

FORUM OF REGULATORS (FOR)

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

FOR-11013(11)/4-JAN-MAR/2024-CERC

Dated: 07.06.2024

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 January to March, 2024 is enclosed as **Annexure**.

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

Encl.: Eight Copies

Yours sincerely,



7/6/24.

(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 March, 2024**

This report contains the status of implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 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, 2024 as against the status in quarter ended December, 2023 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending December, 2023	Status of Vacancy for quarter ending March, 2024
1.	Chhattisgarh	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.	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.	Bihar	Nil	Two vacancies against the post of Member in CGRF Gaya and Samastipur since October, 2023.
4.	Gujarat	Three vacancies against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023, TPL-D (Dahej) since 01.01.2023 and MGVCL - Vadodara since 15.07.2023.	Three vacancies against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023, TPL-D (Dahej) since 01.01.2023 and MGVCL - Vadodara since 15.07.2023.
5.	JERC Goa UTs	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	Three vacancies against the post of Chairperson in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since 27.11.2023, 01.12.2019 and 19.01.2024 respectively. Two vacancies against the post of Member (Licensee) in State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively
6.	Jharkhand	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 and 01.02.2022 respectively.	Three vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Utilities and Infrastructure Services Limited, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 12.02.2024, 25.05.2022 and 7.11.2019 respectively. Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021 and 01.02.2022 respectively.
7.	Karnataka	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.	Three vacancies against the post of Non-official Members of Three Revenue District in BESCOM Forum Ramanagara District since 10.01.2023 and HESCOM Bagalkot since 01.06.2023 and Belagavi from 22.11.2023.
8.	Madhya Pradesh	One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023.	One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023.

9.	Maharashtra	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.	Two vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL and Jawahar Nehru Port Trust – SEZ, Mumbai One vacancy against the post of Member (CPO Rep.) in Tata Power Company Ltd since 30.06.2022.
10.	Odisha ERC	Nil	Nil
11.	Tamil Nadu	One vacancy against the post of Legal Member in Villupuram EDC since 24.04.2023.	Three vacancies against the post of Legal Member/Member in Thiruvarur Elec. Distn. Circle, Kanchipuram EDC and Virudunagar EDC since 17.02.2023, 07.10.2023 and 20.11.2023 respectively.
12.	Uttar Pradesh	Formation of new CGRF is under process.	No vacancy has been reported in all these CGRFs.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March, 2024 as against the status in quarter ended December, 2023 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2023	Status of Vacancy for quarter ending March, 2024
1.	Arunachal Pradesh ERC	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.
2.	Rajasthan ERC	Nil	The RERC is in process of appointment of new Ombudsman

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, 2024 as against the status in quarter ended December, 2023 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2023	Status of Vacancy for quarter ending March, 2024
1.	JERC For J&K & Ladakh	The process of appointment for Independent Member has been already initiated by the JERC For J&K & Ladakh	Two vacancies of Independent Members for CGRFs in KPDCL & LPDD. The matter is under process for the appointment of the Members.

Section –IV

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

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending March, 2024 as against the status in quarter ending December, 2023 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2023	Status of Vacancy for quarter ending March, 2024
1.	JERC For J&K & Ladakh	The JERC For J&K & Ladakh is in the process of Appointment of Ombudsman.	JERC for J&K & Ladakh has appointed Ombudsman for JPDCL with additional charge of KPDCL and LPDD for the Uts of J&K and Ladakh, vide order No. 07-JERC of 2024 dated 15.03.2024.

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. Two vacancies against the post of Member in the State of Bihar.
4. Three vacancies against the post of Independent Member in the State of Gujarat.
5. Three vacancies against the post of Chairperson and Two vacancies against the post of Member (Licensee) in the State of Goa and UTs.
6. Two vacancies against the post of Chairperson and One vacancy against the post of Member in the State of Maharashtra.
7. Three vacancies against the post of Non-official Member in the State of Karnataka.
8. Three vacancies against the post of Member in the State of Tamil Nadu.
9. One vacancy against the post of Independent Member in the State of Madhya Pradesh.
10. Two 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) and two vacancies against the post of Member (Finance) in the State of Jharkhand.

