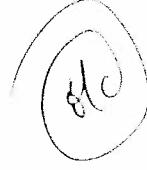
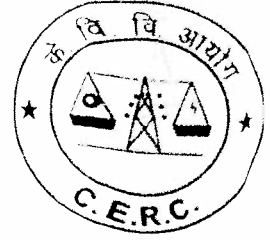




केन्द्रीय विद्युत विनियामक आयोग  
CENTRAL ELECTRICITY REGULATORY COMMISSION



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

Dated: 18<sup>th</sup> November, 2014

To,

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

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 बिल्डिंग, 36, जनपथ, नई दिल्ली-110001  
3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi-110001  
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Web Site : www.cercind.gov.in E-mail : info@cercind.gov.in

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 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 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)

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## 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 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.	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 and one Member passed away on 11.01.2014)	Still Vacant  Still Vacant  Still Vacant
2.	Jharkhand	One vacancy against the post of Member (Legal) in Sail Bokaro since 05.05.2012  One vacancy against the post of Member (Finance) in Sail Bokaro since 01.07.2013	Still vacant  Still vacant
3.	Uttar Pradesh	2 vacancies against the post of Judicial Member in Gonda Devipatam & Jhansi 5 vacancies against the post of Technical Members in Kanpur, Lucknow, Faizabad, Mirzapur & Meerut.	No vacancy  No vacancy

4.	Chhattisgarh	One vacancy against the post of Member in each of the CGRFs of Raipur, Bilaspur, Raigarh & Bhilai respectively since 04 <sup>th</sup> March, 2011	Still vacant
5.	Odisha	One vacancy against the post of Co-opted Member in Balasore	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.	No vacancy
9.	Andhra Pradesh	No vacancy	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014
10.	Tamil Nadu	No vacancy  No vacancy	One vacancy against the post of the Member in Namakkal EDC since 28.06.2014  One vacancy against the post of the Outside Member legal in Chengalpattu EDC since 29-08-2014.
11.	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.

*[Signature]*

## 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	Status of Vacancy for quarter ending September, 2014
1	Jharkhand	Vacancy created in the post of Ombudsman since 11.01.2014	No vacancy
2	Uttar Pradesh	One vacancy is created in this quarter.	Still Vacant
3.	Chattisgarh	No vacancy	One vacancy is created in this quarter.
4.	Sikkim	No vacancy	One vacancy is created in this quarter since 30 <sup>th</sup> September, 2014.
5.	Haryana	No vacancy	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 <sup>th</sup> January 2012.	CGRF not yet appointed by Department of Power, Govt. of Arunachal Pradesh since 9 <sup>th</sup> January 2012.

*Qm*

#### 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 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
		NIL	NIL

*Qm*

## 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 State of Tamil Nadu.
9. Two vacancies in CGRF for the post of Chairperson and Executive Engineer in the State of Maharashtra.

#### **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.
- Rm



**Section -VI**

**Status of disposal of Grievances by CGRF**

S. No.	Name of SERC/ JERCs	Name CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June 2014	No. of Grievances received during the quarter ending September, 2014	No. of Grievances disposed during the quarter (July- September, 2014)	No. of Grievances pending at close of the quarter (July- September, 2014)	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter (July- September, 2014)	
1	Assam  Total	APDCL, Tezpur	3	NIL	NIL	NIL	NIL	NIL	NIL	
		APDCL, Dibrugarh		NIL	1	1	NIL	NIL	1	
		APDCL, Guwahati		NIL	1	NIL	1	NIL	NIL	
				0	2	1	1	0	1	
2	Andhra Pradesh and Telangana/ APERC  Total	CGRF1, TSSPDCL	5	19	100	99	20	3	11	
		CGRF2, TSSPDCL		41	102	107	36	-	24	
		CGRF, APEPDCL		70	150	160	60	15	12	
		CGRF, TSNDCL		104	228	98	234	152	19	
		CGRF, APSPDCL		35	113	75	73	12	5	
				269	693	539	423	182	71	
3	Arunachal Pradesh	Does not arise as CGRF is not yet constituted by the Department of Power, Government of Arunachal Pradesh.	Nil	Data not available with APSERC						There is no data as CGRF is not yet constituted by the Department of Power, Govt of Arunachal Pradesh.
	Total									
4	Bihar	Patna	3	196	34	52	178	152	70	
		Muzaffarpur		NIL	NIL	NIL	NIL	NIL	NIL	
		Purnea		40	23	19	44	NIL	NIL	
	Total			236	57	71	222	152	70	

