

22299/2019/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: thB April, 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.

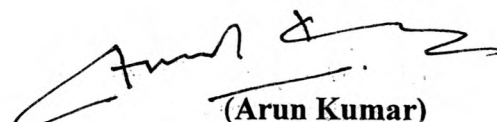
Sir,

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 October 2018 to December 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, FOR

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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 December 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 December 2018, as against the status in quarter ended September, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2018	Status of Vacancy for quarter ending December 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>	<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>
2.	Maharashtra	<p>Four (04) vacancies against the post of Chairperson as per details given under –</p> <p>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</p>	<p>Four (05) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 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</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2018	Status of Vacancy for quarter ending December 2018
		01.04.2018 and in Chandrapur zone since 26.06.2018	Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018
4.	Tamil Nadu	02 vacancy of Member I in Combatore EDC/South and EDC/North since 22.8.2018 and 16.8 2018 respectively 01 vacancy of Member(Legal) to be nominated by District Collector in Chennai EDC (West) since 14.07.2012 01 vacancy of Member in Dharmapuri EDC since 20.7.2018 01 Legal Member in Pudukottai EDC since 4.09.2018	One vacancy of Member 1 in Coimbatore EDC/SOUTH since 22-08-2018 One vacancy in Sivagangai EDC since 22-11-2018. One vacancy in Chengalpattu EDC since 04-01-2019. One vacancy in Thirupathur EDC since 07-01-2019. One vacancy in Dharmapuri EDC since 19-10-2018
5.	HERC	One vacancy against the post of Member in CGRF DHBVN	One vacancy against the post of Member in CGRF DHBVN
6.	J&K SERC	CGRF not yet established	CGRF not yet established
7	NERC	CGRF not yet established	CGRF not yet established
8	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 vancay of Member (Licensee) in UT of Lakshdweep since April 2010.	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 Lakshdweep since April 2010. One vacancy of Member (Nominated) in UT of Puducherry since 13-09-2018

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2018	Status of Vacancy for quarter ending December 2018
9	SSERC	Post of Member 2 vacant since June 2018	Post of Member 2 vacant since June 2018
10	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	Information not submitted

Note: Relevant information from ERCs of Jammu and Kashmir, Jharkhand, and Uttar Pradesh 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 December 2018 as against the status in quarter ended September, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter Ending September 2018	Status of Vacancy for quarter ending December 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 Jammu and Kashmir, Jharkhand, and Uttar Pradesh was not received as on the date of preparing this report.

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2018	Status of Vacancy for quarter ending December 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 December 2018 as against the status in quarter ending September, 2018 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September 2018	Status of Vacancy for quarter ending December 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

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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 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 and Five vacancies against the post of Member (Licensee) and one Member (Nominated) in the State of Goa and UTs.
5. Five vacancies against the post of Chairpersons, two vacancies against the post of Member (Licensee) in the State of Maharashtra.
6. one post of Member II in the state SSERC.
7. Five vacancies for the post of Member in the State of Tamil Nadu.

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.

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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 September 2018	No. of Grievances received during the quarter ending December 2018	No. of Grievances disposed during the quarter ending December 2018	No. of Grievances pending at close of the quarter ending December 2018	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December 2018
1	Assam	APDCL, Silchar		Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Dibrugarh							
		APDCL, Tezpur Zone		Nil	Nil	Nil	Nil	Nil	Nil
		APDCL (LAZ),Guwahati							
		APDCL (LAR), Jorhat Zone							
		APDCL, Nagaon		Nil	Nil	Nil	Nil	Nil	Nil
		Total							
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh		328	50	106	272	252	21
		APEPDCL/Visakhapatnam		121	89	70	140	66	12
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu		nil	nil	NA	NA	nil	nil
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya		295	62	137	232	207	130
5	Delhi	TPDDL, BRPL, BYPL, NDMC		152	73	121	104	64	57
	Gujrat	PGVCL, Rajkot		15	100	61	54	18	12
		PGVCL, Bhavnagar		60	43	73	30	6	14
		PGVCL,Bhuj		1	6	5	2	0	4
		UGVCL		6	15	19	2	1	4
		MGVCL		0	10	6	4	0	3
		DGVCL		10	41	28	23	8	6
		TPL-Ahmedabad		6	55	35	26	4	12
		TPL Surat		0	7	2	5	0	13
		Total		98	277	229	146	37	68
7	Haryana	UHBVNL		59	30	40	49	12	18
		DHBVNL		20	55	63	12	0	15
		Total		79	85	103	61	12	33
	Himachal Pradesh			30	22	23	29	22	9
	Jharkhand					Information not submitted			
10	Karnataka	BESCOM		59	18	36	41	11	16
		MESCOM		2	2	3	1	1	4
		HESCOM		12	3	11	4	2	13
		GESCOM		19	7	0	26	3	1
		CESC		3	1	2	2	1	0
		Total		95	31	52	74	18	34
11	Kerala	CGRF-North (KSEB)		32	46	55	23	0	16
		CGRF-Central (KSEB)		37	36	20	53	18	5
		CGRF-South (KSEB)		33	33	40	26	0	16
		Trichur Corpn.		1	1	1	1	0	1
		KDHPCL		0	0	0	0	0	0

