

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
3rd& 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001
Tel : 23353503 / Fax : 23753920

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

Dated: 02.06.2023

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 January to March, 2023 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,



(Antony Pellissery Mathew)
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 March, 2023

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 March, 2023 as against the status in quarter ended December, 2022 is as under: -

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2022	Status of Vacancy for quarter ending March, 2023
1.	Bihar	Not submitted	Nil
2.	Chhattisgarh	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017.	Post of Member in CGRF Jagdalpur since 21-12-2017.
3.	Delhi	One vacancy against the post of Member (Technical) CGRF, NDMC since 24.02.2022 <i>[As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on 24.02.2022 in the Delhi Gazette.</i>	Three vacancies against the post of Member (Technical) CGRF-NDMC since 24.02.2022, Member (CRM), CGRF-NDMC and Member, CGRF-NDMC since 10.01.2023.
4.	Gujarat	Nil	One vacancy against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023.
5.	Haryana	One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra	Nil
6.	JERC Goa UTs	Three vacancies against the post of Chairperson in Union Territory of Chandigarh, Union Territory of Andaman and Nicobar Islands and Lakshadweep since 16.12.2022, 24.02.2021 and 1.12.2019 respectively. Four vacancies against the post of Member (Licensee) in Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Dadar and Nagar Haveli and Daman and Diu and Lakshadweep since October, 2014, August, 2013, 24.10.2022, and April, 2010 respectively One vacancy against the post of	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.

		Independent Member in Union Territory of Andaman and Nicobar Islands since 31.10..2022.	
7.	Jharkhand	<p>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.</p> <p>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.</p> <p>Three vacancies against the post of Member (Finance & Accounts) in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidyut Upbhokta Shikayat Niwaran Forum, Dumka, and Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 30.07.2014, 30.06.2012 and 26.07.2014 respectively.</p> <p>One vacancy against the post of Member (Technical) in Tata Steel Ltd., Jamshedpur since 1.9.2021.</p>	<p>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.</p> <p>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.</p> <p>One vacancy against the post of Member (Technical) in Tata Steel Ltd., Jamshedpur since 1.9.202</p>
8.	Karnataka	Nil	<p>Seven vacancies against the post of Non-official Members of seven Revenue District in BESCO Forum – Bengaluru Rural Dist., Ramanagara Dist., Kolara Dist., Chikkaballapura Dist., Tumakuru Dist, Davanagera Dist. and Chitradurga since 10.01.23 respectively.</p> <p>One vacancy against the post of Non-official Member in CESC Forum, Kodagu Dist. since 02.01.2023.</p> <p>One vacancy against the post of Non-official Member in HESCO Forum, Darwad Dist. since 10.01.2023.</p>
9.	Madhya Pradesh	Nil	One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023.

10.	Maharashtra	<p>Seven vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola, Vasai, Baramati, Pune, and Tata Power Company Ltd, Mumbai.</p> <p>Four vacancies against the post of Member (Licensee) in CGRF Nasik, Amravati, Pune, and Akola.</p> <p>Three vacancies against the post of Member (CPO) in CGRF Nashik, Amravati and Tata Power Company Ltd, Mumbai.</p>	<p>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</p> <p>Four vacancies against the post of Member (Licensee) in CGRF Nasik, Amravati, Pune, and Akola.</p> <p>One vacancies against the post of Member (CPO) in CGRF Tata Power Company Ltd.</p>
11.	Odisha	Nil	Nil
12.	Tamil Nadu	<p>Four vacancies against the post of Member in Tiruvarur EDC, Salem EDC, Perambalur EDC, Tuticorin EDC since 31.10.2022, 11.01.2021, 17.11.2021 and 04.06.2022 respectively.</p>	<p>Two vacancies against the post of Member in Kallakurichi EDC and Thirupathur EDC since 04.03.2023.</p>
13.	Uttar Pradesh	<p>Seventeen vacancies against the post of Judicial Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Ayodhya, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur</p> <p>Sixteen vacancies against the post of Technical Member in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Gonda, Greater Noida, Varanasi, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur</p>	<p>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</p> <p>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</p>
14.	Uttarakhand	<p>Two vacancies against the post of Technical Member in Haridwar and Uttarkashi</p>	Nil

Note: Relevant information from ERCs of Rajasthan, Tripura and Nagaland 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 March, 2023 as against the status in quarter ended December, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2022	Status of Vacancy for quarter ending March, 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	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Nil
3.	Bihar	Not submitted	Post of Ombudsman, Bihar in vacant since 22.08.2022.

