

21852/2019/FOR - CERC CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. 13/9 (1)/2019/APTEL/FOR/CERC -Vol. II

Dated: 21st August, 2019

To

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4.7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003.



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

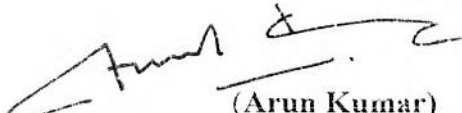
Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter January, 2019 to March 2019 is enclosed as **Annexure**.

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

Yours faithfully,

Encl : As above (8 copies)


(Arun Kumar)

Assistant Secretary, FOR

o/c

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending March 2019

This report contains the status of implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 27th January, 2012 in Review Petition no. 5 of 2009 in Appeal No. 181 of 2008.

As directed by the Hon'ble Tribunal, the State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commission (JERCs) of the concerned States are required to send the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman to the Secretary of Forum of Regulators . The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman, the status of grivences disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance to the directions given by the Hon'ble Tribunal:

- I. The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States.
- II. The second section of the report deals with the status of the vacancies for the Post of Ombudsman in the States.
- III. The third section of the report deals with the status in those States where the posts of CGRFs are yet to be created.
- IV. The fourth section of the report deals with the status of those States where the posts of the Ombudsman are yet to be created.
- V. The fifth section is the summary of the vacant positions.
- VI. The sixth section is the status of disposal of Grievances by CGRFs.
- VII. The seventh section is the status of disposal of Grievances by Ombudsman.
- VIII. Status of achievement of Standard of Performance (SOP).

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Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March, 2019 as against the status in quarter ended December 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2018	Status of Vacancy for quarter ending March 2019
1.	Bihar, Patna	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 3rd Member since 23.10.2017 in Purnea</p> <p>One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Gaya since 23.10.2017</p>	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 3rd Member since 23.10.2017 in Purnea</p> <p>One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Gaya since 23.10.2017</p>
	Delhi	<p>03 vacancy against the post of Member (Consumer related matters) as detail given below –</p> <p>CGRF, BRPL - 23.06.2018 CGRF, BYPL – 30.04.2018 CGRF, NDMC - 30.04.2018</p> <p>02 vacancy against the post of Member (Legal) as per detail given below –</p> <p>CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018</p>	<p>04 vacancy against the post of Member (Consumer related matters) as detail given below –</p> <p>CGRF, BRPL - 23.06.2018 CGRF, BYPL – 30.04.2018 CGRF, NDMC - 30.04.2018 CGRF, TPDDL – 23.03.2019</p> <p>02 vacancy against the post of Member (Legal) as per detail given below –</p> <p>CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018</p>
2.	Maharashtra	<p>Four (05) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Latur Zone – 23-02-2017; Akola Zone – 21-02-2017; Jalgaon Zone – 06-06-2017; Chandrapur zone – 27.08-.2018</p> <p>Two (02) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018</p>	<p>Two (02) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017</p> <p>Two (02) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2018	Status of Vacancy for quarter ending March 2019
4.	Tamil Nadu	<p>One vacancy of Member 1 in Coimbatore EDC/SOUTH since 22-08-2018</p> <p>One vacancy in Sivagangai EDC since 22-11-2018.</p> <p>One vacancy in Chengalpattu EDC since 04-01-2019.</p> <p>One vacancy in Thirupathur EDC since 07-01-2019.</p> <p>One vacancy in Dharmapuri EDC since 19-10-2018</p>	<p>Member 1 in Coimbatore EDC/South since 22-08-2018 Coimbatore EDC/North since 16-08-2018</p> <p>Member (Legal) since 30-10-2018.</p> <p>Member, Chennai EDC since 14-07-2012</p> <p>Member II, Perambalur EDC since 14-12-2018.</p> <p>Member I, Tuticorin EDC since 07-03-2015</p>
5.	HERC	One vacancy against the post of Member in CGRF DHBVNL	One vacancy against the post of Member in CGRF DHBVNL
6.	JERC Goa and UTs (except Delhi)	<p>One vacancy of Chairperson and one vacancy of Member (Licensee) in State of Goa since 25-04-2018 and October 2014 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p> <p>One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014.</p> <p>One vacancy of Member (Licensee) in UT of Lakshdweep since April 2010.</p> <p>One vacancy of Member (Nominated) in UT of Puducherry since 13-09-2018</p>	<p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p> <p>One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively.</p> <p>One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014.</p> <p>One vacancy of Member (Licensee) in UT of Lakshadweep since April 2010.</p>
7	SSERC	Post of Member 2 vacant since June 2018	Post of Member 2 vacant since 16.02.2019
8	MPERC	Nil	Post of Ombudsman vacant since 04.05.2018
9	CSERC	NIL	<p>Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.</p> <p>Post of Member in CGRF Jagdalpur since 21-12-2017.</p>