		Total		103	116	116	103	18	38
12	Madhya Pradesh	ECGRF Bhopal		38	18	29	27	18	12
		ECGRF Indore		16	55	40	31	4	19
		ECGRF Jabalpur		37	44	40	41	24	8
		Total		91	117	109	99	46	39
13	Maharashtra	Bhandup Urban Zone, Chandrapur, Akola, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex		248	316	265	298	99	218
14	Meghalaya	Meghalaya , CGRF		nil	nil	nil	nil	nil	3
	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore		72	1473	1482	63	1	350
16	Punjab	PSPCL, Patiala		50	132	122	60	3	36
17	Rajasthan	Ajmer		1064	747	1180	631	Information not submitted	
		Jaipur		2048	10806	10766	2088		
		Jodhpur		243	584	548	279		
		Total		3355	12137	12494	2998		
18	Tamil Nadu	Tamil Nadu		180	269	272	177	65	77
19	Uttar Pradesh				Information not submitted				
20	Uttarakhand	Garhwal Zone		16	39	37	18	6	full time
		Kumaon Zone		40	46	55	31	26	full time
		Haridwar		16	43	44	15	3	full time
		Udham Singh Nagar		25	49	69	5	2	full time
		Srinagar		7	23	26	4	6	-
		Total		104	200	231	73	43	
22	WBERC			62	243	233	72	-	60
	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram		0	0	0	0	0	0
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur		0	0	0	0	0	0
23	Joint Electricity Regulatory Commission Goa	Goa							
		Lakshadweep		2	6	3	5	0	12
		Daman &Diu		2	4	0	6	2	0
		Dadra Nagar Haveli		1	11	6	6	1	6
		Chandigarh		16	53	53	16	0	12
		Andman & Nicobar Islands		1	4	4	0	1	58
		Puducherry		7	23	10	20	4	55
		Total		29	101	76	53	8	143
24	Sikkim	Sikkim		Nil	Nil	Nil	Nil	Nil	Nil
	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai		37	31	44	24	11	57
26	Jammu & Kashmir			Information not submitted					

27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland		CGRF not yet established						
29	Telangana	TSSPDCL, TSNPDCL		602	498	624	316	189	72

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 December 2018	No. of Grievances disposed during the quarter Oct. to December 2018	No. of Grievances pending at close of the quarter (Oct. to December 2018)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter Oct. to December 2018
1	Assam	1	0	1	1	0	0	1
2	Andhra Pradesh	1	3	9	9	3	2	9
3	Arunachal Pradesh	1	nil	nil	NA	NA	nil	nil
4	Bihar	1	32	8	6	34	28	48
5	Delhi	1	7	10	6	10	2	20
6	Gujarat	1	14	34	24	24	0	48
7	Haryana	1	2	4	4	1	0	6
8	Himachal Pradesh	1						
9	Jharkhand	1						
10	Karnataka	1	2	13	6	9	1	12
11	Kerala	1	34	12	38	8	0	43
12	Madhya Pradesh	1	24	4	0	28	25	0
13	Maharashtra	2	63	81	81	63	7	97
14	Meghalaya	1	nil	nil	nil	nil	nil	nil
15	Odisha	2	37	30	46	21	8	59
16	Punjab	1	35	14	30	19	0	16
17	Rajasthan	1	1	7	4	4	0	full time
18	Tamil Nadu	1	29	25	19	35	-	17
19	Uttarakhand	1	9	9	10	8	1	full time
20	Uttar Pradesh							
21	West Bengal	2	146	61	81	125	90	57

22	(JERCMM) Manipur & Mizoram	1	0	0	0	0	0	0
23	JERC Goa & All Uts	1	4	1	4	1	0	2
24	Chhattisgarh	1	10	0	6	4	0	57
25	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir		Ombudsman not yet established					
28	Nagaland		Ombudsman not yet established					
29	Telangana	1	9	8	11	6	2	35

NOTE: Section VIII is attached separately

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	8
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	Information not submitted					
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	Not applicable	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 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	<p>Delhi Electricity Regulatory Commission (Performance Standard – Metering & Billing) Regulations, 2002, notified on 19.08.2002 and amended on 01.01.2003 and 20.05.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 12.08.2011, 23.03.2015, 29.04.2016 and 07.06.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in.</p> <p>Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, has been notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018 and 15.10.2018, repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its</p>	<p>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.</p>	<p>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</p>	Nil	Nil	<p>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 the 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.</p>
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		<p>amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in.</p>					
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6	Gujarat	<u>Notification No. 10 of 2005 dated 31.03.2005</u> 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	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
		Dakhsin 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
		TPL-Surat	31.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
7	Haryana	16th July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information for FY 2016-17 furnished by the UHBVNL vide Memo no. Ch-10/SE/RA/N/F-67 Vol-1X dated 30.05.17and by DHBVNL Vide Memo no.Ch-9 SE/ RA-232/ Vol-111 dated 13.07.17 .upto 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 and SOP data upto 2 quarter of FY	https://herc.gov.in/content/10561UHBVNL.aspx . https://herc.gov.in/content/10651DHBVNL.aspx	Nil	Nil	Information pertaining to UHBVNL and DHBVNL for FY 2016-17 has been published published on the Commissions website as link indicated at Sr. No.4 above

