

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)**

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Tel : 23353503 / Fax : 23753920

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

Dated: 21. April, 2016

To

The Registrar  
Appellate Tribunal for Electricity (APTEL)  
Core 4,7<sup>th</sup> 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 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.**

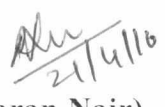
Sir,

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. 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.**

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)

  
(Rashmi Somasekharan Nair)  
Dy. Chief (RA)

**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 December,2015**

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 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 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, 2015 as against the status in quarter ending September, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2015	Status of Vacancy for quarter ending December, 2015
1.	Andhra Pradesh	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.
2.	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013.  One vacancy against the post of Member Purnea since beginning of CGRF Purnea.  Two vacancies against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014	One vacancy against the post of Member in Patna since 26.02.2013.  One vacancy against the post of Member Purnea since beginning of CGRF Purnea.  One vacancy against the post of Members in Muzaffarpur (one member has superannuated on 06.01.2014
3.	Chhattisgarh	One vacancy against the post of Member (third member to be nominated separately)	One vacancy against the post of Member (third member to be nominated separately)
4.	Jharkhand	One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011.  One Vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibasa since 30.07.2014.  Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in VUSNF, Dumka since 31.07.2013 and 30.06.2012 respectively.  One Vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.  One Vacancy against the post of Member (Finance & Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 26.07.2014.	One Vacancy against the post of Member (Finance) in Sail Bokaro Steel Plant, Bokaro Steel City since 03.11.2011.  One Vacancy against the post of Member (Finance & Acs) in VUSNF, Chaibasa since 30.07.2014.  Two Vacancies against the post of Member (Engineering) and Member (Finance & Acs) in VUSNF, Dumka since 31.07.2013 and 30.06.2012 respectively.  One Vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.  One Vacancy against the post of Member (Finance & Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB,

		One Vacancy against the post of Chairperson cum-Member (Legal) in Damodar Vally Corporation, Maithon, Jharkhand since September, 2013.	Medininagar since 26.07.2014.
5.	Maharashtra	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.	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.	Tamil Nadu	<p>One vacancy against the post of the Member in Sivagangai EDC since 22.11.2014.</p> <p>One vacancy against the post of the Member (Legal) in Namakkal EDC since 28.06.2014</p> <p>Two vacancies against the post of the Member, Finance / Legal in Tirupur EDC since 23.06.2015.</p> <p>One vacancy against the post of the Member in UDUMALPET EDC since 08.01.2015.</p> <p>One vacancy against the post of the External Member (Finance/Legal Profession) in Villupuram EDC since 26.09.2015.</p> <p>One vacancy against the post of the Member in Virudunagar EDC since 18.07.2015.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 07.03.2015</p> <p>One vacancy against the post of the Legal Member in Tirunelveli EDC since 18.06.2015.</p> <p>One vacancy against the post of the Member, Theni EDC since 31.03.2015.</p>	<p>One vacancy against the post of the Member (Legal) in Namakkal EDC since 28.06.2014</p> <p>One vacancies against the post of the Member with Legal/Finance experience in Chennai EDC (North) since 30.11.2013.</p> <p>One vacancy against the post of the Member in Tuticorin EDC since 03.07.2015.</p>

**Note:** Relevant information from ERC of Telangana 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, 2015 as against the status in quarter ending September, 2015 is as under.

<b>S. No.</b>	<b>SERCs/ JERCs</b>	<b>Status of Vacancy for quarter ending September, 2015</b>	<b>Status of Vacancy for quarter ending December, 2015</b>
<b>1.</b>	Tripura	Due to retirement vacancy has arisen w.e.f. 01.07.2015	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 ERC of Telangana was not received as on the date of preparing this 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 December, 2015 as against the status in quarter ending September, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2015	Status of Vacancy for quarter ending December, 2015
1.	Jammu & Kashmir	CGRF not established sofar	CGRF not established sofar
2.	Arunachal Pradesh	CGRF not yet created by Department of Power, Govt. of Arunachal Pradesh since 9 <sup>th</sup> January 2012.	CGRF not yet created by Department of Power, Govt. of Arunachal Pradesh since 9 <sup>th</sup> 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 December, 2015 as against the status in quarter ending September, 2015 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2015	Status of Vacancy for quarter ending December, 2015
1.	Jammu & Kashmir	Ombudsman not established sofar	Ombudsman not established sofar

