

FORUM OF REGULATORS (FOR)
Sectt : C/o. CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
8TH FLOOR, WORLD TRADE CENTER, TOWER-B, NAUROJI NAGAR,
NEW DELHI – 110 029
Tel: 011 2618 9709

FOR-11013(11)/1/2026-CERC

Dated:17.04.2026

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

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

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter October to December, 2025 is enclosed as **Annexure**.

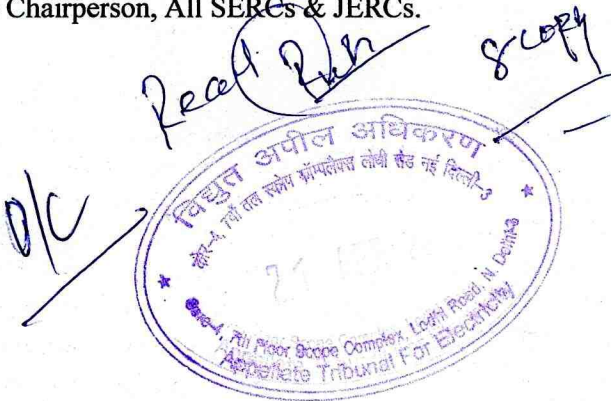
2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.
3. These issues with the approval of Secretary, FOR/CERC.

Yours sincerely,

Encl.: Eight Copies

Dhwj
(Debasish Roy)
Assistant Chief (RA)/ FOR
DC

Copy to: The Chairperson, All SERCs & JERCs.



FORUM OF REGULATORS (FOR)

Sectt : C/o. CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
8TH FLOOR, WORLD TRADE CENTER, TOWER-B, NAUROJI NAGAR,
NEW DELHI – 110 029
Tel: 011 2618 9709

FOR-11013(11)/1/2026-CERC

Dated:17.04.2026

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

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

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter October to December, 2025 is enclosed as **Annexure**.

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

Encl.: Eight Copies

Copy to: The Chairperson, All SERCs & JERCs.

Yours sincerely,



(Debasish Roy)
Assistant Chief (RA)/ 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 December, 2025

This report contains the status of implementation of the directions given by the Hon'ble Appellate Tribunal to the Secretary of the Forum of Regulators in its Order dated 27th January, 2012 in Review Petition no. 5 of 2009 in Appeal No. 181 of 2008.

As directed by the Hon'ble Tribunal, the State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commission (JERCs) of the concerned States are required to send the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman to the Secretary of Forum of Regulators. The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman, the status of grievances disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance to the directions given by the Hon'ble Tribunal:

- I. The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States.
- II. The second section of the report deals with the status of the vacancies for the Post of Ombudsman in the States.
- III. The third section of the report deals with the status in those States where the posts of CGRFs are yet to be created.
- IV. The fourth section of the report deals with the status of those States where the posts of the Ombudsman are yet to be created.
- V. The fifth section is the summary of the vacant positions.
- VI. The sixth section is the status of disposal of Grievances by CGRFs.
- VII. The seventh section is the status of disposal of Grievances by Ombudsman.
- VIII. Status of achievement of Standard of Performance (SOP).

Section – I

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

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending December, 2025 as against the status in quarter ended September, 2025 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending September, 2025	Status of Vacancy for quarter ending December, 2025
1.	Chhattisgarh	One vacancy against the post of Member in CGRF Jagdalpur since 21-12-2017.	Three vacancies against the post of Member in CGRF Raipur (Rural), CGRF Raigarh and CGRF Rajnandgaon since 10.10.2025, December, 2025 and 10.09.2025 respectively.
2.	Bihar	One vacancy against the post of Chairperson in CGRF, Patna.	Nil
3.	Delhi	One vacancy against the post of Member (Consumer Affairs) CGRF-NDMC since 24.06.2024. (As per DERC (Guidelines for establishment of the forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024	Two vacancies against the post of Member (Consumer Affairs) CGRF-BYPL and Member (Consumer Affairs) CGRF NDMC since 31.10.2025 and 10.01.2023 respectively. (As per DERC (Guidelines for establishment of the forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024

