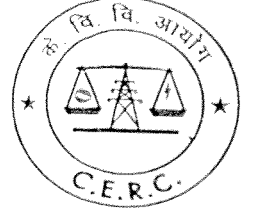




केन्द्रीय विद्युत विनियामक आयोग
CENTRAL ELECTRICITY REGULATORY COMMISSION



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

Dated: 05th November, 2013

To,

The Registrar,
Appellate Tribunal for Electricity (APTEL),
Core 4, 7th 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 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.

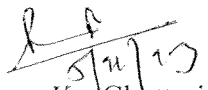
Sir,

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 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)


(Sushanta Kr. Chatterjee)
Joint Chief Regulatory Affairs

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, 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 grivences 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)

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 status of ending September, 2013 as against the status in quarter ending June, 2013.

Sl. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2013	Status of Vacancy for quarter ending September, 2013
2.	Bihar	2 vacancies in the post of Member are vacant since 26.02.2013	2 vacancies in the post of Member
3.	Delhi	No information received	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.
4.	Goa & UTs	1 vacancy in the post of Member (Technical), Lakshadweep, since 01/04/2013	Still Vacant 1 vacancy created in the post of Member Licensee in Andaman & Nicobar since 10/09/2013 1 vacancy created in the post of Chairman in Chandigarh since 26/04/2013

5.	Haryana	Chairperson-vacant 1 vacancy in the post of Member	Chairperson-vacant since 01/01/2012 in (DHBVNL) 1 vacancy in the post of Member, Vacant since 12/02/2012 in (UHBVNL)
6.	Jharkhand	1 vacancy in the post of Chairman-cum-Member (Legal) 1 vacancy in the post of Member (Finance)	No information received
7.	Tamil Nadu	2 vacancy in the post of Member	1 vacancy in the post of Member since 08/07/2013
8.	Uttar Pradesh	2 vacancies in the post of Technical Member 1 vacancy in the post of Judicial Member	5 vacancies in the post of Technical Member 1 vacancy in the post of Judicial Member
9.	Chhattisgarh	4 Members	4 Members
10.	Orissa	No vacancy	1 Member
11.	Meghalaya	No vacancy	1 vacancy in the post of Member

Note: ERCs of Sikkim, Jharkhand 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 June, 2013	Status of Vacancy for quarter ending September, 2013
1	Bihar	Vacant	Shri Tara Kant Sah Joined as Ombudsman

Note:

- 1) ERCs of Sikkim, Jharkhand and JERC of Manipur & Mizoram have not furnished the status report.
- 2) Remaining status, no vacancies in Ombudsman.

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

Sl. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2013	Status of Vacancy for quarter ending September, 2013
1	Arunachal Pradesh	CGRF not constituted	Post not yet created by Department of Power, Govt. of Arunachal Pradesh
2	Nagaland	CGRF not constituted	No information received

Note: Nagaland has not furnished the status report.

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

Sl. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2013	Status of Vacancy for quarter ending September, 2013
1	Nagaland	Post of Ombudsman	No information received

Note: Nagaland has not furnished the status report.

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. There is one vacancy in the post of Member (NGO) in the NCT of Delhi.
3. There is one vacancy in the post of Member (Licensee) in Lakshadweep, one vacancy in the post of Chairman at CGRF, Chandigarh and one vacancy in the post of Member Licensee in Andaman & Nicobar.
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. There is one vacancy in the post of Judicial Member and five 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 CGRF in Orissa
9. One vacancy in the post of Member in CGRF in Meghalaya.
10. 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 as per last quarter information.

