CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. 15/9 (1)//2018/APTEL/FOR/CERC (Vol. I) /275 Dated: 06th September, 2018

To

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4, 7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003.

07 SEP 2018

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. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter ending March 2018 is enclosed as **Annexure.**

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours faithfully,

(Arun Kumar)
Assistant Secretary

Encl : As above (8 copies)

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 March 2018

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 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 March 2018 as against the status in quarter ending December 2017 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2017	Status of Vacancy for quarter ending March 2018
1.	Bihar, Patna	One vacancy against the post of 3rd Member since 26.02.2013 in Patna One vacancy against the post of Chairperson since 16.05.2017 One vacancy against the post of 2nd Member since 06.12.2012 in Purnea One vacancy against the post of Chairperson at Purnea since 27.3.2017 One vacancy against the post of 2nd Member in Muzaffarpur since 07.01.2014 One vacancy against the post of 2nd Member in Bhagalpur since 02.02.2016. One vacancy against the post of 2nd Member in Gaya since 02.02.2016.	**One vacancy against the post of 3rd Member since 26.02.2013 in Patna** **One vacancy against the post of 2nd Member since 06.12.2012 in Purnea** **One vacancy against the post of 2nd Member in Muzaffarpur since 07.01.2014** **One vacancy against the post of 2nd Member in Bhagalpur since 02.02.2016.** **One vacancy against the post of 2nd Member in Gaya since 02.02.2016.**
2.	Maharashtra	Eight (08) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Kokan Zone – 09-02-2015; Jalgaon Zone – 06-06-2017; Nasik zone- 06-06-2017 Nagpur zone – 06.06-.2017 Bhandup zone – 08-12-2017 Pune zone – 08-12-2017 Four (04) vacancies against the posts of Members (CPO) as per details given under – Latur Zone – 24-11-2017; Nasik zone- 01-07-2017;	**Eight (08) vacancies against the post of Chairperson as per details given under –** **Latur Zone – 23-02-2017;** **Akola Zone – 21-02-2017;** **Kokan Zone – 09-02-2015;** **Jalgaon Zone – 06-06-2017;** **Nasik zone- 06-06-2017** **Nagpur zone – 06.06-.2017** **Bhandup zone – 08-12-2017** **Pune zone – 08-12-2017** **Four (01) vacancy against the post of Member (Licensee) in Amaravati zone since 08.07.2017**

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2017	Status of Vacancy for quarter ending March 2018
		Bhandup zone – 08-12-2017: Pune zone – 03-12-2017	
4.	Tamil Nadu	One vacancy against the post of Member (Legal). Chennai EDC (West) since 14-07-2012 2 vacancy in Namakkal EDC since 28-06-2014	**01 vacancy against the post of Member in Sivagangai EDC since 22-11-2014** **01 vacancy against NGO Member in Madurai EDC/Metro since 01-01-2018** **01 vacancy against Member (Legal) in Namkkal EDC since 28-06-2014** **01 vacancy against lMember (Legal) to nominated by district Collector in Chennai EDC (West) since 15-07-2012** **01 vacancy in Chengalpattu EDC (since 04-05-2017),** **01 vacancy in Krishnagiri EDC(since 04-07-2017),** **01 vacancy in Thirupathur EDC (since 04-05-2017) and** **01 vacancy in Theni EDC (04-10-2017)** **02 vacancy against Members in Vellore EDC since 28-10-2017** **01 vacancy against Member – II Legal in Trichy/Metro/EDC since 12-10-2014** **One vacancy against Member I in Tuticorin EDC since 03-07-2015**
5.	HERC	One vacancy against the post of the Chairperson in CGRF. UHBVN	**One vacancy against the post of Member in CGRF DHBVN**

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2017	Status of Vacancy for quarter ending March 2018
6.	MSERC		**One vacancy in CGRF since January, 2018**

Note: Relevant information from ERC of Madhya Pradesh, Rajasthan, Uttar Pradesh and JERC Goa and Telangana was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March 2018 as against the status in quarter ending December, 2017 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2017	Status of Vacancy for quarter ending March 2018
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

Note: Relevant information from ERC of Madhya Pradesh, Rajasthan, Uttar Pradesh and JERC Goa and Telangana was not received as on the date of preparing this report.

