

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001
Tel : 23353503 / Fax : 23753920

No. FOR-11013(11)/2/2019-CERC

Dated: 17-01-2020

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.

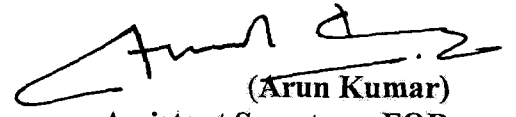
Sir,

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 **July to September 2019** is enclosed as **Annexure**.

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

Yours sincerely,

Encl : As above (8 copies)


(Arun Kumar)
Assistant Secretary, FOR

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 September 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).

Section – I

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

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

S. No.	SERCs / JERCs	Status of Vacancy for quarter ended June 2019	Status of Vacancy for quarter ending September 2019
1.	Bihar SERC	<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>
2.	Chhattisgarh SERC	<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>	<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>
3.	Delhi ERC	<p>Chairperson CGRF, BRPL SINCE 01.04.2019</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>	<p>One vacancy against the post of Member (Consumer related matters) in CGRF NDMC since 30-04-2018</p> <p>01 vacancy against the post of Member (Legal) in CGRF, NDMC since 08.05.2018</p>
4.	Haryana ERC	<p>One vacancy against the post of Chairperson in CGRF DHBVNL</p>	<p>One vacancy against the post of Member in CGRF DHBVNL</p>
5.	JERC Goa UTs	<p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p>	<p>One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013</p>

S. No.	SERCs / JERCs	Status of Vacancy for quarter ended June 2019	Status of Vacancy for quarter ending September 2019
		<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>	<p>The name of Chairperson has been selected. Appointment letter is to issued by Admin., Daman.</p> <p>The name of Member (Licensee) has been selected. likely to join by 24-10-2019.</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>
6.	Kerala SERC	Five (05) vacancy of Members (nominated by SERC) in CGRFs Technopark, Kannan Devan Hills Plantations Company,(Pvt) Ltd, Cochin Port Trust, Rubber Park India Pvt. Ltd., Cochin Special Economic Zone Authority.	Post of Members (nominated by SERC) in all nine CGRFs vacant since 12-06-2019.
7.	Maharashtra	<p>Three (03) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017 Kolhapur Zone – 04-07-2019</p> <p>Post of Ombudsman vacant since 06-04-2019</p>	<p>Four (04) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017 Kolhapur Zone – 04-07-2019 Kalyan zone – 20-09-2019</p> <p>Five (04) vacancies against the post of Member(Licensee) and one (01) vacancy of Member (CPO) as given under-</p> <p>Member (CPO), Nashik Zone – 04-10-2019 Member (Licensee), Kokan zone – 10-07-2018 Same as above, Amaravati zone -01-07-2019 Same as above, Jalgaon zone – 24-09-2019 Same as above, Chandrapur zone – 25-06-2018</p> <p>Post of Ombudsman vacant since 06-04-2019</p>
8.	Odisha ERC	NIL	<p>One (01) vacancy of Member in Paradeep</p> <p>One (02) vacancy of Co-opted Members in Bolangir and Jaipur Road</p>

S. No.	SERCs / JERCs	Status of Vacancy for quarter ended June 2019	Status of Vacancy for quarter ending September 2019
9.	Tamil Nadu	<p>Member 1 in Coimbatore EDC/South since 22-08-2018 Coimbatore EDC Member (Legal) since 30-10-2018.</p> <p>Member, Chennai EDC since 14-07-2012</p> <p>Palladam East –CGRF yet to be established</p> <p>Two vacancy in Kallakurchi EDC since 03-07-2019</p> <p>One vacancy in Tiruvarur EDC since 21-06-2019</p>	<p>Member 1 in Coimbatore EDC/South since 22-08-2018</p> <p>Member, Chennai EDC since 14-07-2012</p> <p>Palladam East –CGRF yet to be formed in Palladam EDC -05-07-2019</p> <p>Two vacancy in Tiruvarur EDC since 21-06-2019</p>
10.	Telangana SERC	<p>Vacancy in TSSPDCL-</p> <p>Chairperson –since 01-05-2019</p> <p>Member(Tech.) –since 4-05-2019</p> <p>Member (Fin.) – since 2-02-2019</p> <p>Independent Member -28-02-2019</p> <p>Vacancy in TSNPDCL</p> <p>Chairperson, CGRF-I – since 14-07-2019</p> <p>Chairperson, CGRF-II-since 01.07.2019</p>	<p>Information not submitted for the quarter ended September, 2019.</p>
11.	Uttar Pradesh ERC	<p>Three vacancy Member (Technical) in CGRFs Jhansi, Gorakhpur and Greater Noida.</p> <p>Member (Judicial) in CGRFs KESCO, Mirzapur, Gorakhpur, Greater Noida</p>	<p>Four vacancy Member (Technical) in CGRFs Jhansi, Allahabad , Gorakhpur and Greater Noida.</p> <p>Member (Judicial) in CGRFs Mirzapur</p> <p>Member (Licensee) in CGRF Bareilly</p>
12.	Uttarakhand ERC	<p>Member (Tech.) in CGRF Kumaon zone and Garhwal zone</p> <p>One vacancy of Member (Judicial) in CGRF, Srinagar (Selection process for the same is under progress)</p>	<p>One vacancy of Member (Judicial) in CGRF, Srinagar</p>

