

24675/2019/FOR - CERC**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)**3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001

Tel : 23353503 / Fax : 23753920

No. 15/9 (1)/2018/APTEL/FOR/CERC –Vol. II

Dated:14th November, 2018

To

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

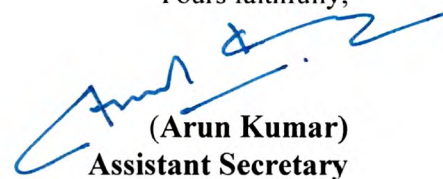
Subject: Quarterly Report on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

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 for the quarter April 2018 to June 2018 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

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 2018

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 2018, as against the status in quarter ending March, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2018	Status of Vacancy for quarter ending June 2018
1.	Bihar, Patna	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 2nd Member since 06.12.2012 in Purnea</p> <p>One vacancy against the post of 2nd Member in Muzaffarpur since 07.01.2014</p> <p>One vacancy against the post of 2nd Member in Bhagalpur since 02.02.2016.</p> <p>One vacancy against the post of 2nd Member in Gaya since 02.02.2016.</p>	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 3rd Member since 23.10.2017 in Purnea</p> <p>One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Gaya since 23.10.2017</p>
2.	Maharashtra	<p>Eight (08) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Kokan Zone – 09-02-2015; Jalgaon Zone – 06-06-2017; Nasik zone- 06-06-2017 Nagpur zone – 06.06-.2017 Bhandup zone – 08-12-2017 Pune zone – 08-12-2017</p> <p>Four (01) vacancy against the post of Member (Licensee) in Amaravati zone since 08.07.2017</p>	<p>Four (04) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Jalgaon Zone – 06-06-2017; Nagpur zone – 06.06-.2017</p> <p>One (01) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018.</p> <p>One (01) vacancy against the post of Member (CPO) in Nagpur zone since 25.06.2018.</p>
4.	Tamil Nadu	<p>01 vacancy against the post of Member in Sivagangai EDC since 22-11-2014</p> <p>01 vacancy against NGO Member in Madurai EDC/Metro since 01-01-2018</p> <p>01 vacancy against Member (Legal) in Namkkal EDC since 28-06-2014</p> <p>01 vacancy against I Member (Legal) to be nominated by district Collector in Chennai EDC (West) since 15-07-2012</p> <p>01 vacancy in Chengalpattu EDC (since 04-05-2017),</p> <p>01 vacancy in Krishnagiri EDC(since 04-</p>	<p>01 vacancy against the post of social activity in Namakkal EDC since 27-06-2017</p> <p>01 vacancy against the post of Member NGO in Tirupur EDC since 18-06-2018.</p> <p>01 vacancy in Chengalpattu EDC since 19-06-2018</p> <p>01 vacancy against Member (Legal) to be nominated by district Collector in Chennai EDC (West) since 14-07-2012</p> <p>02 vacancy in Vellore EDC since 27-10-2017</p> <p>01 vacancy in Perambalur EDC since 20-</p>

24675/2019/FOR - CERC

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2018	Status of Vacancy for quarter ending June 2018
		07-2017), 01 vacancy in Thirupathur EDC (since 04-05-2017) and 01 vacancy in Theni EDC (04-10-2017) 02 vacancy against Members in Vellore EDC since 28-10-2017 01 vacancy against Member – II Legal in Trichy/Metro/EDC since 12-10-2014 One vacancy against Member I in Tuticorin EDC since 03-07-2015	07-2018 01 vacancy against Legal Member in Tirunelveli EDC 01 vacancy in Theni EDC since 01-04-2018
5.	HERC	One vacancy against the post of Member in CGRF DHBVN	One vacancy against the post of Member in CGRF DHBVN
6.	MSERC	One vacancy in CGRF since January, 2018	One vacancy in CGRF since January, 2018
7	MPERC		Vacancy against Ombudsman since 04.05.2018
8	J&K SERC	CGRF not yet established	Status for the quarter ending June 2018 not received
9	NERC	CGRF not yet established	CGRF not yet established
10	JERC Goa and UTs (except Delhi)		One vacancy of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and October 2014 respectively. One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013 One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively. One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014. One vacancy of Member (Licensee) in UT of Lakshadweep since April 2010.

