

24728/2019/FOR - CERC **CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)**

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No. FOR-11013(11)/1/2019-CERC

Dated: 08th November, 2019
11m

To

The Registrar
Appellate Tribunal for Electricity (APTEL)
Core 4, 7th Floor, SCOPE Complex
Lodhi Road
New Delhi-110 003.

Subject: Quarterly Report on the Compliance of the Direction 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 April to June 2019 is enclosed as **Annexure**.

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours sincerely,

Encl : As above (8 copies)


(Arun Kumar)
Assistant Secretary, FOR

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 June 2019

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).

Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending June, 2019 as against the status in quarter ended March 2019 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ended March 2019	Status of Vacancy for quarter ending June 2019
1	Bihar, Patna	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 3rd Member since 23.10.2017 in Purnea</p> <p>One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Gaya since 23.10.2017</p>	<p>One vacancy against the post of 3rd Member since 26.02.2013 in Patna</p> <p>One vacancy against the post of 3rd Member since 23.10.2017 in Purnea</p> <p>One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017</p> <p>One vacancy against the post of 3rd Member in Gaya since 23.10.2017</p>
2	Delhi	<p>04 vacancy against the post of Member (Consumer related matters) as detail given below –</p> <p>CGRF, BRPL - 23.06.2018 CGRF, BYPL – 30.04.2018 CGRF, NDMC - 30.04.2018 CGRF, TPDDL – 23.03.2019</p> <p>02 vacancy against the post of Member (Legal) as per detail given below –</p> <p>CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018</p>	<p>Chairperson CGRF, BRPL SINCE 01.04.2019</p> <p>04 vacancy against the post of Member (Consumer related matters) as detail given below –</p> <p>CGRF, BRPL - 23.06.2018 CGRF, BYPL – 30.04.2018 CGRF, NDMC - 30.04.2018 CGRF, TPDDL – 23.03.2019</p> <p>02 vacancy against the post of Member (Legal) as per detail given below –</p> <p>CGRF, BYPL - 08.05.2018 CGRF, NDMC - 08.05.2018</p>
3	Maharashtra	<p>Two (02) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017</p> <p>Two (02) vacancy against the post of Member (Licensee) in Latur zone since 01.04.2018 and in Chandrapur zone since 26.06.2018</p>	<p>Three (03) vacancies against the post of Chairperson as per details given under –</p> <p>Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017 Kolhapur Zone – 04-07-2019</p> <p>Post of Ombudsman vacant since 06-04-2019</p>

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S. No.	SERCs / JERCs	Status of Vacancy for quarter ended March 2019	Status of Vacancy for quarter ending June 2019
4	Tamil Nadu	Member 1 in Coimbatore EDC/South since 22-08-2018 Coimbatore EDC/North since 16-08-2018 Member (Legal) since 30-10-2018. Member, Chennai EDC since 14-07-2012 Member II, Perambalur EDC since 14-12-2018. Member I, Tuticorin EDC since 07-03-2015	Member 1 in Coimbatore EDC/South since 22-08-2018 Coimbatore EDC Member (Legal) since 30-10-2018. Member, Chennai EDC since 14-07-2012 Palladam East –CGRF yet to be established Two vacancy in Kallakurchi EDC since 03-07-2019 One vacancy in Tiruvarur EDC since 21-06-2019
5	HERC	One vacancy against the post of Member in CGRF DHBVNL	One vacancy against the post of Chairperson in CGRF DHBVNL
6	JERC Goa and UTs (except Delhi)	One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013 One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively. One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014. One vacancy of Member (Licensee) in UT of Lakshadweep since April 2010.	One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013 One vacancy of Chairperson and One vacancy of Member (Licensee) in UT of Daman and Diu since 20-01-2018 and 14-11-2017 respectively. One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014. One vacancy of Member (Licensee) in UT of Lakshadweep since April 2010.
7	CSERC	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017.	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum. Post of Member in CGRF Jagdalpur since 21-12-2017.
8	GERC	Post of Chairperson, Bhavnagar, PGVCL since 19-01-2019	NIL
9	KSERC	Five (05) vacancy of Members (nominated by SERC) in CGRFs Technopark, Kannan Devan Hills Plantations Company,(Pvt) Ltd, Cochin Port Trust, Rubber Park India Pvt. Ltd., Cochin Special Economic Zone Authority.	Five (05) vacancy of Members (nominated by SERC) in CGRFs Technopark, Kannan Devan Hills Plantations Company,(Pvt) Ltd, Cochin Port Trust, Rubber Park India Pvt. Ltd., Cochin Special Economic Zone Authority.
10	SSERC	Post of Member 2 vacant since 16.02.2019	NIL

