# CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

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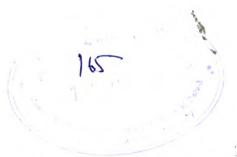
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No. 15/9 (1)//2018/APTEL/FOR/CERC -Vol. IV

Dated: Q9th January, 2019

To

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



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

Sir.

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27<sup>th</sup> January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter July 2018 to September 2018 is enclosed as Annexure.

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

Encl: As above (8 copies)

(Arun Kumar)

**Assistant Secretary** 

Yours faithfully,

OC

## **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 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 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).

# 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 2018, as against the status in quarter ended June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
	Bihar, Patna	One vacancy against the post of 3 <sup>rd</sup> Member since 26.02.2013 in Patna	One vacancy against the post of 3 <sup>rd</sup> Member since 26.02.2013 in Patna
		One vacancy against the post of 3 <sup>rd</sup> Member since 23.10.2017 in Purnea	One vacancy against the post of 3 <sup>rd</sup> Member since 23.10.2017 in Purnea
1.		One vacancy against the post of 3 <sup>rd</sup> Member in Muzaffarpur since 23.10.2017	One vacancy against the post of 3 <sup>rd</sup> Member in Muzaffarpur since 23.10.2017
		One vacancy against the post of 3 <sup>rd</sup> Member in Bhagalpur since 23.10.2017	One vacancy against the post of 3 <sup>rd</sup> Member in Bhagalpur since 23.10.2017
		One vacancy against the post of 3 <sup>rd</sup> Member in Gaya since 23.10.2017	One vacancy against the post of 3 <sup>rd</sup> Member in Gaya since 23.10.2017
			03 vacancy against the post of Chairman as per details given under-
			CGRF, BYPL - 01.04.2018 CGRF, NDMC - 01.04.2018 CGRF TPDDL - 16.04.2018
	Delhi		03 vacancy against the post of Member (Consumer related matters) as detail given below – CGRF, BRPL - 23.06.2018 CGRF, BYPL - 30.04.2018 CGRF, NDMC - 30.04.2018 02 vacancy against the post of Member (Legal) as per detail given below –
			CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018
			Ombudsman since 18.08.2018
2.	Maharashtra	Four (04) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Jalgaon Zone – 06-06-2017; Nagpur zone – 06.062017	Four (04) vacancies against the post of Chairperson as per details given under – Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Jalgaon Zone – 06-06-2017; Chandrapur zone – 27.082018
	ivianai asiiu a	One (01) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018.  One (01) vacancy against the post of Member (CPO) in Nagpur zone since 25.06.2018.	Two (02) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
4.		01 vacancy against the post of Member (social activity) in Namakkal EDC since 27-06-2017	02 vacancy of Member I in Combatore EDC/South and EDC/North since 22.8.2018 and 16.8 2018 respectively
	Tamil Nadu	01 vacancy against the post of Member NGO in Tirupur EDC since 18-06-2018.  01 vacancy in Chengalpattu EDC since 19-06-2018  01 vacancy against Member (Legal) to be nominated by district Collector in Chennai EDC (West) since 14-07-2012  02 vacancy in Vellore EDC since 27-10-2017	01 vacancy of Member(Legal) to be nominated by District Collector in Chennai EDC (West) since 14.07.2012  01 vacancy of Member in Dharmapuri EDC since 20.7.2018  01 Legal Member in Pudukottai EDC since 4.09.2018
5.	HERC	01 vacancy in Perambalur EDC since 20- 07-2018  01 vacancy against Legal Member in Tirunelveli EDC  01 vacancy in Theni EDC since 01-04- 2018	One recovery excited the rest of Member
3.	HERC	One vacancy against the post of Member in CGRF DHBVN	One vacancy against the post of Member in CGRF DHBVN
6.	MSERC	One vacancy in CGRF since January, 2018	Vacancy status nil
7	J&K SERC	CGRF not yet established	CGRF not yet established
8	NERC	CGRF not yet established	CGRF not yet established
9	JERC Goa and UTs (except Delhi)	One vacany of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and Octtober 2014 respectively.	One vacany of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and Octtober 2014 respectively.
		One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013	One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013
		One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively.  One vacancy of Member (Licensee) in UT	One vacancy of Chairperson and One Member (Licensee) and one Member (Nominated) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 and 24- 07-2018 respectively.
		of Dadra and Nagar Haveli since 26-08-2014.	One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014.
		One vancay of Member (Licensee) in UT	

