

ANNUAL REPORT

FOR THE FINANCIAL YEAR

2009– 10



MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION

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CHAPTER - I

EXECUTIVE SUMMARY

1.1 The MP Electricity Regulatory Commission (MPERC) was 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.

1.2 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. A copy of the report is to be laid, as soon as possible after it is received, before the State Legislature.

1.3 The MPERC has been preparing the Annual Reports and forwarding the same to the State Government. This report of the Commission is for the year 2009-10.

Brief Description of activities undertaken during 2009-10

1.4 MPERC has issued the (Terms & Conditions for determination of Transmission Tariff) Regulations, 2009 {RG-28 (I) of 2009} notified in the official gazette on 8th May, 2009. MPERC has also issued the (Terms & Conditions for determination of Generation Tariff) Regulations, 2009 {RG-26 (I) of 2009} notified in the official gazette on 8th May, 2009. It may be mentioned that MPERC has issued these Regulations in accordance with the principles and methodologies specified by CERC for determination of tariff applicable to Generating Companies and Transmission Licensees.

1.5 MPERC has issued the following tariff orders during FY 2009-10

S. No.	Description of Regulations/Tariff Orders	Date of issue
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1	Order on True-up of Discoms ARR for the period FY 2006-07	16/06/2009
2	True-up of Generation Tariff for FY 2006-07, determined by MP Electricity Regulatory Commission vide Generation Tariff Order dated 07/03/ 2006.	17/06/2009
3	Order on recovery of cost of supply of infirm power from 210 MW Amarkantak Thermal Power Station.	15/09/2009
4	Order on True-up of Transmission tariff for FY 2007-08	21/10/2009
5	Approval of provisional Generation Tariff for 1 x 500 MW Extension Unit-V of Sanjay Gandhi Thermal power Station of Madhya Pradesh Power Generating Company Limited (MPPGCL) at Birsinghpur for the period from 28th August 2008 to 31st March 2009.	24/11/2009
6	Levy and collection of fee and charges by State Load Despatch Centre (SLDC), Jabalpur for the year 2009-10	26/11/2009
7	Approval of provisional Generation Tariff for 1 x 20 MW Unit-III of Madikheda Hydro power Station of Madhya Pradesh Power Generating Company Limited (MPPGCL) for FY 2007-08 and FY2008-09 after CoD.	05/01/2010
8	Multi Year Transmission Tariff Order for FY2009-10 to FY 2011-12	11/01/2010
9	Multi Year Generation Tariff Order for FY2009-10 to FY 2011-12	03/03/2010

1.6 The Distribution and Retail Supply Tariff Order for the year 2009-10 has been passed on 29th July, 2009.

1.7 The Regulations for determination of Distribution and Retail Supply Tariff earlier issued were for the control period from 01.04.2007 to 31.03.2010. Therefore, Commission initiated the exercise for notifying the Regulation for the period beyond 31.03.2010. These Regulations were notified on 9th January, 2010 which specifies the

principles for determination of tariff for the next control period of 3 years beginning from 01.04.2010 and up to 31.03.2013.

1.8 In order to further the cause of the consumers and to improve the working efficiency of the Licensees, the Commission has been regularly interacting with the Power Companies. Review Meetings on various important matters have been held by the Commission with the top level management and senior officers of the Power Companies.

1.9 The Commission also undertook a number of field visits to get a first hand feel of the ground realities. Brief details are as given below:-

- a. 10-14th August, 2008 – Rewa, Chachai and Bansagar to visit consumer care center and sub-station of MP Poorv Kshetra Vidyut Vitaran Company and Thermal and Hydrel Power Stations of MP Power Generating Company.
- b. 16th-19th September, 2008- Omkareshwar and Indirasagar, to visit NHDC Hydrel Power Stations and Indore and Ujjain, to take a review meeting with MP Pashchim Kshetra Vidyut Vitaran Company and visit their offices at Ujjain.
- c. 15th-19th October 2008- Gwalior & Jabalpur to visit offices of MP Madhya Kshetra Vidyut Vitaran Company, MP Poorv Kshetra Vidyut Vitaran Company, MP Power Generating Company, MP Power Transmission Company and MP Power Trading Company and to hold review meetings with their CMDs and senior officers.