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S. No.	SERCs / JERCs	Status of Vacancy for quarter ended March 2019	Status of Vacancy for quarter ending June 2019
1	TSERC	Two vacancy of Members in CGRF since June 2018 and 02-02-2019	Vacancy in TSSPDCL- Chairperson –since 01-05-2019 Member(Tech.) –since 4-05-2019 Member (Fin.) – since 2-02-2019 Independent Member -28-02-2019 Vacancy in TSNPDCL Chairperson, CGRF-I – since 14-07-2019 Chairperson, CGRF-II-since 01.07.2019
1	UPERC	Member-Technical in following CGRF – CGRF, Jhansi -25-06-2018 CGRF, Devipattan 04-12-2018 CGRF, Allahabad - 20-03-2018 CGRF, Gorakhpur - 13-12-2018 Post of Member-Judicial, CGRF, Mirzapur	Three vacancy Member (Technical) in CGRFs Jhansi, Gorakhpur and Greater Noida. Member (Judicial) in CGRFs KESCO, Mirzapur, Gorakhpur, Greater Noida
1	UERC	Member (Tech.) in CGRF Kumaon zone One vacancy of Member (Judicial) in CGRF, Srinagar . (Selection process for the same is under progress)	Member (Tech.) in CGRF Kumaon zone and Garhwal zone One vacancy of Member (Judicial) in CGRF, Srinagar (Selection process for the same is under progress)

Note: Relevant information from ERCs of Himachal Pradesh, Jharkhand, Jammu & Kashmir, Meghalaya was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of June 2019 as against the status in quarter ended March 2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter Ending March 2019	Status of Vacancy for quarter ending June 2019
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015 to till date

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2	MPERC	Post of Ombudsman vacant since 04.05.2018	Ombudsman assumed charge w.e.f. 02-04-2019.
3	MERC	-	Post of Ombudsman vacant since 06-04-2019

Note: Relevant information from ERCs of Himachal Pradesh, Jharkhand, Jammu & Kashmir Meghalaya was not received as on the date of preparing this report.

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending June 2019 as against the status in quarter ended March 2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March 2019	Status of Vacancy for quarter ending June 2019
1.	Jammu & Kashmir	Information not submitted	Information not submitted
2.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

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 of June 2019 as against the status in quarter ending March 2019 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending March 2019	Status of Vacancy for quarter ending June 2019
1.	Jammu & Kashmir	Information not submitted	Information not submitted
2.	Nagaland	Information not submitted	Ombudsman yet to be established

Section – V**Summary of the vacant positions****Vacancies in CGRF**

1. Five vacancies for the post of Member in the State of Bihar.
2. One vacancy for the post of Chairperson. Four vacancies for the post of Member (Consumer related matters) in and three vacancies for the post of Member (Legal) in the UT of Delhi.
3. Three vacancies against the post of Chairpersons in the State of Maharashtra.
4. Five vacancies for the post of Member in the State of Tamil Nadu.
5. One vacancy against the post of Chairperson (DHBVN) in the state of Haryana.
6. One vacancy for the post of Chairperson, and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
7. Five vacancy of Independent Member and one Member in the state of Chhattisgarh.
8. Vacancy position in Gujrat is nil.
9. Five vacancy of Members in the state of Kerala.
10. Vacancy position in Sikkim is nil.
11. Three vacancy of Chairperson, two vacancy of Member and one independent Member in the state of Telangana.
12. Three vacancy of Member (Technical) and one vacancy Member (Judicial) in the state of Uttar Pradesh.
13. One vacancy Member (Tech.) and one vacancy Member (Judicial) in the state of Uttrakhand.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Nagaland yet to be established.
2. Ombudsman not yet established in the state of Jammu and Kashmir.
3. Ombudsman in the state of Madhya Pradesh assumed charge w.e.f. 02-04-2019.
4. Post of Ombudsman in the state of Maharashtra is vacant since 06-04-2019.