Vacancies in Ombudsman

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

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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 December, 2023	No. of Grievances received during the quarter January to March, 2024	No. of Grievances disposed during the quarter January to March, 2024	No. of Grievances pending at close of the quarter ending March, 2024	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March, 2024
1	Assam	Dibrugarh District Level	1	Nil	Nil	Nil	Nil	Nil	Nil
		Sonitpur District Level	1	Nil	Nil	Nil	Nil	Nil	1
		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	1	Nil	Nil	1
		State Level	1	0	0	0	0	0	1
		Kamrup (M) District Level	1	Nil	1	Nil	1	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
		Tinsukia District Level	1	1	Nil	Nil	1	1	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		
Udalguri District Level	1	Nil	Nil	Nil	Nil	Nil	Nil		
		Total	18	2	1	1	2	1	3
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	163	131	166	128	41	25
		APCPDCL, Vijaywada	1	22	12	17	17	13	31
		APSPDCL, Tripuri	1	17	163	149	31	3	71
		Total	3	202	306	332	176	57	127
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu and Subu	8	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Patna (E), Patna(W), Nalanda, Ara, Gaya, Sasaram, Aurangabad, Bhagalpur, Munger, Jamui, Darbhanga, Muzaffarpur, Kishanganj, Chapra, Samastipur, Motihari, Saharsa, Purnea, Begusarai	20	267	418	440	245	71	555
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	151	213	171	193	26	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	37	172	164	45	1	79
7	Haryana	UHBVNL	2	57	87	103	41	1	35
		DHBVNL		25	34	38	21	0	30
		Total		82	121	141	62	1	65
8	Himachal Pradesh	Kasumti, Shimla	1	4	4	3	5	2	5
9	Jharkhand	Sail Bokaro, Tsuisl, Tata Steel Ltd, Jharkhand Bijli Vitran Nigam Limited, Vidhyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidhyut Upbhokta Shikayat Niwaran Forum, Dumka, Vidhyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	57	7	16	52	26	48
10	Karnataka	BESCOM	5	42	7	21	28	28	6
		MESCOM		2	3	3	2	0	5
		HESCOM		5	2	0	7	6	0
		GESCOM		7	22	17	12	7	7
		CESC		2	3	4	1	1	1
		Total		58	37	45	50	42	19
11	Kerala	CGRF-North (KSEB)	5	26	26	37	15	0	37
		CGRF-Central (KSEB)		8	55	34	29	1	39
		CGRF-South (KSEB)		15	18	18	15	0	20
		Trichur Corpn.		0	1	0	1	0	3
		Total		49	100	89	60	1	99
12	Madhya Pradesh	ECGRF Jabalpur	3	25	78	65	38	1	24
		ECGRF Indore		26	45	21	50	15	11
		ECGRF Bhopal		7	7	9	5	3	26
		Total		58	130	95	93	19	61
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	498	522	372	561	231	448
14	Meghalaya	Meghalaya , CGRF	2	1	1	1	1	1	2

