

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. FOR-11013(11)/5-OCT-DEC/2020-CER

Dated: 26th March, 2021

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 **October to December, 2020** 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.: Eight Copies

(Rajiv 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 December, 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 December, 2020 as against the status in quarter ended September, 2020 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending September, 2020	Status of Vacancy for quarter ending December, 2020
1.	Chhattisgarh SERC	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.	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 UTs	Goa Three Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory 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.	Four Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory of Lakshadweep and Union Territory Puducherry since 7.2.2020, 20.01.2018, 1.12.2019 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.	Bihar	Not submitted	1 st Member at Patna, 3 rd Member at Patna, 3 rd Member at Purnea, 3 rd Member at Muzaffarpur, 2 nd Member at Bhagalpur, 3 rd Member, Bhagalpur, 2 nd Member at Gaya, 3 rd Member at Gaya since 20.12.2019, 26.02.2013, 23.10.2017, 23.10.2017, 02.08.2019, 23.10.2017, 02.08.2019 and 23.10.2017 respectively.
4.	Kerala SERC	One vacancy against the post of Members (nominated by SERC) in since 12.06.2019.	One vacancy against the post of Members (nominated by SERC) in since 12.06.2019.

5.	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>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 Ratan Lal</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>	<p>Eight (08) vacancies against the post of Chairperson in Kolhapur, Nashik, Aurangabad, Amravati, Nagpur, Kalyan, Baramati and Akola.</p> <p>Six (06) vacancies against the post of Member (CPO) in Nashik, Aurangabad, Amravati, Kalyan, Baramati and Akola</p> <p>Three (03) vacancies against the post of Member (Licensee) in Amravati, Nagpur, Kalyan</p>
6.	Odisha	Nil	Two vacancies against the post of Co-opted Member in CGRF, Burla, Sambalpur, Odisha and Member (Finance) in CGRF, Jeypore, Koraput, Odisha

7.	Tamil Nadu	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.	Two vacancies against the post of Member in Coimbatore EDC/South. Coimbatore EDC/North since 22.08.2018 and 16.8.2018 respectively.
8.	Telangana SERC	One vacancy Chairperson in CGRF-II TSNPDCL, Nirmal from 01.07.2019 One vacancy Member (Finance) in CGRF-I TSSPDCL from 01.07.2020.	Nil
9.	Uttar Pradesh ERC	Twelve vacancies against the post of Chairperson and Technical Member in CGRFs (Six Chairpersons and 6 Technical Members) in Chitrkut, Aligarh, Kesco, Lucknow, Azamgarh, Moradabad and Saharanpur.	Thirteen vacancies against the post of Judicial Member and Technical Member in CGRFs (Six Judicial Members and Seven Technical Members) in Agra, Chitrkut, Aligarh, Varanasi, Azamgarh, Gorakhpur, Meerut, Moradabad and Saharanpur.
10.	Uttarakhand ERC	One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand	One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand
11.	Jharkhand	Three vacancies against the post of Chairperson/Chairperson-cum-Member (Legal) in TASUISL, Vidyut Upbhokta Shikayat Niwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 25.8.2020, 7.11.2019 and 5.5.2020 respectively.	Three vacancies against the post of Chairperson/Chairperson-cum-Member (Legal) in TASUISL, Vidyut Upbhokta Shikayat Niwaran Forum, JSEB Medininagar and Damodar Valley Corporation Maithon Jharkhand since 25.8.2020, 7.11.2019 and 5.5.2020 respectively. Four vacancies against the post of Member (Engineer)/Member

	<p>Eight vacancies against the post of (Accounts)/Member (Finance & Member (Technical), Accounts) in Vidyut Upbokta Shikayat Member (Finance & Acts)/Niwaran Forum, Chibasa, Vidyut Upbokta Member (Engineer) in CGRF in Shikayat Niwaran Forum, Dumka, Vidyut Tata Steel Ltd., Vidyut Upbokta Upbokta Shikayat Niwaran Shikayat Niwaran Forum, Forum, Medininagar since 01.05.2020, Chaibasa, Vidyut Upbokta 30.07.2014, 30.06.2012 and Shikayat Niwaran Forum Dumka, 26.07.2014 respectively. Vidyut Upbokta Shikayat Niwaran Forum, Hazaribagh, Vidyut Upbokta Shikayat Niwaran 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, 30.07.2020, 26.07.2014 and 01.06.2020 respectively.</p>
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Note: Relevant information from ERCs of 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.	Jharkhand	Nil	Post of Ombudsman vacant since 01.12.2020
3.	Karnataka	Nil	Post of Ombudsman vacant since 09.03.2020

