

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

No. FOR-11013(11)/2/2020-CERC

Dated: 16th July, 2020

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 **January to March 2020** 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.: Eight Copies


(Arun Kumar)
Assistant Secretary, FOR

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending March 2020

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 grivences 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, 2020 as against the status in quarter ended December, 2019 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
1.	Bihar SERC	<p>One vacancy against the post of 3rd Member in Patna since 26.02.2013</p> <p>One vacancy against the post of 3rd Member in Purnea since 23.10.2017</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 2nd Member in Bhagalpur since 02.08.2019</p> <p>One vacancy against the post of 2nd Member in Gaya since 02.08.2019</p>	Not Submitted
2.	Chhattisgarh SERC	<p>Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.</p> <p>Post of Member in CGRF Jagdalpur since 21-12-2017.</p>	<p>Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.</p> <p>Post of Member in CGRF Jagdalpur since 21-12-2017.</p>
3.	Delhi ERC	One vacancy against the post of Member (Consumer related matters) in CGRF NDMC since 30-04-2018	-
4.	Haryana ERC	One vacancy against the post of Member in CGRF DHBVNL	One vacancy against the post of Chairman in CGRF UHBVNL Kurushetra

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
			Two vacancy against the post of Members in CGRF UHBVNL Kurushetra and DHBVNL Hissar.
5.	JERC Goa UTs	<p>Three Vacancies against the post of Chairperson in Union Territory of Daman and Diu, Union Territory of Dadra and Nagar Haveli and Union Territory of Lakshdweep since 20.01.2018, 01.08.2019 and 01.12.2019 respectively...</p> <p>Four vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Dadra and Nagar Haveli and Union Territory of Lakshadweep since October, 2014, August, 2013, 26.08.2014 and April, 2010 respectively.</p>	<p>Three Vacancies against the post of Chairperson in State of Goa, Union Territory of Daman and Diu, Union Territory of Lakshdweep since 7.2.2020, 20.01.2018, and 01.12.2019 respectively...</p> <p>Four vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Dadra and Nagar Haveli and Union Territory of Lakshadweep since October, 2014, August, 2013, 26.08.2014 and April, 2010 respectively.</p>
6.	Kerala SERC	<p>Post of Members (nominated by Licensee) in two CGRFs vacant since 12-06-2019.</p> <p>Post of Members (nominated by SERC) in all Ten CGRFs vacant since 12-06-2019.</p>	<p>Post of Members (nominated by Licensee) in two CGRFs vacant since 12-06-2019.</p> <p>Post of Members (nominated by SERC) in all Ten CGRFs vacant since 12-06-2019.</p>
7.	Maharashtra	<p>Five (05) vacancies against the post of Chairperson as per details given under – Kolhapur Zone – 04-07-2019 Nashik Zone - 17-02-2019 Kalyan zone – 20-09-2019 Akola Zone – 21-02-2017 BEST undertaking – 06.01.2020</p> <p>Four (04) vacancies against the post of Member(Licensee) in Nashik, Amaravati, Jalgaon and Chandrapur from 31.10.2019, 01.07.2019, 24.09.2019, 25.06.2018 respectively.</p> <p>Two (02) vacancies against the post of Member (CPO) in Kokan and Akola from 26.11.2019 and</p>	Not Submitted

