

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

No. FOR-11013(11)/4/2020-CERC

Dated: 11, September, 2020

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 Directions 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.

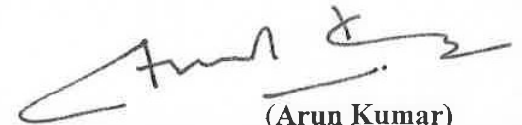
Sir,

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 **April to June, 2020** is enclosed as **Annexure**.

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

Encl.: Eight Copies

Yours sincerely,


(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 June 2020

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, 2020 as against the status in quarter ended March, 2020 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending March, 2020	Status of Vacancy for quarter ending June, 2020
1.	Haryana ERC	One vacancy against the post of Chairman in CGRF UHBVNL Kurushetra. Two vacancy against the post of Members in CGRF UHBVNL Kurushetra and DHBVNL Hissar.	Nil
2.	JERC Goa UTs	Three Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory of Lakshadweep since 7.2.2020, 20.01.2018, and 01.12.2019 respectively... Four vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Dadra and Nagar Haveli and Union Territory of Lakshadweep since October, 2014, August, 2013, 26.08.2014 and April, 2010 respectively.	Three Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory of Lakshadweep since 7.2.2020, 20.01.2018, and 01.12.2019 respectively... Four vacancies against the post of Member (Licensee) in State of Goa since October, 2014, Union Territory of Andaman and Nicobar Islands since August, 2013, Union Territory of Dadra and Nagar Haveli since 26.08.2014 and Union Territory of Lakshadweep since April, 2010.
3.	Kerala SERC	Post of Members (nominated by Licensee) in two CGRFs vacant since 12-06-2019. Post of Members (nominated by SERC) in all Ten CGRFs vacant since 12-06-2019.	Post of Members (nominated by Licensee) in two CGRFs vacant since July, 2019 & June, 2020. Post of Members (nominated by SERC) in all Nine CGRFs vacant since July, 2019.

4.	Maharashtra	Not Submitted	Six (06) vacancies against the post of Chairperson as per details given under – Kolhapur Zone – 04-07-2019 Nashik Zone - 17-02-2019 Nagpur Zone - 30-01-2020 Kalyan zone – 20-09-2019 Akola Zone – 21-02-2017 Chandrapur Zone – 31-01-2020 Six (06) vacancies against the post of Member (CPO) as per details given under- Nashik Zone – 04-10-2019 Kokan zone – 26-11-2019 Aurangabad Zone – 21.02.2020 Kalyan Zone – 22.02.2020 Baramati Zone – 02.06.2020 Akola Zone – 21.10.2020 Four (04) vacancies against the post of Member (Licensee) as per details given under- Kolhapur Zone – 30-04-2020 Amaravati Zone – 01-07-2019 Nagpur Zone – 31.05.2020 Jalgaon Zone – 24.09.2019
5.	Tamil Nadu	Two Vacancies against the post of Chairmans in Ramanatheapuram EDC since 21.04.2018 and Dharmapuri EDC since 19.10.2018 Three vacancies against the post of Members in Coimbatore EDC/South since 22.08.2018, Chennai EDC/South-II since 01.09.2020 and Channai EDC (West) to be nominated by District collector since 14.07.2012	Two Vacancies against the post of Chairmans in Ramanatheapuram EDC since 21.04.2020 and Dharmapuri EDC since 19.10.2018 One vacancy against the post of Member in Coimbatore EDC/South since 22.08.2018.
6.	Telangana SERC	Three vacancies Chairperson in CGRF TSSPDCL, TSNDPCL, Warangal and TSNDPCL, Nirmal from 01.05.2019, 14.07.2019 and 01.07.2019 respectively. Three vacancies Member	One vacancy Chairperson in CGRF-II TSNDPCL, Nirmal from 01.07.2019 One vacancy Member (Finance) in CGRF-I TSSPDCL from 01.07.2020.

