
ANNUAL REPORT

FOR THE FINANCIAL YEAR

2006 - 07



**MADHYA PRADESH ELECTRICITY REGULATORY
COMMISSION**

“Metro Plaza”, Bittan Market,

E-5, Arera Colony

Bhopal-462 016

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CHAPTER - I

EXECUTIVE SUMMARY

1.1 The power sector in Madhya Pradesh is facing formidable challenges in meeting the ever-growing demand, reducing transmission and distribution losses and achieving balanced growth of its various components in the field of generation, transmission and distribution of electricity. Another dimension has been added during the year to the power sector of the state as the activity of trading of power has commenced by incorporation of M. P. Power Trading Company Limited (A GoMP undertaking). The Commission has a vital role to play in the power sector of the State by supporting the reforms and to help out the licensees of the State for a turn-around into sustainable commercially viable utilities. The ultimate aim is to improve the overall efficiency of the licensees in technical and financial matters so as to ensure quality services to the consumers at an affordable price.

1.2 The MP Electricity Regulatory Commission came into existence in February 1999 constituted under the Electricity Regulatory Commission's Act, 1998. The State Government subsequently enacted the Madhya Pradesh Vidyut Sudhar Adhiniyam in 2001. The Central Government enacted the Electricity Act, 2003 which is a comprehensive legislation related to power sector and came into force with effect from 10th June 2003. As per Section 105 of the Electricity Act 2003, the State Commission is required to prepare the Annual Report once every year, giving a summary of its activities during the previous year and copies of the report are to be forwarded to the State Government and to be laid, as soon possible after it is received, before the State Legislature.

1.3 The MPERC has been preparing the Annual Report and forwarding the same to the State Government. This report of the Commission pertains to the year 2006-07.

1.4 Functions of the Commission:

1.5 The main functions of the Commission include:

- Determination of tariff for generation, supply, transmission and wheeling of electricity within the State.
- Regulating electricity purchase and procurement process of distribution licensees.
- Facilitating intra-State transmission and wheeling of electricity.
- Issuing licenses to persons to act as transmission licensees, distribution licensees and electricity traders for operation within the State.
- Requiring the licensees to formulate perspective plans and schemes in coordination with others for the promotion of generation, transmission, sub-transmission, distribution, supply and use of electricity.
- Promoting cogeneration and generation of electricity from renewable sources of energy and specifying the percentage of purchase from such sources by the distribution licensees.
- Specifying and enforcing standards in respect of quality, continuity and reliability of services by licensees.

1.6 Activities during FY 2006-07 in brief.

1.7 The MPERC has issued the following Tariff Orders after public hearings:

- (i) Retail Supply Tariff Order for FY 2007-08 issued on 30.03.07 for the three Distribution Companies of the State.
- (ii) MYT for Generation Company to be continued for which an order has been issued.

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- (iii) Truing up petition of Transmission Company finalized and order for continuation of MYT issued
- 1.8 During the course of the year, the Commission has taken a number of steps for overall improvement in the power sector of the State as well as to protect the interests of the consumers.
- 1.9 MPERC had also rendered its advice to the State Government to meet the objective for ensuring uniform retail tariff throughout the State.
- 1.10 MPERC has issued new Regulations, and amendments/ addendums to certain regulations to keep pace with the changes that have been observed in the power sector to meet necessary requirements.
- 1.11 In order to further the cause of the consumers and to improve the working efficiency of the licensees, the Commission had instituted a number of Suo-motu petitions related to improvement in consumer services and performance of the licensees with regard to compliance of directives of the Electricity Act, 2003 and National Electricity Policy & Tariff Policy.
- 1.12 During FY 2006-07, a total 114 petitions were registered including Sou-motu petitions. 65 petitions were spilled over from last year. Thus, against a total of 179 petitions, 127 petitions were disposed off, while remaining 52 petitions are under process of settlement.
- 1.13 The State Advisory Committee was constituted under Section 87 of the Electricity Act 2003. During the FY 2006-07, two meetings of State Advisory Committee were held on 28.09.2006 and 17.01.2007. Suggestions of the Members of the State Advisory Committee were sought & taken into consideration on a number of issues related to determination of tariff, safeguarding of consumers' interest and improving efficiency of the licensees.
- 1.14 **Present constitution of the Commission:**
- 1.15 Dr. J.L. Bose, who is a retired IAS officer of the rank of Chief Secretary of the State, has taken over the charge of the Chairman of the Commission since 15th Feb'2007 after Shri P.K. Mehrotra ex-Chairman relinquished the charge on 14th Feb'2007 on completion of his tenure. Details of the Commission members are given at annexure I.