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2018	Status of Vacancy for quarter ending March 2019
10	GERC	NIL	Post of Chairperson, Bhavnagar, PGVCL since 19-01-2019
11	MSERC	NIL	Post of Chairperson, CGRF since 19-12- 2018
12	TSERC	NIL	Two vacancy in CGRF since June 2018 and 02-02-2019
13	UPERC	NIL	Member-Technical in following CGRF – CGRF, Jhansi -25-06-2018 CGRF, Devipattan 04-12-2018 CGRF, Allahabad - 20-03-2018 CGRF, Gorakhpur - 13-12-2018 Post of Member-Judicial, CGRF, Mirzapur

Note: Relevant information from ERCs of Jammu and Kashmir and Jharkhand and Nagaland was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March 2019 as against the status in quarter ended December, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter Ending December 2018	Status of Vacancy for quarter ending March 2019
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015

Note: Relevant information from ERCs of Jammu and Kashmir, Jharkhand, Madhya Pradesh and Uttar Pradesh was not received as on the date of preparing this report.

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Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending of March 2019 as against the status in quarter ending December, 2018 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December 2018	Status of Vacancy for quarter ending March 2019
1.	Jammu & Kashmir	CGRF not yet established	Information not submitted
2.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

Section –IV

Status of those States where the post of the Ombudsman is yet to be created.

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending of March 2019 as against the status in quarter ending December, 2018 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December 2018	Status of Vacancy for quarter ending March 2019
1.	Jammu & Kashmir	Ombudsman not established	Information not submitted
2.	Nagaland	Post of Ombudsman is yet to be created by the State Government	Information not submitted

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five vacancies for the post of Member in the State of Bihar.
2. Four vacancies for the post of Member (Consumer related matters) and two vacancies for the post of Member (Legal) in the UT of Delhi.
3. One vacancy against the post of Member (DHBVN) in the state of Haryana.
4. One vacancy for the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.

5. Two vacancies against the post of Chairpersons, two vacancies against the post of Member (Licensee) in the State of Maharashtra.
6. One post of Member II in the state SSERC.
7. Five vacancies for the post of Member in the State of Tamil Nadu.
8. Five vacancy of Independent Member and one Member in the state of Chhattisgarh.
9. One post of Chairperson in the state of Gujarat.
10. Two vacancy in the state of Telangana.
11. Four vacancy of Member (Technical) and one vacancy Member (Judicial) in the state of Uttar Pradesh.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Madhya Pradesh is vacant since 04-05-2018.
2. The post of Ombudsman in the state of Nagaland yet to be established.
3. Ombudsman not yet established in the state of Jammu and Kashmir.

Section -VI										
Status of disposal of Grievances by CGRF										
Sl. No.	Name of SERC/ JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending December 2018	No. of Grievances received during the quarter ending March 2019	No. of Grievances disposed during the quarter ending March 2019	No. of Grievances pending at close of the quarter ending March 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March 2019	
1	Assam	APDCL, Silchar				not submitted				
		APDCL, Dibrugarh		0	0	0	0	0	0	
		APDCL, Tezpur Zone		0	0	0	0	0	0	
		APDCL (LAZ), Guwahati		1	1	1	0	0	2	
		APDCL (LAR), Jorhat Zone					not submitted			
		APDCL, Nagaon					not submitted			
		Total		1	1	1	0	0	2	
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh				not submitted				
		APEPDCL/Visakhapatnam		140	111	106	145	78	16	
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu		Nil	Nil	NA	NA	Nil	Nil	
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya		246	104	107	243	189	135	
5	Delhi	TPDDL, BRPL, BYPL, NDMC		104	98	142	60	23	75	
	Gujrat	PGVCL, Rajkot, PGVCL, Bhavnagar, PGVCL, Bhuj, UGVCL, MGVCL, DGVC, TPL-Ahmedabad, TPL Surat		146	225	252	119	39	66	
7	Haryana	UHBVNL		49	16	36	29	12	14	
		DHBVNL		12	72	56	28	0	16	
		Total		0						
	Himachal Pradesh	Kasumti, Shimla		29	6	3	32	28	9	