Note: Relevant information from ERCs of Rajasthan, Tripura and Nagaland 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 March, 2023 as against the status in quarter ended December, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2022	Status of Vacancy for quarter ending March, 2023
1.	Nagaland	Not submitted	Not submitted
2.	JERC For J&K & Ladakh	Not submitted	Yet to be notified.

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 March, 2023 as against the status in quarter ending December, 2022 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2022	Status of Vacancy for quarter ending March, 2023
1.	Nagaland	Not submitted	Not submitted
2.	JERC For J&K & Ladakh	Not submitted	Yet to be notified.

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. One vacancy 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. Two 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 Seventeen 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. Nine 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 & Bihar.

Contd.....

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 December, 2022	No. of Grievances received during the quarter January to March, 2023	No. of Grievances disposed during the quarter January to March, 2023	No. of Grievances pending at close of the quarter ending March, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March, 2023	
1	Assam	Dibrugarh Zone	8	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	
		Nagaon & Morigaon		Not submitted						
		Total		0	5	8	7	6	1	21
2	Andhra Pradesh	APEPDCL/Visakhapatnam	2	64	88	85	67	4	25	
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	308	151	241	214	133	458	
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	120	238	191	167	35	68	
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	51	146	135	62	14	74	
7	Haryana	UHBVNL	2	33	49	48	34	5	36	
		DHBVNL		148	64	201	11	0	33	
		Total		181	113	249	45	5	69	
8	Himachal Pradesh	Kasumti, Shimla	1	12	13	11	14	8	8	
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	59	2	3	59	44	31	
10	Karnataka	BESCOM	5	71	3	8	66	64	10	
		MESCOM		3	1	3	1	0	5	
		HESCOM		8	3	7	4	2	7	
		GESCOM		4	8	4	8	5	3	
		CESC		9	8	15	2	1	6	
		Total		95	23	37	81	72	31	
11	Kerala	CGRF-North (KSEB)	5	17	51	43	21	0	6	
		CGRF-Central (KSEB)		8	24	19	13	0	21	
		CGRF-South (KSEB)		26	22	14	34	11	11	
		CGRF Technopark		0	0	0	0	0	0	
		Trichur Corpn.		0	3	2	1	0	2	
		Total		51	100	78	69	11	40	
12	Madhya Pradesh	ECGRF Jabalpur	3	86	55	109	32	7	23	
		ECGRF Indore		45	72	67	50	17	12	
		ECGRF Bhopal		9	8	8	5	3	7	
		Total		140	135	184	87	27	42	
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	717	366	342	683	302	420	
14	Meghalaya	Meghalaya, CGRF	1	4	Nil	Nil	4	4	2	
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeypore	12	417	2283	1793	907	67	306	

16	Punjab	PSPCL, Ludhiana	1	10	38	48	5	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	318	961	877	402	25	95
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	1509	194	131	1572	1454	342
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G),Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora,	9	200	445	405	240	98	Full Time
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	4	47	282	287	38	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 21 16 10 0 51	10 0 50 7 65 1 133	10 0 39 11 63 1 124	4 0 32 12 12 0 60	0 0 1 7 0 0 8	5 0 6 28 24 1 64
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh		10	0	297	297	0	0	0
25	Sikkim	Sikkim	6	Nil	Nil	Nil	Nil	Nil	Nil
26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	41	43	45	39	17	65
27	Tripura		3	Not submitted					
28	Nagaland	Nagaland/NERC	2	Not submitted					
29	Telangana	CGRF-I -TSSPDCL CGRF- II-TSSPDCL CGRF-I -TSNPDCCL CGRF- II- TSNPDCL Total	4	221 42 92 370 725	180 76 133 168 557	222 69 138 226 655	179 49 87 312 627	58 24 29 190 301	15 16 19 23 73

