

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)**  
3<sup>rd</sup> & 4<sup>th</sup> Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001  
Tel : 23353503 / Fax : 23753920

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

Dated: 08 June, 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)

O/c



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 March, 2016

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 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 March, 2016 as against the status in quarter ending December, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2015	Status of Vacancy for quarter ending March, 2016
1.	Andhra Pradesh	One vacancy against the post of Member (Co-opted) in APSPDCL since 01.04.2015.	Two vacancies against the post of Member (Accounts) and Member (Consumer Affairs) in APSPDCL since 01.04.2016 and 01.04.2015 respectively.
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 in Purnea since 07.03.2016.  One vacancy against the post of Members in Muzaffarpur since 07.01.2014.
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.	Chandigarh	-	One vacancy against the post of Member (Licensee) JERC, ED-Chandigarh since 21.11.2015.
5.	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) 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.  One vacancies against the post of Member (Finance & Acs) in VUSNF, Dumka since 30.06.2012.  One Vacancy against the post of Member (Finance & Acs) in VUSNF, Hazaribagh since 25.01.2014.

		<p>One Vacancy against the post of Member (Finance &amp; Acs) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 26.07.2014.</p> <p>One Vacancy against the post of Chairperson cum-Member (Legal) in Damodar Vally Corporation, Maithon, Jharkhand since September, 2013.</p>	<p>Two vacancies against the post of Member (Finance &amp; Acs) and Member (Technical) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 26.07.2014 and 07.01.2016 respectively.</p>
6.	Maharashtra	<p>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.</p>	<p>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 and five vacancies against the post of Member in Nanded Zone, Amravati Zone, Jalgaon Zone, Gondia Zone and Baramati Zone since 17.10.2011, 17.11.2015, 17.10.2011, 17.11.2015 and 17.10.2011 respectively.</p>
7.	Punjab	Nil	<p>One vacancies against the post of Member (Independent) in Punjab since 04.02.2016.</p>
8.	Uttarakhand	Nil	<p>One vacancies against the post of Judicial Member in Uttarakhand since 04.01.2016.</p>

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9	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 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>One vacancy against the post of the Member in Mettur EDC since 25.11.2013.</p> <p>One vacancy against the post of the Member in Chennai EDC (North) since 04.04.2016.</p> <p>One vacancy against the post of the Member in Cuddalore EDC since 23.02.2016.</p> <p>One vacancy against the post of the Member in Vellore EDC since 01.04.2015.</p> <p>One vacancy against the post of the Member-II in Trichy/Metro/EDC since 10.12.2014.</p> <p>One vacancy against the post of the Member in Nagapattinam EDC since 01.01.2016. (One member to be appointed by TNERC)</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 03.07.2015.</p>
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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 March, 2016 as against the status in quarter ending December, 2015 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2015	Status of Vacancy for quarter ending March, 2016
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015



### 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 March, 2016 as against the status in quarter ending December, 2015 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2015	Status of Vacancy for quarter ending March, 2016
1.	Jammu & Kashmir	CGRF not established sofar	CGRF not yet established.
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 March, 2016 as against the status in quarter ending December, 2015 is as under:

<b>S. No.</b>	<b>SERCs/JERCs</b>	<b>Status of Vacancy for quarter ending December 2015</b>	<b>Status of Vacancy for quarter ending March, 2016</b>
<b>1.</b>	<b>Jammu &amp; Kashmir</b>	Ombudsman not established sofar	Ombudsman not established sofar



**Summary of the vacant positions**

**Vacancies in CGRF**

1. Two vacancies against the post of Member (Accounts) and Member (Consumer Affairs) 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. One Vacancy in CGRF for the post of Member (Licensee) in the State of Chandigarh.
6. One vacancy in CGRF for the post of Member (Independent) in the State of Punjab.
7. Ten vacancies in CGRF for the post of Member in the State of Tamil Nadu.
8. Three vacancies against the post of Chairperson and five vacancies against the post of Member in the State of Maharashtra.
9. The posts of CGRF are yet to be created in the State of Arunachal Pradesh and Jammu & Kashmir.
10. One vacancy against the post of Judicial Member in Uttarakhand.

**Vacancies in Ombudsman**

1. One Vacancy against the post of Ombudsman in Tripura Electricity Regulatory Commission.
2. The post of Ombudsman is yet to be created in the State of Jammu & Kashmir.