Note: Relevant information from ERCs of Jharkhand, Uttarpradesh, Jammu & Kashmir 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 June 2018 as against the status in quarter ending March, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2018	Status of Vacancy for quarter ending June 2018
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 ERCs of Jharkhand, Uttarpradesh, Jammu & Kashmir 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 December, 2017 as against the status in quarter ending March, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2018	Status of Vacancy for quarter ending June 2018
1.	Jammu & Kashmir	CGRF not yet established.	Status for the quarter ending June 2018 not received
2.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

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 2018 as against the status in quarter ending March, 2018 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March 2018	Status of Vacancy for quarter ending June 2018
1.	Jammu & Kashmir	Ombudsman yet not established	Status for the quarter ending June 2018 not received
2.	Nagaland	Post of Ombudsman is yet to be created by the State Government	Post of Ombudsman is yet to be created by the State Government

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. Nine vacancies in CGRF for the post of Member in the State of Tamil Nadu.
3. Four vacancies against the post of Chairpersons, one vacancy against the post of Member (Licensee) and one vacancy against the post of Member (CPO) in the State of Maharashtra.
4. One vacancy against the post of Member in CGRF (DHBVN) in the state of Haryana.
5. One vacancy in CGRF in the State of Meghalaya.
6. Two vacancy against the post of Chairperson and five vacancy against the post of Member (Licensee) in the State of Goa and UTs (except Delhi).

Vacancies in Ombudsman

1. The post of Ombudsman in MPERC got vacant in May 2018.
2. The post of Ombudsman in NERC yet to be established.

Section -VI									
Status of disposal of Grievances by CGRF									
Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June 2018	No. of Grievances received during the quarter ending June 2018	No. of Grievances disposed during the quarter ending June 2018	No. of Grievances pending at close of the quarter ending June 2018	No. of Grievances pending which are older than 2 months	No. of sitting s of CGRF in the quarter ending June 2018
1	Assam	APDCL, Silchar		0	0	0	0	0	0
		APDCL, Dibrugarh				Information not received			
		APDCL, Tezpur Zone		0	0	0	0	0	0
		APDCL (LAZ),Guwahati			0	0	0	0	0
		APDCL (LAR), Jorhat Zone				Information not received			
		APDCL, Nagaon			0	0	0	0	0
		Total							
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh		168	120	66	222	141	18
		APEPDCL/Visakhapatnam		119	99	133	85	37	20
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu		0	0	0	0	0	0
4	Bihar	Patna		53	18	27	44	33	22
		Muzaffarpur		141	30	24	147	125	24
		Purnea		25	13	38	10	28	0
		Bhagalpur		94	25	24	95	119	0
		Gaya		2	15	11	6	0	34
		Total		315	101	124	302	305	80
5	Delhi	BRPL	4	48	36	46	38	14	26
		BYPL		4	3	5	2	0	4
		TPDDL		94	47	44	97	75	25
		NDMC		3	0	0	3	3	1
		Total		149	86	95	140	92	56
	Gujrat	PGVCL, Rajkot		32	86	85	33	0	11
		PGVCL, Bhavnagar		74	63	58	79	52	13
		PGVCL,Bhuj		4	8	9	3	0	4
		UGVCL		4	20	19	5	0	6
		MGVCL		0	6	6	0	0	2
		DGVCL		4	49	48	4	0	10
		TPL-Ahmedabad		17	52	62	7	1	13
		TPL Surat		2	10	8	4	0	13
		Total		137	294	295	135	53	72
7	Haryana	UHBVNL	2	36	37	28	45	13	16
		DHBVNL		24	99	104	19	0	15
		Total		60	136	132	64	13	31

