

**FORUM OF REGULATORS (FOR)**

Sectt : C/o. CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)  
8<sup>TH</sup> FLOOR, WORLD TRADE CENTER, TOWER-B, NAUROJI NAGAR,  
NEW DELHI – 110 029  
Tel: 01123353503

FOR-11013(11)/1-APR-JUNE/2024-CERC

Dated: 23.09.2024

The Registrar  
Appellate Tribunal for Electricity (APTEL)  
Core 4, 7<sup>th</sup> 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 27<sup>th</sup> 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-Revised.**

Sir,

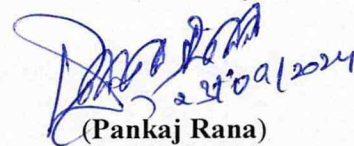
This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27<sup>th</sup> January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter April to June, 2024 is enclosed as **Annexure**.

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

Encl.: Eight Copies

Copy to: The Chairperson, All SERCs & JERCs.

Yours sincerely,



(Pankaj Rana)

Assistant Secretary, FOR

**Report on the Compliance of the Directions**  
**of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> January, 2012 in Review**  
**Petition No. 5 of 2009 in Appeal No. 181 of 2008**  
**for the quarter ending June, 2024**

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 27<sup>th</sup> 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 June, 2024 as against the status in quarter ended March, 2024 is as under: -

| S. No. | SERCs<br>JERCs | Status of Vacancy for quarter ending<br>March, 2024  | Status of Vacancy for quarter ending<br>June, 2024   |
|--------|----------------|--|--|
| 1.     | Chhattisgarh   | One vacancy against the post of Chairperson in CGRF Bhilai since 16.03.2023.<br><br>One vacancy against the post of Member in CGRF Jagdalpur since 21-12-2017. | One vacancy against the post of Chairperson in CGRF Bhilai since 16.03.2023.<br><br>One vacancy against the post of Member in CGRF Jagdalpur since 21-12-2017. |



|    |                |   |   |
|----|----------------|---|---|
| 2. | Delhi          | One vacancy against the post of Member (Technical) CGRF-NDMC since 24.02.2022, Two vacancies against the post of Member, CGRF-NDMC since 10.01.2023.  | One vacancy against the post of Member (Consumer Affairs) CGRF-NDMC since 24.06.2024.   |
| 3. | Bihar          | Two vacancies against the post of Member in CGRF Gaya and Samastipur since October, 2023.   | Two vacancies against the post of Member in CGRF Gaya and Samastipur since October, 2023.   |
| 4. | Gujarat        | Three vacancies against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023, TPL-D (Dahej) since 01.01.2023 and MGVCL - Vadodara since 15.07.2023.   | Three vacancies against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023, TPL-D (Dahej) since 01.01.2023 and MGVCL - Vadodara since 15.07.2023.   |
| 5. | JERC Goa UTs   | Three vacancies against the post of Chairperson in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since 27.11.2023, 01.12.2019 and 19.01.2024 respectively.<br><br>Two vacancies against the post of Member (Licensee) in State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively  | Three vacancies against the post of Chairperson in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since 27.11.2023, 01.12.2019 and 19.01.2024 respectively.<br><br>Two vacancies against the post of Member (Licensee) in State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively  |
| 6. | Jharkhand      | Three vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Utilities and Infrastructure Services Limited, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 12.02.2024, 25.05.2022 and 7.11.2019 respectively.<br><br>Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021 and 01.02.2022 respectively. | Three vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Utilities and Infrastructure Services Limited, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 12.02.2024, 25.05.2022 and 7.11.2019 respectively.<br><br>Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021 and 01.02.2022 respectively. |
| 7. | Karnataka      | Three vacancies against the post of Non-official Members of Three Revenue District in BESCO in Forum Ramanagara District since 10.01.2023 and HESCO in Bagalkot since 01.06.2023 and Belagavi from 22.11.2023.  | Three vacancies against the post of Non-official Members of Three Revenue District in BESCO in Forum Ramanagara District since 10.01.2023 and HESCO in Bagalkot since 01.06.2023 and Belagavi from 22.11.2023.  |
| 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   | Two vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL and Jawahar Nehru Port Trust – SEZ, Mumbai<br><br>One vacancy against the post of Member (CPO Rep.) in Tata Power Company Ltd since 30.06.2022. | Three vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL, Jawahar Nehru Port Trust – SEZ, Mumbai and EON-II (EON – SEZ), Kharadi.<br><br>One vacancy against the post of Member (CPO Rep.) in Tata Power Company Ltd since 30.06.2022. |
| 10. | Odisha ERC    | Nil  | Four vacancies against the post of Co-opted Member of Jajur, Baripada, Keonjhar & Bargarh  |
| 11. | Tamil Nadu    | Three vacancies against the post of Legal Member/Member in Thiruvarur Elec. Distn. Circle, Kanchipuram EDC and Virudunagar EDC since 17.02.2023, 07.10.2023 and 20.11.2023 respectively.   | Two vacancies against the post of Legal Member in Coimbatore EDC/North and Thiruvarur Elec. Distn since 7.5.2024, 17.02.2023 respectively.   |
| 12. | Uttar Pradesh | No vacancy has been reported in all these CGRFs.   | No vacancy has been reported in all these CGRFs.   |

