

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
3rd & 4th Floor, Chandernagore Building, 36, Janpath, New Delhi – 110 001
Tel : 011-23353503

FOR-11013(11)/2-JUL-SEPT/2023-CERC

Dated: 06.12.2023

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.

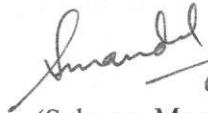
Sir,

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 July to September, 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

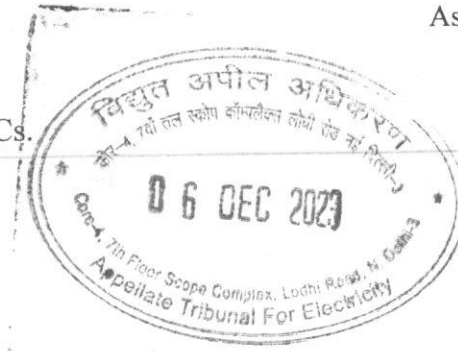
Yours sincerely,


6/12/23

(Sukanya Mandal)
Assistant Secretary, FOR (I/C)

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Copy to : The Chairperson, All SERCs & JERCs.



FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
3rd & 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001
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Encl.: Eight Copies

Yours sincerely,



(Sukanya Mandal)
Assistant Secretary, FOR (I/C)

Copy to : The Chairperson, All SERCs & JERCs.

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending September, 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 September, 2023 as against the status in quarter ended June, 2023 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending June, 2023	Status of Vacancy for quarter ending September, 2023
1.	Chhattisgarh	Post of Member in CGRF Jagdalpur since 21-12-2017.	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 (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, CGRF-NDMC since 10.01.2023.
3.	Gujarat	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.	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.
4.	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 Union Territory of Lakshadweep since 24.10.2022 and 05.05.2023 respectively.	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 State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively
5.	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, Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 19.11.2021, 15.12.2022, 25.05.2022 and 7.11.2019 respectively.	Three vacancies against the post of Chairperson-cum-Member (Legal) in Sail Bokaro, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 19.11.2021, 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.	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.
6.	Karnataka	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.	Five vacancies against the post of Non-official Members of Five Revenue District in BESCOM Forum – Ramanagara Dist., CESC Kodagu, Mandya and Hassan Revenue District and HESCOM Bagalkot District since 10.01.2023, 23.08.2023 and 01.06.2023 respectively.
7.	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.
8.	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 vacancy against the post of Member (CPO) in CGRF Tata Power Company Ltd.	Thirteen vacancies against the post of Chairperson in CGRF Kalyan Zone MSEDCL, Pune Zone MSEDCL, Aurangabad Zone MSEDCL, Nashik Zone MSEDCL, Akola Zone, MSEDCL, Kolhapur Zone MSEDCL, Vasai Circle MSEDCL, Best Mumbai, Adani Electricity Mumbai Ltd., KRC Infrastructure and Projects Private Limited-SEZ, Jawaharlal Nehru Port Trust-SEZ, ECON-I-SEZ and ECON-II-SEZ. Two vacancies against the post of Member (Independent) in Tata Power Company Ltd. and Kolhapur Zone, MSEDCL.
9.	Tamil Nadu	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.	One vacancy against the post of Legal Member in Tiruvarur EDC since 17.02.2023.
10.	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	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	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.
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Section –II

Status of the vacancies in Ombudsman in the States

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2023	Status of Vacancy for quarter ending September, 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.	JERC For the State of Goa & Uts	Nil	Post of Ombudsman, JERC For the State of Goa & Uts in vacant since as on 30.09.2023

Section –III

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

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

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2023	Status of Vacancy for quarter ending September, 2023
1.	JERC For J&K & Ladakh	Information not submitted	The process of appointment for Independent Member has been already initiated by the JERC For J&K & Ladakh

Section –IV

Status of those States where the post of the Ombudsman is yet to be created.

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

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2023	Status of Vacancy for quarter ending September, 2023
1.	JERC For J&K & Ladakh	Information not submitted	The JERC For J&K & Ladakh is in the process of Appointment of Ombudsman.