24675/2019/FOR - CERC

			41	33	44	30	11	18
	Himachal Pradesh							
	Jharkhand	Sail Bokaro, Jharkhand	Information not submitted for the quarter					
		JUSCO						
		Tata Steel Ltd.						
		Jharkhand Urja Vikas Nigam Ltd.						
		VUSNF, Chaibasa						
		VUSNF, Hazaribagh						
		VUSNF, JSEB, Medininagar						
		Damodar Vally Corpn. Maithon, Jharkhand						
		JSEB, Dumka						
		Total						
10	Karnataka	BESCOM	70	15	25	60	56	8
		MESCOM	0	10	2	8	0	2
		HESCOM	14	3	11	6	14	11
		GESCOM	9	5	0	14	12	1
		CESC	1	2	1	2	1	1
		Total	94	35	39	90	83	23
11	Kerala	CGRF-North (KSEB)	58	52	59	51	24	21
		CGRF-Central (KSEB)	73	28	73	28	1	15
		CGRF-South (KSEB)	39	37	46	30	0	18
		Total	170	117	178	109	25	54
12	Madhya Pradesh	ECGRF Bhopal	73	52	63	62	40	28
		ECGRF Indore	35	70	79	26	3	31
		ECGRF Jabalpur	34	553	378	209	22	24
		Total	142	675	520	297	65	83
13	Maharashtra	Bhandup Urban Zone	29	43	13	59	58	92
		Kolhapur Zone	13	31	17	27	1	4
		Nashik Zone	26	24	33	17	28	11
		Konkan Zone	1	1	1	1	0	6
		Latur Zone	4	4	2	6	2	3
		Aurangabad Zone	7	13	10	10	1	13
		Amravati Zone	14	5	18	1	0	5
		Pune Zone	5	25	8	22	2	24
		Nagpur Zone	24	50	59	15	7	11
		Gondia Zone	3	2	3	2	0	4
		Kalyan Zone	21	117	43	83	28	30
		Jalgaon Zone	1	7	0	8	6	2
		Nanded Zone	3	0	3	0	0	0
		Baramati Zone	2	7	3	6	1	3
		Chandrapur Zone	0	0	0	0	0	0
		Akola Zone	13	6	15	4	0	41
		BEST Undertaking	4	9	7	6	0	4
		R Infra D	0	20	1	19	19	1
		TPC-D	1	1	1	1	0	3
		Mindspace	0	0	0	0	0	0

24675/2019/FOR - CERC

		Gigaplex		0	0	0	0	0	0
		Total		171	365	237	287	153	257
14	Meghalaya	Meghalaya , CGRF		1	0	0	1	1	2
15	Odisha	Bhubaneswar		7	149	152	4	1	24
		Khurda		25	183	205	3	5	21
		Cuttack		0	75	69	6	0	19
		Dhenkanal		3	149	146	6	0	8
		Paradeep		10	182	187	5	0	13
		Rourkela		3	75	64	14	4	4
		Burla		0	47	47	0	0	11
		Bolangir		53	126	179	0	0	36
		Balasore		44	43	74	13	0	29
		Jajpur Road		0	38	37	1	0	15
		Berhampur		1	75	75	1	0	28
		Jeypore		11	36	41	6	0	12
		Total		157	1178	1276	59	10	220
16	Punjab	PSPCL, Patiala		58	142	170	30	1	37
17	Rajasthan	Ajmer		732	1011	681	1062		268
		Jaipur		1579	7996	7657	1918		249
		Jodhpur		2438	9484	8719	32033		3203
		Total		4749	18491	17057	35013	0	3720
18	Tamil Nadu	Tamil Nadu	43	191	276	279	188	65	67
19	Uttar Pradesh	Agra	20	Information not submitted for the quarter					
		Aligarh							
		Allahabad							
		Azamgarh							
		Bareilly							
		Basti							
		Chitrakoot							
		Faizabad							
		Gonda Devipatan							
		Gorakhpur							
		Greater Noida							
		Jhansi							
		Kanpur							
		Kanpur, KESCO							
		Lucknow							
		Meerut							
		Mirzapur							
		Moradabad							
		Saharanpur							
		Varanasi							
		Total							
		Udham Singh Nagar							
		Haridwar							
20	Uttarakhand	Garhwal Zone	1	27	81	74	33	7	FULL TIME
		Kumaon Zone	1	98	49	35	53	18	FULL TIME
		Haridwar		111	69	64	24	5	FULL TIME