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
		28.10.2019 respectively.	
8.	Tamil Nadu	<p>One vacancy in Ramanatheapuram EDC since 21.04.2018</p> <p>Two vacancy Member 1 in Coimbatore EDC/South since 22.08.2018</p> <p>One vacancy in Sivagangai EDC since 22.11.2014</p> <p>One vacancy Member in Chengalpattu EDC since 4.1.2019</p> <p>One vacancy Member in Channai EDC (West) to be nominated by District collector since 14.07.2012</p> <p>One vacancy in Thirupathur EDC since 07.01.2019</p> <p>One vacancy in Kanchipuram EDC since 25.11.2019</p> <p>One vacancy in Dharmapuri EDC since 19.10.2018</p>	<p>Two Vacancies against the post of Chairmans in Ramanatheapuram EDC since 21.04.2018 and Dharmapuri EDC since 19.10.2018</p> <p>Three vacancies against the post of Members in Coimbatore EDC/South since 22.08.2018, Chennai EDC/South-II since 01.09.2020 and Channai EDC (West) to be nominated by District collector since 14.07.2012</p>
9.	Telangana SERC	<p>Three vacancies Chairperson in CGRF TSSPDCL, TSNPDCL, Warangal and TSNPDCL, Nirmal from 01.05.2019, 14.07.2019 and 01.07.2019 respectively.</p> <p>Three vacancies Member (Technical), Member (Finance) in CGRF-I and 4th Member in CGRF-II, TSSPDCL from 04.05.2019, 02.02.2019 and 07.02.2020 respectively.</p>	<p>Three vacancies Chairperson in CGRF TSSPDCL, TSNPDCL, Warangal and TSNPDCL, Nirmal from 01.05.2019, 14.07.2019 and 01.07.2019 respectively.</p> <p>Three vacancies Member (Technical), Member (Finance) in CGRF-I and 4th Member in CGRF-II, TSSPDCL from 04.05.2019, 02.02.2019 and 07.02.2020 respectively.</p>
10.	Uttar Pradesh ERC	<p>Four vacancy Member (Technical) in CGRFs Jhansi, Chitrkut, Greater Noida and Gorakhpur</p> <p>One Vacancy Member (Licensee) in CGRF Bareilly</p>	<p>Five vacancy Member (Technical) in CGRFs Jhansi, Chitrkut, Kesco, Moradabad and Gorakhpur</p> <p>One vacancy Member (Judicial) in</p>

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
			CGRF Saharanpur
11.	Uttarakhand ERC	Six vacancy Member (Judicial) in CGRFs Dehradun, Srinagar (Garhwal), Uttarkashi, Chamoli, Almora and Pithoragarh	Six vacancy Member (Judicial) in CGRFs Dehradun, Srinagar (Garhwal), Uttarkashi, Chamoli, Almora and Pithoragarh
12.	Jharkhand	<p>One vacancy against the post of Chairperson-cum-Member (Legal) since 7.11.2019</p> <p>Four vacancies against the post of Member (Finance) & Member (Finance & Acs) in CGRF in Sail Bokaro, Jharkhand, Vidyut Upbokta Shikayat Niwaran Forum, Chaibasa, Dumka, JSEB Medininagar since 2.7.2019, 30.7.2014, 30.06.2012, 26.07.2014 respectively.</p>	Not Submitted

Note: Relevant information from ERCs of Bihar, Jharkhand, Maharashtra, West Bengal, and Tripura was not received as on the date of preparing this report.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March, 2020 as against the status in quarter ended December, 2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
1.	Maharashtra	Post of Ombudsman vacant since 06-04-2019	Not Submitted
23.	Karnataka	-	Post of Ombudsman vacant since 09-03-2020

Note: Relevant information from ERCs of Bihar, Jharkhand, Maharashtra, West Bengal, and Tripura was not received as on the date of preparing this report.

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending March, 2020 as against the status in quarter ended December, 2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
1.	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 March, 2020 as against the status in quarter ending December, 2019 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2019	Status of Vacancy for quarter ending March, 2020
1.	Nagaland	Ombudsman yet to be established	Ombudsman yet to be established

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Three Vacancies against the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
2. Five vacancy against Independent Members and one against Member in the state of Chhattisgarh.
3. One vacancy against the post of Chairperson in CGRF UHBVNL Kurushetra and Two vacancies against the post of Members in CGRF UHBVNL Kurushetra and DHBVNL Hissar.
4. Two vacancies against the post of Member (nominated by Licensee) and Ten vacancies against the post of Member (nominated by SERC) in the state of Kerala.
5. Two vacancy against the post of Chairpersons and Three vacancies against the post of Members in the State of Tamil Nadu.
6. Six vacancies against the post of Member (Judicial) in the state of Uttarakhand.
7. Five vacancies against Member (Technical) and one Judicial Member in the state of Uttar Pradesh.
8. Three vacancies against Chairperson and Three vacancies against Member in the state of Telangana.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Nagaland yet to be established.
2. Post of Ombudsman in the state of Karnataka is vacant since 09-03-2020.

