

19282/2019/FOR - CERC

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001

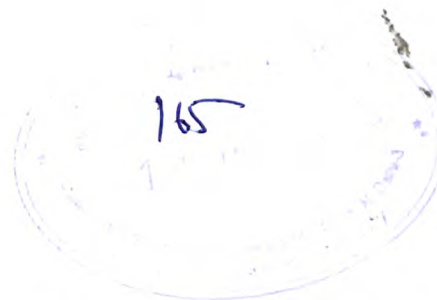
Tel : 23353503 / Fax : 23753920

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

Dated: 09th January, 2019

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.

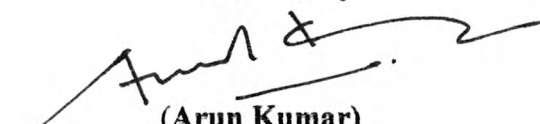
Sir,

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 July 2018 to September 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

o/c

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 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 grivences disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

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

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

Section – I**Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States**

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of September 2018, as against the status in quarter ended June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 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 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>	<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>
	Delhi		<p>03 vacancy against the post of Chairman as per details given under-</p> <p>CGRF, BYPL - 01.04.2018 CGRF, NDMC - 01.04.2018 CGRF TPDDL - 16.04.2018</p> <p>03 vacancy against the post of Member (Consumer related matters) as detail given below –</p> <p>CGRF, BRPL - 23.06.2018 CGRF, BYPL – 30.04.2018 CGRF, NDMC - 30.04.2018</p> <p>02 vacancy against the post of Member (Legal) as per detail given below –</p> <p>CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018</p> <p>Ombudsman since 18.08.2018</p>
2.	Maharashtra	<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>	<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; Chandrapur zone – 27.08-.2018</p> <p>Two (02) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018</p>

19282/2019/FOR - CERC

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
4.	Tamil Nadu	<p>01 vacancy against the post of Member (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 20-07-2018</p> <p>01 vacancy against Legal Member in Tirunelveli EDC</p> <p>01 vacancy in Theni EDC since 01-04-2018</p>	<p>02 vacancy of Member I in Combatore EDC/South and EDC/North since 22.8.2018 and 16.8 2018 respectively</p> <p>01 vacancy of Member(Legal) to be nominated by District Collector in Chennai EDC (West) since 14.07.2012</p> <p>01 vacancy of Member in Dharmapuri EDC since 20.7.2018</p> <p>01 Legal Member in Pudukottai EDC since 4.09.2018</p>
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	Vacancy status nil
7	J&K SERC	CGRF not yet established	CGRF not yet established
8	NERC	CGRF not yet established	CGRF not yet established
9	JERC Goa and UTs (except Delhi)	<p>One vacancy of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and October 2014 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p> <p>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.</p> <p>One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014.</p> <p>One vacancy of Member (Licensee) in UT</p>	<p>One vacancy of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and October 2014 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p> <p>One vacancy of Chairperson and One Member (Licensee) and one Member (Nominated) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 and 24-07-2018 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014.</p>

19282/2019/FOR - CERC

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
		of Lakshdweep since April 2010.	One vacancy of Member (Licensee) in UT of Lakshdweep since April 2010. One Member (Nominated) in Puducherry since September 2018
10	SSERC		Post of one Member vacant since June 2018
11	UPERC		04 posts of Member (Legal) in Agra, Aligarh, Greater Noida and Muradabad and 04 posts of Member (Tech.) in Kesko Kanpur, Meerut, Gorakhpur and Gonda

Note: Relevant information from ERCs of Arunachal Pradesh, Madhya Pradesh, Jharkhand, Tripura, 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 2018 as against the status in quarter ended June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter Ending June 2018	Status of Vacancy for quarter ending September 2018
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Information not received
2.	DERC		August 2018