24675/2019/FOR - CERC

		Udham Singh		14	111	98	27	3	FULL TIME
		Nagar							
		Srinagar		0	0	0	0	0	0
		Total		250	310	271	137	33	
				76	205	219	62	not given	50
		P&E Department, CGRF, Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
22	West Bengal	(JERC) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur							
		Goa		6	9	11	4	1	4
		Lakshadweep		1	4	4	1	1	18
		Daman & Diu		0	0	0	0	0	0
		Dadra Nagar Haveli		5	11	16	0	5	0
		Chandigarh		25	63	74	14	0	16
		Andaman & Nicobar Islands		1	5	3	3	1	54
		Puducherry		10	11	18	3	1	62
		Total		48	103	126	25	9	154
23	Joint Electricity Regulatory Commission Goa								
24	Sikkim	Sikkim	1	0	0	0	0	0	0
		Raipur		5	12	7	10	2	8
		Bilaspur		21	21	26	16	1	35
		Jagdalpur		0	1	0	1	0	0
		Raigarh		0	0	0	0	0	0
		Bhilai		0	0	0	0	0	0
		Total		26	34	33	27	3	43
25	Chhattisgarh		4						
26	Jammu & Kashmir			status for quarter ending June 2018 not received					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		0	0	0	0	0	0
28	Nagaland	CGRF not established as yet							
29	Telangana	Information not submitted for the quarter							

Continued.....Section VII on next page

24675/2019/FOR - CERC

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 2018	No. of Grievances received during the quarter ending June 2018	No. of Grievances disposed during the quarter (April- June 2018)	No. of Grievances pending at close of the quarter (April- June 2018)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (April- June 2018)
1	Assam	1	0	0	0	0	0	0
2	Andhra Pradesh	1	6	7	8	5	3	13
3	Arunachal Pradesh	1	0	0	0	0	0	0
4	Bihar	1	29	1	3	27	26	15
5	Delhi	1	8	9	11	6	0	11
6	Gujarat	1	7	35	18	24	0	44
7	Haryana	1	3	6	9	0	0	7
8	Himachal Pradesh	1	4	16	14	6	1	6
9	Jharkhand	1	Information not submitted for the quarter					
10	Karnataka	1	11	2	3	10	10	4
11	Kerala	1	18	23	26	15	0	31
12	Madhya Pradesh	1	5	12	1	16	10	1
13	Maharashtra	2	49	65	61	53	23	68
14	Meghalaya	1	0	0	0	0	0	0
15	Odisha	2	64	44	63	45	23	114
16	Punjab	1	43	10	23	30	12	12
17	Rajasthan	1	3	8	10	1	nil	full time
18	Tamil Nadu	1	30	17	24	23		13
19	Uttarakhand	1	7	13	11	9	1	full time
20	Uttar Pradesh		Information not submitted for the quarter					
21	West Bengal	2	92	93	40	146	72	35
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	1	1	1	1	0	1
24	Chhattisgarh	1	13	9	10	12	0	70
25	Tripura	1	0	0	0	0	0	0
26	Sikkim	1	0	0	0	0	0	0
27	Jammu & Kashmir		status for quarter ending June 2018 not received					
28	Nagaland		Ombudsman not yet established					
29	Telangana		Information not submitted for the quarter					

24675/2019/FOR - CERC

Section-VIII - Status of achievement of Standard of Performance

S. No.	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date and 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	25-05-2016	-	2	5500/-	-
		APSPDCL: 19-8-2000		-	-	-	-
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation.	Not furnished	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 2013-14 onwards have not been published as some anomaly was observed during third party verification of data. A Suo-Motu Proceeding has been initiated in this regard and hearing process is going on.
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 Subsequently, DERC (Supply Code and Performance Standards) Regulations, 2017, notified on 17.08.2017 and effective from 01.09.2017, repealing the earlier Delhi Electricity Supply Code and Performance	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The copy of the last report is available on website of TPDDL and BSES	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-ddl.com & www.bsesdelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2016-17 and the same has been incorporated in Tariff Order dated 28-03-2018. The copy of same is available on the website of DERC i.e. www.derc.gov.in Further, the Commission has uploaded the report for the period from Oct. 2017 to Dec. 2017 for Standards of Performance submitted by DISCOMs on its website i.e. www.derc.gov.in

