

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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No. FOR-11013(11)/2-JULY-SEPT/2021-CERC

Dated: 03.01.2022

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 Directions given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter **July to September, 2021** 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



(Rajiv 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 September, 2021

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).
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Section – I

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

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending September, 2021 as against the status in quarter ended June, 2021 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending June, 2021	Status of Vacancy for quarter ending September, 2021
1	Bihar	1 st and 3 rd Member at Patna vacant since 20.12.2019 and 26.2.2013. 2 nd and 3 rd Member at Purnea vacant since 07.07.2020 and 23.10.2017. 2 nd and 3 rd Member at Bhagalpur since 2.8.2019 and 23.10.2017. 3 rd Member at Muzaffarpur since 23.10.2017. 2 nd and 3 rd Member at Gaya since 2.8.2019 and 23.10.2017.	Information not submitted
2	Chhattisgarh	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.
3	Delhi	One vacancy against the post of Members (Legal) in CGRF-NDMC since 19.03.2021	One vacancy against the post of Members (Legal) in CGRF-NDMC since 19.03.2021
4.	JERC Goa UTs	Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively. Five vacancy against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli, Puducherry and Lakshadweep since October, 2014, August, 2013, 26.8.2014, 22.6.2021 and April, 2010 respectively.	Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively. Four vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli and Lakshadweep since October, 2014, August, 2013, 26.8.2014 and April, 2010 respectively

5	Jharkhand	<p>Member (Finance) in CGRF, Jamshedpur since 2.4.2021,</p> <p>Member (Tech.) in CGRF, Ranchi, Member (Finance & Acts.) and Member (Engg.) in CGRF, Chaibasa since 30.7.2014 and 1.5.2020.</p> <p>Vacancy against the post of Chairperson, Member (Engg.) and Member (Finance & A/cs) since 30.6.2012 in CGRF Dumka</p> <p>Vacancy against the post of Chairperson, Member (Engg.), Member (Accounts) since 30.9.2020, 29.2.2020 and 30.7.2020 in CGRF Hazaribagh</p> <p>Vacancy against the post of Member (Finance & Acs) since 26.7.2014 in CGRF Medininagar</p>	<p>Member (Finance) in CGRF, Jamshedpur since 2.4.2021 and</p> <p>Member (Technical) in CGRF, Jamshedpur since 1.9.2021,</p> <p>Member (Tech.) in CGRF, Ranchi,</p> <p>Member (Finance & Acts.) and Member (Engg.) in CGRF, Jharkhand since 30.7.2014 and 1.5.2020 respectively.</p> <p>Vacancy against the post of Member (Engg.) and Member (Finance & A/cs) since 30.6.2012 in CGRF Dumka</p> <p>Vacancy against the post of Chairperson, Member (Engg.), Member (Accounts) since 30.9.2020, 29.2.2020 and 30.7.2020 in CGRF Hazaribagh</p> <p>Vacancy against the post of Member (Finance & Acs) since 26.7.2014 in CGRF Medininagar</p>
6	Kerala	Nil	One vacancy against the post of Chairperson CSEZA Kerala
7	Maharashtra	<p>Four vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola and Vasai Zone.</p> <p>Four vacancies against the post of Member (Licensee) in CGRF Amaravati, Nagpur, Kalyan and Vasai zone.</p> <p>One vacancy against the post of Member (CPO) in CGRF Nashik</p>	<p>Five vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Baramati, Akola and Vasai Zone.</p> <p>Three vacancies against the post of Member (Licensee) in CGRF Nashik, Amaravati, and Pune.</p> <p>Two vacancies against the post of Member (CPO) in CGRF Nashik and Amravati.</p>
8.	Meghalaya	One vacancy against the post of Member (Technical) since March, 2020	One vacancy against the post of Member (Technical) since March, 2020
9.	Odisha	Two Vacancies against the post of Co-opted Member in CGRF, Burla and Sambalpur, Odisha.	Nil
10.	Tamil Nadu	Two vacancies against the post of Member In Namakkal and Chennai EDC(North) since May, 2021 and November, 2013	One vacancy against the post of Member in Ramanatheapuram EDC since 15.07.2021.

