

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

Dated: 15th December, 2020

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4, 7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003.

Sub: 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.

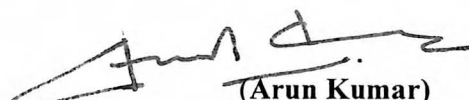
Sir,

I am directed 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 per the direction by the Hon'ble APTEL in aforesaid order, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter **July to September, 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
mc.

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, 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 grievances 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 September, 2020 as against the status in quarter ended June, 2020 is as under.

| S. No. | SERCs / JERCs | Status of Vacancy for quarter ending June, 2020 | Status of Vacancy for quarter ending September, 2020 |
|--------|-------------------|---|--|
| 1. | Chhattisgarh SERC | Not Submitted | Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017. |
| 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 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. | Three Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory of Puducherry since 7.2.2020, 20.01.2018, and 03.04.2020 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 July, 2019 & June, 2020. Post of Members (nominated by SERC) in all Nine CGRFs vacant since July, 2019. | One vacancy against the post of Members (nominated by SERC) in since 12.06.2019. |

| | | | |
|----|----------------|--|--|
| 4. | Maharashtra | <p>Six (06) vacancies against the post of Chairperson as per details given under –</p> <p>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</p> <p>Six (07) vacancies against the post of Member (CPO) as per details given under-</p> <p>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</p> <p>Four (04) vacancies against the post of Member (Licensee) as per details given under-</p> <p>Kolhapur Zone – 30-04-2020 Amaravati Zone – 01-07-2019 Nagpur Zone – 31.05.2020 Jalgaon Zone – 24.09.2019</p> | <p>Six (06) vacancies against the post of Chairperson as per details given under –</p> <p>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</p> <p>Eight (08) vacancies against the post of Member (CPO) as per details given under-</p> <p>Nashik Zone – 04-10-2019 Ratangiri Aurangabad Zone – 21.02.2020 Kalyan Zone – 22.02.2020 Jalgaon Nanded Baramati Zone – 02.06.2020 RatanLal</p> <p>Four (04) vacancies against the post of Member (Licensee) as per details given under-</p> <p>Amaravati Zone – 01-07-2019 Nagpur Zone – 31.05.2020 Jalgaon Zone – 24.09.2019 Kalyan</p> |
| 5. | Tamil Nadu | <p>Two Vacancies against the post of Chairmans in Ramanatheapuram EDC since 21.04.2020 and Dharmapuri EDC since 19.10.2018</p> <p>One vacancy against the post of Member in Coimbatore EDC/South since 22.08.2018.</p> | <p>Four vacancies against the post of Member in Coimbatore EDC/South, Coimbatore EDC/North, Chennai EDC/ North and Palladam EDC since 22.08.2018, 16.8.2018, 30.11.2013 and 10.08.20 respectively.</p> |
| 6. | Telangana SERC | <p>One vacancy Chairperson in CGRF-II TSNPDCL, Nirmal from 01.07.2019</p> <p>One vacancy Member (Finance) in CGRF-I TSSPDCL from</p> | <p>One vacancy Chairperson in CGRF-II TSNPDCL, Nirmal from 01.07.2019</p> <p>One vacancy Member (Finance) in</p> |