**Summary of the vacant positions**

**Vacancies in CGRF**

1. One Vacancy in CGRF for the post of Member (Co-opted) in the State of Andhra Pradesh.
2. Three vacancies in CGRF for the post of Member in the State of Bihar.
3. One Vacancy in CGRF for the post of Member in the State of Chhattisgarh.
4. Six Vacancies in CGRF for the post of Member in the State of Jharkhand.
5. Three vacancies in CGRF for the post of Member in the State of Tamil Nadu.
6. Three vacancies against the post of Chairperson in Kolhapur Zone, Konkan Zone and Kalyan Zone, Maharashtra respectively.
7. The posts of CGRF are yet to be created in the State of Arunachal Pradesh and Jammu & Kashmir.

**Vacancies in Ombudsman**

1. One Vacancy against the post of Ombudsman in Tripura Electricity Regulatory Commission. However, Secretary, TERC is functioning as Ombudsman since 01.07.2015.
2. The post of CGRF are yet to be created in the State of Jammu & Kashmir.

## 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 September,2015	No. of Grievances received during the quarter ending December, 2015	No. of Grievances disposed during the quarter (Oct.-Dec., 2015)	No. of Grievances pending at close of the quarter (Oct.-Dec.,2015)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (Oct.-Dec., 2015)
1	Assam	APDCL, CAR, Nagaon	Nil	3	3	Nil	Nil	2
		APDCL, Dibrugarh	Nil	1	Nil	1	Nil	Nil
		APDCL, Tezpur	Nil	1	Nil	1	Nil	Nil
		APDCL, Bongaigaon Zone	Nil	Nil	Nil	Nil	Nil	Nil
		Total	Nil	5	3	2	Nil	2
2	Andhra Pradesh	APEPDCL, Visakhapatnam	247	158	125	280	192	28
		APSPDCL/Triputi/Anhra Pradesh	273	79	122	230	180	13
		Total	520	237	247	510	372	41
3	Arunachal Pradesh	Does not arise as CGRF not yet constituted by the Department of Power, Govt. of Arunachal Pradesh	Data not available with APSERC	Data not available with APSERC	Data not available with APSERC	Data not available with APSERC	Data not available with APSERC	Does not arise as CGRF not yet constituted by the Department of Power, Govt. of Arunachal Pradesh
4	Bihar	Patna	168	31	18	181	160	58
		Muzaffarpur	130	7	0	137	133	64
		Purnea	20	10	11	19	Nil	Nil
		Total	318	48	29	337	293	122
5	Delhi	BRPL	85	145	114	116	22	24
		BYPL	6	12	2	16	10	8
		TPDDL	170	148	167	151	71	35
		NDMC	5	0	2	3	3	4
		Total	266	305	285	286	106	71
6	Gujarat	DGVCL, Surat	3	65	61	7	0	10
		MGVCL Forum	6	7	12	1	0	5
		PGVCL, Rajkot	56	97	116	37	2	13
		PGVCL, Bhavnagar	41	95	113	23	2	11
		PGVCL,Bhuj	4	25	18	11	2	9