Note: Relevant information from ERCs of 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 September, 2020	Status of Vacancy for quarter ending December, 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 September, 2020	Status of Vacancy for quarter ending December, 2020
1.	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 Members in the State of Chattisgarh.
2. Four 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 Four vacancies against the post of Member (Engineering)/Member (Accounts) and Member (Finance & Acs) in the State of Jharkhand.
5. Eight vacancies against the post of Members in the State of Bihar.
6. Two vacancies against the post of Members in the State of Tamil Nadu.
7. Eight vacancies against the post of Chairpersons, Six vacancies against the post of Member (CPO) and Three vacancies against the post of Member (Licensee) in the State of Maharashtra
8. Two vacancies against the post of Member in the State of Odisha.
9. One vacancy against the post of Member (Judicial) in the state of Uttrakhand.
10. Thirteen vacancies against the post of Judicial Member and Technical Member in the state of Uttar Pradesh

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 Jharkhand is vacant since 01.12.2020
4. The post of Ombudsman in the state of Karnataka is vacant since 09.03.2020

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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 September,	No. of Grievances received during the quarter July to December, 2020	No. of Grievances disposed during the quarter July to December, 2020	No. of Grievances pending at close of the quarter ending December, 2020	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December, 2020
1	Assam	APDCL, Dibrugarh	1	Nil	Nil	N	N	Nil	Nil
		APDCL, Tezpur Zone	1	Nil	Nil	N	N	Nil	Nil
		AERC, ASEB, Guwhati	1	Nil	Nil	N	N	Nil	Nil
		APDCL, Nagaon	1	Nil	Nil	N	N	Nil	Nil
		APDCL, Rangia	1	Nil	Nil	N	N	Nil	Nil
		Total	5	Nil	Nil	N	N	Nil	Nil
2	Andhra Pradesh	APSPDCL/Tirupati/ Andhra Pradesh	2	49	14	31	44	30	15
		APEPDCL/Visakhapatnam		47	55	61	41	15	12
		Total		96	69	92	85	45	27
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya	5	288	24	75	237	257	73
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	118	106	113	111	36	59
6	Gujrat	PUGVCL - Ahmedabad, UGVCL - Mehsana, MGVCCL, RAJKOT FORUM, BHAVNAGAR FORUM, BHUJ FORUM, JUNAGADH FORUM, DGVCL, TPL- Ahmedabad, TPL- Surat TPL-Dahej	11	126	216	236	106	44	90
7	Haryana	UHBVNL	2	54	85	94	45	1	30
		DHBVNL		112	155	110	167	110	27
		Total		166	240	204	212	111	57
8	Himachal Pradesh	Kasumti, Shimla	1	13	9	1	21	12	3
9	Jharkhand		9	48	8	5	50	45	45
10	Karnataka	BESCOM	5	69	11	21	59	53	12
		MESCOM		1	3	1	3	0	1
		HESCOM		4	3	5	2	0	9
		GESCOM		19	7	3	23	16	2
		CESC		1	4	1	4	0	4
		Total		94	28	31	91	69	28
11	Kerala	CGRF-North (KSEB)	5	19	57	39	37	0	22
		CGRF-Central (KSEB)		33	32	31	34	0	27
		CGRF-South (KSEB)		56	24	34	46	20	5
		Trichur Corpn.		1	0	1	0	0	1
		KDHPCL		Nil	Nil	Nil	Nil	Nil	Nil
		Total		109	113	105	117	20	55
12	Madhya Pradesh	ECGRF Jabalpur	3	Not submitted					
		ECGRF Indore							
		ECGRF Bhopal							
		Total							