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

Section –II

Status of the vacancies in Ombudsman in the States

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June 2019	Status of Vacancy for quarter ending September 2019
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015 to till date	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015 to till date
2	Maharashtra	Post of Ombudsman vacant since 06-04-2019	Post of Ombudsman vacant since 06-04-2019

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

Section –III

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

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

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

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Section –IV

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

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

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June 2019	Status of Vacancy for quarter ending September 2019
1.	Jammu & Kashmir	Information not submitted	Information not submitted
2.	Nagaland	Ombudsman yet to be established	Ombudsman yet to be established

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five vacancies against the post of Member in the State of Bihar.
2. Five vacancy against Independent Members and one against Member in the state of Chhattisgarh.
3. One vacancy against the post of Member (Consumer related matters) and one vacancy against the post of Member (Legal) in UT of Delhi.
4. One vacancy against the post of Member (DHBVN) in the state of Haryana.
5. Three vacancies against the post of Member (Licensee) in the State of Goa and UTs.
6. Nine vacancies against the post of Member (nominated by SERC) in the state of Kerala.
7. Four vacancies against the post of Chairpersons, Four vacancies against the post of Member (Licensee) and one vacancy against the post of Member (CPO) in the State of Maharashtra.
8. One vacancy against Member and two vacancy against Co-opted Members in the State of Odisha.
9. Two vacancies against the post of Member in the State of Tamil Nadu.
10. One vacancy against Member (Judicial) in the state of Uttrakhand.
11. Four vacancies against Member (Technical), one vacancy against Member (Judicial) and one vacancy against Member (Licensee) in the state of Uttar Pradesh.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Nagaland yet to be established.
2. Ombudsman not yet established in the state of Jammu and Kashmir.
3. Post of Ombudsman in the state of Maharashtra is vacant since 06-04-2019.

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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 June 2019	No. of Grievances received during the quarter ending September 2019	No. of Grievances disposed during the quarter ending September 2019	No. of Grievances pending at close of the quarter ending September 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending September 2019	
1	Assam	APDCL, Silchar		0	0	0	0	0	0	
		APDCL, Dibrugarh		0	0	0	0	0	0	
		APDCL, Tezpur Zone		0	0	0	0	0	0	
		APDCL (LAZ), Guwahati		2	1	2	1	0	3	
		APDCL (LAR), Jorhat Zone		1	1	0	2	0	0	
		APDCL, Nagaon		Not Submitted						
		Total		3	2	2	3	0	3	
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	1	205	79	78	206	150	30	
		APEPDCL/Visakhapatnam	1	117	112	102	127	56	20	
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu		NIL	NIL	NA	NA	NIL	NIL	
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya	5	214	300	165	349	180	99	
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	75	74	80	69	25	36	
6	Gujrat	PGVCL Rajkot, PGVCL Bhavnagar, PGVCL Bhuj, UGVCL, MGVCL, DGVC, TPL-Ahmedabad, TPL Surat	8	61	236	200	97	15	68	
7	Haryana	UHBVNL	2	25	27	15	37	5	9	
		DHBVNL		20	95	83	32	-	19	
		Total		45	122	98	69	5	28	
8	Himachal Pradesh	Kasumti, Shimla	1	41	26	22	45	22	9	
9	Jharkhand		1	41	15	14	47	33	96	
10	Karnataka	BESCOM	30	49	30	26	53	35	9	
		MESCOM		3	10	5	8	1	8	
		HESCOM		3	7	7	3	0	22	
		GESCOM		19	12	11	20	17	9	
		CESC		4	1	5	0	0	1	
		Total		30	78	60	54	84	53	49
11	Kerala	CGRF-North (KSEB)		45	36	57	24	2	14	
		CGRF-Central (KSEB)		41	33	28	46	16	8	
		CGRF-South (KSEB)		27	34	35	26	0	10	

