

**FORUM OF REGULATORS (FOR)**

C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)  
3<sup>rd</sup> & 4<sup>th</sup> Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001  
Tel : 011-23353503

FOR-11013(11)/3-JUL-SEPT/2023-CERC

Dated: 18.03.2024

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.**

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 October to December, 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.

Yours sincerely,



(Rajiv Kumar)  
Deputy Chief (Admin.), CERC/  
For Forum of Regulators (FOR)

RC

Copy to : The Chairperson, All SERCs & JERCs.



Recd  
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**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 December, 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 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 December, 2023 as against the status in quarter ended September, 2023 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending September, 2023	Status of Vacancy for quarter ending December, 2023
1.	Chhattisgarh	Post of Member in CGRF Jagdalpur since 21-12-2017.	One vacancy against the post of Chairperson in CGRF Bhilai since 16.03.2023.  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 (Technical) CGRF-NDMC since 24.02.2022, Two vacancies against the post of Member, CGRF-NDMC since 10.01.2023.
3.	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 MGVCCL - 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 MGVCCL - 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 State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively	One vacancy against the post of Chairperson in Union Territory of Lakshadweep since 01.12.2019.  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	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 Chairperson-cum-Member (Legal) in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 25.05.2022 and 7.11.2019 respectively.  Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021

		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.	and 01.02.2022 respectively.
6.	Karnataka	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.	Four vacancies against the post of Non-official Members of Four Revenue District in BESCOM Forum Ramanagara District since 10.01.2023 and HESCOM Bagalkot and Haveri since 01.06.2023 and Belagavi from 22.11.2023 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	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.	Thirteen vacancies against the post of Chairperson in CGRF Bhandup Zone MSEDCL, 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	One vacancy against the post of Legal Member in Tiruvarur EDC since 17.02.2023.	One vacancy against the post of Legal Member in Villupuram EDC since 24.04.2023.
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 Technical Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Gonda, Greater Noida, Varanasi, Prayagraj, Gorakhpur,	Formation of new CGRF is under process.

	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 December, 2023 as against the status in quarter ended September, 2023 is as under.

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

### 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 December, 2023 as against the status in quarter ended September, 2023 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2023	Status of Vacancy for quarter ending December, 2023
1.	JERC For J&K & Ladakh	The process of appointment for Independent Member has been already initiated by the JERC For J&K & Ladakh	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 December, 2023 as against the status in quarter ending September, 2023 is as under.

<b>S. No.</b>	<b>SERCs/JERCs</b>	<b>Status of Vacancy for quarter ending September, 2023</b>	<b>Status of Vacancy for quarter ending December, 2023</b>
1.	JERC For J&K & Ladakh	The JERC For J&K & Ladakh is in the process of Appointment of Ombudsman.	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 Chairperson and 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. One Vacancy 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. Four 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. Three vacancies against the post of Independent Member in the State of JERC For J&K & Ladakh
10. Two 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**

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

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**Section -VI- Status of disposal of Grievances by CGRF**