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 2019	No. of Grievances received during the quarter January to March 2020	No. of Grievances disposed during the quarter January to March 2020	No. of Grievances pending at close of the quarter ending March 2020	No. of Grievances pending which are older than 2 months	No. of sitting s of CGRF in the quarter ending March 2020
1	Assam	APDCL, Dibrugarh	1	Nil	Nil	1	Nil	Nil	1
		APDCL, Tezpur Zone	1	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Bongagaon	1	Nil	2	2	Nil	2	Nil
		APDCL, Rangia	1	Nil	Nil	Nil	Nil	Nil	Nil
		Total	4	Nil	2	3	Nil	2	1
2	Andhra Pradesh	APSPDCL/Tirupati/Andhra Pradesh		160	51	76	135	115	20
		APEPDCL/Visakhapatnam		88	50	76	62	33	12
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya		Not submitted					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	62	120	76	106	21	63
6	Gujrat	PGVCL Rajkot,PGVCL Bhavnagar, PGVCL Bhuj, UGVCL, MGVC, DGVC, TPL-Ahmedabad, TPL Surat	8	99	22	185	114	28	64
7	Haryana	UHBVNL	2	48	148	22	174	37	10
		DHBVNL		36	229	192	73	0	16
8	Himachal Pradesh	Kasumti, Shimla	1	33	5	13	25	23	6
9	Jharkhand			Not submitted					
10	Karnataka	BESCOM		53	12	12	53	49	15
		MESCOM		10	6	8	8	6	6
		HESCOM	5	7	11	11	7	1	14
		GESCOM		13	4	3	14	11	1
		CESC		1	0	1	0	0	1
		Total		84	33	35	82	67	37
11	Kerala	CGRF-North (KSEB)	5	15	27	25	17	0	5
		CGRF-Central (KSEB)		32	28	34	26	2	8
		CGRF-South (KSEB)		15	31	30	16	0	8
		Trichur Corpn.		2	4	2	4	0	3
		KDHPCL		0	0	0	0	0	0
		Total		64	90	91	63	2	24
12	Madhya Pradesh	ECGRF Jabalpur	3	244	765	819	190	6	32
		ECGRF Indore		63	114	76	101	32	24
		ECGRF Bhopal		34	33	26	41	22	25
		Total		341	912	921	332	60	81

13	Maharashtra	Bhandup Urban Zone, Chandrapur, Akola, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex		Not submitted					
14	Meghalaya	Meghalaya , CGRF		Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	226	2780	2605	383	4	192
16	Punjab	PSPCL, Patiala	2	51	118	100	69	15	30
		Ludhiana		76	154	160	70	42	23
		Total		127	272	260	139	57	53
17	Rajasthan	Ajmer		651	1452	1627	476	29	129
		Jaipur		1623	9419	9112	1930	27	296
		Jodhpur		405	1387	1472	320	49	121
		Total		2679	12258	12211	2726	105	546
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	44	222	277	262	237	45	44