CHAPTER - II

HIGHLIGHT OF TARIFF ORDERS ISSUED DURING 2006-07

- 2.1 **Retail Tariff Order for 2007-08**
- 2.2 The Commission has determined the Retail Tariff for FY 07-08 by an order passed by it on 30th March'2007. Tariff has been kept uniform throughout the State. Tariff petitions for determination of tariff had been filed by three Distribution Companies of the State, i.e. MP Poorv Kshetra Vidyut Vitaran Co. Ltd., Jabalpur (East Discom), MP Paschim Kshetra Vidyut Vitaran Co. Ltd., Indore (West Discom) and MP Madhya Kshetra Vidyut Vitaran Co. Ltd., Bhopal (Central Discom).
- 2.3 The National tariff Policy requires that by the end of 2010-11, the tariff for all consumers should be within +/-20% of the average cost of supply. The Commission had published a public notice and invited comments from various stakeholders for determination of road map to meet the above objectives. The Commission while determining the tariff is guided by the provisions of National Tariff Policy and therefore determine tariff in such a way that the tariff for subsidized category (Domestic and Agriculture) is rationalized and brought as far as possible within the range stipulated in policy.
- 2.4 The three Distribution licensees in their tariff petition for FY 2007-08 had proposed a tariff hike as given below:

Tariff Hike Proposed by the Distribution Licensees

Licencee	Revenue from Current Tariff	Additional estimated Revenue from Proposed Tariff	% Hike Proposed by Licencee
West Discom	2992 cr	122 cr.	4.07%
East Discom	2357 cr.	127 cr.	5.38%
Central Discom	2315 cr.	120 cr.	5.18%
State	7664 cr.	369 cr.	4.81%

It can be seen from the above table that West, East and Central Distribution Companies had proposed tariff hike of 4.07%, 5.38% and 5.18% respectively resulting an overall hike of 4.81%.

- 2.5 The distribution company wise requirement of revenue with revised tariff submitted by the companies and approved by the Commission with revised tariff after prudent check is as given below:

Distribution Company	Revenue requirement filed (Net of Non Tariff Income) (Rs. in crores)	Revenue requirement approved (Rs. in crores)
East	2623.04	2430.82
Central	2874.83	2375.10
West	3305.00	2917.35
Total	8802.87	7723.27

- 2.6 As against the above aggregate annual revenue requirement projected by three companies, the Commission has fixed the ARR at Rs 7723.27 crores only. The Commission simultaneously has rationalized the tariff design keeping in view the guidelines of National Electricity Policy and National Tariff Policy. The average cost of supply for FY 2007-08 works out i.e. increased by 11 paise over the FY2006-07 to Rs 3.60 Paise/ unit.
- 2.7 The permissible loss levels for the FY 2007-08, as per annual milestone for distribution losses notified by GoMP on which the distribution tariff has been determined, are as under:

East Discom	32.5%
West Discom	28.5%
Central Discom	40.0%

2.8 The Commission has estimated on the current tariff, a revenue income for the entire State of Rs.7679 crore and has allowed an overall tariff hike of 0.51%. The tariff hike or reduction in LT/HT categories is given as below:

Tariff hike / reduction approved by Commission:

<i>For the whole State</i>	<i>Commission's Estimate of Revenue on Current Tariff (FY-07)</i>	<i>Estimated Revenue on approved Tariff (FY-08)</i>	<i>Increase / Decrease in Revenue</i>	<i>% Hike</i>
L.T.	4248 cr.	4319 cr.	71 cr.	1.67%
H.T.	3431 cr.	3399 cr.	(-) 32 cr.	(-) 0.94%
Total	7679 cr.	7718 cr.	39 cr.	0.51%

2.9 Tariff is based on the Non-telescopic method for billing and there are no free units for any category.

2.10 The distribution companies have been directed to meter un-metered Domestic and Agriculture connections on urgent basis or provide meter on the distribution transformers catering supply to agriculture consumers. A lower Tariff rate has been kept for DTR metered connections.

2.11 LT Consumer category wise highlights

2.12 Domestic Category:

- i) The Commission has considered consumers having consumption up to 30 units per month as lifeline consumers having low paying capacity and therefore has determined a lower tariff of 265 paise (**Same as per last year**) per unit which is applicable to metered consumers only.
- ii) Tariff for consumers consuming more than 30 units and up to 50 units per month has been maintained at the **same level** of 270 paise per unit.

- iii) The tariff for domestic consumers consuming more than 50 units and up to 100 units per month has been kept as 305 paise per unit as against 300 paise per unit as per last Tariff order i.e. increased by 5 paise per unit, which is 1.67% over the tariff in FY 2007.
- iv) For consumer having monthly consumption above 100 units, the energy charge per unit has been increased by 10 paise per unit and is kept at 350 paise per unit i.e. increased by 2.94% .
- v) Energy charges for temporary connections for construction of own house (max. up to one year), for social/ marriage purposes and religious function have been **reduced** from 510 paise per unit to 400 paise per unit.
- vi) Minimum charge of Rs.30/- per connection to be recovered from domestic consumers has been left **unchanged**.
- vii) Fixed charges have been re-determined as given below for various consumption slabs:

Slabs of monthly consumption	Fixed Charges for consumer receiving supply in Urban area (Monthly)	Fixed Charges for consumer receiving supply in rural areas notified by State Govt. under Electricity Act, 2003 (Monthly)
Upto 30 units	Nil	Nil
31 to 50 units	Rs. 5 per consumer	Rs. 2 per consumer
51 to 100 units	Rs. 10 per consumer	Rs. 5 per consumer
Above 100 units	Rs. 15 per ½ KW of authorised load	Rs. 10 per ½ KW of authorised load

