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

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

Dated: 24th March, 2015

To,

The Registrar,
Appellate Tribunal for Electricity (APTEL),
Core 4,7th Floor, SCOPE Complex,
Lodhi Road,
New Delhi-110003

Subject: Quarterly Report on the Compliance of the Direction given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008.

- 2. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums is enclosed as Annexure.
- 3. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours faithfully,

Encl: As above (8 copies)

(Rashmi Somasekharan Nair)

Dy. Chief (RA)

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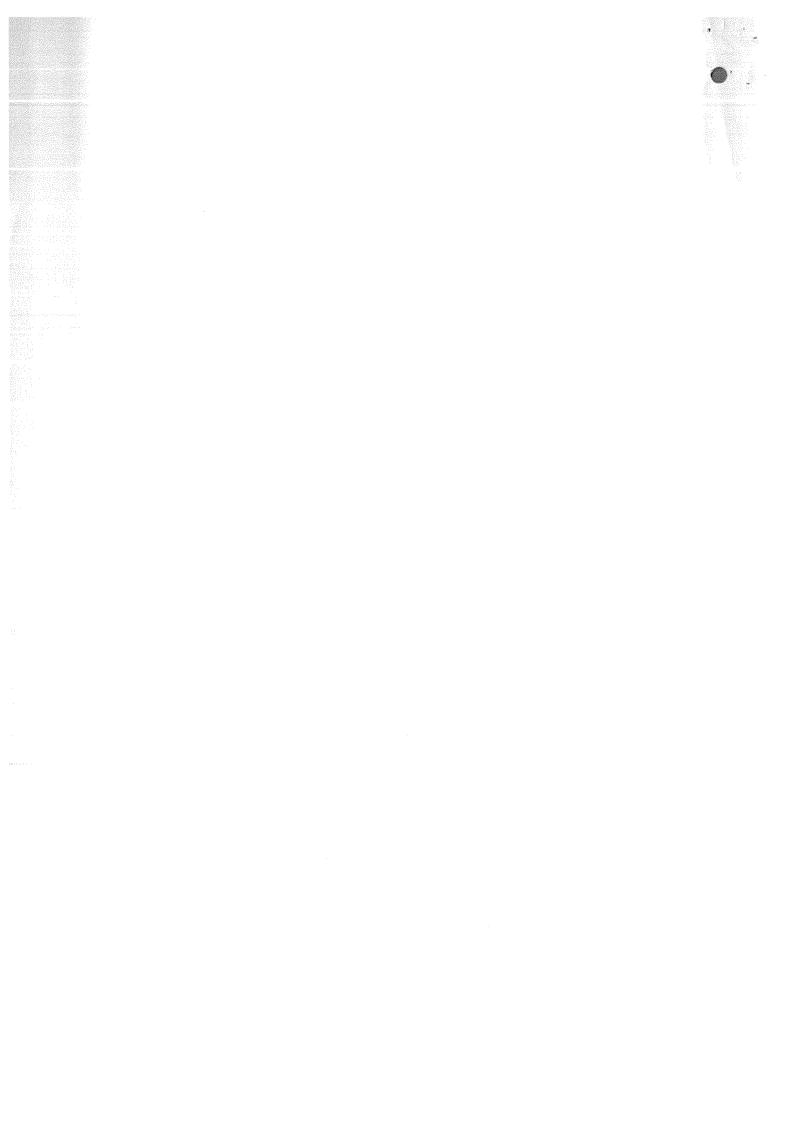
Report on the Compliance of the Directions of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 for the quarter ending December, 2014

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)