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018				
		of Lakshdweep since April 2010.	One vancay of Member (Licensee) in UT of Lakshdweep since April 2010.				
			One Member (Nominated) in Puducherry since September 2018				
10	SSERC		Post of one Member vacant since June 2018				
11	UPERC		04 posts of Member (Legal) in Agra, Aligarh, Greater Noida and Muradabad and 04 posts of Member (Tech.) in Kesko Kanpur, Meerut, Gorakhpur and Gonda				

<u>Note</u>: Relevant information from ERCs of Arunachal Pradesh, Madhya Pradesh, Jharkhand, Tripura, 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 September 2018 as against the status in quarter ended June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter Ending June 2018	Status of Vacancy for quarter ending September 2018
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Information not received
2.	DERC		August 2018

<u>Note</u>: Relevant information from ERCs of Arunachal Pradesh, Madhya Pradesh, Jharkhand, Tripura 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 September 2018 as against the status in quarter ending June, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018		
1.	Jammu & Kashmir	CGRF not yet established	CGRF not yet established		
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 September 2018 as against the status in quarter ending June, 2018 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June 2018	Status of Vacancy for quarter ending September 2018
1.	Jammu & Kashmir	Ombudsman not established	Ombudsman not established
2.	Nagaland	Post of Ombudsman is yet to be created by the State Government	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 for the post of Member in the State of Bihar.
- 2. Three vacancies for the post of Chairman, three vacancies for the post of Member (Consumer related matters) and two vacancies for the post of Member (Legal) in the UT of Delhi.
- 3. One vacancy against the post of Member (DHBVN) in the state of Haryana.
- 4. Two vacancies against the post of Chairperson in the State of Goa and UT of Daman and Diu.

Five vacancies against the post of Member (Licensee) in the state of Goa and UTs of Andaman & Nicobar Islands, Daman and Diu, Dadra and Nagar Haveli and Lakshadweep.

Two vacancies against the post of Member (Nominated) in Daman and Diu and Puducherry.

- 5. Four vacancies against the post of Chairpersons, two vacancies against the post of Member (Licensee) in the State of Maharashtra.
- 6. One post of Member in the state SSERC.
- 7. Five vacancies for the post of Member in the State of Tamil Nadu.
- 8. Four vacancies against the post of Member (Legal) in Agra, Aligarh, Greater Noida and Moradabad. Four posts of Member (Tech.) in Kesko Kanpur, Meerut, Gorakhpur and Gonda in Uttar Pradesh.
- 9. CGRF is yet to be established in the State of Nagaland.
- 10. CGRF not yet established in the state of Jammu and Kashmir.

## Vacancies in Ombudsman

- 1. The post of Ombudsman in the UT of Delhi got vacant in August 2018.
- 2. The post of Ombudsman in the state of Nagaland yet to be established.
- 3. Ombudsman not yet established in the state of Jammu and Kashmir.

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			Stat	us of disposal of	Grievances by	CGRF			
SI. No.	Name of SERC/ JERCs	Name CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending September 2018	No. of Grievances received during the quarter ending September 2018	No. of Grievances disposed during the quarter ending September 2018	No. of Grievances pending at close of the quarter ending September 2018	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending September 2018
		APDCL, Silchar		0	0	0	0	0	0
		APDCL,		0	0	0	0	0	0
		Dibrugarh APDCL, Tezpur		0	1	0	0	0	0
1	Assam	Zone APDCL							
		(LAZ),Guwahati APDCL (LAR),		0	2	1	1	0	2
		Jorhat Zone		0	1	0	0	0	0
		APDCL, Nagaon		0	0	0	0	0	0
		Total		0	4	1	1	0	2
2	Andhra Pradesh	APSPDCL/Tirup ati/Andhra Pradesh		222	184	78	328	198	22
		APEPDCL/Visak hapatnam		85	133	97	121	41	23
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu				Information not submitted			
		Patna		44	14	25	33	21	29
	Bihar	Muzaffarpur		147	16	30	133	124	67
4		Purnea		28	10	5	33	0	0
4		Bhagalpur		95	29	30	94	75	18
		Gaya		6	3	9	2	0	15
		Total		320	72	99	295	220	129
		BRPL		38	65	52	51	15	30
		BYPL		2	9	8	3	0	7
5	Delhi	TPDDL		97	58	57	98	65	26
		NDMC		3	1	4	0	0	4
		Total		140	133	121	152	80	67
		PGVCL, Rajkot PGVCL,		33	59	77	15	0	13
		Bhavnagar		79	53	72	60	27	16
		PGVCL,Bhuj		1	5	2	4	0	3
		UGVCL		5	14	13	6	0	4
	Gujrat	MGVCL		0	4	4	0	0	1
		DGVCL		4	54	48	10	0	9
		TPL- Ahmedabad		7	32	33	6	0	13
		TPL Surat		4	2	6	0	0	13
		Total		133	223	255	101	27	72
		UHBVNL		45	48	34	59	12	18
7	Haryana	DHBVNL		19	91	90	20	1	19
		Total		64 30	139 17	124 17	79 30	13 19	37
	Himachal Pradesh			30	17	17	30	13	11
9	Jharkhand								