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. Three vacancies against the post of Independent Member in the State of Gujarat.
4. Two vacancies against the post of Chairperson and Two vacancies against the post of Member (Licensee) in the State of Goa and UTs.
5. Thirteen vacancies against the post of Chairperson and two vacancies against the post of Member in the State of Maharashtra.
6. Five vacancies against the post of Non-official Member in the State of Karnataka.
7. One vacancy against the post of Member in the State of Tamil Nadu.
8. One vacancy against the post of Independent Member in the State of Madhya Pradesh.
9. Eighteen vacancies against the post of Judicial Member and Eighteen vacancies against the post of Technical Member in the state of Uttar Pradesh.
10. Three vacancies against the post of Independent Member in the State of JERC For J&K & Ladakh
11. Three 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.

Vacancies in Ombudsman

1. The post of Ombudsman is vacant in the States of Arunachal Pradesh and JERC For the State of Goa & Uts, JERC For J&K & Ladakh

Contd.....

Section -VI- Status of disposal of Grievances by CGRF

Sl No.	Name of SLRC/ JIRCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending June, 2023	No. of Grievances received during the quarter July to September, 2023	No. of Grievances disposed during the quarter July to September, 2023	No. of Grievances pending at close of the quarter ending September, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending September, 2023
1	Assam	Dibrugarh District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Sonitpur District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Nagaon District Level	1	Nil	1	1	Nil	Nil	Nil
		Golaghat District	1	Nil	1	1	Nil	Nil	1
		Morigaon District Level	1	Nil	1	Nil	1	Nil	Nil
		State Level	1	5	5	4	6	1	6
		Kamrup (M) District Level	1	Nil	1	Nil	1	Nil	Nil
		Kamrup (R) District Level	1	Nil	1	Nil	1	Nil	Nil
		Karimganj District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Hailakandi District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Total	10	5	10	6	9	1	7
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	46	141	78	109	28	25
		APCPDCL, Vijaywada	1	22	128	132	18	16	39
		APSPDCL, Tripuri	1	12	7	5	14	9	10
		Total	3	80	276	215	141	53	74
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	195	658	385	468	77	498
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	181	150	213	118	21	62
6	Gujrat	UGVCL - Ahmedabad, UGVCL - Mehsana, MGVC Vadodara, MGVC Godhra, PGVCL Rajkot, PGVCL Bhuj, PGVCL Bhavnagar, PGVCL Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej	13	53	163	154	62	4	74
7	Haryana	UHBVNL	2	55	93	74	74	7	35
		DHBVNL		28	49	47	30	0	33
		Total		83	142	121	104	7	68
8	Himachal Pradesh	Kasumti, Shimla	1	6	13	4	15	3	5
9	Jharkhand	Sail Bokaro, Tsuisl, Tata Steel Ltd, Jharkhand Bijli Vitran Nigam Limited, Vidhyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidhyut Ubbhokta Shikayat Niwaran Forum	9	62	10	19	51	24	51
10	Karnataka	BESCOM	5	65	7	16	56	54	12
		MESCOM		2	1	2	1	0	1
		HESCOM		2	4	0	6	2	3
		GESCOM		10	164	157	17	4	21
		CESC		0	1	0	1	0	1
		Total		79	177	175	81	60	38
11	Kerala	CGRF-North (KSEB)	5	30	35	23	42	13	4
		CGRF-Central (KSEB)		10	29	24	15	0	26
		CGRF-South (KSEB)		32	27	15	27	17	3
		Trichur Corpn.		1	0	1	0	0	1
		Total		73	91	63	84	30	34
12	Madhya Pradesh	ECGRF Jabalpur	3	16	56	52	20	5	28
		ECGRF Indore		34	61	60	35	4	23
		ECGRF Bhopal		15	14	15	14	5	20
		Total		65	131	127	69	14	71
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, JNPT	21	555	360	372	476	248	413