Sl. No.	Name of SERC/ JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending September, 2023	No. of Grievances received during the quarter October to December, 2023	No. of Grievances disposed during the quarter October to December, 2023	No. of Grievances pending at close of the quarter ending December, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December, 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	Nil	Nil	Nil	Nil	Nil
		Golaghat District	1	Nil	Nil	Nil	Nil	Nil	Nil
		Morigaon District Level	1	1	Nil	Nil	1	1	2
		State Level	1	7	0	7	0	0	10
		Kamrup (M) District Level	1	1	Nil	1	Nil	Nil	Nil
		Kamrup (R) District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Karimganj District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Hailakandi District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Bongaigaon District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Golpara District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Kokrajhar District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		North Lakhimpur District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Dhemaji District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
Jorhat District Level	1	Nil	Nil	Nil	Nil	Nil	Nil		
		<b>Total</b>	<b>16</b>	<b>9</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>12</b>
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	109	177	123	163	58	25
		APCPDCL, Vijaywada	1	18	126	122	22	14	44
		APSPDCL, Triputi	1	14	85	54	45	4	34
		<b>Total</b>	<b>3</b>	<b>141</b>	<b>388</b>	<b>299</b>	<b>230</b>	<b>76</b>	<b>103</b>
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	388	697	733	352	66	499
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	118	169	137	150	28	57
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	64	125	152	37	4	77
7	Haryana	UHBVNL	2	82	63	88	57	6	35
		DHBVNL		30	44	49	25	0	33
		<b>Total</b>		<b>112</b>	<b>107</b>	<b>137</b>	<b>82</b>	<b>6</b>	<b>68</b>
8	Himachal Pradesh	Kasumi, Shimla	1	15	3	14	4	2	7
9	Jharkhand	Sail Bokaro, Tsuisl, Tata Steel Ltd, Jharkhand Bijli Vitran Nigam Limited, Vidhyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidhyut Upbhokta Shikayat Niwaran Forum	9	54	15	10	59	28	51
10	Karnataka	BESCOM	5	56	1	15	42	41	8
		MESCOM		1	2	1	2	0	1
		HESCOM		6	7	8	5	5	3
		GESCOM		17	3	13	7	5	5
		CECSC		1	2	1	2	0	1
		<b>Total</b>		<b>81</b>	<b>15</b>	<b>38</b>	<b>58</b>	<b>51</b>	<b>18</b>
11	Kerala	CGRF-North (KSEB)	5	42	21	37	26	14	37
		CGRF-Central (KSEB)		15	21	28	8	0	27
		CGRF-South (KSEB)		27	19	31	15	0	31
		Trichur Corpn.		0	0	0	0	0	1
		<b>Total</b>		<b>84</b>	<b>61</b>	<b>96</b>	<b>49</b>	<b>14</b>	<b>96</b>
12	Madhya Pradesh	ECGRF Jabalpur	3	20	51	46	25	Nil	24
		ECGRF Indore		35	37	46	26	5	20
		ECGRF Bhopal		14	9	16	7	2	28
		<b>Total</b>		<b>69</b>	<b>97</b>	<b>108</b>	<b>58</b>	<b>7</b>	<b>72</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	477	367	263	498	290	349
14	Meghalaya	Meghalaya, CGRF	2	3	Nil	Nil	3	3	2
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeypore	12	827	1458	1927	300	2	343
16	Punjab	PSPCL, Ludhiana	1	10	53	48	15	Nil	13
17	Rajasthan	Ajmer	4	9	7	12	4	3	3
		Jaipur	4	8	16	15	9	3	3
		Jodhpur	4	24	4	5	23	21	2
		<b>Total</b>	<b>12</b>	<b>41</b>	<b>27</b>	<b>32</b>	<b>36</b>	<b>27</b>	<b>8</b>
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	399	1021	1097	323	12	102
19	Uttar Pradesh	Formation of new CGRF by the various Discoms is under process		Formation of new CGRF by the various Discoms as per UPERC (Consumer Grievance Redressal Forum) Regulations 2022 is under process					
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora	8	300	399	448	251	68	Full Time
21	West Bengal	WBSEDCL	20	31	336	330	37	27	4
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	3	13	9	7	0	5
		Dadra Nagar Haveli and Daman & Diu		0	0	0	0	0	0
		Chandigarh		17	9	24	2	0	13
		Andman & Nicobar Islands		14	13	16	11	3	16
		Puducherry		11	30	18	23	0	20
		Lakshadweep		0	0	0	0	0	0
		<b>Total</b>			<b>45</b>	<b>65</b>	<b>67</b>	<b>43</b>	<b>3</b>



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, Bhilai	5	62	41	37	66	38	65
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	54	22	57	18	2	5
		CGRF- II-TSSPDCL		58	26	66	18	1	11
		CGRF-I -TSNPDCL		138	143	158	123	58	13
		CGRF- II- TSNPDCL		158	34	75	117	36	22
		<b>Total</b>	<b>4</b>	<b>408</b>	<b>225</b>	<b>356</b>	<b>276</b>	<b>97</b>	<b>51</b>

**Section -VII - States of disposal of Grievances by Ombudsman**

Sl. No.	Name of SERC/ JERC's	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending December, 2023	No. of Grievances received during the quarter October to December, 2023	No. of Grievances disposed during the quarter October to December, 2023	No. of Grievances pending at close of the quarter ending December, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending December, 2023
1	Assam	1	3	3	2	4	2	6
2	Andhra Pradesh	1	1	4	5	0	0	29
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	17	9	2	16
6	Gujarat	2	19	29	29	19	1	21
7	Haryana	1	16	16	20	12	4	58
8	Himachal Pradesh	1	10	4	10	4	2	7
9	Jharkhand	1	6	2	Nil	8	7	57
10	Karnataka	1	25	27	6	46	40	70
11	Kerala	1	12	18	17	13	0	17
12	Madhya Pradesh	1	2	5	7	0	0	7
13	Maharashtra	2	38	101	41	98	1	50
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	103	53	62	94	69	129
16	Punjab	1	2	4	6	Nil	Nil	12
17	Rajasthan	0	Nil	-	-	-	-	-
18	Tamil Nadu	1	13	22	24	11	0	21
19	Uttarakhand	1	13	14	11	16	0	Full Time
20	Uttar Pradesh	1	197	25	58	164	149	23
21	West Bengal	1	79	42	52	69	45	31
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	Nil	6	2	4	Nil	3
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. However, JERC For Uts of J&K & Ladakh has not received any grievances from any of the concerned CGRF	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	1	18	8	8	18	14	60
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	4	16	12	8	0	46

