



केन्द्रीय विद्युत विनियामक आयोग
CENTRAL ELECTRICITY REGULATORY COMMISSION



No. 9 (1) /2009/APTEL/FOR/CERC

Dated: 30th July, 2013

To,

The Registrar,
Appellate Tribunal for Electricity (APTEL),
Core 4, 7th Floor, SCOPE Complex,
Lodhi Road,
New Delhi-110003

Subject: Quarterly Report (april to june) 2013 on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

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

2. As directed by the Hon'ble APTEL, the quarterly report for the period April to June 2013 on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as Annexure.
3. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours faithfully,

Encl: As above (8 copies).

(Signature)
Secretary, FoR/ CERC 30/7/2013

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, 2013

This report contains the status of the implementation of the directions given by the Hon'ble 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 furnish the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman. The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman which are yet to be created and the status of grievances disposed by CGRFs and Ombudsman. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance of 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 in the 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.

Section – I

Status of the vacancies in Consumer Grievance Redressed Forums (CGRFs)

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The table below gives the current status of vacancies in quarter ending June, 2013 as against the status in quarter ending March, 2013.

Sl. No.	SERCs/ JERCs	Status of vacancy for quarter ending March, 2013	Current Status of vacancy for quarter ending June, 2013	Status of Compliance
1.	Andhra Pradesh	3 vacancies in the post of Member (Consumer Affairs) 2 vacancies in the post of Member (Co-opted)	No vacancies No vacancies	Complied
2.	Bihar	Chairperson, CGRF, Patna- vacant since 26.02.2013 2 vacancies in the post of Member are vacant since 26.02.2013	No vacancy 2 vacancies in the post of Member	Complied Not complied
3.	Delhi	Member (NGO) is vacant. The selected candidate did not join. Selection is in process.	No information received from DERC	Not complied
4.	Goa & UTs	1 vacancy in the post of Member Licensee, Lakshadweep No vacancy in the post of Member (Technical), Lakshadweep 1 vacancy in the post of Member Nominee, Goa 1 vacancy in the post of Member Nominee, Daman & Diu	No vacancy 1 vacancy in the post of Member (Technical), Lakshadweep No vacancies No vacancies	Complied Not complied Complied Complied

		1 vacancy in the post of Member Nominee, Dadar & Nagar Haveli	No vacancies	Complied
5.	Haryana	Chairperson-vacant 1 vacancy in the post of Member	Chairperson-vacant 1 vacancy in the post of Member	Not complied
6.	Jharkhand	1 vacancy in the post of Chairman-cum-Member (Legal) 1vacancy in the post of Member (Finance)	1 vacancy in the post of Chairman-cum-Member (Legal) 1vacancy in the post of Member (Finance) (Finance)	Not complied
7.	Tamil Nadu	1 vacancy in the post of Member	2 vacancy in the post of Member	Not complied
8.	Uttar Pradesh	5 vacancies in the post of Technical Member 1 vacancy in the post of Judicial Member 1vacancy in the post of Licensee Member	2 vacancies in the post of Technical Member 1 vacancy in the post of Judicial Member No vacancy	Not complied Not complied Complied

Note: ERCs of Rajasthan, Delhi and JERC of Manipur & Mizoram have not furnished the status report.

Section –II

Status of the vacancies in Ombudsman

This section of the report deals with the status of the vacancies in Ombudsman.

Sl. No.	SERCs/ JERCs	Status of vacancy for quarter ending March, 2013	Current Status of vacancy for quarter ending June, 2013	Status of Compliance
1	Bihar	Vacant since 19.03.2013	Vacant	Not complied
2	Uttar Pradesh	No vacancies	Vacant	Not complied

Note: ERC of Delhi and JERC of Manipur & Mizoram have not furnished the status report.

Section –III

Status of those States where the posts of CGRFs are yet to be created.

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending June, 2013 as against the status in quarter ending March, 2013.

