

केन्द्रीय विद्युत विनियामक आयोग

CENTRAL ELECTRICITY REGULATORY COMMISSION





No: 15/9(1)/2009/APTEL/FOR/CERC

Dated: 18th November, 2014

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,

(Shubha Sarma) Secretary

Encl: As above. (8 copies)

तीसरी और चौथी मंजिल, चन्द्रलोक विल्डिंग, 36, जनपथ, नई दिल्ली–110001 3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi-110001 Phone: 91-11-23353503 Fax: 91-11-23753923

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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 September, 2014

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 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)

<u>Section - I</u>

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 September, 2014 as against the status in quarter ending June, 2014 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2014	Status of Vacancy for quarter ending September, 2014
†	Bihar, Patna	One vacancy against the post of Member in Patna since 26.02.2013	Still Vacant
		One vacancy against the post of Member Purnea since beginning of CGRF Purnea	Still Vacant
		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)	Still Vacant
2.	Jharkhand	One vacancy against the post of Member (Legal) in Sail Bokaro since 05.05.2012	Still vacant
		One vacancy against the post of Member (Finance) in Sail Bokaro since 01.07.2013	Still vacant
. Ut		2 vacancies against the post of Judicial Member in Gonda Devipatam & Jhansi	No vacancy
		of Technical Members in Kanpur, Lucknow, Faizabad, Mirzapur & Meerut.	No vacancy



	4. Chhattisgarl	One vacancy against the post of Member in each of the CGRFs of Raipur, Bilaspur, Raigarh & Bhila respectively since 04th March, 2011	of
4	5. Odisha	One vacancy against the post of Co-opted Member i Balasore	in Still vacant
6	. Kerala	No vacancy	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014
7.	Haryana	No vacancy	One vacancy against the post of Secretary in DHBVNL.
8.	Uttarakhand	One vacancy against the post of Member (Judicial) in Garhwal Zone.	
9.		No vacancy	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014
10.	Tamil Nadu	No vacancy	One vacancy against the post of the Member in Namakkal EDC since 28.06.2014 One vacancy against the
-		No vacancy	post of the Outside Member legal in Chengalpattu EDC since 29-08-2014.
	Maharashtra	No vacancy	Two vacancies against the post of the Chairperson and Executive Engineer (Member/Secretary) in Pune since august, 2014 and September, 2014 respectively.

Note: ERCs of Karnataka, Himachal Pradesh 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 September, 2014 as against the status in quarter ending June, 2014 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2014	quarter
4	- and the state of	Vacancy created in the	ending September, 2014
1	Jharkhand	post of Ombudsman since 11.01.2014	No vacancy
2	Uttar Pradesh	One vacancy is created in this quarter.	
3.	Chattisgarh	No vacancy	Still Vacant
4.	Sikkim	No vacancy	One vacancy is created in this quarter. One vacancy is created in this quarter since 30 th September,
5. Ote: ER	Haryana	No vacancy	2014. One vacancy is created in this quarter since 04.09.2014.

Note: ERCs of Karnataka, Himachal Pradesh 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 September, 2014 as against the status in quarter ending June, 2014 is as under:

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2014	Status of Vacancy for quarter ending September, 2014
1	Arunachal Pradesh	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 th January 2012.	CGRF not yet appointed by Department of Power, Govt of Arunachal Pradesh since 9 th January 2012.





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 September, 2014 as against the status in quarter ending June, 2014 is as under:

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2014	Status of Vacancy for quarter ending September, 2014
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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. Two Vacancies in CGRF for the post of Member in the State of Jharkhand.
- 3. Four vacancies in CGRF for the post of Member in the State of Chhattisgarh.
- 4. One vacancy in CGRF for the post of Co-opted Member in the State of Odisha.
- 5. One vacancy in CGRF for the post of Member in the State of Kerala.
- 6. One vacancy in CGRF for the post of Secretary in the State of Haryana.
- 7. One vacancy in CGRF for the post of Chairperson in the State of Andhra Pradesh.
- 8. Two vacancies in CGRF for the post of Member and Outside Member legal in the
- 9. Two vacancies in CGRF for the post of Chairperson and Executive Engineer in the

Vacancies in Ombudsman

- 1. Vacancy against the post of Ombudsman in Uttar Pradesh.
- 2. Vacancy against the post of Ombudsman in Chattisgarh.
- 3. Vacancy against the post of Ombudsman in Sikkim.
- 4. Vacancy against the post of Ombudsman in Haryana.

