

**FORUM OF REGULATORS (FOR)**

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

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FOR-11018(11)/2/2025-CERC

Dated: 10.09.2025

The Registrar  
Appellate Tribunal for Electricity (APTEL)  
Core 4, 7<sup>th</sup> 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 27<sup>th</sup> 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 27<sup>th</sup> 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, 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,

(Debasish Roy)

Assistant Chief (RA)/ FOR

Encl.: Eight Copies

Copy to: The Chairperson, All SERCs & JERCs.

**Report on the Compliance of the Directions**  
**of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27<sup>th</sup> January, 2012 in Review**  
**Petition No. 5 of 2009 in Appeal No. 181 of 2008**  
**for the quarter ending June, 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 27<sup>th</sup> 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 June, 2025 as against the status in quarter ended March, 2025 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending March, 2025	Status of Vacancy for quarter ending June, 2025
1.	Chhattisgarh	One vacancy against the post of Chairperson in CGRF Bhilai since 13.03.2023.  One vacancy against the post of Member in CGRF Jagdalpur since 21-12-2017.	One vacancy against the post of Chairperson in CGRF Bhilai since 13.03.2023.  One vacancy against the post of Member in CGRF Jagdalpur since 21-12-2017.



2.	Delhi	One vacancy against the post of Member (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	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
3.	Assam	-	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.  One vacancy against the post of Independent Member in CGRF Nalbari District. since 16.05.2025
4.	Gujarat	One vacancy against the post of Chairperson in UGVCL-Ahmedabad since 15.12.2024 and one vacancy against the post of Independent Member in MGVCL-Vadodara since 15.07.2023.	One vacancy against the post of Independent Member in DGVCL - Surat & Valsad since 17.09.2024.
5.	JERC Goa UTs	Two vacancies against the post of Chairperson in State of Goa and Union Territory of Lakshadweep since November 2023 and December 2020.  Three vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since October, 2014, April, 2010 and September, 2024 respectively	Two vacancies against the post of Chairperson in State of Goa and Union Territory of Lakshadweep since November 2023 and December 2020.  Three vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since October, 2014, April, 2010 and September, 2024 respectively  Five vacancies against the post of Member (Consumer/Prosumers) in State of Goa, 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.



6.	JERC for UTs of J&K and Ladakh	Tow vacancies against the post of Independent Member in Kashmir Power Distribution Corporation Limited, (KPDCL), Kashmir and Ladakh Power Development Department, (LPDD) Leh respectively.	Two vacancies against the post of Independent Member in Kashmir Power Distribution Corporation Limited, (KPDCL), Kashmir and Ladakh Power Development Department, (LPDD) Leh respectively.
7.	Jharkhand	One vacancy against the post of Chairperson-cum-Member (Legal) in <u>Damodar</u> Valley Corporation, Jharkhand since 06.12.2024  Two vacancies against the post of Member (Third) and Member (Finance) in Tata Steel Ltd., and Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 02.04.2021 and 31.08.2024 respectively.	Two vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Ltd and <u>Damodar</u> Valley Corporation, Jharkhand since 25.05.2025 and 06.12.2024 respectively.  Two vacancies against the post of Member Finance/Third Member in Tata Steel Ltd., and Member (Second) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 02.04.2021 and 31.08.2024 respectively.
8.	Madhya Pradesh	Two vacancies against the post of Independent Member in ECGRF Bhopal and ECGRF Jabalpur since 22.08.2024 and 19.05.2024 respectively	Nil
9.	Karnataka	Nil	One vacancy against the post of Member in CGRF GESCOM – Vijayanagara since 20-06.2025.
10.	Kerala	Ten vacancies against the post of Member (Consumer/Prosumer) in Northern Region (one), Central Region (one), Southern Region (one), Thrissur Corporation Electricity Department (one), Kannan Devan Hills Plantations Company Pvt. Ltd (two), Cochin Port Authority (one), KINESCO Power and Utilities Pvt. Ltd (one), Infopark (one) and Smart City (Kochi) Infrastructure Pvt. Ltd (one) respectively	Eight vacancies against the post of Member (Consumer/Prosumer) in Northern Region (one), Central Region (one), Southern Region (one), Thrissur Corporation Electricity Department (one), Kannan Devan Hills Plantations Company Pvt. Ltd (one), KINESCO Power and Utilities Pvt. Ltd (one), Infopark (one) and Smart City (Kochi) Infrastructure Pvt. Ltd (one) respectively
11.	Maharashtra	Eight vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL, Jawaharlal Nehru Port Trust – SEZ, EON-II, SEZ Kharadi Pune, Amravati Zone, MSEDCL, MBPPL, SEZ, GEPL, SEZ, NUPLLP, SEZ and MADC, SEZ in the state of Maharashtra.  Four vacancies against the post of Member (Independent) in the Tata Power Company Ltd, Samabhaji Nagar Zone, MSEDCL, Pune Zone and Nasik	Seven vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL, Jawaharlal Nehru Port Trust – SEZ, EON-II SEZ Kharadi Pune, Amravati Zone, MSEDCL, MBPPL, SEZ, GEPL, SEZ and NUPLLP, SEZ in the state of Maharashtra.  Five vacancies against the post of Member (Independent) in the Tata Power Company Ltd, Samabhaji Nagar Zone, MSEDCL, Pune Zone, Vasai-Palghar Zone and Nasik