	Jharkhand				not submitted				
10	Karnataka	BESCOM		41	18	7	52	39	8
		MESCOM		1	4	2	3	1	2
		HESCOM		4	7	6	5	1	16
		GESCOM		26	11	25	12	11	13
		CESC		2	6	7	1	0	7
		Total		74	46	47	73	52	46
11	Kerala	CGRF-North (KSEB)		23	57	43	37	0	16
		CGRF-Central (KSEB)		53	41	66	28	0	10
		CGRF-South (KSEB)		26	30	31	25	0	16
		Trichur Corpn.		1	0	1	0	0	1
		KDHPCL		Nil	Nil	Nil	Nil	Nil	Nil
		Total		103	128	141	90	0	43
12	Madhya Pradesh	ECGRF Bhopal		27	40	31	36	13	14
		ECGRF Indore		31	58	54	35	7	31
		ECGRF Jabalpur		41	2548	2576	13	-	42
		Total		99	2646	2661	84	20	87
13	Maharashtra	Bhandup Urban Zone, Chandrapur, Akola, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex		311	268	294	279	139	236
14	Meghalaya	Meghalaya , CGRF		Nil	Nil	Nil	Nil	Nil	Nil
	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore		63	2040	2012	75	7	211
16	Punjab	PSPCL, Patiala		28	100	86	42	9	27
		Ludhiana		32	99	86	45	3	26
		Total		60	199	172	87	12	53
17	Rajasthan	Ajmer		631	1358	1711	278	Info not given	Info not given
		Jaipur		2078	9175	9590	1663	Info not given	Info not given
		Jodhpur		279	1148	1260	167	Info not given	Info not given
		Total		2988	11681	12561	2108	Info not given	Info not given
18	Tamil Nadu	CHENGALPATTU EDC, CHENNAI EDC (NORTH) CHENNAI EDC (WEST) ,CHENNAI EDC CENTRAL CHENNAI EDC/ SOUTH-I ,CHENNAI EDC/ SOUTH-II COIMBATORE EDC/METRO, COIMBATORE EDC/NORTH, COIMBATORE EDC, SOUTH CUDDALORE EDC, DHARMAPURI EDC, DINDIGUL EDC, ERODE EDC, GOBI EDC, KALLAKURICHI EDC, KANCHIPURAM.EDC, KANYAKUMARI EDC, KARUR EDC, KRISHNAGIRI EDC, MADURAI EDC, MADURAI EDC/METRO METTUR EDC, NAGAPATTINAM EDC, NAMAKKAL EDC, NILGIRIS EDC, PALLADAM EDC, PERAMBALUR EDC, PUDUKOTTAI EDC, RAMANATHEAPURAM EDC, SALEM EDC, SIVAGANGAI EDC THANJAVUR EDC THENI Electricity Distribution Circle THIRUPATHUR EDC, THIRUVANNAMALAI EDC, TIRUNELVELI EDC		179	226	214	191	69	65

19	Uttar Pradesh	Agra, Aligarh, Allahabad, Azamgarh, Basti, Bareilly, Chitrakoot, Faizabad, Gonda, Greater Noida, Gorakhpur, Jhansi KESCO Kanpur, Kanpur, Lucknow, Mirzapur, Meerut, Moradabad, Saharanpur, Varanasi	875	924	749	944	693	772
20	Uttarakhand	Garhwal Zone	18	36	40	14	5	Full Time
		Kumaon Zone	31	51	46	36	28	Full Time
		Haridwar	15	33	33	15	3	Full Time
		Udham Singh Nagar	5	60	51	12	1	Full Time
		Srinagar	4	9	11	2	5	-
		Total	73	189	181	79	42	0
22	WBERC		81	300	267	250	35	151
	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	NIL	NIL	NIL	NIL	NIL	NIL
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	NIL	NIL	NIL	NIL	NIL	NIL
23	Joint Electricity Regulatory Commission Goa	Goa	11	6	5	12	8	10
		Lakshadweep	5	2	6	1	1	12
		Daman & Diu	7	2	0	9	9	0
		Dadra Nagar Haveli	6	2	7	1	1	5
		Chandigarh	16	44	41	19	-	9
		Andman & Nicobar Islands	1	3	NIL	4	1*	42
		Puducherry	20	19	25	14	8	48
		Total	66	78	84	60	27	126
24	Sikkim	Sikkim	NIL	NIL	NIL	NIL	NIL	NIL
	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	24	43	31	36	7	56
26	Jammu & Kashmir		Not submitted					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland		Not Submitted					
29	Telangana	TSSPDCL, TSNPDCL	298	817	1311	621	387	78