Sl. No.	SERCs/ JERCs	Status of creation of the posts for quarter ending March, 2013	Current Status of creation of the posts for quarter ending June, 2013	Compliance status
1	Arunachal Pradesh	CGRF not constituted	CGRF not constituted	Not Complied
2	Nagaland	CGRF not constituted	CGRF not constituted	Not Complied
3	Sikkim	CGRF not constituted	Constituted	Complied

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 June, 2013 as against the status in quarter ending March, 2013.

Sl. No.	SERCs/JERCs	Status of creation of the post for quarter ending March, 2013	Current Status of creation of the post for quarter ending June, 2013	Compliance status
1	Nagaland	Post of Ombudsman	Post of Ombudsman	Not Complied

Section – V

Summary of the the vacant positions

1. There is a vacancy in the post of Chairperson, CGRF and two vacancies in the post of Member in the State of Bihar.
2. There is one vacancy in the post of Member (NGO) in the NCT of Delhi, as per last quarter information.
3. There is one vacancy in the post of Member (Technical) in Lakshadweep.
4. There is vacancy in the post of Chairperson and one vacancy in the post of Member in CGRF in the State of Haryana.
5. There are vacancy in the post of Chairman-cum-Member (Legal) and three vacancies in the post of Member (Finance) in CGRF in the State of Jharkhand.
6. There are two vacancies in the post of Member in CGRF in the State of Tamil Nadu.
7. There are two vacancies in the post of Member (Technical) and one vacancy in the post of Member (Judicial) in CGRF in the State of Uttar Pradesh.
8. The posts of CGRFs are yet to be created in the States of Nagaland and Arunachal Pradesh.
9. The post of Ombudsman is yet to be created in Nagaland.

Section – VI

Disposal of Grievance by CGRF

Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March, 2013	No. of Grievances received during the Quarter ending June 2013	No. of Grievances disposed during the quarter (April-June 2013)	No. of Grievances pending during the quarter (April-June 2013)	No. of sittings of CGRFs in the quarter (April-June 2013)
1	Assam	APDCL	nil	nil	nil	nil	nil
2	Andhra Pradesh	APCPDCL1	33	125	102	56	18
		APCPDCL2	122	117	136	103	32
		APEPDCL	18	121	69	70	12
		APNPDCL	40	114	72	82	42
		APSPDCL	16	106	53	69	6
3	Arunachal Pradesh	Post not yet created by Department of Power Government of Arunachal Pradesh					
4	Bihar	Patna	110	25	nil	135	3@
		Muzaffarpur	23	18	7	34	62
		Purnea	nil	11	3	8	nil
5	Chhattisgarh	Raipur	18	12	17	13	39
		Bilaspur	32	25	46	11	38
		Raigarh	1	3	2	2	1
		Bhilai	0	0	0	0	0
6	Delhi	No information Received					
7	Gujarat	U G V C L	15	36	44	7	9
		MGVCL	16	41	46	11	12
		PGVCL	84	237	230	91	28
		DGVCL	13	42	50	5	11
		TPL-Ahmedabad	7	73	69	11	13
		TPL-Surat	1	5	5	1	12
8	Himachal Pradesh	FRGC, Kasumpti Shimla	14	16	11	19	17
9	Haryana	UHBVNL	51	44	63	32	9
		DHBVNL	28	40	53	15	12
10	Jharkhand	Ranchi	5	2	2	5	0
		Hazaribagh	8	4	2	10	0
		Chaibasa	0	0	0	0	0
		Medninagar	0	0	0	0	0
		Dumka	0	0	0	0	0
		Tata Steel Ltd	2	0	1	1	5
		JUSCO	0	0	0	0	0
		SAIL Bokaro	0	0	0	0	0
		Damodar Vally Corporation	0	0	0	0	0
11	Karnataka	BESCOM	26	15	22	19	
		MESCOM	8	30	15	23	4
		HESCOM	34	8	9	33	4

