

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. FOR-11013(11)/2-JULY-SEPT/2022-CERC

Dated: 23.12.2022

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 **July to September, 2022** 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,



(Rajeev Kumar)
Assistant Secretary (FOR)

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending September, 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).

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, 2022 as against the status in quarter ended June, 2022 is as under:-

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending June, 2022	Status of Vacancy for quarter ending September, 2022
1.	Andhra Pradesh	Nil	One vacancy against the post of Member (Independent) since 08.09.2022
2	Bihar	One vacancy against the post of third Member of CGRF at Muzaffarpur, Bihar since 25.02.2022.	Nil
3	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.
4.	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. 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 [As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on	Two vacancies against the post of Member (Legal) and Member (Technical) in CGRF-NDMC, Delhi since 19.03.2021 and 24.02.2022 respectively. Seven vacancies against the post of, 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 [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.	
5.	Gujarat	<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>	<p>One vacancies against the post of Independent Member in CGRF-UGVCL, UGVCL Mehsana Forum since 21.06.2022.</p>
6.	Haryana	<p>One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra.</p>	<p>One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra</p>
7.	JERC Goa UTs	<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>	<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>Two vacancies against the post of Independent Member in Andaman & Nikobar and Dadra and Nagar Haveli and Daman and Diu since 17.11.2021 and 16.07.2022 respectively.</p>
8.	Jharkhand	<p>Four vacancies against the post of Chairperson / Chairperson cum Member (Legal) 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>Four vacancies against the post of Chairperson / Chairperson-cum-Member (Legal) in Sail Bokaro, Jharkhand, Vidyut Upbhokta Shikayat Niwaran Forum, Ranchi, Chaibasa and Medininagar since 19.11.2021, 25.5.2022 and 7.11.2019 respectively.</p> <p>Two vacancies against the post of Member (Finance), Jamshedpur since 02.04.2021 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>One vacancy against the post of Member</p>

		Two vacancies against the post of Member (Technical) in CGRF, Jamshedpur and Medininagar since 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.	III (Independent) in Ranchi. One vacancy against the post of Member (Technical) in CGRF, Jamshedpur since 1.9.2021.. One vacancy against the post of Member (Engg.) in Hazaribagh since 29.02.2020.
9.	Kerala	Nil	Information not submitted
10.	Madhya Pradesh	One vacancy against the post of Member (Independent) in Bhopal since 01.06.2022	One vacancy against the post of Member (Independent) in Bhopal since 01.06.2022
11.	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.	Seven vacancies against the post of Chairperson in CGRF Nashik, Pune, Kalyan, Baramati, Akola, Vasai and Tata Power Company Ltd. Two vacancies against the post of Member (Licensee) in CGRF Nasik and Amaravati. Three vacancies against the post of Member (CPO) in CGRF Nashik, Amravati and Tata Power Company Ltd.
12.	Meghalaya	Nil	Nil
13.	Punjab	Two vacancies against the post of Member (Technical) in CGRF Patiala and Ludhiana.	One vacancy against the post of Member (Technical) in CGRF Punjab since 03.09.2022..
14.	Odisha	Information not submitted	Nil
15.	Tamil Nadu	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.	One vacancy against the post of Member (Legal) in Tuticorin EDC since 06.05.2022.
16.	Uttar Pradesh	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. Fifteen vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Greater Noida, Varanasi, Gorakhpur,	Information not submitted.

		Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.	
17.	Uttarakhand	One vacancy against the post of Judicial Member in Haridwar.	Three vacancies against the post of Technical Member in Haridwar, Srinagar, (Garhwal) and Uttarkashi.

Note: Relevant information from ERCs of Kerala, Rajastahan, Uttar Pradesh, 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 September, 2022 as against the status in quarter ended June, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2022	Status of Vacancy for quarter ending September, 2022
1.	Arunachal Pradesh	Not submitted	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.
2.	Maharashtra	Post of Ombudsman, Nagpur in vacant since 16.03.2022	Post of Ombudsman, Nagpur in vacant since 16.03.2022
3.	Jharkhand	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Post of Ombudsman, Jharkhand in vacant since 01.12.2020
4.	Bihar	Nil	Post of Ombudsman, Bihar in vacant since 22.08.2022

Note: Relevant information from ERCs of Kerala, Rajasthan, Uttar Pradesh, 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 September, 2022 as against the status in quarter ended June, 2022 is as under.