Temporary connection for construction of own house (max. up to one year), social/marriage purposes and religious function.	Rs. 30 per ½ KW of authorised load	Rs. 20 per ½ KW of authorised load
Un-metered connection (supplied in urban areas)	Rs. 10 per consumer	
Un-metered connection (supplied in rural areas as defined by State Govt.'s notification under Electricity Act, 2003)	Rs. 2 per consumer	
Through DTR meter	Nil	Nil

- viii) Different fixed charges recovered from consumers consuming 100-200 units and consumers consuming more than 200 units have been abolished.
- ix) Realising that the consumers in rural areas are placed at a disadvantage as compared to consumers in urban areas in relation to quality and reliability of supply, the Commission has proposed a **lower** fixed charge for such consumers. There is no revision in **fixed** charges for consumers receiving supply in urban areas and in rural areas consuming more than 100 units.
- x) Unmetered consumers would pay fixed charges of Rs. 10 per consumer for consumers receiving supply in urban areas and Rs. 2 per consumer for consumers receiving supply in rural areas.
- xi) Energy charges @ 77 units per month at 305 paise per unit would be charged from un-metered domestic consumers which are supplied in urban areas.
- xii) Energy charges @ 38 units per month at 270 paise per unit would be charged from un-metered domestic consumers which are supplied in notified rural areas.

2.13 Non-Domestic Category:

- i) There has been a **decrease** of 35 paise per unit in energy charges for this category. Uniform rate of energy charges @ of 545 paise per unit has been fixed for this category of consumers. There is an overall decrease in tariff by 6.03% for this category over tariff applicable in FY2006-07.
- ii) An option has been given to consumers for demand based tariff with an energy charge of 430 paise per unit along with fixed charges of Rs.150 per KW or Rs.120 per KVA of billing demand per month for consumers receiving supply in urban areas and Rs.90 per KW or Rs.72 per KVA of billing demand per month for consumers receiving supply in notified rural areas.
- iii) Energy charges for temporary connections under this category have been **reduced** from 870 paise per unit in FY2006-07 to 650 paise per unit, an overall decrease by 25.3%, whereas demand charges of Rs 75 per month per $\frac{1}{2}$ kw for consumers receiving supply in urban areas and Rs. 45 per month per $\frac{1}{2}$ kw for consumers receiving supply in notified rural areas has been introduced.

2.14 Public Water Works & Street Light Category:

- i) **No changes** have been made to fixed charges applicable to consumers under this category.
- ii) Energy charges of consumers under the head of Municipal Corporation/ Cantonment Board, Municipality/ Nagar panchayat and Gram Panchayat have been increased by 10 paise, 15 paise and 10 paise respectively over and above the energy charges applicable in FY2006-07.

2.15 LT Industry:

- i) Concept of recovering different fixed charges from consumers receiving supply in urban areas and from consumers receiving supply in notified rural areas has been introduced.

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- ii) Slabs for non-seasonal category consumers have been **reduced**. As a consequence, fixed charges and energy charges with demand of above 10HP to 25 HP have been reduced by Rs 10 per HP and 10 Paise per unit respectively for urban consumers..
 - iii) Fixed charges recovered from non-seasonal consumers in notified rural areas have been considerably reduced. Consumer with demand of upto 25 HP and receiving supply in notified rural areas will pay fixed charges of Rs 10 per HP instead of Rs 60 per HP applicable earlier, an overall **decrease** by 83.33%. However, energy charges for notified rural areas are same as for urban areas.
 - iv) There is **no change** in tariff for seasonal consumers under this category.
 - v) Power factor incentive has been introduced for LT category of consumers.
 - vi) For notified rural and urban consumers in this category differential minimum consumption levels have been introduced. For notified rural area minimum consumption is 66% of that fixed for urban area.

2.16 Agriculture Category:

- i) No fixed charges are being levied for this category of consumers.
- ii) A **marginal increase** of 5 paise per unit has been made for agricultural consumers for first 300 units per month. Additional energy charges of 10 paise per unit would be recovered from consumers for units consumed above 300 units in a month.
- iii) Similarly energy charges recoverable from consumers having temporary connections have also been increased by 5 paise per unit, an overall increase by 1.67% over charges applicable in FY2006-07.

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- iv) Energy charges applicable to DTR metered consumers have been **decreased** by 20 paise per unit and fixed at 200 paise per unit i.e. an overall decrease by 9.09% over charges applicable in FY2006-07.

2.17 HT CONSUMERS CATEGORY WISE HIGHLIGHTS

2.18 **New load factor incentive scheme** has been introduced for HT consumers. Threshold for applicability of load factor incentive has been reduced from more than 60% to more than 50% to allow more consumers to avail of the load factor incentive.

2.19 Railway Traction

- i) **Fixed charges** have been **abolished** and a single part tariff of 460 paise per unit has been determined.
- ii) Railways normally operates at an average load factor of 32% which corresponded to a per unit rate of 464 paise in FY07. Considering this, this is an overall **decrease** of 4 paise per unit.