		Trichur Corpn.		1	3	0	4	1	0
		KDHPCL		NIL	NIL	NIL	NIL	NIL	NIL
		Total		114	106	120	100	19	32
12	Madhya Pradesh	ECGRF Jabalpur		58	349	315	92	33	19
		ECGRF Indore		23	83	46	60	8	60
		ECGRF Bhopal		17	32	21	28	5	13
		Total		98	464	382	180	46	92
13	Maharashtra	Bhandup Urban Zone, Chandrapur, Akola, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex	151	290	209	223	270	192	151
14	Meghalaya	Meghalaya , CGRF	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	49	1602	1601	50	3	165
16	Punjab	PSPCL, Patiala		27	78	75	30	0	27
		Ludhiana		31	86	75	42	2	28
		Total		58	164	150	72	2	55
17	Rajasthan	Ajmer		354	849	1203	514	45	86
		Jaipur		1424	8385	9809	1543	88	260
		Jodhpur		234	1037	1271	396	87	88
		Total		2012	10271	12283	2453	220	434
18	Tamil Nadu	CHENGALPATTU EDC, CHENNAI EDC (NORTH), CHENNAI EDC (WEST), CHENNAI EDC CENTRAL, CHENNAI EDC/ SOUTH-1, 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	44	213	400	426	187	45	46
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	20	775	753	630	898	486	865
20	Uttarakhand	Garhwal Zone		16	34	32	18	5	Full Time
		Kumaon Zone Haldwani		30	71	56	45	19	Full Time
		Haridwar	5	17	37	38	16	3	Full Time
		Udham Singh Nagar		24	84	84	24	5	(-)
		Srinagar		5	7	8	4	1	Full Time
Total		5	92	233	218	107	33	Full Time	
21	WBERC			116	195	244	not	not	138

							provided	provided	
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	1	NIL	NIL	NIL	NIL	NIL	NIL
23	Joint Electricity Regulatory Commission Goa	Goa	1	12	11	18	5	1	6
		Lakshadweep	1	1	1	1	1	0	2
		Daman & Diu	1	10	0	0	10	10*	0
		Dadra Nagar Haveli	1	1	4	4	1	1*	6
		Chandigarh	1	15	63	62	16	0	10
		Andaman & Nicobar Islands	1	1	8	4	5	0	36
		Puducherry	1	6	14	15	5	0	18
		Total	7	46	101	104	43	12*	78
24	Sikkim	Sikkim	1	NIL	2	1	1	NIL	1
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	35	45	50	30	6	95
26	Jammu & Kashmir			Not Submitted					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	1	NIL	NIL	NIL	NIL	NIL	NIL
28	Nagaland	Does not arise							
29	Telangana	TSSPDCL, TSNPDCL		Not Submitted					

Section -VII - States of disposal of Grievances by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Ombudsmen	No. of Grievances Outstanding at the close of Previous quarter ending June 2019	No. of Grievances received during the quarter ending September 2019	No. of Grievances disposed during the quarter ending September 2019	No. of Grievances pending at close of the quarter ending September 2019	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending September 2019
1	Assam		0	2	1	1	0	1
2	Andhra Pradesh	1	8	14	12	10	6	9
3	Arunachal Pradesh	1	NIL	NIL	NA	NIL	NIL	NIL
4	Bihar	1	22	3	11	14	13	51
5	Delhi	1	6	4	8	2	NIL	14
6	Gujarat	1	27	33	41	19	1	54
7	Haryana	1	11	12	14	9	2	40
8	Himachal Pradesh	1	0	1	1	0	0	3
9	Jharkhand		4	2	2	4	2	51
10	Karnataka		10	22	10	22	16	54
11	Kerala	1	19	21	24	16	0	27

12	Madhya Pradesh	1	33	5	5	33	32	77
13	Maharashtra	22	66	61	83	44	0	109
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	42	25	42	25	14	73
16	Punjab		21	17	22	16	0	25
17	Rajasthan	1	2	4	2	2	Nil	Full Time
18	Tamil Nadu	1	58	12	21	49	0	23
19	Uttarakhand	1	13	11	19	5	(-)	Full Time
20	Uttar Pradesh	1	182	94	131	145	83	40
21	West Bengal		86	43	68	62	34	33
22	(JERCMM) Manipur & Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts							
24	Chhattisgarh	1	8	6	7	7	0	67
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		NIL					
29	Telangana		Not submitted					