### 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, 2024 as against the status in quarter ended March, 2024 is as under.

| S. No. | SERCs/ JERCs          | Status of Vacancy for quarter ending March, 2024                  | Status of Vacancy for quarter ending June, 2024                   |
|--------|-----------------------|---|---|
| 1.     | Arunachal Pradesh ERC | Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021. | Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021. |
| 2.     | Rajasthan ERC         | The RERC is in process of appointment of new Ombudsman            | Nil   |
| 3.     | Uttarakhand           | Nil   | Post of Ombudsman vacant from 17.4.2024                           |

### 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, 2024 as against the status in quarter ended March, 2024 is as under.



| S. No. | SERCs/<br>JERCs       | Status of Vacancy for quarter ending<br>March, 2024  | Status of Vacancy for quarter ending<br>June, 2024  |
|--------|-----------------------|--|---|
| 1.     | JERC For J&K & Ladakh | Two vacancies of Independent Members for CGRFs in KPDCCL & LPDD. The matter is under process for the appointment of the Members. | Two vacancies of Independent Members for CGRFs in KPDCCL & LPDD. The matter is under process for the appointment of the Members |

#### 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, 2024 as against the status in quarter ending March, 2024 is as under.

| S. No. | SERCs/JERCs           | Status of Vacancy for quarter ending<br>March, 2024   | Status of Vacancy for quarter ending<br>June, 2024 |
|--------|-----------------------|---|--|
| 1.     | JERC For J&K & Ladakh | JERC for J&K & Ladakh has appointed Ombudsman for JPDCL with additional charge of KPDCCL and LPDD for the Uts of J&K and Ladakh, vide order No. 07-JERC of 2024 dated 15.03.2024. | Nil  |

#### Section – V

#### **Summary of the vacant positions**

#### **Vacancies in CGRF**

1. One vacancy against the post Chairperson and one vacancy against the post of Member in the State of Chhattisgarh.
2. One vacancy against the post of Member CGRF-NDMC in the UT of Delhi.
3. Two vacancies against the post of Member in the State of Bihar.
4. Three vacancies against the post of Independent Member in the State of Gujarat.
5. Three vacancies against the post of Chairperson and Two vacancies against the post of Member (Licensee) in the State of Goa and UTs.
6. Three vacancies against the post of Chairperson and One vacancy against the post of Member in the State of Maharashtra.
7. Four vacancies against the post of Co-opted Member in the State of Odisha.
8. Three vacancies against the post of Non-official Member in the State of Karnataka.
9. Two vacancies against the post of Member in the State of Tamil Nadu.
10. One vacancy against the post of Independent Member in the State of Madhya Pradesh.
11. Two vacancies against the post of Independent Member in the State of JERC For J&K & Ladakh
12. Three vacancies against the post of Chairperson-cum-Member (Legal) and two vacancies against the post of Member (Finance) in the State of Jharkhand.