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Section - VI									
Status of disposal of Grievances by CGRF									
Sl. No.	Name of SERC/ JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March 2019	No. of Grievances received during the quarter ending June 2019	No. of Grievances disposed during the quarter ending June 2019	No. of Grievances pending at close of the quarter ending June 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June 2019
1	Assam	APDCL, Silchar		0	1	1	0	0	1
		APDCL, Dibrugarh		0	0	0	0	0	0
		APDCL, Tezpur Zone		0	0	0	0	0	0
		APDCL (LAZ), Guwahati		0	3	1	2	0	1
		APDCL (LAR), Jorhat Zone		0	1	0	0	0	0
		APDCL, Nagaon		0	0	0	0	0	0
		APDCL, Rangia				information not submitted			
		Total		0	5	2	2	0	2
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh	2	191	116	102	205	99	37
		APEPDCL/Visakhapatnam	1	145	72	100	117	69	16
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu		Nil	Nil	NA	NA	NIL	NIL
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya	5	243	64	100	206	194	118
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	60	83	100	75	29	35
6	Gujrat	PGVCL Rajkot, PGVCL Bhavnagar, PGVCL Bhuj, UGVCL, MGVCL, DGVCL, TPL-Ahmedabad, TPL Surat		121	228	288	61	10	74
7	Haryana	UHBVNL	2	29	21	25	25	6	15
		DHBVNL		28	89	97	20	0	16
		Total		57	110	122	45	6	31
8	Himachal Pradesh	Kasumti, Shimla				information not submitted			
9	Jharkhand					information not submitted			
10	Karnataka	BESCOM		52	14	17	49	39	9
		MESCOM		3	5	5	3	0	1
		HESCOM		5	9	11	3	0	19
		GESCOM		12	16	9	19	14	9
		CESC		1	10	7	4	0	5
		Total		73	54	49	78	53	43

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Sl. No.	Name of SERC/ JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March 2019	No. of Grievances received during the quarter ending June 2019	No. of Grievances disposed during the quarter ending June 2019	No. of Grievances pending at close of the quarter ending June 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June 2019
11	Kerala	CGRF-North (KSEB)		37	56	48	45	0	13
		CGRF-Central (KSEB)		28	36	23	41	12	8
		CGRF-South (KSEB)		25	40	38	27	0	16
		Trichur Corpn.		0	1	1	0	0	1
		KDHPCL		NIL	NIL	NIL	NIL	NIL	NIL
		Total		90	133	110	113	12	38
12	Madhya Pradesh	ECGRF Jabalpur		13	667	622	58	7	22
		ECGRF Indore		35	62	74	23	2	23
		ECGRF Bhopal		36	17	36	17	9	13
		Total		84	746	732	98	18	58
13	Maharashtra	Bhandup Urban Zone, Chandrapur, Akola, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex	22	278	310	294	290	111	184
14	Meghalaya	Meghalaya , CGRF			Invormation not submitted				
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	19	91	401	1044	49	4	152
16	Punjab	PSPCL, Patiala		42	68	83	27	3	27
		Ludhiana		45	70	84	31	NIL	26
		Total		87	138	167	58	3	53
17	Rajasthan	Ajmer	716	278	622	546	354	Information not given	Information not given
		Jaipur		1663	6877	7116	1424		
		Jodhpur		167	543	476	234		
		Total		2108	8042	8138	2012		
18	Tamil Nadu	CHENGALPATTU EDC, CHENNAI EDC (NORTH) CHENNAI EDC (WEST) ,CHENNAI EDC CENTRAL CHENNAI EDC/ SOUTH-1 ,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	NA	183	431	401	213	34	58
19	Uttar Pradesh	Agra, Aligarh, Allahabad, Azamgarh, Basti, Bareilly, Chitrakoot, Faizabad, Gonda, Greater Noida, Gorakhpur, Jhansi KESCO Kanpur, Kanpur, Lucknow, Mirzapur, Meerut, Moradabad, Saharanpur, Varanasi	20	944	707	907	744	436	793