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

SERCs/ JERCs	Status of Vacancy for quarter ending September, 2014	Status of Vacancy for quarter ending December, 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
Jharkhand	Still vacant	One vacancy against the post of Member (Finance) in Forum for
		JUSCO since September 2014
	Still vacant	Two Vacancies against the post of Member (Finance) and Member (Accounts) in JSEB, Hazaribagh since September 2014
		Two Vacancies against the post of Member (Legal) and Member (Commerce) in DVC, Maithon from September, 2013 and 02.11.2014 respectively.
	JERCs Bihar, Patna	SERCs/ JERCs Quarter ending September, 2014 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) Jharkhand Still vacant

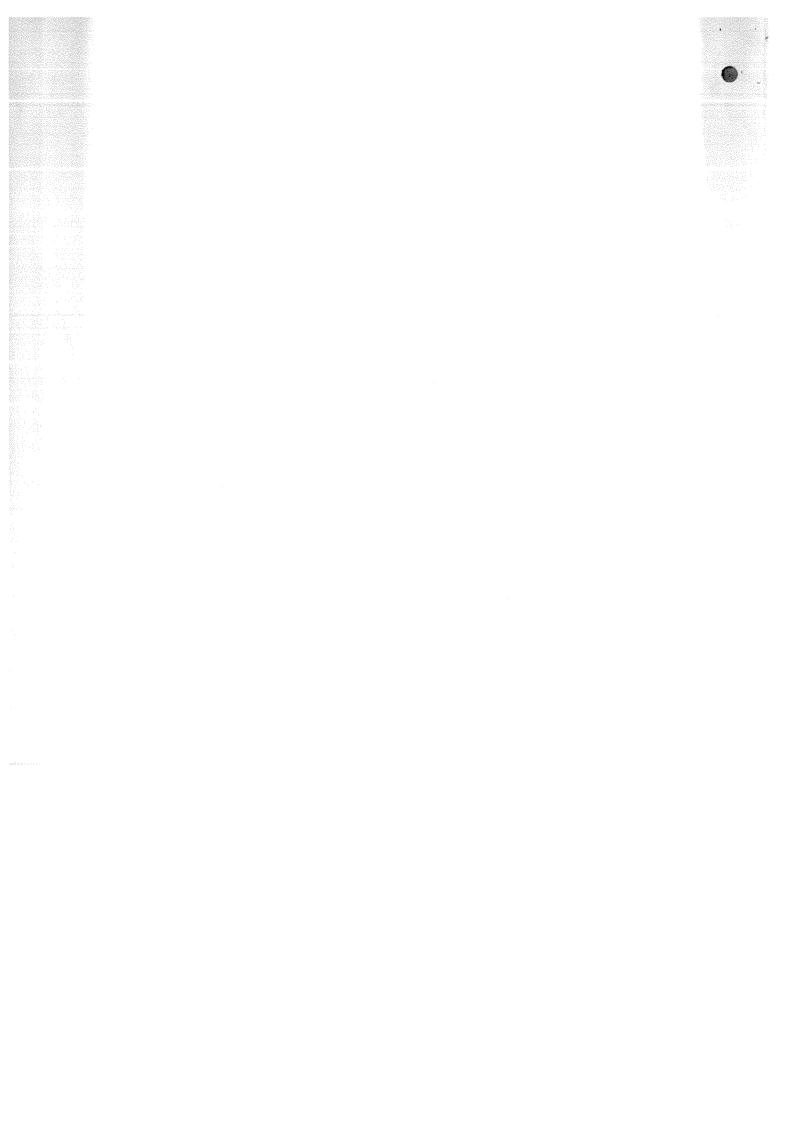


3.	Chhattisgarh	Still vacant	One vacancy against the post of Member in each of the CGRFs of Raipur, Bilaspur, Raigarh & Bhilai respectively since 04 th March, 2011
4.	Odisha	Still vacant	One vacancy against the post of Co-opted Member in Balasore
5.	Kerala	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014	One vacancy against the post of Member at in Northern Region (KSEB) since 07-2014
6.	Andhra Pradesh	No vacancy	One vacancy against the post of the Chairperson in TSNPDCL since 28.08.2014
7.	Tamil Nadu	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.	One vacancy against the post of the Member in Shivgangai EDC since 22.11.2014. One vacancy against the post of the Member in Namakkal EDC since 28.06.2014 One vacancy against the post of the Outside Member legal in Chengalpattu EDC since 29-08-2014 One vacancy against the post of the Member in Chennai EDC/South since 09.07.2013 One vacancy against the post of the Member in Vellore EDC since 01.02.2015. One vacancy against the post of the Member –I in Trichy/Metro/EDC since 12.10.2014.