#### **Vacancies in Ombudsman**

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

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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, 2024 | No. of Grievances received during the quarter April to June, 2024 | No. of Grievances disposed during the quarter April to June, 2024 | No. of Grievances pending at close of the quarter ending June, 2024 | No. of Grievances pending which are older than 2 months | No. of sittings of CGRF in the quarter ending June, 2024 |
|---------|---------------------|---|-------------|---|---|---|---|---|--|
| 1       | Assam               | State level,Kamrup (M),Kamrup R,Karimganj,Hailakandi,Dibrugarh,Morigaon,Golaghat, Nagaon,Sonitpur,Bongaigaon,Goalpara,Kokrajhar,North Lakhimpur,Dhemaji,Jorhat,Udalguri,Tinsukia,Sivasagar ,Charaideo,Cachar  | 21          | 2   | 8   | 5   | 5   | 1   | 10   |
| 2       | Andhra Pradesh      | APEPDCL/Visakhapatnam   | 1           | 128   | 124   | 121   | 131   | 62  | 27   |
|         |                     | APCPDCL, Vijaywada  | 1           | 17  | 12  | 15  | 14  | 13  | 27   |
|         |                     | APSPDCL, Triputi  | 1           | 31  | 62  | 36  | 57  | 4   | 14   |
|         |                     | <b>Total</b>  | <b>3</b>    | <b>145</b>  | <b>136</b>  | <b>136</b>  | <b>145</b>  | <b>75</b>   | <b>54</b>  |
| 3       | Arunachal Pradesh   | Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu and Subu  | 8           | 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          | 241   | 341   | 347   | 236   | 49  | 402  |
| 5       | Delhi               | TPDDL, BRPL, BYPL, NDMC   | 4           | 193   | 279   | 228   | 244   | 34  | 67   |
| 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          | 45  | 135   | 122   | 58  | 7   | 79   |
| 7       | Haryana             | UHBVNL  | 2           | 41  | 92  | 91  | 42  | 5   | 35   |
|         |                     | DHBVNL  |             | 21  | 75  | 52  | 44  | 0   | 30   |
|         |                     | <b>Total</b>  |             | <b>62</b>   | <b>167</b>  | <b>143</b>  | <b>86</b>   | <b>5</b>  | <b>65</b>  |
| 8       | Himachal Pradesh    | Kasumti, Shimla   | 1           | 5   | 13  | 0   | 18  | 5   | 0  |
| 9       | Jharkhand           | Sail Bokaro,Tsuisl, Tata Steel Ltd, Jharkhand Bijli Vitran Nigam Limited, Vidhyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidhyut Upbhokta Shikayat Niwaran Forum, Dumka, Vidhyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon | 9           | 52  | 8   | 13  | 49  | 33  | 58   |
| 10      | Karnataka           | BESCOM  | 5           | 28  | 1   | 8   | 21  | 21  | 5  |
|         |                     | MESCOM  |             | 2   | 0   | 2   | 0   | 0   | 1  |
|         |                     | HESCOM  |             | 7   | 3   | 2   | 8   | 5   | 4  |
|         |                     | GESCOM  |             | 12  | 8   | 10  | 10  | 10  | 3  |
|         |                     | CESC  |             | 1   | 0   | 1   | 0   | 0   | 1  |
|         |                     | <b>Total</b>  |             | <b>50</b>   | <b>12</b>   | <b>23</b>   | <b>39</b>   | <b>36</b>   | <b>14</b>  |
| 11      | Kerala              | CGRF-North (KSEB)   | 12          | 15  | 30  | 33  | 12  | 0   | 33   |
|         |                     | CGRF-Central (KSEB)   |             | 29  | 52  | 57  | 24  | 0   | 67   |
|         |                     | CGRF-South (KSEB)   |             | 15  | 20  | 22  | 13  | 0   | 29   |
|         |                     | Trichur Corpn.  |             | 0   | 1   | 1   | 0   | 0   | 3  |
|         |                     | Technopark  |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | KDHPCL  |             | 1   | 0   | 0   | 1   | 1   | 1  |
|         |                     | CoPA  |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | Rubber Park India (Pvt.) Ltd  |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | CSEZA   |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | KPUPL   |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | Infopark  |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | Smart city (Kochi) Infrastructure Privite Limited   |             | 0   | 0   | 0   | 0   | 0   | 0  |
|         |                     | <b>Total</b>  |             | <b>60</b>   | <b>103</b>  | <b>113</b>  | <b>50</b>   | <b>1</b>  | <b>133</b>   |
| 12      | Madhya Pradesh      | ECGRF Jabalpur  | 3           | 38  | 53  | 72  | 19  | 0   | 22   |
|         |                     | ECGRF Indore  |             | 50  | 53  | 29  | 74  | 61  | 18   |
|         |                     | ECGRF Bhopal  |             | 5   | 16  | 2   | 19  | 6   | 6  |
|         |                     | <b>Total</b>  |             | <b>93</b>   | <b>122</b>  | <b>103</b>  | <b>112</b>  | <b>67</b>   | <b>46</b>  |
| 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, LBCML, MADC, Eco-I & II, JNPT  | 22          | 548   | 409   | 318   | 556   | 368   | 320  |
| 14      | Meghalaya           | Meghalaya , CGRF  | 2           | 1   | Nil   | Nil   | 1   | 1   | Nil  |
| 15      | Odisha              | Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jaipur Road, Baripada, Keonjhar, Berhampur, Jeypore, Bhanjanagar and Rayagarh   | 18          | 639   | 1405  | 1638  | 401   | 3   | 543  |



