



केन्द्रीय विद्युत विनियामक आयोग  
CENTRAL ELECTRICITY REGULATORY COMMISSION



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

Dated: 28<sup>th</sup> January, 2014

To,

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

**Subject: Quarterly Report on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> 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 27<sup>th</sup> 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 on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as Annexure. Submission is delayed due to late receipt of information from SERC/JERCs.

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)

  
( Sushanta K. Chatterjee )  
Joint Chief (RA), CERC

**Report on the Compliance of the Directions**  
**of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> January,**  
**2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008**  
**for the quarter ending September, 2013**

This report contains the status of the implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 27<sup>th</sup> 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 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.

## **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, 2013 as against the status in quarter ending September, 2013 is as under.

<b>Sl. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending September, 2013</b>	<b>Status of Vacancy for quarter ending December, 2013</b>
1.	Bihar	2 vacancies in the post of Member	2 vacancies in the post of Member
2.	Delhi	Member (NGO) is vacant. The selected candidate has not joined. Hence, fresh advertisement issued/Applications are being shortlisted and selection process will be completed shortly.	No information received
4.	Goa & UTs	I vacancy in post of Member (Technical), Lakshadweep, since 01/04/2013  1 vacancy created in the post of Chairman in Chandigarh since 26/04/2013	No information received  1 vacancy created in the post of Chairman in Chandigarh since 26/04/2013. 1 vacancy created in the post of Member in Chandigarh since 21/12/2013
5.	Haryana	Chairperson-vacant since 01/01/2012 in (DHBVNL)  1 vacancy in the post of Member, Vacant since 12/02/2012 in (UHBVNL)	Chairperson-vacant since 01/01/2012 in (DHBVNL)  1 vacancy in the post of Member, Vacant since 12/02/2012 in (UHBVNL)

6.	Jharkhand	No information Received	1 vacancy in the post of Member (Legal) since 05.05.2012  1 vacancy in the post of Member (Finance) since 01.07.2013
7.	Tamil Nadu	1 vacancy in the post of Member since 08/07/2013	1 vacancy in the post of Member since 07/08/2013
8.	Uttar Pradesh	5 vacancies in the post of Technical Member  1 vacancy in the post of Judicial Member	2 vacancies in the post of Technical Member  1 vacancy in the post of Judicial Member  1 vacancy in the post of Licensee Member
9.	Chhattisgarh	4 vacancies (for the post of the third member to be nominated separately)	4 vacancies ( for the post of the third member to be nominated separately)
10.	Orissa	1 vacancy in the post of Member	1 vacancy in the post of Member
11.	Meghalaya	1 vacancy in the post of Member	No vacancy

Note: ERCs of Sikkim, Maharashtra, Rajasthan, and West Bengal have not furnished the status report.

## **Section –II**

### **Status of the vacancies in Ombudsman in the States**

- No vacancies in for the post of Ombudsman different ERCs.
- The ERCs for Sikkim, Maharashtra, Rajasthan, and West Bengal 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 December, 2013 as against the status in quarter ending September, 2013.

<b>Sl. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending September, 2013</b>	<b>Status of Vacancy for quarter ending December, 2013</b>
1	Arunachal Pradesh	Post not yet created by Department of Power, Govt. of Arunachal Pradesh	The Ombudsman has already been appointed by the APSERC in November 2012, but the CGRF has not yet been constituted by the Department of Power, Government of Arunachal Pradesh.
2	Nagaland	CGRF not constituted	The Department of Power, Nagaland has not acted upon on the issue of formation of CGRF so far.

#### **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 December, 2013 as against the status in quarter ending September, 2013.