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		Sail Bokaro, Jharkhand										
		JUSCO										
		Tata Steel Ltd.										
		Jharkhand Urja										
		Vikas Nigam Ltd.										
		VUSNF, Chaibasa		Information not submitted								
		VUSNF,										
		Hazaribagh VUSNF, JSEB,Medinina										
		gar Damodar Vally										
		Corpn. Maithon, Jharkhand										
		JSEB, Dumka Total										
		BESCOM		60	15	16	59	51	10			
		MESCOM		7	2	7	2	1	3			
		HESCOM		14	3	0	17	13	11			
10	10 Karnataka	GESCOM		14	6	1	19	16	7			
		CESC		2	1	0	3	2	2			
		Total		97	27	24	100	83	33			
		CGRF- North (KSEB)		15	42	61	32	9	10			
		CGRF- Central (KSEB) CGRF-		28	30	21	37	7	12			
11	Kerala	South (KSEB)		30	40	37	33	0	16			
		Trichur Corpn.		2	0	1	1	0	1			
		KDHPCL		0	0	0	0	0	0			
		Total		75	112	120	103	16	39			
		ECGRF Bhopal										
			Information not									
12	Madhya Pradesh	ECGRF Indore				submitted						
		ECGRF Jabalpur										
		Total  Bhandup Urban		T	T	T						
		Zone		59	55	8	106	68	80			
		Kolhapur Zone		27	11	28	10	2	6			
		Nashik Zone		17	21	26	12	13	11			
		Konkan Zone		1	1	1	1	0	6			
		Latur Zone		7	2	6	3	2	4			
		Aurangabad Zone		10	9	9	9	1	14			
		Amravati Zone		1	5	1	5	0	3			
13	Maharashtra	Pune Zone		22	10	20	12	9	28			
		Nagpur Zone		15	30	27	18	4	7			
		Gondia Zone		2	2	2	2	0	7			
		Kalyan Zone		95	49	107	37	1	30			
		Jalgaon Zone		8	1	8	1	0	2			
		Nanded Zone		0	1	0	1	0	1			
		Baramati Zone		6	8	8	6	1	4			
		Chandrapur		0	0	0	0	0	0			

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		Zone						
		Akola Zone	4	24	15	13	0	45
		BEST Undertaking	6	9	10	5	0	11
		R Infra D						
		TPC-D	1	0	0	0	0	2
		Mindspace	0	0	0	0	0	0
		Gigaplex	0	0	0	0	0	0
		Total	300	245	298	245	103	265
14	Meghalaya	Meghalaya , CGRF	1	1	2	0	0	3
		Bhubaneswar	4	146	146	4	0	19
		Khurda	3	283	272	14	0	26
		Cuttack	6	221	224	3	0	28
		Dhenkanal	6	142	145	3	0	7
		Paradeep	5	193	188	10	0	15
		Rourkela	14	20	32	2	0	7
15	Odisha	Burla	0	52	52	0	0	13
		Bolangir	0	125	125	0	0	36
		Balasore	13	49	52	10	10	25
		Jajpur Road	1	17	18	0	0	5
		Berhampur	1	106	105	2	0	35
		Jeypore	6	101	85	22	0	13
		Total	59	1455	1444	70	10	229
16	Punjab	PSPCL, Patiala	30	121	101	50	3	31
		Ajmer	732	1917	1585	1064		
		Jaipur	1579	20408	19940	2047		d for the
17		Jodhpur	127	1038	922	243	period f Septem	oril 2018 to 18
	Rajasthan	Total	2438	23363	22447	3354	,	
18	Tamil Nadu	Tamil Nadu	185	291	296	180	41	70
		Agra	46	66	62	50	18	70
		Aligarh	33	37	45	25	9	66
		Allahabad	172	81	135	125	64	20
		Azamgarh	42	22	22	42	31	65
		Bareilly	6	2	2	6	4	28
		Basti	43	26	62	12	9	26
		Chitrakoot	2	2	2	2	0	4
		Faizabad	14	5	3	16	13	42
		Gonda Devipatan	28	36	40	24	14	53
19	Uttar Pradesh	Gorakhpur	83	17	40	60	38	20
		NPCL/Greater Noida	6	7	2	11	6	9
		Jhansi	279	23	64	238	221	74
		Kanpur	29	9	11	27	18	46
		Kanpur, KESCO	85	23	12	96	50	15
		Lucknow	74	34	41	68	36	62
		Meerut	43	42	31	54	11	47
		Mirzapur	6	6	4	8	2	26
		Moradabad	0	0	0	0	0	0
		Saharanpur	21	6	14	13	8	34