Sl. No.	State	Company	2011-12		2012-13		2013-14		2014-15		Total
			Production (Lacs)	Value (Rs. Crores)	Production (Lacs)	Value (Rs. Crores)	Production (Lacs)	Value (Rs. Crores)	Production (Lacs)	Value (Rs. Crores)	
5	Gujarat	UGVCL	6	33	25	14	0	11			
		MGVCL	5	41	36	10	0	11			
		PGVCL, Rajkot	43	114	126	31	0	12			
		PGVCL, Bhavnagar	33	79	89	23	3	18			
		PGVCL, Bhuj	3	20	21	2	1	13			
		DGVCL	2	53	53	2	0	8			
		TPL-Ahmedabad	10	66	62	14	0	13			
		TPL-Surat	0	13	13	0	0	13			
Total		102	419	425	96	4	13				
6	Haryana	UHBVNL	33	19	31	21	3	101			
		DHBVNL	23	37	42	18	2	12			
Total		56	56	73	39	5	28				
7	Jharkhand	SAIL, Bokaro	NA	NA	NA	NA	NA	40			
		JUSCO	0	0	0	0	0	NA			
		Tata Steel Ltd	0	0	0	0	0	0			
		JSEB, Ranchi, VUSNF	NA	2	0	0	0	0			
		JSEB, Chaibasa, VUSNF	NA	NA	NA	2	0	NA			
		JSEB, Dumka, VUSNF	NA	NA	NA	NA	NA	NA			
		JSEB, Hazaribagh, VUSNF	13	1	0	14	14	NA			
		JSEB, Medinipur, VUSNF	NA	NA	NA	NA	NA	NA			
Total		13	3	0	16	14	0				
8	Karnataka	BESCOM	17	19	8	28	10	12			
		MESCOM	6	1	5	2	0	3			
		CESC	2	1	1	2	0	1			
		HESCOM	52	4	7	49	49	9			
		GESCOM	15	7	3	19	9	3			
Total		92	32	24	100	68	28				

9	Kerala	CGRF-North (KSEB)			5	56	38	33	61	35	79
		CGRF-Central (KSEB)				83	53	69	67	17	69
		CGRF-South (KSEB)				53	64	58	59	NIL	24
		Trichur Corporation				5	2	5	2	NIL	3
	Total	KDHPL				NIL	NIL	NIL	NIL	NIL	NIL
10	Madhya Pradesh	Jabalpur			3	197	157	165	189	NIL	NIL
		Indore				7	1384	1376	15	NIL	175
		Bhopal				21	65	59	27	NIL	41
		Total				36	31	18	49	NIL	28
11	Meghalaya	Meghalaya, CGRF			1	64	1480	1453	91	19	9
	Total	Total				NIL	NIL	NIL	NIL	NIL	78
12	Odisha	Bhubaneswar			12	NIL	NIL	NIL	NIL	NIL	NIL
		Khurda				3	43	41	5	0	21
		Cuttack				24	103	93	34	0	17
		Dhenkanal				11	200	197	14	0	12
		Paradeep				100	112	128	84	27	14
		Rourkela				66	65	93	38	0	19
		Burla				14	62	60	16	3	10
		Bolangir				30	65	72	23	12	16
		Balasore				73	223	195	101	0	54
		Jaipur Road				16	95	80	31	0	25
		Berhampur				19	40	50	9	4	12
		Jeypore				164	176	134	206	73	58
	Total	Total				33	43	50	26	2	31
13	Punjab	PSPCL, Patiala			1	553	1227	1193	587	121	289
	Total	Total				21	40	40	21	4	28
14	Tripura	TSECL-CGRF-I			3	21	40	40	21	4	28
		TSECL-CGRF-II				NIL	NIL	NIL	NIL	NIL	NIL
		TSECL-CGRF-III				NIL	NIL	NIL	NIL	NIL	NIL
		Total				NIL	NIL	NIL	NIL	NIL	NIL
	Total	Total				0	0	0	0	0	0