14	Meghalaya	Meghalaya CGRF	1	3	Nil	Nil	3	3	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeyapore	12	682	1746	1601	827	6	351
16	Punjab	PSPCL, Ludhiana	1	14	48	52	10	Nil	14
17	Rajasthan	Ajmer	4	5	12	8	9	1	3
		Jaipur	4	14	14	20	8	2	5
		Jodhpur	4	6	18	0	24	6	1
		Total	12	25	44	28	41	9	9
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	599	1276	1466	409	13	107
19	Uttar Pradesh	Agra, Kanpur, Aligarh, Jhansi, Chitrakoot, KESCO Kanpur, Lucknow, Bareilly, Faizabad, Gonda, Greater Noida, Varanasi, Allahabad, Gorakhpur, Azamgarh, Mirzapur, Basti, Meerut, Moradabad and Saharanpur.	20	1547	118	85	1580	1497	158
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora	8	186	448	334	300	35	Full Time
21	West Bengal	WBSEDCL	20	50	77	496	31	26	0
22	JERC Manipur & Mizoram	P&E Department, CGRF, Mizoram	2	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur		Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission Goa	Goa	6	2	9	8	3	0	3
		Dadra Nagar Haveli and Daman & Diu		0	0	0	0	0	0
		Chandigarh		13	31	27	17	1	8
		Andman & Nicobar Islands		12	18	16	14	7	25
		Puducherry		22	27	38	11	0	32
		Lakshadweep		0	0	0	0	0	0
		Total		49	85	89	45	8	68
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	JPDCL Jammu, KPDCL Kashmir, LPDD Ladakh	3	Nil	Nil	Nil	Nil	Nil	Nil
25	Sikkim	Gangtok Dist, Pakyong Dist, Namchi Dist, Soreng Dist, Gyalshing Dist, Mangan Dist.	6	Nil	Nil	Nil	Nil	Nil	Nil

26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhalai	5	42	53	33	62	37	76
27	Tripura		23	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	CGRF-I -TSSPDCL	4	101	98	145	54	16	11
		CGRF- II-TSSPDCL		76	85	103	58	12	21
		CGRF-I -TSNPDCL		70	185	117	138	73	12
		CGRF- II- TSNPDCL		123	139	204	58	16	28
		Total		4	370	507	569	308	117

Section -VII - States of disposal of Grievances by Ombudsman

Sl No	Name of SFRC/ JI RC's	No of Ombudsman	No of Grievances Outstanding at the close of Previous quarter ending June, 2023	No of Grievances received during the quarter July to September, 2023	No of Grievances disposed during the quarter July to September, 2023	No of Grievances pending at close of the quarter ending September, 2023	No of Grievances pending which are older than 2 months	No of sittings of Ombudsman in the quarter ending September, 2023
1	Assam	1	2	4	3	3	1	5
2	Andhra Pradesh	1	1	6	6	1	Nil	36
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	5	57	3	59	4	Every working day
5	Delhi	1	13	13	13	13	7	12
6	Gujarat	2	34	20	35	19	6	37
7	Haryana	1	17	56	57	16	4	184
8	Himachal Pradesh	1	10	5	3	12	3	8
9	Jharkhand	1	6	1	1	6	5	59
10	Karnataka	1	20	14	9	25	18	30
11	Kerala	1	14	17	19	12	0	11
12	Madhya Pradesh	1	1	2	1	2	0	6
13	Maharashtra	2	48	46	56	38	0	62
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	65	69	31	103	46	132
16	Punjab	1	2	9	9	2	Nil	14
17	Rajasthan	1	Nil	-	-	-	-	-
18	Tamil Nadu	1	19	21	27	13	5	22
19	Uttarakhand	1	11	13	11	13	0	Full Time
20	Uttar Pradesh	1	134	73	10	197	125	5
21	West Bengal	1	116	43	80	79	30	71
22	(JERCM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	Nil	6	6	Nil	Nil	6
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	JERC for UTs of J&K and Ladakh is in the process of appointment of Ombudsman.	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	1	18	6	7	17	12	50
26	Tripura	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	1	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	1	7	19	22	4	0	45