24675/2019/FOR CERC

		Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in					
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	04.05.2018 - Annual Report of FY2017-18	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Madhya Gujarat Vij Company Ltd.(MGVCL)	26.04.2018 (Annual Report of FY 2016-17)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Paschim Gujarat Vij Company Ltd. (PGVCL)	02.05.2018 (Annual Report of FY 2016-17)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Dakhsin Gujarat Vij Company Ltd.	30.04.2018 (Annual Report of FY 2016-17)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		TPL-Ahmedabad	31.04.2018 (Annual Report of FY 2016-17)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		TPL-Surat	31.04.2018 (Annual Report of FY 2016-17)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBVNL vide memo no. Ch-10/SE/RA/N/F-67 Vol-IX dated 13-05-2017 and by DHBVNL vide Memo no. Ch-09/SE/RA-232/Vol-III dated 13-07-2017 for FY 2016-17 Further UHBVNL vide memo no. ch-07/SE/RA/N/F-67/Vol-X dated 29.8.2017 and memo no. ch-23/GM/RA/N/F-67/Vol-X dated 14.12.2017 has submitted RI & SOP data upto 2nd quarter of FY 2017-18.	https://herc.gov.in/content/10561UHBVNL.aspx https://herc.gov.in/content/10651DHBVNL.aspx	Nil	Nil	Information pertaining to UHBVNL & DHBVNL for FY2016-17 has been published on the Commission's website as link indicated at Sr.No. 4 (Column 5)
8	Himachal Pradesh	(i) HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08.10.2010 (ii) HPERC (Distribution Licensee's Standard of Performance) Regulations, 2010 - Submission of SAIDI, SAIFI and CAIDI, CAIFI return FY 2016-17	(i) No. HPSEBL/CE (Comm.)/SERC-31/2016-17-1455-56 dated 25.04.2017 (ii) HPSEB/CE (Comm.)/SERC-31/2016-17-3756-57 dated 29.06.2017	not uploaded yet	Nil	Nil	nil
9	Jharkhand	Information not submitted					
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 FY 18 during the 1st week of July, 2017.		Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 18 in KERC website : karnataka.gov.in/kerc . Distribution companies have also been directed to publish the levels of SOP achieved by

24675/2019/FOR - CERC

							them in their respective websites.
11	Kerala	Information not submitted					
	Madhya Pradesh	MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No. RG-8(II) of 2012) dated 23.11.2012	MP Poorv Kshetra Vidyut Vitran Co. Ltd., Jabalpur - 25.05.2017	nil	Nil	NIL	14.09.2017 Uploaded on Commission's website
			MP Madhya Kshetra Vidyut Vitaran Co. Ltd., Bhopal 10.07.2017	nil	Nil	Nil	
			MP Paschim Kshetra Vidyut Vitaran Co. Ltd., Indre19.06.2017	nil	Nil	Nil	

13	Maharashtra	<p>1. MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005.</p> <p>2. 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May,2014</p>	<p><u>For FY 2016-17 and FY 2017-18</u></p> <p>BEST, R-Infra-D and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows:</p> <p><u>FY 2017-18</u></p> <table><thead><tr><th></th><th>Q1</th><th>QII</th><th>QIII</th></tr></thead><tbody><tr><td>BEST</td><td>24.8.17</td><td>10.11.17</td><td>31.01.2018</td></tr><tr><td>R Infra D</td><td>18.8.17</td><td>22.11.17</td><td>15.02.2018</td></tr><tr><td>TPC-D</td><td>07.8.17</td><td>1.11.17</td><td>25.01.2018</td></tr><tr><td>MSEDCL</td><td>18.10.17</td><td>12.12.17</td><td>21.02.2018</td></tr><tr><td>MBPPL</td><td>14.7.17</td><td>18.10.17</td><td>25.01.2018</td></tr><tr><td>GEPL</td><td>14.7.17</td><td>18.10.17</td><td>25.01.2018</td></tr></tbody></table> <p>QIV</p> <p>27.04.2018 03.05.2018 25.04.2018 25.05.2018 03.05.2018 03.05.2018</p>		Q1	QII	QIII	BEST	24.8.17	10.11.17	31.01.2018	R Infra D	18.8.17	22.11.17	15.02.2018	TPC-D	07.8.17	1.11.17	25.01.2018	MSEDCL	18.10.17	12.12.17	21.02.2018	MBPPL	14.7.17	18.10.17	25.01.2018	GEPL	14.7.17	18.10.17	25.01.2018	<p><u>For FY 2017-18</u></p> <p><u>MSEDCL</u> http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_SOP_June2017_MSEDCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_SoP_Q2_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_Q3_FY17-18_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_SoP_Q4_FY17-18.pdf</p> <p><u>BEST</u> For FY 2017-18 http://www.mercindia.org.in/pdf/Order2058%2042/BEST_SOP_Q1_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_SoP_Q2_2017-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_Q3_FY17-18_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_Q4_FY17-18_SoP.pdf</p> <p><u>R Infra-D</u> For FY 2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_SOP_Q1%20of%20FY%2017-18.pdf</p>	<p><u>For FY 2017-18 (Upto Quarter IV)</u> MSEDCL:61 Nos.</p> <p>R Infra-D, BEST, TPC-D, MBPPL and GEPL : Nil</p>	<p>FY2017-18 (Upto Quarter IV) MSEDCL: compensation paid amounting to Rs.10,81,913.45/-</p>	<p>On 15.05.2018, details are available on the Commission's website for FY 2017-18 upto Quarter IV</p>
	Q1	QII	QIII																																
BEST	24.8.17	10.11.17	31.01.2018																																
R Infra D	18.8.17	22.11.17	15.02.2018																																
TPC-D	07.8.17	1.11.17	25.01.2018																																
MSEDCL	18.10.17	12.12.17	21.02.2018																																
MBPPL	14.7.17	18.10.17	25.01.2018																																
GEPL	14.7.17	18.10.17	25.01.2018																																