12.	Odisha ERC	One vacancy against the post of Co-opted Member in OERC Odisha.	One vacancy against the post of Co-opted Member in OERC Odisha.
13.	Tamil Nadu	Six vacancies against the post of Member in Ramanatheapuram EDC, GOBI EDC, Chennai EDC Central, Vellore EDC, Kanchipuram EDC and Chengalpet EDC	Nine vacancies against the post of Member in Madurai EDC (Metro), Namakkal EDC, Tirupur EDC, Chengalpet EDC, Chengalpet EDC, Thirupathur EDC, Perambalur EDC, Pudukottai EDC and Karur EDC since 05.06.2025, 10.06.2025, 16.05.2025, 10.07.2025, 18.03.2025, 04.07.2025, 17.05.2025, 25.02.2025, 03.06.2025 respectively.
14.	Haryana	One vacancy against the post of Chairperson in UHBVN, Kurukshetra	One vacancy against the post of Chairperson in UHBVN, Kurukshetra  Two vacancies against the post of Member (Technical) in UHBVN, Kurukshetra and Member (Accounts) in DHBVN, Gurugram respectively.
15.	Uttar Pradesh	Three vacancies against the post of Member (Prosumer) in Forum Circle – EDC Kaushambi of Zone Prayagraj-II, Forum Zone Varanasi-II and Forum circle – EDC-2 Jaunpur of zone Varanasi-II.	Five vacancies against the post of Member (Prosumer) in Forum Zone Sitapur, Forum Zone Devipatan, Forum Circle – EDC Kausharabi of Zone Prayagraj-II, Forum Zone Varanasi-II and Forum circle – EDC-2 Jaunpur of zone Varanasi-II.

## 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, 2025 as against the status in quarter ended March, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2025	Status of Vacancy for quarter ending June, 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.

## 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, 2025 as against the status in quarter ended March, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending March, 2025	Status of Vacancy for quarter ending June, 2025
1.	JERC for J&K & Ladakh	Nil	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 June, 2025 as against the status in quarter ending March, 2025 is as under.

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

### **Section – V**

### **Summary of the vacant positions**

#### **Vacancies in CGRF**

1. One vacancy against the post Chairperson and one vacancy against the post of Member in the State of Chhattisgarh.
2. One vacancy against the post of Member CGRF-NDMC in the UT of Delhi.
3. One vacancy against the post of Independent Member in the State of Gujarat.
4. Six vacancies against the post of Prosumer Representative and one vacancy against the post of Independent Member in the State of Assam.
5. Two vacancies against the post of Chairperson, three vacancies against the post of Member (Licensee) and Five vacancies against the post of Member (Consumer/Prosumers) in the State of Goa and UTs.
6. Tow 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. Seven vacancies against the post of Chairperson and Five vacancies against the post of Member in the State of Maharashtra.
9. One vacancy against the post of Co-opted Member in the State of Odisha.
10. Five vacancies against the post of Member (Prosumer) in the State of Uttar Pradesh.
11. One vacancy against the post of Chairperson and Two vacancies against the post of Member in the State of Haryana.
12. Eight vacancies against the post of Member (Consumer/Prosumer) in the State of Kerala.
13. Nine vacancies against the post of Member in the State of Tamil Nadu.



14. Two vacancies against the post of Chairperson-cum-Member (Legal) and two 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 and Tripura.

