

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. FOR-11013(11)/4-JAN-MAR/2022-CERC

Dated: 02.09.2022

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.

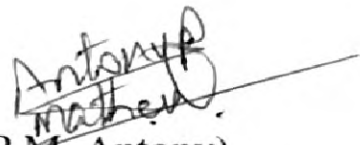
Sir,

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, 2022** 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


(P.M. Antony)
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 June, 2022

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).
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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, 2022 as against the status in quarter ended March, 2022 is as under:-

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending March, 2022	Status of Vacancy for quarter ending June, 2022
1	Bihar	One vacancy against the post of third Member of CGRF at Bihar since 25.02.2022.	One vacancy against the post of third Member of CGRF at Muzaffarpur, Bihar since 25.02.2022.
2	Chhattisgarh	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.
3	Delhi	Three vacancies against the post of Chairperson in CGRF-BYPL, CGRF-TPDDL and CGRF – NDMC, Delhi since 06.12.2021, 27.12.2021 and 07.12.2021 respectively. Two vacancies against the post of Member (Legal) in CGRF-NDMC and Member (CRM) in CGRF – BYPL, Delhi since 19.03.2021 and 14.10.2021 respectively. Eight vacancies against the post of Member (Technical), CGRF-NDMC, Member CGRF- NDMC, Member (Technical), CGRF-BYPL, Member CGRF-BYPL, Member (Technical), CGRF-BRPL, Member CGRF, BRPL, Member (Technical), CGRF-TPDDL and Member CGRF- TPDDL since 24.02.2022 <i>[As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on 24.02.2022 in the Delhi Gazette.</i>	Three vacancies against the post of Chairperson in CGRF-BYPL, CGRF-TPDDL and CGRF – NDMC, Delhi since 06.12.2021, 27.12.2021 and 07.12.2021 respectively. One vacancy against the post of Member (Legal) in CGRF-NDMC, Delhi since 19.03.2021. Eight vacancies against the post of Member (Technical), CGRF-NDMC, Member CGRF- NDMC, Member (Technical), CGRF-BYPL, Member CGRF-BYPL, Member (Technical), CGRF-BRPL, Member CGRF, BRPL, Member (Technical), CGRF-TPDDL and Member CGRF- TPDDL since 24.02.2022 <i>[As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on 24.02.2022 in the Delhi Gazette.</i>

4.	Gujarat	<p>One vacancy against the post of Chairperson in CGRF-TPL-D(A), Ahmedabad since 05.03.2022.</p> <p>Two vacancies against the post of Independent Member in CGRF-UGVCL, Ahmedabad and TPL-D(A), Ahmedabad since 26.03.2022 and 28.03.2022 respectively.</p>	<p>One vacancy against the post of Chairperson in CGRF-TPL-D(A), Ahmedabad since 06.03.2022.</p> <p>Two vacancies against the post of Independent Member in CGRF-UGVCL, Ahmedabad and TPL-D(A), Ahmedabad since 26.03.2022 and 29.03.2022 respectively.</p>
	Haryana	Nil	One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra.
5.	JERC Goa UTs	<p>Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively.</p> <p>Four vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli and Lakshadweep since October, 2014, August, 2013, 26.8.2014 and April, 2010 respectively</p> <p>One vacancy against the post of Independent Member in Andaman & Nikobar since 17.11.2021.</p>	<p>Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 28.1.2022 and 1.12.2019 respectively.</p> <p>Three vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar and Lakshadweep since October, 2014, August, 2013, and April, 2010 respectively</p> <p>One vacancy against the post of Independent Member in Andaman & Nikobar since 17.11.2021.</p>
6.	Jharkhand	<p>Two vacancies against the post of Chairperson in Sail Bokaro, Jharkhand and Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh since 19.11.2021 and 30.09.2020 respectively.</p> <p>Three vacancies against the post of Member (Finance), Jamshedpur since 02.04.2021, Ranchi, and Maithon since 01.02.2022.</p> <p>Four vacancies against the post of Member (Accounts)/Member (Finance & Accounts) in Hazaribag, Chaibasa, Dumka and Medininagar since 30.07.2020, 30.07.2014, 30.06.2012, and 26.07.2014 respectively.</p> <p>One vacancy against the post of Member (Technical) in CGRF, Jamshedpur since 1.9.2021.</p>	<p>Four vacancies against the post of Chairperson / Chairperson cum Member (Legall) in Sail Bokaro, Jharkhand, Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh, Chaibasa and Medininagar since 19.11.2021, 30.09.2020, 25.5.2022 and 7.11.2019 respectively.</p> <p>Three vacancies against the post of Member (Finance), Jamshedpur since 02.04.2021, Ranchi, and Maithon since 01.02.2022 respectively.</p> <p>Four vacancies against the post of Member (Accounts)/Member (Finance & Accounts) in Hazaribag, Chaibasa, Dumka and Medininagar since 30.07.2020, 30.07.2014, 30.06.2012, and 26.07.2014 respectively.</p> <p>Two vacancies against the post of Member (Technical) in CGRF, Jamshedpur and Medininagar since</p>

