

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Tel : 23353503 / Fax : 23753920

No. 15/9 (1)/2009/APTEL/FOR/CERC (Part-I)

Dated: 16th September, 2015

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)

(Rashmi Somasekharan Nair)
Dy. Chief (RA)

O.C.

**Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27thJanuary,
2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending June,2015**

This report contains the status of implementation of the directions given by the Hon'ble Appelte 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 grievances 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 June, 2015 as against the status in quarter ending March, 2015 is as under.

S. No.	SERCs/ JERCS	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
1.	Bihar, Patna	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>One vacancy against the post of Member Purnea since beginning of CGRF Purnea.</p> <p>Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014 and one Member passed away on 11.01.2014).</p>	<p>One vacancy against the post of Member in Patna since 26.02.2013.</p> <p>One vacancy against the post of Member Purnea since beginning of CGRF Purnea.</p> <p>Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014 and one Member passed away on 11.01.2014).</p>
2.	Jharkhand	<p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Chaibasa since 03.10.2014 and 30.07.2014 respectively.</p> <p>One Vacancy against the post of Member (Engineering) in JSEB, Ranchi since 02.09.2013.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Hazaribagh since 13.03.2013 and 25.01.2014 respectively.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Dumka since 31.07.2013 and 30.06.2012 respectively.</p> <p>One Vacancy against the post of Member (Finance & Acs) in JSEB, Medininagar Since 25.07.2014.</p>	<p>One Vacancy against the post of Member (Engineering) in JUVNL, Ranchi since 02.09.2013.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Chaibasa since 03.10.2014 and 30.07.2014 respectively.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JSEB, Dumka since 31.07.2013 and 30.06.2012 respectively.</p> <p>Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in JUVNL, Hazaribagh since 13.03.2013 and 25.01.2014 respectively.</p> <p>One Vacancy against the post of Member (Finance & Acs) in JUVNL, Medininagar Since 25.07.2014.</p>

	Joint Electricity Regulatory Commission	One vacancy against the post of Member (Licensee) in Lakshadweep since 01.04.2010	One vacancy against the Post of Member (Licensee) in Lakshadweep since 01.04.2010
		One vacancy against the post of the Member in Shrivillai EDC since 22.11.2014. One vacancy against the post of the Member in Namakkal EDC since 28.06.2014 One vacancy against the post of the Member in Mettur EDC since 25.11.2013.	One vacancy against the post of the Member in Madurai EDC since 03.07.2015. One vacancy against the post of the Member in Namakkal EDC since 28.06.2014 One vacancy against the post of the Member in Chennai EDC Centre since 29.12.2013.
4.	Tamil Nadu	One vacancy against the post of the Outside Member legal in Chengalpattu EDC since 29-08-2014 One vacancy against the post of the Member in Chennai EDC (North) since 30.11.2013. One vacancy against the post of the Member in Vellore EDC since 04.01.2015. One vacancy against the post of the Member -II in Trichy/Metro/EDC since 12.10.2014. One vacancy against the post of Member in Thanjavur EDC since 10.01.2014. One vacancy against the post the Member in Virudhunagar EDC since 30.03.2015.	One vacancy against the post of the Member in Vellore EDC since 07.02.2015. One vacancy against the post of the Member in Dharmapuri EDC since 21.06.2015. One vacancy against the post of the Member in Perambalur EDC since 16.06.2015. One vacancy against the post of the Member Theni EDC since 31.3.2015.
5.	Maharashtra	Still Vacant	Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra since 16.12.2014, 09.02.2015 and 01.06.2015 respectively.
6.	Andhra Pradesh	Still Vacant	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.

Note: ERCS of Orissa, Rajasthan, Jammu & Kashmir, Tripura, Nagaland and Telangana did not furnish the status 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 June, 2015 as against the status in quarter ending March, 2015 is as under.

S. No.	SERCs/ JERCS	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
1.	Jharkhand	No Vacancy	No Vacancy
2.	Chattisgarh	No Vacancy	No Vacancy
3.	Sikkim	No Vacancy	No Vacancy
4.	Haryana	No Vacancy	No Vacancy

Note: ERCs of Orissa, Rajasthan, Jammu & Kashmir, Tripura, Nagaland and Telangana did not furnish 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 of June, 2015 as against the status in quarter ending March, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
1	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh.	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 th January 2012.

