

# **Status of implementation of progress of reforms under Electricity Act 2003**

**(as per information received up to 31<sup>st</sup> March, 2015 in CEA)**

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Andaman & Nicobar Islands, Electricity Department

For the Quarter: Jul 2014,

Ref. No. No. EL/PL/17-6/2011/5285 dated 23.11.2011 from Electricity Deptt.

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		REC & NTPC were requested to prepare a road map for corporatisation of Electricity Department in February, 2004. However, no progress has been made so far due to Earth Quake and Tsunami in 2004	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		The JERC for Goa & UT started functioning since 02.05.2005.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Notification under publication.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		No special court setup as no cases of pilferage.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Not done.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Done.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs			
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs			
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs			

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs			
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs			
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		--	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	The CRGF is functional since September, 2010 at Port Blair.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		No compensation paid till date.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs			
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs			
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs			
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs			
(g)	<ul style="list-style-type: none"> <li>i) Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii) Regular filing of tariff petitions</li> <li>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission			

and any gap on account of delay in filing should be on account of licensee.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State **Andhra Pradesh**

For the Quarter: ending March, 2013

Ref. No. JMD/ED/Plg. RAC & Reforms/ F.Reforms/ D No. 23/ 13 dt. 02.06.2013

Ref. No. CGM/Plg./EPDCL/ADE/Plg./F.RMU/D.No. 4153/13 dated 23.08.2013 (Qr.II of 2013-14)

Ref. No. CGM/Comm.IPC&RAC/NPDCL/WGL//F.CEA-2012-13/D.No. 56/13 dated 30.04.2013 (Qr.IV of 2012-13)

Ref. No. APERC/Secy/RMU/2012-13/1 dated 16.08.2012 (Qr.II of 2012-13)

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks												
<b>ELECTRICITY ACT 2003</b>																		
<b>1.</b>	<b>Regulatory Measures</b>																	
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		APSEB was unbundled into APTRANSCO and APGENCO w.e.f. 1.2.1999 and APTRANSCO was further unbundled into APTRANSCO and 4 Discoms w.e.f. 1.4.2000.  Bulk supply Business undertaking of APTRANSCO is vested / transferred with / to the 4 Discoms w.e.f. 10.06.2005.													
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		APERC constituted on 31.03.1999.													
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done. G.O.Ms. No. 144 dt. 31.12.2003 (Appellate Authority) & G.O.Ms.No. 34 dt. 22.8.2011 (Assessing Officer) No. of Cases decided by AO: <b>8749+8882+48+10724=28403</b> , <b>No. of cases decided by AA: 142+114+2+112=258.</b>													
					<table border="1"> <tr> <td colspan="2">Final Assessment Orders issued for LT except Cat-III &amp; IV</td> <td colspan="2">Final Assessment Orders issued for LT Cat-III &amp; IV and all HT services</td> </tr> <tr> <td>Final Assessing Officer</td> <td>Appellate Authority</td> <td>Final Assessing Officer</td> <td>Appellate Authority</td> </tr> <tr> <td align="center">2837</td> <td align="center">49</td> <td align="center">90</td> <td align="center">0</td> </tr> </table>	Final Assessment Orders issued for LT except Cat-III & IV		Final Assessment Orders issued for LT Cat-III & IV and all HT services		Final Assessing Officer	Appellate Authority	Final Assessing Officer	Appellate Authority	2837	49	90	0	
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Final Assessing Officer	Appellate Authority	Final Assessing Officer	Appellate Authority															
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2012-13	Assessing Officer	Appellate Authority																
Qr.II	66 +9388	2+121																

				<b><u>No. of Cases finalized during January to March/' 2013</u></b>				
				2012-13	Assessing Officer	Appellate Authority		
				Qr.IV	10724	112		
				Qtr. Ist 13-14	29	03		
				<b><u>No. of Cases finalized during April –June 2013</u></b>				
				Final Assessment Orders issued for LT except Cat-III & IV		Final Assessment Orders issued for LT Cat-III & IV and all HT services		
				Final Assessing Officer	Appellate Authority	Final Assessing Officer	Appellate Authority	
				1224	13	4	9	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Special Courts set up vide G.O.Ms. NO. 118 dt. 18.10.2003.			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Issued G.O.Ms . No. 15 dt. 28.01.2004 & G.O.Ms.No. 119 dt. 20.09.2004. Seven Meetings were held.			7 <sup>th</sup> meeting was held on 30.08 .2012
(f)	Constitution of District Level Committee	Section 166 (5) of EA	State Govt		Yet to be received.			
(g)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Done. (Action taken by the State Government under Section 180(2) of the Electricity Act, 2003.			
(h)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Complied. Regulation No. 6 of 2005 (Inter-State Electricity Trading) on 14 <sup>th</sup> December, 2005.  Inter-State Traders has to file the details for fixation of Trading Margin. But, so far, no trader has approached the Commission for determination of Trading Margin.			
(i)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Done. C&AG conducted audit on Financial Statements for FY 1999-2000 to FY 2004-05. Accordingly prepared annual statement of accounts and annual reports.			

(j)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Done. C&AG conducted audit on Financial Statements for FY 1999-2000 to FY 2004-05. Accordingly prepared annual statement of accounts and annual reports.																															
(k)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Complied. APERC has approved Grid Code submitted by APTRANSCO under AP Electricity Reform Act, 1998. Draft Grid Code under Electricity Act. 2003 is notified.	Under finalisation																														
(l)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		No regulation is notified by APERC. However, Price ceiling for Short Term Procurement of Power is being imposed while issuing Retail Supply Tariff Orders to the Distribution Licensees. APERC fixed the maximum ceiling price for purchases from such external/short term sources at Rs 2.65 per KWh for purchases during off-peak hours and Rs 5.50 per Kwh for purchases during peak hours for FY 2010-11, 2011-12 and 2012-13 subject to procurement of power from such sources by Web based competitive procurement process,																															
(m)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done.																															
(n)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	No. of cases of non-compliance : 12800+6344+6967+6255=32366																															
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>																																			
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	. :																															
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						<b>cases decided</b>	<b>Licensee</b>	<b>Consumer</b>									
						<b>Qr.I 2013-14</b>	<b>56+34</b>	<b>13+04</b>	<b>43+30</b>								
						<b>Qr.II 2013-14</b>	<b>99</b>	<b>2</b>	<b>97</b>								
						<b>Qr. IV 2013-14</b>	<b>661</b>	<b>204</b>	<b>457</b>								
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		<p><u>Licensee</u>      <u>Amount (Rs.)</u></p> <p>NPDCL   -   Nil</p> <p>SPDCL   -   2, 76, 400.00</p> <p>EPDCL   -   Data not received.</p> <p>CPDCL   -   Nil</p> <p><b>Total   -   2,76,400.00</b></p> <p><b>Level of performance achieved by the Licensee is 98% in 2<sup>nd</sup> quarter of EPDCL.</b></p> <p><b>Level of performance achieved by the Licensee is 100% in 2<sup>nd</sup> quarter of NPDCL.</b></p> <p><b>No. of cases in which compensation was made during the Qtr. Jan-Mar 2013 :</b></p> <table border="1"> <thead> <tr> <th><b>Name of DISCOM</b></th> <th><b>No. of Cases</b></th> </tr> </thead> <tbody> <tr> <td><b>NPDCL</b></td> <td><b>0</b></td> </tr> <tr> <td><b>SPDCL</b></td> <td><b>9</b></td> </tr> <tr> <td><b>CPDCL</b></td> <td><b>Data not received</b></td> </tr> <tr> <td><b>EPDCL</b></td> <td><b>6</b></td> </tr> <tr> <td><b>Total</b></td> <td><b>15</b></td> </tr> </tbody> </table>	<b>Name of DISCOM</b>	<b>No. of Cases</b>	<b>NPDCL</b>	<b>0</b>	<b>SPDCL</b>	<b>9</b>	<b>CPDCL</b>	<b>Data not received</b>	<b>EPDCL</b>	<b>6</b>	<b>Total</b>	<b>15</b>
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<b>Total</b>	<b>15</b>																
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Complied. Vidyut Ombudsman in AP State is functioning independently. APERC has notified 3 Nos. Regulations in this regard.												
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		<p>Complied. Compensation to be paid by the Licensee to the Consumers as per the Regulation No. 7 of 2004 (Licensees Standards of Performance).</p> <p>As per the directions of APERC, Discoms have been displaying the details of compensation to be paid to the Consumers in case of default/non-compliance of SOPs at all the Consumer Service Centers (CSCs).</p>												



(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		<p>There are no different Standards of Performance of licensees in AP State.</p> <p>All the Distribution Licensees in AP are wholly owned by the State Government.</p>	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Complied. Tariff Orders are being issued.	
(g)	<p>i)Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>Complied. Regulation issued by APERC.</p> <p>Implemented Multi-year-Tariff framework. Regulation issued by APERC.</p> <p>Yes, all the Distribution Licensees are filing their ARR &amp; Retail Supply tariff petitions regularly every year.</p> <p>So far, Distribution Licensees are submitting their ARR &amp; Retail Supply tariff filing in time. Hence, initiation of tariff determination and scrutiny on a suo-basis does not arise.</p> <p>Does not arise.</p>	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Arunachal Pradesh

Ref. No. : APERC/ RA-1/ FOR/ 2014-15/ 157 dated 05.06.2014

For the Quarter upto June , 2014

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Not done. Decision yet to be taken by Govt.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Constituted. March, 2011	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		--	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		No matter referred to High Court.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		--	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		--	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Yes	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		yes	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		yes	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		yes	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		no	

(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		yes	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		1 <sup>st</sup> Part of the clause partly under implementation. 2 <sup>nd</sup> part under implementation through RGGY.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Regulation already in place and the action for constitution of CGRF under process by the utilities.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Yes Nil as no cases reported/ placed before the Ombudsman.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		No	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		No	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		yes	
(g)	<p>i)Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>(i) Regulation likely to be in place by May, 2012.</p> <p>(ii) Tariff order to be issued for the first time in history of Arunachal Pradesh on filing of petition by distribution licensee. MYT to be adopted after that.</p> <p>(iii) Expected that since the regulations are in place now so, distribution licensees are expected file tariff application.</p>	

<p>the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>				<p>(iv) Situation hasn't arrived yet. The Commission is a bit liberal for the first time as the distribution licensees shall be filing the same for the first time.</p> <p>(v) Same as (iv)</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State : Assam

For the Quarter ending on June , 2014

Ref. No. AERC CEA/RMU/2011-12/365/Pt.I/ 2 dated 03.06.2014

Ref : CGM (COM)/ CGRF/ 2010/ 43 Dated 03.04.2014

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Assam SEB unbundled into 5 successor entities - one each for generation & transmission and 3 for distribution in Dec'04. 3 Discoms merged into one in 2009.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		AERC established in Feb.'2001	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done. Details of no. of cases decided by AO & AA not available with the Commn.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Done. Details on available.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Few Rules prepared. Rules related to Section 180(2)(d) & (g) are complete.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not done	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Complete. Statutory audit for FY 2012-13 is complete.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual report for FY 2012-13 is complete.	

(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified on 10 <sup>th</sup> Feb., 2005	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Two regulations for short term power procurement have been issued.  No price cap has been imposed	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done. Above 90%	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Nil	Latest data is awaited from the field.
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Yes Recently in April 2014, four new CGRFs were constituted raising the total number of CGRFs to 8.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Information received by Commission for FY 2009-10. Information for FY 2010-11-awaited.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Yes, Appointed.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yes, Notified. Only partial information available with the Commission for Lower Assam Region of APDCP. Information for the rest of Assam has been sought but still not available.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Not done. Standards of performance are same for all classes of licensees.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		The commission tries to issue the tariff orders within stipulated 120 days.  The tariff orders for FY 2012-13 were delayed due to non submission of petitions and data by the Licensees. Suo-Moto orders were issued. The MYT Orders for FY 2013-16 were delayed as the petitions were filed late and petitions filed were also incomplete in material particulars. The hearings conducted before issuing the Tariff Orders had to be rescheduled three times due to	

				protests from consumers which caused delay.	
(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission	<p>(i) Yes.</p> <p>(ii) yes</p>	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State : Bihar

For the Quarter: Upto Qtr. ending September,2012 (Year 2011-12)

Ref. No. Com / Misc.-17/2010(Part-1)-3203 date 31.12.2012 from Bihar State Power (Holding) Company Ltd.

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Unbundled vide Energy Deptt., Govt. of Bihar notification No. 17 dated 30.10.2012.	Five companies viz. Bihar State Power (Holding) Co. Ltd., Bihar State Generation Co. Ltd., Bihar State Transmission Co. Ltd., South Bihar Distribution Co. Ltd & North Bihar Distribution Co. Ltd. have been incorporated. PFC has been appointed as consultant to update & finalize transfer scheme.
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Constituted in 2005.	BERC constituted vide Govt. notification No. 1284 dated 15.04.2002.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Already done.	Vide Energy Deptt. Notification No. 31 dated 4.8.2006
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Already set up at Patna, Gaya and Muzaffarpur	Vide Notification no. 1-9-09/2005/2476 dated 17.3.2010
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done	Vide Energy Deptt. Notification no. 3 dated 16.02.2006
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Rules not framed	To be done by State Govt.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Done (Not done 100%)	Vide notification No. 9/2007-No. BERC-Reg.-1/2007 dated 04.12.2007.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Pertains to BERC.	To be done by BERC.