|              |  |  |           |                           |           |           |           |          |           |
|--------------|--|--|-----------|---------------------------|-----------|-----------|-----------|----------|-----------|
| 16           | Punjab   | PSPCL, Ludhiana  | 1         | 9                         | 49        | 53        | 5         | Nil      | 14        |
| 17           | Rajasthan  | Ajmer  | 4         | 2                         | 6         | 3         | 5         | 2        | 1         |
|              |  | Jaipur   | 4         | 7                         | 21        | 17        | 11        | 0        | 7         |
|              |  | Jodhpur  | 4         | 3                         | 11        | 3         | 11        | 7        | 2         |
|              |  | <b>Total</b>   | <b>12</b> | <b>12</b>                 | <b>38</b> | <b>23</b> | <b>27</b> | <b>9</b> | <b>10</b> |
| 18           | Tamil Nadu   | CHENGALPATTU EDC, CHENNAI EDC (NORTH)<br>CHENNAI EDC (WEST), CHENNAI EDC CENTRAL<br>CHENNAI EDC/ SOUTH-1, CHENNAI EDC/ SOUTH-II<br>COIMBATORE EDC/METRO, COIMBATORE<br>EDC/NORTH, COIMBATORE EDC, SOUTH<br>CUDDALORE EDC, DHARMAPURI EDC,<br>DINDIGUL EDC, ERODE EDC, GOBI EDC,<br>KALLAKURICHI EDC, KANCHIPURAM.EDC,<br>KANYAKUMARI EDC, KARUR EDC, KRISHNAGIRI<br>EDC, MADURAI EDC, MADURAI EDC/METRO<br>METTUR EDC, NAGAPATTINAM EDC, NAMAKKAL<br>EDC, NILGIRIS EDC., PALLADAM EDC,<br>PERAMBALUR EDC, PUDUKOTTAI EDC,<br>RAMANATHEAPURAM EDC, SALEM EDC,<br>SIVAGANGAI EDC THANJAVUR EDC<br>THENI Electricity Distribution Circle THIRUPATHUR<br>EDC, THIRUVANNAMALAI EDC, TIRUNELVELI<br>EDC, TIRUPUR EDC, TIRUVARUR EDC,<br>TRICHY/METRO/EDC, TUTICORIN EDC,<br>UDUMALPET EDC, VELLORE EDC, VILLUPURAM<br>EDC, VIRUDUNAGAR EDC   | 44        | 389                       | 1472      | 1412      | 449       | 18       | 72        |
| 19           | Uttar Pradesh  | FORUM COMPANY LEVEL – KESCO, FORUM<br>ZONE KESCO, FORUM CIRCLE – EDC – 1,<br>KESCO of ZONE KESCO, FORUM CIRCLE –<br>EDC – 2, KESCO of ZONE KESCO, FORUM<br>CIRCLE – EDC – 3, KESCO of ZONE<br>KESCO, FORUM CIRCLE – EDC – 4, KESCO of<br>ZONE KESCO, FORUM COMPANY LEVEL –<br>NPCL, FORUM URBAN LEVEL – NPCL, FORUM<br>RURAL LEVEL – NPCL, FORUM COMPANY<br>LEVEL –<br><br>MADHYANCHAL, FORUM ZONE BAREILLY -<br>I, FORUM CIRCLE - EDC<br>SHAHJAHANPUR of ZONE<br>BAREILLY - II, FORUM ZONE<br>AMAUSI, FORUM CIRCLE – (EUDC – IV)<br>LUCKNOW (RURAL) of AMAUSI<br>ZONE, FORUM CIRCLE – (EUDC – VII)<br>VRINDAVAN of ZONE AMAUSI, FORUM ZONE<br>LUCKNOW CENTRAL, FORUM CIRCLE –<br>(EUDC – I) RAJ<br>BHAWAN of ZONE LUCKNOW<br>CENTRAL, FORUM CIRCLE – (EUDC – VIII)<br>CHOWK of ZONE LUCKNOW<br>CENTRAL, FORUM ZONE<br>JANKIPURAM, FORUM CIRCLE – (EUDC – VI)<br>MAHANAGAR of ZONE | 81        | 476                       | 56        | 38        | 496       | 421      | 129       |