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of SERC/JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date and details of the report published by SERC under Section 59 (2)
1	2	3	4	5	6	7	
1	Assam	22nd December, 2021		Information not submitted			
2	Andhra Pradesh			Information not submitted			
3	Arunachal Pradesh	SOP Regulation notified by APERC on 28/1/2016 only and has become effective w e f 28/3/2016 as per regulation	Not furnished	NA	Nil	Nil	Not published as no report submitted by the Deptt. Of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007. On the request of erstwhile BSEB it was made effective from 22.04.2008. There after 2nd Amendment has been done and notified on 23.08.2017.	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.derec.gov.in  Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, was notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018, 15.10.2018, 31.12.2018 and 27.05.2019 repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derec.gov.in	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-dli.com & www.bsdelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2019-20 and the same has been incorporated in Tariff Order dated 30.09.2021. The copy of the same is available on the website of DERC i.e. www.derec.gov.in  Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derec.gov.in
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd (UGVCL)	23.05.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	23.05.2023
		Madhya Gujarat Vij Company Ltd (MGVCL)	04.05.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	04.05.2023
		Paschim Gujarat Vij Company Ltd	02.06.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	02.06.2023
		Dakhsin Gujarat Vij Company Ltd	31.05.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	31.05.2023
		TPL-Ahmedabad	30.04.2023	<a href="http://www.gerec.in/sop.aspx">http://www.gerec.in/sop.aspx</a>	Nil	Nil	30.04.2023
		TPL-Surat	30.04.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	30.04.2023
		TPL-Dabje	30.04.2023	<a href="https://www.gerec.in/standard-of-performances-quarter-year-discom/">https://www.gerec.in/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	30.04.2023
7	Haryana	24th April, 2020, HERC Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020.	Information for 2nd Quarter of FY 2023-24 furnished by the UHBVNL vide Memo no. Ch-10/RA/F-67 Vol-(15) dated 21/11/2023 and by DHBVNL Vide Memo no. Ch-162/SE/RA-232/ Vol-IV dated 26/10/2023	UHBVN - FY 2023-24 (Jul-Sep) <a href="https://www.ahbn.org.in/stats/Content/documents/SOP_17_SOP_FY_2023_24_23DK.pdf">https://www.ahbn.org.in/stats/Content/documents/SOP_17_SOP_FY_2023_24_23DK.pdf</a> UHBVN - FY 2023-24 (Apr-Jun) <a href="https://www.ahbn.org.in/stats/Content/documents/SOP_16_SOP_FY_2023_24_24DB.pdf">https://www.ahbn.org.in/stats/Content/documents/SOP_16_SOP_FY_2023_24_24DB.pdf</a> DHBVN - FY 2023-24 (Jul-Sep) <a href="https://dhn.org.in/stats/Content/new/HERC/SOP/SOP_FY_2023-24_Q2.pdf">https://dhn.org.in/stats/Content/new/HERC/SOP/SOP_FY_2023-24_Q2.pdf</a> DHBVN - FY 2023-24 (Apr-Jun) <a href="https://dhn.org.in/stats/Content/new/HERC/SOP/SOP_FY_2023-24_Q1.pdf">https://dhn.org.in/stats/Content/new/HERC/SOP/SOP_FY_2023-24_Q1.pdf</a>	Nil	Nil	<a href="https://herec.gov.in/content/1065_1_DHBVNL.aspx">https://herec.gov.in/content/1065_1_DHBVNL.aspx</a> <a href="https://herec.gov.in/content/1056_1_UHBVNL.aspx">https://herec.gov.in/content/1056_1_UHBVNL.aspx</a>

