

FORUM OF REGULATORS (FOR)

C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

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FOR-11013(11)/4-JAN-MAR/2023-CERC

Dated:11.09.2023

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

Sub:Quarterly Report on the Compliance of the Directions given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

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, 2023 is enclosed as **Annexure**.

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.
3. This issues with the approval of Secretary, FOR/CERC.

Encl.: Eight Copies

Yours sincerely,



(Antony Pellissery Mathew)
Assistant Secretary (FOR)

Copy to : The Chairperson, All SERCs & JERCs.

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, 2023 as against the status in quarter ended March, 2023 is as under: -

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending March, 2023	Status of Vacancy for quarter ending June, 2023
1.	Bihar	Nil	Information Not submitted
2.	Chhattisgarh	Post of Member in CGRF Jagdalpur since 21-12-2017.	Post of Member in CGRF Jagdalpur since 21-12-2017.
3.	Delhi	Three vacancies against the post of Member (Technical) CGRF-NDMC since 24.02.2022, Member (CRM), CGRF-NDMC and Member, CGRF-NDMC since 10.01.2023.	One vacancy against the post of Member (Technical) CGRF-NDMC since 24.02.2022, Two vacancies against the post of Member (CRM), CGRF-NDMC and Member, CGRF-NDMC since 10.01.2023.
4.	Gujarat	One vacancy against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023.	Two vacancies against the post of Chairperson, CGRF in PGVCL – Junagadh and PGVCL – Bhuj since 17.5.2023 and Two vacancies against the post of Independent Member, CGRF in TPL-D (Surat) and TPL-D (Dahej) since 01.01.2023.
5.	JERC Goa UTs	Two vacancies against the post of Chairperson in Union Territory of Chandigarh and Union Territory of Lakshadweep since 16.12.2022 and 1.12.2019 respectively. Two vacancies against the post of Member (Licensee) in Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively One vacancy against the post of Independent Member in Union Territory of Dadar and Nagar Haveli and Daman and Diu since 24.10.2022.	Two vacancies against the post of Chairperson in Union Territory of Chandigarh and Union Territory of Lakshadweep since 16.12.2022 and 1.12.2019 respectively. Two vacancies against the post of Member (Licensee) in Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively One vacancy against the post of Independent Member in Union Territory of Dadar and Nagar Haveli and Union Territory of Lakshadweep since 24.10.2022 and 05.05.2023 respectively.
6.	Jharkhand	Four vacancies against the post of Chairperson-cum-Member (Legal) in Sail Bokaro, Jharkhand, Tata Steel Ltd., Jamshedpur, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa,	Four vacancies against the post of Chairperson-cum-Member (Legal) in Sail Bokaro, Jharkhand, Tata Steel Ltd., Jamshedpur, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa,

		Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 19.11.2021, 15.12.2022, 25.05.2022 and 7.11.2019 respectively. Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur since 02.04.2021 and Damodar Valley Corporation, Maithon since 01.02.2022 respectively. One vacancy against the post of Member (Technical) in Tata Steel Ltd., Jamshedpur since 1.9.2021.	Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 19.11.2021, 15.12.2022, 25.05.2022 and 7.11.2019 respectively. Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur since 02.04.2021 and Damodar Valley Corporation, Maithon since 01.02.2022 respectively. One vacancy against the post of Member (Technical) in Tata Steel Ltd., Jamshedpur since 1.9.2021.
7.	Karnataka	Seven vacancies against the post of Non-official Members of seven Revenue District in BESCOM Forum – Bengaluru Rural Dist., Ramanagara Dist., Kolara Dist., Chikkaballapura Dist., Tumakuru Dist., Davanagera Dist. and Chitradurga since 10.01.23 respectively. One vacancy against the post of Non-official Member in CESC Forum, Kodagu Dist. since 02.01.2023. One vacancy against the post of Non-official Member in HESCOM Forum, Darwad Dist. since 10.01.2023.	Five vacancies against the post of Non-official Members of Five Revenue District in BESCOM Forum – Ramanagara Dist., CESC Kodagu District, HESCOM Bagaalkot District and Haveri District, and Gadaga District since 10.01.2023, 02.01.2023, 01.06.2023 and 17.06.2023 respectively.
8.	Madhya Pradesh	One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023.	One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023.
9.	Maharashtra	Nine vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola, Vasai, Pune, Adani Electricity Mumbai Ltd., KRC Infrastructure and Projects Pvt. Ltd.-SEZ, Jawaharlal Nehru Port Trust-SEZ and EON-SEZ Four vacancies against the post of Member (Licensee) in CGRF Nasik, Amravati, Pune, and Akola. One vacancies against the post of Member (CPO) in CGRF Tata Power Company Ltd.	Nine vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola, Vasai, Pune, Adani Electricity Mumbai Ltd., KRC Infrastructure and Projects Pvt. Ltd.-SEZ, Jawaharlal Nehru Port Trust-SEZ and EON-SEZ Four vacancies against the post of Member (Licensee) in CGRF Nasik, Amravati, Pune, and Akola. One vacancies against the post of Member (CPO) in CGRF Tata Power Company Ltd.
10.	Tamil Nadu	Two vacancies against the post of Member in Kallakurichi EDC and Thirupathur EDC since 04.03.2023.	Three vacancies against the post of Member in Tiruvarur EDC, Villupuram EDC and Thirupathur EDC since 17.02.2023, 07.07.2023 and