## Section -VI

## Status of disposal of Grievances by CGRF

No.	Name of SERC/ JERCs	Name CGRF	Status of disposal of Grievances by CGRF					No. of sittings of CGRF in the quarter (Jan.-Mar., 2016)
			No. of Grievances Outstanding at the close of Previous quarter ending December, 2015	No. of Grievances received during the quarter ending March, 2016	No. of Grievances disposed during the quarter (Jan.-Mar., 2016)	No. of Grievances pending at close of the quarter (Jan.-Mar., 2016)	No. of Grievances pending which are older than 2 months	
1	Assam	APDCL, CAR, Nagaon	0	0	0	0	0	0
		APDCL, Dibrugarh	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, GAR, Silchar	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Bongaigaon Zone	Nil	1	Nil	-	-	None
		APDCL (LAZ), Rangia, Guwahati	Nil	1	Nil	1	Nil	Nil
		Total	0	2	0	1	0	0
		APEPDCL, Visakhapatnam	0	0	0	0	0	0
2	Andhra Pradesh	APSPDCL/Tripurahi/Anhra Pradesh	230	141	137	234	151	14
		Total	230	141	137	234	151	14
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
		Parna	181	52	19	214	169	57
		Muzaffarpur	137	5	0	142	138	63
		Purnea	19	10	4	25	Nil	Nil
		Total	337	67	23	381	307	120
4	Bihar	BRPL	116	22	91	47	27	28
		BYPL	16	13	19	10	6	9
		TPDDL	151	106	130	127	53	43
		NDMC	3	2	2	3	2	5
		Total	286	143	242	187	88	85
5	Delhi	DGVCL	7	86	83	10	0	14
		MGVCL	1	5	6	0	0	3
		PGVCL, Rajkot	37	82	102	17	2	15
		PGVCL, Bhavnagar	23	108	79	52	1	51
		PGVCL, Bhuj	11	13	22	2	0	2
6	Gujarat	UGVCL	7	33	29	11	0	9

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		TPL, Ahmedabad	7	36	34	9	0	11
		TPL, Surat	1	7	6	2	0	14
		Total	94	370	361	103	3	119
7	Haryana	UHBVNL	5	7	3	9	2	17
		DHBVNL	33	55	45	43	2	25
		Total	38	62	48	52	4	42
8	Himachal Pradesh	FRGC, Kasumpti, Simla	57	10	19	48	45	11
		Total	57	10	19	48	45	11
		Sail Bokaro, Jharkhand	0	0	0	0	0	0
		JISCO	Nil	Nil	Nil	Nil	Nil	1
		Tata Steel Ltd.	Nil	1	Nil	1	Nil	1
		Jharkhand Urja Vikas Nigam Ltd.	5	2	3	4	3	13
9	Jharkhand	VUSNF, Chaibasa	14	3	3	14	14	13
		VUSNF, Dumka	2	1	1	2	1	Not Available
		VUSNF, Hazaribagh	15	7	6	16	11	2
		VUSNF, JSEB, Medinipur	2	Nil	Nil	2	2	2
		Damodar Vally Corpn. Maithon, Jharkhand	1	Nil	Nil	1	1	3
10	Karnataka	Total	39	14	13	40	32	35
		BESCOM	45	34	21	58	41	12
		MESCOM	1	4	3	2	0	3
		HESCOM	15	9	8	16	11	16
		GESCOM	28	2	17	13	12	4
		CESC	1	0	0	1	1	0
		Total	90	49	49	90	65	35
		CGRE-North (KSEB)	45	56	62	39	13	112
		CGRE-Central (KSEB)	35	43	42	36	4	11
		CGRE-South (KSEB)	70	73	75	68	0	36
11	Kerala	Trichur Corporation	1	2	2	1	0	3
		KDHPCL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	151	174	181	144	17	162
		ECGRF Bhopal	41	29	37	33	1	14
		ECGRF Indore	48	89	92	45	0	33
		ECGRF Jabalpur	33	394	427	0	0	26
		Total	122	512	556	78	1	73
12	Madhya Pradesh	Bhandup Urban Zone	32	27	26	33	33	121
		Kolhapur Zone	26	11	11	26	3	4