			<p>One vacancy against the post of Member in Coimbatore EDC/South since 22.08.2021 and Two vacancies against the post of Member in Chennai EDC (North) since 10.06.2021.</p> <p>One vacancy against the post of Member in Villupuram EDC since 29.12.2018.</p> <p>One vacancy against the post of Member in Kanchipuram m EDC since 10.04.2021.</p>
11.	Uttar Pradesh	<p>Twelve vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Faizabad, Gorakhpur, Mirzapur, Basti, Meerut, Moradabad and Saharanpur.</p> <p>Nine vacancies against the post of Judicial Member in CGRFs of Aligarh, Lucknow, Varanasi, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p>	<p>Twelve vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Faizabad, Gorakhpur, Mirzapur, Basti, Meerut, Moradabad and Saharanpur.</p> <p>Twelve vacancies against the post of Judicial Member in CGRFs of Chitrakut, Aligarh, Lucknow, Faizabad, Varanasi, Allahabad, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p>
12.	Uttarakhand	One vacancy Member (Judicial) in CGRF, Chamoli, Uttarakhand	Information not submitted

Note: Relevant information from ERCs of Assam, Bihar, Punjab, Rajasthan, Uttarakhand, Tripura and Telangana 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 September, 2021 as against the status in quarter ended June, 2021 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2021	Status of Vacancy for quarter ending September, 2021
1.	Maharashtra	Post of Ombudsman, Mumbai in vacant since 06.04.2019	Post of Ombudsman, Mumbai in vacant since 06.04.2019
2.	Jharkhand	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Post of Ombudsman, Jharkhand in vacant since 01.12.2020
3.	Meghalaya	Post of Ombudsman, Meghalaya in vacant since September, 2020	Nil

Note: Relevant information from ERCs of Assam, Bihar, Punjab, Rajasthan, Uttarakhand, Tripura and Telangana 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 September, 2021 as against the status in quarter ended June, 2021 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending June, 2021	Status of Vacancy for quarter ending September, 2021
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 September, 2021 as against the status in quarter ending June, 2021 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending June, 2021	Status of Vacancy for quarter ending September, 2021
1.	Nagaland	Ombudsman yet to be established	Ombudsman yet to be established

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Five vacancies against post of Independent Members and one vacancy against the post of Member in the State of Chhattisgarh
2. One vacancy against the post of Member(Legal) in the UT of Delhi.
3. Three vacancies against the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
4. One vacancy against the post of Chairperson, Five vacancies against the post of Member(Finance & Accounts), Three vacancies against the post of Member (Engineering), two vacancy against the post Member (Technical) in the State of Jharkhand.
5. One vacancy against the post of Chairperson in the State of Kerala.
6. Five vacancies against the post of Chairpersons, two vacancies against the post of Member (CPO) and three vacancies against the post of Member (Licensee) in the State of Maharashtra
7. One vacancy against the post of Member (Technical) in the State of Meghalaya.
8. Six vacancies against the post of Member in the State of Tamil Nadu.
9. Twelve vacancies against the post of Judicial Member and Twelve vacancies against the post of Technical Member in the state of Uttar Pradesh.