Section -VII - States of disposal of Grievances by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending March 2019	No. of Grievances received during the quarter ending March 2019	No. of Grievances disposed during the quarter Jan. to March 2019	No. of Grievances pending at close of the quarter Jan. to March 2019	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ended March 2019
1	Assam	nil	nil	nil	nil	nil	nil	nil
2	Andhra Pradesh	1	3	9	9	3	2	9
3	Arunachal Pradesh	1	nil	nil	NA	NA	nil	nil

4	Bihar	1	34	5	17	22	18	45
5	Delhi	1	7	10	6	10	2	20
6	Gujarat	1	24	21	36	9	0	56
7	Haryana	1	1	6	2	4	3	10
8	Himachal Pradesh	1			not submitted			
9	Jharkhand	1			not submitted			
10	Karnataka	1	8	17	6	19	7	32
11	Kerala	1	8	26	18	16	0	21
12	Madhya Pradesh	1	28	4	1	31	29	-
13	Maharashtra	2	63	128	119	71	12	125
14	Meghalaya	Nil	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	21	41	26	31	7	61
16	Punjab	1	19	21	19	21	0	31
17	Rajasthan	1	4	8	5	7	0	Full Time
	Tamil Nadu	1	35	17	14	38	0	21
19	Uttarakhand	1	8	15	13	10	0	Full Time
20	Uttar Pradesh		196	106	55	247	200	14
21	West Bengal	2	112	89	76	125	82	45
22	(JERCM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	1	2	3	0	0	2
24	Chhattisgarh	1	4	3	1	6	0	61
25	Tripura	1	nil	nil	nil	nil	nil	nil
26	Sikkim	1	nil	nil	nil	nil	nil	nil
27	Jammu & Kashmir		not submitted					
28	Nagaland		not submitted					
29	Telangana	1	6	22	10	18	8	60

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date and details of the report published by SERC under Section 59 (2)
	1	2	3	4	5	6	7
1	Assam	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	Information not submitted					
3	Arunachal Pradesh	SOP Regulation notified by APERC on 28.1.2016 only and has become effective w.e.f. 28.3.2016 as per Regulation.	Not applicable	Not applicable	Nil	Nil	Not published as no report submitted by the Deptt of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007 . On the request of the board it was made effective from 22.4.2008.	The report for all the four quarters of FY 17-18 has been submitted by the licensee.	Report submitted in hard copy.	None	Nil	The report for FY 2017-18 has already been published on 27.08.2018
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard – Metering & Billing) Regulations, 2002, notified on 19.08.2002 and amended on 01.01.2003 and 20.05.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 12.08.2011, 23.03.2015, 29.04.2016 and 07.06.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in. Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, has been notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018 and 15.10.2018, repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in.	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-ddl.com & www.bsedelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2016-17 and the same has been incorporated in Tariff Order dated 28.03.2018. The copy of the same is available on the website of DERC i.e. www.derc.gov.in. Further, the Commission has uploaded the report submitted by DISCOMs on its website i.e. www.derc.gov.in.
6	Gujarat	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	04.05.2018 - Annual Report of FY2017-18	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Madhya Gujarat Vij Company Ltd.(MGVCL)	26.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Paschim Gujarat Vij Company Ltd. (PGVCL)	02.05.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018
		Dakhsin Gujarat Vij Company Ltd.	30.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018