		UGVCL Forum	10	26	29	7	0	9
		TPL-Ahmedabad	6	49	48	7	0	13
		TPL Forum	3	4	6	1	0	13
		Total	129	368	403	94	6	83
7	Haryana	UHBVNL	4	6	5	5	-	14
		DHBVNL	28	42	37	33	2	26
		Total	32	48	42	38	2	40
8	Himachal Pradesh	FRGC,Kasumpti, Simla	32	32	7	57	44	15
		Total	32	32	7	57	44	15
9	Jharkhand	Sail Bokaro, Jharkhand	Nil	Nil	Nil	Nil	Nil	6
		JUSCO	Nil	Nil	Nil	Nil	Nil	1
		Tata Steel Ltd.	Nil	Nil	Nil	Nil	Nil	Nil
		Jharkhand Urja Vikas Nigam Ltd.	4	3	2	5	3	17
		VUSNF, Chaibasa	16	1	3	14	14	12
		VUSNF, Dumka	3	1	2	2	1	12
		VUSNF, Hazaribagh	11	6	2	15	9	3
		VUSNF, JSEB,Medininagar	1	2	1	2	Nil	8
		Damodar Vally Corpn. Maithon, Jharkhand	1	Nil	Nil	1	1	Nil
		Total	36	13	10	39	28	59
10	Karnataka	BESCOM	43	19	17	45	33	7
		MESCOM	1	1	1	1	0	2
		HESCOM	29	16	30	15	8	21
		GESCOM	25	3	0	28	25	2
		CESC	5	4	8	1	1	3
		Total	103	43	56	90	67	35
11	Kerala	CGRF-North (KSEB)	68	56	79	45	19	119
		CGRF-Central (KSEB)	53	35	53	35	2	13
		CGRF-South (KSEB)	50	80	60	70	9	36
		Trichur Corporation	2	Nil	1	1	1	6
		KDHPCL	1	Nil	1	Nil	Nil	Nil
		Total	174	171	194	151	31	174
12	Madhya Pradesh	ECGRF Bhopal	32	33	24	41	14	12
		ECGRF Indore	47	96	95	48	0	48
		ECGRF Jabalpur	16	424	497	33	6	26

		Total	95	553	616	122	20	86
		Bhandup Urban Zone	18	31	17	32	32	76
		Kolhapur Zone	15	31	18	26	3	4
		Nashik Zone	2	10	6	6	0	22
		Konkan Zone	2	6	5	3	0	19
		Latur Zone	3	7	2	8	2	5
		Aurangabad Zone	3	6	3	5	5	10
		Amravati Zone	6	19	11	14	0	28
		Pune Zone	5	16	15	5	0	24
		Nagpur Zone	27	81	66	42	5	12
		Gondia Zone	2	0	0	2	0	0
		Kalyan Zone	65	52	22	95	67	52
		Jalgaon Zone	0	2	2	0	0	2
		Nanded Zone	2	1	2	1	0	1
		Baramati Zone	0	6	1	5	2	1
		Chandrapur Zone	2	0	0	2	0	0
		Akola Zone	6	19	11	14	0	28
		BEST Undertaking	3	14	6	11	1	8
		R Infra D	1	3	2	2	0	2
		TPC-D	0	0	0	0	0	4
		Total	162	304	189	273	117	298
14	Meghalaya	Meghalaya , CGRF	Nil	1	1	Nil	Nil	Nil
		Bhubaneswar	4	129	127	6	0	21
		Khurda	40	151	169	22	2	22
		Cuttack	11	306	300	17	0	23
		Dhenkanal	57	186	176	67	2	10
		Paradeep	72	90	124	38	0	19
		Rourkela	48	42	81	9	1	4
		Burla	38	125	78	85	5	19
		Bolangir	101	167	180	88	0	38
		Balasore	70	89	129	30	0	28
		Jajpur Road	30	59	74	15	11	11
		Berhampur	75	138	110	103	20	55
		Jeypore	105	146	123	128	36	39
		Total	651	1628	1671	608	77	289
		PSPCL	21	40	38	23	2	25
16	Punjab	Total	21	40	38	23	2	25
		Ajmer	481	3505	3347	639	-	-