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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, 2025	No. of Grievances received during the quarter April to June, 2025	No. of Grievances disposed during the quarter April to June, 2025	No. of Grievances pending at close of the quarter ending June, 2025	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June, 2025
1	Assam	State Level CGRF, Kamrup (M) District Level CGRF, Kamrup(R) District Level CGRF, Karimganj District Level CGRF, Hailakandi District Level CGRF, Dibrugarh District Level CGRF, Morigaon District Level CGRF, Golaghat District Level CGRF, Nagaon District Level CGRF, Sonitpur District Level CGRF, Bongaigaon District Level CGRF, Goalpara District Level CGRF, South Salmara District level CGRF, Kokrajhar District Level CGRF, Dhubri District Level CGRF, North Lakhimpur District level CGRF, Dhemaj District level CGRF, Jorhat District level CGRF, Udalguri District Level CGRF, Darrang District Level CGRF, Tinsukia District level CGRF, Sivasagar District level CGRF, Charaideo District Level CGRF, Cachar District level CGRF, Karbi anglong district, West Karbi Anglong district and Dima Hasao District Level CGRF, Tamulpur District Level CGRF, Nalbari District Level CGRF, Barpeta District Level CGRF, Baksa District Level CGRF, Bajali District Level CGRF, Karbi anglong district, West Karbi Anglong district and Dima Hasao District Level CGRF, Karbi anglong district, West Karbi Anglong district and Dima Hasao District Level CGRF	32	27	315	317	24	5	6
2	Andhra Pradesh	APEPDCL/Visakhapatnam APCPDCL, Vijaywada APSPDCL, Tripuri	1 1 1	142 11 106	300 174 140	287 169 133	155 16 113	0 8 65	24 42 26
		<b>Total</b>	<b>3</b>	<b>259</b>	<b>614</b>	<b>589</b>	<b>284</b>	<b>73</b>	<b>92</b>
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu and Subu	8	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Patna, Patna (E), Patna(W), Nalanda, Ara, Gaya, Sasaram, Aurangabad, Bhagalpur, Munger, Jamui, Darbhanga, Muzaffarpur, Kishanganj, Chapra, Samastipur, Motihari, Saharsa, Purnea, Begusarai	20	237	405	436	206	44	236
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	230	195	203	222	64	67
6	Gujrat	Surat Forum, Valsad Forum, Vadodara Corp. Forum, Baroda O&M Circle, Baroda City Circle, Anand O&M Circle, Nadiad O&M Circle, Godhra O&M Circle, Rajkot Forum, Bhuj Forum, Bhavnagar Forum, Junagadh Forum, Mehsana Corp. Forum, Mehsana Circle, Sabarmati Circle, Palanpur Circle, Himmatnagar Circle, Ahd. Corp., Ahd. East Circle, Ahd. West Circle, Gandhinagar Circle, Surat Corp, Dahej Corp. and Vilayat Corp.	24	63	143	142	64	11	68
7	Haryana	UHBVNL DHBVNL	2	48 41	86 35	54 37	80 39	11 0	33 28
		<b>Total</b>		<b>89</b>	<b>121</b>	<b>91</b>	<b>119</b>	<b>11</b>	<b>61</b>
8	Himachal Pradesh	Kasumti, Shimla	1	7	10	7	10	1	7
9	Jharkhand	SAIL BOKARO, Jharkhand, TSUISL (Tata Steel Utilities and Infrastructure Services Limited, TATA STEEL LTD., Jharkhand Bijli Vitran Nigam Limited, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidyut Upbhokta Shikayat Niwaran Forum, Dumka, Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh, Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar, Damodar Valley Corporation Maithon, Jharkhand,	9	23	8	9	23	14	100
10	Karnataka	BESCOM MESCOM HESCOM GESCOM CESC	5	21 0 9 13 1	6 2 2 9 3	1 2 1 10 4	26 0 10 12 0	22 0 9 9 0	4 2 3 6 3
		<b>Total</b>		<b>44</b>	<b>22</b>	<b>18</b>	<b>48</b>	<b>40</b>	<b>18</b>
11	Kerala	CGRF-North (KSEB) CGRF-Central (KSEB) CGRF-South (KSEB) Thrissur Corpn. Technopark KDHPL CoPA Rubber Park India (Pvt.) Ltd CSEZA KPUPL Infopark Smart city (Kochi) Infrastructure Private Limited	12	6 22 25 0 0 0 0 0 0 0 0 0 0	35 34 28 12 0 0 0 0 0 0 0 0 0	30 36 25 11 0 0 0 0 0 0 0 0 0	11 18 28 1 0 0 0 0 0 0 0 0 0	0 0 14 0 0 0 0 0 0 0 0 0 0 0	32 56 32 5 0 0 0 0 0 0 0 0 0 0
		<b>Total</b>		<b>53</b>	<b>109</b>	<b>102</b>	<b>58</b>	<b>14</b>	<b>125</b>
12	Madhya Pradesh	ECGRF Jabalpur ECGRF Indore ECGRF Bhopal	3	53 14 21	44 27 1	85 25 3	12 16 19	0 3 18	14 16 3
		<b>Total</b>		<b>88</b>	<b>72</b>	<b>113</b>	<b>47</b>	<b>21</b>	<b>33</b>
13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Aurangabad Zone, Amravati Zone, Pune Zone, Nagpur Zone, Kalyan Zone, Baramati Zone, Akola Zone, Vasai Zone, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex, NUPLLP, KRC, LBCML, MADC, Eco-I & II, JNPT	22	408	770	812	366	194	353
14	Meghalaya	Meghalaya, CGRF	2	Nil	2	Nil	2	Nil	1
15	Odisha	Bhubaneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jajpur Road, Baripada, Keonjhar, Berhampur, Jeypore, Bhanjanagar, Rayagada	18	555	1695	1873	374	13	592
16	Punjab	PSPCL, Ludhiana	1	11	52	54	9	Nil	13
17	Rajasthan	Ajmer Jaipur Jodhpur	4 4 4	17 9 6	12 22 11	26 11 2	3 20 15	2 0 6	2 4 1
		<b>Total</b>	<b>12</b>	<b>32</b>	<b>45</b>	<b>39</b>	<b>38</b>	<b>8</b>	<b>7</b>
18	Tamil Nadu	CHENGALPATTU EDC, CHENNAI EDC (NORTH) CHENNAI EDC (WEST), CHENNAI EDC CENTRAL CHENNAI EDC/ SOUTH-I, CHENNAI EDC/ SOUTH-II COIMBATORE EDC/METRO, COIMBATORE EDC/NORTH, COIMBATORE EDC, SOUTH CUDDALORE EDC, DHARMAPURI EDC, DINDIGUL EDC, ERODE EDC, GOBI EDC, KALLAKURICHI EDC, KANCHIPURAM EDC, KANYAKUMARI EDC, KARUR EDC, KRISHNAGIRI EDC, MADURAI EDC, MADURAI EDC/METRO METTUR EDC, NAGAPATTINAM EDC, NAMAKKAL EDC, NILGIRIS EDC., PALLADAM EDC, PERAMBALUR EDC, PUDUKOTTAI EDC, RAMANATHAPURAM EDC, SALEM EDC, SIVAGANGAI EDC THANJAVUR EDC THE N Electricity Distribution Circle THIRUPATHUR EDC, THIRUVANNAMALAI EDC, TIRUNELVELI EDC THIRUPUR EDC, TIRUVARUR EDC, TRICHY/METRO/EDC, TUTICORIN EDC, UDUMALPET EDC, VELLORE EDC, VILLUPURAM EDC, VIRUDUNAGAR EDC	44	829	3091	2652	173	28	75