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	1003	702	737	968	574	836
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	139	185	200	124	41	Full Time
21	West Bengal	Sauvik Dhara		Not submitted					
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram							
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	1	NIL	NIL	NIL	NIL	NIL	NIL
23	Joint Electricity Regulatory Commission Goa	Goa	9	5	7	7	5	Nil	6
		Lakshadweep		1	0	1	1	1	0
		Daman & Diu		12	1	2	11	10	3
		Dadra Nagar Haveli		4	3	6	1	0	6
		Chandigarh		14	32	38	8	1	7
		Andaman & Nicobar Islands		0	14	12	2	0	30
		Puducherry		7	28	22	13	0	19
		Goa		5	7	7	5	0	6
		Lakshadweep		1	0	1	1	1	0
		Total		49	92	96	47	13	77
24	Sikkim	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	29	35	25	39	20	53
26	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III		Not submitted					
27	Nagaland				CGRF yet to be established				
28	Telangana	TSSPDCL-I & II, TSNPDCL-I & II	4	520	151	215	456	396	66

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 2019	No. of Grievances received during the quarter January to March 2020	No. of Grievances disposed during the quarter January to March 2020	No. of Grievances pending at close of the quarter ending March 2020	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2020
1	Assam	1	Nil	Nil	Nil	Nil	Nil	Nil
2	Andhra Pradesh	1	1	16	17	0	1	8
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar		Not submitted					
5	Delhi	1	0	12	4	8	5	4
6	Gujarat	1	19	17	29	7	0	33
7	Haryana	1	1	11	6	6	0	16
8	Himachal Pradesh	1	6	9	5	10	10	4
9	Jharkhand		Not submitted					
10	Karnataka	1	10	13	16	7	7	14
11	Kerala		22	20	25	17	0	26
12	Madhya Pradesh		18	5	9	14	12	26
13	Maharashtra		Not submitted					
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha		Not submitted					
16	Punjab	1	9	21	11	19	0	16
17	Rajasthan	1	5	30	12	23	0	Full time
18	Tamil Nadu	1	41	19	10	50		18
19	Uttarakhand	1	6	11	11	6	-	Full time
20	Uttar Pradesh	1	108	48	43	113	87	27
21	West Bengal		Not submitted					
22	(JERCMM) Manipur & Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts		2	7	5	4	0	3
24	Chhattisgarh	1	9	2	3	9	0	47
25	Tripura	1	8	11	12	7	3	44
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Nagaland	1	Nil	Nil	NA	NA	Nil	Nil
28	Telangana	1	8	11	12	7	3	44

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	Nil					
2	Andhra Pradesh	Not submitted					
3	Arunachal Pradesh	SOP Regulation notified by APSERC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation	Not applicable	Not applicable	NIL	NIL	Not published as no report submitted by the Deppt. Of Power, Government of Arunachal Pradesh
4	Bihar	Not submitted					

5	Delhi	DERC (Performance Standard-Metering and Billing) Regulations, 2002 notified on 19-08-2002. Further amended on 01.01.2003 and 20.05.2003. Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended from time to time on 12.08.2011 and 23.03.2015.DERC (Supply Code and Performance Standards) Regulations, 2017 notified effective from 01.09.2017, repealing the earlier Delhi Elec. Supply Code and Performance Standards Regulations, 2007 and its amendments..DERC (Supply Code and Performance Standards) Regulations, 2018.Ist Amendment notified 02.02.2018IIrd Amendment notified 15.10.2018IIIrd Amendment notified 31.12.2018IVth Amendment notified 25.05.2019.Copy of the same is available on the website of DERC.	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 uplad the data on their website i.e www.tatapower-ddl.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
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	30.05.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019

		Madhya Gujarat Vij Company Ltd.(MGVCL)	13.06.2019	http://www.gercin.org/sop.asp X	NIL	NIL	28.06.2019
		Paschim Gujarat Vij Company Ltd.	18.06.2019	http://www.gercin.org/sop.asp X	NIL	NIL	28.06.2019
		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