8.	Maharashtra	Two vacancies against the post of the Chairperson and Executive Engineer (Member/Secretary) in Pune since august, 2014 and September, 2014 respectively.	Three vacancies against the post of Chairperson in Mumbai, Pune and Baramati since 01.08.2014, 28.07.2014 and again 28.07.2014 respectively. Ten vacancies against the post of Member (CPO Rep.) in Kolhapur, Naishik, Lature, Aurangabad, Akola, Pune, Kalyan, Jalgaon, Nanded, and Baramati since 03.11.2014, 31.01.2014, 21.01.2014, 29.10.2014, 31.10.2014, 25.11.2014, 31.01.2014, 25.11.2014, 31.01.2014, 21.01.2014 and 06.01.2014 respectively.
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Note: ERCs of Andhra Pradesh, Madhya Pradesh, Meghalaya, Uttarakhand & J&K, 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 December, 2014 as against the status in quarter ending September, 2014 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2014	Status of Vacancy for quarter ending December, 2014
1	Jharkhand	No vacancy	No Vacancy
2.	Chattisgarh	One vacancy is created in this quarter.	No vacancy
3.	Sikkim	One vacancy is created in this quarter since 30 th September, 2014.	No vacancy
4.	Haryana	One vacancy is created in this quarter since 04.09.2014.	No vacancy

Note: ERCs of Andhra Pradesh, Madhya Pradesh, Meghalaya, Uttarakhand & J&K, 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 December, 2014 as against the status in quarter ending September, 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.