19	Uttar Pradesh	Forum Company Level - Kesco, Forum Circle - EDC-1, Kesco of Zone Kesco, Forum Circle - EDC-2, Kesco of zone Kesco, Forum Circle - EDC-3, Kesco of zone Kesco, Forum Circle EDC-4, Kesco of zone Kesco, Forum Company Level- NPCL, Forum Urban Level - NPCL, Forum Rural Level - NPCL, Forum Company Level - MVVNL, Forum Zone Bareilly-I, Forum circle - EDC Bareilly of zone Bareilly-I, Forum zone Ayodhya, Forum circle - EDC Ayodhya of zone Ayodhya, Forum circle - EDC Umbelkar Nagar (Akbarpur) of zone Ayodhya, Forum Circle - EDC Sultanpur of zone Ayodhya, Forum circle - EDC Pilibhit of zone Bareilly-II, Forum circle - EDC Shahjahanpur of zone Bareilly-II, Forum Anausi zone, Forum circle - EDC-IV Lucknow (Rural) of Anausi zone, Forum circle - EDC - VII Vrindavan of Anausi Zone, Forum zone Lucknow Central, Forum circle - EDC-III Talkatora of zone Lucknow Central, Forum circle EDC-I Raj Bhawan of zone Lucknow Central, Forum circle - EDC-VIII Chowk of zone Lucknow Central, Forum Jankipuram zone, Forum circle - EDC-VI Mahanagar of Jankipuram zone, Forum circle - EDC - N Purania of Jankipuram zone, Forum Gonti Nagar zone, Forum circle - EDC - II Gonti Nagar of Gonti Nagar zone, Forum circle - (E)DC-IX Indranagar of zone Gonti Nagar zone, Forum zone Sitapur, Forum circle - EDC Hardoi of zone Sitapur, Forum circle - EDC Gola of zone Sitapur, Forum zone Devipatan, Forum Company level - DVVNL, Forum zone Aligarh, Forum circle - EDC Aligarh of zone Aligarh, Forum Circle - EDC-2 Aligarh of zone Aligarh, Forum zone Etah, Forum zone Agra, Forum circle - Torrent Power of Zone Agra, Forum circle - EDC-I Agra of zone Agra, Forum circle - EDC-II Fatehabad of zone Agra, Forum zone Mathura, Forum circle - EDC Mathura of zone Mathura, Forum circle - EDC-I, Mathura of zone Mathura, Forum circle - EDC-II, Mathura of zone Mathura, Forum zone Bansi, Forum circle - EDC Lalpur of zone Bansi, Forum circle - EDC Orai of zone Bansi, Forum zone Kanpur-I, Forum zone Kanpur-II, Forum company level - PuVNL, Forum zone Gorakhpur-I, Forum circle - EDC Gorakhpur of zone Gorakhpur-I, Forum circle - EDC-II, Gorakhpur of zone Gorakhpur-I, Forum circle EDC-I, Gorakhpur of zone Gorakhpur-I, Forum zone Gorakhpur-II, Forum circle - EDC Maharajganj of zone Gorakhpur-II, Forum zone Prayagraj-I, Forum circle - EDC-I, Prayagraj of zone Prayagraj-I, Forum circle - EDC-II, Prayagraj of zone Prayagraj-I, Forum zone Prayagraj-II, Forum circle - EDC - Fatepur of zone Prayagraj-II, Forum circle - EDC-I, Prayagraj of zone Prayagraj-II, Forum circle - EDC Kausambi of zone Prayagraj-II, Forum zone Varanasi-I, Forum circle - EDC-I, Varanasi of zone Varanasi-I (Circle Code-7), Forum circle - EDC-II, Varanasi of zone Varanasi-I, Forum circle - EDC Varanasi of zone Varanasi-I, Forum zone Varanasi-II, Forum circle - EDC-I Jaunpur of zone Varanasi-II, Forum circle - EDC-2 Jaunpur of zone Varanasi-II, Forum zone Azamgarh, Forum circle - EDC-I, Azamgarh of zone Azamgarh, Forum circle - EDC Ballia of zone Azamgarh, Forum circle - EDC Meerzapur of zone Meerzapur, Forum circle - EDC Ravidas Nagar (Bhaddoi) of zone Meerzapur, Forum circle - EDC