			07.05.2023 respectively.
11.	Uttar Pradesh	Eighteen vacancies against the post of Judicial Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Ayodhya, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur Seventeen vacancies against the post of Technical Member in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Gonda, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur	Eighteen vacancies against the post of Judicial Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Ayodhya, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur Eighteen vacancies against the post of Technical Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Gonda, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur

Note: Relevant information from ERCs of Bihar, Meghalaya, Rajasthan, J&K Ladakh and Tripura was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of June, 2023 as against the status in quarter ended March, 2023 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2023	Status of Vacancy for quarter ending June, 2023
1.	Arunachal Pradesh	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.
2.	Jharkhand	Nil	Nil
3.	Bihar	Post of Ombudsman, Bihar in vacant since 22.08.2022.	Information not submitted

Note: Relevant information from ERCs of Bihar, Meghalaya, Rajasthan, J&K Ladakh and Tripura was not received as on the date of preparing this report.

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending June, 2023 as against the status in quarter ended March, 2023 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2023	Status of Vacancy for quarter ending June, 2023
1.	Nagaland	Not submitted	Nil
2.	JERC For J&K & Ladakh	Yet to be notified.	Information not submitted

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, 2023 as against the status in quarter ending March, 2023 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March, 2023	Status of Vacancy for quarter ending June, 2023
1.	Nagaland	Not submitted	Nil
2.	JERC For J&K & Ladakh	Yet to be notified.	Information not submitted

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. One vacancy against the post of Member in the State of Chhattisgarh.
2. Three vacancies against the post of Member CGRF-NDMC in the UT of Delhi.
3. Two vacancies against the post of Chairperson and two vacancies against the post of Independent Member in the State of Gujarat.
4. Two vacancies against the post of Chairperson, Two vacancies against the post of Member (Licensee) and one vacancy against the post of Independent Member in the State of Goa and UTs.
5. Nine vacancies against the post of Chairpersons, Four vacancies against the post of Member (Licensee) and One vacancy against the post of Member (CPO) in the State of Maharashtra.
6. Three vacancies against the post of Member in the State of Tamil Nadu.
7. One vacancy against the post of Independent Member in the State of Madhya Pradesh.
8. Eighteen vacancies against the post of Judicial Member and Eighteen vacancies against the post of Technical Member in the state of Uttar Pradesh.
9. Four vacancies against the post of Chairperson-cum-Member (Legal), two vacancies against the post of Member (Finance) and one vacancy against the post of Member (Technical) in the State of Jharkhand.
10. Five vacancies against the post of Non-official Members in the State of Karnataka.