2.20 Coal Mines

- i) Energy charges for this category of consumers have been left **unchanged**.
- ii) Fixed charges have been **reduced** by Rs. 15/KVA per month, a decrease by 3.75%.

2.21 Industrial and Non-Industrial Category

- i) Tariff for this category of consumers has been **rationalized**.
- ii) Fixed charges for industrial consumers at 11kV and 132 kV voltage level have been **decreased** by Rs. 30/KVA per month and Rs. 100/KVA per month respectively.
- iii) Energy charges for industrial consumers at 33 kV and 132 kV voltage level have been increased by 5 paise per unit and 20 paise per unit respectively
- iv) Fixed charges for non-industrial consumers at 11kV and 132 kV voltage level have been **decreased** by 30 Rs./KVA per month and Rs. 100/KVA per month respectively.

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- v) Energy charges for non-industrial consumers at 33 kV and 132 kV voltage level have been increased by 5 paise per unit and 20 paise per unit respectively.
 - vi) Energy charges for 11KV industrial and non-industrial consumers have been **reduced** by 5 paise per unit.

2.22 Seasonal Industries

- i) Concept of recovering different energy and fixed charges during season and during off-season has been introduced.
- ii) Fixed and energy charges have been **kept same** as in FY2006-07 during season.
- iii) **Concession** of up to 90% of fixed charges is given during off-season period. Although energy charges of 120% of seasonal energy charges would be levied on the consumer.

2.23 HT Irrigation and Water Works

- i) **No major changes** in fixed and energy charges are made for consumers belonging to Public Water Works category. Demand charges for Public Water Works at 132 kV have been marginally increased by Rs. 4/KVA per month.
- iii) Category for Group Irrigation and Lift Irrigation Scheme has been merged with Public Water Works category. Hence consumers belonging to Group irrigation and lift irrigation category shall have an effective fall in fixed and energy charges of upto Rs. 40/KVA and 30 paise per unit.

2.24 Bulk Residential Users

- i) Fixed and energy charges for Bulk Residential users have been kept **unchanged**.
- ii) A new category of consumers have been created under this head called “Cooperative group housing societies”. Fixed charges for this category of consumers are kept very low at Rs. 20/KVA per month as compared to Rs. 100/KVA per month applicable to Bulk residential users. Energy charges are also reduced by 25 paise per unit and 10 paise per unit for consumers at 11kV and 33kV respectively

2.25 **Bulk Supply to Exemptees**

No changes have been introduced for this category of consumers.

2.26 **Transmission Tariff for 2007-08:**

The transmission tariff payable by the Distribution Companies has been kept same as was determined in Multi-Year Tariff order for FY2006-07 to FY2008-09 for the year 2007-08. However, truing up of expenses for the year 2005-06 has been done and an amount of Rs.94.23 crores has been admitted to be payable to the Transco. These expenses are to be paid by the Distribution Companies in the year 2007-08 and have been included in ARR of Distribution Companies for the year 2007-08 proportionately as per their share.

2.27 **Generation Tariff for 2007-08:**

The Generation Company did not submit audited balance sheets for truing up of expenses; therefore the Commission has issued order for continuation of tariff payable as was determined in Multi-Year Tariff order for FY2006-07 to FY2008-09, without making any increase or decrease.

CHAPTER - III

REGULATIONS / AMENDMENTS AND ADDENDUM TO REGULATIONS ISSUED DURING 2006 - 07

The Madhya Pradesh Vidyut Sudhar Adhiniyam, 2000 and the Electricity Act 2003 stipulates that the Commission may, by notification, make regulations as per provisions made in these Acts which are consistent with the Act and the rules, to carry out the provisions of these Acts. The Commission has issued Regulations accordingly from time to time and has covered most of the provisions in this regard that are available in the above mentioned Acts baring few exceptions like development of power market under Section 66 of the Electricity Act, 2003 and minimum information to be maintained by the utilities under Section 128 of the Act. These regulations are under process. The list of regulations, amendments and addendum to Regulations issued during the year 2006-07, is given at **Annexure II**.

CHAPTER IV

Consumer services, regulatory compliance and performance standards of the Licensees

4.1 The Commission has been working proactively for safeguarding consumer's interest. A number of initiatives have been taken by the Commission to achieve this goal. Laying down standards of performance regulations

to be complied by the licensees of the State is one major step in this direction. A brief of consumer related initiatives that have been taken and monitored during the course of the year are given in following paragraphs.

4.2 Performance standards: The Commission has been monitoring all operational performance standards observed by the licensees of the State during the year and has been continuously interacting with the licensees to demonstrate improvement, wherever required. These operational performance standards include specified time limits for attending fuse-off calls, rectification of faults to restore supply to the consumers, meter complaints, billing mistakes, replacement of defective meters / transformers, settlement of consumer complaints, etc.

4.3 Complaint Call Centers: On the directives and sustained pursuance by the Commission, all the three Distribution Companies have established call centers at their HQs for prompt response/redressal to consumer complaints. Their performance is being monitored and positive improvement has been observed in redressal of complaints.