8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 8th October, 2010	Not yet received	Nil	Nil	Nil	Not yet Published																																																																																																																														
9	Jharkhand		Information not submitted																																																																																																																																		
10	JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-07-2014	Nil	Nil	Nil	Nil	Nil																																																																																																																														
11	JERC Goa & Uts		Information not submitted																																																																																																																																		
12	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	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., BESCO, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY19.	-	Nil	Nil	The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website. Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites.																																																																																																																														
14	Kerala		Information not submitted																																																																																																																																		
15	Madhya Pradesh	23.11.2012 (MPERC Performance Standards) (Revision-II) Regulations, 2012 (No. RG -8(II) of 2012)	28.11.2020 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur 21.11.2020 - MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore 01.12.2020 - MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal	-	Nil	Nil	26.06.2021- Uploaded on Commission's Website																																																																																																																														
16	Maharashtra	MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005.  2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014  Further, 2014 Regulations are superseded by MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25 February, 2021	<b>FY 2021-22, FY 2022-23 and FY 2023-24</b> BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP, EONI & IL, JNPT and KRC furnished data to the Commission as follows:  <table border="1"> <thead> <tr> <th></th> <th colspan="4">FY 22-23</th> <th colspan="4">FY 23-24</th> </tr> <tr> <th></th> <th>Q1</th> <th>QII</th> <th>QIII</th> <th>QIV</th> <th>QI</th> <th>QII</th> <th>QIII</th> <th>QIV</th> </tr> </thead> <tbody> <tr> <td>BEST</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> <td>-</td> <td>-</td> </tr> <tr> <td>AEML-D*</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> <td>-</td> <td>-</td> </tr> <tr> <td>TPC-D</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> <td>-</td> <td>-</td> </tr> <tr> <td>MSEDCL</td> <td>04.11.22</td> <td>05.01.23</td> <td>12.06.23</td> <td>25.09.23</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>MBPPL</td> <td>22.08.22</td> <td>12.01.23</td> <td>11.01.23</td> <td>17.04.23</td> <td>26.07.23</td> <td>26.10.23</td> <td>-</td> <td>-</td> </tr> <tr> <td>GEPL</td> <td>22.08.22</td> <td>12.01.23</td> <td>11.01.23</td> <td>17.04.23</td> <td>26.07.23</td> <td>26.10.23</td> <td>-</td> <td>-</td> </tr> <tr> <td>NUPLLP</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> <td>05.01.24</td> <td>-</td> </tr> <tr> <td>KRC</td> <td>22.08.22</td> <td>12.01.23</td> <td>11.01.23</td> <td>10.04.23</td> <td>26.07.23</td> <td>26.10.23</td> <td>-</td> <td>-</td> </tr> <tr> <td>EON-I&amp;II</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> <td>06.01.24</td> <td>-</td> </tr> <tr> <td>JNPT</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> <td>09.01.24</td> <td>-</td> </tr> <tr> <td>LHSCML</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.09.23</td> <td>15.07.23</td> <td>06.10.23</td> <td>10.01.24</td> <td>-</td> </tr> <tr> <td>MAD</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> <td>-</td> <td>-</td> </tr> </tbody> </table>		FY 22-23				FY 23-24					Q1	QII	QIII	QIV	QI	QII	QIII	QIV	BEST	08.08.22	29.11.22	06.01.23	11.05.23	29.08.23	-	-	-	AEML-D*	04.08.22	27.12.22	01.03.23	12.06.23	-	-	-	-	TPC-D	31.07.22	03.11.22	03.02.23	21.04.23	29.08.23	-	-	-	MSEDCL	04.11.22	05.01.23	12.06.23	25.09.23	-	-	-	-	MBPPL	22.08.22	12.01.23	11.01.23	17.04.23	26.07.23	26.10.23	-	-	GEPL	22.08.22	12.01.23	11.01.23	17.04.23	26.07.23	26.10.23	-	-	NUPLLP	04.07.22	07.10.22	03.01.23	17.04.23	04.07.23	06.10.23	05.01.24	-	KRC	22.08.22	12.01.23	11.01.23	10.04.23	26.07.23	26.10.23	-	-	EON-I&II	08.07.22	11.10.22	07.01.22	10.04.23	10.07.23	09.10.23	06.01.24	-	JNPT	15.09.23	15.09.23	15.09.23	15.09.23	15.09.23	05.10.23	09.01.24	-	LHSCML	15.09.23	15.09.23	15.09.23	15.09.23	15.07.23	06.10.23	10.01.24	-	MAD	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 2023-24 (upto Quarter IV) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC and NUPLLP Nil  For FY 2023-24 (Upto Quarter III) MSEDCL- 2 Cases	For FY 2023-24 (Upto Quarter IV) AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP Nil  For FY 2023-24 (Upto Quarter III) For MSEDCL compensation paid - amounting to Rs. 7,542.50/-	Details are available on the Commission's website for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II).