		(Technical), Member (Finance) in CGRF-I and 4th Member in CGRF-II, TSSPDCL from 04.05.2019, 02.02.2019 and 07.02.2020 respectively.	
7.	Uttar Pradesh ERC	Five vacancy Member (Technical) in CGRFs Jhansi, Chitrkut, Kesco, Moradabad and Gorakhpur One vacancy Member (Judicial) in CGRF Saharanpur	Eight vacancies Member (Technical) in CGRFs Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Bareilly, Gorakhpur and Moradabad
8.	Uttarakhand ERC	Six vacancy Member (Judicial) in CGRFs Dehradun, Srinagar (Garhwal), Uttarkashi, Chamoli, Almora and Pithoragarh	One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand
9.	Jharkhand	Not Submitted	Two vacancies against the post of Chairperson-cum-Member (Legal) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 7.11.2019 and 5.5.2020 respectively. Eight vacancies against the post of Member (Finance)/Member (Technical)/Member (Finance & Acs)/Member (Engineer) in CGRF in Sail Bokaro, Jharkhand, Tata Steel, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidyut Upbhokta Shikayat Niwaran Forum Dumka, Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh, Vidyut Upbhokta Shikayat Niwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 2.7.2019, 20.03.2020, 30.7.2014, 30.06.2012, 01.05.2020, 30.07.20, 26.07.2014 and 01.06.20 respectively.

Note: Relevant information from ERCs of Bihar, Chattisgarh, Madhya Pradesh, Sikkim and Tripura 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 June, 2020 as against the status in quarter ended March, 2020 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2020	Status of Vacancy for quarter ending June, 2020
1.	Maharashtra	Not Submitted	Post of Ombudsman vacant since 06.04.2019

Note: Relevant information from ERCs of Bihar, Chattisgarh, Madhya Pradesh, Sikkim and Tripura 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 June, 2020 as against the status in quarter ended March, 2020 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2020	Status of Vacancy for quarter ending June, 2020
1.	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 June, 2020 as against the status in quarter ending March, 2020 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2020	Status of Vacancy for quarter ending June, 2020
1.	Nagaland	Ombudsman yet to be established	Ombudsman yet to be established

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Three Vacancies against the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
2. Two vacancies against the post of Member (nominated by Licensee) and Nine vacancies against the post of Member (nominated by SERC) in the state of Kerala.
3. Two vacancies against the post of Chairperson-cum-Member (Legal) and Eight vacancies against the post of Member (Finance)/Member (Technical) /Member (Finance & Acs)/Member (Engineer) in the State of Jharkhand.
4. Two vacancy against the post of Chairpersons and One vacancy against the post of Member in the State of Tamil Nadu.
5. Six vacancies against the post of Chairpersons, Four vacancies against the post of Member (Licensee) and Six vacancies against the post of Member (CPO) in the State of Maharashtra
6. One vacancy against the post of Member (Judicial) in the state of Uttrakhand.
7. Eight vacancies against the post of Member (Technical) in the state of Uttar Pradesh
8. One vacancy against the post of Chairperson and One vacancy against the post of Member in the state of Telangana.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Nagaland yet to be established.
2. The post of Ombudsman in the state of Maharashtra is vacant since 06.04.2019.