Sonbhadra of zone Meerzapur, Forum zone Basti, Forum circle - EDC Basti of zone Basti, Forum circle - EDC Siddharth Nagar of zone Basti, Forum company level - PVVNL, Forum zone Bulandshahar, Forum circle - EDC-I Bulandshahar of zone Bulandshahar, Forum circle - EDC Hapur of zone Bulandshahar, Forum zone Ghaziabad-I, Forum circle - EDC-I Ghaziabad of zone Ghaziabad-I, Forum zone Ghaziabad-II, Forum circle - EDC Ghaziabad of zone Ghaziabad-II, Forum circle - EDC Loni of zone Ghaziabad-II, Forum zone Ghaziabad-III, Forum circle - EDC-II Ghaziabad of zone Ghaziabad-III, Forum circle - EDC-III Ghaziabad of zone Ghaziabad-III, Forum zone Meerut-I, Forum circle - EDC Meerut of zone Meerut-I, Forum zone Meerut-II, Forum circle - EDC-I, Meerut of zone Meerut-II, Forum circle - EDC-II, Meerut of zone Meerut-II, Forum circle - EDC Baghat of zone Meerut-II, Forum zone Morabad, Forum circle - EDC Morabad of zone Morabad, Forum circle - EDC Rampur of zone Morabad, Forum zone Gajraula, Forum circle EDC Anroha of zone Gajraula, Forum circle - EDC Bijnor of zone Gajraula, Forum circle - EDC Dhampur of zone Gajraula, Forum zone Saharanpur, Forum circle - EDC Saharanpur of zone Saharanpur, Forum circle - EDC-I, Saharanpur of zone Saharanpur, Forum zone Muzaffarnagar, Forum circle - EDC Muzaffarnagar of zone Muzaffarnagar, Forum circle - EDC-2, Muzaffarnagar of zone Muzaffarnagar, Forum zone Noida, Forum circle EDC-I, Noida of zone Noida, Forum circle - EDC-II, Noida of zone Noida	117	717	109	183	643	615	175
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Kamprayag, Haldwani, Rudrapur, Almora & Pithoragarh	9	274	391	479	186	128	Full Time
21	West Bengal	Bidhannagar, 24 Pgs(N), 24 Pgs (S), Howrah, Hooghly, Purba Burdwan, Paschim Burdwan, Birbhum, Paschim Midnapur, Purba Midnapur (Tamluk), Purulia, Bankura, Murshidabad, Nadia, Malda, Uttar Dinajpur (Rajganj), Dakshin Dinajpur, Cooch Behar, Alipurduar, Jalpaiguri, Darjeeling and Jhargram	22	149	254	290	113	27	81
22	Mizoram	Aizawal, Lunglei, Siaha, Lawngtlai, Hnahthial, Champhai, Serchhip, Kolasib, Mamit, khawzawal and Saitual	11	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur			Information not submitted					
24	Joint Electricity Regulatory Commission Goa	Goa Dadra Nagar Haveli and Daman & Diu Chandigarh Andman & Nicobar Islands Puducherry Lakshadweep Total	6	6 0 5 4 15 1 31	7 1 18 15 7 2 50	12 0 15 16 21 3 67	1 0 8 3 1 0 13	1 0 0 0 0 0 1	5 13 18 18 10 4 68
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	JPDCI Jammu KPDCL Kashmir LPDD Ladakh Total	1 1 1 3	Nil Nil Nil Nil	Nil Nil Nil Nil	Nil Nil Nil Nil	Nil Nil Nil Nil	Nil Nil Nil Nil	
26	Sikkim	Gangtok Dist, Pakyong Dist, Namchi Dist, Soreng Dist, Gyalshing Dist, Mangan Dist.	6	Nil	Nil	Nil	Nil	Nil	Nil
27	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	28	21	33	16	12	57
28	Tripura	Bidyut Bhavan, Agartala Tyre-III	23	0	41	41	0	0	0
29	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
30	Telangana	CGRF-I -TGSPDCL CGRF- II-TGSPDCL CGRF-I -TGNPDCL CGRF- II- TGNPDCL Total	4 4 4 4 4	31 42 102 96 271	250 55 131 171 607	278 60 115 138 591	3 37 118 129 287	11 1 65 27 93	11 13 18 19 61