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13	Maharashtra	Nashik Zone	15	21	12	9	0	19
		Konkan Zone	3	5	6	2	0	8
		Latur Zone	8	7	4	11	6	7
		Aurangabad Zone	5	10	10	5	4	11
		Amravati Zone	1	6	6	1	0	7
		Pune Zone	5	8	8	5	0	4
		Nagpur Zone	42	46	65	23	5	10
		Gondia Zone	2	0	0	2	2	0
		Kalyan Zone	95	73	15	153	95	64
		Jalgaon Zone	0	10	2	8	0	4
		Nanded Zone	1	0	1	0	0	1
		Baramati Zone	6	0	6	0	0	6
		Chandrapur Zone	2	0	2	0	0	2
		Akola Zone	15	2	16	1	0	37
		BEST Undertaking	11	11	13	6	0	11
		R Infra D	2	4	4	1	0	4
		TPC-D	0	0	0	0	0	3
		SPPL	0	0	0	0	0	0
		Total	271	241	207	286	148	323
14	Meghalaya	Meghalaya, CGRI	Nil	1	1	Nil	Nil	Nil
15	Orissa	Bhubaneswar	6	123	121	8	0	32
		Khurda	22	141	147	16	1	23
		Cuttack	17	422	402	37	0	23
		Dhenkanal	67	343	172	238	5	10
		Paradeep	38	271	140	169	0	24
		Rourkela	9	147	77	79	2	3
		Burla	85	22	96	11	6	19
		Bolangir	88	133	197	24	0	33
		Balasore	30	86	76	40	0	21
		Jaipur Road	15	51	48	18	6	9
		Berhampur	103	188	127	164	40	95
		Jeyore	128	109	107	130	42	37
		Total	608	2036	1710	934	102	329
		PSPCL	23	28	29	22	1	23
		Total	23	28	29	22	1	23
		Ajmer	481	5969	6038	412	-	-
		Jaipur	724	13371	13549	546	-	-
		Jodhpur	303	2705	2764	244	-	-
		Total	1508	22045	22351	1202	-	-
17	Rajasthan							