Vacancies in Ombudsman

1. The post of Ombudsman is vacant in the States of Arunachal Pradesh

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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 March, 2023	No. of Grievances received during the quarter April to June, 2023	No. of Grievances disposed during the quarter April to June, 2023	No. of Grievances pending at close of the quarter ending June, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June, 2023
1	Assam	Dibrugarh Zone	6	1	Nil	Nil	1	1	Nil
		Tezpur Zone		Nil	Nil	Nil	Nil	Nil	Nil
		Guwhati Zone		4	8	7	5	0	21
		Bongaigaon Zone		Nil	Nil	Nil	Nil	Nil	Nil
		Jorhat Zone		Nil	Nil	Nil	Nil	Nil	Nil
		Rangia Zone		Nil	Nil	Nil	Nil	Nil	Nil
		Total	6	5	8	7	6	1	21
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	67	130	151	46	0	24
		APCPDCL, Vijaywada	1	21	26	25	22	14	43
		APSPDCL, Triputi	1	17	13	18	12	1	4
		Total	3	105	169	194	80	15	71
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	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	Not submitted					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	166	174	160	181	54	63
6	Gujrat	UGVCL - Ahmedabad, UGVCL - Mehsana, MGVCL Vadodara, MGVCL Godhra, PGVCL Rajkot, PGVCL Bhuj, PGVCL Bhavnagar, PGVCL Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej	13	62	119	128	53	10	78
7	Haryana	UHBVNL	2	34	82	61	55	1	36
		DHBVNL		11	50	33	28	0	34
		Total		45	132	94	83	1	70
8	Himachal Pradesh	Kasumti, Shimla	1	14	5	13	6	3	6
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	58	10	8	61	38	45
10	Karnataka	BESCOM	5	66	5	6	65	63	4
		MESCOM		1	4	3	2	1	6
		HESCOM		4	3	5	2	1	2
		GESCOM		8	18	16	10	3	4
		CESC		2	3	5	0	0	6
		Total		81	33	35	79	68	22
11	Kerala	CGRF-North (KSEB)	5	22	30	22	30	0	4
		CGRF-Central (KSEB)		13	22	25	10	0	23
		CGRF-South (KSEB)		34	22	24	32	12	7
		Trichur Corpn.		1	0	0	1	1	1
		Total		70	74	71	73	13	35
12	Madhya Pradesh	ECGRF Jabalpur	3	32	53	69	16	Nil	22
		ECGRF Indore		50	64	80	34	3	20
		ECGRF Bhopal		5	19	9	15	3	13
		Total		87	136	158	65	6	55
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, NUPLP, KRC	18	683	293	320	555	373	444
14	Meghalaya	Meghalaya , CGRF	1	Not submitted					

15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeypore	12	900	1691	1907	684	127	341
16	Punjab	PSPCL, Ludhiana	1	5	44	35	14	Nil	13
17	Rajasthan	Ajmer Jaipur Jodhpur	716	Not submitted					
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	402	1574	1374	599	36	116
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	1572	119	131	1560	1521	339
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	240	385	439	186	73	Full Time
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	4	42	706	698	50	26	1
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	2	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission Goa	Goa Dadra Nagar Haveli and Daman & Diu Chandigarh Andman & Nicobar Islands Puducherry Lakshadweep Total	6	4 0 32 12 12 -	8 0 44 12 44 -	10 0 63 12 34 -	2 0 13 12 22 -	0 0 0 1 0 -	7 0 6 12 24 -
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh		10	Not submitted					
25	Sikkim	Sikkim	6	Nil	Nil	Nil	Nil	Nil	Nil
26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	36	32	26	42	19	59
27	Tripura		3	Not submitted					

28	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	CGRF-I -TSSPDCL	4	178	119	196	101	54	10
		CGRF- II-TSSPDCL		49	121	94	76	15	16
		CGRF-I -TSNPDCCL		87	87	104	70	11	14
		CGRF- II- TSNPDCL		312	148	337	123	56	24
		Total	4	626	475	731	370	136	64

Section -VII - States of disposal of Grievances by Ombudsman

Sl. No.	Name of SERC/ JERC's	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending March, 2023	No. of Grievances received during the quarter April to June, 2023	No. of Grievances disposed during the quarter April to June, 2023	No. of Grievances pending at close of the quarter ending June, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June, 2023
1	Assam	1	1	1	Nil	2	2	4
2	Andhra Pradesh	1	1	2	2	1	Nil	17
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	Not submitted					
5	Delhi	1	7	19	13	13	4	11
6	Gujarat	2	33	23	22	34	18	38
7	Haryana	1	4	36	31	9	0	94
8	Himachal Pradesh	1	13	8	11	10	5	6
9	Jharkhand	1	8	0	2	6	6	53
10	Karnataka	1	28	6	14	20	16	45
11	Kerala	1	9	20	15	14	0	23
12	Madhya Pradesh	1	0	2	1	1	0	4
13	Maharashtra	2	60	49	61	48	0	67
14	Meghalaya	1	Not submitted					
15	Odisha	2	99	67	101	65	40	126
16	Punjab	1	0	7	5	2	Nil	16
17	Rajasthan	1	Not submitted					
18	Tamil Nadu	1	16	25	25	19	1	19
19	Uttarakhand	1	14	13	16	11	4	Full Time
20	Uttar Pradesh	1	134	0	0	134	134	0
21	West Bengal	1	98	87	69	116	39	53
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	4	2	6	0	0	4
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh		Not submitted					
25	Chhattisgarh	1	16	9	7	18	1	50
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	4	16	13	7	0	27