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15	Uttar Pradesh	Agra	20	64	30	35	59	37	636
		Kanpur		24	4	14	14	8	99
		Aligarh		26	11	28	9	4	49
		Jhansi		34	6	6	34	22	42
		Chitrakoot		6	4	7	3	1	28
		KESCO, Kanpur		93	29	95	27	27	25
		Lucknow		51	13	30	34	46	9
		Barcilly		7	4	2	9	5	41
		Faizabad		14	5	7	12	6	24
		Gonda Devipatan		25	10	22	13	8	40
		Greater Noida		1	0	1	0	0	1
		Varanasi		38	59	52	45	31	54
		Allahabad		57	47	24	80	25	45
		Gorakhpur		3	155	155	3	0	198
		Azamgarh		7	26	23	10	28	51
		Mirzapur		68	22	16	74	60	70
		Basti		4	14	12	6	2	15
		Meerut		29	46	34	42	9	51
		Moradabad		48	13	13	48	30	231
		Saharanpur		13	13	7	19	7	59
16	(JERCMM) Manipur & Mizoram	Total	2	612	511	583	541	356	1768
		P&E Department, CGRF Manipur		NIL	NIL	NIL	NIL	NIL	NIL
		P&E Department, CGRF Mizoram		NIL	NIL	NIL	NIL	NIL	NIL
		Total		0	0	0	0	0	0
17	Sikkim	N.A.	1	NIL	NIL	NIL	NIL	NIL	NIL
18	Jammu & Kashmir			0	0	0	0	0	0
	Total			CGRF not established as yet					

19	Chattisgarh	Raipur		4	18	28	22	24	10	34
		Bilaspur			11	28	27	12	1	23
		Raigarh			0	0	0	0	0	0
		Bilaiti			1	1	1	1	NIL	4
20	Himachal Pradesh	FRGC, HPSEBL, Kasumpti, Shimla	1		30	57	50	37	11	61
	Total				24	9	12	21	4	16
	Total				24	9	12	21	4	16

21	Uttarakhand	Garwal Zone		2	7	63	50	20	5	—
		Kumaon Zone			34	80	48	66	0	—
		Total			41	143	98	86	5	—
		Rajasthan								
	Total									
					No Information Received					
		CHENGALPATTU EDC			4	4	8	0	0	2
		CHENNAI EDC (NORTH)			9	6	9	6	6	2
		CHENNAI EDC (WEST)			6	6	7	5	0	3
		CHENNAI EDC CENTRAL			15	37	41	11	1	5
		CHENNAI EDC/SOUTH			18	44	35	17	10	2
		COIMBATORE EDC/METRO			2	2	4	0	0	1
		COIMBATORE EDC/NORTH			4	1	3	2	1	1
		COIMBATORE EDC/SOUTH			0	0	0	0	0	0
		CUDDALORE EDC			0	0	0	0	0	0
		DHARMAPURI E.D.C			1	1	2	0	0	0
		DINDIGUL EDC			0	2	1	1	0	1
		ERODE EDC			6	9	12	3	0	4
		GOBI EDC			1	2	0	3	1	3

Dr.