24675/2019/FOR - CERC

http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_SoP-Q2_FY17-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_Q3_FY17-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_Q4_FY17-18.pdf
TPC-D
For FY 2017-18
http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_SOP-Q1_FY16-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_Q2_FY17-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_Q3_FY17-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_Q4_FY17-18.pdf

MBPPL
For FY 2017-18
http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_SO-P-Q1_FY%2017-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q2_FY%2017-18.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q3_FY17-18_SOP.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q4_FY17-18_SOP.pdf

PPL_Q4_FY17-18_SOP.pdf

24675/2019/FOR - CERC

5/2019/FOR - CERC				GEPL For FY2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SOP_Q1_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SoP_Q2_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Gigaplex_Q3_FY17-18_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Gigaplex_Q4_FY17-18_SOP.pdf			
14	Meghalaya	24.01.2013 MSERC (Standard of Performance) Regulations, 2012.	The report on the Standard of Performance for October to December 2017 in respect of the MePDL was submitted to MSERC on 23rd March 2018		Nil	Does not arise	Nil
15	Odisha	28.05.2004. OERC (Licensees Standards of Performance), Regulations 2004.	CESU – 30.08.2017 WESCO Utility- 06.07.2017 NESCO Utility- 20.09.2017 SOUTHCO Utility – 04.12.2017	www.orierc.org Performance of Distcos for the FY 2016-17	Nil	Nil	06.02.2018 in News paper (www. orierc.org (Home Page) – >“Performance of Distcos” for the FY 2016-17
16	Punjab	PSERC (Electricity Supply Code and Related Matters) (2nd Amendment) Regulation, 2016 issued vide notification No. PSERC/Secy . Regu. 116 dt. 05/10/2016	SOP information for the period of 01-04-2017 to 30-09-2017 (Half Yearly) stands submitted before the Hon'ble PSERC vide PSPCL Memo No. 6229-30 dated 19-01-2018	Nil	NIL	NIL	Nil
17	Rajasthan	Information not submitted					
18	Tamil Nadu	Information not submitted					
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2005	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL)/Cor. Office/CGRF/2016-2017/ 18458-71 dated 18.07.2018	Nil	Till date no. such situation arises for which levy of penalty or compensation thereof being paid.	Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performances were elaborated.
20	Uttar Pradesh	Information not submitted for the quarter					

24675/2019/ FOR CERC

21	and	April 17, 2017					
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. CRM/WBERC/Report/260 dated 16.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	3	1,28,400/-	Annual Performance Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulation, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		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):2062 dated 16.08.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
		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/002/17-18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	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-27/5/1098 dated 07.11.2017
		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/Annual Report/2016-17/971 dated 28.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
		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/1-1686 dated 12.07.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017

24675/2019/FOR - CERC

		07.11.2017					
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.90 of 5th July 2014 The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	Nil					
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	SOP Regulation issued by SERC in March, 2006.	The report for the FY 2016-17 is yet to be received from the Distribution Utility	Nil	The report for the FY 2016-17 is yet to be received from the Distribution Utility	The report for the FY 2016-17 is yet to be received from the Distribution Utility.	The Utility has been directed to submit the report for 2016-17 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/REG N/2012(A) dated 31.01.2012. The Department of Power, Nagaland, is yet to start	NA				

24675/2019/FOR- CERC

		implementi	
29	Telangana	Information not submitted	