Note: Relevant information from ERCs of Arunachal Pradesh, Madhya Pradesh, Jharkhand, Tripura 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 2018 as against the status in quarter ending June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
1.	Jammu & Kashmir	CGRF not yet established	CGRF not yet established
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 September 2018 as against the status in quarter ending June, 2018 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
1.	Jammu & Kashmir	Ombudsman not established	Ombudsman not established
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 for the post of Member in the State of Bihar.
2. Three vacancies for the post of Chairman, three vacancies for the post of Member (Consumer related matters) and two vacancies for the post of Member (Legal) in the UT of Delhi.
3. One vacancy against the post of Member (DHBVN) in the state of Haryana.
4. Two vacancies against the post of Chairperson in the State of Goa and UT of Daman and Diu.
Five vacancies against the post of Member (Licensee) in the state of Goa and UTs of Andaman & Nicobar Islands, Daman and Diu, Dadra and Nagar Haveli and Lakshadweep.
Two vacancies against the post of Member (Nominated) in Daman and Diu and Puducherry.
5. Four vacancies against the post of Chairpersons, two vacancies against the post of Member (Licensee) in the State of Maharashtra.
6. One post of Member in the state SSERC.
7. Five vacancies for the post of Member in the State of Tamil Nadu.
8. Four vacancies against the post of Member (Legal) in Agra, Aligarh, Greater Noida and Moradabad. Four posts of Member (Tech.) in Kesko Kanpur, Meerut, Gorakhpur and Gonda in Uttar Pradesh.
9. CGRF is yet to be established in the State of Nagaland.
10. CGRF not yet established in the state of Jammu and Kashmir.

Vacancies in Ombudsman

1. The post of Ombudsman in the UT of Delhi got vacant in August 2018.
2. The post of Ombudsman in the state of Nagaland yet to be established.
3. Ombudsman not yet established in the state of Jammu and Kashmir.

19282/2019/FOR - CERC

		Sail Bokaro, Jharkhand		Information not submitted					
		JUSCO							
		Tata Steel Ltd.							
		Jharkhand Urja Vikas Nigam Ltd.							
		VUSNF, Chaibasa							
		VUSNF, Hazaribagh							
		VUSNF, JSEB,Medinina gar							
		Damodar Vally Corp. Maithon, Jharkhand							
		JSEB, Dumka							
		Total							
10	Karnataka	BESCOM		60	15	16	59	51	10
		MESCOM		7	2	7	2	1	3
		HESCOM		14	3	0	17	13	11
		GESCOM		14	6	1	19	16	7
		CESC		2	1	0	3	2	2
		Total		97	27	24	100	83	33
11	Kerala	CGRF- North (KSEB)		15	42	61	32	9	10
		CGRF- Central (KSEB)		28	30	21	37	7	12
		CGRF- South (KSEB)		30	40	37	33	0	16
		Trichur Corpn.		2	0	1	1	0	1
		KDHPCL		0	0	0	0	0	0
		Total		75	112	120	103	16	39
12	Madhya Pradesh	ECGRF Bhopal		Information not submitted					
		ECGRF Indore							
		ECGRF Jabalpur							
		Total							
13	Maharashtra	Bhandup Urban Zone		59	55	8	106	68	80
		Kolhapur Zone		27	11	28	10	2	6
		Nashik Zone		17	21	26	12	13	11
		Konkan Zone		1	1	1	1	0	6
		Latur Zone		7	2	6	3	2	4
		Aurangabad Zone		10	9	9	9	1	14
		Amravati Zone		1	5	1	5	0	3
		Pune Zone		22	10	20	12	9	28
		Nagpur Zone		15	30	27	18	4	7
		Gondia Zone		2	2	2	2	0	7
		Kalyan Zone		95	49	107	37	1	30
		Jalgaon Zone		8	1	8	1	0	2
		Nanded Zone		0	1	0	1	0	1
		Baramati Zone		6	8	8	6	1	4
Chandrapur		0	0	0	0	0	0		