4.4 Electricity Consumers Grievance Redressal Forums: The Commission has been keeping a close watch over the working of the Forums to ensure that the consumer gets speedy redressal of their complaints. Details of cases registered and settled by these Forums are given at **Annexure III**. It may be seen from these details that the Forums have been prompt in ensuring settlement of cases and the number of pending cases are not much.

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- 4.5 **Electricity Ombudsman:** The new Ombudsman has taken over charge on 8th May'06 and has been promptly redressing the grievances that are received by him. It may be observed from the report that number of pending cases have reduced. The Ombudsman has settled all 68 cases from May'06 to March'07. The Ombudsman has generally indicated that the licensees have been able to maintain standards of performance during the year and no major complaints with regard to meters; voltage problems, etc were received. Most of the complaints that were received by him were on account of billing against irregularities found where installations of the consumers were checked. The report of Electricity Ombudsman for the year 2006-07 is attached herewith as per **Annexure IV**.
- 4.6 **Involvement of NGOs in consumer affairs:** The Commission has so far registered 118 NGOs for seeking their assistance in various consumer related issues to bring awareness amongst the consumers as also to safe guard their interests. The Commission is of the opinion that the support of NGOs would be very much imperative to safeguard the interest of the consumers. During the course of the year, some of the NGOs were involved in random testing of meters carried out by the Metering Consultants of the Commission to ensure fairness and transparency. In addition, it is further considering of getting these NGOs more involved on a regular basis.
- 4.7 **Metering / Energy Audit Consultants:** The Commission had appointed Metering / Energy Audit consultants on short-term basis to monitor regarding maintaining standards of meters and other metering related issues and the work related to energy audit by the Distribution licensees. Based on their reports the Commission has drawn attention of the Distribution Companies on various issues for improvement of metering/ energy audit.
- 4.8 **Spot billing:** In order to improve the activity of meter reading and to reduce related complaints, the Commission has directed all the three Distribution Companies to introduce Spot billing with the use of hand-held palmtop computers for LT consumers. MP Madhya Kshetra Vidyut Vitaran Co. Limited has commenced spot billing in Bhopal city and the response so far has been found to be encouraging.

4.9 Electricity Bill Collection facilities: The Commission had reviewed the status of bill collection centers and had directed the Distribution licensees to facilitate the consumers in making the bill payment without causing much of hassles. The Distribution licensees have made certain improvements in this direction. The facility of round the clock payment of bill by cheque at various designated places has been provided by MP Madhya Kshetra Vidyut Vitaran Company at Bhopal. Facility of electronic bill payment has also been provided to the consumers at Bhopal by the Distribution licensee and this facility is proposed to be encouraged at other places also.

4.10 Regulatory Compliance: The Commission has issued Regulations on Regulatory Compliance in which the licensees were directed to appoint a Reporter of Compliance who would interact with the Commission on a regular basis and submit the report of issues of Regulatory Compliance in a regular manner. The Commission has been periodically reviewing the status of compliance of directives that are provided in various regulations and taking further steps for improvement in regulatory compliance. The reports of regulatory compliance submitted by the licensees are placed on the website of the Commission from time to time.

CHAPTER V

ANNUAL ACCOUNTS OF THE COMMISSION FOR FY 2006-07

As per provisions under Section 103 of the Electricity Act 2003, MPERC Fund has been established in which income of Rs 4,95,31,162/- has been received under different income heads. During the year 2006-07, the revenue expenditure under different heads has been Rs 1,80,02,606/- and capital expenditure is Rs 99,23,826/-. Details are given at Annexure V. The second installment of Rs 75,00,000/- has been repaid back to State Government in respect of loan amount of Rs 2,24,96,000/- sanctioned by the State Government towards purchase of office building from MP Housing Board.

ANNEXURE I

Names of present Chairman and Members of Commission

Sl. No.	NAME	DESIGNATION	DATE OF JOINING	EXPIRY OF TERM
1	Dr. J.L.Bose	Chairman	15-02-2007	11.01.2010
2	Shri D. Roybardhan	Member (Engineering)	21-01-2003	20.01.2008
3	Shri. R. Natarajan	Member (Economics)	08-05-2003	07.05.2008

Regulations issued from 1.4.2006 to 31.3.2007

Annexure II

S.No.	Name of Regulations	Date of Issue	Notification Date	Remarks
1.	Sixth Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1 (vi) of 2006)	15-Jun-06	30-Jun-06	Final
2.	Seventh Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(vii) of 2006)	12-Jul-06	28-Jul-06	Final
3.	Eighth Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(viii) of 2006)	28-Jul-06	11-Aug-06	Final
4.	Ninth Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(ix) of 2006)	11-Aug-06	25-Aug-06	Final
5.	Tenth Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1 (x) of 2006)	25-Sep-06	29-Sep-06	Final
6.	Eleventh Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(xi) of 2007)	27-Jan-07	9-Feb-07	Final
7.	Second Amendment to Madhya Pradesh Electricity Regulatory Commission (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the Consumers) Regulations, 2004 (AG-3(ii) of 2006)	1/9/2006	15.9.2006	Final
8.	Fourth Amendment/Addendum to MPERC (Appointment of Consultants) Regulations, 2004 (AG-6(iv) of 2006)	25-Apr-06	28-Apr-06	Final
9.	Fifth Amendment to MPERC (Appointment of Consultants) Regulations, 2004 (AG-6(v) of 2006)	22-Aug-06	25-Aug-06	Final
10.	Third Addendum/Amendment to Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004 (Revision-I, 2005) (A (RG-8(1) (iii) of 2006)	18-Sep-06	29-Sep-06	Final
11.	First Addendum/Amendment to Madhya Pradesh Electricity Grid Code (Revision-I, 2005) (A(RG-14(1)(i) of 2006	3-Oct-06	13-Oct-06	Final