4.	Assam	<p>One vacancy against the post of Independent Member in State Level CGRF since 20.07.2025.</p> <p>Six vacancies against the post of Prosumer Representative in North Lakhimpur District Level CGRF, Dhemaji District Level CGRF, Jorhat District Level CGRF, CGRF Barpeta District, CGRF Baksa District and CGRF Bajali District since 22.01.2022, 22.01.2022, 08.12.2023, 06.01.2025, 19.03.2025 and 19.03.2025 respectively.</p>	<p>Six vacancies against the post of Prosumer Representative in North Lakhimpur District Level CGRF, Dhemaji District Level CGRF, Jorhat District Level CGRF, CGRF Barpeta District, CGRF Baksa District and CGRF Bajali District since 22.01.2022, 22.01.2022, 08.12.2023, 06.01.2025, 19.03.2025 and 19.03.2025 respectively</p>
5.	Gujarat	<p>One vacancy against the post of Independent Member in DGVCL - Surat & Valsad since 17.09.2024.</p>	<p>Nil</p>
6.	JERC Goa UTs	<p>One vacancy against the post of Chairperson in State of Union Territory of Lakshadweep since December 2020.</p> <p>Three vacancies against the post of Member (Licensee) in Union Territory of Chandigarh, Union Territory of Lakshadweep and Union Territory of Puducherry since July, 2025, April, 2010 and September, 2024 respectively</p> <p>Six vacancies against the post of Member (Consumer/Prosumers) in State of Union Territory of Goa, Union Territory of Chandigarh, Union Territory of Lakshadweep, Union Territory of Puducherry, Union Territory of Dadra and Nagar Haveli and Daman and Diu and Union Territory of Andaman & Nicobar Islands since August, 2024.</p>	<p>Two vacancies against the post of Chairperson in State of Union Territory of Lakshadweep, Union Territory of Dadra and Nagar Haveli and Daman and Diu since December 2020 and November, 2025 respectively.</p> <p>Two vacancies against the post of Member (Licensee) in Union Territory of Lakshadweep and Union Territory of Andaman & Nicobar Islands since April, 2010 and October, 2025 respectively.</p> <p>Six vacancies against the post of Member (Consumer/Prosumers) in Union Territory of Lakshadweep, Union Territory of Dadra and Nagar Haveli and Daman and Diu, Union Territory of Andaman & Nicobar Islands, State of Goa, Union Territory of Puducherry and Union Territory of Chandigarh since August, 2024.</p>
7.	JERC for UTs of J&K and Ladakh	<p>Three vacancies against the post of Independent Member in JPDCL, Independent Member in Kashmir Power Distribution Corporation Limited, (KPDCL), Kashmir and Ladakh Power Development Department, (LPDD) Leh respectively.</p>	<p>Three vacancies against the post of Independent Member in JPDCL, Independent Member in Kashmir Power Distribution Corporation Limited, (KPDCL), Kashmir and Ladakh Power Development Department, (LPDD) Leh respectively.</p>
8.	Jharkhand	<p>Two vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Ltd and Damodar Valley Corporation, Jharkhand since 25.05.2025 and 06.12.2024 respectively.</p> <p>Three vacancies against the post of Member Finance/Third Member in Tata Steel Ltd., Member (Second) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar and Member (Technical) in Damodar Valley Corporation Maithon, Jharkhand since 02.04.2021, 31.08.2024 and 01.10.2025 respectively.</p>	<p>Three vacancies against the post of Member Finance/Third Member in Tata Steel Ltd., Member (Second) in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa and Member (Second) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 02.04.2021, 14.9.2025 and 31.08.2024 respectively.</p>