TO UPDATE

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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 March, 2020	No. of Grievances received during the quarter April to June, 2020	No. of Grievances disposed during the quarter April to June, 2020	No. of Grievances pending at close of the quarter ending June, 2020	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June, 2020
1	Assam	APDCL, Dibrugarh	1	0	0	0	0	0	0
		APDCL, Tezpur Zone	1	0	0	0	0	0	0
		APDCL, Bongagaon	1	2	0	0	2	2	0
		Guwhati	1	3	1	0	4	3	0
		APDCL, Rangia	1	0	0	0	0	0	0
		Total	5	5	1	0	6	5	0
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	2	135	21	60	96	75	10
		APEPDCL/Visakhapatnam		62	31	38	55	33	3
		Total		197	52	98	151	108	13
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya		Not submitted					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	106	16	8	114	98	0
6	Gujarat	PGVCL Rajkot, PGVCL Bhavnagar, PGVCL Bhuj, UGVCL, MGVCL, DGVC, TPL-Ahmedabad, TPL Surat	8	114	69	83	100	52	29
7	Haryana	UHBVNL	2	174	3	0	177	174	2
		DHBVNL		73	70	99	44	11	8
		Total		247	73	99	221	185	10
8	Himachal Pradesh	Kasumti, Shimla	1	25	4	-	29	25	3
9	Jharkhand		9	54	1	5	51	50	35
10	Karnataka	BESCOM	5	53	10	8	55	49	3
		MESCOM		8	3	7	4	1	5
		HESCOM		7	5	5	7	3	9
		GESCOM		14	4	1	17	14	1
		CESC		0	0	0	0	0	0
		Total		82	22	21	83	67	18
11	Kerala	CGRF-North (KSEB)	5	17	30	16	31	8	5
		CGRF-Central (KSEB)		26	12	12	26	15	3
		CGRF-South (KSEB)		16	14	Nil	30	16	Nil
		Trichur Corp.		4	1	4	1	0	4
		KDHPCL		Nil	Nil	Nil	Nil	Nil	Nil
		Total		63	57	32	88	39	12
12	Madhya Pradesh	ECGRF Jabalpur ECGRF Indore ECGRF Bhopal Total	3	Not submitted					
13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Konkan Zone, Latur Zone, Aurangabad Zone, Amravati Zone, Pune Zone, Nagpur Zone, Gondia Zone, Kalyan Zone, Jalgaon Zone, Nanded Zone, Baramati Zone, Chandrapur Zone, Akola Zone, BEST Undertaking, AEMIL-D, TPC-D, Mindspace, Gigaplex, NUPLLP, KRC	23	228	23	21	230	189	36
14	Meghalaya	Meghalaya , CGRF		Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeypore	12	383	235	548	61	7	79
16	Punjab	PSPCL, Patiala	2	69	43	44	68	32	15
		PSPCL, Ludhiana		70	54	61	63	20	12
		Total		139	97	105	131	52	27
17	Rajasthan	Ajmer	716	476	553	495	534	351	48
		Jaipur		1930	3400	2583	2747	204	98
		Jodhpur		320	490	278	532	199	43
		Total		2726	4443	3356	3813	754	189

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	237	290	103	424	119	15
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	1015	170	232	953	735	435
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	124	76	66	134	41	Full Time

21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	20	5	181	180	6	Nil	All working days during the period
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		NIL	NIL	NIL	NIL	NIL	NIL
23	Joint Electricity Regulatory Commission Goa	Goa	9	5	6	3	8	3	2
		Lakshadweep		1	1	0	2	2	0
		Daman & Diu		11	1	0	12	11	0
		Dadra Nagar Haveli		1	5	0	6	1	0
		Chandigarh		11	47	34	24	2	11
		Andaman & Nicobar Islands		2	7	5	4	0	35
		Puducherry		13	3	10	6	5	11
		Goa		5	6	3	8	3	2
		Lakshadweep		1	1	0	2	2	0
		Total		50	77	55	72	29	61
24	Sikkim	Sikkim	1	Not submitted					
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	Not submitted					
26	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		Not submitted					
27	Nagaland			Nil	Nil	Nil	Nil	Nil	Nil
28	Telangana	TSSPDCL-I & II, TSNPDCL-I & II	4	456	41	176	321	292	17

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, 2020	No. of Grievances received during the quarter April to June, 2020	No. of Grievances disposed during the quarter April to June, 2020	No. of Grievances pending at close of the quarter ending June, 2020	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June, 2020
1	Assam	1	0	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	1	0	2	2	0	0	1
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar		Not submitted					
5	Delhi	1	8	Nil	1	7	7	2
6	Gujarat	1	11	12	0	23	11	4
7	Haryana	1	6	11	3	15	4	6
8	Himachal Pradesh	1	10	3	-	13	13	-
9	Jharkhand	1	3	3	2	4	4	47
10	Karnataka	1	7	1	1	7	6	1
11	Kerala	1	17	3	11	9	7	8
12	Madhya Pradesh		Not submitted					
13	Maharashtra	2	47	8	20	35	7	23
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	21	0	9	21	11	0
16	Punjab	1	19	7	15	11	0	18
17	Rajasthan	1	23	8	17	14	Nil	Full time
18	Tamil Nadu	1	56	5	10	51	0	0
19	Uttarakhand	1	6	2	3	5	1	Full time
20	Uttar Pradesh	1	113	14	17	110	97	7
21	West Bengal	1	125	3	1	127	0	1
22	(JERCMM) Manipur & Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts	1	4	1	3	2	1	3
24	Chhattisgarh	1	Not submitted					
25	Tripura	1	Not submitted					
26	Sikkim	1	Not submitted					
27	Nagaland	1	Nil	Nil	NA	NA	Nil	Nil
28	Telangana	1	7	5	7	5	5	27