(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Pertains to BERC.	To be done by BERC.
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.	Vide notification No. BERC/Regi-1/2009 -02 dated 20.07.2010.
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		i) No any regulation issued by BERC. ii) BSEB had been procured 300 MW power under Short Term for the period 01.12.2011 to 29.02.2012 & 01.03.2012 to 31.08.2012.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		1.BESC- 2007 vide Notification no. BERC/Reg/6/2006/529 dated 31.12.2007 2.Standard of Performance vide notification no. BERC/Regl-9/2006 dated 18.1.2007 3.Tariff Regulations vide notification no. BERC/ Regl-10/06-2/2007 dated 24.4.2007	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		It is being done.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Established at Patna, Muzaffarpur and Purnea.	Already established and working at Patna vide Notification No. X/Adm-Misc-1019/05-370 dated 26.08.2006 of BSEB. Set up at Muzaffarpur and Purnea vide Notification No. I/CGRI-Misc-1006/09/11 dated 09.11.2012 of BSPHCL.
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Continuous efforts and monitoring is done to achieve level of performance made.	Compensation of Rs 10,400/= in case of Shri Chandra Mohan Sharma.
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Appointed.	Ombudsman appointed vide BERC vide office order no. 28 dated 5.7.2011
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Pertains to BERC.	Determined in Standards of Performance Regulations.

(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Issued by BEREC.	Standard of Performance issued vide Notification No. BEREC/Regl-9/2006 dated 18.01.2007.
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		BSEB has filed Tariff petition for FY 2012-13 on 15.11.2011. BEREC to issue the tariff order within stipulated period.	
(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>(i) SoP regulation issued.</p> <p>(ii) No</p> <p>(iii) Yes</p> <p>(iv) No</p> <p>(v) Yes</p>	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: UT Chandigarh

For the Quarter: 2013-14

Ref. No. SE/ OP/ S-II /141/05/ 2500 dated 17.07.14 from Elecy. Deptt.

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Restructuring / Corporatization under progress.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		JERC for State of Goa and UTs constituted by Central Government.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO Appointed vide notification No. G1/ 11/ 01 and G1/ 11/ 02 dated 10.08.2012  AA Appointed vide notification No. G1/2013/ 01 dated 11.06.2013.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Constituted vide notification No. 8/7/2-IH(8)-2011/17800 dated 03.10.2012.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Yet to be constituted.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Required to be framed by Central Govt. in case of UTs.	Action to be taken by Hon'ble JERC.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Action to be taken by Hon'ble JERC.	Action to be taken by Hon'ble JERC.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Action to be taken by Hon'ble JERC.	Action to be taken by Hon'ble JERC.
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Action to be taken by Hon'ble JERC.	Action to be taken by Hon'ble JERC.
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		State Grid Code Regulation 2010 has already Notified by the Hon'ble JERC.	

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Action to be taken by Hon'ble JERC.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Action to be taken by Hon'ble JERC.	Action to be taken by Hon'ble JERC.
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		The services are being provided to the consumers within the stipulated time period.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF already existing and necessary reports are being submitted to JERC by CGRF. Above 90%.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		1. The level of performance achieved. 2. Above 90% percentage of level of percentage achieved.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		1. The Ombudsmen has already been appointed by the commission. 2. above 90% percentage of number of case disposed off over the total number of cases registered.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		1. The Regulations (Licensee Standards of Performance) notified by the Regulatory Commission. 2. Ni.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Notified.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes issued Tariff Order for FY 2011-12 approved by JERC on 16.07.2011 and for FY 2012-13 on 07.05.2012.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		1. Already Notified by the JERC. 2. SOP is specified. .	

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Chhattisgarh

Upto the Quarter ending December, 2014

Ref. No. 02-02/SE-III/AE- Rev./1/ Vol.-I/ 4099 dated 03.03.2015 from Chhattisgarh State Power Distribution Co. Ltd.(CSPDCL).

Ref. No. 04/49-CEA/2011/672 dated 05.08.2011 from CSERC

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Done.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		constituted.	Vide notification dated 11.05.2004.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		The Govt of Chhattisgarh has set up 21 special courts at district head quarter for the purpose of providing speedy trial of offences.	The progress is being collected.
(e)	Disposal of Theft cases in Financial Year	Section 154 of EA	State Govt		<u>Theft cases registered by the special courts in the financial year(2014-15)</u> - Above 90% - Above 70% to upto 90% - 50% to upto 70% - 30% to upto 50% - 10% to upto 30% - Below 10%  <b>Progress: 10% to up to 30%.</b>	
(f)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted .	
(g)	Constitution of District Level Committee	Section 166(5) of EA	State Govt		Yet to be constituted.	

(h)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Above 75 % to upto 90%	The Govt. of C.G. has constituted requirements for rules by notification as per provision of the Act.																
(i)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Fixed for a private trading licensee which is not operating at present																	
(j)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Yes																	
(k)	Preparation of Annual Report	Section 105(1) of EA	SERCs		No																	
(l)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		The CSERC, Raipur vide order dt. 30.12.2011 made regulation known as Chhattisgarh State Electricity Grid Code- 2011.	Vide order dated 30.12.2011.																
(m)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		CSERC vide its order dtd. 05.05.2012 under Suo-Motu petition no. 07/2012 (M) has determined the terms and conditions and price capping of power to be purchased in short term by the CSPDCL(Chhattisgarh state Power Dist. Co. Ltd.) for the year 2012-13..	CSERC has not issued regulation for short term procurement of power																
(n)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done. List of regulation framed by CSERC is available on CSERC web site i.e. <a href="http://www.cserc.gov.in">www.cserc.gov.in</a> .																	
(o)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		<p>1: Yes, 2: Details of pending position for LT connection as on 31.12.2014 is as under :-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Exceeding 30 days</th> </tr> </thead> <tbody> <tr> <td>1-Phase</td> <td>1383</td> </tr> <tr> <td>3-Phase</td> <td>17509</td> </tr> <tr> <td><b>Total</b></td> <td><b>18892</b></td> </tr> </tbody> </table> <p>Total 17509 pending connection is including of pump connection pending for extension</p> <p>Details of pending position for LT connection as on 30.09.2011 is as under :-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Exceeding 30 days</th> </tr> </thead> <tbody> <tr> <td>1-Phase</td> <td>7581</td> </tr> <tr> <td>3-Phase</td> <td>18705</td> </tr> <tr> <td><b>Total</b></td> <td><b>26286</b></td> </tr> </tbody> </table>	Category	Exceeding 30 days	1-Phase	1383	3-Phase	17509	<b>Total</b>	<b>18892</b>	Category	Exceeding 30 days	1-Phase	7581	3-Phase	18705	<b>Total</b>	<b>26286</b>	
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(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<p><b>The CSPDCL(Chhattisgarh state Power Dist. Co. Ltd.) is having two consumer redressal forums at Raipur &amp; Bilaspur :</b></p> <table border="1"> <thead> <tr> <th rowspan="2">CGRF (Sept. 2011)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consumer</th> </tr> </thead> <tbody> <tr> <td>Raipur</td> <td>61</td> <td>22</td> <td>54</td> </tr> <tr> <td>Bilaspur</td> <td>163</td> <td>09</td> <td>90</td> </tr> <tr> <td><b>Total</b></td> <td><b>224</b></td> <td><b>23</b></td> <td><b>129</b></td> </tr> </tbody> </table> <p>Raipur Forum arranges redressal camps at Durg and Rajnandgaon Weekly and Jagdalpur fortnightly. Similarly Bilaspur forum arranges fortnightly camps at Raigarh and Ambikapur.</p> <p><b>Cases disposed off: 50% to upto 75%</b></p> <p>The CSPDCL is having two consumer redressal forums at Raipur &amp; Bilaspur :</p> <table border="1"> <thead> <tr> <th rowspan="2">CGRF (Sept. 2012)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consumer</th> </tr> </thead> <tbody> <tr> <td>Raipur</td> <td>26</td> <td>14</td> <td>12</td> </tr> <tr> <td>Bilaspur</td> <td>70</td> <td>19</td> <td>51</td> </tr> <tr> <td><b>Total</b></td> <td><b>96</b></td> <td><b>33</b></td> <td><b>63</b></td> </tr> </tbody> </table> <p>The CSPDCL is having two consumer redressal forums at Raipur &amp; Bilaspur :</p> <table border="1"> <thead> <tr> <th rowspan="2">CGRF (Dec. 2012)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consumer</th> </tr> </thead> <tbody> <tr> <td>Raipur</td> <td>26</td> <td>11</td> <td>15</td> </tr> <tr> <td>Bilaspur</td> <td>33</td> <td>0</td> <td>33</td> </tr> <tr> <td><b>Total</b></td> <td><b>59</b></td> <td><b>11</b></td> <td><b>48</b></td> </tr> </tbody> </table> <p>The CSPDCL is having two consumer redressal forums at Raipur &amp; Bilaspur :</p> <table border="1"> <thead> <tr> <th rowspan="2">CGRF (March 2013)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consumer</th> </tr> </thead> <tbody> <tr> <td>Raipur</td> <td>22</td> <td>05</td> <td>17</td> </tr> <tr> <td>Bilaspur</td> <td>45</td> <td>08</td> <td>37</td> </tr> <tr> <td><b>Total</b></td> <td><b>67</b></td> <td><b>13</b></td> <td><b>54</b></td> </tr> </tbody> </table>	CGRF (Sept. 2011)	No. of cases decided	Decision in favour of		Licensee	consumer	Raipur	61	22	54	Bilaspur	163	09	90	<b>Total</b>	<b>224</b>	<b>23</b>	<b>129</b>	CGRF (Sept. 2012)	No. of cases decided	Decision in favour of		Licensee	consumer	Raipur	26	14	12	Bilaspur	70	19	51	<b>Total</b>	<b>96</b>	<b>33</b>	<b>63</b>	CGRF (Dec. 2012)	No. of cases decided	Decision in favour of		Licensee	consumer	Raipur	26	11	15	Bilaspur	33	0	33	<b>Total</b>	<b>59</b>	<b>11</b>	<b>48</b>	CGRF (March 2013)	No. of cases decided	Decision in favour of		Licensee	consumer	Raipur	22	05	17	Bilaspur	45	08	37	<b>Total</b>	<b>67</b>	<b>13</b>	<b>54</b>	CSPDCL is having two consumer redressal forums at Raipur and Bilaspur.
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(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		<p>Already appointed . Yes, above 90% ( Dec .2014)</p> <p>No. of cases decided: 8</p> <table border="1" data-bbox="1289 435 1803 561"> <thead> <tr> <th rowspan="2">Dec-11 4<sup>th</sup> Qr.</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consumer</th> </tr> </thead> <tbody> <tr> <td></td> <td>13</td> <td>04</td> <td>09</td> </tr> </tbody> </table> <p>In favour of Licensee : 5 Consumer : 2 Case dismissed : 1</p> <table border="1" data-bbox="1289 716 1835 870"> <thead> <tr> <th rowspan="2">During (01.04.11 to 31.12.12)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consum</th> </tr> </thead> <tbody> <tr> <td></td> <td>85</td> <td>69</td> <td>16</td> </tr> </tbody> </table> <table border="1" data-bbox="1289 902 1835 1052"> <thead> <tr> <th rowspan="2">During (01.04.12 to 31.03.13)</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">Decision in favour of</th> </tr> <tr> <th>Licensee</th> <th>consum</th> </tr> </thead> <tbody> <tr> <td></td> <td>21</td> <td>20</td> <td>01</td> </tr> </tbody> </table>	Dec-11 4 <sup>th</sup> Qr.	No. of cases decided	Decision in favour of		Licensee	consumer		13	04	09	During (01.04.11 to 31.12.12)	No. of cases decided	Decision in favour of		Licensee	consum		85	69	16	During (01.04.12 to 31.03.13)	No. of cases decided	Decision in favour of		Licensee	consum		21	20	01	
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	13	04	09																																	
During (01.04.11 to 31.12.12)	No. of cases decided	Decision in favour of																																		
		Licensee	consum																																	
	85	69	16																																	
During (01.04.12 to 31.03.13)	No. of cases decided	Decision in favour of																																		
		Licensee	consum																																	
	21	20	01																																	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		SOP Regulations already notified by CSERC.  No compensation has been paid to consumer during the quarter.																															
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Done (SOP same for all distribution licensees of the State)	Regulations relating to standards of performance in distribution of electricity vide letter dated 05.07.2006.																														
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government,	Section 64(3) & (4) of EA	SERCs		For the State power companies orders normally issued within 120 days and copies have been sent. Total seven tariff petition are decided by CSERC. Details are as below :																															

<p>the Authority, and the concerned licensees and to the person concerned.</p>					<p>Dtd. of tariff filed</p>	<p>Dtd. of tariff order passed</p>	<p>w.e.f</p>	
<p>(g) i)Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	<p>Section 57(1) of EA &amp; Clause 8 of NTP</p>	<p>Appropriate Commission</p>						<p>(i) In exercise of the powers under Section 86 (1) (i) read with Sections 57 and 59 of the Electricity Act 2003 and all powers enabling it in that behalf, the CERC has framed the regulations related to standards of performance in distribution of electricity vide letter no. 17/ CERC/ 2006 dated 05.07.2006</p> <p>(ii) Implemented.</p> <p>(iii) License files tariff petition regularly.</p> <p>(iv) Commission determines tariff on suo-moto basis in case Licensee does not file tariff petition in time. .</p> <p>(v) Date of applicability of tariff depends upon date of issue of tariff order. Licensee bears the y gap on account of delay in filing tariff petition.</p>
2005-06				01.03.05	15.06.06	01.07.05		
2006-07				13.04.06	13.09.06	01.10.06		
2007-08				17.08.07	22.10.07	01.11.07		
2009-10				26.02.09	30.05.09	01.07.09		
2011-12				18.10.10	31.03.11	09.04.11		
2012-13				30.11.11	28.04.12	06.05.12		
2013-14				06.02.13	12.07.13	01.08.13		
2014-15				31.12.13	12.06.14	01.07.14		
2015-16				01.12.14				