Section –III

Status of those States where the posts of CGRFs are yet to be created.

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending of March 2018 as against the status in quarter ending December. 2017 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2017	Status of Vacancy for quarter ending June 2017
1.	Jammu & Kashmir	CGRF not yet established.	CGRF not established as yet.
2.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

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 2018 as against the status in quarter ending December 2017 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December 2017	Status of Vacancy for quarter ending March 2018
1.	**Jammu & Kashmir**	Ombudsman not established sofar	Ombudsman not established as yet.
2.	**Nagaland**		Post of Ombudsman is yet to be created by the State Government

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five Vacancies in CGRF for the post of Member in the State of Bihar.
2. Twelve vacancies in CGRF for the post of Member in the State of Tamil Nadu.
3. Eight vacancies against the post of Chairpersons and one vacancy against the post of Member (Licensee) in the State of Maharashtra.
4. One vacancy against the post of Member in CGRF (DHBVN) in the state of Haryana.
5. One vacancy in CGRF in the State of Meghalaya.
6. CGRF is yet to be established in the States of Jammu & Kashmir and Nagaland.

Vacancies in Ombudsman

1. The post of Ombudsman is yet to be established in the State of Jammu & Kashmir and Nagaland.

Section -VI

Status of disposal of Grievances by CGRF

Sl. No.	Name of SERC/ JERCs	Name CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March 2018	No. of Grievances received during the quarter ending March 2018	No. of Grievances disposed during the quarter ending March 2018	No. of Grievances pending at close of the quarter ending March 2018	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March 2018
1	Assam	APDCL, Silchar	Not submitted					
		APDCL, Dibrugarh	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Tezpur Zone	Not submitted					
		APDCL (LAZ),Guwahati	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL (LAR), Jorhat Zone	Not submitted					
		APDCL, Nagaon	Not submitted					
		Total						
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	247	61	140	168	134	29
		APEPDCL/Visakhapatnam	25	106	96	119	50	25
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	2	0	0	0	0	0
4	Bihar	Patna	27	16	34	53	42	15
		Muzaffarpur	6	26	19	141	121	49
		Purnea	21	6	27	2	25	0
		Bhagalpur	90	24	20	94	114	0
		Gaya	5	6	5	5	6	0
		Total	149	78	105	295	308	64
5	Delhi	BRPL	40	55	47	48	17	35
		BYPL	8	9	13	4	1	10
		TPDDL	132	36	74	94	80	31
		NDMC	6	2	5	3	2	3
		Total	186	102	139	149	100	79
6	Gujarat	DGVCL						
		PGVCL, Rajkot	12	81	61	32	0	11
		PGVCL, Bhavnagar	67	69	62	74	24	13
		UGVCL	5	17	18	4	0	3
		MGVCL	1	9	9	0	0	3
		DGVCL	4	58	58	4	0	10
		TPL-Ahmedabad	17	78	78	17	1	13
		TPL Surat	4	7	9	2	0	13
		Total	110	319	295	133	25	66
7	Haryana	UHBVNL	34	26	24	36	12	14
		DHBVNL	37	101	114	24	0	16
		Total	71	127	138	60	12	30