9.	Karnataka	One vacancy against the post of Member in CGRF GESCOM – Vijayanagara since 20-06.2025	One vacancy against the post of Member in CGRF GESCOM – Vijayanagara since 20-06.2025
10.	Kerala	Four vacancies against the post of Member (Consumer/Prosumer) in Northern Region (KSEB Ltd.)-(one), Central Region (KSEB Ltd.)- (one), Southern Region (KSEB Ltd.) - (one) and Kannan Devan Hills Plantations Company Pvt. Ltd (KDHPCL) -(one) respectively	Four vacancies against the post of Member (Consumer/Prosumer) in Northern Region (KSEB Ltd.)-(one), Central Region (KSEB Ltd.)- (one), Southern Region (KSEB Ltd.) - (one) and Kannan Devan Hills Plantations Company Pvt. Ltd (KDHPCL) -(one) respectively
11.	Maharashtra	<p>Thirty nine vacancies against the post of Chairperson in CGRF Jawaharlal Nehru Port Trust – SEZ, Amaravati Zone MSEDCL, GEPL SEZ, NUPLLP SEZ, MADC-SEZ, Amaravati Circle, Palghar (Mini) Circle, Pen Circle, Ahilya Nagar Circle, Dhule Circle, Jalgaon Circle, Nandurbar Circle, Ratnagiri Circle, Sindhudurg Circle, Satara Circle, Dolapur Circle, Jalna Circle, Nanded Circle, Parbani Circle, Hingoli Circle, Dharashiv Circle, Beed Circle, Wardha Circle, Chandrapur Circle, Gadchiroli Circle, Gondia Circle, Bhandara Circle, Yavatmal Circle, Buldhana Circle, Washim Circle, Gigaplex Estate Private Limited, Nidhar Utilities Panvel LLP (NUPLLP), Maharashtra Airport Development Corporation, Jawaharlal Nehru Port Trust, SEZ Biotech Park-I Manjiri, SEZ Biotech park-II Hadapsar, MITL Shendra, MITL Bidkin and P-One Tech Park Pune respectively.</p> <p>Nine vacancies against the post of Member (Independent) in the Tata Power Company Ltd, Amravati Zone MSEDCL, Vasai – Palghar Zone, Baramati Zone MSEDCL, Kalyan Circle-II, Ganeshkhind (U) Circle, Baramati Circle, Amravati Circle Vashi Circle and The Tata Power Company Ltd. respectively.</p>	<p>Thirty four vacancies against the post of Chairperson in CGRF Amaravati Circle, Palghar (Mini) Circle, Pen Circle, Ahilya Nagar Circle, Dhule Circle, Jalgaon Circle, Nandurbar Circle, Ratnagiri Circle, Sindhudurg Circle, Satara Circle, Solapur Circle, Jalna Circle, Nanded Circle, Parbani Circle, Hingoli Circle, Dharashiv Circle, Beed Circle, Wardha Circle, Chandrapur Circle, Gadchiroli Circle, Gondia Circle, Bhandara Circle, Yavatmal Circle, Buldhana Circle, Washim Circle, Gigaplex Estate Private Limited, Nidar Utilities Panvel LLP (NUP LLP), Maharashtra Airport Development Corporation, Jawaharlal Nehru Port Trust, SEZ Biotech Park-I, Manjiri, SEZ Biotech Park-I, Hadapsar, MITL, Shendra, MITL Bidkin and P-One Tech Park, Pune respectively.</p> <p>Five vacancies against the post of Member (Independent) in Kalyan Circle-II, Ganeshkhind (U) Circle, Baramati Circle, Vashi Circle and The Tata Power Company Ltd respectively.</p>
12.	Odisha ERC	One vacancy against the post of Co-opted Member in OERC Odisha.	Two vacancies against the post of Co-opted Member in OERC Odisha.
13.	Tamil Nadu	Five vacancies against the post of Member in Chennai EDC Central, Chennai EDC/South-1, Thirupathur EDC, Kanchipuram EDC and Pudukottai EDC since 16.10.2025, 13.09.2025, 08.10.2025, 26.04.2025 and 25.02.2025 respectively.	Five vacancies against the post of Member in Chengalpet EDC, Chennai EDC (North), Thirupathur EDC , Kanchipuram EDC and Pudukottai ED since 10.07.2025, 01.11.2025, 21.06.2025, 20.01.2026, 25.02.2025 respectively.
14.	Haryana	<p>One vacancy against the post of Chairperson in UHBVN, Kurukshetra</p> <p>One vacancies against the post of Member (Accounts) in DHBVN, Gurugram.</p>	Nil