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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			Not submitted			
2	Andhra Pradesh			Not submitted			
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation	Not applicable in view of above	*DO*	NIL	NIL	Not published as no report submitted by the Deppt. 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 18-19 has been submitted by the licensee. This is under examination for publication.	Reports submitted in hard copy	None	NIL	The report for FY 2017-18 onwards have been published on 28.08.2018 in Newspapers.
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, 15.10.2018, 31.12.2018 and 27.05.2019 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 had 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.bsesdelhi.com	NIL	NIL	The distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2017-18 and the same has been incorporated in Tariff Order dated 31.07.2019. 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		Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	30.05.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
		Madhya Gujarat Vij Company Ltd.(MGVCL)	13.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019

	GUJRAT	Paschim Gujarat Vj Company Ltd.	18.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
		Dakhsin Gujarat Vj Company Ltd.	23.05.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
		TPL-Ahmedabad	13.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
		TPL-Surat	13.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
7	Haryana	16th July 2004HERC(Standard of performance for the Distribution Licensee) Regulation 2004	Information for 4th Quarter of FY 2018-19 furnished by the UHBVNL vide Memo no. Ch-38/SE/RA/N/F-67 Vol-X1 dated 13.05.2019 and by DHBVNL Vide Memo no.Ch-30/SE/ RA-232/ Vol-111 dated 09.05.2019	DHBVN -- FY 2018-19: http://dhbvn.org.in/StaticContent/new/HERC/SoP/FY-2018-19.rar UHBVN - FY 2018-19: http://uhbvn.org.in/StaticContent/documents/SOP/2018_19_27TQ.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018_19_02YA.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018_19_01ZD.pdf http://uhbvn.org.in/StaticContent/documents/38/SE RA 14ZQ.pdf	NIL	NIL	https://herc.gov.in/content/1056 DHBVNL.aspx https://herc.gov.in/content/1056 UHBVNL.aspx Quarterly data of sop for FY 2018-19 published on 22nd may.2019
8	Himachal Pradesh	(i) HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010 (ii) HPERC (Distribution Licensee's Standard of Performance) Regulations, 2010 -Submission of SAIDI, SAIFI and CAIDI, CAIFI return FY 2016-17	No. HPSEBL/CE (Comm.)/SERC-31/2018-19-278-79 dated 04-April-2019	Not yet uploaded	NIL	NIL	NIL
9	Jharkhand	Not submitted					
10	JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-0702014	NIL	NIL	NIL	NIL	NIL
11	JERC Goa & Uts	Not submitted					
12	Karnataka	24/05/2004 vide Notification No D/07/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY18 during the 1st week of Ju.y,2018		NIL	NIL	The Commission has already published the details of the levels of SOP achieved by Distribution companies for FY18 in KERC website : www.karnataka.gov.in/ker Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites
13	Kerala	Not submitted					