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Sl. No.	Name of SERC/JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending March 2019	No. of Grievances received during the quarter ending June 2019	No. of Grievances disposed during the quarter ending June 2019	No. of Grievances pending at close of the quarter ending June 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June 2019
20	Uttarakhand	Garhwal Zone	5	14	35	33	16	7	Full Time
		Kumaon Zone		36	47	53	30	18	Full Time
		Haridwar		15	51	49	17	5	Full Time
		Udham Singh Nagar		14	54	44	24	4	Full Time
		Srinagar		2	10	7	5	0	-
		Total	5	81	197	186	92	34	
21	WBERC		20	114	217	215	226	23	106
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram		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	1	12	4	4	12	12	7
		Lakshadweep	1	1	1	1	1	0	4
		Daman & Diu	1	9	1	0	10	10	0
		Dadra Nagar Haveli	1	1	2	2	1	1	0
		Chandigarh	1	19	53	57	15	0	15
		Andman & Nicobar Islands	1	4	3	6	1	0	48
		Puducherry	1	14	10	18	0	0	13
		Total	7	60	74	88	40	23	
24	Sikkim	Sikkim	NIL	NIL	NIL	NIL	NIL	NIL	NIL
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai		36	41	42	35	10	76
26	Jammu & Kashmir			Information not submitted					
27	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	3	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland	Does not arise		NIL					
29	Telangana	TSSPDCL, TSNPDCL		622	468	459	631	242	117

Section -VII - States of disposal of Grievances by Ombudsman								
Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending March 2019	No. of Grievances received during the quarter ending June 2019	No. of Grievances disposed during the quarter ending June 2019	No. of Grievances pending at close of the quarter ending June 2019	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June 2019
1	Assam	0	0	0	0	0	0	0
2	Andhra Pradesh	1	0	15	7	8	5	7
3	Arunachal Pradesh	NIL	NIL	NIL	NA	NA	NIL	NIL
4	Bihar		22	4	4	22	19	42
5	Delhi	1	7	12	13	6	NIL	19
6	Gujarat		9	38	20	27	3	42
7	Haryana	1	4	12	5	11	4	29
8	Himachal Pradesh				Information not submitted			
9	Jharkhand				Information Not submitted			
10	Karnataka		19	13	22	10	2	45
11	Kerala	1	16	31	28	19	0	32
12	Madhya Pradesh		31	2	Nil	33	32	16
13	Maharashtra		71	67	72	66	2	90
14	Meghalaya		Information Not submitted					
15	Odisha	12	31	47	36	42	10	75
16	Punjab		21	17	17	21	0	26
17	Rajasthan		7	5	10	2	NIL	full time
18	Tamil Nadu		38	21	15	5	54	
19	Uttarakhand	1	10	19	16	13	-	full time
20	Uttar Pradesh		247	58	123	182	137	28
21	West Bengal	4	125	65	104	86	48	50
22	(JERCM) Manipur & Mizoram		Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts		1	4	4	0	0	2
24	Chhattisgarh		6	8	6	8	0	55
25	Tripura	nil	Nil	Nil	Nil	Nil	Nil	Nil
26	Sikkim	nil	Nil	Nil	Nil	Nil	Nil	Nil
27	Jammu & Kashmir		Information Not submitted					
28	Nagaland	Does not arise	NIL					
29	Telangana	1	18	14	17	15	4	90

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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	Not Submitted					
2	Andhra Pradesh	Not Submitted					
3	Arunachal Pradesh	SOP Regulation notified by APSC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation	Not applicable in view of above	*DO*	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 the Board it was made effective from 22.4.2008.	The report for all the four quarters of FY 18-19 has been submitted by the licensee. This is under examination for publication.	Reports submitted in hard copy	None	NIL	The report for FY 2017-18 onwards have been published on 28.08.2018 in Newspapers.
5	Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA	NIL	-	NA (The matter being pursued)
6	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, has been 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 had 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.tatapowerddl.com & www.bsesdelhi.com	NIL	NIL	The distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2017-18 and the same has been incorporated in Tariff Order dated 31.07.2019. The copy of the same is available on the website of DERC i.e. www.derc.gov.in . Further the commission has uploaded the report submitted by DISCOMs on its website i.e. www.derc.gov.in
7	GUJARAT	Notification No. 10 of 2005 dated 31.03.2005	30.05.2019	http://www.gercin.org/sop.asp	NIL	NIL	28.06.2019
		Uttar Gujarat Vij Company Ltd.(UGVCL)		X			
		Madhya Gujarat Vij Company Ltd.(MGVCL)	13.06.2019	http://www.gercin.org/sop.asp	NIL	NIL	28.06.2019
				X			
		Paschim Gujarat Vij Company Ltd.	18.06.2019	http://www.gercin.org/sop.asp	NIL	NIL	28.06.2019
				X			