<b>Sl. No.</b>	<b>SERCs/JERCs</b>	<b>Status of Vacancy for quarter ending September, 2013</b>	<b>Status of Vacancy for quarter ending December, 2013</b>
1	Nagaland	The post Ombudsman not Constituted	The Department of Power, Nagaland has not acted upon on the issue of formation of CGRF so far. There for the commission has not taken any action to appoint Ombudsman

## **Section – V**

### **Summary of the the vacant positions**

#### **Vacancies in CGRF**

1. There are two vacancies in CGRF for the post of Member in the State of Bihar.
2. One vacancy in the post of Chairman at CGRF, Chandigarh.
3. One vacancy created in the post of Member at CGRF, Chandigarh.
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 is a vacancy in the post of member in the State of Tamil Nadu.
6. One vacancy in the post of Judicial Member & Member Licensee and two vacancies in the post of Technical Members in the state of Uttar Pradesh.
7. Four vacancies in the post of member at Chhattisgarh.
8. One vacancy in the post of Member in the state of Orissa.
9. The posts of CGRFs are yet to be created in the States of Nagaland and Arunachal Pradesh.

#### **Vacancies in Ombudsman**

1. The post of Ombudsman is yet to be created in Nagaland.



## 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 2013	No. of Grievances received during the quarter ending December, 2013	No. of Grievances disposed during the quarter (October - December, 2013)	No. of Grievances pending at close of the quarter October-December, 2013)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter October-December, 2013)
1	Assam	APDCL	1	Nil	Nil	Nil	Nil	Nil	Nil
	Total			Nil	1	1	Nil	Nil	Nil
2	Andhra Pradesh	APCPDCL1	5	no information received					
		APCPDCL2							
		APEPDCL							
		APNPDCL							
		APSPDCL							
	Total								
3	Arunachal Pradesh		Nil	Post not yet appointed by Department of Power, Government of Arunachal Pradesh					
	Total			NA	NA	NA	NA	NA	NA
4	Bihar	Patna	3	151	55	22	184	142	70
		Muzaffarpur		52	48	12	88	59	59
		Purnea		19	15	7	27	nil	nil
	total			222	118	41	299	201	129
5	Chhattisgarh	Raipur	4	15	16	20	11	4	32
		Bilaspur		12	57	48	21	1	41
		Raigarh		2	1	1	2	1	1
		Bhilai		0	0	0	0	0	0
	total			29	74	69	34	6	74
6	Delhi	BRPL	4	427	119	264	282		
		BYPL		41	42	39	44		

		TPDDDL		141	118	175	84		
		NDMC		3	0	2	1		
	Total								
7	Gujarat	U G V C L	8	14	26	35	5	0	10
		MGVCL		14	29	36	7	0	10
		PGVCL, Rajkot		48	139	134	53	1	11
		PGVCL, Bhavnagar		21	73	62	32	3	12
		PGVCL, Bhuj		21	20	31	10	0	8
		DGVCL		7	43	39	11	0	10
		TPL-Ahmedabad		4	65	63	6	0	13
		TPL-Surat		2	13	12	3	0	12
	Total			131	408	412	127	4	86
8	Himachal Pradesh	FRGC, Kasumpti Shimla	1	11	11	13	9	3	12
	Total			11	11	13	9	3	12
9	Haryana	UHBVNL	2	52	83	70	65		16
		DHBVNL		17	30	27	20	7	14
	Total			69	113	97	85	7	30
10	Jharkhand	Ranchi	9	5	0	1	4	4	6
		Hazaribagh		11	4	4	11	8	7
		Chaibasa		17	2	0	17	17	4
		Medninagar		4	4	0	4	0	6
		Dumka		0	0	0	0	0	0
		Tata Steel Ltd		0	0	0	0	0	0
		JUSCO		0	0	0	0	0	0
		SAIL Bokaro		0	0	0	0	0	2
		Damodar Vally Corporation		No information received					
	Total			37	10	5	36	29	25
11	Karnataka	BESCOM	5	19	19	1	37	26	9
		MESCOM		21	10	8	23	17	4
		HESCOM		31	8	1	38	34	3
		GESCOM		14	4	7	11	9	8
		CESC		3	2	3	2	1	3
	Total			125	53	25	147	116	52