	Himachal Pradesh		64	13	36	41	31	9
9	Jharkhand	Sail Bokaro, Jharkhand	1	0	1	1	1	6
		JUSCO	0	0	0	0	0	7
		Tata Steel Ltd.	5	8	1	12	4	16
		Jharkhand Urja Vikas Nigam Ltd.	0	0	0	0	0	0
		VUSNF, Chaibasa	9	1	2	8	7	12
		VUSNF, Hazaribagh	11	5	7	9	7	2
		VUSNF, JSEB,Medininagar	2	3	0	5	2	6
		Damodar Vally Corpn. Maithon, Jharkhand	0	0	0	0	0	0
		JSEB, Dumka	2	0	1	1	1	NA
		Total	30	17	12	36	22	49
10	Karnataka	BESCOM	72	17	19	70	51	2
		MESCOM	1	2	3	0	2	1
		HESCOM	15	8	9	14	7	14
		GESCOM	8	3	2	9	6	2
		CESC	1	1	1	1	1	0
		Total	25	14	15	24	16	17
11	Kerala	CGRF-North (KSEB)	61	62	65	58	11	17
		CGRF-Central (KSEB)	33	75	35	73	0	10
		CGRF-South (KSEB)	46	48	55	39	0	16
		KDHPCL	0	0	0	0	0	0
		Total	140	185	155	170	11	43
12	Madhya Pradesh	ECGRF Bhopal						
		ECGRF Indore			Information not submitted			
		ECGRF Jabalpur						
		Total						
13	Maharashtra	Bhandup Urban Zone	11	36	17	29	29	49
		Kolhapur Zone	9	18	14	13	1	6
		Nashik Zone	8	26	8	26	3	4
		Konkan Zone	1	5	5	1	0	7
		Latur Zone	6	8	4	4	2	3
		Aurangabad Zone	7	13	13	7	1	20
		Amravati Zone	2	16	3	14	2	7
		Pune Zone	6	13	13	5	1	9
		Nagpur Zone	28	26	31	23	3	6
		Gondia Zone	0	4	1	3	0	2
		Kalyan Zone	10	52	41	21	0	30
		Jalgaon Zone	0	1	0	1	0	0
		Nanded Zone	0	1	0	1	0	0
		Baramati Zone	2	3	3	2	0	1
		Chandrapur Zone	0	1	1	0	0	1

		Akola Zone	4	17	8	13	0	13
		BEST Undertaking	8	5	8	4	0	11
		R Infra D	3	1	4	0	0	4
		TPC-D	0	1	1	0	0	3
		Mindspace	0	0	0	0	0	0
		Gigaplex	0	0	0	0	0	0
		Total	**99**	**247**	**175**	**167**	**42**	**176**
14	Meghalaya	Meghalaya , CGRF	1	1	0	2	1	1
15	Odisha	Bhubaneswar	5	152	150	7	0	20
		Khurda	0	333	308	25	0	23
		Cuttack	0	460	460	0	0	30
		Dhenkanal	0	201	198	3	2	8
		Paradeep	9	293	292	10	0	4
		Rourkela	74	258	329	3	0	4
		Burla	2	90	92	0	0	21
		Bolangir	58	130	135	53	0	37
		Balasore	11	93	60	44	0	22
		Jajpur Road	3	35	38	0	0	11
		Berhampur	2	102	103	1	0	35
		Jeypore	16	93	98	11	1	15
		Total	**180**	**2240**	**2263**	**157**	**3**	**230**
16	Punjab	PSPCL, Patiala	40	112	94	58	3	27
17	Rajasthan	Ajmer						
		Jaipur			Information submitted for the entire year i.e. April 2017 to March 2018			
		Jodhpur						
		Total						
18	Tamil Nadu	Tamil Nadu	214	194	217	191	50	53
19	Uttar Pradesh	Agra						
		Aligarh						
		Allahabad						
		Azamgarh						
		Bareilly						
		Basti						
		Chitrakoot			Information not submitted			
		Faizabad						
		Gonda Devipatan						
		Gorakhpur						
		Greater Noida						
		Jhansi						
		Kanpur						
		Kanpur, KESCO						
		Lucknow						
		Meerut						
		Mirzapur						
		Moradabad						
		Saharanpur						

		Varanasi						
		Total						
		Udham Singh Nagar	7	79	72	14	5	full time
		Haridwar	12	47	40	19	6	full time
20	Uttarakhand	Garhwal Zone	20	69	63	26	6	full time
		Kumaon Zone	49	36	46	39	31	full time
		Total	88	231	221	98	48	
22	West Bemgal	WBSEDCL	119	204	247	183	52	67
		CESC LTD.	3	120	118	5	0	all working days during the period
		IPCL	1	0	0	1	1	2
		DVC	0	0	0	0	0	0
		DPL	0	0	0	0	0	0
	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	0	0	0	0	0	0
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	0	0	0	0	0	0
23	Joint Electricity Regulatory Commission Goa	Andman & Nicobar Islands						
		Goa						
		Lakshadweep						
		Daman			Information not submitted			
		Dadra Nagar Haveli						
		Chandigarh						
		Total						
24	Sikkim	Sikkim	0	0	0	0	0	0
25	Chattisgarh	Raipur	19	12	26	5	1	18
		Bilaspur	20	23	22	21	4	36
		Jagdalpur	4	1	5	0	0	4
		Raigarh	0	0	0	0	0	0
		Bhilai	1	0	1	1	1	0
		Total	44	36	54	27	6	58
26	Jammu & Kashmir		CGRF not established as yet					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	0	0	0	0	0	0
28	Nagaland	CGRF not established as yet						
29	Telangana	Information not submitted						