		Three vacancies against the post of Member (Engg.) in Chaibasa since 01.05.2020, Dumka and Hazaribagh since 29.02.2020.	1.9.2021 and 05.10.2021 respectively. Three vacancies against the post of Member (Engg.) in Chaibasa since 01.05.2020, Dumka and Hazaribagh since 29.02.2020.
7.	Kerala	One vacancy against the post of Member (Licensee) in Kannan Devan Hills Plantations Company Pvt. Ltd. since 27.11.2021.	Nil
8.	Madhya Pradesh	One vacancy against the post of Member (Independent) in Jabalpur since 01.01.2022	One vacancy against the post of Member (Independent) in Bhopal since 01.06.2022
9.	Maharashtra	Three vacancies against the post of Chairperson in CGRF Nashik, Akola and Vasi. Three vacancies against the post of Member (Licensee) in CGRF Nasik, Amaravati, and Pune. Two vacancies against the post of Member (CPO) in CGRF Nashik and Amravati.	Three vacancies against the post of Chairperson in CGRF Nashik, Akola and Vasi. Three vacancies against the post of Member (Licensee) in CGRF Nasik, Amaravati, and Pune. Two vacancies against the post of Member (CPO) in CGRF Nashik and Amravati.
10.	Meghalaya	One vacancy against the post of Member (Technical) since March, 2020	Nil
11.	Punjab	Two vacancies against the post of Member (Technical) in CGRF Patiala and Ludhiana.	Two vacancies against the post of Member (Technical) in CGRF Patiala and Ludhiana.
12.	Odisha	Information not submitted	Information not submitted
13.	Tamil Nadu	One vacancy against the post of Chairperson in Kanchipuram EDC since 06.12.2021 Two vacancies against the post of Member in Chennai EDC (North), Salem EDC since 30.11.2013 and 01.11.2013 respectively.	Four vacancies against the post of Member in Tirupur EDC since 21.03.2022, Udumalpet EDC since 15.11.2021 and Tuticorin EDC (two vacancies) since 06.03.2022 respectively.
14.	Uttar Pradesh	Fifteen vacancies against the post of Judicial Member in CGRFs Agra, Kanpur, Jhansi, Chitrkut, Aligarh,	Fifteen vacancies against the post of Judicial Member in CGRFs Agra, Kanpur, Jhansi, Chitrkut, Aligarh,

		Lucknow, Ayodhya, Varanasi, Prayagraj, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur. Fourteen vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Varanasi, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.	Lucknow, Ayodhya, Varanasi, Prayagraj, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur. Fifteen vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Greater Noida, Varanasi, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.
15.	Uttarakhand	One vacancy against the post of Judicial Member in Haridwar.	One vacancy against the post of Judicial Member in Haridwar.

Note: Relevant information from ERCs of Rajasthan, Odisha, JERC For Uts of J&K and Ladakh, Tripura and Telangana was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of June, 2022 as against the status in quarter ended March, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2022	Status of Vacancy for quarter ending June, 2022
1.	Maharashtra	Post of Ombudsman, Nagpur in vacant since 16.03.2022	Post of Ombudsman, Nagpur in vacant since 16.03.2022
2.	Jharkhand	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Post of Ombudsman, Jharkhand in vacant since 01.12.2020

Note: Relevant information from ERCs of Rajasthan, Odisha, JERC For Uts of J&K and Ladakh, Tripura and Telangana was not received as on the date of preparing this report.