During the aforementioned visits, the Commission held detailed discussions with the consumers of the area including consumers' associations to get first hand knowledge about the present level of services provided to them and their expectations. The Commission also visited consumer care centres and reviewed the facilities provided to the consumers. A number of important issues such as improvement in performance of the Company, reduction in distribution losses, improvement in collection efficiency, recovery of arrears, observance of performance standards, consumer care and advocacy, publicity campaign for consumer awareness, etc. were discussed in detail and appropriate directives were issued.

1.10 During FY 2009-10, a total of 80 petitions were registered including 06 Suo-motu petitions. 36 petitions had spilled over from the previous year. Thus, against a total of 116 petitions, 67 petitions were disposed off, while remaining 49 petitions are under process.

1.11 The State Advisory Committee was constituted earlier under Section 87 of the Electricity Act, 2003. During the FY 2009-10, two meetings of the State Advisory Committee were held on 6.5.08 and 24.1.09. 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' interests and improving efficiency of the Licensees.

Constitution of the Commission:

1.10 Dr. J.L. Bose, who is a retired IAS officer of the rank of Chief Secretary of the State, has been the Chairman of the Commission since 15th Feb'2007. He relinquished charge on 11. 1.2010. Shri K.K. Garg has been the Member (Engg.) since 21st Jan., 2008. Shri C. S. Sharma has been the Member (Economics) since 9th July 2008. Details of the Commission Members are given at Annexure I.

CHAPTER – II

Highlights of the Tariff Orders issued during 2009-10

2.1 Retail Tariff FY 2009-10

2.1.1 LV-1--Domestic Consumers

- 1) Following slab structure for domestic category of consumers has been prescribed:
 - **Category-1** Consumption up to 30 units per month. (applicable to those consumers who are having consumption during the month less than or equal to 30 units)
 - **Category-2** (applicable to those consumers who are having consumption during the month in excess of 30 units)
 - (i) Consumption up to 50 units per month.
 - (ii) Consumption above 50 units up to 100 units per month.
 - (iii) Consumption above 100 up to 200 units per month.
 - (iv) Consumption above 200 units per month.
- 2) **Telescopic tariff:** For domestic category has been provided.
- 3) **Temporary connections for marriages, social and religious functions under domestic category:** Fixed charges for these temporary connections under domestic category have now been provided on per day basis billed.

2.1.2 LV- 2--Non-domestic category

- 4) **LV category 2.1 and LV category 2.2:** Non-domestic category has been further divided into two sub-categories and Govt./Pvt. Hostels and educational institutions have been brought under LV category 2.1 with lower rates.
- 5) **Levy of fixed charges on non-domestic category:** Fixed charge have been introduced in non-domestic category.

- 6) **Provision of slabs:** In order to give relief to small non-domestic consumers, two consumption slabs have been introduced. The first slab is up to 50 units per month and the second is above 50 units per month.
- 7) **Temporary connections for marriages:** Billing of fixed charges and minimum charges in case of marriage connections under non-domestic category have been specified in the schedule separately on per day basis.
- 8) **LV-5--Agricultural and other than agricultural**
- (i) **Assessment of un-metered consumption:** It has been decided to increase the consumption to be billed during season and reduce the same during off season within existing overall annual consumption (as was provided in last tariff order) in case of permanent connections and the season is taken for the period from Oct to March and off-season from April to September.
 - (ii) **Temporary Connections:** Agricultural consumers can be given temporary supply for one month (instead of minimum two months, as was provided in last tariff order). In addition, it has been permitted to serve temporary connections for the threshers for one month at the end of Rabi Season and Kharif Season only.
 - (iii) **Tariff for agriculture consumers:** Pursuant to the provisions of the Electricity Act, 2003, the Tariff policy laid down by Gol provides for laying down a road map for reduction of cross-subsidy so as to bring all consumer categories within +/- of 20% of average cost of supply. Agriculture category is at 67% of average cost of supply, which is lowest as compared all other categories.
- 9) **Rebate for consumers in rural areas:** The fixed charges are meant for recovering cost of infrastructure created by the Distribution Licensee. However, realizing that the consumers in the rural areas are placed at a disadvantage compared to urban consumers in getting un-interrupted and reliable power supply, the Commission, in its Tariff Order for FY 2007-08 gave a reduction in the

fixed charges for the consumers in the rural areas. This was continued for FY 2008-09 and has been followed for FY2009-10 also.