12	Kerala	CGRF -North	6	44	35	17	62	39	61
		Central		44	81	48	77	8	51
		South		46	59	57	48	1	24
		Trichur		2	nil	1	1	nil	1
		KDHPCL		nil	nil	nil	nil	nil	nil
		CPT		1	nil	nil	1	1	nil
	Total			137	175	123	189	49	137
13	Madhya Pradesh	Jabalpur	4	39	84	119	4	nil	34
		Indore		34	39	56	17	nil	26
		Bhopal		22	11	20	13	5	12
	Total			95	134	195	34	5	72
14	Maharashtra	Tata Power Company Ltd	14	No information received					
		Reliance Infrastructure Ltd							
		BEST							
		Kalyan							
		Bhandup							
		Amravati							
		Kolhapur							
		Nagpur(R)							
		Nashik							
		Pune							
		Nagpur(U)							
	Total								
15	Meghalaya		1	nil	nil	nil	nil	nil	nil
	Total			nil	nil	nil	nil	nil	nil
16	Nagaland	NA		Post not yet created by Department of Power, Government of Arunachal Pradesh					
	Total			NA	NA	NA	NA	NA	NA
17	Odisha	Bhubaneswar	12	3	27	18	12	0	17
		Kuhurda		8	26	23	11	0	13
		Cuttack		12	124	118	18	0	16
		Dhenkanal		49	48	71	26	0	11
		Paradeep		28	59	51	36	0	13
		Raoulkela		6	157	159	4	2	12

		Burla		36	205	204	37	29	27
		Bolangir		101	283	194	190	0	51
		Balasore		24	120	83	37	2	32
		Jajpur Road		5	112	116	1	0	10
		Berampur		96	14	42	68	58	30
		Jeypore		21	93	59	55	0	47
	Total			389	1268	1138	495	91	279
18	Punjab	PSPCL	1	25	34	41	18	4	26
	Total			25	34	41	18	4	26
19	Rajasthan	Ajmer		No information received					
		Jaipur							
		Jodhpur							
	Total								
20	Tamil Nadu	Chengalpattu EDC	42	1	1	2	0	0	1
		Chennai EDC Central		5	16	15	6	0	5
		Chennai EDC North		9	11	15	5	0	2
		Chennai EDC South		7	16	11	12	0	1
		Chennai EDC West		5	7	8	4	0	0
		Coimbatore Metro		1	8	5	4	0	1
		Coimbatore North		2	1	3	0	0	1
		Coimbatore South		0	2	2	0	0	1
		Cuddalore EDC		0	3	3	0	0	2
		Dindigul EDC		0	0	0	0	0	0
		Gobi EDC		0	2	1	1	0	1
		Kanchipuram EDC		0	1	1	0	0	1
		Madurai EDC		4	3	4	3	0	1
		Madurai Metro EDC		0	1	0	1	0	1
		Mettur EDC		0	4	4	0	0	2
		Nagapattinum EDC		0	2	2	0	0	2
		Namakkal EDC		2	2	3	1	1	3
		Perambalur EDC		3	5	4	4	0	1