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 licence 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		Information not submitted			
2	Andhra Pradesh			Information not submitted			
3	Arumachal Pradesh	SOP Regulation notified by APSSERC 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 Arumachal 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 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 data on their website i.e. www.tatapower-dcl.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.derc.gov.in 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 Uttar Gujarat Vij Company Ltd.(UGVCL)	23.05.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	23.05.2023
		Madhya Gujarat Vij Company Ltd.(MGVCL)	04.05.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	04.05.2023
		Paschim Gujarat Vij Company Ltd.	02.06.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	02.06.2023
		Dakhsin Gujarat Vij Company Ltd.	31.05.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	31.05.2023
		TPL-Ahmedabad	30.04.2023	http://www.gercin.org/sop.aspx	Nil	Nil	30.04.2023
		TPL-Surat	30.04.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2023
		TPL-Dahej	30.04.2023	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2023
7	Haryana	24th April, 2020 HERC (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulation 2020	Information for 1st Quarter of FY 2023-24 furnished by the UHBVN vide Memo no. Ch-06/RA/F-67 Vol-(15) dated 21.08.2023 and by DHBVN. Vide Memo no. Ch-140/SE/RA-232/ Vol-IV dated 07.08.2023.	UHBVN - FY 2023-24 (Apr-Jun) https://www.dhbvn.org.in/StaticContent/documents/SOP%20FY_2023_24_2408.pdf DHBVN - FY 2023-24 (Apr-Jun) https://www.dhbvn.org.in/StaticContent/new%20HERC%20FY_2023_24_Q1.pdf UHBVN FY 2022-23 (Jan-Mar) https://www.dhbvn.org.in/StaticContent/documents/SOP%20FY_2022_23_1408.pdf DHBVN FY 2022-23 (Jan-Mar) https://www.dhbvn.org.in/StaticContent/new%20HERC%20FY_2023_24_Mar_2023.pdf https://www.dhbvn.org.in/StaticContent/new%20HERC%20FY_2023_24_Jan_2023.pdf https://www.dhbvn.org.in/StaticContent/new%20HERC%20FY_2023_24_Feb_2023.pdf https://www.dhbvn.org.in/StaticContent/new%20HERC%20FY_2023_24_Mar_2023.pdf	Nil	Nil	https://herc.gov.in/content/1056_1/DHBVN.aspx https://herc.gov.in/content/1056_1/UHBVN.aspx