- 10) **Rebate for prompt payment:** The provision for rebate @ 1% per month for advance payment is already available. In addition, an incentive in the form of rebate for prompt payment @ 0.25% of the bill (excluding electricity duty and cess) has been provided in case the payment is made at least 7 days in advance of the due date of payment and where current month's billing amount is equal to or greater than Rs.1 lakh. This rebate shall not be available to consumers who are in arrears.

2.2 Order on True-up of Discoms ARR for the period FY 2006-07

2.2.1 On 16th June, 2009, the Commission has passed an order on the true-up of Aggregate Revenue Requirement of the Distribution Companies for FY 2006-07 determined by the Commission vide tariff order dated 31st March, 2006 for FY 2006-07. The Commission has determined the following surplus/deficit for each Discom as given below:

East Discom: Surplus of Rs.128.86 crores

West Discom: Surplus of Rs. 341 crores

Central Discom: Deficit of Rs (115.40) crores

Total State: Surplus of Rs.354.46 crores

2.3 Order on True-up of Generation Tariff for FY 2006-07

2.3.1 On 17th June, 2009, the Commission has passed an order on the true-up of Generation tariff for FY 2006-07 determined by the Commission vide tariff order dated 7th March, 2006 for FY 2006-07. The Commission has allowed true-up of Rs.42.95 crores for FY 2006-07.

2.4 Order on True-up of Transmission Tariff for FY 2007-08

2.4.1 On 21st October, 2009 the Commission has passed an order on the true-up of Transmission tariff for FY 2007-08 determined by the Commission vide tariff order dated 13th March, 2006 for FY 2006-07 to 2008-09. The Commission has allowed true-up of Rs.19.77 crores for FY 2007-08 including true-up of earlier true-up orders for FY 2005-06 and FY 2006-07.

2.5 Order on recovery of cost of supply of infirm power from 210 MW Amarkantak Thermal Power Station

2.5.1 On 15th September, 2009, the Commission has passed an order on the proposal of MPPGCL for approval of recovery of cost of supply of infirm power from 210 MW Amarkantak Thermal Power Station. The Commission has allowed the cost of infirm power as per clause 19 of the Regulation, 2009.

2.6 Approval of provisional Generation Tariff for 1 x 500 MW Extension Unit-V of Sanjay Gandhi Thermal power Station of Madhya Pradesh Power Generating Company Limited (MPPGCL) at Birsinghpur for the period from 28th August 2008 to 31st March 2009

2.6.2 On 24th November, 2009, the Commission has passed an order on the approval of provisional Generation Tariff for 1 x 500 MW Extension Unit-V of SGTPS of MPPGCL at Birsinghpur for the period from 28th August 2008 to 31st March 2009. The Commission has allowed fixed charges of Rs.195.96 crores for 216 days in FY 2008-09 and energy charges of 98.41 paise/kwh.

2.7 Levy and collection of fee and charges by State Load Despatch Centre (SLDC), Jabalpur for the year 2009-10

2.7.1 On 26th November, 2009 the Commission has passed an order on Levy and collection of fee and charges by State Load Despatch Centre (SLDC), Jabalpur for the year 2009-10. The Commission has allowed net ARR of Rs.5.61 crores for FY 2009-10.

2.8 Approval of provisional Generation Tariff for 1 x 20 MW Unit-III of Madikheda Hydro power Station of Madhya Pradesh Power Generating Company Limited (MPPGCL) for FY 2007-08 and FY2008-09 after CoD.