15.	Uttar Pradesh	Five vacancies against the post of Member (Prosumer) in Forum Zone Sitapur, Forum Zone Devipatan, Forum Circle – EDC Kaushambi of Zone Prayagraj-II, Forum Zone Varanasi-II and Forum circle – EDC-2 Jaunpur of zone Varanasi-II.	One vacancy against the post of Independent Member in Forum Circle – EDC Sultanpur of zone Ayodhya. Seven vacancies against the post of One Nominated Member (Prosumer) in Forum Zone Sitapur, One Nominated Member (Prosumer) in Forum Zone Devipatan, One Nominated Member (Prosumer) in Forum Circle – EDC Jhansi of Zone Jhansi, One Nominated Member (Prosumer) in Forum Circle - EDC Kaushambi of Zone Prayagraj – II, One Nominated Member (Prosumer) in Forum Circle – EUDC – II, Varanasi of Zone Varanasi – I, One Nominated Member (Prosumer) in Forum Zone Varanasi – II, One Nominated Member (Prosumer) in Forum Circle - EDC – 2 Jaunpur of Zone Varanasi - II Two vacancies against the post of One Nominated Member (Consumer – Domestic) in Forum Circle – EUDC – II, Varanasi of Zone Varanasi – I and One Nominated Member (Consumer – Commercial / Industrial) in Forum Circle – EDC Ravidas Nagar (Bhadohi) of Zone Meerzapur
16.	Telangana	One vacancy against the post of Chairperson in CGRF-I, TGSPDCL since 01.07.2025. One vacancy against the post of Member, Technical in CGRF-I, TGSPDCL since 01.07.2025.	One vacancy against the post of Chairperson in CGRF-I, TGSPDCL since 01.07.2025. One vacancy against the post of Member, Technical in CGRF-I, TGSPDCL since 01.07.2025.

Section –II

Status of the vacancies in Ombudsman in the States

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of December, 2025 as against the status in quarter ended September, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2025	Status of Vacancy for quarter ending December, 2025
1.	Arunachal Pradesh ERC	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021
2.	Tripura	Post of Ombudsman, Tripura Electricity Regulatory Commission in vacant since 2015.	Post of Ombudsman, Tripura Electricity Regulatory Commission in vacant since 2015.
3.	Madhya Pradesh	Nil	Post of Ombudsman, Madhya Pradesh ERC vacant since 1109.2025
4.	Manipur	Nil	Post of Ombudsman, Manipur ERC vacant since 23.07.2024.

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending December, 2025 as against the status in quarter ended September, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2025	Status of Vacancy for quarter ending December, 2025
1.	JERC for J&K & Ladakh	Nil	

Section –IV

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

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending December, 2025 as against the status in quarter ending September, 2025 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2025	Status of Vacancy for quarter ending December, 2025
1.	JERC for J&K & Ladakh	Nil	

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. Three vacancies against the post of Member in the State of Chhattisgarh.
2. Two vacancies against the post of Member CGRF-BYPL and NDMC in the UT of Delhi.
3. Six vacancies against the post of Prosumer Representative in the State of Assam.
4. Two vacancies against the post of Chairperson, Two vacancies against the post of Member (Licensee) and Six vacancies against the post of Member (Consumer/Prosumers) in the State of Goa and UTs.
5. One vacancy against the post of Chairperson and one vacancy against the post of Member in the State of Telangana
6. Three vacancies against the post of Independent Member in the state of JERC for UTs of J&K and Ladakh.
7. One vacancy against the post of Member CGRF – GESCOM – Vijayanagara in the state of Karnataka.
8. Thirty four vacancies against the post of Chairperson and five vacancies against the post of Member in the State of Maharashtra.
9. Two vacancies against the post of Co-opted Member in the State of Odisha.
10. One vacancy against the post of Independent Member, Seven vacancies against the post of Member (Prosumer) and two vacancies against the post of Member (Consumer – Domestic) and Member (Consumer – Commercial / Industrial) in the State of Uttar Pradesh.
11. Four vacancies against the post of Member (Consumer/Prosumer) in the State of Kerala.
12. Five vacancies against the post of Member in the State of Tamil Nadu.
13. Three vacancies against the post of Member in the State of Jharkhand.