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Tamil Nadu

KALLAKURICHI EDC	3	4	2	5	3	2
KANCHIPURAM EDC	0	1	0	1	0	0
KANYAKUMARI EDC	15	3	18	0	0	1
KARUR EDC	5	6	11	0	0	2
KRISHNAGIRI EDC	0	1	1	0	0	1
MADURAI EDC	5	13	10	8	0	2
MADURAI EDC/METRO	4	3	6	1	1	3
METTUR EDC	1	5	4	2	0	2
NAGAPATTINAM EDC	0	5	4	1	0	3
NAMAKKAL EDC	0	2	2	0	0	1
NILGIRIS EDC	0	1	1	0	0	2
PERAMBALUR EDC	2	4	3	3	0	3
PUDUKOTTAI EDC	0	2	1	1	0	3
RAMANATHEAPURAM EDC	11	9	18	2	2	2
SALEM EDC	3	7	8	2	0	2
SIVAGANGAI EDC	5	1	5	1	0	1
THANJAVUR EDC	5	4	9	0	0	3
THENI EDC	0	0	0	0	0	0
THIRUPATHUR EDC	0	4	3	1	0	3
THIRUVANNAMALAI EDC	0	0	0	0	0	0
TIRUNELVELI EDC	0	2	2	0	0	0
TIRUPUR EDC	1	3	3	1	0	1
TIRUVARUR EDC,	1	5	5	1	0	3
TRICHY/METRO/EDC	0	1	0	1	0	1
TUTICORIN EDC	4	6	6	4	2	3
UDUMALPET EDC	0	2	1	1	0	0
VELLORE EDC	7	2	7	2	0	0
VILLUPURAM EDC	4	4	6	2	0	1
VIRUDUNAGAR EDC	10	12	22	0	0	2
Total	152	226	280	88	27	74

24	JERC (Goa & all U/s except Delhi)	Pudcherry	4	20	34	44	10	0	63
		Daman & Diu		0	4	4	0	0	12
		A & N Administration		1	4	4	1	0	10
25	West Bengal	Goa	23	4	3	4	3	1	10
		Total		25	45	56	14	1	104
		Bidhan Nagar		1	4	3	2	0	5
		24 Pgs (N)		18	15	26	7	9	2
		24 Pgs(S)		12	31	37	6	2	6
		Howrah		4	8	6	6	0	2
		Hooghly		2	45	31	16	0	10
		Burdwan		0	22	22	0	0	5
		Birbhum		3	23	16	10	0	3
		Midnapur		4	91	90	5	2	5
		Tamluk		17	62	70	9	0	4
		Purulia		1	2	3	0	0	3
		Bankura		0	26	25	1	0	3
		Murshidabad		8	11	11	8	3	3
		Nadia		3	12	10	5	1	3
		Malda		16	11	3	24	13	1
		Raiganj		0	0	0	0	0	0
		D.Dinajpur		1	1	0	2	1	0
		Cooch Bihar		0	0	0	0	0	0
		Jalpaiguri		0	0	0	0	0	0
		Darjeeling		2	0	0	2	2	0
		CESC Ltd		5	1048	1047	6	NIL	All working days during the period
		DPSC Ltd		NIL	NIL	NIL	NIL	NIL	NIL
		DVC		NIL	NIL	NIL	NIL	NIL	No sitting as no complain received during this quarter
		DPL Ltd		2	1	1	2	2	1
		Total		99	1413	1401	111	35	56

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26	Maharashtra	Pune			6	17	4	19	8	4
	Total				6	17	4	19	8	4