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of SERC/ JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	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	22nd December, 2021					
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 Deptt 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		Information Not submitted			
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard — Metering & Billing) Regulations, 2002, notified on 19.08.2002 and amended on 01.01.2003 and 20.05.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 12.08.2011, 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.derec.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.derec.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 date on their website i.e www.tatapower-dli.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.derec.gov.in Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e www.derec.gov.in
6	GURJAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd (UGVCL)	23.05.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	23.05.2023
		Madhya Gujarat Vij Company Ltd (MGVCL)	04.05.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	04.05.2023
		Paschim Gujarat Vij Company Ltd	02.06.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	02.06.2023
		Dakhsin Gujarat Vij Company Ltd.	31.05.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	31.05.2023
		TPL-Ahmedabad	30.04.2023	http://www.gerec.in/sop.aspx	Nil	Nil	30.04.2023
		TPL-Surat	30.04.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2023
		TPL-Dahej	30.04.2023	https://www.gerec.in/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2023

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 UHBVN vide Memo no. Ch-30/RA/E-67 Vol-(14) dated 25.04.2022 and by DHBVN. Vide Memo no. Ch-217/SE/RA-232/ Vol-III dated 21.04.2022	<p>UHBVN – FY 2021 22 (Jan 2022 to March 2022): https://www.uhbvn.org.in/static/Content/documents/SOP/07_SOP_4th_FY_2021_22_25/3.pdf</p> <p>UHBVN – FY 2020 21: https://dhubn.org.in/static/Content/documents/SOP_FY_2020_21_25/8.pdf</p> <p>https://www.uhbvn.org.in/static/Content/documents/SOP_3rd_FY_2020_21_20/5.pdf https://www.uhbvn.org.in/static/Content/documents/SOP_2nd_FY_2020_21_20/5.pdf https://www.uhbvn.org.in/static/Content/documents/SOP_FY_2020_21_25/5.pdf</p> <p>DHBVN – FY 2022 23 (April, 22): https://dhubn.org.in/static/Content/new/HERC/SOP/DHBVN_SoP_April_2022.pdf</p> <p>DHBVN – FY 2021 22 (Jan 2022 to March 2022): https://dhubn.org.in/static/Content/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-4.pdf</p> <p>DHBVN – FY 2020 21: https://dhubn.org.in/static/Content/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-4.pdf https://dhubn.org.in/static/Content/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-3.pdf https://dhubn.org.in/static/Content/new/HERC/SOP/D</p> <p>HBVN_SoP_FY_2020-21_Q-2.pdf https://dhubn.org.in/static/Content/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-1.pdf</p>	Nil	Nil	https://herc.gov.in/content/10561/DHBVN.aspx https://herc.gov.in/content/10561/UHBVN.aspx																																																																																																																																																
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 8th October, 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	19.4.2022	Nil	Nil	Nil	Nil	Nil																																																																																																																																																
13	Karnataka	07-10-2022 vide Notification No. KERC/3/DDD/2022-2023/1039	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.																																																																																																																																																
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 Vidut Vitran Co. Ltd., Jabalpur 21.11.2020 -MP Paschim Ksetra Vidut Vitran Co. Ltd, Indore 01.12.2020 -MP Madhya Ksetra Vidut 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	<p>FY 2021-22, FY 2022-23 and FY 2023-24</p> <p>BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP, EONI & IL JNPT and KRC furnished data to the Commission as follows:</p> <table border="1"> <thead> <tr> <th></th> <th colspan="10">FY 22-23</th> <th>FY 23-24</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> <th></th> </tr> </thead> <tbody> <tr> <td>BEST</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> <td>29.11.22</td> <td>06.01.23</td> <td>11.05.23</td> <td></td> <td></td> </tr> <tr> <td>AEML-D*</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> <td>27.12.22</td> <td>01.03.23</td> <td>12.06.23</td> <td></td> <td></td> </tr> <tr> <td>TPC-D</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> <td>03.11.22</td> <td>03.02.23</td> <td>21.04.23</td> <td></td> <td></td> </tr> <tr> <td>MSEDCL</td> <td>21.10.21</td> <td>20.12.21</td> <td>11.04.22</td> <td>18.07.2022</td> <td>04.11.22</td> <td>05.01.23</td> <td>12.06.23</td> <td>-</td> <td></td> <td></td> </tr> <tr> <td>MBPPL</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> <td>12.01.23</td> <td>11.01.23</td> <td>17.04.23</td> <td>04.07.23</td> <td></td> </tr> <tr> <td>GEPL</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> <td>12.01.23</td> <td>11.01.23</td> <td>17.04.23</td> <td>04.07.23</td> <td></td> </tr> <tr> <td>NUPLLP</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> <td>07.10.22</td> <td>03.01.23</td> <td>17.04.23</td> <td>04.07.23</td> <td></td> </tr> <tr> <td>KRC</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> <td>12.01.23</td> <td>11.01.23</td> <td>10.04.23</td> <td>04.07.23</td> <td></td> </tr> <tr> <td>EONI&IL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>JNPT</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>10.07.23</td> <td></td> </tr> </tbody> </table>		FY 22-23										FY 23-24		QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI		BEST	14.09.21	06.01.22	23.02.22	27.05.2022	08.08.22	29.11.22	06.01.23	11.05.23			AEML-D*	31.07.21	10.11.21	09.02.22	05.05.2022	04.08.22	27.12.22	01.03.23	12.06.23			TPC-D	28.07.21	30.11.21	27.01.22	26.04.2022	31.07.22	03.11.22	03.02.23	21.04.23			MSEDCL	21.10.21	20.12.21	11.04.22	18.07.2022	04.11.22	05.01.23	12.06.23	-			MBPPL	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	11.01.23	17.04.23	04.07.23		GEPL	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	11.01.23	17.04.23	04.07.23		NUPLLP	06.07.21	19.10.21	04.01.22	04.04.2022	04.07.22	07.10.22	03.01.23	17.04.23	04.07.23		KRC	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	11.01.23	10.04.23	04.07.23		EONI&IL											JNPT																				10.07.23		<p>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</p>	<p>For FY 2022-23 (upto Quarter IV) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC and NUPLLP: Nil</p> <p>For FY 2022-23(Upto Quarter III) MSEDCL- 2 Cases</p>	<p>For FY 2022-23(Upto Quarter IV) AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil</p> <p>For FY 2022-23(Upto Quarter III) For MSEDCL compensation paid – amounting to Rs. 7,542.50/-</p>	<p>Details are available on the Commission's web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II)</p>
	FY 22-23										FY 23-24																																																																																																																																												
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KRC	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	11.01.23	10.04.23	04.07.23																																																																																																																																														
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17	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 15.01.2013.		Information Not submitted																																																																																																																																																			