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 June, 2015 as against the status in quarter ending March, 2015 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2015	Status of Vacancy for quarter ending June, 2015
		NIL	NIL

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Four vacancies in CGRF for the post of Member in the State of Bihar.
2. Eight Vacancies in CGRF for the post of Member in the State of Jharkhand.
3. Seven vacancies in CGRF for the post of Member and Outside Member legal in the State of Tamil Nadu.
4. One Vacancy in CGRF for the post of Member in the State of JERC, Lakshadweep.
5. Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra respectively.
6. One Vacancy in CGRF for the post of Member (Co-opted) in the State of Andhra Pradesh.

Vacancies in Ombudsman

No Vacancy against the post of Ombudsman.

Section -VI

Status of disposal of Grievances by CGRF						
Sl. No.	Name of SERC/JERCS	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March,2015	No. of Grievances received during the quarter ending June, 2015	No. of Grievances disposed during the quarter (April-June,2015)	No. of Grievances pending at close of the quarter (April-June,2015)
1 Assam	APDCL, Bongaigaon	1	1	Nil	1	Nil
	APDCL, Dibrugarh	Nil	1	1	Nil	Nil
	APDCL, Guwhati	Nil	4	1	3	1
	APDCL, Silchar	Nil	Nil	Nil	Nil	1
	APDCL, Rangia Zone, Guwhati	Nil	Nil	Nil	Nil	Nil
	APDCL, Tezpur	Nil	1	Nil	1	Nil
	Total	1	7	2	5	2
2 Andhra Pradesh	APSAPDCL, Andhra Pradesh	95	68	43	120	56
3 Arunachal Pradesh	CGRF not yet constituted by the D/o Power, Govt. of Arunachal Pradesh	NA	NA	NA	NA	NA
4 Bihar	Paina	158	38	32	164	137
	Muzaffarpur	Nil	Nil	Nil	Nil	70
	Purnea	48	18	27	39	Nil
	Total	206	56	59	203	137
	BRPL	205	96	148	153	70
5 Delhi	BYPL	19	25	20	24	32
	TPDDL	108	162	165	105	11
	NDMC	1	2	1	2	11
	Total	333	285	334	284	50
	DGVCL	0	54	49	5	0
	MGVCL	8	23	25	6	11
	PGVCL, Rajkot	64	114	121	57	10
	PGVCL, Bhavnagar	28	91	88	31	14
	PGVCL, Bhuj	5	27	22	10	11
	UGVCL	17	27	35	9	8
6 Gujarat	TPL-Ahmedabad	13	65	54	14	13
	TPL-Surat	0	8	5	3	12
	Total	135	409	399	135	7
	UHBVNL	20	18	21	17	89
7 Haryana	DHBVNL	33	100	71	62	27