		GESCOM	18	1	3	16	
		CESC	2	1	1	2	
12	Kerala	CGRF -North	26	34	20	40	24
		Central	34	57	50	41	42
		South	28	83	87	24	24
		Trichur	3	3	3	3	6
		KDHPCL	nil	nil	nil	nil	nil
		CPT	nil	nil	nil	nil	nil
13	Madhya Pradesh	Jabalpur	5	113	79	39	23
		Indore	22	44	49	17	25
		Bhopal	50	22	42	30	14
14	Maharashtra	Tata Power Company Ltd	2	2	3	1	12
		Reliance Infrastructure Ltd	3	4	4	3	2
		BEST	7	9	11	5	12
		Kalyan	43	22	47	18	63
		Bhandup	9	6	7	4	34
		Amravati	21	33	34	20	39
		Kolhapur	9	11	13	7	5
		Nagpur(R)	13	29	31	11	11
		Nashik	3	19	17	5	23
		Pune	2	7	5	4	9
		Nagpur(U)	39	57	52	44	14
15	Meghalaya		nil	1	1	nil	1
16	Nagaland	No information received					
17	Odisha	Bhubaneswar	6	28	31	3	27
		Kuhurda	45	50	87	8	25
		Cuttack	12	206	203	15	24
		Dhenkanal	25	66	41	50	14
		Paradeep	73	70	79	64	21
		Raoulkela	27	150	166	11	12
		Burla	29	138	134	33	28
		Bolangir	170	243	323	90	63
		Balasore	38	75	77	36	28
		Jajpur Road	12	78	84	6	15
		Berampur	119	64	66	117	3
		Jeypore	101	67	137	31	39
18	Punjab	PSPCL	28	41	42	27	30
19	Rajasthan	No information Received					
20	Tamil Nadu	Chengalpattu EDC	1	2	1	2	1
		Chennai EDC Central	2	2	2	2	1
		Chennai EDC North	4	4	4	4	2
		Chennai EDC South	11	27	9	29	1
		Chennai EDC West	3	8	8	3	1
		Coimbatore Metro	1	0	1	0	1
		Coimbatore North	0	0	0	0	1
		Coimbatore South	2	1	2	1	1
		Cuddalore EDC	1	42	37	6	3
		Dindigul EDC	0	6	6	0	1

		Gobi EDC	1	3	1	3	1
		Kanchipuram EDC	1	0	0	1	0
		Madurai EDC	1	0	0	1	0
		Madurai Metro EDC	0	2	2	0	2
		Mettur EDC	0	4	3	1	2
		Nagapattinam EDC	0	1	1	0	1
		Namakkal EDC	5	4	6	3	1
		Perambalur EDC	2	0	2	0	1
		Ramnad EDC	2	2	2	2	1
		Salem EDC	5	9	14	0	2
		Tirupattur EDC	4	3	5	2	0
		Trichy Metro EDC	0	0	0	0	0
		Tuticorin EDC	2	3	3	2	2
		Udumalpet EDC	1	0	1	0	1
		Villupuram EDC	6	6	3	9	1
		Dharampuri EDC	0	21	21	0	1
		Kanyakumari EDC	3	4	3	4	1
		Kurue EDC	0	24	24	0	1
		Virudhunagar EDC	1	2	3	0	1
		Tirunelveli EDC	0	7	7	0	1
		Tiruvannamalai EDC	0	0	0	0	0
		Theni EDC	0	1	1	0	2
		Nilgiris EDC	0	0	0	0	0
		Erode EDC	3	0	3	0	1
		Sivaganga EDC	3	5	2	6	3
		Thanjavur EDC	0	3	3	0	2
		Vellore EDC	1	0	1	0	1
		Pudukottai	0	3	2	1	1
21	Tripura	TSECL	Nil	3	1	2	Nil
22	Uttarakhand	Garhwaa	51	30	58	23	
		Kumaon	53	97	73	77	
23	Uttar Pradesh	Agra	73	28	38	63	201
		Kanpur	12	12	6	18	68
		Aligarh	30	21	33	18	22
		Jhansi	25	3	4	24	65
		Chitrakoot	0	0	0	0	0
		Kanpur, KESCO	74	33	22	75	22
		Lucknow	19	7	4	22	47
		Bareilly	4	2	0	6	12
		Faizabad	15	6	2	19	52
		Gonda Devipatan	6	0	1	5	18
		Greater Noida	0	0	0	0	0