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 December, 2022	No. of Grievances received during the quarter January to March, 2023	No. of Grievances disposed during the quarter January to March, 2023	No. of Grievances pending at close of the quarter ending March, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2023
1	Assam	1	1	1	2	Nil	Nil	4
2	Andhra Pradesh	1	2	6	7	1	Nil	29
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar	1	Nil	Nil	Nil	Nil	Nil	Nil
5	Delhi	1	1	9	3	7	1	4
6	Gujarat	2	19	28	14	33	15	27
7	Haryana	1	1	31	14	18	0	23
8	Himachal Pradesh	1	Not submitted					
9	Jharkhand	1	7	2	1	8	7	3
10	Karnataka	1	18	14	4	28	22	66
11	Kerala	1	13	19	23	9	0	20
12	Madhya Pradesh	1	5	5	10	0	0	9
13	Maharashtra	2	75	72	85	60	0	89
14	Meghalaya	1	Nil					
15	Odisha	2	96	68	65	99	60	128
16	Punjab	1	2	9	11	Nil	Nil	15
17	Rajasthan	1	Not submitted					
18	Tamil Nadu	1	32	23	36	19	9	27
19	Uttarakhand	1	11	15	12	14	0	Full Time
20	Uttar Pradesh	1	78	96	40	134	44	5
21	West Bengal	1	109	41	52	98	84	41
22	(JERCM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	4	6	6	4	0	6
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh		0	0	0	0	0	0
25	Chhattisgarh	1	14	11	9	16	0	55
26	Tripura	1	Not submitted					
27	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	1	Not submitted					
29	Telangana	1	28	9	33	4	0	47

Section-VIII - Status of achievement of Standard of Performance						
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
Assam	22nd December, 2021					
Andhra Pradesh			Information not submitted			
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
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 FY 2021-21 preporl not submitted by Discoms till 31.03.2023	For FY 2021-21 preporl not submitted by Discoms till 31.03.2023	For FY 2021-21 preporl not submitted by Discoms till 31.03.2023	For FY 2021-21 preporl not submitted by Discoms till 31.03.2023	The Report for FY 2020 21 has been published on 15.03.2022 in Newspapers.
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 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.	Discoms till 31.03.2023	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 Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.gov.in
GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vj Company Ltd.(UGVCL)	27.005.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	27.05.2022
	Madhya Gujarat Vj Company Ltd.(MGVCL)	13.06.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	13.06.2022
	Paschim Gujarat Vj Company Ltd.	17.06.2022	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	17.06.2022
	Dakhsin Gujarat Vj 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