17	Rajasthan	Jaipur	724	7868	7874	718	-	-
		Jodhpur	303	1649	1582	370	-	-
		Total	1508	13022	12803	1727	-	-
18	Tamil Nadu	Tamil Nadu	161	279	270	170	24	77
19	Uttar Pradesh	Agra	58	33	28	63	30	408
		Aligarh	11	26	13	24	14	11
		Jhansi	33	104	95	42	20	41
		Kanpur	17	8	13	12	4	98
		Chitrakoot	2	0	0	2	2	0
		Kanpur, KESCO	121	30	25	126	77	102
		Lucknow	23	59	57	25	15	36
		Bareilly	5	204	0	209	5	77
		Faizabad	28	146	142	32	20	28
		Gonda Devipatan	12	0	0	12	12	0
		Greater Noida	2	0	1	1	1	1
		Varanasi	42	62	60	44	26	35
		Allahabad	144	167	43	268	129	14
		Gorakhpur	16	120	119	17	13	188
		Azamgarh	17	20	28	9	5	53
		Mirzapur	126	11	22	115	112	58
		Basti	4	228	224	8	2	525
		Meerut	32	56	45	43	11	52
		Moradabad	46	37	10	73	45	33
		Saharanpur	28	5	15	18	14	135
		Total	767	1316	940	1143	557	1895
20	Uttarakhand	Garhwal Zone	46	46	67	25	17	0
		Kumaon Zone	76	83	85	74	10	0
		Total	122	129	152	99	27	0
21	West Bengal	WBSEDCL	89	198	222	191	38	37
		CESC LTD.	2	208	207	3	Nil	All Working days during the period
		DPSC Ltd.	Nil	1	Nil	Nil	Nil	Nil
		DVC	Nil	Nil	Nil	Nil	Nil	No sitting as no complain received during this quarter
		DPL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	91	407	429	194	38	37
		P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil



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, 2015	No. of Grievances received during the quarter ending December, 2015	No. of Grievances disposed during the quarter (Oct.-Dec., 2015)	No. of Grievances pending at close of the quarter (Oct.-Dec., 2015)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Oct.- Dec., 2015)
1	Assam	1	1	3	Nil	4	1	5
2	Andhra Pradesh	1	26	13	8	31	22	14
3	Arunachal Pradesh	1	Nil	4	Nil	4	4	3
4	Bihar	1	50	8	12	46	38	5 days in a week except holidays
5	Delhi	1	15	15	3	27	25	12
6	Gujarat	1	20	47	36	31	0	62
7	Haryana	1	4	3	5	2	0	5
8	Himachal Pradesh	1	-	-	-	-	-	-
9	Jharkhand	1	3	5	4	4	4	14
10	Karnataka	1	8	9	2	15	7	10
11	Kerala	1	50	22	34	38	16	38
12	Madhya Pradesh	1	10	7	4	13	2	11
13	Maharashtra	2	62	32	58	36	7	73
14	Meghalaya	1	NIL	1	1	NIL	NIL	NIL
15	Orissa	2	53	44	51	46	24	112
16	Punjab	1	18	19	20	17	0	19
17	Rajasthan	1	33	48	67	14	Nil	Full Time
18	Tamil Nadu	1	-	29	21	43	0	27
19	Uttarakhand	1	22	5	18	9	18	0
20	Uttar Pradesh	1	44	57	51	50	17	130
21	West Bengal	3	193	88	159	122	64	58
22	(JERCMM) Manipur & Mizoram	2	NIL	1	NIL	1	NIL	NIL
23	JERC Goa & All Uts	1	NIL	NIL	NIL	NIL	NIL	NIL
24	Chhattisgarh	1	1	3	2	2	Nil	59
25	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil



**Status of Achievement of Standard of Performance (SOP)**

S.N.	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	Section-VIII - States of achievement of Standard of Performance		
					The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The data & details of the report published by SERC under section 59(2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	Regulation No. 9 of 2013, dated 08.08.2013	-	-	6	Rs 34,800/-	-
3	Arunachal Pradesh	SOP Regulation not yet notified by APJERC, but under process of preparation	NA	NA	NA	NA	NA
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 13-14 has been submitted by the licensee. This is under compilation for publication.	Report submitted in hard copy.	None	Nil	The report for FY 2012-13 has been published on 27.09.2014. The report for FY 2013-14 shall be published shortly after 3rd party verification of data. 3rd party verification report has been
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002. Further amended on 1.1.2003 and 20.5.2003. Delhi Electricity Regulatory Commission (Performance Standard - Metering & 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 as amended from time to time.	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.	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of performance achieved to the commission for FY 2013-14 and the same has been incorporated published in Tariff Order dated 29.9.2015. The copy of same is available on the website of DERC i.e. www.derc.gov.in
6	Gujarat	<u>Notification No. 10 of 2005</u>	20.05.2015( Annual Report of FY 2014-15)	<a href="http://www.ugvcl.com/sop/index.htm">http://www.ugvcl.com/sop/index.htm</a>	Nil	Nil	20.05.2015
		Uttar Gujarat Vij Company Ltd.(UGVCL)					
		Madhya Gujarat Vij Company Ltd.(MGVCL)	23.04.2015( Annual Report of FY 2014-15)	<a href="http://www.mgvcl.com">www.mgvcl.com</a>	Nil	Nil	20.06.2014
		Paschim Gujarat Vij Company Ltd. (PGVCL)	17.04.2015 (Annual Report of FY 2014-15)	<a href="http://www.pgvcl.com">www.pgvcl.com</a>	Nil	Nil	17.04.2015
		Dakhsin Gujarat Vij Company Ltd.	30.04.2015(Annual Report of FY 2014-15)	<a href="http://www.dgvcl.com">www.dgvcl.com</a>	Nil	Nil	30.04.2015
		TPL-Ahmedabad	02.06.2015(Annual Report of FY 2014-15)	<a href="http://www.torrentpower.com/regulatory_sop.php">www.torrentpower.com/regulatory_sop.php</a>	Nil	Nil	02.06.2015
		TPL-Surat	02.06.2015(Annual Report of FY 2014-15)	<a href="http://www.torrentpower.com/regulatory_sop.php">www.torrentpower.com/regulatory_sop.php</a>	Nil	Nil	02.06.2015
7	Haryana	16 <sup>th</sup> July 2004 HERC (Standards of Performance for the Distribution Licensee) Regulation 2004	Information not furnished by the licensees. Matter being pursued	-	Nil	Nil	-
8	Himachal Pradesh	The HERC (Distribution Performance Standards) Regulation, 2010 has been notified in October, 2010 after repealing the HPERC (Distribution Licensee's Standards of Performance) Regulations, 2005			The distribution licensee has not reported any payment regarding compensation paid to its Consumer under subsection (2) of section 57 or as per HPERC Regulation, 2010	Nil	NA
9	Jharkhand			Nil			
10	Karnataka	24-05-2004 vide Notification No D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY15 during the 1 <sup>st</sup> week of July, 2015.	-	Nil	Nil	The Commission has already published the details of levels of SOP achieved by Distribution companies for FY15 in KERC website: <a href="http://www.karnataka.gov.in/kerc">www.karnataka.gov.in/kerc</a> . Distribution companies have also been directed to publish the levels of SOP achieved by
11	Kerala			Nil			
12	Madhya Pradesh	MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No RG-8(II) of 2012) dated 11/23/2012	MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabalpur dated 07.15.2015 MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 08.07.2015 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 05.26.2015	-	Nil	Nil	Dated 08.13.2015, Uploaded on Commission's website