Vacancies in Ombudsman

1. The post of Ombudsman is vacant in the States of Maharashtra, Jharkhand .

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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 June, 2021	No. of Grievances received during the quarter July to September, 2021	No. of Grievances disposed during the quarter July to September, 2021	No. of Grievances pending at close of the quarter ending September, 2021	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending September, 2021
1	Assam	APDCL, Dibrugarh	1	Information not submitted					
		APDCL, Tezpur Zone	1						
		AERC, ASEB, Guwhati	1						
		Bongaigaon	1						
		APDCL, Nagaon	1						
		APDCL, Rangia	1						
		APDCL, Jorhat	1						
2	Andhra Pradesh	APSPDCL/Tirupati/ Andhra Pradesh	2	9	38	25	22	2	20
		APEPDCL/Visakhapatnam		52	64	56	60	24	19
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya	5	Information not submitted					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	109	95	147	57	21	60
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	112	183	204	91	19	87
7	Haryana	UHBVNL,DHBVNL	2	102	183	170	115	6	52
8	Himachal Pradesh	Kasumti, Shimla	1	23	21	17	27	13	10
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation,	9	52	8	10	50	45	55
10	Karnataka	BESCOM	5	71	3	7	67	59	13
		MESCOM		7	6	7	6	2	10
		HESCOM		3	3	4	2	1	4
		GESCOM		13	36	3	46	11	4
		CESC		1	3	1	3	1	1
		Total		95	51	22	124	74	32
11	Kerala	CGRF-North (KSEB)	5	58	36	38	56	37	12
		CGRF-Central (KSEB)		12	20	17	15	0	8
		CGRF-South (KSEB)		13	25	27	11	0	7
		CGRF Technopark		1	0	0	1	0	0
		Trichur Corpn.		3	3	4	2	0	2
		CGRF Others		Nil	Nil	Nil	Nil	Nil	Nil
		Total		87	84	86	85	37	29
12	Madhya Pradesh	ECGRF Jabalpur	3	58	169	126	101	32	35
		ECGRF Indore		136	78	117	97	46	30
		ECGRF Bhopal		56	21	34	43	30	37
		Total	3	250	268	277	241	108	102
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, NUPILP.	18	432	282	96	576	379	111
14	Meghalaya	Meghalaya , CGRF	1	1	Nil	Nil	1	1	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	147	976	821	302	27	191
16	Punjab	PSPCL, Patiala	2	Information not submitted					
		PSPCL, Ludhiana							

17	Rajasthan	Ajmer Jaipur Jodhpur	716	Information not submitted					
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	44	860	906	1149	617	188	140
19	Uttar Pradesh	Agra, Aligarh, Allahabad, Azamgarh, Basti, Bareilly, Chitrakoot, Faizabad, Gonda, Greater Noida, Gorakhpur, Jhansi KESCO Kanpur, Kanpur, Lucknow, Mirzapur, Meerut, Muzaffarnagar, Rampur, Saharanpur, Shajhpur, Sitapur, Sonbhadra, Varanasi	20	1186	407	372	1221	903	662
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G),Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	Not submitted					
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	21	15	186	191	10	1	3
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Manipur State power Distribution Company Limited (MSPDCL), CGRE Manipur	2	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission Goa	Goa Daman & Diu Dadra Nagar Haveli Chandigarh Andman & Nicobar Islands Puducherry Lakshadweep Total	7	0 14 1 8 9 3 0	9 0 4 39 7 32 1	9 4 5 37 14 20 0	0 10 0 10 2 15 0	Nil 10 Nil Nil Nil Nil Nil	3 4 5 9 28 20 1
24	Sikkim	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	40	28	49	19	3	59
26	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	3	Information not submitted					
27	Nagaland	Nagaland/NERC		Nil	Nil	Nil	Nil	Nil	Nil
28	Telangana	TSSPDCL-I & II, TSNPDCL-I & II	4	Information not submitted					

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 June, 2021	No. of Grievances received during the quarter July to September, 2021	No. of Grievances disposed during the quarter July to September, 2021	No. of Grievances pending at close of the quarter ending September, 2021	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending September, 2021
1	Assam	1	Information not submitted					
2	Andhra Pradesh	1	0	11	11	0	0	7
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1						
5	Delhi	1	12	14	13	13	8	20
6	Gujarat	1	69	28	28	69	50	68
7	Haryana	1	0	10	10	5	0	35
8	Himachal Pradesh	1	14	1	9	6	6	7
9	Jharkhand	1	3	2	0	5	4	0
10	Karnataka	1	9	1	4	6	6	26
11	Kerala	1	35	20	25	30	10	28
12	Madhya Pradesh	1	3	5	2	6	2	7
13	Maharashtra	2	26	10	26	10	0	31
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	52	54	31	75	59	56
16	Punjab	1	Information not submitted					
17	Rajasthan	1	Information not submitted					
18	Tamil Nadu	1	44	23	26	41	0	28
19	Uttarakhand	1	Information not submitted					
20	Uttar Pradesh	1	124	53	61	116	76	29
21	West Bengal	1	220	39	67	190	161	73
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	2	9	6	5	-	6
24	Chhattisgarh	1	12	8	9	11	0	63
25	Tripura	1	Information not submitted					
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Nagaland		Nil	Nil	Nil	Nil	Nil	Nil
28	Telangana	1						