		Total	53	118	92	79	7	7	38
8	Himachal Pradesh	FRGC, SPSEBI, Kasumpi, Simla	60	14	15	59	23	16	16
		Total	60	14	15	59	23	16	16
		Sail Bokaro, Jharkhand	Nil	Nil	Nil	Nil	Nil	6	6
9	Jharkhand	JUSCO	1	0	0	1	1	1	8
		Tata Steel Ltd.	1	1	1	0	0	0	5
		Jharkhand Bijli Vitran Ltd.	4	3	1	6	4	4	12
		JUVNL, Chitalbasa	NA	NA	NA	NA	NA	NA	NA
		JUVNL, Dumka	NA	NA	NA	NA	NA	NA	NA
		JUVNL, Hazaribagh	NA	NA	NA	NA	NA	NA	NA
		JUVNL, Međimurje	0	4	1	3	2	2	22
		Total	6	8	3	10	7	53	
		BESCOM	16	14	4	26	18	10	
		MESCOM	5	2	2	5	4	5	
10	Karnataka	HESCOM	33	67	65	35	31	16	
		GESCOM	22	1	0	23	13	3	
		CESC	4	2	3	3	2	6	
		Total	80	86	74	92	68	40	
		CGRF-North (KSEB)	67	45	37	75	47	34	
		CGRF-Central (KSEB)	17	59	37	39	1	15	
11	Kerala	CGRF-South (KSEB)	110	63	92	81	8	36	
		Trichur Corporation	2	1	2	1	0	7	
		KDHPCL	Nil	Nil	Nil	Nil	Nil		
		Total	196	168	168	196	56	92	
		ECGRF Bhopal	19	38	19	38	22	12	
		ECGRF Indore	40	88	93	35	0	35	
		ECGRF Jabalpur	46	422	426	42	3	28	
		Total	105	548	538	115	25	75	
		Amravati Zone	6	7	9	4	0	14	
		Aurangabad Zone	4	3	6	1	1	10	
		Bhandup Zone	25	6	19	12	12	42	
		Kalyan	9	64	20	53	42	63	
		Kolhapur Zone	9	10	0	19	9	1	
		Konkan Zone	2	3	4	1	0	15	
		Lature Zone	4	0	4	1	1	4	
		Nagpur Rural Zone	26	40	25	41	0	7	
		Nagpur Urban Zone	36	36	48	23	5	12	
13	Maharashtra	Nashik Zone	4	16	18	2	0	25	
		Pune Zone	6	4	8	2	0	9	
		Jalgaon Zone	0	2	2	0	0	1	

		Total	133	689	735	87	16	41
22	(JERCM) Manipur & Mizoram	P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
		CGRF-Daman& Diu	2	5	4	3	0	5
		CGRF-ED-D&NH	5	7	9	3	0	7
		CGRF-ED-Goa	12	15	0	15	12	7
		CGRF-A&N Administration	1	0	1	0	0	16
		Total	20	27	14	21	12	35
23	Joint Electricity Regulatory Commission	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	Nil	Nil	Nil	Nil	Nil
		Raipur	11	19	15	15	Nil	Nil
		Bilaspur	26	16	39	3	Nil	12
		Raigarh	5	6	10	1	1	4
		Bhilai	-	-	-	-	-	-
		Total	42	41	64	19	1	44
24	Sikkim	J&K SERC				Information not submitted		
25	Chattisgarh	Tripura				Information not submitted		
26		Nagaland				Information not submitted		
27		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 March, 2015	No. of Grievances received during the quarter ending June, 2015	No. of Grievances disposed during the quarter (April-June, 2015)	No. of Grievances pending at close of the quarter (April-June, 2015)
1	Assam	1	Nil	1	1	Nil
2	Andhra Pradesh					Not pertains to APSPDCL
3	Arunachal Pradesh	1	Nil	4	Nil	4
4	Bihar	1	48	11	13	46
5	Delhi	1	12	8	13	7
6	Gujarat	1	15	41	34	22
7	Haryana	1	10	13	14	9
8	Himachal Pradesh	1	9	2	1	10
9	Jharkhand	1	2	1	2	1
10	Karnataka	1	6	12	7	11
11	Kerala	1	61	24	30	55
12	Madhya Pradesh	1	20	10	11	19
13	Maharashtra	2	63	66	56	73
14	Meghalaya	1	Nil	Nil	Nil	Nil
15	Orissa				Information not submitted	
16	Punjab	1	12	11	12	11
17	Rajasthan				Information not submitted	
18	Tamil Nadu	1	0	18	21	29
19	Uttarakhand	1	16	8	10	14
20	Uttar Pradesh	1	53	36	42	47
						Full time
						158

21	West Bengal (JERCMM)	3	591	100	343	348	286	78
22	Manipur & Mizoram	2	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts	1	NIL	NIL	NIL	NIL	NIL	NIL
24	Chhattisgarh	1	2	7	4	5	Nil	57
25	Tripura							
						Information not submitted		
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir							
						Information not submitted		
28	Nagaland					Information not submitted		
29	Telangana					Information not submitted		

Status of Achievement of Standard of Performance (SOP)