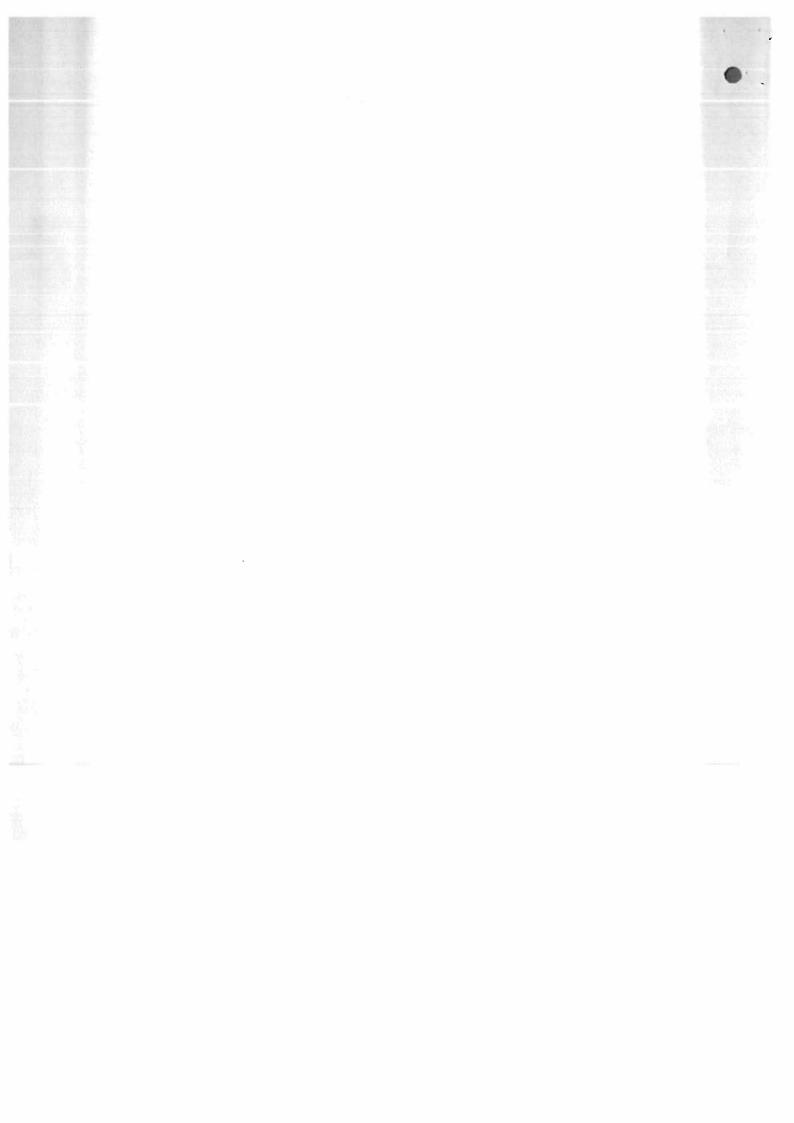


Section -IV

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

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2014	Status of Vacancy for quarter ending Decemner , 2014
		NIL	NIL



Section - V

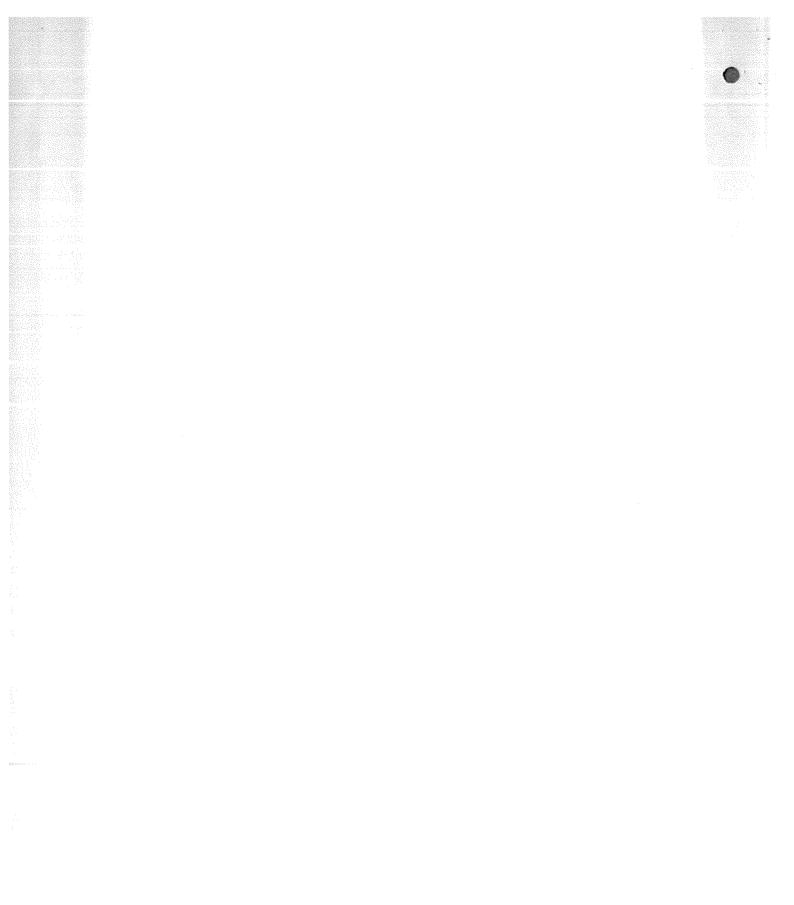
Summary of the vacant positions

Vacancies in CGRF

- 1. Four vacancies in CGRF for the post of Member in the State of Bihar.
- 2. Five 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 Chairperson in the State of Andhra Pradesh.
- 7. Six vacancies in CGRF for the post of Member and Outside Member legal in the State of Tamil Nadu.
- 8. Three vacancies against the post of Chairperson in Mumbai, Pune, Baramati and Ten vacancies against the post of Member (CPO Rep.) in Kolhapur, Naishik, Lature, Aurangabad, Akola, Pune, Kalyan, Jalgaon, Nanded, and Baramati.