13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Aurangabad Zone, Amravati Zone, Pune Zone, Nagpur Zone, Kalyan Zone, Baramati Zone, Akola Zone, Vasai Zone, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex, NUPLLP, KRC	18	169	140	107	199	114	158
14	Meghalaya	Meghalaya , CGRF		Not submitted					
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	156	1551	1352	355	7	269
16	Punjab	PSPCL, Patiala	2	62	132	141	55	10	36
		PSPCL, Ludhiana		55	117	103	69	9	27
		Total		117	249	244	124	19	63
17	Rajasthan	Ajmer	716	1146	1907	2053	1000	196	81
		Jaipur		3759	9458	8867	4350	206	235
		Jodhpur		624	1281	1209	696	153	102
		Total		5529	12646	12129	6046	555	418
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,	44	627	635	697	565	171	78
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,	20	985	949	660	1274	652	904
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh,	9	140	209	178	171	41	Full Time
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	2	4	402	401	5	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	7	20	9	27	2	0	4
		Daman & Diu		12	2	0	14	14	0
		Dadra Nagar Haveli		4	1	5	0	0	6
		Chandigarh		26	39	51	14	0	12
		Andman & Nicobar Islands		11	4	11	4	1	27
		Puducherry		3	17	12	8	1	11
		Lakshadweep		4	0	0	4	0	0
		Total		80	72	106	46	16	60
24	Sikkim	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	29	57	60	26	6	83
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	184	215	164	235	108	47

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 September, 2020	No. of Grievances received during the quarter July to December, 2020	No. of Grievances disposed during the quarter July to December, 2020	No. of Grievances pending at close of the quarter ending December, 2020	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending December, 2020
1	Assam	1	1	3	2	3	1	3
2	Andhra Pradesh	1	0	19	19	0	0	13
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	13	1	0	14	13	20
5	Delhi	1	4	12	7	9	1	9
6	Gujarat	1	43	27	12	58	38	43
7	Haryana	1	5	14	17	2	0	34
8	Himachal Pradesh	1	19	10	15	14	4	6
9	Jharkhand	1	3	Nil	Nil	3	3	23
10	Karnataka	1	6	6	11	1	0	14
11	Kerala	1	2	17	4	15	0	9
12	Madhya Pradesh		Not submitted					
13	Maharashtra	2	21	39	37	23	3	41
14	Meghalaya	1	Not submitted					
15	Odisha	2	42	56	62	36	13	118
16	Punjab	1	9	17	19	7	0	27
17	Rajasthan	1	9	9	12	6	Nil	Full time
18	Tamil Nadu	1	42	22	31	0	33	28
19	Uttarakhand	1	8	10	14	4	0	Full time
20	Uttar Pradesh	1	101	67	59	109	58	29
21	West Bengal	1	144	28	24	148	127	17
22	(JERCMM) Manipur & Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts	1	2	8	6	4	2	5
24	Chhattisgarh	1	11	3	5	9	0	62
25	Tripura	1	Not submitted					
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Nagaland	1	Nil	Nil	NA	NA	Nil	Nil
28	Telangana	1	7	14	5	16	6	16