2.8.1 On 5th January, 2010, the Commission has passed an order on approval of provisional Generation Tariff for 1 x 20 MW Unit-III of Madikheda Hydro power Station of MPPGCL for FY 2007-08 and FY2008-09 after CoD. The Commission has allowed fixed charges of Rs.3.51 crores for FY 2007-08 (227 days) and Rs.6.80 crores for FY 2008-09.

2.9 Multi Year Transmission Tariff Order for FY2009-10 to FY 2011-12

2.9.1 On 11th January, 2010, the Commission has passed an order on MYT Transmission Tariff for FY2009-10 to FY 2011-12. The annual fixed cost for the Transmission Licensee, as determined by the Commission for FY 2009-10 to FY 2011-12 in this order is given below:

(Amount Rs. in Crores)

S. No.	Particulars	FY 2009-10	FY2010-11	FY 2011-12
1	O&M Expenses	208.48	229.64	250.77
2	Terminal Benefits	318.99	37.51	41.63
3	Depreciation	164.30	193.36	209.12
4	Interest & Finance Charges	118.79	110.23	97.96
5	Interest on working capital	27.05	23.04	24.56
6	Return on Equity	206.40	225.87	242.4

7	MPERC Fees	1.08	1.13	1.19
8	Total S. No. 1 to 7	1045.09	820.78	867.63
9	Less Non Tariff Income	12.00	14.00	16.00
10	Net Annual Fixed Cost	1033.09	806.78	851.63

2.10 Multi Year Generation Tariff Order for FY2009-10 to FY 2011-12

2.10.1 On 3rd March, 2010, the Commission has passed an order on MYT Generation Tariff for FY2009-10 to FY 2011-12. The annual fixed charges and energy charges approved by the Commission for FY 2009-10 to FY 2011-12 are given below:

S No	Power Station	FY2009-10		FY2010-11		FY2011-12	
		Fixed charges (Rs. Cr.)	Energy charges (Paisa per unit)	Fixed charges (Rs. Cr.)	Energy charges (Paisa per unit)	Fixed charges (Rs. Cr.)	Energy charges (Paisa per unit)
1	ATPS Chachai	68.98	114.61	70.25	113.08	73.75	111.38
2	STPS Sarni	361.14	138.65	352.30	133.81	361.30	131.48
3	SGTPS Birsinghpur 1& 2	385.82	114.78	382.15	112.34	378.64	109.91
4	SGTPS Birsinghpur -3	383.29	100.30	376.27	100.30	369.41	100.30
5	Gandhi Sagar	7.77	-	8.19	-	8.63	-

6	Pench	16.19	-	15.35	-	15.81	-
7	Rajghat	11.00	-	10.76	-	10.53	-
8	Bargi	12.33	-	12.34	-	10.33	-
9	Ban-sagar (I to III)	151.42	-	146.70	-	142.07	-
10	Ban-sagar-IV (Jhinna)	14.60	-	14.31	-	14.02	-
11	Madhi-kheda	28.52	-	27.92	-	27.34	-
12	Birsinghpur Hydel	6.08	-	5.86	-	5.68	-

CHAPTER-III

REGULATIONS/AMENDMENTS AND ADDENDUMS TO REGULATIONS ISSUED DURING THE YEAR 2009-10

The Madhya Pradesh Vidyut Sudhar Adhiniyam, 2000 and the Electricity Act, 2003 stipulate that the Commission may, by notification, make Regulations which are consistent with the Act and the rules, to carry out the provisions of these Acts. The Commission has notified Regulations accordingly from time to time and has covered most of the provisions in this regard that are available in the above mentioned Acts. The list of new Regulations, amendments and addendums to Regulations issued during the year 2009-10, is given in **Annexure II**.

CHAPTER IV

Consumer Services, Regulatory Compliance and Performance Standards of the Licensees

4.1 During the year under Report, the Commission has initiated a number of proactive steps towards empowering consumers to exercise their rights as well as to make them aware about their responsibilities. A brief of initiatives that have been taken and monitored during the course of the year related to consumer services, regulatory compliance and standards of performance by the Licensees is given in following paragraphs.