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Dadra & Nagar Haveli Electricity Department

Upto the Quarter: ending September , 2013

Ref. No. 1-1 (568)/ELE/2012/3086 dated 20.12.2013 from Electricity Department

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		No SEB existed in the UT of DNH. Distribution business of Electricity Deptt has been corporatised as the DNH Power Distribution Corporation Ltd.(DNHPDCL) since 01.04.2013..	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		JERC has already started functioning for all UTs and Goa at Gurgaon, Haryana.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO appointed as Executive Engineer and AA appointed as Secy (Power), UT of DNH.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			Action will be initiated soon.
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			Action will be initiated soon.
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			Is under implementation through JERC Supply Code.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs			Does not pertain to them.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		DNHPDCL has prepared Annual Statement of Accounts.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		DNHPDCL has prepared Annual Report.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2	SERCs		JERC issued State Grid Code Regulation for all UTs and State of Goa.	

		of NEP				
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		MoP has issued guidelines for short term power procurement.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		JERC has issued 16 no.s of Regulations	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application	Supply of electricity is provided following supply code regulations of JERC and as per the technical feasibility in the system.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Already setup. Above 90% cases disposed off over the total no. of cases registered.	CGRF is functional since last 2 years.
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Yes achieved. 90% of level of performance achieved.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		JERC has already appointed Ombudsmen. The office of the Ombudsmen is situated at JERC , Gurgao, Haryana.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yes, no such case.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs			Does not pertain to them.
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		JERC has issued Tariff Orders for UT of DNH for the FY 2010-11, @)11-12, @012-13, 2013-14. The ARR Petition for FY 2-14-15 has filed by DNH on 25.11.2013	.
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Yes.  Draft Regulation issued by JERC.  DNH has filed petitions regularly for ARR and tariff proposal to JERC since 2010-2011. The petition for FY 2-14-15 has also filed on 25.11.2013 as per the JERC regulations for determination of tariff.	

iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

Not applicable.

Not applicable.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Daman & Diu

For the Quarter: ending June, 2012

Ref. No. ED/EE/T-45/2012-13/2183 dated 16.08.2012.

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		No SEBs. Eley. Deptt. is carrying out the function of transmission & distribution	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		JERC has already functioning for all UTs	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Under process	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Not required in UT.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		----	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		UT follows Central Rule of IE Act.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		----	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		----	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		----	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		----	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		----	

(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		----	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		No application yet received.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF set up and functioning.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		No claim has been received from the consumer.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Functioning.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs			
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs			
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs			
(g)	<ul style="list-style-type: none"> <li>i) Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii) Regular filing of tariff petitions</li> <li>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission			



**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Delhi

For the Quarter ending Dec 2013

Ref. No. BRPL/BAG/2012-13/6 dated 01.01.2012 from BSES

Ref. No.TPDDL/Regulatory/96 dated 27<sup>th</sup> September, 2012

Ref : DIR (OPR)/ 14-15/ F-147/ 02 dated 9.4.2014.

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		SEB has been reorganized.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		DERC constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done. No. of Cases decided by AO : 954 No. of Cases decided by AA : 0 (During Apr.. - June, 2012)	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Yes, details for the period Apr. - June,2012 are: No. of cases filed : 74 Criminal Cases Settled : 87 Pending criminal cases : 909 No. of Cases decided : 6 Decision in favour of consumers : 6 Decision in favour of Licensee : 0	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Done. Rates of inter-Discom trading fixed.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Prepared for 2010-11 & audited. Audit Report awaited.	

(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Report for FY 2010-11 is under preparation.																	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.																	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Guidelines issued. Yes, ceiling rate of Rs.5/unit. Any major exception to be brought to the notice of Commission within 24 hrs.																	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs																			
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	Cases of Non-compliance : Nil for (BSES, BYPL) 61 for NDPL (Apr., 2012 to June, 2012)																	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>																					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<table border="1"> <thead> <tr> <th></th> <th><b>BSES Raj.</b></th> <th><b>BYPL L</b></th> <th><b>NDP L</b></th> </tr> </thead> <tbody> <tr> <td>No. of Cases decided</td> <td>152</td> <td>82</td> <td>207</td> </tr> <tr> <td>No. of decision in favour of licensee</td> <td>107</td> <td>63</td> <td>62</td> </tr> <tr> <td>No. of decision in favour of consumer</td> <td></td> <td></td> <td>145</td> </tr> </tbody> </table>		<b>BSES Raj.</b>	<b>BYPL L</b>	<b>NDP L</b>	No. of Cases decided	152	82	207	No. of decision in favour of licensee	107	63	62	No. of decision in favour of consumer			145	
	<b>BSES Raj.</b>	<b>BYPL L</b>	<b>NDP L</b>																			
No. of Cases decided	152	82	207																			
No. of decision in favour of licensee	107	63	62																			
No. of decision in favour of consumer			145																			
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		<table border="1"> <thead> <tr> <th></th> <th><b>BSES Raj.</b></th> <th><b>BYPL</b></th> <th><b>NDPL</b></th> </tr> </thead> <tbody> <tr> <td>No. of Cases</td> <td>25</td> <td>2</td> <td>CGRF-6 Omb.- 1</td> </tr> <tr> <td>Total penalty imposed (Rs.)</td> <td>26,200</td> <td>1700</td> <td></td> </tr> </tbody> </table>		<b>BSES Raj.</b>	<b>BYPL</b>	<b>NDPL</b>	No. of Cases	25	2	CGRF-6 Omb.- 1	Total penalty imposed (Rs.)	26,200	1700						
	<b>BSES Raj.</b>	<b>BYPL</b>	<b>NDPL</b>																			
No. of Cases	25	2	CGRF-6 Omb.- 1																			
Total penalty imposed (Rs.)	26,200	1700																				
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Done. As on 30.06.2011 No. of Cases decided : 418 No. of decision in favour of licensee : 260 No. of decision in favour of consumers : 106																	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Details of compensation amount Paid for the FY 2008-09 : Rs. 61828/- FY 2009-10 : Nil																	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Regulations notified and SoP specified.																	

(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Before 120 days : 02 After 120 days : <u>36</u> <b>Total : <u>38</u></b>	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) SOP regulation notified.	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Goa

For the Quarter: Jan-Mar 2014

Ref. 115/2/CEE/Tech/789 dated 23.10.2012

Ref. 43 (Mon)/ Ref) CE/Tech/ Plg/ 2013-14/ 80 dated 22.04.2014

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Goa has Electricity Department	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		JERC for State of Goa & UTs have been constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Notified	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Though minimal theft cases, proposal submitted to Law Deptt of Govt to do needful in consultation with Registrar, Hon'ble High Court of Bombay at Goa for setting up of Special Court.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		To be decided in consultation with MOP/JERC. As JERC is for Goa and UTs and not under control of State Govt. but under MoP.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Being implemented as and when necessary	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Details of margin not determined yet by JERC, MoP may take up with JERC.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Matter referred to CAG through MOP.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Under preparation on regular basis.	

(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified on 4.8.2011	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		JERC Notification issued,	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Notified.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application	All attempts made to adhere to Regulations in this regard.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Constituted No. of cases decided: 05+08+09= 22	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Being compiled on quarterly basis.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Done	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		No. of cases and amount paid: Nil	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Regulation notified by JERC.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Implemented.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) SOP regulations notified.  (ii) Deptt has requested JERC to postpone implementation of multi year tariff by one year.  (iii) Yes.  (iv) Not applicable.	

<p>time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>				<p>(v) Yes, FPPCA also notified and under implementation.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Gujarat

For the Quarter... ending June, 2012

Ref. No. GERC/Tech./01647 dated 04.08.2012

Ref. UGVCL/Regd./Tech/SE/CEA/3071 dt. 28.08.2012 ( April to June'12)

Ref. No. DGVCL/C&R/RMU/12/7579 dated 08.11.2012 (Quarter-II for 2012-13)

Ref. No. PGVCL/Reg. Cell/11124 dated 06.11.2012 (Qr.II for 2012-13 July to Sept.'12)

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			SEB has been unbundled in 7 functional entities i.e. 1 Generating Co., 1 Transmission Co., 4 Distribution Companies and 1 Holding Co. looking after residual function of erstwhile GEB and Bulk Purchase & Supply of power on behalf of four DISCOMs and commenced operation w.e.f. 1 <sup>st</sup> April, 2005
(b)	Constitution of SERCs	Section - 82 of EA	State Govt			GERC was constituted on 12 <sup>th</sup> Nov., 1998 under provisions of ERC Act, 1998.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			Gov.t of Gujarat through notification dated 5.6.04 and 10.1.05 has designated Assessing Officers and Appellate Authority respectively.
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			GOG vide notification dated 21.6.04 has constituted Special Courts for each District.
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			GOG through notification dated 05.02.04 has constituted Co-ordination Forum
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			GOG has notified Electricity License Rule, 2004 and rules for Manner of Service of Provisional Assessment Order.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs			Done GERC(Fixation of trading margin Regulations), 2010 notified. Trading margin prescribed at 4p./kWh to any person engaged in Electricity trading within Gujarat.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs			Prepared for the preceding Year and laid before the State Legislature on 25.2.2010

(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Report completed in time and laid before the State Legislature on 25.2.2010																																																																																												
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		State Grid Code applicable for Gujarat . Power Grid notified on 25.8.04																																																																																												
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		GERC has published draft guidelines for procurement of power by Distribution Licensees including Short Term on 14.11.2011 and under process of finalization.																																																																																												
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Total 24 Nos. of Regulations notified till date.																																																																																												
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application	Cases of non-compliance PGVCL : Regd. Pending : 994 } (Jult to Sept., 2012) Paid pending : 3211 } DGVCL : Regd. Pending : 92 } (Qr.II Apr. to June, 2012) Paid pending : 14 }  MGVCL : Nil																																																																																												
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>																																																																																																
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	PGCVL 3 Nos. of CGRFs <table border="1"> <thead> <tr> <th rowspan="2">Distn. Licensee</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">In favour of</th> <th rowspan="2">others</th> <th rowspan="2">Pending</th> </tr> <tr> <th>Licensee</th> <th>Consumer</th> </tr> </thead> <tbody> <tr> <td colspan="6"><b>PGCVL</b></td> </tr> <tr> <td>Jan-Mar'11</td> <td>117</td> <td>34</td> <td>67</td> <td>16</td> <td></td> </tr> <tr> <td>Apr-Jun</td> <td>143</td> <td>36</td> <td>88</td> <td>19</td> <td></td> </tr> <tr> <td>July-Sept.</td> <td>168</td> <td>33</td> <td>69</td> <td>29</td> <td></td> </tr> <tr> <td>Oct.-Dec'11</td> <td>95</td> <td>25</td> <td>57</td> <td>13</td> <td></td> </tr> <tr> <td>Jan-Mar'12</td> <td>232</td> <td>57</td> <td>145</td> <td>30</td> <td></td> </tr> <tr> <td>July-Sep'12</td> <td>147</td> <td>26</td> <td>95</td> <td>11</td> <td></td> </tr> <tr> <td colspan="6"><b>DGCVL</b></td> </tr> <tr> <td>Jan.-Mar</td> <td>24</td> <td>14</td> <td>10</td> <td></td> <td>6</td> </tr> <tr> <td>April-June</td> <td>23</td> <td>11</td> <td>12</td> <td></td> <td>3</td> </tr> <tr> <td>July-Sept</td> <td>17</td> <td>10</td> <td>7</td> <td></td> <td>2</td> </tr> <tr> <td>Oct-Dec</td> <td>38</td> <td>14</td> <td>28</td> <td></td> <td>4</td> </tr> <tr> <td>Jan-Mar'12</td> <td>37</td> <td>16</td> <td>28</td> <td></td> <td>4</td> </tr> <tr> <td>Apr-June'12</td> <td>32</td> <td>20</td> <td>7</td> <td>5</td> <td>20</td> </tr> </tbody> </table>	Distn. Licensee	No. of cases decided	In favour of		others	Pending	Licensee	Consumer	<b>PGCVL</b>						Jan-Mar'11	117	34	67	16		Apr-Jun	143	36	88	19		July-Sept.	168	33	69	29		Oct.-Dec'11	95	25	57	13		Jan-Mar'12	232	57	145	30		July-Sep'12	147	26	95	11		<b>DGCVL</b>						Jan.-Mar	24	14	10		6	April-June	23	11	12		3	July-Sept	17	10	7		2	Oct-Dec	38	14	28		4	Jan-Mar'12	37	16	28		4	Apr-June'12	32	20	7	5	20
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					<b>MGCVL</b>					
					Jan-Mar	31	5	26		
					Apr-Jun	24	3	21		
					July-Sept.	35	8	27		
					Oct.-Dec	31	11	20		
					<b>UGVCL</b>					
					Jan.Mar	94	44	46		
					Oct.-Dec.	73	22	24		
					Torrent (Jan.-Mar)	23	21	2		
					(Apr.-Jun)	76	34	21		21
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Compensation paid to the consumers / complainants for not meeting with the SOP is NIL for the Qr.III of 2012-13.					
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Done. No. of cases decided: 25 No. of decision in favour of licensee : 14 Consumer : 11					
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Determined as per SOP Regulations, 2005. CGRF is empowered to decide the cases for compensation claim.					
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		GERC has specified SOP of licensee under GERC (Standard of Performance of Distribution Licensee) Regulations, 2005					
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		GERC issues tariff order within 120 days from receipt of tariff petition. The copy of the same are provided to the concerned within 7 days of issuance of order.					
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(I) SOP notified  (II) Multi-Year Tariff Framework for determination of tariff has been implemented in the State through GERC (Multi-year Tariff) Regulations,2007 dated 23.11.2007. (III) Distribution licensee have filed their tariff petitions regularly upto FY 2010-11. (IV) GERC has initiated Suo-Moto proceedings for determination of tariff for FY 2012-13 on 23.02.2012.  (V) The tariff is implemented prospectively from					

and any gap on account of delay in filing  
should be on account of licensee.