19282/2019/FOR - CERC

		Zone							
		Akola Zone	4	24	15	13	0	45	
		BEST Undertaking	6	9	10	5	0	11	
		R Infra D							
		TPC-D	1	0	0	0	0	2	
		Mindspace	0	0	0	0	0	0	
		Gigaplex	0	0	0	0	0	0	
		Total	300	245	298	245	103	265	
14	Meghalaya	Meghalaya , CGRF	1	1	2	0	0	3	
15	Odisha	Bhubaneswar	4	146	146	4	0	19	
		Khurda	3	283	272	14	0	26	
		Cuttack	6	221	224	3	0	28	
		Dhenkanal	6	142	145	3	0	7	
		Paradeep	5	193	188	10	0	15	
		Rourkela	14	20	32	2	0	7	
		Burla	0	52	52	0	0	13	
		Bolangir	0	125	125	0	0	36	
		Balasore	13	49	52	10	10	25	
		Jajpur Road	1	17	18	0	0	5	
		Berhampur	1	106	105	2	0	35	
		Jeypore	6	101	85	22	0	13	
				Total	59	1455	1444	70	10
16	Punjab	PSPCL, Patiala	30	121	101	50	3	31	
17	Rajasthan	Ajmer	732	1917	1585	1064	Report received for the period from April 2018 to September 2018		
		Jaipur	1579	20408	19940	2047			
		Jodhpur	127	1038	922	243			
		Total	2438	23363	22447	3354			
18	Tamil Nadu	Tamil Nadu	185	291	296	180	41	70	
19	Uttar Pradesh	Agra	46	66	62	50	18	70	
		Aligarh	33	37	45	25	9	66	
		Allahabad	172	81	135	125	64	20	
		Azamgarh	42	22	22	42	31	65	
		Bareilly	6	2	2	6	4	28	
		Basti	43	26	62	12	9	26	
		Chitrakoot	2	2	2	2	0	4	
		Faizabad	14	5	3	16	13	42	
		Gonda Devipatan	28	36	40	24	14	53	
		Gorakhpur	83	17	40	60	38	20	
		NPCL/Greater Noida	6	7	2	11	6	9	
		Jhansi	279	23	64	238	221	74	
		Kanpur	29	9	11	27	18	46	
		Kanpur, KESCO	85	23	12	96	50	15	
		Lucknow	74	34	41	68	36	62	
		Meerut	43	42	31	54	11	47	
Mirzapur	6	6	4	8	2	26			
Moradabad	0	0	0	0	0	0			
Saharanpur	21	6	14	13	8	34			

19282/2019/FOR - CERC

		Varanasi		59	195	186	68	22	35
		Total		1071	639	778	945	574	742
20	Uttarakhand	Garhwal Zone		33	34	51	16	8	full time
		Kumaon Zone		53	40	53	40	15	full time
		Haridwar		24	38	46	16	11	full time
		Udham Singh Nagar		27	68	70	25	11	full time
		Srinagar		0	14	7	7	0	0
		Total		137	194	227	104	45	0
22	WBERC			66	356	345	77	1	61
	(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 Goa	Goa		4	2	0	6	6	7
		Lakshadweep		1	2	1	2	0	8
		Daman & Diu		0	0	0	0	0	0
		Dadra Nagar Haveli		16	5	20	1	1	4
		Chandigarh		14	49	47	16	1	16
		Andman & Nicobar Islands		3	2	4	1	1	62
		Puducherry		3	10	6	7	0	54
		Total		41	70	78	33	9	151
24	Sikkim	Sikkim		0	0	0	0	0	0
25	Chattisgarh	Raipur		10	12	2	20	13	6
		Bilaspur		16	23	22	17	5	36
		Jagdalpur		1	1	2	0	0	3
		Raigarh		0	0	0	0	0	0
		Bhilai		0	0	0	0	0	0
		Total		27	36	26	37	18	45
26	Jammu & Kashmir			CGRF not yet established					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		Information not submitted					
28	Nagaland			CGRF not yet established					
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 September 2018	No. of Grievances received during the quarter ending September 2018	No. of Grievances disposed during the quarter July to September 2018	No. of Grievances pending at close of the quarter (July to September 2018)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter July to September 2018
1	Assam	1	0	0	0	0	0	0
2	Andhra Pradesh	1	5	10	12	3	1	14
3	Arunachal Pradesh	1		Information not submitted				
4	Bihar	1	27	6	1	32	26	15
5	Delhi	1	6	8	8	6	0	10
6	Gujarat	1	24	29	39	14	0	51
7	Haryana	1	0	12	10	2	0	10
8	Himachal Pradesh	1	6	5	10	1	0	6
9	Jharkhand	1		Information not submitted				
10	Karnataka	1	10	4	12	2	2	20
11	Kerala	1	15	42	23	34	0	21
12	Madhya Pradesh	1		Information not submitted				
13	Maharashtra	2	53	159	149	63	19	82
14	Meghalaya	1	0	0	0	0	0	0
15	Odisha	2	45	50	58	37	19	99
16	Punjab	1	30	30	25	35	0	13
17	Rajasthan (April to Sep. 2018)	1	3	9	11	1	0	full time
18	Tamil Nadu	1	23	15	16	9	16	
19	Uttarakhand	1	9	10	10	9	1	full time
20	Uttar Pradesh		190	84	88	186	150	27
21	West Bengal	2	146	61	81	125	90	57
22	(JERCMM) Manipur & Mizoram	1	nil	nil	nil	nil	nil	nil
23	JERC Goa & All Uts	1	1	5	1	4	0	1
24	Chhattisgarh	1	12	4	6	10	0	63
25	Tripura	1		Information not submitted				
26	Sikkim	1	0	0	0	0	0	0
27	Jammu & Kashmir		Ombudsman not yet established					
28	Nagaland		Ombudsman not yet established					
29	Telangana		Information not submitted					