Haryana	24th April 2020 HERC (Standards of Performance for the Distribution Licensee and Determination of Compensation) Regulation 2020.	Information for 4th Quarter of FY 2021-22 furnished by the UHBVNL vide Memo no. Ch30/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 2022-23 (July to December 2022): https://www.uhbvn.org.in/staticContent/documents/SOP/11_SOP_3rd_FY_2022_23_24DB.pdf https://www.uhbvn.org.in/staticContent/documents/SOP/10_SOP_2nd_FY_2022_23_24DB.pdf DHBVN – FY 2022-23 (July to December 2022): https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_Dec_2022.pdf https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_Nov_2022.pdf https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_Oct_2022.pdf https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_Sep_2022.pdf https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_Aug_2022.pdf https://dhubvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_July_2022.pdf	Nil	Nil	https://here.gov.in/content/10561DHBVNL.aspx https://here.gov.in/content/10561UHBVNL.aspx																																																																																																																																																																					
Himachal Pradesh			Information not submitted																																																																																																																																																																								
Jharkhand			Information not submitted																																																																																																																																																																								
JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-07-2014	Nil	Nil	Nil	Nil	Nil																																																																																																																																																																					
JERC Goa & Uts			Information not submitted																																																																																																																																																																								
Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	19.4.2022	Nil	Nil	Nil	Nil	Nil																																																																																																																																																																					
Karnataka	24-05-2004 vide Notification No D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY19.	-	Nil	Nil	The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website: Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites.																																																																																																																																																																					
Kerala			Information not submitted																																																																																																																																																																								
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																																																																																																																																																																					
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, FY 21-22 and 2022-23 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRC furnished data to the Commission as follows: <table border="1"> <thead> <tr> <th></th> <th colspan="4">FY 20-21</th> <th colspan="4">21-22</th> <th colspan="4">FY 22-23</th> <th colspan="2">F 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> <th>QII</th> <th>QIII</th> <th>QIV</th> <th>QI</th> <th>QII</th> </tr> </thead> <tbody> <tr> <td>QIII</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <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><td>29.11.22</td><td>02.03.23</td><td></td><td></td><td></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><td>27.12.22</td><td>01.03.23</td><td></td><td></td><td></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><td>03.11.22</td><td>03.02.23</td><td></td><td></td><td></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>04.11.22</td><td>05.01.23</td><td>-</td><td></td><td></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><td>12.01.23</td><td>11.01.23</td><td></td><td></td><td></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><td>12.01.23</td><td>11.01.23</td><td></td><td></td><td></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><td>07.10.22</td><td>03.01.23</td><td></td><td></td><td></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><td>12.01.23</td><td>11.01.23</td><td></td><td></td><td></td> </tr> </tbody> </table>		FY 20-21				21-22				FY 22-23				F 22-23			QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	QII	QIII															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	29.11.22	02.03.23				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	27.12.22	01.03.23				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	03.11.22	03.02.23				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	04.11.22	05.01.23	-				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	12.01.23	11.01.23				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	12.01.23	11.01.23				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	07.10.22	03.01.23				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	12.01.23	11.01.23				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 2022-23 (upto Quarter III) AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil For FY 2022-23(Upto Quarter II) MSEDCL- 1 Cases	For FY 2022-23(Upto Quarter III) AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil For FY 2022-23(Upto Quarter II) For MSEDCL compensation paid – amounting to Rs. 7,000/-	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				F 22-23																																																																																																																																																														
	QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	QII																																																																																																																																																													
QIII																																																																																																																																																																											
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	29.11.22	02.03.23																																																																																																																																																																
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	27.12.22	01.03.23																																																																																																																																																																
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	03.11.22	03.02.23																																																																																																																																																																
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	04.11.22	05.01.23	-																																																																																																																																																																
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	12.01.23	11.01.23																																																																																																																																																																
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	12.01.23	11.01.23																																																																																																																																																																
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	07.10.22	03.01.23																																																																																																																																																																
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	12.01.23	11.01.23																																																																																																																																																																
Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 15.01.2013.		Nil																																																																																																																																																																								

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.tpwesternodisha.com for TPWODL.
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 01.07.2022 to 30.09.2022(Quarter-2 of 2022-23) stands submitted before the PSERC vide PSPCL memo dated 09.03.2023.	-	Nil	Nil	-
Rajasthan	Information not submitted					
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.
Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil
Tripura	Information not submitted					
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	
Uttarakhand	April 17, 2007					

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/27 dated 02.05.2023	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/11/002/23-24/104 dated 13.04.2023	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/2022-23/810 dated 03.04.2023	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.
Chattisgarh	27th May, 2020	NA (The matter being pursued)	NA	Nil	-	NA (The matter being pursued)
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.		Information not submitted			
Telangana	TSERC notified SOP on 16.07.2016	TSNPDCL Lr.No.CGM/IPC&RAC/TSNPDCL/HNK/F.SOP/D.No.108/22 Dt:10.06.22 TSSPDCL Lr.No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/D.No.145/22 Dt:17.06.22	TSSPDCL https://tserc.gov.in/file_upload/uploads/SoP/TSSPDCL/SoP%20Reports%20for%202022-23.pdf TSNPDCL https://tserc.gov.in/file_upload/uploads/SoP/TSNPDCL/SoP%20for%20FY%202021-22.pdf	09 cases – CGRF I TSNPDCL 10 cases – CGRF II TSNPDCL 02 cases – CGRF II TSSPDCL	Rs.34779/- CGRF I TSNPDCL Rs.19000/- CGRF II TSNPDCL Rs.27000 + Rs.1000 / day till implementation of Orders – CGRF II TSSPDCL	Date:25 08 2022 https://tserc.gov.in/SoP%20Analysis.php