14	Madhya Pradesh	MPERC (Performance Standards) (Revision - II) Regulations, 2012 (No.RG-8(II) of 2012)	MP Poorv Kshetra Vidyut Vitaran Co. Ltd Jabalpur - 08/04/2018 MP Paschim Kshetra Vidyut Vitaran Co.Ltd Indore- 09/17/2018 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal - 09/18/2018	-	Nil	Nil	12/18/2018 Uploaded on Commission's website																																																						
15	Maharashtra	#MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005. # 2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014	<table border="1"> <thead> <tr> <th>Licensee</th> <th>Q1</th> <th>QII</th> <th>QIII</th> <th>QIV</th> <th>QI</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> <td>13.09.19</td> </tr> <tr> <td>AEML-D</td> <td>07.08.2018</td> <td>29.10.2018</td> <td>11.02.2019</td> <td>20.05.2019</td> <td>01.08.19</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> <td>30.07.19</td> </tr> <tr> <td>MSEDCL</td> <td>27.12.2018</td> <td>07.02.2019</td> <td>22.04.2019</td> <td>20.07.2019</td> <td>-</td> </tr> <tr> <td>MBPPL</td> <td>31.07.2018</td> <td>12.11.2018</td> <td>31.01.2019</td> <td>14.06.2019</td> <td>06.08.19</td> </tr> <tr> <td>GEPL</td> <td>31.07.2018</td> <td>12.11.2018</td> <td>31.01.2019</td> <td>14.06.2019</td> <td>06.08.19</td> </tr> <tr> <td>NUPLLP</td> <td>-</td> <td>-</td> <td>28.01.2019</td> <td>16.04.2019</td> <td>02.07.19</td> </tr> <tr> <td>KRC</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>06.08.19</td> </tr> </tbody> </table>	Licensee	Q1	QII	QIII	QIV	QI	BEST	30.07.2018	29.10.2018	29.01.2019	09.05.2019	13.09.19	AEML-D	07.08.2018	29.10.2018	11.02.2019	20.05.2019	01.08.19	TPC-D	27.07.2018	29.10.2018	31.01.2019	26.04.2019	30.07.19	MSEDCL	27.12.2018	07.02.2019	22.04.2019	20.07.2019	-	MBPPL	31.07.2018	12.11.2018	31.01.2019	14.06.2019	06.08.19	GEPL	31.07.2018	12.11.2018	31.01.2019	14.06.2019	06.08.19	NUPLLP	-	-	28.01.2019	16.04.2019	02.07.19	KRC	-	-	-	-	06.08.19	The SoP Quarterly reports of Distribution Licensees are available on Commission's New Web-Site- www.merc.gov.in Path - Consumer Advocacy Tab - SoP Data	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil MSEDCL - 7 Cases (Upto Quarter II of FY 18-19)	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil 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 web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II)
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KRC	-	-	-	-	06.08.19																																																								
16	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 29th August 2018	(-)	Nil	Does not Arise	(-)																																																						
17	Odisha	No. 711 dtd. 28.05.2004. OERC (Licensees Standards of Performance), Regulations 2004	WESCO Utility-01.06.2018 CESU - 07.08.2018 NESCO Utility-20.08.2018 SOUTHCO Utility - 23.08.2018	www.orienc.org (Home Page) ->"Performance of Distcos" for the FY 2017-18	NIL	NIL	08.01.2019 in News paper (www.orienc.org (Home Page) ->"Performance of Distcos" for the FY 2017-18. Above information is also available in the Website of distribution licensees in www.cesu.odisha.com for CESU, www.nescoodisha.com for NESCO Utility, www.southcoodisha.com for SOUTHCO Utility and www.wescodisha.com for WESCO Utility.																																																						
18	Punjab			Not submitted																																																									
19	Rajasthan	RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 was notified on 02.06.2014	As per the RERC (Standards of Performance for Distribution Licensees) Regulations 2014, the licensee shall furnish the Commission as well as the Electricity Ombudsman, half yearly reports within 45 days respectively from 30th September and 31st March of each financial year. SO, accordingly the licensees have submitted the 2nd half yearly reports for the FY 2018-19. <u>1st Half of FY 2018-19</u> Jaipur Discom - 2.2.2019 Ajmer Discom - 20.12.2018 Jodhpur Discom - 17.12.2018 <u>2nd Half of FY 2018-19</u> Jaipur Discom - 12.6.2019 Ajmer Discom - 30.5.2019 Jodhpur Discom - 17.5.2019	www.rerc.rajasthan.gov.in	NIL	NIL	The Discoms have submitted the 2nd half yearly reports for the FY 2018-19, in the formats prescribed in the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014, which have been placed on the Commission's website www.rerc.rajasthan.gov.in																																																						
20	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 had 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.																																																						
21	Tamil Nadu	NIL	NIL	NIL	NIL	NIL	NIL																																																						
22	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/CGRO/39625-37 dated 21-11-2019	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.																																																						

			NIL	NIL	NIL	NIL	NIL
23	Uttar Pradesh	U.P. Electricity Supply Code, published vide Notification No. UPERC / Secy.-Supply Code/05-4528 Lucknow : Dated: February 18, 2005					
24	Uttarakhand	April 7, 2007					
25	Jammu & Kashmir			Not submitted			
26	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 16.0 of the WBERC (Standard of Performance of Licensee relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	3	Rs 1,28,400/-	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standard of Performance of Licensees relating to Consumer Services) Regulations, 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	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 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and 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 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 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. RA/II/002/17-18/1599 dated 23.06.2017	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formerly DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and 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 India Power Corporation Limited (Formerly DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 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 16.0 of the WBERC (standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and 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 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017.
27	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	NIL		NA (The matter being pursued)
28	Nagaland	1) Regulations on SOP issued vide Notification No. NERC/REGN/2012(A) dated 31/01/2012. 2) The Department of Power Nagaland is not		NIL			
29	Telangana			Not submitted			