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 March 2018	No. of Grievances received during the quarter ending March 2018	No. of Grievances disposed during the quarter (Jan. - March 2018)	No. of Grievances pending at close of the quarter (Jan. - March 2018)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter (Jan. - March 2018)
1	Assam	1	Not submitted					
2	Andhra Pradesh	1	12	5	11	6	5	11
3	Arunachal Pradesh	1	0	0	0	0	0	0
4	Bihar	1	25	8	4	29	21	15
5	Delhi	1	2	11	5	8	0	6
6	Gujarat	1	17	21	31	7	0	31
7	Haryana	1	3	6	6	3	0	6
8	Himachal Pradesh	1	N.A					
9	Jharkhand	1	3	1	3	1	0	7
10	Karnataka	1			Not submitted			
11	Kerala	1	32	22	36	18	0	24
12	Madhya Pradesh	1			Not submitted			
13	Maharashtra	2	37	61	49	49	14	68
14	Meghalaya	1	0	0	0	0	0	0
15	Odisha	2	57	74	67	64	30	132
16	Punjab	1	23	43	23	43	0	12
17	Rajasthan	1			Not submitted			
18	Tamil Nadu	1	25	14	9	9	0	9
19	Uttarakhand	1	13	9	15	7	3	full time
20	Uttar Pradesh				Not submitted			
21	West Bengal	2	82	49	40	92	61	29
22	(JERC'MM) Manipur & Mizoram	1	0	0	0	0	0	0
23	JERC Goa & All Uts	1			Not submitted			
24	Chhattisgarh	1	7	9	3	13	0	58
25	Tripura	1	0	0	0	0	0	0
26	Sikkim	1	0	0	0	0	0	0
27	Jammu & Kashmir		Ombudsman not yet established					
28	Nagaland		Ombudsman not yet established					
29	Telangana		Information not submitted					

	Section-VIII - States of achievement of Standard of Performance						
S No	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licencee 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 and details of the report published by SERC under Section 59 (2)
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	APEPDCL: Regulation 7 of 2004 dated 22.6.2004 and Regulation 9 of 2013 dated 8.8.2013	25-05-2016	-	2	5500/-	-
		APSPDCL: 19-8-2000		-	-	-	-
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation.	Not furnished	Not applicable in view of abvoe	Nil	Nil	Not published as no report submitted by the Deptt of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007. On the request of the board it was made effective from 22.4.2008.	The report for all the four quarters of FY 13-14 has been submitted by the licensee. This is under compilation for publication.	Report submitted in hard copy.	None	Nil	The report for FY 2013-14 onwards have not been published as some anomaly was observed during third party verification of data. A Suo-Motu Proceeding has been initiated in this regard and hearing process is going on.
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 on 18.4.2007 as amended on 12.8.2011, 23.3.2015, 29.4.2016 and 7.6.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in Subsequently, DERC (Supply Code and Performance Standards) Regulations, 2017, notified on 17.08.2017 and effective from 01.09.2017, repealing the earlier Delhi	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The copy of the last report is available on website of TPDDL and BSES	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e.www.tatapower-ddl.com & www.bsesdelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2016-17 and the same has been incorporated in Tariff Order dated 28-03-2018. The copy of same is available on the website of DERC i.e. www.derc.gov.in Further, the Commission has uploaded the report for the period from Oct. 2017 to Dec. 2017 for Standards of Performance submitted by DISCOMs on its website i.e. www.derc.gov.in

		Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in					
6	Gujarat	**Notification No. 10 of 2005 dated 31.03.2005** Uttar Gujarat Vij Company Ltd.(UGVCL)	02.05.2017 (Annual Report of FY 2016-17)	http://www.ugvcl.com/sop/index.htm	Nil	Nil	01-05-2017
		Madhya Gujarat Vij Company Ltd.(MGVCL)	22.04.2017 (Annual Report of FY 2016-17)	www.mgvcl.com	Nil	Nil	01-05-2017
		Paschim Gujarat Vij Company Ltd. (PGVCL)	25.04.2017 (Annual Report of FY 2016-17)	www.pgvcl.com	Nil	Nil	01-05-2017
		Dakhsin Gujarat Vij Company Ltd.	01.05.2017 (Annual Report of FY 2016-17)	www.dgvcl.com	Nil	Nil	01-05-2017
		TPL-Ahmedabad	02.05.2017 (Annual Report of FY 2016-17)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	01-05-2017
		TPL-Surat	02.05.2017 (Annual Report of FY 2016-17)	www.torrentpower.com/regulatory_sop.php	Nil	Nil	01-05-2017
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information furnished by the UHBVNL vide memo no. Ch-10/SE/RA/N/F-67 Vol-IX dated 13-05-2017 and by DHBVNL vide Memo no. Ch-09/SE/RA-232/Vol-III dated 13-07-2017 for FY 2016-17 Further UHBVNL vide memo no. ch-07/SE/RA/N/F-67/Vol-X dated 29.8.2017 and memo no. ch-23/GM/RA/N/F-67/Vol-X dated 14.12.2017 has submitted RI & SOP data upto 2nd quarter of FY 2017-18.	https://herc.gov.in/content/1056_1_UHBVNL.aspx. https://herc.gov.in/content/1065_1_DHBVNL.aspx	Nil	Nil	Information pertaining to UHBVNL & DHBVNL for FY2016-17 has been published on the Commission's website as link indicated at Sr.No. 4 (Column 5)
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08.10.2010	No. HPSEBL/CE (Comm.)/SERC-31/2016-17-1455-56 dated 25.04.2017	not uploaded yet	Nil	Nil	nil
9	Jharkh and	Information not submitted					
10	Karnataka	24-05-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY 17 during the 1st week of June, 2017.	-	Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 17 in KERC website: karnataka.gov.in/ker. Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.
11	Kerala	NA					
	Madhya Pradesh	14-09-2017		http://www.mperc.in/180917-distribution-Per-Standards-2016-17.pdf			

		I MERC (Standards of performance of distribution licensees. Period for giving supply and determination of compensation) Regulation. 2005 was notified on 20 January. 2005. 2. 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees. Period for giving supply and determination of compensation) Regulation. 2014	For FY 2016-17 amd FY 2017-18 BEST, R-Infra-D and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows. FY 2017-18 Q1 QII QIII BEST 24.8.17 10.11.17 31.01.2018 R Infra D 18.8.17 22.11.17 15.02.2018 TPC-D 07.8.17 1.11.17 25.01.2018 MSEDCL 18.10.17 12.12.17 21.02.2018 MBPPL 14.7.17 18.10.17 25.01.2018 GEPL 14.7.17 18.10.17 25.01.2018	For FY 2017-18 MSEDCL http://www.mercindia.org.in/pdf/Order%2058%2042/Q1_SOP_June17_MSEDCL.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_SoP_Q2_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MSEDCL_Q3_FY17-18_SOP.pdf BEST For FY 2017-18 http://www.mercindia.org.in/pdf/Order2058%2042//best_/sIO_/Q1_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_SoP_Q2_2017-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_Q3_FY17-18_SOP.pdf R Infra-D For FY 2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_SOP_Q1%20of%20FY%2017-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/R-Infra-D_SoP-Q2_FY17-18.pdf http://www.mercindia.org.i	For FY 2017-18 (Upto Quarter III) MSEDCL:54 Nos. R Infra-D, BEST,MBPPL and GEPL : Nil	FY2017-18 (Upto Quarter III) MSEDCL: compensation paid amounting to Rs.10.43.213.45/-	On 27.02.2018, details are available on the Commission's websit for FY 2017-18 upto Quarter III
13	Maha-rashtra	notified on 20 May 2014		n/pdf/Order%2058%2042/R-Infra-D_Q3_FY17-18.pdf TPC-D For FY 2017-18 http://www.mercindia.org.in/pdf/Order			
				%2058%2042/TPC-D_SOP-			
				Q1_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_Q2_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-D_Q3_FY17-			