Vacancies in Ombudsman

- 1. No Vacancy against the post of Ombudsman in Jharkhand.
- 2. No Vacancy against the post of Ombudsman in Chattisgarh.
- 3. No Vacancy against the post of Ombudsman in Sikkim.
- 4. No Vacancy against the post of Ombudsman in Haryana.



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CESC LTD.	DPSC Ltd.	DVC	DPL	Total	P&E Department, CGRF Manipur	Manipur State power Distribution	Company Limited (MSPDCL), CGRF		CGRF Daman & Diu	Dadar & Nagar Haveli	Electricity	Department of A&N.	Administration	Goa	Lakshadweep	Puducherry	Chandigarh	Total	Sikkim	Total	Raipur	Bilaspur	Raigarh	Bhilai	Total	TSECL-CGRF-1	TSECL-CGRF-11	TSECL-CGRF-III	Total	
			L	I.,		(JERCMM) Manipur &	Mizoram	1		.1		JERC Goa & Uts			4	•	•		1999	OIKKIIII			Chattisgarh	ı				Tripura		Jammu & Kashmir
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West Bengal	Uttar Pradesh	Uttarakhand	Tamil Nadu	Rajasthan	Punjab	Orissa	Meghalaya	Maharashtra	Madhya Pradesh	Kerala	Karnataka	Jharkhand	Himachal Pradesh	Haryana	Gujarat	Delhi	Bihar	Arunachal Pradesh	Andhra Pradesh	Assam	Name of SERC/ JERCs	
4	_	6					1	2	Janua	1	1	*	*	1	-	1	1	1	ы		No. of Ombudsman	
1178	79	7	24	20	6	4	NE.	128	15	67	12	2		10	10	15	35	NIL	103	<u>:</u>	No. of Grievances Outstanding at the close of Previous quarter ending September 2014	
143	52	10	26	48	6	19	NIL	72	16	37	7	2		15	43	32	21	NIL	27	1	No. of Grievances received during the quarter ending Dece,ner, 2014	Sei
421	45	ъ	23	63	8	14	NIL	124	10	27	11	2	Informatio	20	40	16	12	NIL	37	NH.	No. of Grievances disposed during the quarter (Oct- December, 2014)	ction -VII - States
900	98	12	27	5	4	9	NIL	72	21	77	8	2	Information not submitted	Si	13	31	44	NIL	93	;—	No. of Grievances pending at close of the quarter (Oct-December, 2014)	of disposal of Gri
798	55	0	10	4	TIN	0	NIL	20	9	49	1	0		,	L		23	NIL	78	, —	No. of Grievances pending which are older than 2 months	Section -VII - States of disposal of Grievances by Ombudsman
64	294	0	27	Regular	10	18	N.	37	14	31	ŧ	10		22	56	12	5 days in a week except holidays	NIL	41	2	No. of sittings of Ombudsman in the quarter (Oct- December, 2014)	sman

		The state of the s					And the state of t	
22	(JERCMM) Manipur & Mizoram	2	NIL	NIL	NIL	NIL	NIL	NIL
23	23 JERC Goa & Uts			ul .	Information not submitted	mitted	Annual control of the second o	
24	Chhattisgarh	1	2	1	2	2	ίΝ	59
25	Tripura	7	NIL	TIN	NIL	NIL	NIL	NIL
26	Sikkim	1	IIN	IZ.	IIN	IN	ΪΝ	Ę
27	Jammu & Kashmir			Ompnq	Ombudsman not established as yet	ished as yet		