12.	Madhya Pradesh Electricity Regulatory Commission (Levy and Collection of Fee and Charges by State Load Despatch Centre) Regulations, 2004, Revision –1, 2006. (RG - 16 of 2006)	5-May-06	19-May-06	Final
13.	First Amendment to Madhya Pradesh Electricity Regulatory Commission (Levy and Collection of Fee and Charges by State Load Dispatch Centre) Regulations, 2004, (Revision 1, 2006) A[RG - 16] (i) of 2006	30-Nov-06	8-Dec-06	Final
14.	Third Amendment to Madhya Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2004 (AG-17(iii) of 2006)	11-May-06	26-May-06	Final
15.	Fourth Amendment to Madhya Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2004 (AG-17(iv) of 2006)	5-Aug-06	18-Aug-06	Final
16.	Madhya Pradesh Electricity Regulatory Commission (Power Purchase and Procurement Process) Regulations, 2004, Revision 1, 2006 (RG-19(I) of 2006)	10-Apr-06	21-Apr-06	Final
17.	Second Amendment to Madhya Pradesh Electricity Regulatory Commission (Terms and Conditions for Intra-State Open Access in Madhya Pradesh) Regulations, 2005 (AG-24(ii) of 2006)	3-Oct-06	13-Oct-06	Final
18.	Madhya Pradesh Electricity Regulatory Commission (Terms and Conditions for Determination of Tariff for Distribution and Retail Supply of Electricity and Methods and Principles for Fixation of Charges) Regulations, 2006 (RG-27 (I) of 2006)	26-Oct-06	10-Nov-06	Final
19.	Madhya Pradesh Electricity Regulatory Commission (Power Purchase and other matters with respect to Conventional Fuel Based Captive Power Plants) Regulation, 2006 (G-30 of 2006)	18-Sep-06	29-Sep-06	Final
20.	Madhya Pradesh Electricity Regulatory Commission (Recovery of Expenses and other Charges for Providing Electric Line or Plant used for the purpose of giving supply) Regulations, 2006 (G-31 of 2006)	20-Nov-06	24-Nov-06	Final
21.	First Amendment/Addendum to Madhya Pradesh Electricity Regulatory Commission (Methods of Recruitment and Conditions of Service of Officers and Employees) Regulation, 2001	22-Aug-06	25-Aug-06	Final

<u>Draft Regulations as on 31.03.2007 for which public notices have been issued</u>			
Sl.No.	me of Regulations	Date of issue of Public Notice	Remarks
1.	Twelfth draft Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(xii) of 2007)	22.9.2006	(Published for comments)
2.	Thirteenth draft Amendment to Madhya Pradesh Electricity Supply Code, 2004 (AG-1(xiii) of 2007	15.11.2006	(Published for comments)
3.	MPERC (Balancing and Settlement Code)	29.9.2006	(Published for comments)

Annexure III

विद्युत उपभोक्ता शिकायत निवारण फोरम द्वारा वर्ष 2006-07 में शिकायतों के निपटान का विवरण					
विद्युत उपभोक्ता फोरम – पश्चिम क्षेत्र विद्युत वितरण कंपनी					
क्रमांक	जिला	वर्ष के प्रारंभ में लंबित शिकायतों की संख्या	वर्ष के दौरान प्राप्त शिकायतों की संख्या	वर्ष के दौरान निराकृत की गई शिकायतों की संख्या	दिनांक 31.03.07 को लंबित शिकायतों की संख्या
1	इन्दौर	11	160	166	5
2	धार	17	42	59	0
3	खरगौन	2	16	17	1
4	बड़वानी	0	10	9	1
5	खण्डवा	0	5	5	0
6	बुरहारपुर	70	174	227	17
7	झाबुआ	1	2	2	1
8	उज्जैन	7	95	96	6
9	रतलाम	2	35	37	0
10	मंदसौर	0	5	4	1
11	नीमच	1	7	8	0
12	देवास	4	31	34	1
13	शाजापुर	1	8	9	0
	कुल योग	116	590	673	33
विद्युत उपभोक्ता फोरम-पूर्व क्षेत्र विद्युत वितरण कंपनी					
1	जबलपुर	33	22	52	3
2	कटनी	11	34	44	1
3	मंडला	—	8	8	—
4	डिंडोरी	—	3	3	—
5	नरसिंहपुर	28	19	43	4
6	सिवनी	—	19	17	2
7	बालाघाट	2	16	15	3
8	छिंदवाडा	—	33	31	2
9	रीवा	31	162	186	7
10	सतना	7	40	37	10