the date of order.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Haryana

For the Quarter: ending March, 2012

Ref. HERC / 28/Tariff/CEA/RMU/4032-33 dated 05.03.2012 from HERC

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			The State's power sector was restructured on August 14, 1998. HSEB was reorganized into two State-owned Corporations; Haryana Vidyut Prasaran Nigam Ltd. (HVPN- for transmission and distribution business) and Haryana Power Generation Corporation Ltd. (HPGC-for generation business). HVPN was further reorganized on July1, 1999 by carving out two more corporations, namely, Uttar Haryana Bijli Vitran Nigam Ltd. (UHBVN) and Dakshin Haryana Bijli Vitran Nigam Ltd. (DHBVN) with the responsibility of distribution and retail supply of power within their jurisdiction. DHBVN was incorporated under Indian Companies Act, 1956 on 15 <sup>th</sup> March, 1999 and started its operations of distribution of electricity in southern districts of Haryana from 1 <sup>st</sup> July, 1999. The operation of DHBVN is spread across 6 circles of Gurgaon, Faridabad, Narnaul, Bhiwani, Hisar, Sirsa.
(b)	Constitution of SERCs	Section - 82 of EA	State Govt			Haryana Electricity Regulatory Commission (HERC) was established on 17 <sup>th</sup> August, 1998 as an independent statutory body corporate.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			Nigam has appointed Assessing Officers as per Sales Circular No. D-43/2007 & Sales Instruction No. 24/2010. Selected HVPN officials are appointed as Appellate officers.
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			Special Courts have been set up in all the districts and senior most ASJ & DSJ II & III are designated as the judge of these courts.
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			

(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Presently intra State trading margin not being determined.															
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Prepared but not laid in legislature.															
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Prepared for 2010-11															
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Yes, HERC has notified the State Grid Code vide regulation No. HERC/22/2009 and its notification dated 12.05.2009.															
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		(i) Provision exists under regulation 22(6) of HERC (Terms and Conditions for determination & retail supply tariff) Regulations, 2008. (ii) At a rate not more than approved bulk supply rate.															
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Notified.															
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	One month of application	In accordance to the provisions of HERC (Standards of Performance for Distribution Licensees) Regulations 2004, the Nigam has issues Sales Circular No. 38./2004. The Nigam meticulously adheres to the provisions of Standards of Performance notified by HERC. The Nigam has also notified Citizen's Charter for protection of consumer's rights. <table border="1" data-bbox="1289 954 1980 1175"> <thead> <tr> <th>Period (Year, 2011)</th> <th>No. of applications received for release of connection</th> <th>No. of New Connection released</th> </tr> </thead> <tbody> <tr> <td>Jan.-March</td> <td>29210</td> <td>26489</td> </tr> <tr> <td>Apr.-June</td> <td>32289</td> <td>32011</td> </tr> <tr> <td>July-Sept.</td> <td>31495</td> <td>38092</td> </tr> <tr> <td>Oct.-Dec.</td> <td>25913</td> <td>28887</td> </tr> </tbody> </table>	Period (Year, 2011)	No. of applications received for release of connection	No. of New Connection released	Jan.-March	29210	26489	Apr.-June	32289	32011	July-Sept.	31495	38092	Oct.-Dec.	25913	28887
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(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">DHBVN (Dec.'11)</th> <th colspan="4">UHBVN (Year 2011)</th> </tr> <tr> <th>Jan-Mar.</th> <th>Apr.-June</th> <th>July-Sept.</th> <th>Oct.-Dec.</th> </tr> </thead> <tbody> <tr> <td>No. of Complaints received</td> <td></td> <td>34</td> <td>33</td> <td>46</td> <td>30</td> </tr> <tr> <td>No. of Cases Decided</td> <td>15</td> <td>34</td> <td>33</td> <td>46</td> <td>30</td> </tr> <tr> <td>No. of decision in favour of Licensee</td> <td>03</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>No. of decision in favour of Consumer</td> <td></td> <td>18</td> <td>16</td> <td>32</td> <td>15</td> </tr> <tr> <td>No. of decision in favour of Nigam</td> <td></td> <td>16</td> <td>17</td> <td>14</td> <td>15</td> </tr> </tbody> </table>		DHBVN (Dec.'11)	UHBVN (Year 2011)				Jan-Mar.	Apr.-June	July-Sept.	Oct.-Dec.	No. of Complaints received		34	33	46	30	No. of Cases Decided	15	34	33	46	30	No. of decision in favour of Licensee	03					No. of decision in favour of Consumer		18	16	32	15	No. of decision in favour of Nigam		16	17	14	15
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(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Owing to timely resolution of the consumer grievances and effective operational performance no such compensation was released by the Nigam.																																								
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		The Commission has already designated (as per Electricity Act, 2003) an Ombudsman in the year 2005.																																								
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		HERC has determined the compensation to be paid to the consumers vide its Standards of Performance for the Distribution Licensee Regulations, 2004.																																								
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		The Commission has already notified the Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2004 dated 16 <sup>th</sup> July, 2004.																																								
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		However, the Utility submits that the tariff order for Distribution and Retail Supply Business for FY 2011-12 was notified by HERC on 27 <sup>th</sup> May, 2011.																																								
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) SOP regulation notified in 5/2004. (ii) Under finalisation, Additional data by utilities. (iii) No. Only ARR filing is done by the utilities. (iv) Yes.																																								

scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

(v) Delay is often on account of delay in providing additional data by utilities.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Himachal Pradesh

For the Quarter: ending March, 2012

Ref. MPP-F(10)-17/2011 dated 01.12.2012 from HPERC

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		The State's power sector was restructured on 10.06.2010 into three corporate bodies ie. Himachal Pradesh State Electricity Board Limited (HPSEBL), Hlmachal Pradesh Power Corporation Limited (HPPCL), Hlmachal Power Tramission Corporation Limited (HPPTCL) . SLDC has been constituted as Hlmachal Pradesh Load Dispatch Society (HPLDS), under the G.O. HP <ul style="list-style-type: none"> <li>• HPSEBL incorporated on 03.12.2009</li> <li>• HPPCL incorporated on 18.12.2006</li> <li>• HPPTCL incorporated on 27.08.2008</li> <li>• HPLDS registered on 07.02.2011.</li> </ul>	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		HPERC constituted on 30.12.2000 & has started functioning w.e.f. 05.01.2001.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Notified vide MPP-A(3)-3/2003 dated 14.06.2005	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Notified vide notification dated 21.10.2005.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Notified vide notification dated 04.10.2012	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Process has been initiated.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Issued vide HPERC (fixation of Intra-State Trading Margin) order, 2008 under HPERC (general condition of Trading License) Regulations-2004. As per the order , maximum Intra-State Trading Margin shall not exceed 4 paisa per KWH including all charges,	

					except the charges for scheduling of energy, open access and losses.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Annual accounts for the years 2010-11 laid on the table of the House on 21.03.2012.	Annual Accounts for 2011-12 have been audited by AGHP and will be submitted to GOHP for submission to Vidhan Sabha.
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Administrative Report for the year 2010-11 laid on the table of the House on 04.04.12	Annual Report for 2010-11 is under preparation and will be submitted in time.
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified on 11.08.2008.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs			
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Issued.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	One month of application	Regulation notified by HPERC on 22.06.2004	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Set up.	Vide Regulations published in Gazette on 24.10.2004
(b)	Information regarding level of performance achieved, the number of	Section 59(1) of EA	Licensee		So far no compensation has been claimed nor paid	



	cases in which compensation was made.					
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Appointed	Functional w.e.f.08 in accordance regulations publis HPERC on 19.04.20
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Minimum compensation payable by licensee specified in HPERC (Distribution Performance Standards) Regulations, 2010 published in the Gazette on 12.10.2010	One no. complain 09.05.2012 determination compensation ha received. Action taken.
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Not applicable.	There is onl distribution license State of HP ie HBSI
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes	
(g)	<ul style="list-style-type: none"> <li>i)Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii)Regular filing of tariff petitions</li> <li>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Done	

REFORMS MONITORING UNIT PROFORMA

Name of the State: Jammu & Kashmir

For the Quarter : Mar, 2014

Ref: JKSERC/Secy/12/07/236 dated 24.04.2014

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		J&K State Electricity Regulatory Commission constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		---	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not done.	Since not considered necessary.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		The Commission is presently fully funded by the State Government and the accounts are reconciled with the office of AG on quarterly basis.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Reports for FY 2011-12 and FY 2012-13 completed, sent to Govt. vide Letter Dt. 07.02.2014 and placed before the State Legislative Assembly.	Under preparation.
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.	

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Regulation issued. No price cap imposed.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		29 Regulations notified till September, 2013	2 draft regulations have been framed and put in public domain. SAC meeting and public hearings already held.
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		--	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	----	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		---	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman not appointed so far, because of non-establishment of CGRF and provision of Budgetary support, issues pending with the Govt.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		No case received by the Commission for compensation during the last quarter. However, the compensation to industrial consumers of Jammu for loss of supply due to damage to one 220/132 KV transformer bank during year 2008-09 was allowed.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		State Govt. has initiated unbundling of transmission and distribution utilities by forming separate companies which have also been registered. However, these are yet to function at independent entities.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		The utility filed distribution and transmission petitions for annual performance review and determination of tariff for 2014-15 late. The commission admitted the petition on 28.02.2014. the gist of petition stands published in DD News papers of the State for comments/ objections/ suggestions of stake holders.	The

				14 applications decided.	
(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission	Done*	* SOP of licensee or a class of licensees

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Jharkhand

For the FY – 2013-14

Ref. No. JSERC No. 1/ Board -01-Urja-11/13226 dated 06.06.14 ,

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Not done so far.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		JSERC constituted in 2002 and functioning since April 2003	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AA & AO appointed by the State Govt.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Notification issued.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		yes	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Accounts upto 2010-11 have been prepared.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Under process of finalization & in progress.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified. Vide JSERC (State Grid Code) Regulations 2008	

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		yes	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done.	The Draft for Compliance Audit Regulation has been issued and the Regulation will be notified shortly.
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Nil	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRFs have been set up by the licensees	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		No cases for compensation have been filed as yet.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman has been appointed. 10 cases registered out of which three cases disposed off.	As above.
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yes No compensation paid by DISCOMS	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Not done.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Tariff Order upto FY 2012-13 were issued for all the distribution licensees and generators. The tariff order for FY 2013-14 was not finalized even though the ARR pertains to various licensees are received in the commission due to retirement of Chairperson, JSERC on 15.12.2012. As per the regulation the quorum should be two members for processing of tariff orders etc. But due to lack of quorum in the Commission all the orders kept pending after joining of member (F) during the January, 2014 the processing of tariff order was taken up and the tariff order of all the licensees will be issue shortly.	

(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>(i) Yes</p> <p>(ii) Specified vide JSEC (distribution Licensees' Standard of Performance), Regulations 2005.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Karnataka

Upto Quarter Ending March 2015

Ref. No. MESCOM/FA/DCA/AO(A/c)/F-148/1646-47 dated 06.06.2013 from KSERC

Ref. No. Bescom/BC-20/2001/2011-12/1116-17 dated 13.02.2015 (3<sup>rd</sup> Quarter of 2014-15).

Ref. No. EN 39 PSR 2013 dated 25.01.2014 KSG Energy Deptt. (Report 30.09.2013)

Ref. No. CGM/Plg./ EPDCL/ ADE/ Plg./ F.RMU/ D.No. 5223/13 dated 25.11.2013 (2<sup>nd</sup> Quarter of 2013-14).

Ref. No. MESCOM/FA/DCA/AO(A/c)/F-148/8707 dated 12.12.2013 from MESCOM

Ref No. B/ 11/ 11/ 192 dated 06.04.2015 from KERC.

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Done	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Established	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		As per General Terms and Conditions of supply, Hon'ble APERC has approved the Divisional Engineer/ Assessment as Final Assessing Officer and Superintending Engineer/ Assessments as Appellate Authority for all LT categories other than CAT -III, Cat-IV. Similarly the Superintending Engineer/ Assessments is Final Assessing Officer and the Chief General Manager/ O&CS is Appellant Authority for LT-III, Cat-IV and all HT services. The details of cases disposed for 2 <sup>nd</sup> quarter No. of Cases decided by AO: 8749+8882+48=17679, No. of cases decided by AA: 142+114+2=258.	