| 20           | Uttarakhand  | Dehradun, Haridwar, Srinagar (G), Uttarkashi,<br>Karnprayag, Haldwani, Rudrapur, Almora &<br>Pithoragarh   | 8         | 286                       | 314       | 396       | 204       | 83       | Full Time |
| 21           | West Bengal  | Bidhannagar, 24 Pgs(N), 24 Pgs (S), Howrah, Hooghly,<br>Purba Burdwan, Pashchim Burdwan, Burdwan,<br>Birbhum, Paschim Midnapur, Purba Midnapur<br>(Tamluk), Purulia, Bankura, Murshidabad, Nadia,<br>Malda, Uttar Dinajpur (Rajganj), Dakshin Dinajpur,<br>Cooch Behar, Alipurduar, Jalpaiguri and Darjeeling  | 21        | 96                        | 171       | 193       | 57        | 8        | 89        |
| 22           | JERC   | Manipur State power Distribution Company Limited   | 2         | Nil                       | Nil       | Nil       | Nil       | Nil      | Nil       |
| 23           | Joint<br>Electricity<br>Regulatory<br>Commission<br>Goa        | Goa  | 6         | 5                         | 12        | 12        | 5         | 0        | 5         |
|              |  | Dadra Nagar Haveli and Daman & Diu   |           | 0                         | 0         | 0         | 0         | 0        | 13        |
|              |  | Chandigarh   |           | 3                         | 3         | 5         | 1         | 0        | 6         |
|              |  | Andman & Nicobar Islands   |           | 12                        | 13        | 20        | 5         | 0        | 12        |
|              |  | Puducherry   |           | 15                        | 39        | 25        | 29        | 0        | 16        |
|              |  | Lakshadweep  |           | 0                         | 1         | 1         | 0         | 0        | 1         |
| <b>Total</b> |  | <b>35</b>  | <b>68</b> | <b>63</b>                 | <b>40</b> | <b>0</b>  | <b>53</b> |          |           |
| 24           | Joint<br>Electricity<br>Regulatory<br>Commission<br>(JERC) For | JPDCL Jammu, KPDCL Kashmir, LPDD Ladakh  | 3         | Nil                       | 486       | 486       | Nil       | Nil      | Nil       |
| 25           | Sikkim   | Gangtok Dist, Pakyong Dist, Namchi Dist, Soreng Dist,<br>Gyalshing Dist, Mangan Dist.  | 6         | Nil                       | 3         | 3         | Nil       | Nil      | Nil       |
| 26           | Chhattisgarh   | Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai   | 5         | 37                        | 33        | 45        | 25        | 16       | 61        |
| 27           | Tripura  |  | 23        | information not submitted |           |           |           |          |           |