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 the aggregate amount of compensation paid which compensation was made under subsection (2) of section 57	Details will be furnished in Annexure II of the report published by SERC under section 59(2)
1	Assam	Nil	Nil	Nil	Nil	Nil
2	Audhia Pradesh	Regulation No. 9 of 2013, dated 06/08/2013 SOP Regulation not yet notified by AP SERC	NA	NA	6	Rs.34,806/- NA
3	Arunchal Pradesh	Notification issued on 13/01/2007. On the request of the Board it was made effective from 22-4-2008.	Report submitted in hard copy.	NA	NA	NA
4	Bihar	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing Regulations, 2002, further amended on 1.1.2003 and 26.5.2003. Electricity Regulatory Commission (Performance Standard - Meeting & Billing) Regulations, 2002, notified on 19.8.2002, were repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007. The copy of the same is available on the website of DERC i.e. www.derc.gov.in	The Commission in its Regulations has directed Distribution Licensees to furnish the report with reference to the standards specified. Licensees to upload the data on their website.	None	Nil	The report for FY 2012-13 has been published on 27/09/2014. The report for FY 2013-14 is yet to be published & shall be published shortly.
5	Delhi	Notification No. 10 of 2014 dated 26/03/2014.	Report submitted in hard copy.	NA	NA	NA
6	Gujarat	Notification No. 10 of 2003 dated 20/05/2015 Annual Report of FY 2014-15 Uttar Gujarat Vii Company Ltd (UGVCL)	http://www.ugvcl.com/sop/index.htm	NA	NA	20/05/2015
		Madhya Gujarat Vii Company Ltd (MGVCL)	23/04/2015 Annual Report of FY 2014-15	www.mgvcl.com	NA	20/06/2014
		Dahisar Gujarat Vii Company Ltd.	30/04/2015 Annual Report of FY 2014-15	www.dgvcl.com	NA	02/06/2015
		TPL-Ahmedabad	02/06/2015 Annual Report of FY 2014-15	www.greenpower.com/energy_sop.aspx	NA	02/06/2015
		TPL-Surat	02/06/2015 Annual Report of FY 2014-15	www.100percentgreenenergy.com/sop.aspx	NA	02/06/2015
7	Haryana	16 th July 2004 HERC Standards of Performance for the period April 2013 to June 2014 by Distribution Licensee Regulation 2004 DBHY/N	09/03/2015 for the period April 2013 to June 2014 by The HERC (Distribution Performance Standards)	NA	NA	NA
8	Himachal Pradesh	Regulation, 2010 has been notified in October, 2010 after repealing the HPERC (Distribution Licensees Standards of Performance) Regulations, 2005	NA	NA	NA	NA
9	Jharkhand	24/05/2015 vide Notification No.DD/1/03	NA	NA	NA	NA
10	Karnataka	Distribution Companies i.e., BECOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY15 during the 1 st week of May, 2015.	NA	NA	NA	The Commission has already published the details of Footer wise reliability indices in the KERC website where as the levels of SOP achieved by Distribution companies for FY15 will be published in KERC website www.karnatakaregulation.org before 31 st May, 2015. Distribution companies will also be directed to publish the levels of SOP achieved by them in their respective websites.
11	Kerala	NPERC (Performance Standards) (Revision-II) dated 07/12/2012 (No.RG-8(II) of 2012)	NA	NA	NA	NA
12	Madhya Pradesh	NP Power Kalandra Vidyal Viaram Co. Ltd. Jabalpur Regulations, 11/12/2012 2012 (No.RG-8(II) of 2012) dated 08/07/2015 MP Pashchim Kalandra Vidyal Viaram Co. Ltd. Indore dated 08/07/2015 MP Madhya Kalandra Vidyal Viaram Co. Ltd. Bhopal dated 05/06/2015	NA	NA	NA	Dated 08/11/2015. Uploaded on Commission's website