Performance standards:

4.2 The Commission has laid down the Regulations on Standards of Performance for the Distribution Companies. The operational performance of the Distribution Companies has been under continuous monitoring. A report on the achievements of Distribution Licensees as furnished by them to the Commission under the ambit of Section 59 (2) of the Electricity Act, 2003 was published in the newspaper on 11.09.2009. The Commission has been continuously interacting with the Distribution Companies of the State so as improve upon on the operational performance. The operational performance standards for the Distribution Companies of the State have been specified including time limits for attending fuse-off calls, rectification of faults to restore supply to the consumers, meter complaints, rectification of billing mistakes, replacement of stopped/defective meters and burnt transformers, settlement of consumer complaints etc. These Regulations also stipulate the compensation payable to the consumers by the Distribution Companies.

4.3 The Commission has initiated a number of steps towards protection of consumers' interests and improvement in quality of services. Some of these are as given below:-

- (i) **Consumer Advocacy Cell:** In order to protect the interest of the consumers and to facilitate the speedy resolution of the complaints of the consumers, Commission took an initiative to constitute a Consumer Advocacy Cell. The Cell for Electricity Consumer Advocacy was set up on 15th May, 2008 and since then functioning under the supervision of the Consultant to the Commission designated as Consumer Advocacy Officer.
- (ii) **Establishment of Central Call Centers:** Commission persuaded the Distribution Companies of the State to establish Central Call Centers at their headquarters viz. at Indore, Bhopal and Jabalpur. These Call Centers are working round the clock.
- (iii) **Consumer Grievance Redressal Forums:** Separate Electricity Consumer Grievance Redressal Forums had been established in Oct./Nov., 2004 by the three Electricity Distribution Companies of the State. Although, these Forums have their headquarters at Indore, Bhopal and Jabalpur i.e. Company headquarters but the hearings are also being conducted at the places other than the headquarters so as to facilitate the aggrieved consumers for easy and early settlement of their grievances. The details of the settlement of cases by these Forums during the year 2009-10 are enclosed at Annexure-I.
- (iv) **Online review of status of complaints lodged with the Forums:** Commission took initiative to provide online facility to view the status of redressal of complaints lodged with the Forums. The status of redressal can be viewed through internet in the website of the MPERC namely www.mperc.org.

(v) **Electricity Ombudsman:** The Electricity Ombudsman has been functional in the State during the year 2009-10. The complainants who are not satisfied with the decision of the Electricity Consumer Grievance Redressal Forums can make an appeal before the Ombudsman. The details of cases received and settled by the Electricity Ombudsman during the year 2009-10 are placed at Annexure-I.

(vi) **Involvement of NGOs on consumer issues:** Commission through the public notice invited NGOs to join the movement for safeguarding the consumer interests in the State. In the process, more than 125 NGOs so far have been registered with the Commission. During the course of determination of tariff, Commission through a public notice invites the NGOs to participate and present their views/suggestions on behalf of the consumers. The Commission has been keeping one day hearing exclusively for having the NGOs.

Commission has been conducting regular Workshops on consumer awareness, education and empowerment for the NGOs. The last Workshop took place in Oct., 2009. The NGOs have been given all relevant information about the Regulations related to the rights of the consumers with the request to spread the information among the consumers in their area of work.

(vii) **Facility of Easy Bill Payments:** Commission is continuously pursuing the Distribution Companies in the State to provide better facility for payment of electricity bill. In the process, the Distribution Companies have started "Anytime Payment Machine" counters at various places. Commission has also directed Distribution Companies for making the suitable provision of amenities/facilities at their collection centers.

4.4. Regulatory Compliance: Commission has issued Regulations on Regulatory Compliance in which the Licensees were directed to appoint a Reporter of Compliance who would interact with Commission on a regular basis and submit

the report on issues of Regulatory Compliance in a regular manner. Commission has been periodically reviewing the status of compliance of directives that are provided in various Regulations and is taking further steps for improvement. During the year, annual review for the year 2008-09 and six monthly reviews for the period from April to Sept'09 were made. The Commission has conveyed its observations/ directives for further improvements to the Distribution Companies.