8	Himachal Pradesh	HIPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HIPERC/401 dated 8th October, 2010.	Not yet received	Nil	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	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	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	Nil	The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website. Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites.																																																																																																																																																										
14	Kerala			Information not submitted																																																																																																																																																														
15	Madhya Pradesh	23.11.2012 (MPERC Performance Standards) (Revision-II) Regulations, 2012 (No. RG -8(II) of 2012)	28.11.2020 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur 21.11.2020 -MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore 01.12.2020 -MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal	-	Nil	Nil	Nil	26.06.2021-Uploaded on Commission's Website																																																																																																																																																										
16	Maharashtra	MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005. 2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014 Further, 2014 Regulations are superseded by MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25 February, 2021	FY 2021-22, FY 2022-23 and FY 2023-24 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP, EONI & IL, JNPT and KRC furnished data to the Commission as follows: <table border="1" style="width:100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th rowspan="2"></th> <th colspan="4">21-22</th> <th colspan="4">FY 22-23</th> <th colspan="2">FY 23-24</th> </tr> <tr> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</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>29.08.23</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>29.08.23</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>06.10.23</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>EON&RIL</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>08.07.22</td> <td>11.10.22</td> <td>07.01.22</td> <td>10.04.23</td> <td>10.07.23</td> <td>09.10.23</td> </tr> <tr> <td>JNPT</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>05.10.23</td> </tr> <tr> <td>LBSCML</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>10.07.23</td> <td>06.10.23</td> </tr> <tr> <td>MADC</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td></td> <td></td> </tr> </tbody> </table>		21-22				FY 22-23				FY 23-24		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	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	29.08.23		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	29.08.23		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	06.10.23	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		EON&RIL	NA	NA	NA	NA	08.07.22	11.10.22	07.01.22	10.04.23	10.07.23	09.10.23	JNPT	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23	15.09.23	05.10.23	LBSCML	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23	10.07.23	06.10.23	MADC	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23			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 IV) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC and NUPLLP: Nil	For FY 2022-23(Upto Quarter IV) AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil	For FY 2022-23(Upto Quarter III) MSEDCL - 2 Cases	For FY 2022-23(Upto Quarter III) For compensation paid – amounting to Rs 7,542.50/-	Details are available on the Commission's web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II).
	21-22				FY 22-23				FY 23-24																																																																																																																																																									
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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	29.08.23																																																																																																																																																									
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	06.10.23																																																																																																																																																								
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																																																																																																																																																									
EON&RIL	NA	NA	NA	NA	08.07.22	11.10.22	07.01.22	10.04.23	10.07.23	09.10.23																																																																																																																																																								
JNPT	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23	15.09.23	05.10.23																																																																																																																																																								
LBSCML	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23	10.07.23	06.10.23																																																																																																																																																								
MADC	NA	NA	NA	NA	15.09.23	15.09.23	15.09.23	15.09.23																																																																																																																																																										
17	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 15.01.2013.	Nil	Nil	Nil	Nil	Nil	Nil																																																																																																																																																										
18	Odisha			Information not submitted																																																																																																																																																														
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	Nil																																																																																																																																																											
20	Rajasthan	RERC (Standards of Performance for Distribution Licensees) Regulations/ 2021 has been notified on 15.04.2021 replacing the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014.	As per the RERC (Standards of Performance for Distribution Licensees) Regulations, 2021, the licensee/franchisee shall furnish to the Commission as well as the Electricity Ombudsman, quarterly reports within 45 days at the end of each quarter during a financial year 2023-24. Ajmer Discom has furnished quarterly reports for the 1st quarter of the FY 2023-24 and Jodhpur Discom has furnished quarterly reports for the 2nd quarter of the FY 2022-23, the details is as: <table border="1" style="width:100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Name of Discom</th> <th>Date of receipt</th> </tr> </thead> <tbody> <tr> <td>Jaipur Discom</td> <td>08.11.2023</td> </tr> <tr> <td>Ajmer Discom</td> <td>28.08.2023</td> </tr> <tr> <td>Jodhpur Discom</td> <td>19.05.2023</td> </tr> </tbody> </table>	Name of Discom	Date of receipt	Jaipur Discom	08.11.2023	Ajmer Discom	28.08.2023	Jodhpur Discom	19.05.2023	www.rerc.rajasthan.gov.in	Jaipur Discom: Compensation amount lodged - Rs 34000/- Compensation amount paid -zero (pending - claimant not turned up)	Zero	The quarterly reports, as submitted by the Jaipur Discom & Ajmer Discom (for the 4th quarter of the FY 2022-23) & Jodhpur Discom (for the 2nd quarter of the FY 2022-23) have been placed on the Commission's website www.rerc.rajasthan.gov.in . The quarterly reports, as submitted by the Jaipur Discom for the 1st & 2nd quarter of FY 2023-24 & as submitted by the Ajmer Discom for the 1st quarter of FY 2023-24, are also being placed on the Commission's website www.rerc.rajasthan.gov.in																																																																																																																																																			
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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	Nil	There are no reports/complaints regarding failure by the licensee till date. As such no report has been published by the Commission																																																																																																																																																										
22	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil	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/333 dated 03.11.2023	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/002/23-24/170 dated 04.10.2023	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/2023-24/609 dated 09.10.2023	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	Nil	-	NA (The matter being pursued)
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/8/D No.82/23 Dt:01.05.23	TSNPDCL https://serec.gov.in/file_upload/uploads/SOP/TSNPDCL.Sop%20Reports%20for%2022-23.pdf TSSPDCL https://serec.gov.in/file_upload/uploads/SOP/TSNPDCL.Sop%20for%20FY%2022-23.pdf	CGRF I TSNPDCL - 02 case - Rs 28000,000/(*) CGRF I TSNPDCL - 01 cases - Rs 500/- 1 CGRF II TSNPDCL-08 case- Rs 37,500/- (*) - (plus Rs 1000/day till implementation of order)	Rs 66,000/-	Date:05.08.2023 https://serec.gov.in/Sop%20Analysis.php