				Final Assessment Orders issued for LT except Cat-III & IV		Final Assessment Orders issued for LT Cat-III & IV and all HT services	
				Final Assessing Officer	Appellate Authority	Final Assessing Officer	Appellate Authority
				962	9	15	0
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Already set up. First Addl. District Judge is appointed for look after the cases.		
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted.		
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Done		
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		There are no inter-state trader at present,		
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		The Annual Statement of Accounts of KERC for the financial year 2013-14 has been prepared and audited by C&AG. The same is published.		
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		The Annual report for the Financial year 2014 of KERC is prepared and published.		
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		The existing State Grid Code is under revision/ modification on the lines of IEGC.		
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		1.The Short Term Procurement of power as per the guidelines issued by CEA has been suggested. 2.A Price ceiling for Short Term Procurement of Power at Rs. 4.50 per unit for FY 14 and FY 15 was fixed by the Commission while issuing the Retail Supply Tariff Orders in respect of the Distribution Licensees for these years.		
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Some Regulations issued. Some yet to be issued by the Commission.		
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Number of cases of non-compliance- Nil		

(n)	Installation of meters by distribution licensee	Section 43(1) of EA	Distribution Licensee	<b><u>One month of application</u></b>	Metering done to all installations other than Agricultural Pump sets & BJ/KJ consumers  As on 31.12.2014 , IP set metering – 8.58% & BJ/KJ metering – 100%
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>				
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF set up. (3 <sup>rd</sup> Qtr of 2014-15) No. of cases decided : 20 In favour of licensee : 14 In favour of consumer: 06  <u>BESCOM</u> No. of cases decided : 19+21+8 In favour of licensee : 02+10+4 In favour of consumer: 17+11+4  <u>MESCOM. (Qtr.ending March, 2013)</u> No. of cases decided : 07 In favour of licensee : 05 In favour of consumer: 02  <u>MESCOM. (Qtr.ending June, 2013)</u> No. of cases decided : 15 In favour of licensee : 07 In favour of consumer: 08
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		The quarterly returns furnished to the KERC for the period 1.1.2013 to 31.3.2013 is furnished. <b><u>During the year 2011-12 :</u></b> No. of Applications - 21729400 Disposed within due dated - 21441639 Disposed with delay – 150263  <b><u>During the year 2012-13 :</u></b> No. of Applications - 8383503 Disposed within due dated - 7948341 Disposed with delay - 16515

(c)	Appointment of ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman is appointed. The Ombudsman has disposed off the cases registered at above 75% to upto 90%.
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		The Commission has notified the KERC (Licensees Standard of Performance) Regulations 2004 on 24.5.2004 The compensation is to be paid to the consumers by DISCOMS, in case of fault/non-compliance of SOPs.
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		No different Standard of Performance of Licensee or class of licensees.
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		1. KERC has issued Transmission & Retail Supply Tariff for FY-15 on 12.05.2014  2. For the financial year 2015-16, the ESCOMs had filed revision of ARR and tariff applications on 08.12.2014 along with APR for F.Y. 2014 .  KPTCL had filed it's applications for APR for FY 2014 on 28.11.2014  The summary of ARR and the revision of tariff applications were published in the newspapers by the ESCOMs in the first week of January 2015. Public hearing on the KPTCL/ESCOMs petitions were held from 06.02.2015 to 13.02.2015 and tariff orders were issued on 02.03.2015
(g)	i) Standard of Performance (SOP)  ii) Implementation of multiyear tariff framework	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		i) Yes, the Commission has notified the KERC (Licensees Standard of Performance) SOP regulations, 2004 on 24.05.2004.  ii) The Commission has notified the KERC (Terms & Conditions for Determination of Distribution and Retail sale of Electricity) Regulations, 2006 and KERC (Terms & Conditions for Determination of Transmission Tariff) Regulation, 2006 on 31.05.2006. The same are being duly implemented.

<p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>				<p>iii) All the Licensees are regular in filling their Tariff Petitions</p> <p>iv) Since the Licensees have been so far filing the tariff petitions regularly, there has been no initiation of tariff determination and scrutiny on a suo-moto basis by the Commission.</p> <p>v) The Retail Supply Tariff Orders issued for FY-15 by the Commission is effective for the Electricity consumed from the 1<sup>st</sup> meter reading date falling on or after 01.05.2014. Though there was no delay in filing of tariff applications by the Licensees, there was delay in conducting public hearing and issuing Tariff Orders for FY15 by the Commission on account of withholding the process till the completion of polling for Lok Sabha Elections schedule on 17.04.2014 as per there advisory of the Election Commission of India. The public hearing on the KPTCL/ ESCOMs petitions were held from 21.04.2014 to 30.04.2014 and Tariff Orders were issued on 12.05.2014.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Kerala State Electricity Regulatory Commission

For the Quarter : 1<sup>st</sup> Quarter of FY 2014-15

Ref. No. 1/24/ 03-EB (PR)/ 680 dated 10.10.2014

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		KSEB not yet unbundled extension	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		KSERC has been constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not necessary at present.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Annual Statement of Account up to 2009-10 prepared in consultation with C&AG.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Report up to 2009-10 published.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified by KSERC	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		(i) No Regulation issued. (ii) No price cap imposed.	

(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Issued except 181 (2) (m), (n), (o), (p), (q) and (z)	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee			
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months		
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman appointed. No. of cases decided - 172 till Dec.'2011. (12 Nos. for the quarter)	No. of decision in favour of licensee / consumer
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yes.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		NIL	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes, except for 2007 (129 days) Copy of the orders sent to Govt., CEA and Licensee.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Regulations specifying standards published.	

licensee.

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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: LAKSHDWEEP

For the Quarter:

Ref. No. 65/4/2005-Ele./3022 dated 15.10.2011 from Electricity Deptt.

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			
(b)	Constitution of SERCs	Section - 82 of EA	State Govt			
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs			
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs			
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs			
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs			
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs			
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs			



(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee			
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months		
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs			
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs			
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs			
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs			
(g)	<ul style="list-style-type: none"> <li>i) Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii) Regular filing of tariff petitions</li> <li>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission			

\* Information not furnished in Annexure but information furnished with the remarks that the power supplied in Lakshdweep through DGsets & Solar Photo Voltaic System.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Madhya Pradesh

Upto the Quarter ending Dec, 2013

Ref. No. MPERC/Secy./PA/2557 dated 29.08.2012 from MPERC

Ref. No. MD/MK/COM-II/1610 dated 27.08.2012 from MPMKVVCL, Bhopal (Qtr. Ending March, 2012 & June, 2012)

Ref. No. MPPKVDCL/05/Comml./ 24988 dated 23.08.2012

Ref. MP Purva Kshetra DCL/comm./CEA/3975 dated 28.08.2012 (ending June, 2012)

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks									
<b>ELECTRICITY ACT 2003</b>															
1.	<b>Regulatory Measures</b>														
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Done.	Under provisions of the Company Act, 1956, 6 separate companies are constituted for Generation, Transmission, Distribution and trading functions. MPPMC vide GoMP, Energy Dept, notification 2988, dtd. 10.04.12.MPPMC is holding company of all three Discoms.									
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		MP Electricity Regulatory Commission had been constituted by GoMP notification no. 5726 F3-20-XIII-98 , dated 20.08.1998										
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done.										
						<table border="1"> <thead> <tr> <th></th> <th>No. of cases decided by AO</th> <th>No. of Cases decided by AA</th> </tr> </thead> <tbody> <tr> <td>MPPKVVCL (Purva)</td> <td>994</td> <td>07</td> </tr> <tr> <td>MPMKVVCL</td> <td>930</td> <td>239</td> </tr> </tbody> </table>		No. of cases decided by AO	No. of Cases decided by AA	MPPKVVCL (Purva)	994	07	MPMKVVCL	930	239
	No. of cases decided by AO	No. of Cases decided by AA													
MPPKVVCL (Purva)	994	07													
MPMKVVCL	930	239													

(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		<table border="1"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">No. of cases regd.</th> <th colspan="2">No. of cases decided in favour of</th> </tr> <tr> <th>consumer</th> <th>License</th> </tr> </thead> <tbody> <tr> <td>MPPKVCL (PURVA)</td> <td>6730</td> <td>185</td> <td>4047</td> </tr> <tr> <td>MPMKVV CL</td> <td>5555</td> <td>06</td> <td>2874</td> </tr> </tbody> </table> <p>Special Courts set up IN MPMKVVCL= 39</p>		No. of cases regd.	No. of cases decided in favour of		consumer	License	MPPKVCL (PURVA)	6730	185	4047	MPMKVV CL	5555	06	2874	112 Nos. of Special Courts setup.
	No. of cases regd.	No. of cases decided in favour of																		
		consumer	License																	
MPPKVCL (PURVA)	6730	185	4047																	
MPMKVV CL	5555	06	2874																	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		State Cordniation Forum had been constituted vide Notification No. 2491-13-2004, 17-52004.															
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		50-75%															
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Under consideration															
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Completed for the preceding year. Placed before State Legislative till.2010-11															
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Completed for the preceding year and placed before State Legislature on 22.11.2011															
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified on 20.08.2004 (Revised on 24.10.2005)															
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Regulation already issued. No price cap imposed															
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Notified															
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		<b>MPMKVDCL-</b> 28353 connections served during the quarter.	<b>MPPKVDCL</b> indicated that the New service connections are promptly given & No. of cases of non-compliance are NIL.														
<b>2.</b>	Protection of Consumer interests and quality standards																			

(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<table border="1" data-bbox="1289 126 1791 386"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">No. of cases decided.</th> <th colspan="2">No. of cases decided in favour of</th> </tr> <tr> <th>consumer</th> <th>License</th> </tr> </thead> <tbody> <tr> <td>MPPKVCL (PURVA)</td> <td>617</td> <td>457</td> <td>160</td> </tr> <tr> <td>MPMKVV CL</td> <td>106</td> <td>26</td> <td>80</td> </tr> </tbody> </table> <p data-bbox="1289 418 1791 483">MPPKVDCL-CGRF functioning since Oct.'2004</p>		No. of cases decided.	No. of cases decided in favour of		consumer	License	MPPKVCL (PURVA)	617	457	160	MPMKVV CL	106	26	80	
	No. of cases decided.	No. of cases decided in favour of																		
		consumer	License																	
MPPKVCL (PURVA)	617	457	160																	
MPMKVV CL	106	26	80																	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		<b>MPPKVDCL</b> -No compensation paid so far by the them.															
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Appointed. During the period April - June, 2012 No. of cases decided: NIL No. of decisions in favour of Licensee : NIL Consumer : NIL															
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Same for all the 3 Discoms.															
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Same in MP for all the 3 Discoms.															
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Aggregate Revenue Requirement and Retail Supply Tariff Order for FY 2012-13 is issued on 31 <sup>st</sup> March, 2012.															
(g)	<ul style="list-style-type: none"> <li>i) Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii) Regular filing of tariff petitions</li> <li>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) Regulations notified.															

date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Maharashtra

For the Quarter: September, 2014

Progress of Reform Measures as per the Electricity Act, 2003

Ref No : MSETCL/ CO/ DIR (OP./REFORM MON UNIT/ ENERGY DPTT/ 2289 A Dated 20.3.2014

Ref No: CE/IR/MH/MSEDCL/RMU/SEPT14\_QTR/47/4332 Dated 10.02.15

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Reorganisation of MSEB done. (Unbundled into 04 Discoms w.e.f. 06.06.2005)	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		w.e.f. 05.08.1999, MERC constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Appellate Authority appointed vide Notification dated 31.10.2012	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Done. <b>MAHADISCOM:</b> Total Cases registered = 4465, Nos. of cases send to trial court = 17, Pending cases = 17% of disposal of cases =0_  Additional District & Session Judges of District HQ authorised to act as Special Court.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Report awaited from State Govt.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Report awaited from State Govt.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Report awaited from MERC	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Report awaited from MERC	

(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Report awaited from MERC																																																													
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Report awaited from MERC																																																													
<b>SN</b>	<b>Name of the Item</b>	<b>Provisions</b>	<b>Action by</b>	<b>Target</b>	<b>Progress</b>	<b>Remarks</b>																																																												
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Report awaited from MERC																																																													
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Report awaited from MERC																																																													
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	<p>MAHADISCOM: Total application received- 292384, New connection released – 147993. Application pending for New connections request fed: 33441, Load assessment: 2163 Estimate generation : 43631 and receipt generation : 61733.</p> <p>TATA POWER: Supply is being provided to the consumers within the time period stipulated in the MERC regulations, subject to the specified exclusions in line with MERC Orders and Regulations.</p> <p>BEST UNDERTAKING: 1) The overall compliance factor for provision of Supply within stipulated period is 98.97%. Total cases attended = 6232. Pending = 64, Reliance Infra: Continuous Activity.</p> <p><b>For the period January 12-Dec, 2013</b></p> <table border="1"> <thead> <tr> <th rowspan="2">Month</th> <th rowspan="2">Total Applications recd. in the month</th> <th rowspan="2">New service connection released form one month of application</th> <th colspan="4">Application Pending At Stages</th> </tr> <tr> <th>New Connection Reqt. Fed</th> <th>Load Assessment</th> <th>Estimate Generation</th> <th>Receipt Generation</th> </tr> </thead> <tbody> <tr> <td>Jan 12</td> <td>131558</td> <td>74009</td> <td>5645</td> <td>360</td> <td>40812</td> <td>10732</td> </tr> <tr> <td>Feb 12</td> <td>118122</td> <td>52488</td> <td>6223</td> <td>503</td> <td>44543</td> <td>14365</td> </tr> <tr> <td>Mar 12</td> <td>121046</td> <td>30718</td> <td>7063</td> <td>946</td> <td>68745</td> <td>13574</td> </tr> <tr> <td>July 12</td> <td>12734</td> <td>91215</td> <td>3926</td> <td>309</td> <td>22873</td> <td>9020</td> </tr> <tr> <td>Aug 12</td> <td>115958</td> <td>73721</td> <td>3489</td> <td>266</td> <td>30029</td> <td>8453</td> </tr> <tr> <td>Sept 12</td> <td>124700</td> <td>62437</td> <td>4639</td> <td>306</td> <td>45218</td> <td>12100</td> </tr> <tr> <td>Oct</td> <td>114378</td> <td>47820</td> <td>6912</td> <td>828</td> <td>36553</td> <td>4288</td> </tr> </tbody> </table>	Month	Total Applications recd. in the month	New service connection released form one month of application	Application Pending At Stages				New Connection Reqt. Fed	Load Assessment	Estimate Generation	Receipt Generation	Jan 12	131558	74009	5645	360	40812	10732	Feb 12	118122	52488	6223	503	44543	14365	Mar 12	121046	30718	7063	946	68745	13574	July 12	12734	91215	3926	309	22873	9020	Aug 12	115958	73721	3489	266	30029	8453	Sept 12	124700	62437	4639	306	45218	12100	Oct	114378	47820	6912	828	36553	4288	
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13						
Nov 13	95120	31326	9593	710	40936	4776
Dec 13	109541	25875	10270	859	65394	5763

**Reasons for Pending Applications :**

- 1, Test Reports not received
2. Firm Quotation amount not paid by consumers.
3. Consumer not willing to avail connection at later stage.