**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, 2025	No. of Grievances received during the quarter April to June, 2025	No. of Grievances disposed during the quarter April to June, 2025	No. of Grievances pending at close of the quarter ending June, 2025	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June, 2025
1	Assam	1	3	2	3	2	Nil	8
2	Andhra Pradesh	1	4	5	8	1	0	20
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	48	9	17	38	39	Every working day
5	Delhi	1	25	17	28	14	4	28
6	Gujarat	2	13	12	23	2	0	27
7	Haryana	1	12	23	24	11	13	76
8	Himachal Pradesh	1	8	13	12	9	2	6
9	Jharkhand	1	4	4	Nil	8	5	53
10	Karnataka	1	54	7	5	56	51	65
11	Kerala	1	19	18	27	10	0	36
12	Madhya Pradesh	1	0	4	2	2	0	6
13	Maharashtra	2	24	71	47	48	0	53
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	121	51	69	103	77	128
16	Punjab	1	5	9	8	6	Nil	22
17	Rajasthan	1	17	9	21	5	0	Full Time
18	Tamil Nadu	1	9	16	19	6	1	17
19	Uttarakhand	1	25	11	17	19	8	Full Time
20	Uttar Pradesh	1	8	9	4	13	8	23
21	West Bengal	1	213	91	81	222	170	33
22	Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur		Information not submitted					
24	JERC Goa & All Uts	1	1	3	3	1	0	3
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	1	2	8	9	1	1	All working days
26	Chhattisgarh	1	14	2	8	8	7	47
27	Tripura	Vacant	Nil	Nil	Nil	Nil	Nil	Nil
28	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
29	Nagaland	1	Nil	Nil	Nil	Nil	Nil	Nil
30	Telangana	1	4	15	19	0	0	31