Section –VI

Disposal of Grievance by CGRF

Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June 2013	No. of Grievances received during the quarter ending September, 2013	No. of Grievances disposed during the quarter (July-September, 2013)	No. of Grievances pending at close of the quarter July-September, 2013)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter July-September, 2013)
1	Assam	APDCL	1	Nil	1	1	Nil	Nil	Nil
	Total			Nil	1	1	Nil	Nil	Nil
2	Andhra Pradesh	APCPDCL1	5	56	102	100	58	25	14
		APCPDCL2		122	117	136	103	11	32
		APEPDCL		70	114	84	100	17	15
		APNPDCCL		82	109	101	90	3	26
		APSPDCL		69	28	73	24	1	
	Total			NA	NA	NA	NA	NA	NA
3	Arunachal Pradesh		1	Post not yet created by Department of Power, Government of Arunachal Pradesh.					
	Total			NA	NA	NA	NA	NA	NA
4	Bihar	Patna	3	135	47	31	151	126	76
		Muzaffarpur		34	27	9	52	38	63
		Purnea		8	17	6	19	nil	nil
	total			177	91	46	222	164	139
5	Chhattisgarh	Raipur	4	13	17	15	15	4	28
		Bilaspur		11	25	24	12	0	24
		Raigarh		2	2	2	2	NIL	1
		Bhilai		0	0	0	0	0	0
	total			26	44	41	29	4	53
6	Delhi	BRPL	4		304	296	427		
		BYPL			51	63	41		
		TPDDDL			185	247	141		

		NDMC			4	2	2			
	Total			NA	544	608	611	NA	NA	
7	Gujarat	U G V C L	8	7	51	44	14	0	8	
		MGVCL		11	47	44	14	3	9	
		PGVCL, Rajkot		65	114	131	48	9	13	
		PGVCL, Bhavngar		20	78	77	21	1	11	
		PGVCL,Bhu j		6	59	44	21	1	7	
		DGVCL		5	21	19	7	1	6	
		TPL- Ahmedabad		11	36	43	4	0	13	
		TPL-Surat		1	8	7	2	0	12	
	Total			126	414	409	131	15	79	
8	Himachal Pradesh	FRGC, Kasumpti Shimla	1	19	9	17	11	3	15	
	Total			19	9	17	11	3	15	
9	Haryana	UHBVNL	2	32	71	51	52	2	16	
		DHBVNL		15	23	21	17		12	
	Total			47	94	72	69	2	28	
10	Jharkhand	Ranchi	9	5	2	1	6	0	0	
		Hazaribagh		10	4	3	11	0	0	
		Chaibasa		No information received						
		Medninagar		No information received						
		Dumka		No information received						
		Tata Steel Ltd		1	0	1	0	0	12	
		JUSCO		0	0	0	0	0	0	
		SAIL Bokaro		No information received						
		Damodar Vally Corporation		No information received						

	Total			16	6	5	17	0	12		
11	Karnataka	BESCOM	5	19	4	0	23	19	0		
		MESCOM		23	3	0	26	23	0		
		HESCOM		33	1	4	30	30	0		
		GESCOM		16	0	0	16	16	0		
		CESC		2	3	2	3	0	2		
	Total			109	17	11	115	88	14		
12	Kerala	CGRF - North	6	40	29	25	44	22	26		
		Central		41	59	56	44	1	44		
		South		24	59	37	46	1	22		
		Trichur		3	2	3	2	Nil	6		
		KDHPCL		0	0	0	0	0	0		
		CPT		Nil	1	nil	1	nil	nil		
	Total			108	150	121	137	24	98		
13	Madhya Pradesh	Jabalpur	4	39	93	93	39	0	23		
		Indore		17	65	48	34	0	24		
		Bhopal		30	23	31	22	2	15		
	Total			86	181	172	95	2	62		
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			NA	NA	NA	NA	NA	NA		