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending June, 2022 as against the status in quarter ended March, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2022	Status of Vacancy for quarter ending June, 2022
1.	Nagaland	Information not submitted	Nil

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 June, 2022 as against the status in quarter ending March, 2022 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2022	Status of Vacancy for quarter ending June, 2022
1.	Nagaland	Information not submitted	Nil

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. One vacancy against the post of Member in the State of Bihar.
2. Five vacancies against post of Independent Members and one vacancy against the post of Member in the State of Chhattisgarh.
3. Three vacancies against the post of Chairperson and nine vacancies against the post of Member in the UT of Delhi.
4. One vacancy against the post of Chairperson and two vacancies against the post of Independent Member in the State of Gujarat.
5. One vacancy against the post of Chairperson in the State of Haryana.
6. Three vacancies against the post of Chairperson, Three vacancies against the post of Member (Licensee) and one Independent Member in in the State of Goa and UTs.
7. Four vacancies against the post of Chairperson/Chairperson sum Member (Legal), Three vacancies against the post of Member (Finance), Four vacancies against the post of Member (Accounts)/Member (Finance & Accounts), Two vacancies against the post of Member (Technical) and Three vacancies against the post of Member (Engineering) in the State of Jharkhand.
8. Three vacancies against the post of Chairpersons, two vacancies against the post of Member (CPO) and three vacancies against the post of Member (Licensee) in the State of Maharashtra
9. One vacancy against the post of Member (Independent) in the State of Madhya Pradesh.
10. Two vacancies against the post of Member (Technical) in the State of Punjab.
11. Four vacancies against the post of Member in the State of Tamil Nadu.
12. Fifteen vacancies against the post of Judicial Member and Fifteen vacancies against the post of Technical Member in the state of Uttar Pradesh.
13. One vacancy against the post of Judicial Member in the State of Uttarakhand.

Vacancies in Ombudsman

1. The post of Ombudsman is vacant in the States of Maharashtra and Jharkhand.

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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, 2022	No. of Grievances received during the quarter April to June, 2022	No. of Grievances disposed during the quarter April to June, 2022	No. of Grievances pending at close of the quarter ending June, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June, 2022
1	Assam	APDCL, Dibrugarh	1	1	0	0	1	1	0
		APDCL, Tezpur Zone	1	0	0	0	0	0	0
		AERC, ASEB, Guwhati	1	2	5	1	6	2	11
		Bongaigaon	1	0	0	0	0	0	0
		APDCL, Nagaon	1	1	0	0	1	1	0
		Jorhat	1	0	0	0	0	0	0
		APDCL, Rangia	1	0	0	0	0	0	0
		Silchar	1	0	0	0	0	0	0
		Total	8	4	5	1	8	4	11
2	Andhra Pradesh	APSPDCL/Tirupati/ Andhra Pradesh	3						
		APEPDCL/Visakhapatnam		28	29	27	30	12	13
		APCPDCL Vijaywada		18	17	13	22	13	34
		Total		46	46	40	52	25	47
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	Nil	Nil	Nil	
4	Bihar	Patna, Patna (E), Patna(W), Nalanda, Ara, Gaya, Sasaram, Aurangabad, Bhagalpur, Munger, Jamui, Darbhanga, Muzaffarpur, Kishanganj, Chapra, Samastipur, Motihari, Saharsa, Purnea, Begusarai	20	309	178	113	320	226	302
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	87	152	146	93	16	48
6	Gujrat	UGVCL - Ahmedabad, UGVCL - Mehsana, MGVC Vadodara, MGVC Godhra, PGVC Rajkot, PGVC Bhuj, PGVC Bhavnagar, PGVC Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej	13	49	184	167	66	11	67
7	Haryana	UHBVNL	2	70	125	102	93	14	29
		DHBVNL		180	103	97	186	16	38
		Total		250	228	199	279	30	67
8	Himachal Pradesh	Kasumti, Shimla	1	17	10	13	14	8	8
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	54	9	12	51	45	49
10	Karnataka	BESCOM	5	70	9	9	70	64	10
		MESCOM		2	3	2	3	0	2
		HESCOM		7	5	4	8	2	6
		GESCOM		19	10	20	9	7	5
		CESC		1	9	4	6	1	5
		Total		99	36	39	96	74	28
11	Kerala	CGRF-North (KSEB)	5	69	39	31	77	40	8
		CGRF-Central (KSEB)		11	33	25	19	0	8
		CGRF-South (KSEB)		28	24	28	24	0	3
		CGRF Technopark		1	0	0	1	0	0
		Trichur Corpn.		2	0	2	0	0	2
		CGRF - KDHPCL		0	1	0	1	0	1
		CGRF-CZEZA		0	1	0	1	0	0
		CGRF Others		Nil	Nil	Nil	Nil	Nil	Nil
		Total		111	98	86	123	40	22
12	Madhya Pradesh	ECCGRF Jabalpur	3	126	74	108	92	31	11
		ECCGRF Indore		67	100	90	77	10	30
		ECCGRF Bhopal		60	15	55	20	12	16
		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	616	421	330	654	397	508		
14	Meghalaya	Meghalaya . CGRF	1	Nil	4	2	2	Nil	3		
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeypore	12	Information not submitted							
16	Punjab	PSPCL, Patiala	2	64	41	21	84	72	8		
		PSPCL, Ludhiana		58	33	42	49	36	17		
		Total		122	74	63	133	108	25		
17	Rajasthan	Ajmer	716	Information not submitted							
		Jaipur									
		Jodhpur									
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	349	786	790	345	65	89		
		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	1374	260	243	1391	1182	428
		20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	180	236	275	141	40	Full Time
		21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	20	16	232	231	17	1	2
		22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	2	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	0	10	7	3	0	7
				Daman & Diu		4	0	3	1	1	4
				Dadra Nagar Haveli		0	1	1	0	0	1
				Chandigarh		23	45	42	26	0	7
				Andman & Nicobar Islands		10	11	0	16	12	0
				Puducherry		19	93	81	31	0	26
				Lakshadweep		0	3	3	0	0	1
		Total		56	163	137	77	13	46		