		Varanasi	43	2	3	42	78
		Allahabad	49	15	15	49	24
		Gorakhpur	8	7	12	3	62
		Azamgarh	9	1	0	10	29
		Mirzapur	19	2	6	15	70
		Basti	1	0	0	1	2
		Meerut	13	7	8	12	22
		Moradabad	14	5	13	6	49
		Saharanpur	6	7	2	11	40
24	West Bengal	Bidhhan Nager	0	8	6	2	6
		24 Pgs (N)	14	42	24	32	3
		24 Pgs(S)	28	25	26	27	7
		Howrah	8	14	21	1	2
		Hooghly	20	27	29	18	3
		Burdwan	13	90	70	33	4
		Birhum	49	131	144	36	5
		Midnapir	15	94	104	5	6
		Tamluk	32	45	43	34	4
		Purulia	2	9	9	2	8
		Bankura	79	70	132	17	10
		Murshidabad	36	46	51	31	4
		Nadia	5	10	13	2	2
		Malda	0	57	0	57	4
		Raiganj	4	4	4	4	4
		D.Dinajpur	0	0	0	0	0
		Cooch Bihar	0	0	0	0	0
		Jaipauri	0	0	0	0	0
		Darjeeling	2	0	0	2	0
		DPSC Ltd	NIL	NIL	NIL	NIL	NIL
		DPL Ltd		0	0	1	0
		CESC Ltd	4	795	794	5	All working days
25	Manipur & Mizoram	No Information received					
26	Goa & Union Territories	Goa	0	5	4	1	5
		Chandigarh	21	25	31	15	62
		Dadar & Nagar Haveli	4	4	7	1	4
		Lakshadweep	0	1	0	1	4
		Andaman & Nicobar	4	6	6	4	24
		Puducherry	6	11	15	2	63
		Daman & Due	3	6	7	2	12
27	Sikkim	Power Dept.	Nil	Nil	Nil	Nil	Nil

@ Sitting started on 26.05.2013 when one member joined the CGRF

Section – VII

Disposal of Grievance by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Grievances Outstanding at the close of Previous quarter ending March, 2013	No. of Grievances received during the quarter ending June, 2013	No. of Grievances disposed during the quarter (April-June, 2013)	No. of Grievances pending at close of the quarter (April-June 2013)	No. of sittings of Ombudsman in the quarter (April-June 2013)
1	Assam	Nil	1	Nil	1	1
2	Andhra Pradesh	15	27	11	31	10
3	Arunachal Pradesh	Nil	Nil	Nil	Nil	Nil
4	Bihar	-	-	-	-	-
5	Chhattisgarh	1	7	8	0	55
6	Delhi	No information received				
7	Gujarat	12	56	37	31	42
8	Himachal Pradesh	16	4	2	18	17
9	Haryana	6	16	9	13	20
10	Jharkhand	0	1	0	1	1
11	Karnataka	8	14	7	15	
12	Kerala	80	36	29	87	45
13	Madhya Pradesh	73	16	31	58	26
14	Maharashtra	No information Received				
15	Meghalaya	Nil	Nil	Nil	Nil	Nil
16	Nagaland	No information received				
17	Odisha	38	30	54	14	110
		16	30	23	23	101
18	Punjab	9	12	11	10	13
19	Rajasthan	No information received				
20	Tamil Nadu	No information received				
22	Tripura	Nil	3 complains addressed directly to Ombudsman	do	Nil	Nil
23	Uttarakhand	22	4	4	22	
24	Uttar Pradesh	81	36	43	74	238
25	West Bengal	1095	699	428	1366	77
26	Manipur & Mizoram	No information received				
27	Goa & Union Territories	No information received				
28	Sikkim	Nil	Nil	Nil	Nil	Nil