15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jaipur Road, Baripada, Keonjhar, Berhampur, Jeypore, Bhanjanagar and Rayagarh	18	513	2178	2046	637	42	481
16	Punjab	PSPCL, Ludhiana	1	15	70	76	9	Nil	15
17	Rajasthan	Ajmer	4	4	17	19	2	0	4
		Jaipur	4	9	12	14	7	2	4
		Jodhpur	4	23	7	27	3	2	4
		Total	12	36	36	60	12	4	12
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, TIRUPUR EDC, TIRUVARUR EDC, TRICHY/METRO/EDC, TUTICORIN EDC, UDUMALPET EDC, VELLORE EDC, VILLUPURAM EDC, VIRUDUNAGAR EDC	44	314	1104	1050	368	16	79
19	Uttar Pradesh	FORUM COMPANY LEVEL - KESCO, FORUM ZONE KESCO, FORUM CIRCLE - EDC - 1, KESCO of ZONE KESCO, FORUM CIRCLE - EDC - 2, KESCO of ZONE KESCO, FORUM CIRCLE - EDC - 3, KESCO of ZONE KESCO, FORUM CIRCLE - EDC - 4, KESCO of ZONE KESCO, FORUM COMPANY LEVEL - NPCL, FORUM URBAN LEVEL - NPCL, FORUM RURAL LEVEL - NPCL, FORUM COMPANY LEVEL - MVVNL, FORUM ZONE BAREILLY - I, FORUM CIRCLE - EDC SHAJAHANPUR of ZONE BAREILLY - II, FORUM ZONE LESA CIS GOMTI - I, FORUM CIRCLE - EUDC - IV of ZONE LESA CIS GOMTI - I, FORUM CIRCLE - EUDC - VII of ZONE LESA CIS GOMTI - I, FORUM CIRCLE - EUDC - I of ZONE LESA CIS GOMTI - II, FORUM ZONE LESA TRANS GOMTI - I, FORUM CIRCLE - EUDC - VI of ZONE LESA TRANS GOMTI - I, FORUM CIRCLE - EUDC - X of ZONE LESA TRANS GOMTI - I, FORUM CIRCLE - EUDC - II of ZONE LESA TRANS GOMTI - II, FORUM ZONE DEVIPATAN, FORUM COMPANY LEVEL - DVVNL, FORUM ZONE ALIGARH, FORUM ZONE AGRA, FORUM ZONE MATHURA, FORUM CIRCLE - EUDC MATHURA of ZONE MATHURA, FORUM ZONE JHANSI, FORUM COMPANY LEVEL - PUVVNL, FORUM ZONE GORAKHPUR - I, FORUM ZONE PRAYAGRAJ - I, FORUM CIRCLE - EUDC - I, PRAYAGRAJ of ZONE PRAYAGRAJ - I, FORUM CIRCLE - EUDC - II, PRAYAGRAJ of ZONE PRAYAGRAJ - I, FORUM CIRCLE - EDC - I, PRAYAGRAJ of ZONE PRAYAGRAJ - II, FORUM CIRCLE - EUDC - II, VARANASI of ZONE VARANASI - I, FORUM CIRCLE - EDC VARANASI of ZONE VARANASI - I, FORUM CIRCLE - EDC - I, JAUNPUR of ZONE VARANASI - II, FORUM CIRCLE - EDC - I, AZAMGARH of ZONE AZAMGARH, FORUM CIRCLE - EDC BALLIA of ZONE AZAMGARH, FORUM CIRCLE - EDC MEERZAPUR of ZONE MEERZAPUR, FORUM CIRCLE - EDC RAVIDAS NAGAR (BHADOHI) of ZONE MEERZAPUR, FORUM CIRCLE - EDC SONBHADRA of ZONE MEERZAPUR, FORUM ZONE BASTI, FORUM CIRCLE - EDC SIDHARATH NAGAR of ZONE BASTI, FORUM COMPANY LEVEL - PVVNL, FORUM ZONE BULANDSHAHR, FORUM CIRCLE - EDC HAPUR of ZONE BULANDSHAHR, FORUM ZONE GHAZIABAD - I, FORUM CIRCLE - EUDC - III GHAZIABAD of ZONE GHAZIABAD - II, FORUM CIRCLE - EDC LONI of ZONE GHAZIABAD - III, FORUM ZONE MEERUT - I, FORUM ZONE MORADABAD, FORUM CIRCLE - EUDC MORADABAD of ZONE MORADABAD, FORUM ZONE SAHARANPUR, FORUM CIRCLE - EUDC MUZAFFARNAGAR of ZONE MUZAFFARNAGAR, FORUM ZONE NOIDA, FORUM CIRCLE - EUDC - II, NOIDA of ZONE NOIDA	56	241	18	11	248	236	38
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Kamprayag, Haldwani, Rudrapur, Almora & Pithoragarh	8	251	473	438	286	101	Full Time
21	West Bengal	Bidhannagar, 24 Pgs(N), Howrah, Hooghly, Purba Burdwan, Paschim Burdwan, Birbhum, Paschim Midnapur, Purba Midnapur (Tamluk), Purulia, Bankura, Murshidabad, Nadia, Malda, Uttar Dinajpur (Rajganj), Dakshin Dinajpur, Cooch Behar, Alipurduar, Jalpaiguri and Darjeeling	21	115	244	270	89	13	68
22	JERC Manipur &	P&E Department, CGRF, Mizoram Manipur State power Distribution Company Limited	2	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission Goa	Goa	6	7	12	14	5	0	8
		Dadra Nagar Haveli and Daman & Diu		0	0	0	0	0	0
		Chandigarh		2	10	9	3	0	8
		Andman & Nicobar Islands		11	12	11	12	8	19
		Puducherry		23	32	40	15	0	22
		Lakshadweep		0	0	0	0	0	0
		Total		43	66	74	35	8	57
24	Joint Electricity Regulatory Commission (JERC) For	JPDCL Jammu, KPDC Kashmir, LPDD Ladakh	3	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	66	34	62	38	29	62
27	Tripura		23						
28	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	CGRF-I -TSSPDCL	4	18	162	88	92	16	7
		CGRF- II-TSSPDCL		18	79	78	19	Nil	15
		CGRF-I -TSNPDCL		123	145	140	128	70	21
		CGRF- II- TSNPDCL		117	230	141	206	102	22
		Total	4	276	616	447	445	188	65