**2. Protection of Consumer interests and quality standards**

(a) Setting up of Consumer Grievances Redressal Forum

Section 42(5) of EA

Distribution Licensees

Six months

MAHADISCOM: Total cases decided = 305, Cases in favour of licensee= 173  
 Cases in favour of consumers= 132  
 TATA POWER: CGRF is in operation since 2006.  
 BEST UNDERTAKING: Formed in June 2004, Progress 50% to upto 75%.  
 Reliance Infra: CGRF established.

**Period January - March, 2012**

Licensee	No. of cases decided	Decision in favour of	
		Licensesee	Consumer
	186	78	108
<b>Qtr end Sept.2012</b>	<b>326</b>	<b>81</b>	<b>245</b>

**Period January - March, 2013**

Licensee	No. of cases decided	Decision in favour of	
		Licensesee	Consumer
<b>Qtr end</b>	<b>218</b>	<b>96</b>	<b>122</b>

<b>Mar.2013</b>			
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**No. of cases in which compensation was made : 23**

**Period April- June, 2013**

Licensee	No. of cases decided	Decision in favour of	
		Licencee	<b>Consumer</b>
<b>Qtr end June.2013</b>	<b>234</b>	<b>95</b>	<b>139</b>

**Period July-Sept 2013**

Licensee	No. of cases decided	Decision in favour of	
		Licencee	<b>Consumer</b>
<b>Qtr end Sept.2013</b>	<b>272</b>	<b>127</b>	<b>145</b>

**No. of cases in which compensation was made : 47**

**Period Oct-Dec 2013**

Licensee	No. of cases decided	Decision in favour of	
		Licencee	<b>Consumer</b>
<b>Qtr end Dec.2014</b>	<b>216</b>	<b>96</b>	<b>120</b>

**No. of cases in which compensation was made : 35**

(b) Information regarding level of performance achieved, the number of cases in which compensation was made.

Section 59(1) of EA

Licensee

MAHADISCOM : total cases compensation made = 23, Amount of compensation: Rs. 5,41,535.  
TATA POWER: Level of performance achieved as stipulated in the MERC regulations.  
BEST UNDERTAKING: Compensation made is "NIL"  
Reliance infra: Information sent to Commission on quarterly basis.  
During the Quarter ending September, 2012, 83 Nos. of cases in which compensation was made.  
During the Quarter ending June, 2013, 35 Nos. of cases in which compensation was made.

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Report awaited from MERC	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Report awaited from MERC	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Report awaited from MERC	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Report awaited from MERC	
(g)	<ul style="list-style-type: none"> <li>i) Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii) Regular filing of tariff petitions</li> <li>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Report awaited from MERC	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State:...MANIPUR

For the Quarter ending Dec 2013

Ref. No. 2/4/NEP//IPED.2011-3208-10 dated 4<sup>th</sup> July, 2012

Ref : 3/2/ TARIFF/ JERC/ RMU/ 2013/ 9791/ 94 dated. 23.01.2014 from Electricity Deptt.

Ref : 13011/ 14/ 10- JERC dated 08.07.2013 from JERC for Manipur and Mizoram

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Done.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Joint Commission (Manipur & Mizoram) constituted vide GOI Gazette No. 51dt. 18.01.2005.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO & AA appointed. No. of cases decided by AO & AA: Nil	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Constituted No. of cases : 57 Nos. No. of decisions in favour of consumer/licensees: Nil	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done No. of meetings held : 7 times	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Partly done.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not done. Open Access customer not available.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Fund Rules and Annual Statement of Accounts and Record Rules are under consideration of C&AG.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Completed for 2011-12 and laid in the State Legislative Assembly.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2	SERCs		Notified.	

		of NEP				
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Regulations notified.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done. 22 no. of Regulations already notified.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Partially implemented	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Established No. of cases decided: Nil.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		No compensation paid till date.(75%- 90%)	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Approval for creation of the post with its staff is appointed from the Ministry of Power.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Determined.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		No.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Issued within a stipulated date.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission			

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Meghalaya

For the Quarter: FY 2013-14

Ref. No. Govt. of Meghalaya letter No. POWER- 132/ 2011/ 97 dated 10.10.2014

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Yes. Notification of Transfer scheme issued on 31.3.2010 by the State Govt.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt	Six months	Yes. MSERC constituted on 6 <sup>th</sup> June, 2006	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO & AA appointed No. of cases decided by AO : 499 No. of cases decided by AA : N.A.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Special Courts set up vide order dated 3.8.06 No. of cases: N.A..	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		No	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Nil	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Yes, Upto date	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Yes Prepared	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Yes	

(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Yes, Above 90%	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of Application	Yes	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Yes above 90%	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Yes above 90% In accordance with MSERC (standard of Performance) Regulations 2006, the information is submitted within January every year.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Yes above 90%	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yes	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs			
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Yes	



licensee.

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**REFORMS MONITORING UNIT PROFORMA**

Name of the State **Mizoram**

For the Quarter upto June 2014

Ref. No. T-18011/11/11-EC(P)/Com/81 dated 30.05.2013 from Govt. of Mizoram

Ref : H.13011/ 14/ 10- JERC dated 26.6.2014 from JERC for Manipur and Mizoram

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Not yet done	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Done	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Done on 02.03.2010 No. of cases decided by AO & AA in the quarter- NIL	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Done on 08.02.2012 1) No. of cases : NIL 2) No. of decisions in favour of consumers/licensees - NIL	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Yes. Below 50%	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Yes. 7 paisa per unit.	Open Access not available.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		CA&G has not yet approved the fund rule till date.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Yes prepared as per draft fund rules.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified	

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Yes No price ceiling for short term procurement of power imposed.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Yes Above 90%	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	Yes	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	Set up since 2010. No. of cases decided : NIL No. of decisions in favour of licensee/consumer : NIL	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Yes No cases received.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Done. No cases received till date.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		yes	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		No	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Issued within a stipulated date. Total No. of applications decided: 3 Nos.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		yes	

scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

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**REFORMS MONITORING UNIT PROFORMA**

Name of the State Nagaland

For the Quarter: Jan.-March'12

Ref. No. PWR/CEA-07/06 dated 24.08.2012

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		State Government actively considering unbundling of Power Department as directed by NERC.	At the State level, Generation, Transmission and Distribution are still under Power Department.
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Nagaland Electricity Regulatory Commission (NERC) constituted on 21 <sup>st</sup> Feb., 08	The commission is a one-member body.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Yet to be appointed	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Done vide Notification dated 14.08.2006	To be made functional
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted on 1 <sup>st</sup> July, 2011 and functioning.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Rules already made under 180(2) is (d), (e) & (g)	Remaining will be taken up.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not yet done.	Open Access not available.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Yet to prepare	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Yet to be made	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2	SERCs		Notified on 18.2.2012	

		of NEP				
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Not issued	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Finalized in respect of ®, (s), (x), (za), (zd), (zh), (zk) and (zl)  Further, Regulation on i) Appointment of Consultants ii) RPO iii) T&C for Determination of tariff for Renewable Energy & iv) Grid Code notified.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	Complied. DoP is the sole distribution licensee of the State	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	NERC has notified	Deptt. of Power yet to comply
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		NERC has notified	DOP yet to comply with SoP regulation notified by NERC.
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		NERC has notified	DOP yet to comply with CGRF & Ombudsman Regulation notified by NERC
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		NERC has notified	Deptt. of Power yet to comply
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		NERC has notified	Deptt. of Power yet to comply
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		a) First tariff order for 2011-12 issued on 27.6.11 b) Tariff petition for 2012-13 submitted by Deptt of Power on 29.11.11	Expected to be finalized within 120 days.

(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>i) NERC has notified</p> <p>ii) Yet to be acted upon</p> <p>iii) Tariff petition is being filed regularly</p> <p>iv) Does not arise.</p> <p>v) In force.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State:Odisha

For the Quarter: Upto June, 2014

Ref. No. DIR(T)-346/08/798 dated 03.06.2014 from OERC

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Unbundled as per OER Act, 1995. OSEB has been unbundled into GRIDCO and OHPC w.e.f. 1.4.1996. Similarly GRIDCO has been unbundled into four privatized distribution companies in 1999 and STU (OPTCL) is carved out of GRIDCO in 2005.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		SERC has been constituted w.e.f. 1.9.1996 under OER Act, 1995.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Assessing Officer and Appellate Authority have been notified by Govt. of India.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		5 nos of Special Courts have been notified, but these courts are yet to be functional	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		State Coordination Forum have been constituted. 4 nos. of meetings held so far.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		1. Certain Rules have been framed by the Govt. of Odisha after the enactment of OERA 1995. These rules are consistent with Electricity Act, 2003 and are still in vogue.	Rules framed U/S 180 (2) (a) to (n) of Electricity Act 2003 may be indicated.
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		In Odisha, GRIDCO is the state designated nodal agency to procure power from all generating sources. All the PPAs are with GRIDCO and had not yet assign to DISCOMs. GRIDCO has huge past liabilities which would be wipe out through earnings from other sources such as revenue from export of surplus power of GRIDCO through trading and UI. So the	



					Commission in its ARR order always direct GRIDCO to meet the past liabilities through revenue from UI and Trading and not pass on to consumer to recover from retail supply tariff. In this juncture, the Commission has not yet specified Intra-State trading margin for GRIDCO.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Annual statements of Accounts have been completed upto 2008-09 which has been duly audited and certified by C&AG. It will be subsequently laid in the Legislative Assembly by the Deptt. of Energy, Govt. of Odisha.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Report 2010-11 is already printed and will be forwarded to the Deptt. of Energy, Govt. of Odisha shortly for laying before the Odisha State Legislative Assembly in December 2011.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified vide Odisha Gazette Notification No. 819 dated 14.6.2006	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Regulation for short-term procurement of power has not been notified by the Odisha Electricity Regulatory Commission (OERC).  Price ceiling for short-term procurement of power is not being imposed while issuing Retail Supply Tariff orders to the Distribution Licensees because all the power procurements both long term and short term are being made by GRIDCO on behalf of all 4 DISCOMs in Odisha.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Yes. Above 90%.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application	The Commission has specified OERC Licensees (SOP) Regulation, 2004 in which licensees are required to provide services to the consumer within stipulated period. The licensees are furnishing periodical information on the above and the Commission is publishing them annually.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					

(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	12 CGRF set up for consumer grievances. 1. No. of cases decided : CESU - 629, NESCO - 406, WESCO - 601, SOUTHCO - 256. 2. No. of decisions in favour of licensee/ consumer: CESU- 34 Nos. (Licensee), 341 Nos. (Consumer), NESCO- 38 Nos. (Licensee), 368 Nos. (Consumers) WESCO- 45 Nos. (Licensee), 544 No.s (Consumers) SOUTHCO -13 Nos. (Licensee), 243 Nos. (Consumers)	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Information regarding level of performance achieved by the Transmission Licensee and Distribution Licensee are available in their websites.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		2 Ombudsmen appointed for the State. 1. No. of cases decided: Ombudsman-I i.e. CESU area 3 Nos. Ombudsman-II i.e. NESCO, WESCO & SOUTHCO area 47 Nos. 2. No. of decision in favour of licensee/ consumer: Ombudsman-I -6 Nos. (Licensee) & 27 Nos. (Consumers) Ombudsman-II-10 Nos. (Licensee) & 37 Nos. (Consumers)  134 cases came up for appeal before the two Ombudsmen and 111 were disposed of at the end of March, 2014 i.e. above 75% and upto 90% (82.83). Compensation has been granted in one case by Ombudsman-I and two cases by Ombudsman-II for the FY 2013-14.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Till end of February, 2011, CESU one of the four Distribution Companies in Odisha had only paid compensation of Rs. 18.700/- to one consumer.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		The Standards are uniform for all licensees in OERC (licensee's Standard of Performance) Regulation, 2004	

(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes, tariff orders issued within 120 days of filing of application by the licensees. In the year 2010-11 the following applications have been decided DISCOMs - 4 Nos. STU - 1 Nos, Bulk Supplier (GRIDCO) - 1 no. Hydro Generator(OHPC) - 1 no. SLDC - 1 no.	
(g)	<ul style="list-style-type: none"> <li>i)Standard of Performance (SOP)</li> <li>ii) Implementation of multi year tariff framework</li> <li>iii)Regular filing of tariff petitions</li> <li>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</li> <li>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</li> </ul>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) OERC has framed OERC (Licensee's Standard of Performance) Regulations, 2004 vide Gazette Notification No. 711 dt. 28.5.2004.	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Puducherry

For the Quarter: ending March, 2013

Ref. No. 20/ED/SE-3/RPMC/F:17/2013-14 dated 31.05.2013 from Elec. Deptt.