CHAPTER V

ANNUAL ACCOUNTS OF THE COMMISSION FOR FINANCIAL YEAR 2009-10

5.1 As per provisions under Section 103 of the Electricity Act 2003, MPERC fund has been established in which income of Rs. 2,79,52,374/- has been received under different income heads. During the year 2008–09, the revenue expenditure under different heads has been Rs. 2,30,28,820/- and capital expenditure is Rs. 11,44,070/-. Details of Annual Accounts are given at Annexure V and Note on Accounts is given at Annexure-VI.

ANNEXURE I**Details of present Chairman and Members of the Commission**

Sl. No.	NAME	DESIGNATION	DATE OF JOINING	DATE OF EXPIRY OF TERM
1	Dr. J.L.Bose	Chairman	15.02.2007	11.01.2010
2	Shri K.K. Garg	Member (Engineering)	21.01.2008	10.12.2011
3	Shri C. S. Sharma	Member (Economics)	09.07.2008	08.07.2013

Regulations notified from 01.04.2009 to 31.03.2010

S.No.	Final Regulations	Notific ation No.	Date of issue	Gazette Notificati on Date	Regulation No.
1	MPERC (Terms and Conditions for Determination of Generation Tariff) Regulations, 2009.	905	30.04.2009	08.05.2009	RG-26(l) of 2009
2	MPERC (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2009.	906	30.04.2009	08.05.2009	RG-28(l) of 2009
3	First Amendment to MPERC (Appointment of Consultants) (Revision-I) Regulations, 2009.	921	01.05.2009	15.05.2009	ARG-6(l)(i) of 2009
4	MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision-I) Regulations, 2009.	1776	20.08.2009	28.08.2009	RG-3(l) of 2009
5	MPERC (Security Deposit) (Revision-I) Regulations, 2009.	1783	21.08.2009	04.09.2009	RG-17(l) of 2009
6	MPERC (Recovery of expenses and other charges for providing electric line or plant used for	1902	02.09.2009	07.09.2009	RG-31(l) of 2009

Sl.No. No.	Final Regulations	Notific ation No.	Date of issue	Gazette Notificati on Date	Regulation No.
	the purpose of giving supply) (Revision-I) Regulations, 2009.				
7	Fourth Amendment to MPERC (Details to be furnished and fee payable by Licensee or generating company for determination of tariff and manner of making application) Regulations, 2004.	1853	29.08.200 9	18.09.20 09	AG-13(IV) of 2009
8	Madhya Pradesh Electricity Supply Code, 2004 (Sixteenth Amendment)	2098	25.09.200 9	09.10.20 09	AG-I(xvi) of 2009
9	MP Electricity Balancing and Settlement Code (BSC)	2299	23.10.200 9	30.10.20 09	G-34 of 2009
10	MPERC (Terms and conditions for determination of tariff for supply and wheeling of electricity and methods and principles for fixation of charges) Regulations, 2009	2734	09.12.200 9	22.01.20 10	G-35 of 2009
11	C (Recovery of Expenses other Charges for providing Line or Plant used for the	408	15.01.201 0	26.02.20 10	ARG-31(I)(i) of 2010

S.No.	Final Regulations	Notification No.	Date of issue	Gazette Notification Date	Regulation No.
	e of giving Supply) (on-I) Regulations, 2009 (amendment)				
12	MPERC (Appointment of Consultants) (Revision-I) Regulations, 2009 (Second Amendment)	438	18.01.201 0	26.02.20 10	ARG-6(I)(ii) of 2010
13	MPERC (Fees, Fines and charges) (Revision-I) Regulations, 2010	547	03.03.2010	12.03.20 10	RG-21(I) of 3020