Vacancies in Ombudsman

The post of Ombudsman is vacant in the States of Arunachal Pradesh, Tripura, Madhya Pradesh and Manipur

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	8
1	Assam			Information not submitted			
2	Andhra Pradesh	Principal Regulation: 7 of 2004 1st Amendment 2005 2nd Amendment 2013 3rd Amendment 2021 4th Amendment 2023 5th Amendment 2024	https://docs.google.com/spreadsheets/d/1CVusuuRycbvkNcBleLokISiGMFqLjJ3sbY56714PNjo/edit?gid=0&gid=0	https://docs.google.com/spreadsheets/d/1f2coX3YKk4c1LzCN7ARBX2pPKMJ6R01rc6PKNe8pu/edit?gid=1079500367#gid=1079500367	Year Q3 of 2025-26 Eligible consumers CPDCL-632 EPDCL-1511 SPDCL-2037 Amount paid (Rs) CPDCL-1.35 EPDCL-1.94 SPDCL-2.66	Rs.5.95 lakhs	Hosted on the website on 25.02.2026
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. Further APS ERC (Standard of Performance for Distribution Licensee) Regulations 2024 also came into force from 26th April 2024	Not furnished	NA	Nil	Nil	Not published as no report submitted by the Deptt. Of Power, Government of Arunachal Pradesh
4	Bihar	Notification issued on 18.01.2007. On the request of erstwhile BSEB it was made effective from 22.4.2008. Thereafter 2nd Amendment has been done and notified on 23.08.2017.	The report for all the four quarters of FY 2022-23 has been submitted by the licensees and it is uploaded on the website of the Commission on dated 13.08.2025.	Report submitted	None	Nil	The report for FY 2022-23 is uploaded on the website of the Commission on dated 13.08.2025.
5	Delhi	Nil	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. 1. http://www.tatapower-dcl.com/ 2. http://www.bsedelhi.com/	Nil as reported by Distribution Licensee.	Nil as reported by Distribution Licensee.	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 19-20 and the same has been incorporated/published in Tariff Order dated 30.09.2021. The copy of the same is available on the website of DERC i.e. www.derc.gov.in . Further, the reports as downloaded from the website of DISCOMs for the period October to December, 2025 are also uploaded on the website of DERC i.e. www.derc.gov.in .
6	GUJRAT	Notification No. 2 of 2023 dated 06.12.2023					
		Dakhsin Gujarat Vj Company Ltd. (DGVCL)	27.06.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.06.2025
		Madhya Gujarat Vj Company Ltd. (MGVCL)	15.09.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	15.09.2025
		Paschim Gujarat Vj Company Ltd. (PGVCL)	13.05.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	13.05.2025
		Uttar Gujarat Vj Company Ltd. (UGVCL)	20.05.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	20.05.2025
		Torrent Power Limited - Distribution (Ahmedabad) [TPL-D (A)]	30.04.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2025
		Torrent Power Limited - Distribution (Surat) [TPL-D (S)]	30.04.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2025
		Torrent Power Limited - Distribution (Dahaj) [TPL-D (D)]	30.04.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.04.2025
		MPSEZ Utilities Limited (MUL)	03.07.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	03.07.2025
		GIFT Power Company Ltd. (GIFT PCL)	22.05.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	22.05.2025
7	Haryana	24th April, 2020, HERC Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020.	Information for 3rd Quarter of FY 2025-26 furnished by the UHBVNL, vide Memo no. Ch-101/RA/F-67/Vol-(15) dated 23/02/26 and by DHBVNL, Vide Memo no. Ch-231/SE/RA-232/ Vol-V dated 17/03/26.	UHBVNL FY 2025-26 (Oct-Dec): https://uhbvn.org.in/staticContent/documents/SOP/2026/01_SOP_2025_26_3rd_24BF.pdf FY 2025-26 (Jul-Sep): https://uhbvn.org.in/staticContent/documents/SOP/26_SOP_2nd_2025_26_1SEJ.pdf FY 2025-26 (Apr-Jan): https://uhbvn.org.in/staticContent/documents/SOP/25_SOP_1st_2025_26_03EG.pdf FY 2024-25 (Jan-Mar): https://uhbvn.org.in/staticContent/documents/SOP/24_SOP_4th_2024_2025_13EE.pdf DHBVNL FY 2025-26 (Oct-Dec): https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_Q-3.pdf FY 2025-26 (Jul-Sep): https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_Q-2.pdf FY 2025-26 (Apr-Jan): https://dhbvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_Q-1.pdf FY 2024-25 (Jan-Mar):	Nil	Nil	https://herc.gov.in/content/1065_1_DHBVNL.aspx https://herc.gov.in/content/1056_1_UHBVNL.aspx
8	Himachal Pradesh	HPERC (distribution performance standard) regulation, 2010. Notification No. HPERC/401 dated 8-oct.-2010	Not yet received	Nil	Nil	Nil	Not yet published