24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh			Information not submitted					
25	Sikkim	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	49	53	49	53	21	78
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	3	Information not submitted					
28	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	TSSPDCL-I & II, TSNPDCL-I &	4	Information not submitted					

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, 2022	No. of Grievances received during the quarter April to June, 2022	No. of Grievances disposed during the quarter April to June, 2022	No. of Grievances pending at close of the quarter ending June, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June, 2022	
1	Assam	1	2	0	1	1	1	2	
2	Andhra Pradesh	1	0	10	10	0	0	19	
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil	
4	Bihar	1	10	8	13	5	4	35	
5	Delhi	1	12	8	10	10	2	12	
6	Gujarat	1	59	19	38	40	32	49	
7	Haryana	1	1	9	6	4	3	25	
8	Himachal Pradesh	1	3	7	2	8	2	4	
9	Jharkhand	1	6	0	0	6	6	0	
10	Karnataka	1	26	14	25	15	7	68	
11	Kerala	1	22	26	21	27	1	23	
12	Madhya Pradesh	1	9	3	10	2	0	8	
13	Maharashtra	2	45	67	63	49	0	66	
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil	
15	Odisha	2	Information not submitted						
16	Punjab	1	3	19	21	1	Nil	43	
17	Rajasthan	1	Information not submitted						
18	Tamil Nadu	1	28	28	14	42	26	3	
19	Uttarakhand	1	18	5	15	8	0	Full Time	
20	Uttar Pradesh	1	82	46	39	89	55	17	
21	West Bengal	1	151	47	88	110	74	58	
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil	
23	JERC Goa & All Uts	1	2	8	5	5	0	4	
24	Chhattisgarh	1	6	8	6	8	1	59	
25	Tripura	1	Information not submitted						
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil	
27	Nagaland		Nil	Nil	Nil	Nil	Nil	Nil	
28	Telangana	1	Information not submitted						