S. No.	SERCs/ JERCs		Status of Vacancy for quarter ending June, 2022	Status of Vacancy for quarter ending September, 2022
1.	Nagaland		Nil	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 September, 2022 as against the status in quarter ending June, 2022 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2022	Status of Vacancy for quarter ending September, 2022
1.	Nagaland	Nil	Nil

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. One vacancy against the post of Member (Independent) in the State of Andhra Pradesh.
2. Five vacancies against post of Independent Members and one vacancy against the post of Member in the State of Chhattisgarh.
3. Two vacancies against the post of Member (Legal & Member Technical), and seven vacancies against the post of Member in the UT of Delhi.
4. One vacancy 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 two vacancies against the post of Independent Member in in the State of Goa and UTs.
7. Four vacancies against the post of Chairperson/Chairperson-cum-Member (Legal), Nine vacancies against the post of Member (Finance)/ Member (Accounts)/Member (Finance & Accounts) / Member (Technical)/Member-III (Independent) and Member (Engineering) in the State of Jharkhand.
8. Seven vacancies against the post of Chairpersons, three vacancies against the post of Member (CPO) and two 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. One vacancy against the post of Member (Technical) in the State of Punjab.
11. One vacancy against the post of Member in the State of Tamil Nadu.
12. Three vacancies 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 Arunachal Pradesh, 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 June 2022	No. of Grievances received during the quarter July to September, 2022	No. of Grievances disposed during the quarter July to September, 2022	No. of Grievances pending at close of the quarter ending September, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending September, 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	6	4	6	4	1	19
		Bongaigaon	1	0	0	0	0	0	0
		APDCL, Nagaon	1	-	-	-	-	-	-
		Jorhat	1	0	0	0	0	0	0
		APDCL, Rangia	1	0	0	0	0	0	0
		Silchar	1	-	-	-	-	-	-
		Total	8	7	4	6	5	2	19
2	Andhra Pradesh	APEPDCL/Visakhapatnam	3	30	81	52	59	0	24
		APCPDCL Vijaywada		22	10	14	18	12	41
		Total		52	91	66	77	12	65
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	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	312	344	308	346	234	416
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	93	150	140	103	15	46
6	Gujrat	UGVCL - Ahmedabad, UGVCL - Mehsana, MGVC L Vadodara, MGVC L Godhra, PGVC L Rajkot,PGVC L Bhuj, PGVC L Bhavnagar, PGVC L Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej	13	106	160	196	70	24	129
7	Haryana	UHBVNL	2	93	41	55	79	16	36
		DHBVNL		237	99	179	316	12	37
		Total		330	140	234	395	28	73
8	Himachal Pradesh	Kasumti, Shimla	1	14	10	9	15	14	6
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	53	5	1	58	40	25
10	Karnataka	BESCOM	5	70	12	8	74	64	6
		MESCOM		3	4	4	3	1	5
		HESCOM		8	13	7	14	2	6
		GESCOM		9	29	21	17	3	12
		CESC		6	7	8	5	4	3
		Total		96	65	48	113	74	32
11	Kerala	CGRF-North (KSEB)	5	Not submitted					
		CGRF-Central (KSEB)							
		CGRF-South (KSEB)							
		CGRF Technopark							
		Trichur Corpn.							
		CGRF - KDHPCL							
		CGRF-CZEZA							
		CGRF Others							
		Total							
12	Madhya Pradesh	ECGRF Jabalpur	3	92	227	200	119	3	30
		ECGRF Indore		77	91	98	70	19	28
		ECGRF Bhopal		20	6	7	19	14	11
		Total		189	324	305	208	36	69

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	654		362	329	589	389	413
14	Meghalaya	Meghalaya , CGRF	1	2		1	Nil	3	2	2
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	376		1862	1987	251	1	239
16	Punjab	PSPCL, Patiala	2	49		90	120	19	2	27
		PSPCL, Ludhiana								
		Total		49		90	120	19	2	27
17	Rajasthan	Ajmer	716	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	345		864	847	362	18	82
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	1396		407	354	1449	1292	466
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G),Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	141		369	295	215	267	Full Time
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	4	17		282	281	18	Nil	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		3		10	9	4	0	9
		Dadra Nagar Haveli and Daman & Diu		1		0	1	0	0	1
		Chandigarh		26		37	48	15	0	8
		Andman & Nicobar Islands		16		5	0	17	12	0
		Puducherry		31		35	53	13	0	44
		Lakshadweep		0		0	0	0	0	0
		Total		77		87	111	49	12	62