				18.pdf MBPPL For FY 2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_SOP-Q1_FY%2017-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q2_FY%2017-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/MBPPL_Q3_FY17-18_SOP.pdf GEPL For FY2017-18 http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SOP_Q1_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/GEPL_SoP_Q2_FY17-18.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/Gigaplex_Q3_FY17-18_SOP.pdf			
14	Meghalaya	24.01.2013 MSERC (Standard of Performance) Regulations. 2012.	The report on the Standard of Performance for October to December 2017 in respect of the MePDL was submitted to MSERC on 23rd March 2018	Nil	Nil	Does not arise	Nil
15	Odisha	28.05.2004. OERC (Licensees Standards of Performance) . Regulations 2004.	CESU – 30.08.2017 WESCO Utility- 06.07.2017 NESCO Utility- 20.09.2017 SOUTHCO Utility – 04.12.2017	www.orierc.org Performance of Distcos for the FY 2016-17	Nil	Nil	06.02.2018 in News paper (www. orierc.org (Home Page) – >"Performance of Distcos" for the FY 2016-17
16	Punjab	PSERC (Electricity Supply Code and Related Matters) (2nd Amendment) Regulation. 2016 issued vide notification No. PSERC/Secy. Regu. 116 dt. 05/10/2016	SOP information for the period of 01-04-2017 to 30-09-2017 (Half Yearly) stands submitted before the Hon'ble PSERC vide PSPCL Memo No. 6229-30 dated 19-01-2018	-	NIL	NIL	
17	Rajasthan	Information not submitted					
18	Tamil Nadu			NIL			
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2005	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL)/Cor. Office/CGRF/2016-2017/ 7128-40 dated 26-04-2018	NIL.	Till date no. such situaiton arises for which levy of penalty or compensation thereof being paid.	Nil	The last Annual Report published by the TERC for the year 2015-16 where the standard of Performances were elaborated.
20	Uttar Pradesh	Information not submitted					

21	Uttara-khand			Information not submitted			
22	West Bengal	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. CRM/WBERC/Report/260 dated 16.06.2017	Annual Performance Report for the year 2016-17 submitted by WBSEDCL 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-27/5/1098 dated 07.11.2017	3	1,28,400/-	Annual Performance Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulation, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		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):2062 dated 16.08.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. RA/II/002/17-18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 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-27/5/1098 dated 07.11.2017	Ni	Nil	Annual Performance Report for the year 2015-16 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Coml. /WBERC/Annual Report/2016-17/971 dated 28.06.2017	Annual Performance Report for the year 2016-17 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 Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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 Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. COM/Tariff/1-1686 dated 12.07.2017	Annual Performance Report for the year 2016-17 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 been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 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 been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017

	(JERCMM)	The Manipur Gazette No.90 of 5th July 2014	Nil	Nil	Nil	Nil	Nil
23	Manipur & Mizoram	The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & UTs	Information not submitted					
25	Sikkim	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March, 2012, Gazette Notification No. 132 of the Government of Sikkim.	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the Licensee till date. As such no reprot has been published by the Commission.
26	Jammu & Kashmir	SOP Regulatio issued by SERC in March, 2006.	The report for the FY 2016-17 is yet to be received from the Distribution Utility	-	The report for the FY 2016-17 is yet to be received from the Distribution Utility	The report for the FY 2016-17 is yet to be received from the Distribution Utility.	The Utility has been directed to submit the report for 2016-17 at the earliest to facilitate its publication by the Commission under Section 55 (2) of the State Act.
27	Chhattis-garh	5th July, 2006	NA (The matter being persued)	NA	Nil	-	NA (The matter being persued)
28	Nagaland	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN /2012(A) dated 31.01.2012. The Department of Power, Nagaland (Licensee) is still unable to implement it mainly due to want of maintenance facilities and fund constraint as reported.	NA				
29	Telangana	Information not submitted					