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, 2023	No. of Grievances received during the quarter January to March, 2024	No. of Grievances disposed during the quarter January to March, 2024	No. of Grievances pending at close of the quarter ending March, 2024	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2024
1	Assam	1	2	7	4	5	3	22
2	Andhra Pradesh	1	0	5	4	1	0	20
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	52	22	16	58	40	Every working day
5	Delhi	1	9	10	12	7	3	12
6	Gujarat	2	19	22	26	15	3	38
7	Haryana	1	12	11	17	6	5	41
8	Himachal Pradesh	1	Information not submitted					
9	Jharkhand	1	8	4	3	9	6	51
10	Karnataka	1	46	12	14	44	36	152
11	Kerala	1	13	14	14	12	0	22
12	Madhya Pradesh	1	0	8	4	4	4	9
13	Maharashtra	2	98	77	143	30	0	84
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	91	46	41	99	73	126
16	Punjab	1	Nil	8	7	1	Nil	10
17	Rajasthan	The RERC is in process of appointment of new Ombudsman	Nil	-	-	-	-	-
18	Tamil Nadu	1	11	21	21	25	7	7
19	Uttarakhand	1	16	15	16	15	0	Full Time
20	Uttar Pradesh	1	164	17	63	118	108	20
21	West Bengal	1	69	87	18	138	87	40
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	3	4	5	2	Nil	6
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	1	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	1	18	11	17	12	11	60
26	Tripura	1						
27	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	1	Nil	Nil	Nil	Nil	Nil	Nil
29	Telangana	1	8	14	21	1	0	41