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Madhya Pradesh	Kerala	Kareataka	Jharkhand	Himachal Pradesh	Haryana	Gujarat	Delhi	Bihar	Arunachal Pradesh	Audhra Pradesh	Assam	Name of SERC/JERO	
MPERC (Performance Standards) (Revision-II) Regulations, 2012 (No.RG-8(II) of 2012) dated 11/23/2012					16th July 2004 HERC(Standurds of Performance for the Distribution Licensee) Regulation 2004		Debi Eketricity Regulatory Commission DERC has directed Distribution Lie Performance Standard - Metering & Billing/Jurnish the report with reference Regulations. 2002. nortified on 19.8:2002. standards specified. The copy of the Further amended on 11.2003 and 20.5:2003 feeceived from TPDDL. BRPL & Debi Eketricity Regulatory. Commission enclosed for restrence as Amexure-I. Performance Standard - Meeting & Billing). Regulations. 2002. nortified on 19.8:2002, were repealed by Debi Eketricity Supply Code and Performance Standards - Meeting & Billing). Regulations. 2007. The copy of the same is available on the website of DERC t.e. www.derc.gov.in	Notification issued on 18.01.2007. On the request of the board it was made effective from 22.4.2008.	SOP Regulation not yet motified by APSERC, but under process of preparation	Notification published in the Andhra Pradesh Gazette dated 22 06 2004. APERC Claentees: 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.		The date & details of notification of SOP by SERC	
MP Poorv Kshetra Vidyut Vitaran Co. Ltd. Jabaipur dated 05.17.2014 MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore dated 05.29.2014 MP Madhyu Kshetra Vidyut Vitaran Co. Ltd. Bhopal dated 04.27.2014					04.04.2012 for the period October 2010 to March 2011 by DHBVN		Electricity Regulatory Commission DERC has directed Distribution Licensees to The Commarce Studied - Metering & Bilingy lumnsh the report with reference to the Distributions, 2002, notified on 19.8.2003 students specified. The copy of the last report Weshies amended on 1.1.2003 and 20.5.2003 received from TPDDL, BRPL & BYPL is Electricity Regulatory Commission lendosed for revenue as Annexure-L. By Bilings from Standard - Meeting & Bilings from the Electricity Supply Code and by Dehit Electricity Supply Code and dy Dehit Electricity Supply Code and ance Standard & Regulations, 2007. Lon 18.04.2007. The copy of the same links on the website of DERC i.e. cregovin	The report for all the four quarters of FY 12-13 has been submitted by the licensee.	NA	TSSPDCL dated 28-Aug 2014. Le No CGM(Comm)/SEDPC//DE(RAC//D No. 926 APEPIOCI, dated 10:477-2014. Le No CGM/Comml. & RAJEPDCL/VSPF-DK/D No. 1959/14 TSNPDCL dated 04-92-2014. Le No CGM/IPC&R AC/TSnPDCL/WGL/F-Directives/D.No. 177/14 APSPIOCL dated 03-08-2015. Le No CGM/IPC&R AC/TSnPDCL/WGL/F-Directives/D.No. 177/14 APSPIOCL dated 03-08-2015. Le No CMD/SPDCL/CGM/Opn-GM/AE/RAC// F-SOP/D.No. 21K/12		The date & details of on which the licencee has furnished the report to SERC under section 59(1) for the latest Financial Year	
1	Information not submitted	Information not submitted	Information not submitted	Information not submitted	l	Information not submitted	Debi Electricity Regulatory Commission DERC has directed Distribution Licensees to The Commission in its Regulations has directed (Performance Standard - Metering & Billing) lumish the report with reference to the Distribution Licensees to uphoad the data on their Regulations. 2002. notified on 19.8.2003, lexerived from TPDDL. BRPL & BYPL is Derbit Electricity Regulatory Commission lenebosed for reserence as Annexure-I. Performance Standard - Meeting & Billing. Regulations. 2002. notified on 19.8.2002, were repealed by Debit Electricity Supply Code and Performance Standards. Regulations. 2007 and titled on 18.04.2007. The copy of the same is available on the website of DERC (re.)	Report submitted in hard copy.	NA	http://www.aperc.gev.in/aperc.l/assets/uploads/files/ 15516-9990a-fnuhpd[2013-14.pdf	Not submitted	Links to the reports submitted by Licensees	
N:					Z	-	No compensation waveled during the quarted during the quarter law 30th Septer 2014.	None	NA	35		The number of cases in The aggregate amount which compensation was of the compensation and under subsection (2) of the compensation of section 57 paid	Spetion -VIII - States of achiev
N:I					Z	T	was Not Applicable. uater nbec.	Z.	NA.	Rs. 12.99.2827-		The aggregate amount of the compensation paid	amont of Standard of Per
Dated 08.07.2014, Uploaded on Commission's website					l		The Distribution Licensees had submitted the level of oerall Standards of performance achieved to the commission for FY 2012-13 and the same has been incorporated published in Turiff Order dated 23.7.2014. The cupy of same is available on the website of DERC i.e. www.derc.gov.in	The report has been published on 27.09.2014.	AN	10-Oet-2014; reports were placed in website http://www.aperc.gov.in/aperc/assets/upksids/files/1 \$516-9990a-finalpdf2013-14.pdf		The data & details of the report published by SERC under section 59(2)	Samaan.