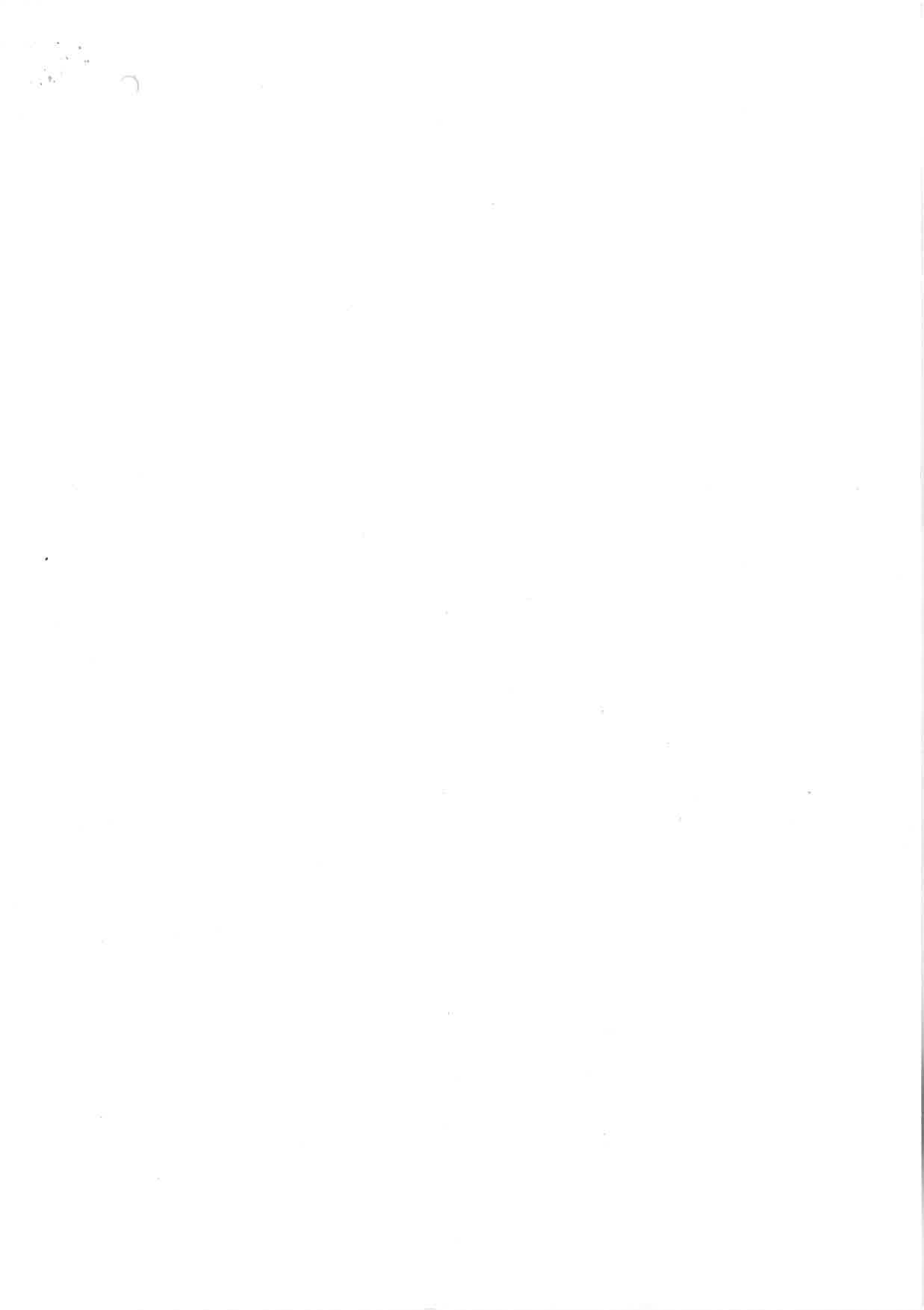
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18	Tamil Nadu	Tamil Nadu	168	278	299	147	10	71
		Agra	63	44	28	79	46	637
		Aligarh	24	11	16	19	10	15
		Jhansi	42	137	132	47	24	68
		Kanpur	12	8	0	20	10	56
		Chitrakoot	2	0	0	2	2	0
		Kanpur, KESCO	126	39	53	112	89	310
		Lucknow	25	24	27	22	5	41
		Barilly	209	1	4	206	205	698
		Faizabad	32	91	40	83	38	87
		Gonda Devipatan	12	0	0	12	12	0
		Greater Noida	1	0	0	1	1	3
		Varanasi	44	210	195	59	25	12
		Allahabad	268	66	57	277	219	18
		Gorakhpur	17	142	134	25	6	276
		Azamgarh	9	130	126	13	9	156
		Mirzapur	115	153	67	201	186	67
		Basti	8	41	44	5	0	122
		Meerut	43	57	50	50	12	61
		Moradabad	73	41	34	80	59	37
		Saharanpur	18	11	13	16	9	104
		Total	1143	1206	1020	1329	967	2768
		Garhwal Zone	25	58	44	39	16	Full Time
		Kumaon Zone	74	68	70	72	59	Full Time
		Total	99	126	114	111	75	Full Time
		WBSEDCL	65	175	189	-	-	53
		CESEDCL	3	192	193	2	Nil	All Working Days during the period
		DPSCL Ltd.	Nil	1	Nil	Nil	Nil	Nil
21	West Bengal							
		DVC	Nil	1	Nil	1	Nil	One sitting during this quarter
		DPL	Nil	Nil	Nil	Nil	Nil	Nil
		Total	68	369	382	3		53
		P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
22	(JERC) Manipur & Mizoram	Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil

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23	Joint Electricity Regulatory Commission	CGRF Lakshadweep	0	0	0	0	0	0	5
		Daman & Diu	0	9	9	0	0	4	
		CGRF-ED-Chandigarh	46	49	73	22	9	36	
		CGRF-A&N Island	1	21	17	5	0	105	
		CGRF-DNH	5	7	9	3	0	4	
		CGRF-ED-Goa	35	11	32	14	4	9	
		CGRF-Puducherry	6	18	20	4	0	61	
		Total	93	115	160	48	13	224	
		Sikkim	Nil	1	Nil	1	Nil	1	
		Total	Nil	1	Nil	1	Nil	1	
25	Chhattisgarh	Raipur	12	25	27	10	3	29	
		Bilaspur	5	45	31	19	0	29	
		Raigarh	0	0	0	0	0	0	
		Bhilai	0	1	Nil	1	Nil	3	
		Total	17	71	58	30	3	61	
26	Jammu & Kashmir	CGRF not established as yet							
27	Tripura	TSECL-CGRF-I, TSECL-CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil	
28	Nagaland	NA	Nil	Nil	Nil	Nil	Nil	Nil	
29	Telangana	TSSPDCL:CGRF	28	122	108	42	2	10	
		TSSPDCL: CGRF-1	28	122	108	42	2	10	
		TSSPDCL:CGRF-2	105	280	240	145	6	23	
		TSNPDCL: CGRF	53	173	119	107	16	23	
		Total	186	575	467	294	24	56	