	FY 22-23				FY 23-24																																																																																																																																
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MAD	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																																																																																																																														
18	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance) Regulations 2004	TPSODL - 18.10.2023 TPNODL - 01.07.2023 TPWODL - 08.05.2023 TPCODL - 08.05.2023	www.orec.org (Home Page) -> Performance of Discoms for the FY 2022-23	Nil	Nil	28.10.2023 in News papers (www.orec.org (Home Page) -> Performance of Discoms for the FY 2022-23.  Above information is also available in the Website of distribution licensees in www.tpcentralodisha.com for TPCODL, www.tpsodl.com for TPNODL, www.tpsouthernodisha.com for TPSODL and www.tpwesterodisha.com for TPWODL.																																																																																																																														
19	Punjab	PSERC (Electricity Supply Code and Related Matters) Regulation, 2014 issued vide notification No. PSERC/secy/Regu/97 dated 05.11.2014	SoP information for the period of 01.10.2022 to 31.12.2022 (Quarter-3 of 2022-23) stands submitted before the PSERC vide PSFCL memo dated 04.05.2023.	-	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. Jaipur Discom has furnished quarterly reports for the 2nd quarter of the FY 2023-24, Ajmer Discom has furnished quarterly reports for the 1st quarter of the FY 2023-24, and Jodhpur Discom has furnished quarterly report for the 2nd quarter of the financial year 2023-24, the details is as:  <table border="1"> <thead> <tr> <th>Name of Discom</th> <th>Date of receipt</th> </tr> </thead> <tbody> <tr> <td>Jodhpur Discom</td> <td>08.11.2023</td> </tr> <tr> <td>Ajmer Discom</td> <td>28.08.2023</td> </tr> <tr> <td>Jaipur Discom</td> <td>20.12.2023</td> </tr> </tbody> </table>	Name of Discom	Date of receipt	Jodhpur Discom	08.11.2023	Ajmer Discom	28.08.2023	Jaipur Discom	20.12.2023	<a href="http://www.erc.rajasthan.gov.in">www.erc.rajasthan.gov.in</a>	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 & Jodhpur Discom (for the 2nd quarter of the FY 2023-24). & Ajmer Discom (for the 1st quarter of the FY 2023-24) have been placed on the Commission's website <a href="http://www.erc.rajasthan.gov.in">www.erc.rajasthan.gov.in</a> .
Name of Discom	Date of receipt														
Jodhpur Discom	08.11.2023														
Ajmer Discom	28.08.2023														
Jaipur Discom	20.12.2023														
21	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March 2012, Gazette Notification No 132 of the Government of Sikkim	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report	Nil	Nil	Nil	There are no reports/complaints regarding failure by the licensee till date. As such no report has been published by the Commission.								
22	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil								
23	Tripura	Nil	Information not submitted	Nil	Nil	Nil	Nil								
24	Uttar Pradesh	Date of Notification 16/12/2019 Notification No UPERC/Secy/Regulation/656	Quarterly Filing NPCL Submitted on 29-01-2024 and PVVNL vide letter dated 26-12-2023.	-	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/446 dated 17.01.2024	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/002/23-24/192 dated 05.01.2024	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/2023-24/1125 dated 02.01.2024	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. 2) The Department of Power, Nagaland, is yet to start implementing.		Nil			
29	Telangana	TSERC notified SOP on 16.07.2016	<b>TSNPDCL</b> Lr.No CGM/IPC&RAC/TSNPDCL/ANK/F/SOP/D No 91/23 Dt:09.06.23 <b>TSSPDCL</b> Lr.No CGM(RAC)/SE(RAC)/DE(RAC)/F/E/8/D No 82/23 Dt:01.05.23	<b>TSSPDCL</b> <a href="https://tserc.gov.in/file_upload/uploads/SOP_TSNPDCL_SoP%20Reports%20for%2022-23.pdf">https://tserc.gov.in/file_upload/uploads/SOP_TSNPDCL_SoP%20Reports%20for%2022-23.pdf</a> <b>TSNPDCL</b> <a href="https://tserc.gov.in/file_upload/uploads/SOP_TSNPDCL_SoP%20for%20FY%2022-23.pdf">https://tserc.gov.in/file_upload/uploads/SOP_TSNPDCL_SoP%20for%20FY%2022-23.pdf</a>	CGRF I TSNPDCL - 01 case - Rs.1000/- CGRF I TSNPDCL - 06 cases - Rs.25,000/- CGRF II TSNPDCL-07 case - Rs.42000/-	Rs.68,000/-	Date:05.08.2023 <a href="https://tserc.gov.in/SoP%20Analysis.php">https://tserc.gov.in/SoP%20Analysis.php</a>