			2017-18				
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., BESCOM, MESCOM, CESC, HESCOM & GESCO have furnished the levels of SOP achieved by them for FY 18 during the 1st week of July, 20 18.	-	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	23-11-2012 MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No. RG- 8(II) of 2012)	MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabalpur Date of submission or report- 08/04/2018	-	-	-	-

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>FY 2018-19</u> BEST, AEML-D* and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>QII</th> <th>QIII</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>30.7.2018</td> <td></td> <td></td> </tr> <tr> <td>Regulation, 2005</td> <td>29.10.2018</td> <td>29.01.2019</td> <td></td> </tr> <tr> <td>AEML-D*</td> <td>29.01.2019</td> <td>7.8.2018</td> <td>11.02.2019</td> </tr> <tr> <td>TPC-D</td> <td>29.10.2018</td> <td>27.7.2018</td> <td></td> </tr> <tr> <td>MSEDCL</td> <td>29.10.2018</td> <td>31.01.2019</td> <td></td> </tr> <tr> <td>MBPPL</td> <td>07.02.2019</td> <td>--</td> <td></td> </tr> <tr> <td>GEPL</td> <td>12.11.2018</td> <td>31.7.2018</td> <td>31.01.2019</td> </tr> </tbody> </table> <p>Note: *AEML-D was formerly known as Rinfra-D</p>		Q1	QII	QIII	BEST	30.7.2018			Regulation, 2005	29.10.2018	29.01.2019		AEML-D*	29.01.2019	7.8.2018	11.02.2019	TPC-D	29.10.2018	27.7.2018		MSEDCL	29.10.2018	31.01.2019		MBPPL	07.02.2019	--		GEPL	12.11.2018	31.7.2018	31.01.2019	<p>BEST For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/SOP_Q1_FY18-19_BEST.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_Q2_FY18-19_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19_BEST.pdf</p> <p>AEML-D* For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/_SoP_Q1_FY%2018-19_Rinfra-D.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/AEML-D_Q2%20FY18-19_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19_AEML-D.pdf</p> <p>TPC-D For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/_SoP_Q1_FY%2018-19_TPC-D.pdf</p>	<p>For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL and GEPL: NIL</p> <p>MSEDCL- 7 cases (Upto Quarter II of FY 18-19)</p> <p>Note: *AEML-D was formerly known as Rinfra-D</p>	<p>For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL and GEPL: NIL</p> <p>For MSEDCL compensation paid amounting to Rs.29,956/- (Upto Quarter II of FY 18-19)</p>	<p>On 28-02-2019, details are available on the Commission's website for FY 2018-19 upto Quarter III (for MSEDCL upto Quarter II)</p>
	Q1	QII	QIII																																				
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http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-DQ2%20FY18-19_SOP.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19-TPC-D.pdf

MBPPL

For FY 2018-19

http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q1_FY%2018-19.pdf

http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q2%20FY%2018-19_SOP.pdf

GEPL

For FY2018-19

http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q1_FY%18-19_GEPL.pdf

http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_Q2%20FY18-19_SOP.pdf

http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19_GEPL.pdf

MSEDCL

For FY2018-19

<http://www.mercindia.org.in/pdf/Order%2058%>

2042/SOP_MSEDCL_J
une-2018.pdf
http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_Q2%20FY18-19_SOP.pdf

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	PSERC (Electricity Supply Code and Related Matters) (2nd Amendment) Regulation, 2016 issued vide notification No. PSERC/Secy/R egu. 116 dated 05-10-2016	SoP information for the period of 1-4-2017 to 31-3-2018 (Yearly) stand submitted before the Hon'ble PSERC vide PSPCL Memo No. 5398/TR-5/562-A dated 6-8-2018	-	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/ 20362-74 dated 21-07- 2017	Nil	Till date no. such situa tion arise s for whic	Nil	The last Annual Report published by the TERC for the year 2015-16 where the Standard of Performances were elaborated

					h levy of pena lty or com pens ation there of bein g paid .		
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 07.01.2014.	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 published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	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

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		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 2016-17 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

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		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					
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	<p>Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A) dated 31.01.2012.</p> <p>The Department of Power, Nagaland, is yet to start implementing</p>	NA				
29	Telangana	<p>After bifurcation of the States, TSERC has adopted all the regulations (including SOP regulation), of erstwhile APERC for smooth conduct of the Industry, which was in vogue till TSERC has made a fresh regulation on SOP, which was notified on 16.07.2016</p>	<p>Usually monitoring of performance of SOP is a part of ARR in TSERC. This year ARR is not yet filed by the Licensees</p>	<p>As the Licensees have not filed ARR, no links to the ARR could be provided</p>	25	Rs.3,60,500/-	<p>No report was published by SERC for the reason mentioned at S1 No 3 above.</p>