| | | | |
|----|-------------------|---|--|
| | | 01.07.2020. | CGRF-I TSSPDCL from 01.07.2020. |
| 7. | Uttar Pradesh ERC | Eight vacancies Member (Technical) in CGRFs Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Bareilly, Gorakhpur and Moradabad | Twelve vacancies against the post of Judicial Member and Technical Member in CGRFs (6 Judicial Members and 6 Technical Members) in Kanpur, Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Bareilly, Gorakhpur, Azamgarh, Moradabad and Saharanpur. |
| 8. | Uttarakhand ERC | One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand | One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand |
| 9. | Jharkhand | Two vacancies against the post of Chairperson-cum-Member (Legal) in VidyutUpbhoktaShikayatNiwaran 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, VidyutUpboktaShikayatNiwaran Forum, Chaibasa, VidyutUpboktaShikayatNiwaran Forum, Dumka, VidyutUpboktaShikayatNiwaran Forum, Hazaribagh, VidyutUpboktaShikayatNiwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 20.03.2020, 30.07.2014, 01.05.2020, 30.06.2012, 01.05.2020, 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. | Three vacancies against the post of Chairperson/Chairperson-cum-Member (Legal) in TASUISL, VidyutUpbhoktaShikayatNiwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 25.8.2020, 7.11.2019 and 5.5.2020 respectively. Eight vacancies against the post of Member (Technical), Member (Finance & Acts)/ Member (Engineer) in CGRF in Tata Steel Ltd., VidyutUpboktaShikayatNiwaran Forum, Chaibasa, VidyutUpboktaShikayatNiwaran Forum, Dumka, VidyutUpboktaShikayatNiwaran Forum, Hazaribagh, VidyutUpboktaShikayatNiwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 20.03.2020, 30.07.2014, 01.05.2020, 30.06.2012, 01.05.2020, 26.07.2014 and 01.06.2020 respectively. |

Note: Relevant information from ERCs of Assam, Bihar, Delhi, Madhya Pradesh, Meghalaya 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 September, 2020 as against the status in quarter ended June, 2020 is as under.

| S. No. | SERCs/ JERCs | Status of Vacancy for quarter ending June, 2020 | Status of Vacancy for quarter ending September, 2020 |
|--------|-----------------|--|---|
| 1. | Maharashtra | Post of Ombudsman vacant since 06.04.2019 | Post of Ombudsman vacant since 06.04.2019 |
| 2. | Rajasthan | Nil | Post of Ombudsman vacant since 8 th August, 2020. |

Note: Relevant information from ERCs of Assam, Bihar, Delhi, Madhya Pradesh, Meghalaya 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 September, 2020 as against the status in quarter ended June, 2020 is as under.

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

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

Summary of the vacant positions

Vacancies in CGRF

1. Five vacancies against the post of Members in the State of Chattisgarh.
2. Three Vacancies against the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
3. One vacancy against the post of Member (nominated by SERC) in the state of Kerala.
4. Three vacancies against the post of Chairperson/Chairperson-cum-Member (Legal) and Eight vacancies against the post of Member (Technical)/ Member (Finance & Acs) /Member (Engineer) in the State of Jharkhand.
5. Four vacancies against the post of Members in the State of Tamil Nadu.
6. Six vacancies against the post of Chairpersons, Four vacancies against the post of Member (Licensee) and Eight vacancies against the post of Member (CPO) in the State of Maharashtra
7. One vacancy against the post of Member (Judicial) in the state of Uttrakhand.
8. Twelve vacancies against the post of Judicial Member and Technical Member in the state of Uttar Pradesh
9. 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.
3. The post of Ombudsman in the state of Rajasthan is vacant since 08.08.2020.