S. No.	Name of SERC/ JERCs	The date & details of SOP by SERC	The date & details of notification of Standard of Performance	The date & details of on which the licensee has furnished the report in SERC under section 89(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which the compensation was made under sub-section (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	8	9
1	Assam							
2	Andhra Pradesh							
3	Andhra Pradesh	SOP Regulation notified by APSPERC on 28/12/2016 and has become effective w.e.f. 29/12/2016 as per regulation	No furnished		Information not submitted			Not published as no report submitted by the Deptt. of Power, Government of Andhra Pradesh
4	Bihar	Notification issued on 18.01.2007 (in the request of erstwhile INSEI) it was made effective from 22.04.2008. There after 2nd Amendment has been done and notified on 23.08.2017.	No furnished	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 06.10.2021.	Report submitted	None	Nil	The report for FY 2021-22 is uploaded on the website of the Commission on dated 06.10.2021
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 replaced 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.dere.gov.in	No furnished	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.dere.gov.in & www.selpower-dell.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 10.09.2021. The copy of the same is available on the website of DERC i.e www.dere.gov.in
6	GURJAT	Notification No. 10 of 2002 dated 11.03.2005 Utar Gujarat Vp Company Ltd (UGVCL)	No furnished	23.05.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	23.05.2023
		Madhya Gujarat Vp Company Ltd (MGVCL)		04.05.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	04.05.2023
		Rashtriya Guprat Vp Company Ltd		02.06.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	02.06.2023
		Dakshin Gujarat Vp Company Ltd		31.05.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	31.05.2023
		TU - Ahmedabad		30.04.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	30.04.2023
		TU - Surat		30.04.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	Nil	Nil	30.04.2023
		TU - Dabhoj		30.04.2023	https://www.serc.in/serc/standards-of-performance-quarterly-reports/	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) Regulation, 2020	Information for 2nd Quarter of FY 2023-24 furnished by the UJIBVNL, vide Memo no. CH-102/SERA-23/ Vol-IV dated 26/04/2023		Information not submitted	Nil	Nil	https://www.gov.in/content/1056_1_0118/VNL.aspx https://www.gov.in/content/1056_1_0118/VNL.aspx
8	Himachal Pradesh							
9	Jharkhand							
10	Karnataka	DERC (Karnataka) No. 90 of 5th July 2014	Information not submitted	Nil	Information not submitted	Nil	Nil	Nil
11	Kerala	DERC (Kerala) No. 389 of 02-02-2014	Information not submitted					

24	Ultras Pradish	Date of Notification 16/12/2019 Notification No UPPERCSE/PR/Regulation/66	Quarterly Filing NCI Submitted on 30-01-2024		NIL	NIL	
25	Ultrasband	April 17, 2007					

26	West Bengal	WBERC Notification No 60/WBERC dated 31.05.2010 as amended 57/WBERC dated 26.05.2013 and 61/WBERC dated 07.01.2014	Memo No. CRM/WBERC/Report/19 dated 23.04.2024	Annual Report for the year 2016-17 submitted by WBSEDCIL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and 62/WBERC dated 07.11.2017.	Nil	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by WBSEDCIL 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. IL/01/00/24-2502 dated 05.04.2024	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formerly DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and 62/WBERC dated 07.11.2017.	Nil	Nil	Nil	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formerly 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. Compt/CHRE/6024-2559 dated 03.04.2024	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 62/WBERC dated 07.11.2017.	Nil	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 Mar, 2020	NA (The matter being pursued)	NA	Nil	Nil	Nil	NA (The matter being pursued)
28	Nagaland	1) Regulations on Self issued vsk Notification No. NERC/REG/2012(A) dated 31/01/2012 2) The Department of Power, Nagaland, is yet to start implementing.						
29	Telangana	TSERC notified SUP on 16.07.2016	TSNPDCL Lr No CG60/PC&RAC/TSNPDCL/INSP/ SUPD No-9123 D:09.06.23 TSNPDCL Lr No CG60/RAC/TSNPDCL/WRAC/CF/19003 No:8223 D:01.05.23	TSNPDCL Mps being gen in file upskd upskd.Soft TSN PDCL.Soft*2016gen*2016r*202223.rtf TSNPDCL Mps being gen in file upskd upskd.Soft TSN PDCL.Soft*2016r*2017r*202223.rtf	CGRE II TSNPDCL - 02 cases - Rs:25000+25000 plus Rs:1000+cash CGRE I TSNPDCL - 03 cases - Rs:8,000/- CGRE II TSNPDCL-15 cases- Rs:52000/-	Rs 1,10,000/-	Rs 1,10,000/-	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 Date 05.08.2023 https://www.gov.in/SOI/20/Analysis.rtf