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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 December, 2015	No. of Grievances received during the quarter ending March, 2016	No. of Grievances disposed during the quarter (Jan.-Mar, 2016)	No. of Grievances pending at close of the quarter (Jan.-Mar., 2016)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Jan.-Mar., 2016)
1	Assam	1	4	1	4	1	4	4
2	Andhra Pradesh	1	13	9	17	23	16	16
3	Arunachal Pradesh	1	4	Nil	4	Nil	Nil	1
4	Bihar	1	47	7	14	40	33	5 days in a week except holidays
5	Delhi	1	27	13	9	31	24	31
6	Gujarat	1	31	54	59	26	12	92
7	Haryana	1	2	12	10	4	0	8
8	Himachal Pradesh	1	-	-	-	-	-	-
9	Jharkhand	1	4	3	5	2	2	12
10	Karnataka	1	15	17	7	25	17	15
11	Kerala	1	38	22	32	28	6	27
12	Madhya Pradesh	1	13	13	13	13	5	15
13	Maharashtra	2	36	49	39	46	16	59
14	Meghalaya	1	Nil	1	1	Nil	Nil	Nil
15	Orissa	2	46	65	49	62	27	116
16	Punjab	1	17	15	14	18	0	16
17	Rajasthan	1	33	57	85	5	Nil	Full Time
18	Tamil Nadu	1	43	32	29	46	21	33
19	Uttarakhand	1	9	3	6	6	4	Full Time
20	Uttar Pradesh	1	50	70	57	63	15	203

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21	West Bengal	2	122	38	67	93	71	48
	(JERCM)							
22	Manipur & Mizoram	1	NIL	Nil	NIL	Nil	NIL	NIL
23	JERC Goa & All Uts	1	NIL	NIL	NIL	NIL	NIL	NIL
24	Chhattisgarh	1	2	9	10	1	Nil	48
25	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir	Ombudsman not established as yet						
28	Nagaland		Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	1	-	22	33	38	17	-