|    |           |                   |          |            |            |            |            |            |           |
|----|-----------|-------------------|----------|------------|------------|------------|------------|------------|-----------|
| 28 | Nagaland  | Nagaland/NERC     | 2        | Nil        | Nil        | Nil        | Nil        | Nil        | Nil       |
| 29 | Telangana | CGRF-I -TSSPDCL   | 4        | 92         | 70         | 64         | 98         | 33         | 6         |
|    |           | CGRF- II-TSSPDCL  |          | 19         | 33         | 31         | 21         | 0          | 8         |
|    |           | CGRF-I -TSNPDC    |          | 128        | 80         | 134        | 74         | 34         | 4         |
|    |           | CGRF- II- TSNPDCL |          | 206        | 161        | 183        | 184        | 87         | 16        |
|    |           | <b>Total</b>      | <b>4</b> | <b>445</b> | <b>344</b> | <b>412</b> | <b>377</b> | <b>154</b> | <b>34</b> |



**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, 2024 | No. of Grievances received during the quarter April to June, 2024 | No. of Grievances disposed during the quarter April to June, 2024 | No. of Grievances pending at close of the quarter ending June, 2024 | No. of Grievances pending which are older than 2 months | No. of sittings of Ombudsman in the quarter ending June, 2024 |
|---------|--|---|---|---|---|---|---|---|
| 1       | Assam  | 1   | 5   | 1   | 2   | 4   | 3   | 15  |
| 2       | Andhra Pradesh   | 1   | 1   | 4   | 3   | 2   | Nil   | 18  |
| 3       | Arunachal Pradesh  | 1   | Nil   | Nil   | NA  | NA  | Nil   | Nil   |
| 4       | Bihar  | 1   | 58  | 7   | 15  | 51  | 30  | every working dsy   |
| 5       | Delhi  | 1   | 7   | 11  | 11  | 7   | 1   | 12  |
| 6       | Gujarat  | 2   | 15  | 35  | 26  | 24  | 2   | 30  |
| 7       | Haryana  | 1   | 6   | 7   | 9   | 4   | 2   | 28  |
| 8       | Himachal Pradesh   | 1   | 5   | 2   | 5   | 2   |   | 5   |
| 9       | Jharkhand  | 1   | 9   | 1   | 1   | 9   | 8   | 60  |
| 10      | Karnataka  | 1   | 43  | 7   | 9   | 41  | 35  | 191   |
| 11      | Kerala   | 1   | 14  | 37  | 27  | 24  | 0   | 25  |
| 12      | Madhya Pradesh   | 1   | 4   | 4   | 6   | 2   | 0   | 10  |
| 13      | Maharashtra  | 2   | 30  | 68  | 53  | 43  | 0   | 57  |
| 14      | Meghalaya  | 1   | Nil   | Nil   | Nil   | Nil   | Nil   | Nil   |
| 15      | Odisha   | 2   | 100   | 37  | 34  | 103   | 81  | 123   |
| 16      | Punjab   | 1   | 1   | 6   | 6   | 1   | Nil   | 9   |
| 17      | Rajasthan  | Sh. Ram Avtar Sharma (Joined on dt. 10.06.2024) | 4   | 13  | Nil   | 17  | 4   | Full Time   |
| 18      | Tamil Nadu   | 1   | 7   | 29  | 21  | 15  | 2   | 25  |
| 19      | Uttarakhand  | 1   |   |   |   | Nil   |   |   |
| 20      | Uttar Pradesh  | 1   | 118   | 8   | 107   | 19  | 14  | 25  |
| 21      | West Bengal  | 1   | 138   | 101   | 45  | 194   | 153   | 30  |
| 22      | (JERCMM) Manipur & Mizoram   | 2   | Nil   | Nil   | Nil   | Nil   | Nil   | Nil   |
| 23      | JERC Goa & All Uts   | 1   | 1   | 7   | 3   | 5   | Nil   | 13  |
| 24      | Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh | 1   | Nil   | 1   | 1   | Nil   | Nil   | Full time   |
| 25      | Chhattisgarh   | 1   | 12  | 14  | 5   | 21  | 13  | 59  |
| 26      | Tripura  | 1   |   |   |   |   |   |   |
| 27      | Sikkim   | 1   | Nil   | Nil   | Nil   | Nil   | Nil   | Nil   |
| 28      | Nagaland   | 1   | Nil   | Nil   | Nil   | Nil   | Nil   | Nil   |
| 29      | Telangana  | 1   | 1   | 16  | 14  | 3   | 0   | 29  |