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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, 2020 | No. of Grievances received during the quarter July to September, 2020 | No. of Grievances disposed during the quarter July to September, 2020 | No. of Grievances pending at close of the quarter ending Septemebr,2020 | No. of Grievances pending which are older than 2 months | No. of sittings of CGRF in the quarter ending September, 2020 |
|---------|---------------------|---|-------------|--|---|---|---|---|---|
| 1 | Assam | APDCL, Dibrugarh | 1 | Nil | Nil | N | N | Nil | Nil |
| | | APDCL, Tezpur Zone | 1 | Not submitted | | | | | |
| | | APDCL, Bongagaon | 1 | Not submitted | | | | | |
| | | Guwhati | 1 | Not submitted | | | | | |
| | | APDCL, Rangia | 1 | Not submitted | | | | | |
| | | Total | 5 | Not submitted | | | | | |
| 2 | Andhra Pradesh | APSPDCL/Tirupati/Andhra Pradesh | 2 | 96 | 29 | 76 | 49 | 20 | 30 |
| | | APEPDCL/Visakhapatnam | | 55 | 41 | 49 | 47 | 21 | 8 |
| | | Total | | 151 | 70 | 125 | 96 | 41 | 38 |
| 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 | Gujrat | PGVCL Rajkot,PGVCL Bhavnagar, PGVCL Bhuj, UGVCL, MGVCL, DGVC, TPL-Ahmedabad, TPL Surat , TPL Dahej | 9 | 68 | 222 | 196 | 94 | 25 | 68 |
| 7 | Haryana | UHBVNL | 2 | 177 | 101 | 224 | 54 | 1 | 33 |
| | | DHBVNL | | 44 | 188 | 66 | 122 | 60 | 24 |
| | | Total | | 221 | 289 | 290 | 176 | 61 | 57 |
| 8 | Himachal Pradesh | Kasumti, Shimla | 1 | 29 | 26 | 42 | 13 | 7 | 9 |
| 9 | Jharkhand | | 9 | 49 | 6 | 6 | 49 | 41 | 28 |
| 10 | Karnataka | BESCOM | 5 | 15 | 16 | 2 | 69 | 49 | 2 |
| | | MESCOM | | 4 | 1 | 4 | 1 | 0 | 4 |
| | | HESCOM | | 7 | 5 | 8 | 4 | 3 | 5 |
| | | GESCOM | | 17 | 6 | 4 | 19 | 14 | 8 |
| | | CESC | | 0 | 5 | 4 | 1 | 0 | 1 |
| | | Total | | 43 | 33 | 22 | 94 | 66 | 20 |
| 11 | Kerala | CGRF-North (KSEB) | 5 | 31 | 32 | 44 | 19 | 3 | 16 |
| | | CGRF-Central (KSEB) | | 26 | 31 | 24 | 33 | Nil | 18 |
| | | CGRF-South (KSEB) | | 30 | 45 | 19 | 56 | Nil | 6 |
| | | Trichur Corpn. | | 1 | 1 | 1 | 1 | Nil | 1 |
| | | KDHPCL | | Nil | Nil | Nil | Nil | Nil | Nil |
| | | Total | | 88 | 109 | 88 | 109 | 3 | 41 |
| 12 | Madhya Pradesh | ECGRF Jabalpur | 3 | Not submitted | | | | | |
| | | ECGRF Indore | | | | | | | |
| | | ECGRF Bhopal | | | | | | | |
| 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, AEML-D, TPC-D, Mindspace, Gigaplex, NUPLLP, KRC | 24 | 230 | 84 | 114 | 191 | 113 | 124 |
| 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 | 65 | 608 | 529 | 149 | 11 | 144 |
| 16 | Punjab | PSPCL, Patiala | 2 | 68 | 102 | 108 | 62 | 24 | 39 |
| | | PSPCL, Ludhiana | | 63 | 99 | 107 | 55 | 7 | 26 |
| | | Total | | 131 | 201 | 215 | 117 | 31 | 65 |

| | | | | | | | | | |
|----|---|--|-----|---------------|-------|------|------|-----|-----------|
| 17 | Rajasthan | Ajmer | 716 | 531 | 2225 | 1213 | 1176 | 263 | 77 |
| | | Jaipur | | 2747 | 8342 | 7530 | 3759 | 287 | 200 |
| | | Jodhpur | | 532 | 1029 | 937 | 624 | 137 | 82 |
| | | Total | | 3810 | 11596 | 9880 | 5529 | 685 | 359 |
| 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 | 44 | 421 | 610 | 401 | 630 | 241 | 39 |
| 19 | Uttar Pradesh | Agra | | | | | | | |
| 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 | 968 | 415 | 398 | 985 | 625 | 703 |
| 20 | Uttarakhand | Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh | 9 | 132 | 180 | 172 | 141 | 69 | Full Time |
| 21 | West Bengal | WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC) | 20 | Not submitted | | | | | |
| 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 | 7 | 8 | 15 | 3 | 20 | 17 | 10 |
| | | Daman & Diu | | 12 | 0 | 0 | 12 | 12 | 0 |
| | | Dadra Nagar Haveli | | 6 | 17 | 19 | 4 | Nil | 6 |
| | | Chandigarh | | 24 | 9 | 88 | 26 | 5 | 15 |
| | | Andman & Nicobar Islands | | 4 | 12 | 5 | 11 | Nil | 32 |
| | | Puducherry | | 6 | 13 | 16 | 3 | Nil | 14 |
| | | Lakshadweep | | 3 | 1 | 0 | 4 | 4 | 0 |
| | | Total | | 63 | 67 | 131 | 80 | 38 | 77 |
| 24 | Sikkim | Sikkim | 1 | Not submitted | | | | | |
| 25 | Chhattisgarh | Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai | 5 | 34 | 31 | 36 | 29 | 16 | 84 |
| 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 | 321 | 78 | 215 | 184 | 138 | 34 |