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			Information not submitted			
2	Andhra Pradesh			Information 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	Nil	Nil	Not published as no report submitted by the Deppt Of Power, Government of Arunachal Pradesh	-
4	Bihar	Notification issued on 18 01 2007. On the request of erstwhile BSEB it was made effective from 22 04 2008 There after 2nd Amendment has been done and notified on 23 08 2017.	For Financial Year 2021-22 report not submitted by Discoms yet	For Financial Year 2021-22 report not submitted by Discoms yet	For Financial Year 2021-22 report not submitted by Discoms yet	For Financial Year 2021-22 report not submitted by Discoms yet	The report for FY 2020-21 has been published on 15 03 2022 in News Papers
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard — Metering & Billing) Regulations, 2002, notified on 19 08 2002 and amended on 01 01 2003 and 20 05 2003 This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18 04 2007 as amended on 12 08 2011, 23 03 2015, 29 04 2016 and 07 06 2016 The copy of the same is available on the website of DERC i e www dere 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 dere gov in	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified The Commission in its Regulations has directed Distribution Licensees to upload the data on their website	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i e www tatapower-ddl com & www bsesdelhi com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2019-20 and the same has been incorporated in Tariff Order dated 30 09 2021 The copy of the same is available on the website of DERC i e www dere gov in Further, the reports submitted by Discoms are also uploaded on the website of DERC i e www dere gov in
6	GUJRAT	Notification No. 10 of 2005 dated 31 03 2005 Uttar Gujarat Vj Company Ltd (UGVCL)	27 005 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	01 06 2021
		Madhya Gujarat Vj Company Ltd (MGVCL)	13 06 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	09 07 2020
		Paschim Gujarat Vj Company Ltd	17 06 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	12 05 2021
		Dakhsin Gujarat Vj Company Ltd	13 06 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	15 06 2021

		TPL-Ahmedabad	30 04 2022	http://www.gercin.org/sop.aspx	Nil	Nil	08 06 2021
		TPL-Surat	30 04 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08 06 2021
		TPL-Dahej	30 04 2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08 06 2021
7	Haryana	16th July 2004 HERC (Standards of Performance for the Distribution Licensee) Regulation 2004 as amended time to time	Information for 4th Quarter of FY 2021-22 furnished by the UHBVNL vide Memo no Ch-30/RA/F-67 Vol-(14) dated 25 04 2022 and by DHBVNL Vide Memo no Ch-217/SE/RA-232/ Vol-III dated 21 04 2022	<p>UHBVNL - FY 2021-22 (Jan 2022 to March 2022) https://www.uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf</p> <p>UHBVNL - FY 2020-21 https://uhbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf</p> <p>https://www.uhbvn.org.in/staticContent/documents/SOP_3rd_FY_2020_21_20ZS.pdf https://www.uhbvn.org.in/staticContent/documents/SOP_2nd_FY_2020_21_20ZS.pdf https://www.uhbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf</p> <p>DHBVNL - FY 2022-23 (April, 22) https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_April_2022.pdf</p> <p>DHBVNL - FY 2021-22(Jan 2022 to March 2022) https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_FY_2021-22_Q-4.pdf</p> <p>DHBVNL - FY 2020-21 https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_FY_2020-21_Q-4.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_FY_2020-21_Q-3.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_FY_2020-21_Q-2.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVNL_SoP_FY_2020-21_Q-1.pdf</p>	Nil	Nil	https://herc.gov.in/content/10561DHBVNL.aspx https://herc.gov.in/content/10561UHBVNL.aspx
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010 Notification No HPERC/401 dated 08-Oct-2010.	Not yet received	Nil	Nil	Nil	Not yet published
9	Jharkhand	Information 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	Information not submitted					