| 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   | 3  |   |   |   | 4   | 5  | 6   | 7  |
| 1   | Assam               |   | Nil  |   |   |   |   |  |   |  |
| 2   | Andhra Pradesh      | Principal Regulation: 7 of 2004<br>1st Amendment 2005<br>2nd Amendment 2013<br>3rd Amendment 2021<br>4th Amendment 2023<br>5th Amendment 2024   | FY 2022-23<br>Q-I<br>Data submitted on 2.9.22<br>Q-II<br>Data submitted on 28.1.23<br>Q-III<br>Data submitted on 20.4.23<br>Q-IV<br>Data submitted on 29.5.23  | APCPDCL<br>Data submitted on 28.9.22<br>Data submitted on 6.1.23<br>Data submitted on 13.3.23<br>Data submitted on 13.12.23 | APEPDCL<br>Data submitted on 7.10.22<br>Data submitted on 23.1.23<br>Data submitted on 11.6.23<br>Data submitted on 25.7.23 | APSPDCL<br>Data submitted on 7.10.22<br>Data submitted on 23.1.23<br>Data submitted on 11.6.23<br>Data submitted on 25.7.23 | FY 2022-23 and FY 2023-24<br>APCPDCL APEPDCL APSPDCL<br>The data link uploaded on the google drive, link mention below:-<br><a href="https://docs.google.com/spreadsheets/d/14WURcN-h6p4x_Q4JmTc6JY2g70ytJ13FrtG_pdbAs4/edit?gid=1079500367#gid=1079500367">https://docs.google.com/spreadsheets/d/14WURcN-h6p4x_Q4JmTc6JY2g70ytJ13FrtG_pdbAs4/edit?gid=1079500367#gid=1079500367</a> | Year Eligible consumer Amount paid in lakh<br>22-23 23845 52.272<br>23-24 13636 17.211 | Rs. 69.483 Lakhs                              | Hosted on the website on 05-09-2024  |
| 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 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.  | The report for all the four quarters of FY 2021-22 has been submitted by the licensees and it is uploaded on the website of the Commission on dated 06.10.2023.  |   |   |   | Report submitted  | None   | Nil   | The report for FY 2021-22 is uploaded on the website of the Commission on dated 06.10.2023.  |
| 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.derc.gov.in<br><br>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 | 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.tatapowerddl.com & www.bsedelhi.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.derc.gov.in<br><br>Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e www.derc.gov.in |
| 6   | GUJRAT              | Notification No. 10 of 2005 dated 31.03.2005<br>Uttar Gujarat Vij Company Ltd (UGVCL)   | 13.05.2024   |   |   |   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil  | Nil   | 14.05.2024   |
|   |                     | Madhya Gujarat Vij Company Ltd.(MGVCL)  | 04.05.2024   |   |   |   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil  | Nil   | 04.05.2024   |
|   |                     | Paschim Gujarat Vij Company Ltd.  | 16.05.2024   |   |   |   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil  | Nil   | 17.05.2024   |
|   |                     | Dakhsin Gujarat Vij Company Ltd.  | 23.05.2024   |   |   |   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil  | Nil   | 23.05.2024   |