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**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	Section VIII - Status 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 SERC under section 59(2)	The date & details of the report published by
1	Assam	19.08.2000	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	SOP Regulation not yet notified by APSEERC on 28.01.2016 only and has become effective w.e.f 28.03.2016 as per Regulation	Nil	Nil	Nil	Nil	Nil
3	Andhra Pradesh	Notification issued on 18.01.2007. On the request of the board it was made effective from 23.4.2008.	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 received. It will take some time more.
4	Bihar	Nil	Nil	Nil	Nil	Nil	Nil
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.8.2002 and amended on 1.1.2003 and 20.5.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended from time to time on 12.8.2011 and 25.3.2015. The copy of the same is available on the website of DERC i.e www.derc.gov.in	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 i.e www.tatapower-dli.com & www.besdelhi.com	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 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	Notification No. 10 of 2005	20.05.2015(Annual Report of FY 2014-15)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	20.05.2015
	Uttar Gujarat Viji Company Ltd (UGVCL)	23.04.2015(Annual Report of FY 2014-15)	www.mgvcl.com	Nil	Nil	Nil	20.06.2014
	Madhya Gujarat Viji Company Ltd (MGVCL)	17.04.2015 (Annual Report of FY 2014-15)	www.pgvcl.com	Nil	Nil	Nil	17.04.2015
	Pashchim Gujarat Viji Company Ltd (PGVCL)	30.04.2015(Annual Report of FY 2014-15)	www.dgvcl.com	Nil	Nil	Nil	30.04.2015
	Dakshin Gujarat Viji Company Ltd	02.06.2015(Annual Report of FY 2014-15)	www.torantpower.com/regulatory_sop.php	Nil	Nil	Nil	02.06.2015
	TPL Ahmedabad	02.06.2015(Annual Report of FY 2014-15)	www.torantpower.com/regulatory_sop.php	Nil	Nil	Nil	02.06.2015
	TPL Surat	02.06.2015(Annual Report of FY 2014-15)	www.torantpower.com/regulatory_sop.php	Nil	Nil	Nil	02.06.2015
7	Haryana	16 <sup>th</sup> July 2004 HPERC(Standards of Performance for the Distribution Licensees) Regulation 2004	Information furnished by the UHBVNL vide memo no Ch-20/CYMR/ANF-67/Vol-11 dated 16.02.16 and by UHBVNL vide Memo no Ch-13/SER/RA-232/Vol-11 dated 23.02.16 for FY 2014-15	Nil	Nil	Nil	Information pertaining to UHBVNL published on the Commission's website during March, 2016
8	Karnataka Pradesh	The HPERC (Distribution Performance Standards) Regulation, 2010 has been notified in October, 2010 after repealing the HPERC (Distribution Licensees' Standards of Performance) Regulations, 2005	Nil	0	Nil	Nil	NA
9	Karnataka	24.05.2004 vide Notification No D/O/203	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	Nil	The Commission has already published the details of levels of SOP achieved by Distribution companies for FY15 in KERC website: www.karnataka.gov.in/kerc. Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites
10	Kerala	Nil	Nil	Nil	Nil	Nil	Nil
11	Madhya Pradesh	APERC (Performance Standards) (Revision-II) VP Poor, Kshetra Vidya Viran Co. Ltd Jabalpur Regulations, 2012 (No RG-S(1) of 2012) dated 07.15.2015	Nil	Nil	Nil	Nil	Dated 08.13.2015, Uploaded on Commission's website

11/23/2012

MP Paschim Kshetra Vidyalaya Varan Co. Ltd. Indore  
dated 08.07.2015  
MP Madhya Kshetra Vidyalaya Varan Co. Ltd. Hhopal  
dated 05.26.2015

13	Madhya Pradesh	15.01.2013	MSERC (Standard of Performance) Regulation, 2012	08.04.2013	Nil	Nil	Report published in local newspapers 23.04.2013
14	Meghalaya	15.01.2013	MSERC (Standard of Performance) Regulation, 2012	08.04.2013	Nil	Nil	Report published in local newspapers 11.12.2014
15	Orissa	21.05.2004	OERC (Licenses Standards of Performance) Regulation, 2004 is available in OERC website <a href="http://www.oerc.org">www.oerc.org</a> download Regulations of OERC (Licenses 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.oerc.org > performance of DISCOMs > for the FY 2013-14. Also available in <a href="http://www.cesooorissa.com">www.cesooorissa.com</a> for CESU, <a href="http://www.nescoodisha.com">www.nescoodisha.com</a> for NESCO, <a href="http://www.southcoodisha.com">www.southcoodisha.com</a> for SOUTHCO, <a href="http://www.wescoodisha.com">www.wescoodisha.com</a> for WESCO	NIL	NIL

1. MSERC (Standards of performance of distribution licenses, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 30 January, 2005  
2. 2005 Regulation is superseded by MSERC (Standards of performance of distribution licenses, 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	21.11.15	23.02.15	26.03.15	10.7.15
R-Infra-D	11.10.14	03.11.14	05.12.15	4.7.15
TPC-D	18.14	03.11.14	05.12.15	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

Dates on which data is submitted	
Q1	QII
BEST	1.10.15
R-Infra-D	5.10.15
TPC-D	3.8.15
MSEDCL	2.11.15
SPPL	10.7.15

For FY 2014-15  
MSEDCL

<http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q1.pdf>  
<http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q2.pdf>  
<http://www.mercindia.org.in/pdf/Order/5842/MSEDCL-1415-Q3.pdf>  
<http://www.mercindia.org.in/pdf/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.]