14	Madhya Pradesh	23.11.2012 (MPERC Performance Standards) (Revision-II) Regulations, 2012 (No. RG-8(II) of 2012)	28.11.2020 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur 21.11.2020 - MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore 01.12.2020 - MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal	-	Nil	Nil	26.06.2021 - Uploaded on Commission's Website																																																																																										
15	Maharashtra	MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005 2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014 Further, 2014 Regulations are superseded by MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25 February, 2021	FY 20-21 and FY 21-22 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRC furnished data to the Commission as follows <table border="1"> <thead> <tr> <th></th> <th colspan="4">FY 20-21</th> <th colspan="4">21-22</th> </tr> <tr> <th></th> <th>QI</th> <th>QII</th> <th>QIII</th> <th>QIV</th> <th>QI</th> <th>QII</th> <th>QIII</th> <th>IV</th> </tr> </thead> <tbody> <tr> <td>BEST</td> <td>31.08.20</td> <td>18.11.20</td> <td>16.02.21</td> <td>31.05.21</td> <td>14.09.21</td> <td>06.01.22</td> <td>23.02.22</td> <td>27.05.2022</td> </tr> <tr> <td>AEML-D*</td> <td>29.07.20</td> <td>30.10.20</td> <td>29.01.21</td> <td>12.05.21</td> <td>31.07.21</td> <td>10.11.21</td> <td>09.02.22</td> <td>05.05.2022</td> </tr> <tr> <td>TPC-D</td> <td>28.07.20</td> <td>28.10.20</td> <td>21.01.21</td> <td>28.04.21</td> <td>28.07.21</td> <td>30.11.21</td> <td>27.01.22</td> <td>26.04.2022</td> </tr> <tr> <td>MSEDCL</td> <td>17.11.20</td> <td>11.01.21</td> <td>05.05.21</td> <td>30.07.21</td> <td>21.10.21</td> <td>20.12.21</td> <td>11.04.22</td> <td>18.07.2022</td> </tr> <tr> <td>MBPPL</td> <td>22.07.20</td> <td>30.09.21</td> <td>30.09.21</td> <td>30.09.21</td> <td>20.10.21</td> <td>21.10.21</td> <td>03.02.22</td> <td>18.05.2022</td> </tr> <tr> <td>GEPL</td> <td>22.07.20</td> <td>30.09.21</td> <td>30.09.21</td> <td>30.09.21</td> <td>20.10.21</td> <td>21.10.21</td> <td>03.02.22</td> <td>18.05.2022</td> </tr> <tr> <td>NUPLLP</td> <td>13.07.20</td> <td>07.01.21</td> <td>07.01.21</td> <td>21.04.21</td> <td>06.07.21</td> <td>19.10.21</td> <td>04.01.22</td> <td>04.04.2022</td> </tr> <tr> <td>KRC</td> <td>22.07.20</td> <td>30.09.21</td> <td>30.09.21</td> <td>30.09.21</td> <td>20.10.21</td> <td>21.10.21</td> <td>03.02.22</td> <td>18.05.2022</td> </tr> </tbody> </table>		FY 20-21				21-22					QI	QII	QIII	QIV	QI	QII	QIII	IV	BEST	31.08.20	18.11.20	16.02.21	31.05.21	14.09.21	06.01.22	23.02.22	27.05.2022	AEML-D*	29.07.20	30.10.20	29.01.21	12.05.21	31.07.21	10.11.21	09.02.22	05.05.2022	TPC-D	28.07.20	28.10.20	21.01.21	28.04.21	28.07.21	30.11.21	27.01.22	26.04.2022	MSEDCL	17.11.20	11.01.21	05.05.21	30.07.21	21.10.21	20.12.21	11.04.22	18.07.2022	MBPPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	GEPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	NUPLLP	13.07.20	07.01.21	07.01.21	21.04.21	06.07.21	19.10.21	04.01.22	04.04.2022	KRC	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	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 2021-22 AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil MSEDCL - 4 Cases	For FY 2021-22 AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil For MSEDCL compensation paid - amounting to Rs. 33,508/-	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 20-21				21-22																																																																																												
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16	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil																																																																																										
17	Odisha	Information not submitted																																																																																															
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 1.4.2021 to 31.3.2022 stands submitted before the PSERC vide PSPCL memo dated 30.06.2022	-	Nil	Nil	-																																																																																										
19	Rajasthan	Information not submitted																																																																																															
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	-	-	-	1	1000	-																																																																																										
22	Tripura	Information not submitted																																																																																															
23	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	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. Crm/WBERC/ Report/113 dated 21.07.2022	Annual Performance Report for the year 2016-17 submitted by The WBSEDCL 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 WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010.																																																																																										

		Same as above	Memo No RA/II/002/22-23/44 dated 02 07 2022	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Ltd (Formally 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 IPCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010.
		Same as above	Memo No Coml/CGRF-22-23/922 dated 02 07 2022	Annual Performance Report for the year 2016-17 submitted by DVC in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No WBERC/B-27/5/1098 dated 07 11 2017	Nil	Nil	Annual 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.
26	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA (The matter being pursued)
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	Nil	Nil	Nil	Nil
28	Telangana	Information not submitted					