24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh			Not submitted					
25	Sikkim	Sikkim	6	Nil	Nil	Nil	Nil	Nil	Nil
26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	54	37	53	38	9	84
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		Not submitted					
28	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	TSSPDCL-I & II, TSNPDCL-I &		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 June, 2022	No. of Grievances received during the quarter July to September, 2022	No. of Grievances disposed during the quarter July to September, 2022	No. of Grievances pending at close of the quarter ending September, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending September, 2022
1	Assam	1	1	1	2	1	1	7
2	Andhra Pradesh	1	0	10	6	4	0	19
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	5	3	3	5	4	25
5	Delhi	1	10	15	15	10	5	15
6	Gujarat	1	40	16	30	26	19	52
7	Haryana	1	4	5	11	2	1	25
8	Himachal Pradesh	1	8	9	5	12	10	5
9	Jharkhand	1	6	1	0	7	7	Nil
10	Karnataka	1	15	9	10	14	6	46
11	Kerala	1	Not submitted					
12	Madhya Pradesh	1	2	5	4	3	1	13
13	Maharashtra	2	49	69	45	73	0	52
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	109	93	79	93	38	Nil
16	Punjab	1	1	14	12	3	Nil	26
17	Rajasthan	1	Not submitted					
18	Tamil Nadu	1	42	33	27	48	-	34
19	Uttarakhand	1	8	7	11	4	0	Full Time
20	Uttar Pradesh	1	89	52	52	89	65	19
21	West Bengal	1	113	48	85	76	47	69
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	5	10	12	3	0	10
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	Not submitted						
25	Chhattisgarh	1	8	8	5	11	0	59
26	Tripura	1	Not submitted					
27	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	1	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	1	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 APERC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation	Not furnished	NA	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	<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.www.derc.gov.in</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.derc.gov.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-ddl.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 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.derc.gov.in</p> <p>Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.gov.in</p>	
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	27.005.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	27.05.2022	
		Madhya Gujarat Vij Company Ltd.(MGVCL)	13.06.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	13.06.2022	
		Paschim Gujarat Vij Company Ltd.	17.06.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	17.06.2022	
		Dakhsin Gujarat Vij Company Ltd.	13.06.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	13.06.2022	
		TPL-Ahmedabad	30.04.2022	http://www.gercin.org/sop.aspx	Nil	Nil	30.04.2022	
		TPL-Surat	30.04.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2022	
		TPL-Dahej	30.04.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2022	

7	Haryana	24th April, 2020, HERC Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020.	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.	UHBVN – FY 2021-22: https://uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf DHBVN – FY 2021-22: https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-4.pdf UHBVN-FY 2022-23(April 2022 to June 2022): https://uhbvn.org.in/staticContent/documents/SOP/09_SOP_1st_FY_2022_23_01DO.pdf DHBVN-FY 2022-23(April 2022 to June 2022):	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	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	Information not submitted					
13	Karnataka	24-05-2004 vide Notification No D/01/03	Distribution Companies i.e., BESCO, MESCOM, CESC, HESCO & 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.
14	Kerala	Information not submitted					
15	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

16	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><thead><tr><th></th><th colspan="4">FY 20-21</th><th colspan="4">21-22</th><th colspan="4">FY 22-23</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>QIV</th><th>QI</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><td>08.08.22</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><td>04.08.22</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><td>31.07.22</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><td>-</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><td>22.08.22</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><td>22.08.22</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><td>04.07.22</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><td>22.08.22</td></tr></tbody></table>		FY 20-21				21-22				FY 22-23					QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	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	08.08.22	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	04.08.22	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	31.07.22	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	22.08.22	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	22.08.22	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	04.07.22	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	22.08.22	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				FY 22-23																																																																																																					
	QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI																																																																																																					
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17	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil	Nil	Nil																																																																																																					
18	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004	-	www.oriarc.org (Home Page) – "Performance of Distcos" for the FY 2020-21	NA	NA	Above information is also available in the Website of distribution licensees in www.tpcentralodisha.com for TPCODL, www.tpnodl.com for TPNODL, www.tpsouthernodisha.com for TPSODL and www.tpwesternodisha.com for TPWODL.																																																																																																							
19	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.	2020-21	Nil	Nil	-																																																																																																							
20	Rajasthan		Information not submitted																																																																																																											
21	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified bt 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.																																																																																																							
22	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil																																																																																																							
23	Tripura		Information not submitted																																																																																																											
24	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																																																																																																								
25	Uttarakhand	April 17, 2007	Information not submitted																																																																																																											

26	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/002/22-23/71 dated 13.10.2022	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-22-23/782 dated 08.10.2022	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.
27	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA (The matter being pursued)
28	Nagaland	1) Regulations on SoP issued vide Notification No. NERC/REGN/2012(A) dated 31/01/2012. 2) The Department of Power, Nagaland, is yet to start implementing.	Nil	Nil	Nil	Nil	Nil
29	Telangana	Information not submitted					