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		Varanasi	59	195	186	68	22	35
		Total	1071	639	778	945	574	742
		Garhwal Zone	33	34	51	16	8	full time
		Kumaon Zone	53	40	53	40	15	full time
20	Uttarakhand	Haridwar	24	38	46	16	11	full time
20	Ottaraknand	Udham Singh Nagar	27	68	70	25	11	full time
		Srinagar	0	14	7	7	0	0
		Total	137	194	227	104	45	0
	WBERC		66	356	345	77	1	61
		P&E Department, CGRF, Mizoram	Nil	Nil	Nil	Nil	Nil	Nil
22	(JERC) Manipur & Mizoram	Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	Nil	Nil	Nil	Nil	Nil	Nil
		Goa	4	2	0	6	6	7
		Lakshadweep	1	2	1	2	0	8
			0	0	0	0	0	0
	Joint Electricity Regulatory Commission Goa	Daman &Diu Dadra Nagar Haveli	16	5	20	1	1	4
23		Chandigarh	14	49	47	16	1	16
		Andman & Nicobar Islands	3	2	4	1	1	62
		Puducherry	3	10	6	7	0	54
		Total	41	70	78	33	9	151
24	Sikkim	Sikkim	0	0	0	0	0	0
		Raipur	10	12	2	20	13	6
		Bilaspur	16	23	22	17	5	36
25	Chattisgarh	Jagdalpur	1	1	2	0	0	3
25	Chattisgam	Raigarh	0	0	0	0	0	0
		Bhilai	0	0	0	0	0	0
		Total	27	36	26	37	18	45
26	Jammu & Kashmir				CGRF not yet	established		
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL- CGRF-III	Information not submitted					
28	Nagaland	CGRF not yet established						
29	Telangana			Information i	not submitted			

		<u>Se</u>	ection -VII - State	es of disposal of	Grievances by O	mbudsman		
SI. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending September 2018	No. of Grievances received during the quarter ending September 2018	No. of Grievances disposed during the quarter July to September 2018	No. of Grievances pending at close of the quarter (July to September 2018)	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter July to September 2018
1	Assam	1	0	0	0	0	0	0
2	Andhra Pradesh	1	5	10	12	3	1	14
3	Arunachal Pradesh	1		Infor	mation not subn	nitted		
4	Bihar	1	27	6	1	32	26	15
5	Delhi	1	6	8	8	6	0	10
6	Gujarat	1	24	29	39	14	0	51
7	Haryana	1	0	12	10	2	0	10
8	Himachal Pradesh	1	6	5	10	1	0	6
9	Jharkhand	1		Infor	mation not subn	nitted		
10	Karnataka	1	10	4	12	2	2	20
11	Kerala	1	15	42	23	34	0	21
12	Madhya Pradesh	1		Infor	mation not subn	nitted		
13	Maharashtra	2	53	159	149	63	19	82
14	Meghalaya	1	0	0	0	0	0	0
15	Odisha	2	45	50	58	37	19	99
16	Punjab	1	30	30	25	35	0	13
17	Rajasthan (April to Sep. 2018)	1	3	9	11	1	0	full time
18	Tamil Nadu	1	23	15	16	9	16	
19	Uttarakhand	1	9	10	10	9	1	full time
20	Uttar Pradesh		190	84	88	186	150	27
21	West Bengal	2	146	61	81	125	90	57
22	(JERCMM) Manipur & Mizoram	1	nil	nil	nil	nil	nil	nil
23	JERC Goa & All Uts	1	1	5	1	4	0	1
24	Chhattisgarh	1	12	4	6	10	0	63
25	Tripura	1		Infor	mation not subn	nitted		
26	Sikkim	1	0	0	0	0	0	0
27	Jammu & Kashmir		Ombudsman not yet established					
28	Nagaland		Ombudsman not yet established					
29	Telangana				Informatio	n not submitted		