11	सीधी	3	71	73	1
12	शहडोल	22	29	47	4
13	उमरिया	2	3	5	—
14	अनूपपुर	3	25	27	1
15	सागर	14	32	45	1
16	दमोह	2	16	18	—
17	छतरपुर	20	25	43	2
18	पन्ना	11	6	17	—
19	टीकमगढ़	5	4	8	1
	कुल योग	194	567	719	42
विद्युत उपभोक्ता फोरम— मध्य क्षेत्र विद्युत वितरण कंपनी					
1	ग्वालियर	148	167	291	24
2	दतिया	—	2	1	1
3	मुरैना	29	30	51	8
4	भिण्ड	—	3	3	—
5	गुना	2	19	20	1
6	अशोकनगर	—	—	—	—
7	शिवपुरी	1	3	4	—
8	शयोपुरकलां	—	1	1	—
9	भोपाल	13	30	39	4
10	विदिशा	4	27	24	7
11	होशंगाबाद	8	11	19	—
12	बैतूल	1	13	10	4
13	राजगढ़	2	7	7	2
14	सीहोर	—	3	1	2
15	रायसेन	2	6	8	—
16	हरदा	1	7	4	4
	कुल योग	211	329	483	57

ANNEXURE IV

Phone No: 0755-2576769

Fax No: 0755-2766851

E-mail: secmperc@sancharnet.in

Office of the Electricity Ombudsman
MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION
“Urja Bhawan”, Shivaji Nagar, Bhopal-462 016

No. MPERC/2007 /298

Bhopal, Dated:30thApril /2007

To:

The Commission Secretary
MP Electricity Regulatory Commission
Shivaji Nagar
Bhopal (M.P)

Sub: Annual Report of the Electricity Ombudsman for the year 2006 - 07.

The first amendment / addendum to MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) Regulations 2004 provides at clause 5.5 (a) that the Electricity Ombudsman shall prepare a report on six monthly basis giving details of nature of grievances of the consumers dealt by the Ombudsman, response of the licensee in redressal of grievances and comments of the Electricity Ombudsman on the licensees compliance of standards of performance as specified by the Commission under section 57 of the Act during the preceding six months.

In compliance of the above directives, the six monthly report for the period of January'06 to June'06 was submitted to the Commission vide letter No. 271 dated 17.08.06. Since the financial year is now over, it is felt that it would be appropriate to send a comprehensive annual report for the year 2006-07. Therefore, the report for the period from 1st April'06 to 31st March'07 is enclosed for further needful at your end. The report indicates the progress of settlement of grievances during the year, response of the licensee in settlement of the complaints, standard of performance observed by the licensee in general and other suggestions.

Encl : As above

-sd-

(K. Shankar Narayanan)
Electricity Ombudsman

**ANNUAL REPORT OF THE ELECTRICITY OMBUDSMAN FOR THE YEAR
2006-07**

The annual report for the year 2006-07 is as given below:

1. NATURE OF GRIEVANCE OF THE CONSUMER

Following table indicates the nature of grievances received/ settled by the Electricity Ombudsman during 2006-07

(Present Ombudsman took over the office on 8th May 2006)

Type of grievance	Pending at the beginning period	Received during the period	Decided during the period	Pending for less than one month	Pending for more than one month up to 3 months	Pending for more than 3 months up to 6 months	Pending for more than six months	Total pending
1	2	3	4	5	6	7	8	9
Interruption in power supply	-	1	1	-				-
Voltage related complaints	-		-	-				-
Load shedding / scheduled outage	-		-	-				-
Meter related complaints	4	3	6	-	-	-	1	1
Electricity bill related complaints	31	44	41	1	10	11	12	34
Disconnection and reconnection of power supply;	-		-	-	-	-	-	-
Delay in new connection	1	6	6	-	1	-	-	1
Other complaints like damage, reduction / enhancement in load/ demand, or non-payment of interest on security deposit etc	10	10	14	-	2	-	4	6
Total	46	64	68	1	13	11	17	42

It may be seen from the table that most of the complaints were related to billing where installations of the consumers were checked by the

licensee and some irregularities were found. The licensee has issued supplementary bills to which the consumers were not satisfied and raised the grievance. The complaints that were handled by the Ombudsman with regard to regular billing were almost dismal.

2. **RESPONSE OF THE LICENSEE IN REDRESSAL OF COMPLAINTS AND OBSERVATION OF STANDARDS OF PERFORMANCE BY THE LICENSEE.**

As per the regulation issued by the Commission, grievances of the consumers are to be settled in 3-tier system. The first level of redressal is the internal redressal mechanism of the licensee, second level is the Electricity Forums and the third level is the Electricity Ombudsman.