19282/2019/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	2	3	4	5	6	7	
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	Information not submitted					
3	Arunachal Pradesh	Information not submitted					
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 17-18 has been submitted by the licensee. This is under compilation for publication.	Report submitted in hard copy.	None	Nil	The report for FY 2017-18 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 and as amended on 2-2-2018 and 12-10-2018, repealing the earlier Delhi Electricity Supply Code and Performance 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	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.	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 submitted by DISCOMs on its website 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 2017-18	http://www.gercin.org/sop.aspx		Nil	16.05.2018
		Paschim Gujarat Vij Company Ltd. (PGVCL)	02.05.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Dakhin Gujarat Vij Company Ltd.	30.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		TPL-Ahmedabad	31.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018

19282/2019/FOR - CERC

		TPL-Surat		31.04.2018 (Annual Report of FY 2017-18)	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/1056_1_UHBVNL.aspx https://herc.gov.in/content/1065_1_DHBVNL.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	Information not submitted																																								
9	Jharkhand	Information not submitted																																								
10	Karnataka	24-05-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCO, MESCOM, CESC, HESCO & GESCO have furnished the levels of SOP achieved by them for FY 18 during the 1st week of July, 2018.		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/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.																																		
11	Kerala	Information not submitted																																								
12	Madhya Pradesh	Information not submitted																																								
13	Maharashtra	1. MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005. 2. 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014	For FY 2016-17 and FY 2017-18 BEST, AEML-D* and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows: FY 2017-18 <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>QII</th> <th>QIII</th> <th>QIV</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>24.8.17</td> <td>10.11.17</td> <td>31.01.2018</td> <td>27.4.2018</td> </tr> <tr> <td>AEML*</td> <td>18.8.17</td> <td>22.11.17</td> <td>15.02.2018</td> <td>3.5.2018</td> </tr> <tr> <td>TPC-D</td> <td>07.8.17</td> <td>1.11.17</td> <td>25.01.2018</td> <td>25.4.2018</td> </tr> <tr> <td>MSEDCL</td> <td>18.10.17</td> <td>12.12.17</td> <td>21.02.2018</td> <td>25.5.2018</td> </tr> <tr> <td>MBPPL</td> <td>14.7.17</td> <td>18.10.17</td> <td>25.01.2018</td> <td>3.5.2018</td> </tr> <tr> <td>GEPL</td> <td>14.7.17</td> <td>18.10.17</td> <td>25.01.2018</td> <td>3.5.2018</td> </tr> </tbody> </table> FY 2018-19 BEST 30.7.2018 AEML-D* 7.8.2018 TPC-D 27.7.2018 MSEDCL -- MBPPL 31.7.2018 GEPL 31.7.2018 Note: *AEML-D was formerly known as Rinfra-D		Q1	QII	QIII	QIV	BEST	24.8.17	10.11.17	31.01.2018	27.4.2018	AEML*	18.8.17	22.11.17	15.02.2018	3.5.2018	TPC-D	07.8.17	1.11.17	25.01.2018	25.4.2018	MSEDCL	18.10.17	12.12.17	21.02.2018	25.5.2018	MBPPL	14.7.17	18.10.17	25.01.2018	3.5.2018	GEPL	14.7.17	18.10.17	25.01.2018	3.5.2018	For FY 2017-18 <u>MSEDCL</u> http://www.mercindia.org/in/pdf/Order%2058%2042/Q1_SOP_June_2017_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 <u>BEST</u> For FY 2017-18 http://www.mercindia.org/in/pdf/Order%2058%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.pdf	For FY 2017-18 (Upto Quarter IV) MSEDCL:61 Nos. AMEL-D*, BEST, TPC-D, MBPPL and GEPL : Nil For FY 2017-18 (Upto Quarter I) AEML-D*, BEST, TPC-D, MBPPL and GEPL: Nil Note: *AEML-D was formerly known as Rinfra-D	FY2017-18 (Upto Quarter IV) MSEDCL: compensation paid amounting to Rs.10,81,913.45/-	On 04.09.2018, details are available on the Commission's website for FY 2018-19 upto Quarter I (except MSEDCL)
	Q1	QII	QIII	QIV																																						
BEST	24.8.17	10.11.17	31.01.2018	27.4.2018																																						
AEML*	18.8.17	22.11.17	15.02.2018	3.5.2018																																						
TPC-D	07.8.17	1.11.17	25.01.2018	25.4.2018																																						
MSEDCL	18.10.17	12.12.17	21.02.2018	25.5.2018																																						
MBPPL	14.7.17	18.10.17	25.01.2018	3.5.2018																																						
GEPL	14.7.17	18.10.17	25.01.2018	3.5.2018																																						