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	Not applicable	Nil	Nil	Not published as no report submitted by the Deptt. Of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007. On the request of the Board it was made effective from 22.4.2008.	The report for all the four quarters of FY 18-19 has been submitted by the Licensee. This is under examination for Publication.	Report submitted in hard copy	None	Nil	The report for FY 2018-19 onwards have been published on 08.02.2020 in Newspapers
5	Delhi	<p>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.</p> <p>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.derr.soy.in.</p>	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-dcl.com & www.bsesdelhi.com	Nil	Nil	<p>The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2018-19 and the same has been incorporated in Tariff Order dated 28.08.2020. The copy of the same is available on the website of DERC i.e.</p> <p>Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.co.in</p>
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	14.7.2020	https://www.gercin.org/standard-of-performance-quarter-year-discom/	Nil	Nil	14.7.2020
		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
		Dakhsin 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 2004HERC(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.	UHBVN - FY 2020-21: https://hbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf https://hbvn.org.in/staticContent/documents/SOP_2nd_FY_2020_21_20ZS.pdf UHBVN - FY 2019-20: http://hbvn.org.in/staticContent/documents/SOP_4th_Qtr_18ZS.pdf http://hbvn.org.in/staticContent/documents/SOP_3rd_Qtr_27ZS.pdf http://hbvn.org.in/staticContent/documents/SOP_2nd_Qtr_28ZS.pdf http://hbvn.org.in/staticContent/documents/SOP_1st_Qtr_28ZS.pdf DHBVN – FY 2019-20: https://dhnv.org.in/staticContent/new/HERC/SOP/SOP_4th_Quarter_FY-2019-20.pdf https://dhnv.org.in/staticContent/new/HERC/SOP/SOP_3rd_Quarter_FY-2019-20.xls https://dhnv.org.in/staticContent/new/HERC/SOP/SOP_2nd_Quarter_FY-2019-20.pdf https://dhnv.org.in/staticContent/new/HERC/SOP/SOP_1st_Quarter_FY-2019-20.xls	Nil	Nil	https://herc.gov.in/content/10561 DHBVNL.aspx https://herc.gov.in/content/10561 UHBVNL.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																																																																																	
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																																																																																	
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 -2021	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	BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRCfurnished data to the Commission as follows: <table><tr><th colspan="4">FY 19-20</th><th colspan="2">20-21</th></tr><tr><th></th><th>QI</th><th>QII</th><th>QIII</th><th>QIV</th><th>QI</th><th>Q II</th></tr><tr><td colspan="7">-----</td></tr><tr><td>BEST</td><td>13.09.19</td><td>04.11.19</td><td>19.06.20</td><td>19.06.20</td><td>31.08.20</td><td>18.11.20</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><td>29.07.20</td><td>30.10.20</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><td>27.07.20</td><td>28.10.20</td></tr><tr><td>MSEDCL</td><td>23.10.19</td><td>27.01.20</td><td>23.07.20</td><td>25.08.20</td><td>17.11.20</td><td>11.01.21</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><td>22.07.20</td><td>-</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><td>22.07.20</td><td>-</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><td>13.07.20</td><td>07.01.21</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><td>22.07.20</td><td>-</td></tr></table>	FY 19-20				20-21			QI	QII	QIII	QIV	QI	Q II	-----							BEST	13.09.19	04.11.19	19.06.20	19.06.20	31.08.20	18.11.20	AEML-D*	01.08.19	16.12.19	01.02.20	24.04.20	29.07.20	30.10.20	TPC-D	30.07.19	04.11.19	29.01.20	28.04.20	27.07.20	28.10.20	MSEDCL	23.10.19	27.01.20	23.07.20	25.08.20	17.11.20	11.01.21	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	07.01.21	KRC	06.08.19	05.11.19	03.03.20	21.07.20	22.07.20	-	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 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 For MSEDCL compensation paid – amounting to Rs 29,956/- (Upto Quarter II of FY 18-19)	On 28.02.2019, details are available on the Commission's web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II)
FY 19-20				20-21																																																																															
	QI	QII	QIII	QIV	QI	Q II																																																																													

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KRC	06.08.19	05.11.19	03.03.20	21.07.20	22.07.20	-																																																																													
16	Meghalaya	Not submitted																																																																																	

17	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004	WESCO Utility- 14.12.2020 TPCODL - 20.08.2020 NESCO Utility - 15.12.2020 SOUTHCO Utility - 15.09.2020	www.orer.org (Home Page) -> "Performance of Distcos" for the FY 2019-20	Nil	Nil	22.12.2019 in News papers (www.orer.org (Home Page) -> "Performance of Distcos" for the FY 2018-19 Above information is also available in the Website of distribution licensees in www.tpcentralodisha.com for CESU, www.nescodisha.com for NESCO Utility, www.southoodisha.com for SOUTHCO Utility and www.wescodisha.com for WESCO Utility
18	Punjab	PSERC (Electricity Supply Code and Related Matters) Regulation, 2014 issued vide notification No PSERC/Secy/Regu.97 dated 05.11.2014	SoP information for the period of 1.4.2019 to 30.3.2020 (yearly) stands submitted before the PSERC vide PSPCL memo dated 20.10.2020	-	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 Time Period Name of Discom Date of Receipt 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 2nd 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					
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/WBERC/Annual Report/2019-20/797 dated 22.12.2020	Annual Performance Report for the year 2016-17 submitted by The 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 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
		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: RA/II/002/20-21/2104 dated 11.01.2021	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Ltd (Formerly DPSC 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 Report for the year 2016-17 submitted by Indian Power Corporation Ltd (Formerly DPSC Ltd.) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010
26	Chattisgarh	27th May, 2020	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	19	Rs 76900	No report was published by SERC for the reason mentioned at SI No 3 above
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