Section VIII – Status of achievement of Standard of Performance								
S. No.	Name of JERC	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 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	Principal Regulation: 7 of 2001 1st Amendment: 2005 2nd Amendment: 2013 3rd Amendment: 2021 4th Amendment: 2023 5th Amendment: 2024	<a href="https://www.google.com/search?q=AP%20Distribution%20License%20Regulation%202001&amp;rlz=1C134446X68672555Vh2Cw3d7p310756002&amp;Page=10756002">https://www.google.com/search?q=AP%20Distribution%20License%20Regulation%202001&amp;rlz=1C134446X68672555Vh2Cw3d7p310756002&amp;Page=10756002</a>	Information not submitted	Yes Q1 of 2023-24	Dispute cases: CPCL-489 EPCL-224 SPCL-243 Award paid (Rs) CPCL-1.18 lacs EPCL-1.37 lacs SPCL-3.59 lacs	Rs 776650/- Hosted on the website on 31.01.2025	
3	Arunachal Pradesh	SOP Regulation notified by AP SERC on 28/12/2016 only and has become effective w.e.f 28/12/2016 as per regulation. Further AP SERC (Standard of Performance for Distribution Licensees) Regulation 2024 also came into force from 28th April 2024	Not furnished	NA	NA	NA	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 2021-22 has been submitted by the licensee and it is uploaded on the website of the Commission on dated 06.10.2023	Report submitted	None	NA	The report for FY 2021-22 is uploaded on the website of the Commission on dated 06.10.2023	
5	Delhi	<ul style="list-style-type: none"><li>Delhi Electricity Regulatory Commission (Performance Standard – Metering &amp; Billing) Regulations, 2001 notified on 19.08.2002. Further, amended on 01.01.2003 and 20.05.2003</li><li>Delhi Electricity Regulatory Commission (Performance Standard – Metering &amp; Billing) Regulations, 2001 notified on 19.08.2002 was replaced by 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</li><li>Delhi Electricity Supply Code and Performance Standards (Third Amendment) Regulations, 2016 dated 29.04.2016</li><li>Delhi Electricity Supply Code and Performance Standards (Fourth Amendment) Regulations, 2016 dated 07.06.2016</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2016 notified effective from 01.09.2017, replacing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (First Amendment) Regulations, 2018 dated 02.02.2018</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Second Amendment) Regulations, 2018 notified in gazette on 13.10.2018</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Third Amendment) Regulations, 2018 notified in gazette on 30.12.2018</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Fourth Amendment) Regulations, 2019 dated 21.05.2019</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Fifth Amendment) Regulations, 2024 dated 16.07.2024</li><li>Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Sixth Amendment) Regulations, 2023 dated 07.08.2023</li><li>Compendium to Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Seventh Amendment) Regulations, 2023 dated 07.08.2023</li></ul> <p>*Copy of the same is 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 1. <a href="http://www.waterpower-deli.com/">http://www.waterpower-deli.com/</a> 2. <a href="http://www.bseideli.com/">http://www.bseideli.com/</a>	NA	N.A	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2019-20 and the same has been incorporated in Tariff Order dated 30.09.2021. The copy of the same is available on the website of DERC i.e. www.derc.gov.in. Further, the reports submitted by DISCOMs are also uploaded on the website of DERC i.e. www.derc.gov.in	
6	GUJARAT	Notification No. 2 of 2024 dated 06.12.2023						
	Dakshin Gujarat Vp Company Ltd. (DGVCCL)		27.06.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	30.06.2025	
	Madhya Gujarat Vp Company Ltd. (MGVCCL)			<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA		
	Pashchim Gujarat Vp Company Ltd. (PGVCCL)		13.05.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	13.05.2025	
	Uttar Gujarat Vp Company Ltd. (UGVCCL)		20.05.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	20.05.2025	