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Section -VII

**Status of disposal of Grievances by Ombudsman**

S. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending June, 2014	No. of Grievances received during the quarter ending September, 2014	No. of Grievances disposed during the quarter (July- September, 2014)	No. of Grievances pending at close of the quarter (July- September, 2014)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (July- September, 2014)
1	Assam	1	NIL	NIL	NIL	NIL	NIL	NIL
2	Andhra Pradesh	1	103	27	37	93	78	41
3	Arunachal Pradesh	1	NIL	NIL	NIL	NIL	NIL	NIL
4	Bihar	1	30	11	6	35	24	5 days in a week except holidays
5	Gujarat	1	21	40	51	10	1	60
6	Haryana	1	8	14	12	10	-	20
7	Jharkhand	1	7	2	7	2	-	16
8	Karnataka	1	16	8	12	12	-	-
9	Kerala	1	72	20	18	74	56	20
10	Madhya Pradesh	1	10	9	4	15	4	10
11	Meghalaya	1	NIL	NIL	NIL	NIL	NIL	NIL
12	Odisha	2	15	17	28	4	1	30
13	Punjab	1	11	9	14	6	NIL	12
14	Tripura	1	NIL	NIL	NIL	NIL	NIL	NIL
15	Uttar Pradesh	1	68	64	53	79	41	143
16	(JERCM) Manipur &	1	NIL	NIL	NIL	NIL	NIL	NIL

7	Sikkim	1	NIL	NIL	NIL	NIL	NIL	NIL
18	Jammu & Kashmir		Ombudsman not established as yet					
19	Chhattisgarh	1	1	3	1	3	0	64
20	Himachal Pradesh		No information Received					
21	Uttarakhand	1	10	3	6	7	0	-
22	Rajasthan	1	14	26	20	20	NIL	Regular
23	Tamil Nadu		No information Received					
24	JERC (Goa & all UTs except Delhi)		No information Received					
25	West Bengal	1	1391	256	469	1178	978	79
26	Maharashtra		No Information Received					

*Dr.*

## Section -VIII

## 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 which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date & details of the report published by SERC under section 59(2)
1	Assam					NIL	
2	Andhra Pradesh	Notification published in the Andhra Pradesh Gazette dated 22.06.2004, APERC (Licensees' Standards of Performance) Regulation, 2004 (No. 7 of 2004) read with a) First and Second Amendment Regulations dated 19.08.2005 and 9 of 2013 b) APERC (Reorganisation) Regulation No.3 of 2014.	TSSPDCL dated 28-Aug-2014, Lt.No.CGM(Comm)/SE(IPC)/DE(RAC)/D.No.926	<a href="http://www.aperc.gov.in/apercel/assets/uploads/files/15516-9990a-finalpdf12013-14.pdf">http://www.aperc.gov.in/apercel/assets/uploads/files/15516-9990a-finalpdf12013-14.pdf</a>	35	Rs.12,99,282/-	10-Oct-2014, reports were placed in website <a href="http://www.aperc.gov.in/apercel/assets/uploads/files/15516-9990a-finalpdf12013-14.pdf">http://www.aperc.gov.in/apercel/assets/uploads/files/15516-9990a-finalpdf12013-14.pdf</a>
			APSPDCL dated 10-07-2014, Lt.No.CGM/Comm, & RA/TPDCL/VSP/F-Dkt/D.No.195 9/14				
			TSNPDCL dated 04-09-2014, Lt.No.CGM/IPC&RAC/TSNPDCL/WGL/F.Directives/D.No.177/14				
			APSPDCL dated 03-08-2012, Lt.No.CMD/SPDCL/CGM/Opn./G M/AE/RAC/F.SOP/D.No.218/12				
3	Arunachal Pradesh	SOP Regulation not yet notified by APSERC, 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 12-13 has been submitted by the licensee.	Report submitted in hard copy.	NONE	NIL	The report has been published on 27.09.2014.