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Status of disposal of Grievances by Ombudsman

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	The report for all the four quarters of FY 12-13 has been submitted by the licensee.		Z A	APSPDCL dated 03-08-2012, Lr.No.CMD/SPDCL/CGM/Opn./G M/AE/RAC/F.SOP/D.No.218/12	a) First and Second Amendment Regulations dated 19.08.2005 and 9 of 2013 b) APERC (Reorganisation) Regulation No. 3 of 2014	APEPDCL dated 10-07-2014, Lr.No.CGM/Comml, & RA/EPDCL/VSP/F:Dkt/D.No.195	Lr.No.CGM(Comml)/SE(IPC)/DE(RAC)/D.No.926	TOODER		The date & details of on which the licencee has furnished the report to SERC under section 59(1) for the latest Financial
	Report submitted in hard copy.		NA		6-9990a-finalpdf2013- 14.pdf	http://www.aperc.gov.in/ape				Links to the reports submitted by Licensees
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or the Section assume	2		Z>		Rs.12.99.282/-			——————————————————————————————————————	Modelly A. C. S. Santa Santa January	The aggregate amount of the compensation
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		8.04.2013	04.27.2014	MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated	MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 05.29.2014	MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabalpur dated 05.17.2014		бі тей і інкічність разільня шанун акаденден шарініння акалейда кактература правода правода правода правода пр			04.04.2012 for the period October 2010 to March 2011 by DHBVN		27.05.2014(Annual Report of FY 2013-14)	2013-14)	2013-14)	2013-14)	24.05.2014(Annual Range of the	19.06.2014(Annual Report of FY	03.06.2014(Annual Report of FY 2013-14)	
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		NIL .	Z										and published in Tripura Gazette on 18/1/2005. Report in this regard for last financial year is yet to be furnished by the licensee to the Commission	Commission made a Regulation	26.06.2014 for the period from 01.04.2013 to 31.03.2014 (Yearly)	
⋗		Z	NIL										Report yet to be furnished.			
	# 3 Sec. 1			0		0		()	C				No report towards payment of compensation is furnished by the licensee.		Z ===	
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	West Bengal	
dated 07.01.2014	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WREPC	
Coml. /WBERC/2014/866 dated 27.06.2014.	Memo No. RA/II/002/14-15/1204 dated 30.06.2014	Memo No. GM (CR): 288 dated 12.06.2014
Annual report for the year 2013-14 submitted by DVC in terms of regulations 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-27/4/0529 dated 20.08.2014.	Annual report for the year 2013-14 submitted by DPSC Ltd in terms of regulations 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-27/4/0529 dated 20.08.2014.	Annual report for the year 2013-14 submitted by CESC Ltd in terms of regulations 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-27/4/0529 dated 20.08.2014.
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Annual Report for the year 2013-14 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo New WBERC/B-27/4.0529 dated 20.08.2014.	Annual Report for the year 2013-14 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No WBERC/B-27/4 0529 dated 20.08.2014.	Annual Report for the year 2013-14 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide under Memo No WBERC/B-27 4/0520 dated 20.08.2014.

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Annual Report for the year 2013-14 as per Standards or Performance (SOP) Regulations NIL dated 31.05.2010 has been published vide under Memo No. WBERC/B-27'4.0529 dated 20.08.2014.	Z	Annual report for the year 2013-14 submitted by DPL in terms of regulations 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-27/4/0529 dated 20.08.2014.	Memo No. NO/COM/Tariff/1- 1664 dated 03.07.2014		National Control of the Control of t	26



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