	Torrent Power Limited - Distribution (Ahmedabad) [TPL-D(A)]		30.04.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	30.04.2025	
	Torrent Power Limited - Distribution (Surat) [TPL-D(S)]		30.04.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	30.04.2025	
	Torrent Power Limited - Distribution (Dahod) [TPL-D(D)]		30.04.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	30.04.2025	
	MPSEZ Utilities Limited (MUL)		03.07.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	03.07.2025	
	GIFT Power Company Ltd. (GIFT PCL)		22.05.2025	<a href="https://www.gsecl.org/standards-of-performance-quarter-year-discom/">https://www.gsecl.org/standards-of-performance-quarter-year-discom/</a>	NA	NA	22.05.2025	
7	Haryana	24th April 2020. HERC (Haryana Electricity Regulatory Commission) Standards of Performance of Distribution Licensees and Discoms, etc. (4th Compensatory) Regulations, 2020	Information for 4th Quarter of FY 2024-25 furnished by the UHBVNL vide Memo no. CH/TRA/RA-675/dt(15) dated 15/05/25 and by DHBVNL vide Memo no. CH/1725/RA-232 Vtd dated 30/05/25	UHBVNL FY 2024-25 (Jan-Mar) <a href="https://dhbvn.org.in/statusContent/documents/36-f24-36-fp_4th_qtr_2024-2025_13EE.pdf">https://dhbvn.org.in/statusContent/documents/36-f24-36-fp_4th_qtr_2024-2025_13EE.pdf</a> FY 2024-25 (Apr-Dec) <a href="https://dhbvn.org.in/statusContent/documents/36-f22-36-fp_3rd_qtr_2024-2025_17EB.pdf">https://dhbvn.org.in/statusContent/documents/36-f22-36-fp_3rd_qtr_2024-2025_17EB.pdf</a> FY 2024-25 (Jul-Sep) <a href="https://dhbvn.org.in/statusContent/documents/36-f21-36-fp_2nd_qtr_2024-25_16DV.pdf">https://dhbvn.org.in/statusContent/documents/36-f21-36-fp_2nd_qtr_2024-25_16DV.pdf</a> FY 2024-25 (Apr-Jun) <a href="https://dhbvn.org.in/statusContent/documents/36-f20-36-fp_1st_qtr_2024-25_21DS.pdf">https://dhbvn.org.in/statusContent/documents/36-f20-36-fp_1st_qtr_2024-25_21DS.pdf</a> DHBVN FY 2024-25 (Jan-Mar) <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_14.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_14.pdf</a> FY 2024-25 (Apr-Dec) <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_13.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_13.pdf</a> FY 2024-25 (Jul-Sep) <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_12.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_12.pdf</a> FY 2024-25 (Apr-Jun) <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_11.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_11.pdf</a>	NA	NA	<a href="https://dhbvn.org.in/statusContent/1065_1_DHBVNL.aspx">https://dhbvn.org.in/statusContent/1065_1_DHBVNL.aspx</a> <a href="https://dhbvn.org.in/statusContent/1056_1_DHBVNL.aspx">https://dhbvn.org.in/statusContent/1056_1_DHBVNL.aspx</a>	
8	Himachal Pradesh	HERC (distribution performance standard) regulation, 2010. Notification No. HPERC/01 dated 8-01-2010	Not yet received	NA	NA	NA	Not yet published	
9	Haryana	9th June, 2014		Information not submitted	NA	NA	NA	
10	Mizoram		No. T-2301502/2022-10/PPA/om/29 Dt. 03/06/2024	Information not submitted	NA	NA	NA	
11	Mizoram			Information not submitted	NA	NA	NA	
12	JERC Goa & Un	Notification dated 24th July 2015 1st Amendment: 27th May 2024	For FY 2024-25 Name of Discom Q1 Q2 Q3 Q4	<a href="https://dhbvn.org.in/statusContent/documents/36-f24-36-fp_4th_qtr_2024-2025_13EE.pdf">https://dhbvn.org.in/statusContent/documents/36-f24-36-fp_4th_qtr_2024-2025_13EE.pdf</a> <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_14.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_14.pdf</a> <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_13.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_13.pdf</a> <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_12.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_12.pdf</a> <a href="https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_11.pdf">https://dhbvn.org.in/statusContent/new/HERC/36-fp_36-fp_FY_2024-25_11.pdf</a>	NA	NA	The report for FY 2024-25 uploaded on the website of Commission on dated 27.5.2025	
13	Joint Electricity Regulatory Commission (JERC)	Gazette No. 376 dated 12.06.2023	NA	NA	NA	NA	NA	