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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)
		Dakhsin Gujarat Vij Company Ltd.	23.05.2019	http://www.gercin.org/sop.asp X	NIL	NIL	28.06.2019
		TPL-Ahmedabad	13.06.2019	http://www.gercin.org/sop.asp X	NIL	NIL	28.06.2019
		TPL-Surat	13.06.2019	http://www.gercin.org/sop.asp X	NIL	NIL	28.06.2019
8	Haryana	16th July 2004 HERC(Standard of performance for the Distribution Licensee) Regulation 2004	Information for 4th Quarter of FY 2018-19 furnished by the UHBVNL vide Memo no. Ch-38/SE/RA/N/F-67 Vol-X1 dated 13.05.2019 and by DHBVNL Vide Memo no.Ch-30/ SE/ RA-232/ Vol-111 dated 09.05.2019	DHBVN – FY 2018-19: http://dhibvn.org.in/StaticContent/new/HERC/SoP/FY-2018-19.rar UHBVN - FY 2018-19: http://uhbvn.org.in/StaticContent/documents/SOP/2018 19 27TQ.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018 19 02YA.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018 19 01ZD.pdf http://uhbvn.org.in/StaticContent/documents/38/SE RA 147Q.pdf	NIL	NIL	https://herc.gov.in/content/1056 1 DHBVNL.aspx https://herc.gov.in/content/1056 1 UHBVNL.aspx Quarterly data of sop for FY 2018-19 published on 22nd may,2019
9	Himachal Pradesh	Information Not Submitted					
10	Jharkhand	Information Not submitted					
11	JERC Goa & Uts			Information not submitted			
12	JERC Manipur and Mizoram	Manipur - The Manipur Gazette No. 90 of 5th July, 2014 Mizoram - The Mizoram Gazette No. 309 of 02.07.2014	NIL	NIL	NIL	NIL	NIL
13	Jammu and Kashmir		Information not submitted				

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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)																																								
14	Karnataka	24/05/2004 vide Notification No D/07/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY18 during the 1st week of July, 2018.		Nil	Nil	The Commission has already published the details of the levels of SOP achieved by Distribution companies for FY18 in KERC website : www.karnataka.gov.in/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective websites																																								
15	Kerala			Not submitted																																											
16	Madhya Pradesh	MPERC (Performance Standards) (Revision - II) Regulations, 2012 (No.RG-8(II) of 2012)	MP Poorv Kshetra Vidyut Vitaran Co. Ltd Jabalpur - 08/04/2018 MP Paschim Kshetra Vidyut Vitaran Co.Ltd Indore- 09/17/2018 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal - 09/18/2018		Nil	Nil	12/18/2018 Uploaded on Commission's website																																								
17	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	For FY 2018-19 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL and NUPLLP furnished data to the Commission as follows: <table><tr><th>Licensee</th><th>Q1</th><th>QII</th><th>QIII</th><th>QIV</th></tr><tr><td>BEST</td><td>30.07.2018</td><td>20.10.2018</td><td>29.01.2019</td><td>09.05.2019</td></tr><tr><td>AEML-D</td><td>07.08.2018</td><td>29.10.2018</td><td>11.02.2019</td><td>20.05.2019</td></tr><tr><td>TPC-D</td><td>27.07.2018</td><td>29.10.2018</td><td>31.01.2019</td><td>26.04.2019</td></tr><tr><td>MSEDCL</td><td>27.12.2018</td><td>07.02.2019</td><td>22.04.2019</td><td>20.07.2019</td></tr><tr><td>MBPPL</td><td>31.07.2018</td><td>12.11.2018</td><td>31.01.2019</td><td>14.06.2019</td></tr><tr><td>GEPL</td><td>31.07.2018</td><td>12.11.2018</td><td>31.01.2019</td><td>14.06.2019</td></tr><tr><td>NUPLLP</td><td>-</td><td>-</td><td>28.01.2019</td><td>16.04.2019</td></tr></table>	Licensee	Q1	QII	QIII	QIV	BEST	30.07.2018	20.10.2018	29.01.2019	09.05.2019	AEML-D	07.08.2018	29.10.2018	11.02.2019	20.05.2019	TPC-D	27.07.2018	29.10.2018	31.01.2019	26.04.2019	MSEDCL	27.12.2018	07.02.2019	22.04.2019	20.07.2019	MBPPL	31.07.2018	12.11.2018	31.01.2019	14.06.2019	GEPL	31.07.2018	12.11.2018	31.01.2019	14.06.2019	NUPLLP	-	-	28.01.2019	16.04.2019	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 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil MSEDCL - 7 Cases (Upto Quarter II of FY 18-19)	For FY 2018-19 (Upto Quarter III) AEML-D*, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil For MSEDCL compensation paid - amounting to Rs.29,956/- (Upto Quarter II of FY 18-19)	On 28.02.2019, details are available on the Commission's web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II)
Licensee	Q1	QII	QIII	QIV																																											
BEST	30.07.2018	20.10.2018	29.01.2019	09.05.2019																																											
AEML-D	07.08.2018	29.10.2018	11.02.2019	20.05.2019																																											
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GEPL	31.07.2018	12.11.2018	31.01.2019	14.06.2019																																											
NUPLLP	-	-	28.01.2019	16.04.2019																																											
18	Meghalaya			Information Not submitted																																											
19	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																																											
20	Odisha	28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004	CESU – 07.08.2018, WESCO Utility- 01.06.2018/26.12.2018, NESCO Utility- 06.08.2018/22.12.18, SOUTHCO Utility – 23.08.2018	www. orierc.org (Home Page) ->"Performance of Distcos" for the FY 2017-18	Nil	Nil	8.01.2019 in News paper (www. orierc.org (Home Page) ->"Performance of Distcos" for the FY 2017-18																																								
21	Punjab		Not submitted																																												