5	Gujarat	UGVCL	03.06.2014( Annual Report of FY 2013-14)	<a href="http://www.ugvcl.com/sop/index.htm">http://www.ugvcl.com/sop/index.htm</a>	NIL	NIL	04.06.2014
		MGVCL	19.06.2014( Annual Report of FY 2013-14)	<a href="http://www.mgvcl.com">www.mgvcl.com</a>	NIL	NIL	20.06.2014
		PGVCL	24.05.2014( Annual Report of FY 2013-14)	<a href="http://www.pgvel.com">www.pgvel.com</a>	NIL	NIL	25.05.2014
		DGVCL	04.06.2014(Annual Report of FY 2013-14)	<a href="http://www.dgvcl.com">www.dgvcl.com</a>	NIL	NIL	05.06.2014
		TPL-Ahmedabad	27.05.2014(Annual Report of FY 2013-14)	<a href="http://www.torrentpower.com/regulatory_sop.php">www.torrentpower.com/regulatory_sop.php</a>	NIL	NIL	28.05.2014
6	Haryana	16 <sup>th</sup> July 2004	27.05.2014(Annual Report of FY 2013-14)	<a href="http://www.torrentpower.com/regulatory_sop.php">www.torrentpower.com/regulatory_sop.php</a>	NIL	NIL	28.05.2014
		HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	04.04.2012 for the period October 2010 to March 2011 by DHBVN	---	NIL	NIL	---
7	Jharkhand	No Information Received					
8	Karnataka	No Information Received					
9	Kerala	No Information Received					
10	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 05.17.2014	---	NIL	NIL	Dated 08.07.2014, Uploaded on Commission's website
			MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 05.29.2014				
			MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 04.27.2014				
11	Meghalaya	15.01.2013 MSERC (Standard of Performance) Regulations, 2012.	8.04.2013	---	NIL	NIL	Report published in local newspapers. 23.04.2013
12	Odisha	No Information Received					

13 Punjab	The 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	26.06.2014 for the period from 01.04.2013 to 31.03.2014 (Yearly)	—	NIL	NIL	NIL
14 Tripura	Regulation made and published in Tripura Gazette on 18-01-2005.	Commission made a Regulation 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	Report yet to be furnished.	No report towards payment of compensation is furnished by the licensee.	NIL	The last Annual Report published by the TERC for the year 2012-13 where the Standard of Performance were elaborated.
15 Uttar Pradesh	Date of Notification:- 14/09/2006, Notification No. U/PTRC/Secy-Supply Code/05-2528, Dated 18/02/2005					
	Dakshinanchal Vidyut Vitran Nigam Ltd.					
	KIESCO					
	Madhyanchal Vidyut Vitran Nigam Ltd.					
	NPCL					
	Purvanchal Vidyut Vitran Nigam Ltd.					
	Paschimanchal Vidyut Vitran Nigam Ltd.			0	0	
	No., The Manipur Gazette No. 281 of 26.8.2010			0	0	
	No., The Mizoram Gazette No. 223 of 2.7.2010			NIL	NIL	
16 (JERCMM) Manipur & Mizoram				NIL	NIL	NIL

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17	Sikkim	03/SSERC/SP/2012 Dated 14 <sup>th</sup> March 2012	NIL	NIL	NIL	NIL	The details of the report for the F.Y 2012-13 & 2013-14 are published by the SSERC in the Annual Report (combined) for the FY F.Y 2012-13 & 2013-14. (Report can be seen at <a href="http://www.sserc.in/Reports">www.sserc.in/Reports</a> )
18	Jammu & Kashmir	SOP Regulation issued by SERC in March, 2006.	The report for the FY 2013-14 is yet to be received from the Distribution Utility.	—	No compensation paid during 2013-14	No compensation paid during 2011- 12, 2012-13 and 2013-14	The required details will be published as and when these are received from the Utility.
19	Chhattisgarh	5th July 2006	NA (The matter being pursued)	NA	NIL	—	NA (The matter being pursued)
20	Himachal Pradesh	No Information Received					
21	Uttarakhand	April 17, 2007					
22	Rajasthan	No Information Received					
23	Tamil Nadu				1	1000	
24	JERC (Goa & all UTs except Delhi)	No Information Received					

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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): 288 dated 12.06.2014	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.	NIL	NIL	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.
Memo No. RA/II/002/14-15/1204 dated 30.06.2014	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.	NIL	NIL	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.
Coml. /WBERC/2014/866 dated 27.06.2014.	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.	NIL	NIL	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.

		<p>Memo No. NO/COM/Tariff/1-1664 dated 03.07.2014</p>	<p>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.</p>	NIL	NIL	<p>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.</p>
26	Maharashtra	No Information Received				