| 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  |
|   |  | TPL-Ahmedabad  | 08.05.2024   | <a href="http://www.gercin.org/sop.aspx">http://www.gercin.org/sop.aspx</a>   | Nil   | Nil   | 08.05.2024   |
|   |  | TPL-Surat  | 08.05.2024   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil   | Nil   | 08.05.2024   |
|   |  | TPL-Dahej  | 08.05.2024   | <a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>   | Nil   | Nil   | 08.05.2024   |
| 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 2023-24 furnished by the UHBVNL vide Memo no. Ch-24/RA/F-67/Vol-(15) dated 17/05/24 and by DHBVNL Vide Memo no. Ch-50/SE/RA-232/ Vol-V dated 14/06/24.     | <a href="https://www.uhbvn.org.in/staticContent/document/sOP.19_SOP_4QTR_2023_24_11DK.pdf">UHBVNL FY 2023-24 (Jan-Mar): https://www.uhbvn.org.in/staticContent/document/sOP.19_SOP_4QTR_2023_24_11DK.pdf</a><br><a href="https://www.uhbvn.org.in/staticContent/document/sOP.2023-24(Oct-Dec).pdf">FY 2023-24 (Oct-Dec): https://www.uhbvn.org.in/staticContent/document/sOP.2023-24(Oct-Dec).pdf</a><br><a href="https://www.uhbvn.org.in/staticContent/document/sOP.18_SOP_FY_2023_24_27DB.pdf">FY 2023-24 (Jul-Sep): https://www.uhbvn.org.in/staticContent/document/sOP.18_SOP_FY_2023_24_27DB.pdf</a><br><a href="https://www.uhbvn.org.in/staticContent/document/sOP.17_SOP_FY_2023_24_23DK.pdf">FY 2023-24 (Apr-Jun): https://www.uhbvn.org.in/staticContent/document/sOP.17_SOP_FY_2023_24_23DK.pdf</a><br><a href="https://www.uhbvn.org.in/staticContent/document/sOP.16_SOP_FY_2023_24_24DB.pdf">FY 2023-24 (Jan-Mar): https://www.uhbvn.org.in/staticContent/document/sOP.16_SOP_FY_2023_24_24DB.pdf</a><br><a href="https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-4.pdf">DHBVNL FY 2023-24 (Jan-Mar): https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-4.pdf</a><br><a href="https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-3.pdf">FY 2023-24 (Oct-Dec): https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-3.pdf</a><br><a href="https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-2.pdf">FY 2023-24 (Jul-Sep): https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-2.pdf</a><br><a href="https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-1.pdf">FY 2023-24 (Apr-Jun): https://www.dhbvn.org.in/staticContent/new/HERC.SOP_SOP_FY_2023-24_Q-1.pdf</a> | Nil   | Nil   | <a href="https://here.gov.in/content/1065_1_DHBVNL.aspx">https://here.gov.in/content/1065_1_DHBVNL.aspx</a><br><a href="https://here.gov.in/content/1056_1_UHBVNL.aspx">https://here.gov.in/content/1056_1_UHBVNL.aspx</a>                           |
| 8   | Himachal Pradesh   | HPERC (distribution performance standard) regulation, 2010. Notification No. HPERC/401 dated 8-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<br>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 | Gazette No. 376 dated 12.06.2023   | 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   | 25.08.2023<br>Second Amendment to MPERC (Performance Standards) (Revision-II) Regulations  | 11.01.2024 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur<br>17.01.2024 -MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore<br>10.01.2024 -MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal | -   | Nil   | Nil   | 26.06.2021- Uploaded on Commission's Website   |





| 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   |  |
| 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/114 dated 19.07.2024  | 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/002/24-25/29 dated 08.07.2024  | 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/2024-25/693 dated 03.07.2024  | 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.<br>2) The Department of Power, Nagaland, is yet to start implementing. |  | Nil   |   |   |  |
| 29  | Telangana           | TSERC notified SOP on 16.07.2016  | TSNPDC<br>Lr.No.CGM/IPC&RAC/TSNPDC/WGL/F.SOP/D.No.97/24 Dt:19.07.24<br>TSSPDCL<br>Lr.No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/1/D.No.184/24 Dt:19.06.24 | TSSPDCL<br><a href="https://tserc.telangana.gov.in/file/upload/uploads/SoP/TSSPDCLISOP%20Report%20for%202023-24.pdf">https://tserc.telangana.gov.in/file/upload/uploads/SoP/TSSPDCLISOP%20Report%20for%202023-24.pdf</a><br>TSNPDC<br><a href="https://tserc.telangana.gov.in/file/upload/uploads/SoP/TSNPDCUSOP%202023-24.pdf">https://tserc.telangana.gov.in/file/upload/uploads/SoP/TSNPDCUSOP%202023-24.pdf</a> | CGRFI TGNPDCL-05 -Rs.12840<br>CGRF II TGNPDCL 09 cases - Rs.27000/-                   | Rs.39,840/-                                   | Date:03.09.2024<br><a href="https://tserc.gov.in/SoP%20Analysis.php">https://tserc.gov.in/SoP%20Analysis.php</a>   |