1.	MERC (Standards of performance of distribution of Licences, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 21.05.2014. Commencement date to the Commission on 04/07/2014 and 22.01.2015 respectively.	FY 2013-14	For FY 2013-14	For FY 2013-14	For FY 2013-14	For FY 2013-14	For FY 2013-14	For FY 2013-14
2.	2005 Regulation is superseded by MERC (Standards of performance of distribution licences, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May, 2014.	MSEDCL & TPC-D http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf	MSEDCL & TPC-D http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf	MSEDCL & TPC-D Nil for BEST, R Infra-D and TPC-D	Nil for BEST, R Infra-D and TPC-D	Nil for BEST, R Infra-D and TPC-D	Nil for BEST, R Infra-D and TPC-D	Nil for BEST, R Infra-D and TPC-D
13	Maharashtra	Dates on which data is submitted BEST QI QII QIII QIV R Infra D 21.1.15 26.3.15 10.7.15 TPC-D 1.8.14 23.2.15 14.3.15 4.7.15 3.11.14 5.2.15 5.5.15	http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf http://www.mercindia.org.in/pdf/Order%2038%2047/Sa%2047.pdf	Information not submitted				
14	Meghalaya Regulations, 2012.	15/01/2013 NSERC (Standard of Performance)	8/04/2013	—	Nil	Nil	Nil	Report published in local newspaper on 23/04/2013.
15	Odisha	The provision for payment of compensation notified vide for the period from 01.04.2014 to 31/03/2015 Notification No. PSECR/2013/Regt-61 Dated 2nd (Yearly) December, 2011 effective from 1.1.2012	—	—	Nil	Nil	Nil	Nil
16	Punjab	—	—	—	Nil	Nil	Nil	Nil
17	Rajasthan	—	—	—	—	—	—	—
18	Tamil Nadu	—	—	—	—	—	—	—
19	Tripura	Date of Notifications:- 14/09/2006, Notification No. UPERC/Spec-Supply/Cd/05-2238, Dated 18/07/2005 Dibrugarh Vidyut Vitran Nigam Ltd. KESCO Mashyanchal Vidyut Vitran Nigam Ltd. NPCL Parasuratal Vidyut Vitran Nigam Ltd. Paschimanchal Vidyut Vitran Nigam Ltd.	Not submitted	Information not submitted	Information not submitted	Information not submitted	Information not submitted	Information not submitted
20	Uttar Pradesh	WBSEDCL WBERC Notification no. 46/WBERC dated 31/05/2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07/01/2014.	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
21	Uttarakhand	WBSEDCL WBERC Notification no. 46/WBERC dated 31/05/2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07/01/2014.	NA	NA	NA	NA	NA	NA
CESC Ltd.	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. CRAM/BERC/Report/341 dated 29/05/2015 WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.
D/CS Limited	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. RA/IL/002/15/16/1286 dated 15/06/2015 WBERC Com/./WBERC/2015/11/144 dated 29/06/2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Performance Report for the year 2014-15 as per Standards of Performance (SOP) Regulations dated 31/05/2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.
22	West Bengal	WBERC D/C Notification no. 46/WBERC dated 31/05/2010 as amended 57/WBERC dated 31/05/2013 and 61/WBERC dated 07/01/2014.	Memo No. NOCOM/Part III/1-1776 dated 02/07/2015 WBERC Com/./WBERC/2015/11/144 dated 29/06/2015.	Annual Report for the year 2014-15 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licences relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Report for the year 2014-15 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licences relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Report for the year 2014-15 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licences relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Report for the year 2014-15 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licences relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.	Annual Report for the year 2014-15 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licences relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERC/B-27/50471 dated 15.07.2015.
23	(JERC/MNN) Manipur & Mizoram	The Norman Gazette No. 223 of 27.7.2010 The Manipur Gazette No. 281 of 26.5.2010	Nil	Nil	Nil	Nil	Nil	Nil
24	JERC Govt & Un	—	—	—	—	—	—	—

25	Sikkim	03/SERC/SP/2012 Dated 14.03.2012		Nil		Nil		Nil	
26	Jammu & Kashmir	5th July 2006		NA (The matter being pursued)		Information not submitted		NA (The matter being pursued)	
27	Chhattisgarh					NA			
28	Nagaland					Information not submitted			
29	Telangana					Information not submitted			