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of SERCs	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)
22	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March 2012, Gazette Notification No.132 of the Government of Sikkim	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the licensee till date. As such no report has been published by the Commission.
23	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil
24	Tripura	Tripura Electricity Regulatory Commission (Standard of Performance) Regulations 2004 dated 18.01.2005	Nil	Nil	Nil	Nil	Nil
25	Uttar Pradesh	Date of Notification 16/12/2019 Notification No. UPERC/Secy/Regulation/656	Quarterly Filing: KESCO submitted on 29.11.2025 (Q2) DVVNL submitted on 23.12.2025 (Q2) NIDP submitted on 05.01.2026	-	NIL	NIL	-
26	Uttarakhand	September 22, 2022					
27	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 and 63/WBERC dated 14.11.2019 and 66/WBERC dated 20.02.2020	1)Memo No. Email Dated 18.06.2025 (WBSEDCL) 2)Memo No. GM(CSD)199 dated 30.04.2025 (CESC) 3)Memo No. RA/11/002/25-26/03 dated 07.04.25 (IPCL) 4)Memo No. ED Coml./Tariff/WBERC/16/649 dated 23.07.25 (DVC)	-	Nil	Nil	www.werc.gov.in Date - 29.08.2025
28	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA (The matter being perused)
29	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			
30	Telangana	TSERC notified SOP on 16.07.2016	TGNPDCL Lr.No.CE(I&R)/GM(I&R)/DE(RAC)/TGNPDCL/WGL/F.SOP/D. No:69/25, Dt:22.05.2025. TGSPPDCL Lr.No.CE(RAC)/SE(RAC)/DE(RAC)/F.E-166/D.No.1321/25, Dt:22.08.25	TGSPDCL https://tgerc.telangana.gov.in/file_upload/uploads/SoP/TSSPDCL/SoP%20Report%20for%202024-25.pdf TGNPDCL https://tgerc.telangana.gov.in/file_upload/uploads/SoP/TSPDCL/SoP%202024-25.pdf	CGRF I TGSPDCL - NIL CGRF II TGSPDCL - 02 case - Rs. 25,000/- + Rs. 1,000 per each day of default implementation of the award for one case and Rs.10,000 for inconvenience caused to consumer CGRF I TGNPDCL - 02 cases - Rs. 15,000/- CGRF II TGNPDCL - 03 cases - Rs.18,000/-	Rs.58,000/- + Rs.1,000 per each day of default	Dated: 16.09.2025 https://tgerc.telangana.gov.in/SoP%20Analysis.php