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	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 applicable	Nil	Nil	Not published as no report submitted by the Deppt. Of Power, Government of Arunachal Pradesh	-
4	Bihar	Notilication issued on 18.01.2007. On the request of the Board it was made effective from 22.4.2008.	Information not submitted				
5	Delhi	<p>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</p> <p>Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, was notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018, 15.10.2018, 31.12.2018 and 27.05.2019 repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in</p>	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-ddl.com & www.bsesdelhi.com	Nil	Nil	<p>The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2018-19 and the same has been incorporated in Tariff Order dated 28.08.2020. The copy of the same is available on the website of DERC i.e.www.derc.gov.in</p> <p>Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.gov.in</p>
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	01.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	01.06.2021
		Madhya Gujarat Vij Company Ltd.(MGVCL)	09.07.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	09.07.2021
		Paschim Gujarat Vij Company Ltd.	12.05.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	12.05.2021

		Dakhsin Gujarat Vij Company Ltd.	15.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	15.06.2021
		TPL-Ahmedabad	08.06.2021	http://www.gercin.org/sop.aspx	Nil	Nil	08.06.2021
		TPL-Surat	08.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08.06.2021
		TPL- Dahej (D)	08.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08.06.2021
7	Haryana	16th July 2004HERC(Standard of performance for the Distribution Licensee) Regulation 2004 as amended time to time	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 DHBVNL Vide Memo no. Ch-92/SE/RA-232/Vol-111 dated 15.06.2020.	<u>UHBVN - FY 2020-21:</u> https://uhbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf https://uhbvn.org.in/staticContent/documents/SOP_2nd_FY_2020_21_20ZS.pdf <u>UHBVN - FY 2019-20:</u> http://uhbvn.org.in/staticContent/documents/SOP_4th_Qtr_18ZS.pdf http://uhbvn.org.in/staticContent/documents/SOP_3rd_Qtr_27ZS.pdf http://uhbvn.org.in/staticContent/documents/SOP_2nd_Qtr_28ZS.pdf http://uhbvn.org.in/staticContent/documents/SOP_1st_Qtr_28ZS.pdf <u>DHBVN - FY 2019-20:</u> https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_4th_Quarter_FY-2019-20.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_3rd_Quarter_FY-2019-20.xls https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_2nd_Quarter_FY-2019-20.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_1st_Quarter_FY-2019-20.xls	Nil	Nil	https://herc.gov.in/content/1056_1/DHBVNL.aspx https://herc.gov.in/content/1056_1/UHBVNL.aspx <u>Quarterly data of sop for FY 2019-20 published on 16th June,2020</u>
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010.	Not yet submitted	Not yet uploaded	Not yet submitted	Not yet submitted	Nil
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	Karnataka	24-05-2004 vide Notification 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	Information not submitted																																																																				
14	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																																																															
15	Maharashtra	MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005. 2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014 Further, 2014 Regulations are superseded by MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25 February, 2021	FY 20-21 and FY 21-22 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRC furnished data to the Commission as follows: FY 20-21 21-22 <table><thead><tr><th></th><th>QI</th><th>QII</th><th>QIII</th><th>QIV</th><th>QI</th><th>QII</th></tr></thead><tbody><tr><td>BEST</td><td>31.08.20</td><td>18.11.20</td><td>16.02.21</td><td>31.05.21</td><td>14.09.21</td><td>-</td></tr><tr><td>AEML-D*</td><td>29.07.20</td><td>30.10.20</td><td>29.01.21</td><td>12.05.21</td><td>31.07.21</td><td>-</td></tr><tr><td>TPC-D</td><td>28.07.20</td><td>28.10.20</td><td>21.01.21</td><td>28.04.21</td><td>28.07.21</td><td>30.10.21</td></tr><tr><td>MSEDCL</td><td>17.11.20</td><td>11.01.21</td><td>05.05.21</td><td>30.07.21</td><td>21.10.21</td><td>-</td></tr><tr><td>MBPPL</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td></tr><tr><td>GEPL</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td></tr><tr><td>NUPLLP</td><td>13.07.20</td><td>07.01.21</td><td>07.01.21</td><td>21.04.21</td><td>06.07.21</td><td>-</td></tr><tr><td>KRC</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td></tr></tbody></table>		QI	QII	QIII	QIV	QI	QII	BEST	31.08.20	18.11.20	16.02.21	31.05.21	14.09.21	-	AEML-D*	29.07.20	30.10.20	29.01.21	12.05.21	31.07.21	-	TPC-D	28.07.20	28.10.20	21.01.21	28.04.21	28.07.21	30.10.21	MSEDCL	17.11.20	11.01.21	05.05.21	30.07.21	21.10.21	-	MBPPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	GEPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	NUPLLP	13.07.20	07.01.21	07.01.21	21.04.21	06.07.21	-	KRC	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	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 2021-22 (Upto Quarter I) AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil MSEDCL- 1 Cases (Upto Quarter I of FY 21-22)	For FY 2021-22 (Upto Quarter I) AEML-D, BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil For MSEDCL compensation paid – amounting to Rs. 22,758/- (Upto Quarter I of FY 21-22).	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).
	QI	QII	QIII	QIV	QI	QII																																																																
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16	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil																																																															