18	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance) Regulations 2004	TPSODL - 30.07.2022 TPNODL -02.07.2022 TPWODL -04.07.2022 TPCODL -22.12.2022	www.oriere.org (Home Page) -->"Performance of Discoms" for the FY 2021-22	Nil	Nil	14.01.2023 in News papers (www.oriere.org (Home Page) -->"Performance of Discoms" for the FY 2021-22. 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.tpwestermodisha.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 01.10.2022 to 31.12.2022(Quarter-3 of 2022-23) stands submitted before the PSERC vide PSPCL memo dated 04.05.2023.	-	Nil	Nil	-
20	Rajasthan			Information not submitted			
21	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.
22	Tamil Nadu	Nil	Nil	Nil	1	250	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					

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/142 dated 31.07.2023	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 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/002/23-24/135 dated 04.07.2023	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formally DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No WBERC/B-27/5/1098 dated 07.11.2017	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formally DPSC Limited) 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/2022-23/1555 dated 04.07.2023	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 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
27	Chattisgarh	27th May, 2020	NA (The matter being pursued)	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			
29	Telangana	TSERC notified SOP on 16.07.2016	TSNPDCL Lr.No.CGM/IPC&RAC/TSNPDCL/HNK/F.SOP/D.No.91/23 Dt.09.06.23 TSSPDCL Lr.No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/N/D.No.82/23 Dt.01.05.23	TSSPDCL https://tserc.gov.in/file_upload/uploads/SoP_TSSPDCL_SoP%20Report%20for%202022-23.pdf TSNPDCL https://tserc.gov.in/file_upload/uploads/SoP_TSNPDCL_SoP%20for%20FY%202021-22.pdf	CGRF I TSNPDCL - 04 case - Rs 44,000 1 CGRF II TSNPDCL-13 case - Rs 33,000	Rs.77,000/-	Date 05.08.2023 https://tserc.gov.in/SoP%20Analysis.php