		Ramnad EDC		1	10	1	10	0	1
		Salem EDC		0	3	3	0	0	2
		Tirupattur EDC		2	1	2	1	0	1
		Tirupur EDC		5	2	7	0	0	1
		Trichy Metro EDC		2	1	3	0	0	2
		Tuticorin EDC		1	1	0	2	1	0
		Udumalpet EDC		1	1	1	1	0	1
		Villupuram EDC		3	2	3	2	0	2
		Dharampuri EDC		0	10	10	0	0	1
		Kanyakumari EDC		0	18	0	18	0	1
		Kurue EDC		0	8	2	6	0	1
		Virudhunagar EDC		5	2	6	1	0	1
		Tirunelveli EDC		0	5	5	0	0	0
		Tiruvannamalai EDC		0	0	0	0	0	0
		Theni EDC		0	0	0	0	0	0
		Nilgiris EDC		1	1	1	1	0	1
		Erode EDC		6	12	8	10	0	4
		Sivaganga EDC		1	1	1	1	0	0
		Thanjavur EDC		1	1	2	0	0	1
		Vellore EDC		0	1	0	1	0	0
		Thiruvarur EDC		0	11	9	2	0	1
		Krishnagiri		0	3	3	0	0	1
		kalakurichi		0	0	0	0	0	0
		Pudukottai		1	1	1	1	1	1
	Total			69	180	151	98	3	49
21	Tripura	TSECL	1	No information received					
	Total								
22	Uttarakhand	Garhwal	2	15	28	34	9	5	
		Kumaon		38	55	62	31		
	Total			53	83	96	40	5	
23	Uttar Pradesh	Agra	20	68	31	47	52	30	586
		Kanpur		26	6	5	27	20	109
		Aligarh		16	45	49	12	5	21
		Jhansi		18	19	19	18	12	66
		Chitrakoot		0	0	0	0	0	0



		DPSC Ltd							
		DPL Ltd							
		CESC Ltd							
	Total								
25	Manipur & Mizoram	No Information received	1	NIL	NIL	NIL	NIL	NIL	NIL
	Total			NA	NA	NA	NA	NA	NA
26	Goa & Union Territories	Goa	7	2	6	7	1	nil	8
		Chandigarh		15	44	42	17	nil	55
		Dadar & Nagar Haveli		1	13	7	7	0	7
		Lakshadweep		2	2	2	2	nil	
		Andaman & Nicobar		1	3	3	1	nil	16
		Puducherry		3	28	24	7	nil	66
		Daman & Due		4	1	5	0	4	12
	Total			28	97	90	35	4	164
27	Sikkim	Power Dept.	1	No information received					
	Total			NA	NA	NA	NA	NA	NA
	Grand Total of Number of CGRF		176						

## Section –VII

### Disposal of Grievance by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending September 2013	No. of Grievances received during the quarter ending December, 2013	No. of Grievances disposed during the quarter (October - December, 2013)	No. of Grievances pending at close of the quarter October - December, 2013)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter October -December, 2013)
1	Assam	1	1	nil	nil	1	1	2
2	Andhra Pradesh	1	No information received					
3	Arunachal Pradesh	1	NII	NII	NII	NII	NII	NII
4	Bihar	1	22	2	4	20	20	5 days in a week except holidays
5	Chhattisgarh	1	0	4	1	3	0	52
6	Delhi	1	12	8	11	9		
7	Gujarat	1	19	37	42	14	1	51
8	Himachal Pradesh	1	No information received					
9	Haryana	1	13	14	22	5	0	24
10	Jharkhand	1	4	2	2	4	3	13
11	Karnataka	1	11	0	5	6		
12	Kerala	1	93	28	32	89	61	21
13	Madhya Pradesh	1	25	2	14	13	1	17
14	Maharashtra	1	No information received					
15	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
16	Nagaland	1	The post of Ombudsman not yet created in Nagaland					
17	Odisha	2	12	6	13	5	0	18
			16	26	23	19	4	47
18	Punjab	1	9	10	12	7	nil	15



19	Rajasthan		No information received					
20	Tamil Nadu	1	62	21	53	30	10	37
22	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
23	Uttarakhand	1	17	20	11	26	0	
24	Uttar Pradesh	1	56	36	37	55	35	178
		1	189	42	47	184	146	203
	Total	2	245	78	84	239	181	381
25	West Bengal	1	No information received					
26	Manipur & Mizoram	1	nil	nil	nil	nil	nil	nil
27	Goa & Union Territories	No information received						
28	Sikkim	No information received						