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Presently the EDP is functioning as integrated utility in the capacity as Govt. Deptt under Govt. of Puducherry.	The process initiated by the Govt. to corporatise the Electricity Deptt. was dropped due to stiff opposition from trade unions/ associations, and the Govt. has issued a Govt. Order vide no.14 dated 10/7/2012 to continue a functions as a deptt. without transformation into a corporate body. Hence, unbundling activities have not taken place.
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Central Government has constituted the HERC for the State of Goa and Union Territories U/S 83 of the EA, 2003.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		The Govt. of Puducherry has appointed the AO & AA and necessary order was notified vide GO Ms. No.12 dated 18/5/2012.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Special Courts was set up. (G.O. Ms. No. 39/2010/LD dated 08.09.10).	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Yet to be constituted by Govt. of puducherry	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Does not arise	

(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Yet to be determined by JERC.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Annual reports for the year 2011-12 was released.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Notified by JERC.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Action is initiated to draft the grid code.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Tariff order dated 12.06.2012 has directed the Deptt. to go for competitive bidding for purchase of power.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Various regulations notified.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Adhered to. No incidence of non-compliance reported.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	The Elecy. Deptt. has constituted CGRF and it is functional.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Regulations of JERC complied with.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman appointed by JERC	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		The amount of compensation to be paid by the licensee to its consumer has been predetermined and notified the JERC in its Regulation for SOP.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Action by JERC.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Tariff Order for FY 2012-13 was issued by JERC on 12.06.12, based on the Tariff Petition filed by EXP in the month of December, 2011.	

(g)	<p>i)Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>SOP Regulations notified by JERC is benign enforced.</p> <p>EDP has taken due efforts for filing tariff petition regulatory.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Punjab

For the Quarter: Ending December 2014

Ref. No. 206/PSERC dated 10.04.2012 from PSERC

Ref. No. 1/24/03-EB(PR)/08 dated 11<sup>th</sup> March 2015 from GOP.

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		PSEB reorganized.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		PSERC is constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO appointed.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Total No. of Cases : 3344 + 975*+1203** No. of decisions in favour of : Consumers : 79+53*+64** Licensees : 1595+922*+1139** No. of cases under trial : 1640+2867*+2991**	* For the Qtr. ending Sept., 2012 ** For the Qtr. ending Dec., 2012 10 no. of cases are pending during Qtr. ending March, 2013
(e)	Disposal of Theft cases in Financial Year	Section 154 of EA	State Govt.		Mention the percentage of number of cases disposed off over the total number of theft cases registered by the Special courts in the Financial Year: - Above 90% - Above 70% to 90% - 50% to 70% - 30% to 50% - 10 to 30% - Below 10%  <b>Progress</b> : Below 10%	
(f)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted. No. of Meetings - 01	

(g)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		--	
(h)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Done. Maximum Intra-State Trading Margin not to exceed 6 paise / Kwh including all charges except charges for scheduling and open access. PSERC has fixed trading margin.	
<b>SN</b>	<b>Name of the Item</b>	<b>Provisions</b>	<b>Action by</b>	<b>Target</b>	<b>Progress</b>	<b>Remarks</b>
(i)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		For FY 2012-13 annual statements of accounts and audit report has been prepared and forwarded to Vidhan Sabha to lay down before the /State Legislative Assembly.	
(j)	Preparation of Annual Report	Section 105(1) of EA	SERCs		The Annual Report for the year 2012-13 has been placed on the table of the Vidhan Sabha on 06.03.2014.	
(k)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.	Punjab State Grid Code notified by the Commission vide Notification No. PSERC/Secy./26 dated 09.03.2006 and latest revision done vide Notification No. PSERC/Regu.80 dated 14.02.2013.
(l)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		(i) PSERC has notified its Power purchase & Procurement Process of License Regulations, 2012 on 23 <sup>rd</sup> October, 2012. (ii) As per Regulations notified by the Commission, the Distribution Licensee shall procure Short Term Power through transparent open competitive bidding in accordance with the guidelines issued by the Ministry of Power, Government of India or through power exchange or through banking bilateral arrangements.	
(m)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		18 Regulations notified till date.	



(n)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	One month of application	All the new connections like Domestic, commercial and industrial connections are being released with the stipulated period prescribed in supply code approved by PSERC. However, in case due to some reasons electric connections could not be released prior approval is sought from the regulatory commission as per the instructions. Except the industrial connections where feasibility clearance is required remains pending.	
<b>SN</b>	<b>Name of the Item</b>	<b>Provisions</b>	<b>Action by</b>	<b>Target</b>	<b>Progress</b>	<b>Remarks</b>
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six Months	Yes	
					<p>Mention the percentage of number of cases disposed off over the total number of cases registered :</p> <ul style="list-style-type: none"> <li>- Above 90%</li> <li>- Above 75 % to 90%</li> <li>- 50% to 70%</li> <li>- Below 50%</li> </ul> <p><b>Progress:</b> Above 75 % to 90%</p>	
					<p><b><u>For Quarter ending 31.03.2012</u></b>  No. of Cases decided : 105  No. of decision in favour of  Licensee : 39  Consumer : 66</p> <p><b><u>For Quarter ending 31.03.2013</u></b>  No. of Cases decided : 34  No. of decision in favour of  Licensee : 12  Consumer : 22</p>	

(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Yes above 90%	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		<p><b><u>For Quarter ending 31.03.2012</u></b>  Done. No. of Cases decided : 36  No. of decision in favour of licensee : 10  Consumer : 11  Partially : 25</p> <p><b><u>For Quarter ending 31.03.2013</u></b>  Done. No. of Cases decided : 08  No. of decision in favour of licensee : 02  Consumer : 02  Partially : 04</p>	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Notification issued on 02.12.2011 to be effective from 01.01.2012.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Done.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		<p>The Commission issued 17 tariff Orders (Including 4 no. for Transmission licensee) since 2002-03. The Tariff Orders have generally been issued within stipulated date of taking tariff petition on record except FY 2009-10 and FY 2014-15. The delay in issuing of the Tariff Orders was due to the reason that Model Code of Conduct was in force on account of Parliament Elections and Election to State bodies.</p> <p>2. Fir FY 2007-08, the licensee did not file the ARR &amp; Tariff Petition. As such, the Commission determined the tariff through suo-motu petition and the tariff order was issued on September 17,2007.</p>	
(g)	i) Standard of Performance (SOP) ii) Implementation of multi year tariff framework	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) Yes SOP Specified. (ii) MYT Regulations have been notified by PSERC on 01.07.2014. (iii) The Tariff petitions have generally been filed by the licensee regularly.	

<p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>				<p>(iv) For FY 2007-08, the licensee did not file the ARR &amp; Tariff Petition. As such, the Commission determined the tariff through suo0motu petition and the Tariff Order was issued on September 17,2007.</p> <p>(v) The tariff determined by the Commission in the Tariff orders was ordered to be made applicable from the date of commencement of each financial year, except in case of the tariff Order FY 2007-08. In this case, the revised rates of tariff were made applicable w.e.f. September 01, 2007. The Revised rates of tariff were annualized to cover the total revenue gap determined by the Commission in the Tariff Order and no gap was left uncovered.</p>	
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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Rajasthan

Ref. No. RVPN/SE(NPP)/E-1/F./D./65 dated 04.05.2012

For the Quarter: ending Sept. & Dec., 2011

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Unbundling done on 19.07.2000 i.e. before enactment of the Electricity Act, 2003.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		The RERC was Established on 2 <sup>nd</sup> January, 2000 under the ERC Act, 1998.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Appointed.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Special Courts has been set up.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		RERC (Fixation of Trading Margin) Regulations, 2007 notified.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Prepared for the year, 2010-11.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Under preparation for 2010-11.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified by RERC.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Regulations for short-term procurement of power have been issued. Price cap has been imposed.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		All regulations under Section 181 of the Act notified.	
<b>SN</b>	<b>Name of the Item</b>	<b>Provisions</b>	<b>Action by</b>	<b>Target</b>	<b>Progress</b>	<b>Remarks</b>

(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Electricity is being supply as per provision of Act 43(1).	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF has been set up as per RERC Regulation No. 73 in each Discom.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		I. Ombudsman appointed and 7 cases decided. (Oct.'10 - March'11). II. Such information not compiled by the Commission.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Under Preparation.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		The Commission has prescribed same SOPs for all 3 Discoms.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		The guidelines are adhered to, to the best possible extent.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework. iii)Regular filing of tariff petitions  iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;  v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Done.	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Sikkim

For the Quarter: 4<sup>th</sup> quarter 2011- 2012

Ref. No. 16/Monit/Edp/12-13 dated 03.09.2012 from Elec. Deptt.

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		No action has been taken in this regard	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		SERC has been constituted in April, 2011	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AO appointed during August, 2007. AA appointed in due course of time.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Not yet set up.	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Not constituted.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		So far not considered necessary.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Intrastate trading is not anticipated at present. Action will be taken at appropriate time.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Commission has become operative from April / May, 2011 only.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Commission has become operative from April / May, 2011 only.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Action is initiated to draft the grid code.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Notification issued by MoP.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Regulations are being god done	

(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		NIL. This provision of the EA is being followed.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF already existing and necessary reports are being submitted to JERC by CGRF. Regulations for setting up Forum are being finalized	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		100% NIL compensation. Regulations awaited.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs			
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Notified in SOP. Action is initiated to draft the regulations.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Notified. Regulations are being drafted.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Tariff Order for FY 2011-12 approved by JERC on 16.07.2011 and for FY 2012-13 on 07.05.2012.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Notified.	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Tamil Nadu

For the Quarter: ending June 2014

Ref. No. :TNERC/ D(T)/ DD(T1)/ F.CEA REFORMS MONITORING REPORT/ D 879/ 2014 dated 25.06.2014

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			TNEB has been reorganized by creating separate entities for generating transmission and distribution.
(b)	Constitution of SERCs	Section - 82 of EA	State Govt			TNERC constituted.
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs			Yes, it is considered necessary.  Intra-s-State Trading Margin has been specified.
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs			Accounts prepared and the Audit by C&AG is due for the preceding Financial Year (FY 2013-14).
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs			Annual Statement of Accounts for the preceding Financial Year has been prepared.
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs			Yes Notified



(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		No Ceiling has been fixed by the Commission in the Retail Tariff Order.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Notified. Above 90%	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee			
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months		
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		1. Qtr: 1.1.2011 to 1.3.2011 = 5 nos. 1.4.2011 to 31.7.2011 = 15 nos. 2. The decisions rendered in the above cases are neither in favour of consumers nor against them.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		No of cases 2 nos. and compensation paid Rs. 1250/-	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Not applicable as there is only one licensee in the state of Tamil Nadu.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yes the Tariff Order was issued on 20.6.2013.	Please indicate whether tariff or clearance issued within 120 days as prescribed.
(g)	i) Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii) Regular filing of tariff petitions	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) yes (ii) Multiyear tariff frame work has been implemented since 2010. (iii) For FY 2013-14 Tariff Petition have been filed by the	

<p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p>				<p>Licensees.</p> <p>(iv) For FY 2014-15 the Licensees have not filed the tariff petition. Hence, suo-moto tariff determination has been initiated.</p> <p>(v) Already effected in the Tariff Order issued on 20.6.2013.</p>	
<p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>					

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: **Telangana**

For the Quarter: **July to September 2014**

Ref No. **CGM/ IPC& RAC/ TSNPDCL/ WGL/ RAC/ F.CEA/ D/No. 263/ 14 Dated 06.11.2014**

**Progress of Reform Measures as per the Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Yes-, as part of the reform process and bifurcation of states as per AP State Reorganization Act, 2014, One Generating Company (TSGENCO), One Transmission Company (TSTRANSCO) and Two Distribution Companies (TSDISCOMS) has been formed.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Constituted on 3 Nov, 2014	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		As per General Terms & Conditions of Supply, Hon'ble APERC has approved the appointment of Assessing Officer & Appellate Authority.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		1 <sup>st</sup> Additional District & Session Courts in each district were constituted to look after the theft of energy cases.	
(e)	Disposal of Theft cases in financial year	Section 154 of EA	State Govt		99.36% Theft cases were disposed off during the quarter ie. July to Sept. 2014	
(f)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		YES- State Coordination Forum is constituted.	
(g)	Constitution of District Level Committee	Section 166 (5) of EA	State Govt		YES- the district level committees are constituted.	