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	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	Assam	2	3	4	5	6
2	Andhra Pradesh		Nil			7
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	Not applicable	Nil	Not published as no report submitted by the Deptt. Of Power, Government of Arunachal Pradesh
4	Bihar		Not submitted			
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 12.06.2011, 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, was 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 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 i.e. www.bsdelhi.com & www.derc.gov.in	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	GUJARAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Viji Company Ltd.(UGVCL)	14.7.2020	https://www.ugvcl.org/standard-of-performance-quarter-year-discom/	Nil	14.7.2020
	Madiya Gujarat Viji Company Ltd.(MGVCL)		17.6.2020	https://www.mgvcl.org/standard-of-performance-quarter-year-discom/	Nil	17.6.2020
	Paschim Gujarat Viji Company Ltd.		30.6.2020	https://www.pgvcl.org/standard-of-performance-quarter-year-discom/	Nil	30.6.2020
	Dakhin Gujarat Viji Company Ltd.		26.5.2020	https://www.dgvcl.org/standard-of-performance-quarter-year-discom/	Nil	02.05.2020
	TPL-Ahmedabad		02.05.2020	http://www.tpl.org/sop.aspx	Nil	02.05.2020
	TPL-Surat		02.05.2020	https://www.tpl.org/standard-of-performance-quarter-year-discom/	Nil	02.05.2020

7	Haryana	16th July 2004(HERC(Standard of performance for the Distribution Licensee) Regulation 2004	Information for 4th Quarter of FY 2019-20 furnished by the UHBVN- vide Memo no. Ch-34/RA/F-67 Vol-XII dated 15.05.2020 and by DHBVN- Vide Memo no. Ch-92/SE/RA-232/ Vol-111 dated 15.06.2020.	https://dgvn.org.in/StaticContent/new/HERC/SOP/SOP_4th_Quarter_FY-2019-20.pdf https://dgvn.org.in/StaticContent/new/HERC/SOP/SOP_3rd_Quarter_FY-2019-20.xls https://dgvn.org.in/StaticContent/new/HERC/SOP/SOP_2nd_Quarter_FY-2019-20.pdf https://dgvn.org.in/StaticContent/new/HERC/SOP/SOP_1st_Quarter_FY-2019-20.xls UHBVN - FY 2019-20: http://dgvn.org.in/StaticContent/docu/ment/SOP_4th_Qtr_1823.pdf http://dgvn.org.in/StaticContent/docu/ment/SOP_3rd_Qtr_2723.pdf http://dgvn.org.in/StaticContent/docu/ment/SOP_2nd_Qtr_2823.pdf http://dgvn.org.in/StaticContent/docu/ment/SOP_1st_Qtr_2823.pdf	Nil	Nil	https://hrc.gov.in/content/10561.DHBVN.aspx https://hrc.gov.in/content/10581.UHBVN.aspx Quarterly data of sop for FY 2019-20 published on 16th June 2020
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010.	The Distribution Licensee has furnished the status vide letter dated 19.06.2020.	Not yet uploaded	As per the submission of the Distribution Licensee, no compensation has been made under subsection (2) of section 57.	As per the submission of the Distribution Licensee, no compensation amount has been paid.	Nil
9	Jharkhand			Not submitted			Nil
10	JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-07-2014	Nil	Nil	Nil	Nil	Nil
11	JERC Goa & Uts			Information not submitted			The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website. Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites.
12	Karnataka	24-05-2004 vide Notification No D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY19.		Nil	Nil	
13	Kerala			Information not submitted			
14	Madhya Pradesh			Not submitted			