		TPL-Ahmedabad	31.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018																																								
		TPL-Surat	31.04.2018 (Annual Report of FY 2017-18)	http://www.gercin.org/sop.aspx	Nil	Nil	16.05.2018																																								
7	Haryana	16th July 2004 HERC(Standards of Performance for the Distribution Licensee) Regulation 2004	Information for FY 2016-17 furnished by the UHBVNL vide Memo no. Ch-10/SE/RA/N/F-67 Vol-1X dated 30.05.17 and by DHBVNL Vide Memo no. Ch-9 SE/ RA-232/ Vol-111 dated 13.07.17 upto FY 2016-17. Further UHBVNL Vide memo no. ch-07/SE/RA/N/F-67/Vol-X dated 29.8.2017 and memo no. ch-23/GM/RA/N/F-67/Vol-X dated 14.12.2017 has submitted RI and SOP data upto 2 quarter of FY 2017-18	https://herc.gov.in/content/1056_1_UHBVNL.aspx https://herc.gov.in/content/1065_1_DHBVNL.aspx	Nil	Nil	Information pertaining to UHBVNL and DHBVNL for FY 2016-17 has been published on the Commissions website as link indicated at Sr. No.4 above																																								
8	Himachal Pradesh	Information not submitted																																													
9	Jharkhand	Information not submitted																																													
10	Karnataka	24-05-2004 vide Notification No. D/01/03	Distribution Companies i.e., BESCO, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY 18 during the 1st week of July, 2018.	-	Nil	Nil	The commission has already published the details of the levels of SOP achieved by Distribution companies for FY 18 in KERC website : karnataka.gov.in/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites.																																								
11	Kerala	Information not submitted																																													
12	Madhya Pradesh	23.11.2012 MPERC (Performance Standards) (Revision II) Regulations ,2012(No. RG-8(II)of 2012)	1. MP Poorv Kshetra Vidyut Vitaran Co. Ltd Jabalpur - 08.04.2018 2. MP Paschim Kshetra Vidyut Vitaran Co. Ltd. Indore- 17.09.2018 3. MP Madhya Kshetra Vidyut Vitaran Co.Ltd Bhopal - 18.09.2018	-	Nil	Nil	18.12.2018 Uploaded on Commission's website.																																								
13	Maharashtra	1. MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2005 was notified on 20 January, 2005. 2. 2005 Regulation is superseded by MERC (Standards of performance of distribution licensees, Period for giving supply and determination of compensation) Regulation, 2014 notified on 20 May,2014	FY 2018-19 BEST, AEML-D* and TPC-D & MSEDCL MBPPL and GEPL furnished data to the Commission as follows: <table border="1"> <thead> <tr> <th>Utility</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>30.07.2018</td> <td>29.10.2018</td> <td>29.01.2019</td> <td>09.05.2019</td> </tr> <tr> <td>AEML-D*</td> <td>07.08.2018</td> <td>29.10.2018</td> <td>11.02.2019</td> <td>-</td> </tr> <tr> <td>TPC-D</td> <td>27.07.2018</td> <td>29.10.2018</td> <td>31.01.2019</td> <td>26.04.2019</td> </tr> <tr> <td>MSEDCL</td> <td>27.12.2018</td> <td>07.02.2019</td> <td>22.04.2019</td> <td>-</td> </tr> <tr> <td>MBPPL</td> <td>31.07.2018</td> <td>12.11.2018</td> <td>31.01.2019</td> <td>-</td> </tr> <tr> <td>GEPL</td> <td>31.07.2018</td> <td>12.11.2018</td> <td>31.01.2019</td> <td>-</td> </tr> <tr> <td>NUPLLP</td> <td>-</td> <td>-</td> <td>-</td> <td>16.04.2019</td> </tr> </tbody> </table> Note: *AEML-D was formerly known as Rinfra-D	Utility	Q1	Q2	Q3	Q4	BEST	30.07.2018	29.10.2018	29.01.2019	09.05.2019	AEML-D*	07.08.2018	29.10.2018	11.02.2019	-	TPC-D	27.07.2018	29.10.2018	31.01.2019	26.04.2019	MSEDCL	27.12.2018	07.02.2019	22.04.2019	-	MBPPL	31.07.2018	12.11.2018	31.01.2019	-	GEPL	31.07.2018	12.11.2018	31.01.2019	-	NUPLLP	-	-	-	16.04.2019	BEST For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/SOP_Q1_FY18-19_BEST.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_SoP_Q2_FY18-19_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/BEST_Q3_FY18-19_BEST.pdf AEML-D* For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/_SoP_Q1_FY%2018-19_Rinfra-D.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/AEML-D_Q2%20FY18-19_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19_AEML-D.pdf TPC-D For FY 2018-19 http://www.mercindia.org.in/pdf/Order%2058%2042/_SoP_Q1_FY%2018-19_TPC-D.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/TPC-DQ2%20FY18-19_SOP.pdf http://www.mercindia.org.in/pdf/Order%2058%2042/SoP_Q3_FY18-19-TPC-D.pdf	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL and GEPL: NIL MSEDCL-7 cases (Upto Quarter II of FY 18-19) Note: *AEML-D was formerly known as Rinfra-D	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL and GEPL: NIL For MSEDCL compensation paid amounting to Rs.29,956/- (Upto Quarter II of FY 18-19)	On 28-02-2019, details are available on the Commission's website for FY 2018-19 upto Quarter III (for MSEDCL upto Quarter II)
Utility	Q1	Q2	Q3	Q4																																											
BEST	30.07.2018	29.10.2018	29.01.2019	09.05.2019																																											
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MBPPL	31.07.2018	12.11.2018	31.01.2019	-																																											
GEPL	31.07.2018	12.11.2018	31.01.2019	-																																											
NUPLLP	-	-	-	16.04.2019																																											
14	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013	The report on the Standard of Performance for April to June in respect of the MePDCL was submitted to MSERC on 29 th August 2018	-	Nil	Does not arise	-																																								