(h)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Yet to be received	
(i)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Yet to be received	
(j)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Yet to be received	
(k)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Yet to be received	
(l)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Yet to be received	
(m)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Yet to be received	
(n)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Done.	
(o)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee	Within one month of application.	The Licensee has been releasing new services within the stipulated time frame. Hence, this obligation is being complied.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	As per Sub-Section (5) of Section 42 read with clause © and (s) of Sub-Section(2) of Section 181 of the Electricity Act, 2003, 1 no. Consumer Grievances Redressal Forum is functioning since 05.01.2005 to redress the Grievances of the Consumers of 5- districts of TSNDCL.  43% of cases were disposed of during the quarter i.e., July to September 2014.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		Yes- The level of performance achieved by the licensee is 100%.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Appointed.	

(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Yet to be received	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Yet to be received.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Yet to be received	
(g)	<p>i)Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii)Regular filing of tariff petitions</p> <p>iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		Yet to be received	

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Tripura State Electricity Regulatory Commission

For the Quarter: ending March, 2012

Ref. No. F.28/TERC/09/655-58 dated 10.02.2012 from TERC

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Power Department has been corporatized by creating Tripura State Electricity Corporation in 2004 and entrusted with the responsibility of generation, transmission and distribution.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		TSERC constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		AOs and AAs appointed. Number of cases decided by AO & AA up to this Qtr. Is not compiled. Action for compilation is being taken up.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Eight Nos. Special Courts created under different sub-division of Tripura.	No. of cases decided not indicated.
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Constituted and operational.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not considered necessary Details of Margin : NIL	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Prepared as per AG Guidelines.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Prepared year-wise.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2	SERCs		Notified by TSERC.	

		of NEP				
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		(i) Open Access Regulation issued and published in Tripura Gazette. (ii) No, Price cap has been imposed.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		18 Nos. of regulations notified till 15 <sup>th</sup> July, 2011.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Report of such non-compliances are not reported during the Qtr.	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	CGRF was constituted 13.11.2009. No cases have been lodged before the forum during this Qtr.	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		No pending order of Hon'ble Commission in regards to performance level benchmark as well as payment of compensation is laying pending with the corporation.	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Ombudsman appointed in August, 2010. Cases not yet handled.	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		No information has been received by the Commission.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		In Tripura only one licensee and standard of performance followed as per the existing Regulations.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		The Commission has so far issued three Orders regarding Electricity Tariff during 2005-06, 2006-07, and FPPCA in 2010 within 120 days from the date of submission of the petition.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) Regulation issued in 2005.	

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.



**-REFORMS MONITORING UNIT PROFORMA**

Name of the State: Uttar Pradesh

For the Quarter : upto December, 2011

Ref. No. 319/आ.प्र.वि.आ.ए/CEA dated 03.03.2012 from UPPCL

Progress of Reform Measures as per the Electricity Act 2003

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Unbundled on 14.01.2000. Four DisComs formed on 12.08.2003.	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		UPERC constituted in 1999.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		(i) Already vested with Executive Engineer of concerned Division, (ii) Divisional Commissioner of the Division of any Addl. Commissioner duly authorized by the Commissioner for this purpose.	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt		Constituted w.e.f. 31 <sup>st</sup> Ausut, 2004	
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Yes.	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt		Most of the rules have been framed except accounting & funds which are being framed	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Done. The Commission has fixed on case to case basis trading margin as per UPERC trading regulations.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Yes, for 2010-11 submitted to State Government in consultation with C&AG.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Yes, for 2010-11 submitted to State Government.	

(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Not done.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		All regulations notified except (h), (zi)	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		Noida Power Company Limited No. of Non-compliance : Nil	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<b>NPCL :</b> No. of Cases decided : 10 No. of cases in favour of licensee : 9 No. of case pending : 1	
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		---	
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Total No. of Appeals : 280 Appeals decided : 106 Decision in favour of consumer : 93	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		Data not received from licensees.	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		No, same for all licensees.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		-----	
(g)	i)Standard of Performance (SOP)  ii) Implementation of multi year tariff framework  iii)Regular filing of tariff petitions	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) Yes, Notified through Electricity Supply Code, 2005.  (ii) Draft Regulations have been made and approval under process after getting stake holder's comments.  (iii) ARR/TARIFF petitions for FY 2010-11, FY 2011-12 & FY 2012-13 pending with UPERC	

iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;

v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.

(iv) NA

(v) Current tariff is continued till next Tariff Order is issued.

**REFORMS MONITORING UNIT PROFORMA**

Name of the State: Uttarakhand

For the Quarter: 4<sup>th</sup> Quarter, 2011-12

Ref. No. UERC/5/Tech/79/579 dated 9<sup>th</sup> July, 2012 from UERC

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
1.	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt			
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		UERC constituted.	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt			
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt			
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt	Dec., 2012	Rules are being proposed to the Government.	
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not fixed as there is no intra-State trader in the State.	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		Annual Statement of A/c upto FY 2009-10 have been prepared and laid before the State legislature. Annual Statement of A/c for 2010-11 finalised and audited by CAG and ready to be placed before State Legislature.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		Annual Report for FY 2009-10 & 2010-11 have been prepared and laid before the State legislature. Annual Report for 2010-11 sent to Govt. for placing before State Legislature.	
(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		Notified.	

(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		Under process. No price cap has been imposed.	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Yes, most of the Regulations (about 43) issued required under the Act.	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee			
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					
(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months		
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee			
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		Done. No. of Cases decided 03. In favour of licensee - 01 In favour of consumer - 02	
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		2 nos. of cases amount paid Rs. 6775.00	
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Regulation notified specifying different standard of performance.	
(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		Commission makes endeavor to issue the tariff orders within 120 days of receipt of application except for force majeure conditions.	
(g)	i)Standard of Performance (SOP) ii) Implementation of multi year tariff framework iii)Regular filing of tariff petitions iv)Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time; v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		(i) Yes, SOP regulation notified.	

licensee.

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**REFORMS MONITORING UNIT PROFORMA**

Name of the State: West Bengal

For the FY 2013-14

Ref. No. PTR/Govt./3571 dated 30.01.2012 from WBDCL

Ref. No. WBERC/A-4/ NEP-TP/ Report/ 2/ 0420 dated 21.07.14

Progress of Reform Measures as per the **Electricity Act 2003**

SN	Name of the Item	Provisions	Action by	Target	Progress	Remarks
<b>ELECTRICITY ACT 2003</b>						
<b>1.</b>	<b>Regulatory Measures</b>					
(a)	Unbundling of State Electricity Boards	Section -131 of EA	State Govt		Done from 01.04.07	
(b)	Constitution of SERCs	Section - 82 of EA	State Govt		Done from 10.06.03	
(c)	Appointment of Assessing Officer & Appellate Authority	Section 126&127 of EA	State Govt		Yes	
(d)	Setting up of Special Courts	Section 153 of EA & Clause 5.4.13 of NEP	State Govt			
(e)	Constitution of State Coordination Forum	Section 166(4) of EA	State Govt		Done	
(f)	Rules by State Government	Section 180(2) (a) to (n) of EA	State Govt			
(g)	Intra-State Trading Margin, if considered necessary	Section 86(1)(j) of EA & Clause 9 of NTP	SERCs		Not yet specified	
(h)	Preparation of annual statement of accounts in consultation with C&AG	Section 104(1) of EA	SERCs		The Annual Statement of Accounts for the year 2012-13 in consultation with C&AG has been published on 25.6.2013 and laid in West Bengal Legislative Assembly on 14.2.2014.	
(i)	Preparation of Annual Report	Section 105(1) of EA	SERCs		The Annual Report for the year 2012-13 has been published on 04.09.2013 and laid in West Bengal Legislative Assembly on 14.2.2014	

(j)	State Grid Code	Section 86(1)(h) of EA & Clause 5.3.2 of NEP	SERCs		First notified on 12.01.2006 vide Notification No. 26/WBERC. Subsequently replaced by a new rEgulation No. 34/WBERC/ dated 04.04.2007 with amendment on 22.05.2009 vide Notification No. 43/ WBERC.	
(k)	Short term procurement of power	Section 86(1)(b) of EA	SERCs		<ol style="list-style-type: none"> <li>1. WBERC in its West Bengal Electricity Regulatory Commissions (Terms and Conditions of Tariff) Regulations, 2007 has already clearly elaborated the guidelines related to short term power purchase and also rates to be considered for such procurement and the regulation has been amended time to time.</li> <li>2. Yes, In case of short fall or failure in the supply of electricity from any approved source of supply during the financial year, a licensee may enter into short term power procurement without prior approval of this Commission if <ol style="list-style-type: none"> <li>(a) The price for power procured under such arrangement or agreement is discovered through bidding within at least three bidders or</li> <li>(b) If the agreed price in the agreement is less than highest price for power purchase by the licensee that is approved by the Commission in the tariff order for the ensuing year concerned or any previous ensuing year in case the tariff for the concerned ensuing year has not yet been issued.</li> </ol> </li> </ol>	
(l)	Regulations by State Commission	181(2) (a) to (zo) of EA	SERCs		Notified above 90%	
(m)	Supply of electricity by distribution licensee	Section 43(1) of EA	Distribution Licensee		No. of cases of non compliance: WBSEDCL : 20 CESCL : 2 ( April-June'11)	
<b>2.</b>	<b>Protection of Consumer interests and quality standards</b>					



(a)	Setting up of Consumer Grievances Redressal Forum	Section 42(5) of EA	Distribution Licensees	Six months	<p>As on 31.03.12, CGRFs are :</p> <p>WBSEDCL (19), CESCL (10), DPSC (10) &amp; DPL - 6</p> <table border="1" data-bbox="1289 220 1934 477"> <thead> <tr> <th rowspan="2">Distn. Licensee</th> <th rowspan="2">No. of cases decided</th> <th colspan="2">In favour of</th> </tr> <tr> <th>Licensee</th> <th>Consumer</th> </tr> </thead> <tbody> <tr> <td><b>WBSEDCL</b></td> <td>484</td> <td>105</td> <td>375</td> </tr> <tr> <td>CESCL (Jan.-Mar.'11)</td> <td>501</td> <td>446</td> <td>55</td> </tr> </tbody> </table>	Distn. Licensee	No. of cases decided	In favour of		Licensee	Consumer	<b>WBSEDCL</b>	484	105	375	CESCL (Jan.-Mar.'11)	501	446	55
Distn. Licensee	No. of cases decided	In favour of																	
		Licensee	Consumer																
<b>WBSEDCL</b>	484	105	375																
CESCL (Jan.-Mar.'11)	501	446	55																
(b)	Information regarding level of performance achieved, the number of cases in which compensation was made.	Section 59(1) of EA	Licensee		<p><b>WBSEDCL:</b> Information for 2010-11 is under scrutiny for publication.</p> <p><b>CEEC Ltd. :</b> (Jan.-March'11) Compensation paid in only one case.</p>														
(c)	Appointment of Ombudsman	Section 42(6) of EA & Clause 5.13.3 of NEP	SERCs		<p>3 ombudsmen functioning 50% to 75%</p> <p>Done. In <b>2010-11</b>: No. of cases Decided : 782 In favour of consumer: 441 Done. In <b>2011-12</b> : No. of cases Decided : 1665 In favour of consumer : 1207</p>														
(d)	Determination of compensation to be paid by licensee to consumers	Section 57(2) of EA	SERCs		<p>1. WBERC (Standard of Performance of Distribution Licensee relating to Consumer Services) Regulations:</p> <p>(a) First notified on 09.06.2004 vide 16/ WBERC (b) Further repealed and replaced by 24/WBERC dated 18.10.2005. (c) Again repealed and replaced by 46/WBERC dated 31.05.2010 (d) Amended vide 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014</p> <p>2. Rs. 17446075/- as per settlement orders issued. (For 2013-14).</p>														
(e)	Different Standard of Performance of licensee or a class of licensees	Section 58 of EA	SERCs		Same for all licensees but different for rural/urban.														

(f)	Tariff order to be issued within one hundred and twenty days from receipt of an application and within seven days of making the order, send a copy of the order to the Appropriate Government, the Authority, and the concerned licensees and to the person concerned.	Section 64(3) & (4) of EA	SERCs		<p>1. Issued but in some cases after 120 days due to valid reasons.</p> <p>2. Details in Schedule 1.</p>	
(g)	<p>i) Standard of Performance (SOP)</p> <p>ii) Implementation of multi year tariff framework</p> <p>iii) Regular filing of tariff petitions</p> <p>iv) Initiation of tariff determination and scrutiny on a suo-motto basis in case the licensee does not initiate filing in time;</p> <p>v) Requisite tariff changes from the date to take effect from the date of commencement of each financial year and any gap on account of delay in filing should be on account of licensee.</p>	Section 57(1) of EA & Clause 8 of NTP	Appropriate Commission		<p>1. WBERC (Standard of Performance of Distribution Licensee relating to Consumer Services) Regulations:</p> <p>(iii) First notified on 09.06.2004 vide 16/WBERC</p> <p>(iv) Further repealed and replaced by 24/WBERC dated 18.10.2005.</p> <p>(v) Again repealed and replaced by 46/WBERC dated 31.05.2010</p> <p>(vi) Amended vide 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014</p> <p>2. SOP specified. .</p>	