BEST

<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-Q1-QII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/BEST-1415-QIV.pdf>

R-Infra-D

<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-Q1.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QIII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/RInfra-1415-QIV.pdf>

TPC-D

<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/TPC-D-1415-Q1.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/TPC-D-1415-QII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/TPC-D-1415-QIII.pdf>  
<http://www.mercindia.org.in/pdf/Order.in/pdf/Order/5842/TPC-D-1415-QIV.pdf>

For FY 2014-15  
MSEDCL - 70 Nos  
Nil for BEST, R-Infra-D and TPC-D

For MSEDCL On 29.10.2015, details are available on the compensation paid - Commission's website for FY 2015-16 amounting to Rs.7,09,357/-

16	(Muzh)	Provision for payment of compensation notified vide Notification No. PSERC/Secy/Regu-01 Dated 2 <sup>nd</sup> December, 2011 effective from 1 <sup>st</sup> 2012							
17	Rajasthan								
18	Tamil Nadu								
19	Tripura	Regulatory made and published in Tripura Gazette 18.01.2005	Quarterly status Report for 3rd & 4th Quarter of last Financial year was submitted by the Licensee vide their letter No. F.5(3)/TSEC/LC/Corp Office/CGRF/2015-16/0082-05 dated 21.03.2016	Nil	Nil	Nil	Nil	Nil	Nil
20	Tripura	Date of Notification 14/09/2006 Notification No. UFERC/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	Nil	Nil	Nil	Put on Website on 01.11.2013, 18.02.2014, 06.03.2014 and 05.06.2014.
21	Tripura	17-Apr-07	NA	NA	NA	NA	NA	NA	NA
22	Tripura	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. CR/MWBERC/Report/341 dated 29.05.2015	Annual Performance Report for the year 2014-15 submitted by WBSEDL 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 Memo No. WBERC/B-27/5/0471 dated 15.07.2015	1	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 Memo No. WBERC/B-27/5/0471 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 Memo No. WBERC/B-27/5/0471 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 Memo No. WBERC/B-27/5/0471 dated 15.07.2015
23	Tripura	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. GNC/R.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 Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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 Memo No. WBERC/B-27/5/0471 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 Memo No. WBERC/B-27/5/0471 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 Memo No. WBERC/B-27/5/0471 dated 15.07.2015
24	Tripura	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. R.VII/002/15-16/1286 dated 15.06.2015	Annual Performance Report for the year 2014-15 submitted by Indian Power Corporation Limited (Formerly DPSC Limited) 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 Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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	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	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
25	Tripura	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. R.VII/002/15-16/1286 dated 15.06.2015	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 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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	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	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
26	Tripura	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. R.VII/002/15-16/1286 dated 15.06.2015	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 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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	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	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
27	Tripura	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. R.VII/002/15-16/1286 dated 15.06.2015	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 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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	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	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
28	Tripura	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. R.VII/002/15-16/1286 dated 15.06.2015	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 has been published vide under Memo No. WBERC/B-27/5/0471 dated 15.07.2015	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	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	Annual Performance

	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 29.08.2013 and 61/WBERC dated 07.01.2014	Memo No. COM/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 published vide Memo No. WBERC/B-27/0471 dated 15.07.2015	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 Memo No. WBERC/B-27/0471 dated 15.07.2015
22	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 29.08.2013 and 61/WBERC dated 07.01.2014	Memo No. COM/WBERC/2015/144 dated 29.06.2015	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 published vide Memo No. WBERC/B-27/0471 dated 15.07.2015.	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 Memo No. WBERC/B-27/0471 dated 15.07.2015.
23	WBERC (XIV) Manipur & Mizoram The Manipur Gazette No. 281 of 26.8.2010 The Mizoram Gazette No. 109 of 2.2.2014	Nil Nil Nil	Nil Nil Nil	Nil Nil Nil	Nil Nil Nil	Nil Nil Nil
24	WBERC Goa & Uts	Nil	Nil	Nil	Nil	Nil
25	Sikkim Sikkim SERC (Standard of performance for the Distribution and Transmission Licensees) 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 Licensee has not furnished any report	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	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 report for 2014-15 at the earliest to facilitate its publication by the Commission under Section 35 (2) of the State Act	The Utility has been directed to submit the report for 2014-15 at the earliest to facilitate its publication by the Commission under Section 35 (2) of the State Act
27	himachal Pradesh SbH Indr. 2000	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	Tamil Nadu ISERC adopted Regulation No. 7 of 2014 and amended under Regulation No. 9 of 2013 issued by WBERC. TERC is in the process of modification & finalisation the adopted Sop regulation	Nil		Nil	Nil	Nil

APR