7	Haryana	16th July 2004HERC(Standard of performance for the Distribution Licensee) Regulation 2004	Information- for 4th Quarter of FY 2019-20 furnished by the UHBVNL vide Memo no. Ch-54/RA/F-67 Vol-XII dated 15.05.2020 and by DHBVN Vide Memo no. Ch-92/SE/RA-232/Vol-111 dated 15.06.2020.	DHBN – FY 2019- https://dhbn.org.in/staticContent/new/HERC/SOP/SOP_4th_Qarter_FY-2019-20.pdf https://dhbn.org.in/staticContent/new/HERC/SOP/SOP_3rd_Quarter_FY-2019-20.xls https://dhbn.org.in/staticContent/new/HERC/SOP/SOP_2nd_Quarter_FY-2019-20.pdf https://dhbn.org.in/staticContent/new/HERC/SOP/SOP_1st_Quarter_FY-2019-20.xls	NIL	NIL NIL	https://herc.gov.in/content/1056 DHBVNL.aspxhttps://hercov.in/content/1056 UHBVNL.aspx.Quarterly data of sop for FY 2019-20 published on 16th June,2020
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8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010.	The Distribution Licensee has furnished the status vide letter dated 19.06.2020.	Not yet uploaded	As per the submission of the Distribution Licensee, no compensation has been made under subsection (2) of section 57.	As per the submission of the Distribution Licensee, no compensation amount has been paid.	Nil
9	Jharkhand	Not submitted					
10	JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-0702014	NIL	NIL	NIL	NIL	NIL
11	JERC Goa & Uts		Information not submitted				
12	Karnataka	24-05-2004 vide No D/01/03	Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY19.	-	Nil	Nil	The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website: Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites.
13	Kerala			Not submitted			

14	Madhya Pradesh	MPERC (Performance Standards) (Revision - II) Regulations, 2012 (No.RG-8(II) of 2012) Dt. 23-11-2012	MP Poorv Kshetra Vidyut Vitaran Co. Ltd Jabalpur -25-11-2019 MP Paschim Kshetra Vidyut Vitaran Co.Ltd Indore- 26-11-2019 MP Madhya Kshetra Vidyut Vitaran Co. Ltd. Bhopal -20-09-2019	-	Nil	Nil	02-01-2020 Uploaded on Commision's website
15	Maharashtra	Not submitted					
16	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013	The report on the Standard of Performance for April to June in respect of the MePDCL was submitted to MSERC on 29th August 2018	(-)	Nil	Does not Arise	(-)
17	Odisha	No. 711 dtd. 28.05.2004OERC (Licensees Standards of Performance), Regulations 2004	WESCO Utility- 05.08.2019CESU – 26.09.2019NESCO Utility- 26.08.2019SOUTHCO Utility – 06.08.2019	www. orierc.org (Home Page) – >“Performance of Distcos” for the FY 2018-19	NIL	NIL	11.12.2019 in News papers(www. orierc.org (Home Page) – >“Performance of Distcos” for the FY 2018-19. Above information is also available in the Website of distribution licensees in www.cesu.odisha.com for CESU, www.nescoodisha.com for NESCO Utility, www.southcoodisha.com for SOUTHCO Utility and www.wescoodisha.com for WESCO Utility.
18	Punjab	PSERC (Electricity Supply Code and Related Matters) (2 nd Amendment) Regulation, 2016 issued vide notification	SoP information for the period of 01.04.2018 to 31.03.2019 (yearly) stands submitted before the Hon’ble PSERC vide PSPCL Memo No.5610 dated 02.09.2019.	-	NIL	NIL	-

		No.PSERC/Secy/Regu .116 dated 05.10.2016.					
19	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 FY2019-20 <u>Ist half of FY 2019-20</u> Jaipur Discom - 13-02-2019 Ajmer Discom - 09-12-2019 Jodhpur Discom - 06-02-2019	www.erc.rajasthan.gov.in	NIL	NIL	The discoms have submitted the 1st half yearly reports for the FY 2019-20, in the formats prescribed in the RERC (Standards of Performannc for Distributions Licensees) Regulations, 2014, which have been placed on the Commission's website www.erc.rajasthan.gov.in
20	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified bt 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 not report has been published by the commission.
21	Tamil Nadu	NIL	NIL	NIL	1	118	NIL
22	Tripura	Not submitted					