15	Odisha	28.05.2004. OERC (Licensees Standards of Performance), Regulations 2004.	CESU - 07.08.2018 WESCO Utility- 01.06.2018/26.12.2018 NESCO Utility- 06.08.2018/22.12.18 SOUTHCO Utility – 23.08.2018	www.orierc.org Performance of Distcos for the FY 2017-18	Nil	Nil	08.01.2019 in Newspaper www.orierc.org(Home Page)-> "Performance of Distcos" for the FY 2017-2018
16	Punjab	PSERC (Electricity Supply Code and Related Matters) (2nd Amendment) Regulation, 2016 issued vide notification No. PSERC/Secy/Regu. 116 dated 05-10-2016	SOP information for the period of 1-4-2017 to 31-3-2018 (Yearly) stand submitted before the Hon'ble PSERC vide PSPCL Memo No. 5398/TR-5/562-A dated 6-8-2018	-	Nil	Nil	-
17	Rajasthan	Information not submitted					
18	Tamil Nadu	Information not submitted					
19	Tripura	Regulation made and published in Tripura Gazette on 18/01/2005	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor. Office/CGRF/2016-2017/ 20362-74 dated 21-07- 2017	Nil	Till date no. such situation arises for which levy of penalty or compensation thereof being paid .	Nil	The last Annual Report published by the TERC for the year 2015-16 where the Standard of Performances were elaborated
20	Uttar Pradesh	Information not submitted					
21	Uttarakhand	April 17, 2007	-	-	-	-	-
22	West Bengal	WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. CRM/WBERC/Report/260 dated 16.06.2017	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	3	1,28,400/-	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulation, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. GM(CR):2062 dated 16.08.2017	Annual Performance Report for the year 2016-17 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	MemoNo. RA/II/002/17-18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Limited in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 as per Standards of Performance (SOP) Regulations dated 31.05.2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Coml. /WBERC/Annual Report/2016-17/971 dated 28.06.2017	Annual Performance Report for the year 2016-17 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by DVC in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017

		WBERC Notification no. 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014.	Memo No. COM/Tariff/1-1686 dated 12.07.2017	Annual Performance Report for the year 2016-17 submitted by The Durgapur Projects Limited (DPL) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by The Durgapur Projects Limited (DPL) in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
23	(JERCMM) Manipur & Mizoram	The Manipur Gazette No.90 of 5th July 2014	Nil	Nil	Nil	Nil	Nil
		The Mizoram Gazette No. 309 of 2.7.2014	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & Uts	Information not submitted					
25	Sikkim	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensee) Regulations,2012 notified by the Commission on 23rd March, 2012, Gazette Notification No. 132 of the Government of Sikkim.	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the Licensee till date. As such no report has been published by the Commission.
26	Jammu & Kashmir	Information not submitted					
27	Chhattisgarh	5th July, 2006	NA (The matter being perused)	NA	Nil	-	NA (The matter being perused)
28	Nagaland	Regulations finalised on 31.01.2012 vide Notification No. NERC/REGN/2012(A) dated 31.01.2012. The Department of Power, Nagaland, is yet to start implementing	NA				
29	Telangana	After bifurcation of the States, TSERC has adopted all the regulations (including SOP regulation), of erstwhile APERC for smooth conduct of the Industry, which was in vogue till TSERC has made a fresh regulation on SOP, which was notified on 16.07.2016	Usually monitoring of performance of SOP is a part of ARR in TSERC. This year ARR is not yet filed by the Licensees	As the Licensees have not filed ARRs, no links to the ARRs could be provided	25	Rs.3,60,500/-	No report was published by SERC for the reason mentioned at SI No 3 above.