MASEACL ON 473,2014, details are available to the paid Commission's section for FY 2012-13. For FY to Re. 2013-14 data is under servelage.	Report published in local newspapers. 23.04.2013.		Ž			The last Annual Report published by the TERC for the year 2013-14 where the Standard of Performance were elaborated.								Annual Report for the year 2013-14 as per Standards of performance (SOP) Regulations dated 31.05.2019 has been published vide under memo No. WBERC/B-27/4/0529 dated 20.08.2014.
ormpresseling paid 1.45 004/	Nii Re		Ž			EZ		c	0	Û	0	Э	0	Rs328000/- 55
For FY 2012-13 o MSEDCIL 41 Nos a MSEDCIL 41 Nos a Mil for BEST,R Infra-D and II TPC-D	ž		Ē			No report towards payment of compensation is furnished by the licensee.		0	0	0	ŋ	0	0	w
For FY 2012-13 FR PX PX 2012-13 FR MSEDCL MSEDCL 265-P47-20-942-0048-2024 MSEDCL 265-P47-20-942-0048-2024 MSEDCL 265-P47-2020 12-13-pdf 420-P47-2020 12-13-pdf 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030 420-P47-2030	I	Information not submitted	1	In formation not submitted	Information Not submitted	Report yet to be furnished.								Annual Report for the year 2013-14 submitted by WBSEDCL, in terms of regulation no. 16:0 of the Regulations called the WBERG (Standards of Performance of Lacracese relating to Consumer Services) Regulations, 20:10 has been published vide under memo No. WBERC/B-27/4/0529 dated 20:08:20:14.
R-Infra-D and TPC-D (01.2013, 19.7) PC-D furnished data to 17.2014, 21.05.2014 & ata is under scruting. I awaited.	8.04.2013		01.12.2014 for the period from 01.04.2014 to 31.09.2014 (Half Yearly)			Commission made a Regulation and published in Terjoura Gazette on 18/12/005. Report in this regard for last financial year is yet to be furnished by the licensee to the Commission	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Memo No. CRM/BERC/Report/334 date3d 11.06.2014.
1. MISKC (Standards of performance of Leg EX 2012-13 distribution licensees, Period for giving supply MSEDCL, BEST, R. deumistation of compensation Regulation, 2015 was notified Commission on 13.0 13.05.2013 & 13.05.2013 & 13.05.2013 13.05.2013 Regulation is superseded by MERC (23.04.2013 respectively, (Standards of performance of distribution likensees, Period for giving supply and ExT 2012-14 determination of compensation) Regulation, BEST, R-Infra-D and TH 2014 notified on 20 May, 2014 Commission on 04.07, 23.04.2014 respectively, This data Regulation, Regulation, Regulation, data is still a respectively.	15.01.2013 MSERC (Standard of Performance) Regulations, 2012.		The provision for payment of compensation instituted vide Notification No. PSERC/Secy./Regu61 Dated 2 ²⁶ December, 2011 effective from 1.1.2012			Regulation made and published in Tripura Gazette on 18/01-2005.	Date of Notification: 14A/9/2006, Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/12/2005	Dakshipanchal Vielvut Vitran Niram Ltd.	KESCO	Mathyanchal Vidyut Vitran Nigam Ltd.	NPCL	Purvanchal Vidyut Vitran Nigam Ltd.	Paschimunchal Vidyut Vitrun Nigam Ltd.	WBSEDCL WBERC Notification no. 46/WBERC dated 31.05.2010 as amended S7WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.