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	19	19	3	0	23
		Kuhurda		8	36	36	8	0	12
		Cuttack		15	151	154	12	0	23
		Dhenkanal		50	65	67	48	0	13
		Paradeep		64	42	78	28	0	17
		Raoulkela		11	141	146	6	2	18
		Burla		33	162	159	36	24	27
		Bolangir		90	144	133	101	3	45
		Balasore		36	120	132	24	2	32
		Jajpur Road		6	97	98	5	0	18
		Berampur		117	90	11	96	100	11
Jeypore	31	51	61	21	0	29			
	Total			464	1118	1094	388	131	268
18	Punjab	PSPCL	1	27	43	45	25	3	33
	Total			27	43	45	25	3	33
19	Rajasthan	Ajmer	202	126	2863	2756	233		
		Jaipur	199	476	11741	10830	1387		
		Jodhpur	191	363	4882	4966	279		
	Total		592	965	19486	18552	1899		
20	Tamil Nadu	Chengalpattu EDC	39	2	1	2	1	0	1

Chennai EDC Central	2	10	7	5	0	2
Chennai EDC North	4	10	5	9	0	2
Chennai EDC South	29	15	37	7	0	1
Chennai EDC West	3	7	5	5	0	1
Coimbatore Metro	0	1	0	1	0	0
Coimbatore North	0	2	0	2	0	0
Coimbatore South	1	0	1	0	0	1
Cuddalore EDC	6	1	7	0	0	2
Dindigul EDC	0	6	6	0	0	1
Gobi EDC	3	0	3	0	0	2
Kanchipuram EDC	1	0	1	0	0	1
Madurai EDC	1	8	5	4	0	2
Madurai Metro EDC	0	1	1	0	0	1
Mettur EDC	1	1	2	0	0	2
Nagapattinam EDC	0	1	0	0	0	1
Namakkal EDC	3	4	5	2	2	2
Perambalur EDC	0	3	0	3	0	0
Ramnad EDC	2	6	7	1	0	2
Salem EDC	0	0	0	0	0	0

		Tirupattur EDC		0	2	0	2	0	0
		Tirupur EDC		2	4	1	5	1	1
		Trichy Metro EDC		0	3	1	2	0	1
		Tuticorin EDC		2	2	3	1	1	3
		Udumalpet EDC		0	1	0	1	0	1
		Villupuram EDC		9	7	13	3	0	3
		Dharampuri EDC		0	10	10	0	0	1
		Kanyakumari EDC		No information received					
		Kurue EDC		0	7	7	0	0	2
		Virudhunagar EDC		0	10	5	5	0	2
		Tirunelveli EDC		0	6	6	0	0	1
		Tiruvannamalai EDC		0	0	0	0	0	0
		Theni EDC		0	1	1	0	0	1
		Nilgiris EDC		1	1	1	1	0	1
		Erode EDC		0	7	1	6	0	1
		Sivaganga EDC		6	1	6	1	0	1
		Thanjavur EDC		0	5	4	1	0	1
		Vellore EDC		0	0	0	0	0	0
		Thiruvarur EDC		0	3	3	0	0	1
		Pudukottai		1	4	4	1	0	4
		Total		79	151	160	69	4	49
21	Tripura	TSECL	1	nil	nil	2	nil	nil	nil

	Total			nil	nil	2	nil	nil	nil
22	Uttarakhand	Garhwal	2	23	44	52	15	0	0
		Kumaon		77	40	79	38	0	0
	Total			100	84	131	53	0	0
23	Uttar Pradesh	Agra	20	63	40	35	68	50	413
		Kanpur		18	13	5	26	16	99
		Aligarh		24	3	9	18	17	64
		Jhansi		23	3	8	18	14	66
		Chitrakoot		0	0	0	0	0	0
		Kanpur, KESCO		75	37	14	98	56	104
		Lucknow		22	8	5	25	18	45
		Bareilly		6	8	5	9	3	36
		Faizabad		19	4	4	19	15	63
		Gonda Devipatan		5	2	2	5	2	45
		Greater Noida		0	1	1	0	0	3
		Varanasi		42	6	3	45	31	97
		Allahabad		49	23	20	52	26	28
		Gorakhpur		3	8	5	6	1	33
		Azamgarh		10	0	0	10	10	30
		Mirzapur		15	2	2	15	13	71
		Basti		1	0	0	1	1	2
Meerut	12	5	2	17	8	45			
Moradabad	6	5	1	10	5	41			
Saharanpur	11	3	5	9	7	62			
	Total			404	171	126	451	293	1347
24	West Bengal	Bidhhan Nager		2	11	9	4	0	6
		24 Pgs (N)		32	31	39	24	8	9
		24 Pgs(S)		27	27	45	9	10	3
		Howrah		1	27	21	7	0	3