17	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance) Regulations 2004	WESCO Utility- 14.12.2020 TPCODL - 20.08.2020 NESCO Utility - 15.12.2020 SOUTHCO Utility – 15.09.2020	www.oriarc.org (Home Page) ->“Performance of Distcos” for the FY 2019-20	Nil	Nil	22.12.2019 in News papers (www.oriarc.org (Home Page) ->“Performance of Distcos” for the FY 2018-19. Above information is also available in the Website of distribution licensees in www.tpcentralodisha.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) Regulation, 2014 issued vide notification No.PSERC/Secy/Regu.97 dated 05.11.2014	SoP information for the period of 1.4.2019 to 30.3.2020 (yearly) stands submitted before the PSERC vide PSPCL memo dated 20.10.2020.	-	Nil	Nil	-
19	Rajasthan	RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 was notified on 02.06.2014. Further recently RERC has recently issued RERC (Standards of Performance for Distribution Licensees) Regulations, 2021 effect from 15.4.2021 repealing the 2014 Regulations.	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 Discom have submitted the report as: <div> <div>Time Period</div> <div>Name of Discom</div> <div>Date of Receipt</div> </div> 2nd half of FY 20-21 Jaipur Discom 06.01.2021 1st half of FY 20-21 Ajmer Discom 01.01.2021 1st half of FY 20-21 Jodhpur Discom 21.01.2021	www.rrc.rajasthan.gov.in	Nil	Nil	The Jaipur, Ajmer and Jodhpur discoms have submitted the 1st half yearly reports for the FY 20-21 in the formats prescribed in the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 which have been place on the Commission's website www.rrc.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 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
21	Tamil Nadu	NIL	NIL	NIL			NIL
22	Tripura	Information not submitted					
23	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	Quarterly Filing: NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014.		NIL	NIL	
24	Uttarakhand	April 17, 2007	Information not submitted				

25	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/Annual Report/190 dated 29.10.2021	Annual Performance Report for the year 2016-17 submitted by The 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/002/21-22/12149 dated 12.08.2021	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Ltd.(Formally DPSC 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 Report for the year 2016-17 submitted by IPCL 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-2021 dated 01.11.2021	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 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.
26	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA
27	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				
28	Telangana	TSERC notified SOP on 16.07.2016	Information not submitted				