Maharashira	Meghalaya	Odisha	Punjab	Rajasthan	Tamit Nadu	Ттрига			Uttar Pradesh				4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 -	Litarakitand
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Chhattisgarh	Jammu & Kashmir	Siktim	JERC Goa & Uts	(JEKCNIM) Nampur & Nitroram	All Property and the second			West Bengal	
SOP Regulation issued by SERC in March, 2006.	03/SSERC/SP/2012 Dated 14th March 2012	Information Not submitted	No., The Mizoram Gazette No. 223 of 2.7.2010	No., The Manipur Gazette No. 281 of 26.8.2910		DPL WBERC Notification no. 46WBERC dated WBERC Notification no. 76WBERC dated 31.05.2010 as amended 57WBERC dated 26.08.2013 and 61WBERC dated 07.01.2014.	DVC WBERC Asied 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 17.01.2014.	DPSC Limited WBERC Northcarison no. 46/WBERC dated WBERC Northcarison no. 56/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	no. dured 31.05.2010 faired 26.08.2013 and 1/WBERC dured 07.01.2014.
NA (The matter being persued)	The report for the FY 2013-14 is yet to be received from the Distribution Utility.	N.		Z	IIN	Memo No. NO/COM/Tariff/1-1664 dated 03.07.2014	Coml./WBERC/2014/866 dated 27.06.2014.	Memo No. RA/ID/02/14-15/12/04 dated 30.06.2014	Memo No. GM(CR)/288 dated 12,06.2014.
NA		N.F.		NE	IIN	Annual Report for the year 2013-14 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 under memo No. WBERCB-27/4/0529 dated 20.08.2014.	Annual Report for the year 2013-14 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 under memo No. WBERCB-27/4/0529 dated 20.08.2014.	Annual Report for the year 2013-14 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 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 regulation no. 16.0 of the Regulations cuited the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide under memo No. WBERCB-27/4/0529 dated 20.08.2014.
Z.	No compensation paid during Wic compensation paid during 2011-12, 2012-13 and 2013-14	Z.		N.	<u>z</u>	N.	N.	X.	Nii
1	No compensation paid during 2011-12, 2012-13 and 2013-14	NIL		Z	N.I.	Nii	N.	NJ.	N
NA (The matter being persued)	The required details will be published as and when these are received from the Utility.	The details of the report for the F-Y 2012-13 & 2013-14 are published by the SSERC in its Amaud Report (combined) for the FY F-Y 2012-13 & 2013-14. (Report can be seen at www.sserc.in/Reports		Z.	N.:	Annual Report for the year 2013-14 as per Standards of performance (SOP)Regulations dated 31.05.2010 has been published wide under memo No. WBERC/B-27/4/05/29 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 3.1.05.2010 has been published vale 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-27/4/0529 dated 20.08.2014.

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