**STATUS OF DISTRICT WISE APPLICATIONS RECEIVED AND
REDRESSED AT ECGRF, BHOPAL DURING 2009-10.**

S. No.	District	Pending as on 31.3.09	Application Received during 09-10	Cases Decided	Pending as on 31-03-10
1	2	3	4	5	6
1	Bhopal	5	23	25	3
2	Vidisha	0	11	9	2
3	Hoshangabad	1	5	5	1
4	Betul	0	1	1	0
5	Rajgarh	0	1	1	0
6	Sehore	2	2	4	0
7	Raisen	2	4	4	2
8	Harda	2	2	4	0
9	Gwalior	3	34	29	8
10	Shivpuri	0	2	2	0
11	Guna	0	2	2	0
12	Morena	1	4	3	2
13	Sheopur	0	0	0	0
14	Datia	1	0	1	0
15	Bhind	1	2	3	0
16	Ashoknagar	0	0	0	0
TOTAL		18	93	93	18

Annexure-III B**STATUS OF DISTRICT WISE APPLICATIONS RECEIVED AND
REDRESSED AT ECGRF, INDORE DURING 2009-10.**

S.No.	District	Pending	Application Received	Case Decided	Pending as on 31-03-10
1	2	3	4	5	6
1	Indore	40	133	143	30
2	Dhar	9	20	27	2
3	Khargone	1	27	26	2
4	Badwani	0	17	16	1
5	Khandwa	5	33	10	28
6	Burhanpur	36	38	63	11
7	Jhabua	2	15	5	12
8	Alirajpur	10	11	10	11
9	Ujjain	5	41	39	7
10	Ratlam	2	5	7	0
11	Mandsaur	1	7	8	0
12	Neemuch	0	17	17	0
13	Dewas	2	32	33	1
14	Shajapur	3	6	8	1
	Total	116	402	412	106

ANNEXURE -IV

**STATUS OF DISTRICT WISE APPLICATIONS RECEIVED AND
REDRESSED AT ECGRF, INDORE DURING 2009-10**

S.No.	District	Pending	Application Received	Case Decided	Pending as on 31-03-10
1	2	3	4	5	6
1	Jabalpur	11	73	80	04
2	Katni	40	14	54	-
3	Mandla	-	20	20	-
4	Dindori	01	11	12	-
5	Narsinghpur	07	27	32	02
6	Seoni	17	05	22	-
7	Balaghat	-	12	10	02
8	Chindwada	14	08	19	03
	Total	90	170	249	11
9	Rewa	04	58	30	32
10	Satna	79	107	133	53
11	Sidhi	-	03	03	-
12	Shahdol	-	06	06	-
13	Umariya	01	02	03	-
14	Anuppur	-	16	14	02
15	Singroli	01	12	12	01
	Total	85	204	201	88
16	Sagar	01	36	33	04
17	Damoh	01	10	11	-
18	Chattarpur	01	02	03	-
19	Panna	01	10	10	01
20	Tikamgarh	16	05	21	-
	Total	20	63	78	05
Grand Total		195	437	528	104

Grievances before Electricity Ombudsman
Progress Report from 1st April 2009 to 31st March 2010

S . N o	Type of Griev- ance	Pending on 01.04.09	Recd. during 1.4.09 to 31.3.10	Deci- ded during 1.4.09 to 31.3.10	Pend- ing for less than one month	Pending for more than 1 month up to 3 months	Pending for more than 3 months up to 6 months	Pendi ng for more than 6 month s	Total pend- ing on 31.3.1 0
1	Interrup- tion in power supply	0	0	0	0	0	0	0	0
2	Voltage related compl- aints	0	0	0	0	0	0	0	0
3	Load shedding / schedule d outage	0	0	0	0	0	0	0	0
4	Meter related compl- aints	3	3	6	0	0	0	0	0
5	Electricity bill related compl- aints	10	18	21	4	2	1	0	7
6	Disconn- ection and recon- nection of	0	4	4	0	0	0	0	0

	power supply;								
7	Delay in new connection	0	1	1	0	0	0	0	0
8	Other complaints like damage, reduction / enhancement in load/ demand, or non-payment of interest on security deposit etc	1	29	23	0	7	0	0	7
	Total	14	55	55	4	9	1	0	14