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	FY 19-20 <table><thead><tr><th></th><th>QI</th><th>QII</th><th>QIII</th><th>QIV</th></tr></thead><tbody><tr><td>BEST</td><td>13.09.19</td><td>04.11.19</td><td>19.06.20</td><td>16.06.20</td></tr><tr><td>AEML-D*</td><td>01.08.19</td><td>16.12.19</td><td>01.02.20</td><td>24.04.20</td></tr><tr><td>TPC-D</td><td>30.07.19</td><td>04.11.19</td><td>29.01.20</td><td>28.04.20</td></tr><tr><td>MSEDCL</td><td>23.10.19</td><td>27.01.20</td><td>23.07.20</td><td>-</td></tr><tr><td>MBPPL</td><td>06.08.19</td><td>05.11.19</td><td>03.03.20</td><td>21.07.20</td></tr><tr><td>GEPL</td><td>06.08.19</td><td>05.11.19</td><td>03.03.20</td><td>21.07.20</td></tr><tr><td>NUPLLP</td><td>02.07.19</td><td>09.10.19</td><td>13.01.20</td><td>08.04.20</td></tr><tr><td>KRC</td><td>06.08.19</td><td>05.11.19</td><td>03.03.20</td><td>21.07.20</td></tr></tbody></table> *AEML-D was formerly known as RInfra-D		QI	QII	QIII	QIV	BEST	13.09.19	04.11.19	19.06.20	16.06.20	AEML-D*	01.08.19	16.12.19	01.02.20	24.04.20	TPC-D	30.07.19	04.11.19	29.01.20	28.04.20	MSEDCL	23.10.19	27.01.20	23.07.20	-	MBPPL	06.08.19	05.11.19	03.03.20	21.07.20	GEPL	06.08.19	05.11.19	03.03.20	21.07.20	NUPLLP	02.07.19	09.10.19	13.01.20	08.04.20	KRC	06.08.19	05.11.19	03.03.20	21.07.20	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 For MSEDCL compensation paid - amounting to Rs. 29,956/- (Upto Quarter II of FY 18-19).	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil	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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16	Meghalaya	□ 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	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- 05.08.2019 CESU - 26.09.2019 NESCO Utility- 26.08.2019 SOUTHCO Utility - 06.08.2019	www.orietc.org (Home Page) → "Performance of Distcos" for the FY 2018-19	Nil	Nil	11.12.2019 in News papers (www.orietc.org (Home Page) → "Performance of Distcos" for the FY 2018-19. 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.wescoodisha.com for WESCO Utility.																																													
18	Punjab	PSERC (Electricity Supply Code and Related Matters) (2 nd Amendment) Regulation, 2016 issued vide notification No.PSERC/Secy/Regu.116 dated 05.10.2016.	SoP information for the period of 01.04.2018 to 31.03.2019 (yearly) stands submitted before the Hon'ble PSERC vide PSPCL Memo No.5610 dated 02.09.2019.	-	Nil	Nil	-																																													

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 2019-20	www.rerc.rajasthan.gov.in	Nil	Nil	The discoms have submitted the 1st half yearly reports for the FY 2019-20, 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	Time Period 2nd half of FY 19-20 2nd half of FY 19-20 16.6.2020 1st half of FY 19-20	Name of Discom Jaipur Discom Ajmer Discom Jodhpur Discom	Date of Receipt Jaipur Discom Ajmer Discom 16.6.2019	Not submitted	
21	Tamil Nadu	NIL	NIL	NIL	NIL	NIL	NIL
22	Tripura		Not submitted				
23	Uttar Pradesh	U.P. Electricity Supply Code, published vide Notification No. UPERC / Secy-Supply Code/05-4528 Lucknow : Dated: February 18, 2005	Quarterly Filing: NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014.	NIL	NIL	NIL	
24	Uttarakhand	April 17, 2007					
25	West Bengal	WBERC Notification No 46/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.03.2013 and 61/WBERC dated 07.01.2014	Memo No: Coml/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 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 The Durgapur Projects Limited (DPL) 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
26	Chattisgarh	5th July, 2006	NA	NA	Nil	NA	NA
27	Nagaland	1) Regulations on SOP issued vide Notification No. NERC/REGN/2012(A) dated 31/01/2012. 2) The Department of Power Nagaland, is yet to start implementing.	Nil				
28	Telangana	TSERC notified SOP 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	Nil	Nil	No report was published by SERC for the reason mentioned at SI No 3 above