				Section-VIII - Stat	us of achie	vement of Standa	rd of P	erforma	nce			
S. N o.	Name of SERC/ JERCs	The date & detai Is of notif icati on of SOP by SERC	The date & details of of has furnished the report 59(1) for the latest Finar	to SERC under section		the reports d by Licensees	cases which comp tion made unde	h Densa Was e er ection of	The aggregate a of the compen paid		The date and details of the report published by SERC under Section 59 (2)	
	1	2	3			4		5	6		7	
1	Assam	Nil	Ni			Nil		Nil	Nil		Nil	
2	Andhra Pradesh					nformation not su	bmitte	d				
3	Arunachal Pradesh				ļ	nformation not su	ıbmitte	d				
4	Bihar	the boa	ation issued on 2007 . On the request of ard it was made effective 2.4.2008.	The report for all the fi quarters of FY 17-18 been submitted by licensee. This is un compilation publication.	has the	oort submitted in copy.	nard	None	Nil	not b was verific Proce	•	
5	Delhi	Commi Standa Regulai 19.8.20 1.1.200 was Electric Perforr Regulai 18.04.2 12.8.20 29.4.20 copy of the w www.d Subseq Code Standa notifier effectiv as ame 12-10-2 earlier Code Standa and its	compilation publication.  This Electricity Regulatory mmission (Performance ndard - Metering & Billing) gulations, 2002, notified on 8.2002 and amended on .2003 and 20.5.2003. This is repealed by Delhi ctricity Supply Code and formance Standards gulations, 2007 notified on 04.2007 as amended on 4.2007 as amended on 8.2011, 23.3.2015, 4.2016 and 7.6.2016. The py of the same is available on exwebsite of DERC i.e. www.derc.gov.in Desquently, DERC (Supply de and Performance ndards) Regulations, 2017, tified on 17.08.2017 and amended on 2-2-2018 and 10-2018, repealing the dier Delhi Electricity Supply de and Performance ndards Regulations, 2007 dista amendments. The copy the same is also available on the same is also avai		to Reg vith Dist the uplo The web its i.e.v ted ddl. to www.	Commission ir ulations has dire ribution Licensee and the data on site www.tatapower-com w.bsesdelhi.com	ected s to	Nil	regard  Nil The subm of F Comm same Order same DERC  Further the re		peeding has been initiated in this rd and hearing process is going on.  Distribution Licensees had nitted the level of overall Standards Performance achieved to the mission for FY 2016-17 and the le has been incorporated in Tariffer dated 28-03-2018. The copy of le is available on the website of C i.e. www.derc.gov.in ther, the Commission has uploaded report submitted by DISCOMs on its site i.e. www.derc.gov.in	
6	Gujarat	Utta Ltd.(UC		04.05.2018 - Ann Report of FY2017-18	aspx			.2018				
		Madhy Ltd (Mo	a Gujarat Vij Company GVCL)	26.04.2018 ( Ann Report of FY 2017-18	nual http	o:www.gercin.org, aspx	sop.		Nil	16.05	.2018	
		Paschir Ltd. (PC	n Gujarat Vij Company GVCL)	02.05.2018 (Ann Report of FY 2017-18)	nual http asp:	o:www.gercin.org/	sop.	Nil	Nil	16.05	.2018	
		Dakhsii Ltd.	n Gujarat Vij Company	30.04.2018 (Ann Report of FY 2017-18)	nual http asp	o:www.gercin.org/	sop.	Nil	Nil	16.05	.2018	
		TPL-Ah	medabad	31.04.2018 (Ann Report of FY 2017-18)	nual http asp:	o:www.gercin.org/	sop.	Nil	Nil	16.05	.2018	