13	Maharashtra	1. MERC (Standards of performance of distribution licensees. Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005. 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.	For FY 2014-15 BEST, R-Infra-D and TPC-D & MSEDCL furnished data to the Commission as follows:  Dates on which data is submitted  Q1 QII QIII QIV BEST 21.1.15 26.03.15 10.7.15 R-Infra-D 1.10.14 23.02.15 14.3.15 4.7.15 TPC-D 1.8.14 03.11.14 05.2.15 5.5.15 MSEDCL 11.09.15  For FY 2015-16 BEST, R-Infra-D, TPC-D, MSEDCL and SPPL furnished data to the Commission as follows.	For FY 2014-15 MSEDCL http://www.mercindia.org in/pd/Order/5842/MSEDCL-1415-Q1.pdf http://www.mercindia.org in/pd/Order/5842/MSEDCL-1415-Q2.pdf http://www.mercindia.org in/pd/Order/5842/MSEDCL-1415-Q3.pdf http://www.mercindia.org in/pd/Order/5842/MSEDCL-1415-Q4.pdf [MSEDCL in its report has not submitted Reliability Indices data. MSEDCL vide letter dated 5.8.2015, has submitted that it is migrating from the existing Consumer Monitoring System (CMS) to Network Data Management (NDM) system for deriving accurate Indices.]	For FY 2014-15 MSEDCL- 70 Nos. Nil for BEST, R-Infra-D and TPC-D	For MSEDCL compensation paid - amounting to Rs.7,09,357/-	On 29.10.2015, details are available on the Commission's website for FY 2015-16.
14	Meghalaya	15.01.2013 MERC (Standard of Performance) Regulations, 2012.	08.04.2013	—	Nil	Nil	Report published in local newspapers. 23.04.2013.
15	Orissa	21.05.2004 OERC (Licensees Standards of Performance) Regulation, 2004 is available in OERC website. www.orierc.org/downloads.  Regulations- OERC (Licensees Standards of Performance) Regulation, 2004.	FY 2013-14 CESU - 15.05.2014 NESCO - 30.06.2014 SOUTHCO - 14.11.2014 WESCO - 17.11.2014	www.orierc.org-> performance of DISCOMs-> for the FY 2013-14. Also available in www.cescoorissa.com for CESU.	NIL	NIL	11.12.2014
16	Punjab	Provision for payment of compensation notified vide Notification No. PSERC/Secy/Regu-61 Dated 2 <sup>nd</sup> December, 2011 effective from 1.1.2012.	For the period from 01.04.2014 to 31.03.2015 (Yearly)	—	Nil	Nil	Nil
17	Raasthan			Nil			
18	Tamil Nadu			Nil			
19	Tripura	Regulation made and published in Tripura Gazette on 18.01.2005	Quarterly status Report for 1st Quarter, 2nd Quarter of Financial year was submitted by the Licensee vide their letter No. F 5(3)/TSECL/Corp Office/CGRF/2015-16/36885-97 dated 15.10.2015	Submitted by the Licensee vide their letter No. F 5(3)/TSECL/Corp Office/CGRF/2015-16/36885-97 dated 15.10.2015	Till date no such situation arises for which levy of penalty or compensation there of being paid.	Nil	The last Annual Report published by the TERE for the year 2013-14  where the Standard of Performance were elaborated.
20	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy Supply Code/05-2528 Dated 18/02/2005	Quarterly Filing NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014	—	Nil	Nil	Put on Website on 01.11.2013, 18.02.2014, 06.03.2014 and 05.06.2014.
21	Uttarakhand	17-Apr-07	NA	NA	NA	NA	NA
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 64/WBERC dated 07.01.2014.	Memo No. CRM/WBERC/Report 341 dated 29.05.2015	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 Licensees relating to Consumer Complaints Regulations, 2010).	I	Rs.88500/-	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-27/5/0471 dated 15.07.2015.

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. GM(CR) 560 dated 26.06.2015	Annual Performance 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 Licensees relating to Consumer	Nil	Nil	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-27/5/0471 dated 15.07.2015.
		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/H/002/15-16/1286 dated 15.06.2015	Annual Performance Report for the year 2014-15 submitted by <b>Indian Power Corporation Limited (Formerly DPSC Limited)</b> in terms of regulation no. 16.0 of	Nil	Nil	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-27/5/0471 dated 15.07.2015.
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Conil/WBERC/2015/1144 dated 29.16.2015	Annual Performance Report for the year 2014-15 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	Nil	Nil	Annual Performance Report for the year 2014-15 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 under Memo No. WBERC/B-27/5/0471 dated 15.07.2015.
		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/1-1776 dated 02.07.2015	Annual Performance Report for the year 2014-15 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) Regulations, 2010 has	Nil	Nil	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-27/5/0471 dated 15.07.2015.
23	(JERC/NM) Manipur & Mizoram	The Manipur Gazette No.281 of 26.8.2010	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
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 Report of failure by the Licensees reported so far as such the Licensees has not furnished any report.	Nil	Nil	Nil	There are no Reports/complaints regarding failure by the Licensees till date. As such no report has been published by the Commission.
26	Jammu & Kashmir	SOP Regulation issued by SERC in March, 2006.	The report for the FY 2014-15 is yet to be received from the Distribution Utility.	-	No compensation paid during 2014-15.	No compensation paid during 2011-12, 2012-13, 2013-14 & 2014-15.	The Utility has been directed to submit the report for 2014-15 at the earliest to facilitate its publication by the Commission under Section 55 (2) of the
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	Nil	-	NA (The matter being pursued)
28	Nagaland	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A)	Nil	NIL	NIL	NIL	Nil
29	Telangana			Information not submitted			