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22	Rajasthan	RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 was notified on 02.06.2014	As per the RERC (Standards of Performance for Distribution Licensees) Regulations 2014, the licensee shall furnish the Commission as well as the Electricity Ombudsman, half yearly reports within 45 days respectively from 30th September and 31st March of each financial year. SO, accordingly the licensees have submitted the 2nd half yearly reports for the FY 2018-19.	www.erc.rajasthan.gov.in	NIL	NIL	As per the RERC (Standards of Performance for Distribution Licensees) Regulations 2014, the licensees have submitted the 2nd half yearly reports for the FY 2018-19, which have been placed on the Commission's website www.erc.rajasthan.gov.in
23	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 had 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
24	Tamil Nadu	NIL	NIL	NIL	NIL	NIL	NIL
25	Tripura	Regulation made and published in Tripura Gazette on 18/01/2005	Quarterly status report was submitted by the Licensee vide their letter No. F.5(3)/TSECL/Cor. Office/CGRF/2016-2017/14627 - 42 dated 16-05-2018	NIL	Till date no. such situation arises for which levy of penalty or compensation thereof being paid .	NIL	The last Annual Report published by the TERC for the year 2015-16 where the Standard of Performances were elaborated .
26	Telangana	TSERC notified SOP on 16.07.2016	Usually monitoring of performance of SOP is a part of ARR in TSERC. This year ARR is not yet filed by the Licensees.	As the Licensees have not filed ARRs, no links to the ARRs could be provided	8	Rs.80,100/-	No report was published by SERC for the reason mentioned at SI No 3 above.
27	Uttar Pradesh	Information Not Submitted					
28	Uttarakhand	17-Apr-07					
29	West Bengal	WBERC Notification No. 46/WBERC dated 31.05.2010 as amended , 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. CRM/WBERC/Report/260 dated 16.06.2017	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC(Standard of Performance of Licensee relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017	3	Rs 1,28,400/-	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC(Standard of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017
		WBERC Notification No. 46/WBERC dated 31.05.2010	Coml./WBERC/Annual Report/2016-17/971 dated	Annual Performance Report for	NIL	Nil	Annual Performance Report

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		as amended, 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	28.06.2017	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			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
		WBERC Notification no.46/WBERC dated 31.05.2010 as amended, 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. RA/II/002/17-18/1599 dated 23.06.2017	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 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 (Formerly 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.
		WBERC Notification No. 46/WBERC dated 31.05.2010 as amended, 57/WBERC dated 26.08.2013 and 61/WBERC dated 07.01.2014	Memo No. GM(CR): 2062 dated 16.08.2017	Annual Performance Report for the year 2016-17 submitted by CESC Ltd 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 CESC Ltd. in terms of regulation no. 16.0 of the Regulations called the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 has been published vide Memo No. WBERC/B-27/5/1098 dated 07.11.2017