19282/2019/FOR - CERC

				<p>18_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_Q4_FY17-18_SoP.pdf <u>For FY 2018-19</u> http://www.mercindia.org.in/pdf/Order2058%2042/BEST_SOP_Q1_FY18-19_BEST.pdf</p>			
				<p><u>AEML-D*</u> <u>For FY 2017-18</u> http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_SOP_Q1%20of%20FY%2017-18.pdf</p> <p>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</p> <p><u>For FY 2018-19</u> http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q1_FY2018-19_RInfra-D.pdf</p> <p><u>TPC-D</u> <u>For FY 2017-18</u> 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</p> <p><u>For FY 2018-19</u> http://www.mercindia.org.in/pdf/Order%2058%2042/SOP_Q1_FY%2018-19_TPC-D.pdf</p> <p><u>MBPPL</u> <u>For FY 2017-18</u> http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_SOP-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_SOP-Q1_FY%2017-18.pdf</p>			

19282/2019/FOR - CERC

				<p>g.in/pdf/Order%2058%2042/MBPPL_Q4_FY17-18_SOP.pdf</p> <p><u>For FY 2018-19</u></p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/SOP_Q1_FY2018-19_MBPPL.pdf</p> <p><u>GEPL</u></p> <p><u>For FY2017-18</u></p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SOP_Q1_FY17-18.pdf</p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SoP_Q2_FY17-18.pdf</p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/Gigaplex_Q3_FY17-18_SOP.pdf</p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/Gigaplex_Q4_FY17-18_SOP.pdf</p> <p><u>For FY 2018-19</u></p> <p>http://www.mercindia.org.in/pdf/Order%2058%2042/SOP_Q1_FY2018-19_GEPL-18.pdf</p>			
14	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013	The report on the Standard of Performance for April to June in respect of the MePDCL was submitted to MSERC on 29 th August 2018	-	Nil	Does not arise	-
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.oriarc.org Performance of Distcos for the FY 2016-17	Nil	Nil	06.02.2018 in News paper (www.oriarc.org (Home Page) – >"Performance of Distcos" for the FY 2016-17
16	Punjab	Information not submitted					
17	Rajasthan	Information not submitted					
18	Tamil Nadu	Information not submitted					
19	Tripura	Information not submitted					
20	Uttar Pradesh	Information not submitted					
21	Uttarakhand	April 17, 2007					
22	West Bengal	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated	Memo No. CRM/WBERC/Report/260 dated 16.06.2017	Annual 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	3	1,28,400/-	Annual 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

19282/2019/FOR - CERC

		07.01.2014.		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.	MemoNo. RA/II/002/17-18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Limited in terms of regulation no. 16.0 of the Regulations calledthe 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 asper 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) Regulaitons, 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) Regulaitons, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.90 of 5th July 2014	Nil	Nil	Nil	Nil	Nil
		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	Information not submitted					

19282/2019/FOR - CERC

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	Information not submitted					
27	Chhattisgarh	5th July, 2006	NA (The matter being perused)	NA	Nil	-	NA (The matter being perused)
28	Nagaland	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A) dated 31.01.2012. The Department of Power, Nagaland, is yet to start implementing	NA				
29	Telangana	Information not submitted					