| 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 June, 2020 | No. of Grievances received during the quarter July to September, 2020 | No. of Grievances disposed during the quarter July to September, 2020 | No. of Grievances pending at close of the quarter ending September, 2020 | No. of Grievances pending which are older than 2 months | No. of sittings of Ombudsman in the quarter ending September, 2020 |
| 1 | Assam | 1 | 1 | 1 | Nil | 2 | 1 | 1 |
| 2 | Andhra Pradesh | 1 | 0 | 4 | 4 | 0 | 0 | 2 |
| 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 | 23 | 24 | 4 | 43 | 28 | 28 |
| 7 | Haryana | 1 | 6 | 13 | 14 | 5 | 3 | 27 |
| 8 | Himachal Pradesh | 1 | 13 | 19 | 13 | 19 | - | 7 |
| 9 | Jharkhand | 1 | 4 | 0 | 1 | 3 | 3 | 60 |
| 10 | Karnataka | 1 | 7 | 11 | 12 | 6 | 2 | 18 |
| 11 | Kerala | 1 | 9 | 8 | 15 | 2 | Nil | 11 |
| 12 | Madhya Pradesh | | Not submitted | | | | | |
| 13 | Maharashtra | 2 | 35 | 23 | 36 | 21 | 32 | 42 |
| 14 | Meghalaya | 1 | Nil | Nil | Nil | Nil | Nil | Nil |
| 15 | Odisha | 2 | 21 | 35 | 14 | 42 | 15 | 32 |
| 16 | Punjab | 1 | 18 | 18 | 20 | 9 | 0 | 20 |
| 17 | Rajasthan | 1 | 14 | 6 | 11 | 9 | Nil | Full time |
| 18 | Tamil Nadu | 1 | 49 | 18 | 25 | 42 | 0 | 23 |
| 19 | Uttarakhand | 1 | 5 | 8 | 5 | 8 | 2 | Full time |
| 20 | Uttar Pradesh | 1 | 110 | 38 | 47 | 101 | 79 | 30 |
| 21 | West Bengal | 1 | Not submitted | | | | | |
| 22 | (JERCMM) Manipur & Mizoram | 1 | NIL | NIL | NIL | NIL | NIL | NIL |
| 23 | JERC Goa & All Uts | 1 | 2 | 2 | 2 | 2 | Nil | 2 |
| 24 | Chhattisgarh | 1 | 7 | 9 | 5 | 11 | 0 | 40 |
| 25 | Tripura | 1 | Not submitted | | | | | |
| 26 | Sikkim | 1 | Nil | | | | | |
| 27 | Nagaland | 1 | Nil | Nil | NA | NA | Nil | Nil |
| 28 | Telangana | 1 | 5 | 10 | 8 | 7 | 4 | 42 |