720	Z/ZU19/F	OR - CERC TPL-Surat		tp:www.gercin.org/sop	o. Nil	Nil	16.05.2018	
			Report of FY 2017-18) as	px				
7	Haryana	16 July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	the UHBVNL vide memo nt no. Ch-10/SE/RA/N/F-67 ht	tps://herc.gov.in/cont /1056 1 UHBVNL.asp tps://herc.gov.in/cont /1065 1 DHBVNL.asp	<u>x.</u> <u>e</u>	Nil	DHBVNL for published on t	ertaining to UHBVNL & FY2016-17 has beer he Commission's website d at Sr.No. 4 (Column 5)
8	Himachal Pradesh			Information not subn	nitted			
9	Jharkhand			Information not subn	nitted			
10	Karnataka	24-05-2004 vide Notification No. D/01/03 BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY 18 during the 1st week of July, 2018.			Nil	Nil The commission has already published t details of the levels of SOP achieved Distribution companies for FY 18 in KE website : karnataka.gov.in/ker. Distributi companies have also been directed publish the levels of SOP achieved by them their respective websites.		
11	Kerala	Information not submitted						
12	Madhya Pradesh	Information not submitted						
13	Maharashtra	(Standards of performance of distribution licensees, Period for giving supply and Q1 determinatio n of compensatio n) Regulation, 2005 was notified on 20 January, 2005. Regulation is superseded by MERC (Standards of performance of distribution licensees	7 22.11.17 15.02.2018 3.5. 17 1.11.17 25.01.2018 25.4 17 12.12.17 21.02.2018 25.5 7 18.10.17 25.01.2018 3.5.	http://www.r g.in/pdf/Orde 42/Q1_SOP_J 2017_MSEDC / http://www.r g.in/pdf/Orde 2018 42/MSEDCI 2	mercindia.or  vr <del>%2058%</del> 20  une L.pdf mercindia.or  vr%2058%20  60P_Q2_FY1  mercindia.or  vr%2058%20  Q3_FY17-  mercindia.or  vr%2058%20  60P_Q4_FY1  8  mercindia.or  vr%2058%20  Q1_FY17-  mercindia.or  vr%2058%204  Q1_FY17-  mercindia.or  vr%2058%204  Q1_FY17-  mercindia.or  vr%2058%204  Q2_2017-  mercindia.or  vr%2058%20	For FY 2017-18 (Upto Quarter IV) MSEDCL:61 Nos.  AMEL-D*, BEST, TPC-D, MBPPL and GEPL: Nii  For FY 2017-18 (Upto Quarter I) AEML-D*, BEST, TPC-D, MBPPL and GEPL: Nii  Note: *AEML-D was formerly known as Rinfra-D	(Upto Quarter IV) MSEDCL: compensat ion paid amounting to Rs.10,81,9 13.45/-	On 04.09.2018, details are available on the Commission's website for FY 2018-19 upto Quarter I (except MSEDCL)

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14	Meghalaya	MSERC (Standard of Performance ) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013	The report on the Standard of Performance for April to June in respect of the MePDCL was submitted to MSERC on 29 <sup>th</sup> August 2018		-			Nil	Does not arise	-
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		cos	Nil	Nil	06.02.2018 in News paper (www. orierc.org (Home Page) – >"Performance of Distcos" for the FY 2016-17
16	Punjab	Information not submitted								
17	Rajasthan	Information not submitted								
18	Tamil Nadu	Information not submitted								
19	Tripura	Information not submitted								
20	Uttar Pradesh	Information not submitted								
21	Uttarakhand	April 17, 2007								
22	West Bengal	46/WBERC date	as ed nd	Annual Report fo 2016-17 submi WBSEDCL in terms of no. 16.0 of the called the WBERC (! Performance of relating to Consum Regulations, 2010	of regulation Regulations Standards of Licensees her Services)	3	1,28,40	WBSEDCL in t (Standards of Consumer Ser	erms of Regular Performance vices) Regulat	r 2016-17 submitted by ation 16.0 of the WBERC of Licensees relating to ion, 2010 and published ERC/B-27/5/1098 dated

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1520	2013/1	07.01.2014.		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.	MemoNo. RA/II/002/17- 18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Limited in terms of regulation no. 16.0 of the Regulations calledthe 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 2015-16 asper 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) Regulaitons, 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) Regulaitons, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017		
22	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.90 of 5th July 2014	Nil	Nil	Nil	Nil	Nil		
23		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil		
24	JERC Goa & Uts		Information not submitted						

19282/2019/FOR - CERC There are no reports/complaints regarding failure by No complaints or reports Nil Nil Nil (Standard of failure by the Licensee the Licensee till date. As such no reprot has been performance for the reported so far and as published by the Commission. Distribution and such the Licensee has not Transmission furnished any report. Licensee) Regulations,2012 25 Sikkim notified by the Commission on 23rd March, 2012, Gazette Notification No. 132 of the Government of Sikkim. Jammu & 26 Information not submitted Kashmir 5th July, 2006 NA (The NA Nil NA (The matter being persused) matter being 27 Chhattisgarh perused) Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A) dated 28 Nagaland 31.01.2012. NA The Department of Power, Nagaland, is yet to start implementing 29 Telangana Information not submitted