		Hooghly		18	116	80	54	0	13
		Burdwan		33	48	73	8	0	9
		Birhum		36	60	81	15	0	3
		Midnapir		5	89	91	3	2	4
		Tamluk		34	96	102	28	9	7
		Purulia		2	8	3	7	0	8
		Bankura		17	26	23	20	0	3
		Murshidabad		31	31	44	18	10	5
		Nadia		2	3	0	5	2	0
		Malda		57	61	85	33	12	9
		Raiganj		4	0	4	0	0	4
		D.Dinajpur		0	0	0	0	0	0
		Cooch Bihar		0	0	0	0	0	0
		Jaipauri		0	0	0	0	0	0
		Darjeeling		2	2	2	2	6	2
		DPSC Ltd		0	0	0	0	0	0
		DPL Ltd		1	0	0	1	1	0
		CESC Ltd		5	1024	1022	7	0	all working days during the period
	Total			309	1660	1724	245	60	NA

25	Manipur & Mizoram	No Information received	1	No information received					
	Total			NA	NA	NA	NA	NA	NA
26	Goa & Union Territories	Goa	7						
		Chandigarh		15	29	29	15	0	61
		Dadar & Nagar Haveli		1	7	7	1	0	7
		Lakshadweep		1	3	2	2	0	8
		Andaman & Nicobar		4	3	6	1	1	18
		Puducherry		2	8	7	3	0	66
		Daman & Diu		2	31	29	4	1	19
	Total			25	81	80	26	2	179
27	Sikkim	Power Dept.	1	No information received					
	Total			NA	NA	NA	NA	NA	NA

Section VII

Status of disposal of Grievances by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending June 2013	No. of Grievances received during the quarter ending September, 2013	No. of Grievances disposed during the quarter (July-September, 2013)	No. of Grievances pending at close of the quarter July-September, 2013)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter July-September, 2013)
1	Assam	1	1	2	1	2	nil	nil
2	Andhra Pradesh	1	31	27	6	52	37	10
3	Arunachal Pradesh	1	NII	NII	NII	NII	NII	NII
4	Bihar	1	23	0	1	22	22	5 days in a week except holidays
5	Chhattisgarh	1	0	9	9	0	0	62
6	Delhi	1	NA	9	10	12	NA	NA
7	Gujarat	1	31	55	67	19	7	83
8	Himachal Pradesh	No information received						
9	Haryana	1	13	14	14	13	7	27
10	Jharkhand	1	1	3	0	4	2	8
11	Karnataka	1	15	8	12	11	0	0
12	Kerala	1	87	28	22	93	65	48
13	Odissa	2	23	25	36	12	1	48
			14	30	28	16	2	48
14	Madhya Pradesh	1	58	6	39	25	21	20
15	Maharashtra	1	No information received					
16	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
17	Nagaland	1	The Post of Ombudsman not yet created in Nagaland					

18	Punjab	1	10	8	9	9	3	12
19	Rajasthan	1	3	42	27	18	nil	Regular
20	Tamil Nadu	No information received						
22	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
23	Uttarakhand	1	22	16	21	17	0	0
24	Uttar Pradesh	1	74	35	53	56	28	133
25	West Bengal	1	1366	636	472	1530	1044	75
26	Manipur & Mizoram	No information received						
27	Goa & Union Territories	No information received						
28	Sikkim	No information received						