There are about 65 lakhs electricity consumers in the State. A review of cases registered with the electricity forums that are situated one each at Jabalpur, Bhopal and Indore reveals that a total of 1486 complaints only were received during the year 2006-07. The status as on 31.03.07 indicates that the forum at Jabalpur had pendency of 42 cases, 57 cases at Bhopal and 33 cases at Indore. It is apparent from the above that numbers of complaints are very few when compared with the total number of consumers in the State and apparently the internal grievance mechanism of the licensee is functioning satisfactory. Out of the cases that are settled by the Forums, the consumer before the Ombudsman represented only 64 cases during the year indicating that process of settlement of grievances by the Forums was also quite satisfactory. This also reflects positively on the standards of performance of the consumers of the State and during the course of the year, no major complaints related to the voltage problem, meters, etc were received. It is however observed that the Distribution licensees need to improve their response while presenting their cases before the Forum and the Ombudsman by ensuring that all the desired information is submitted timely and cases are presented by the competent person.

-sd-

Electricity Ombudsman

Annexure V

मध्यप्रदेश विद्युत नियामक आयोग, भोपाल
वित्तीय वर्ष 2006-07 की प्राप्तियाँ तथा भुगतान संबंधी लेखे का विवरण पत्र

स.क्र.	प्राप्तियां	राशि (रुपये)
ए	प्रारंभिक शेष	
1	नगद एवं बैंक में	12136306
2	आई.सी.आई.सी.आई बैंक में सावधि जमा राशि	75215554
	योग (ए)	87351860
बी	आय	
1	याचिका शुल्क	42952800
2	विविध प्राप्तियां	64105
3	सत्यापित प्रति शुल्क	665
4	बैंक से प्राप्त ब्याज	6427292
5	वाहन किराया	6500
6	नोट बुक कम्प्यूटर की वसूली	79800
	योग आय (बी)	49531162
सी	प्रतिभूति निक्षेप	
1	प्रतिभूति निक्षेप	390259
2	सी.पी.एफ. देय	92724
	योग आय (सी)	482983
	कुल प्राप्तियाँ (ए+बी+सी)	137366005

Continued on next page

मध्यप्रदेश विद्युत नियामक आयोग, भोपाल		
वित्तीय वर्ष 2006-07 की प्राप्तियों तथा भुगतान संबंधी लेखे का विवरण पत्र		
स.क्र.	भुगतान शीर्ष	राशि (रुपये)
डी	व्यय	
1	अवकाश यात्रा सुविधा	42945
2	अध्यक्ष तथा सदस्यों का वेतन	1581657
3	अधिकारियों का वेतन	4385482
4	तृतीय वर्ग के कर्मचारियों का वेतन	1624100
5	चतुर्थ वर्ग के कर्मचारियों का वेतन	881299
6	मानदेय राशि	315596
7	चिकित्सा प्रतिपूर्ति	250197
8	मजदूरी व्यय	87952
9	यात्रा व्यय	527221
10	डाक एवं तार व्यय	64746
11	दूरभाष व्यय	437361
12	समाचार पत्र एवं पत्रिकाएं	35103
13	मुद्रण एवं स्टेशनरी	477728
14	विद्युत एवं जल प्रदाय पर व्यय	417462
16	सेमिनार एवं सम्मेलन	135888
17	व्यवसायिक सेवाएं	2532459
18	अनुरक्षण व्यय	295085
19	पुस्तकें एवं प्रकाशन	5072
21	विज्ञापन और प्रकाशन एवं प्रसार	1678158
22	पेट्रोल, तेल एवं लुब्रिकेंट	278801
23	कर्मचारी कल्याण	12490
24	अन्य व्यय	3802
25	कार्यालय भवन किराया	287547
26	अंकेक्षण फीस	69875

मध्यप्रदेश विद्युत नियामक आयोग, भोपाल		
वित्तीय वर्ष 2005-06 की प्राप्तियों तथा भुगतान संबंधी लेखे का विवरण पत्र		
स.क्र.	भुगतान शीर्ष	राशि (रुपये)
	कुल व्यय (डी)	16428026
ई	ऋण भुगतान तथा ब्याज	
1	म.प्र.शासन को ऋण की अदायगी (प्रथम किश्त)	7500000
2	म.प्र.शासन से प्राप्त ऋण पर ब्याज की अदायगी	1574580
	योग (ई)	9074580
एफ	स्थाई परिसंपत्तियों का क्रय	
1	मशीनरी तथा उपकरण	57390
2	कार्यालय भवन (मेट्रो प्लाजा) हेतु भुगतान	9077238
3	फर्नीचर	4639
4	अन्य मशीनरी (कम्प्यूटर)	784559
	योग (एफ)	9923826
जी	सुरक्षा निधि जमा	
1	म.प्र. मध्यप्रदेश विद्युत वितरण कंपनी भोपाल को जमा की गई सुरक्षा निधि	202000
	योग (जी)	202000
एच	अन्य लेखा	
1	राजस्थान बैंक में आवर्ती जमा लेखा	79800
	योग (एच)	79800
आई	अंतिम शेष	
1	नगद तथा बैंक में जमा	22350598
2	आई.सी.आई.सी.आई बैंक में सावधि जमा राशि	57602143
3	स्टेट बैंक ऑफ पटियाला में सावधि जमा राशि	10852516
4	स्टेट बैंक ऑफ हैदराबाद में सावधि जमा राशि	10852516
	योग (आई)	101657773
	कुल भुगतान (ई+एफ+जी+एच+आई)	137366005