| 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 | | | |
| 2 | Andhra Pradesh | | | 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 Deppt Of Power, Government of Arunachal Pradesh |
| 4 | Bihar | | | Not submitted | | | |
| 5 | Delhi | | | Not submitted | | | |
| 6 | GUJARAT | Notification No. 10 of 2005 dated 31.03.2005 | 14.7.2020 | https://www.gercin.org/standard-of-performance-quarter-year-discom/ | Nil | Nil | 14.7.2020 |
| | | Uttar Gujarat Vij Company Ltd (UGVCL) | | | | | |
| | | Madhya Gujarat Vij Company Ltd (MGVCL) | 17.6.2020 | https://www.gercin.org/standard-of-performance-quarter-year-discom/ | Nil | Nil | 17.6.2020 |
| | | Paschim Gujarat Vij Company Ltd. | 30.6.2020 | https://www.gercin.org/standard-of-performance-quarter-year-discom/ | Nil | Nil | 30.6.2020 |
| | | Dakshin Gujarat Vij Company Ltd. | 26.5.2020 | https://www.gercin.org/standard-of-performance-quarter-year-discom/ | Nil | Nil | 02.05.2020 |
| | | TPL-Ahmedabad | 02.05.2020 | http://www.gercin.org/sop.aspx | Nil | Nil | 02.05.2020 |
| | | TPL-Surat | 02.05.2020 | https://www.gercin.org/standard-of-performance-quarter-year-discom/ | Nil | 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 2020-21 furnished by the UHBVNL vide Memo no. Ch-65/RA/F-67 Vol-XII dated 24.08.2020 and by DHBVNL Vide Memo no. Ch-92/SE/RA-232/Vol-111 dated 15.06.2020. | DHBVN - FY 2019-20: https://dhbvn.org.in/web/portal/standard-of-performance-of-dhbvn UHBVN - FY 2020-21 https://uhbvn.org.in/web/portal/standard-of-performance-of-uhbvn | Nil | Nil | https://dhbvn.org.in/web/portal/standard-of-performance https://uhbvn.org.in/web/portal/standard-of-performance-of-uhbvn Quarterly data of sop for FY 20-21 published on 24.08.2020 |
| 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 | | | |

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| 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 | Not submitted | | | | | |
| 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 | 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. |
| 13 | Kerala | KSERC (Standards of Performance of Distribution Licensees) regulations, 2015 dated 15.12.2015 | Not furnished by the licensees Directed all licensees to furnish the report by December -2020 | NA | Nil | NA | NA |
| 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 BEST, AEML-D*, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRC furnished data to the Commission as follows: FY 19-20 ===== | 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 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 For 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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| | | | BEST 13.09.19 04.11.19 19.06.20 16.06.20 31.08.20 | | | | |
| | | | AEML-D* 01.08.19 16.12.19 01.02.20 24.04.20 29.07.20 | | | | |
| | | | TPC-D 30.07.19 04.11.19 29.01.20 28.04.20 27.07.20 | | | | |
| | | | MSEDCL 23.10.19 27.01.20 23.07.20 25.08.20 - | | | | |
| | | | MBPPL 06.08.19 05.11.19 03.03.20 21.07.20 22.07.20 | | | | |
| | | | GEPL 06.08.19 05.11.19 03.03.20 21.07.20 22.07.20 | | | | |
| | | | NUPLLP 02.07.19 09.10.19 13.01.20 08.04.20 13.07.20 | | | | |
| | | | KRC 06.08.19 05.11.19 03.03.20 21.07.20 22.07.20 | | | | |
| 16 | Meghalaya | Not submitted | | | | | |

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| 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.orerc.org (Home Page) ->"Performance of Discoms" for the FY 2018-19 | Nil | Nil | 11.12.2019 in News papers (www.orerc.org (Home Page)) ->"Performance of Discoms" for the FY 2018-19 Above information is also available in the Website of distribution licensees in www.wescoodisha.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 FY2019-20 <div> <div>Time Period</div> <div>Name of Discom</div> <div>Date of Receipt</div> </div> 2nd half of FY 19-20 Jaipur Discom 23.6.2020 2nd half of FY 19-20 Ajmer Discom 16.6.2020 2nd half of FY 19-20 Jodhpur Discom 06.8.2020 | 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 | 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 |
| 21 | Tamil Nadu | 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 | |
| 24 | Uttarakhand | April 17, 2007 | | | | | |

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| 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 | Not Submitted | | | | |
| 26 | Chattisgarh | 5th July, 2006 | NA | NA | Nil | - | 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 Sl No 3 above. |