Indian Power Corporation Limited (formerly DPSC Limited) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.7.2016	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016.
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No.COM/Tariff/1-1437 dated 14.06.2016.	Annual Performance Report for the year 2015-16 submitted by The Durgapur Projects Limited (DPL) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016.	Nil	Nil	Annual Performance Report for the year 2015-16 as per Standards of performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Coml./CGRF/2016/446 dated 11.05.2016	Annual Performance Report for the year 2015-16 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016	Nil	Nil	Annual Performance Report for the year 2015-16 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0734 dated 26.07.2016.
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.281 of 26.8.2010 The Mizoram Gazette No. 309 of 2.7.2014	Nil Nil	Nil Nil	Nil Nil	Nil Nil	Nil Nil
24	JERC Goa & Uts	Information not submitted					
25	Sikkim	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March 2012. Gazette Notification No. 132 of the Government of Sikkim.	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the Licensee till date. As such no report has been published by the Commission.
26	Jammu & Kashmir	Nil					
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)	The Department of Power, Nagaland (Licensee) is unable to fully implement the SOP due to various constrains.				
29	Telangana	Information not submitted					