

**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: 09.06.2025

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 January to March, 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

*D. Roy*  
(Debasish Roy)  
Assistant Chief (RA)/ FOR

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 March, 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 March, 2025 as against the status in quarter ended December, 2024 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending December, 2024	Status of Vacancy for quarter ending March, 2025
1.	Chhattisgarh	One vacancy against the post of Chairperson in CGRF Bhilai since 16.03.2023.  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.	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.	Bihar	Two vacancies against the post of Member in CGRF Munger and Purnea since September,2024.	Nil
4.	Gujarat	Three vacancies against the post of Independent Member, CGRF in TPL-D (Surat) since 01.01.2023, TPL-D (Dahej) since 01.01.2023 and MGVCL - Vadodara since 15.07.2023.	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.
5.	JERC Goa UTs	Three vacancies against the post of Chairperson in State of Union Territory of Lakshadweep, State of Goa and Union Territory of Puducherry since December, 2020, November 2023 and January, 2024 respectively.  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
6.	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 Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh and – <b>TATA STEEL LTD</b> since 02.04.2021 respectively.	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.
7.	Bhopal	Two vacancies against the post of Independent member in ECGRF Bhopal and ECGRF Jabalpur since 22.08.2024 and 19.05.2024 respectively	Two vacancies against the post of Independent Member in ECGRF Bhopal and ECGRF Jabalpur since 22.08.2024 and 19.05.2024 respectively



8.	Karnataka	One vacancy against the post of Non-official Members of Ramanagara Revenue District in BESCOM Forum Ramanagara District since 10.01.2023	Nil
9.8	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 (Sochi) Infrastructure Pvt. Ltd respectively.	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 (Sochi) Infrastructure Pvt. Ltd (one) respectively
10.	Madhya Pradesh	Two vacancies against the post of Independent member in ECGRF Bhopal and ECGRF Jabalour since 22.08.2024 and 19.05.2024 respectively.	Information not submitted
11.	Maharashtra	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.  Four vacancy against the post of Member (Independent) in the Tata Power Company Ltd, Samabhaji Nagar Zone, MSEDCL, Pune Zone and Vasai – Palghar Zone	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 vacancy against the post of Member (Independent) in the Tata Power Company Ltd, Samabhaji Nagar Zone, MSEDCL, Pune 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	Three vacancies against the post of Member in Ramanatheapuram EDC, Coimbatore EDC/metro and Villupuram EDC since 10.04.2024, 11.16.2024 and 04.20.2023 respectively.	Six vacancies against the post of Member in Ramanatheapuram EDC, GOBI EDC, Chennai EDC Central, Vellore EDC, Kanchipuram EDC and Chengalpet EDC
14.	Haryana	Nil	One vacancy against the post of Chairperson in UHBVN, Kurukshetra
15.	Uttar Pradesh	No vacancy has been reported in all these CGRFs.	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.



## **Section –II**

### **Status of the vacancies in Ombudsman in the States**

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of March, 2025 as against the status in quarter ended December, 2024 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2024	Status of Vacancy for quarter ending March, 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.	Uttarakhand	Nil	Nil
3.	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 March, 2025 as against the status in quarter ended December, 2024 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2024	Status of Vacancy for quarter ending March, 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 March, 2025 as against the status in quarter ending December, 2024 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2024	Status of Vacancy for quarter ending March, 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 Chairperson and one vacancy against the post of Independent Member in the State of Gujarat.
4. Two vacancies against the post of Chairperson and Three vacancies against the post of Member (Licensee) in the State of Goa and UTs.
5. Eight vacancies against the post of Chairperson and Four vacancies against the post of Member in the State of Maharashtra.
6. Two vacancies against the post of Independent Member in the Stat of Bhopal.
7. Three vacancies against the post of Member (Prosumer) in the State of Uttar Pradesh.
8. One vacancy against the post of Chairperson in the State of Haryana.
9. Ten vacancies against the post of Member (Consumer/Prosumer) in the State of Kerala.
10. Six vacancies against the post of Member in the State of Tamil Nadu.
11. One vacancy 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 December, 2024	No. of Grievances received during the quarter January to March, 2025	No. of Grievances disposed during the quarter January to March, 2025	No. of Grievances pending at close of the quarter ending March, 2025	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March, 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, 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	29	11	40	23	24	16	4
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	96	269	224	141	0	75
		APCPDCL, Vijaywada	1	12	213	214	11	9	32
		APSPDCL, Tripuri	1						
		Total	3	108	482	438	152	9	57
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	377	818	853	343	64	504
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	236	186	192	230	73	63
6	Gujarat	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-D(S) New Corporate Forum, TPL-Dahej	14	47	132	118	61	8	71
7	Haryana	UHBVNL	2	44	63	59	48	11	33
		DHBVNL		51	42	52	41	0	28
		Total		95	105	111	89	11	61
8	Himachal Pradesh	Kasumpti, Shimla	1	21	7	21	7	0	9
9	Jharkhand	Sail Bokaro, Tsuisl, Tata Steel Ltd, Jharkhand Bijli Vitran Nigam Limited, Vidhyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidhyut Upbhokta Shikayat Niwaran Forum, Dumka, Vidhyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	36	8	21	24	10	97
10	Karnataka	BESCOM	5	24	8	11	21	15	6
		MESCOM		1	3	4	0	0	5
		HESCOM		11	6	8	9	5	3
		GFSCOM		12	5	5	12	7	6
		CESC		5	2	6	1	0	6
		Total		53	24	34	43	27	26
11	Kerala	CGRF-North (KSEB)	12	14	32	40	6	0	41
		CGRF-Central (KSEB)		11	39	19	20	0	19
		CGRF-South (KSEB)		13	28	16	25	3	26
		Thrissur Corpn.		3	3	6	0	0	6
		Technopark		0	0	0	0	0	0
		KDHPCL		0	0	0	0	0	0
		CoPA		0	0	0	0	0	0
		Rubber Park India (Pvt.) Ltd		0	0	0	0	0	0
		CSEZA		0	0	0	0	0	0
		KPUPL		0	0	0	0	0	0
		Infopark		0	0	0	0	0	0
		Smart city (Kochi) Infrastructure Private Limited		0	0	0	0	0	0
		Total		41	102	81	51	3	92
12	Madhya Pradesh	ECGRF Jabalpur	3	59	43	49	58	33	12
		ECGRF Indore		18	39	43	14	1	29
		ECGRF Bhopal		21	0	0	21	21	0
		Total		98	82	92	93	55	41
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	23	469	625	680	416	245	364
14	Meghalaya	Meghalaya , CGRF	2	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	Bhubaneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jajpur Road, Baripada, Keonjhar, Berhampur, Jeyapore, Bhanjanagar, Rayagada	18	548	2252	2245	555	3	548
16	Punjab	PSPCL, Ludhiana	1	20	41	50	11	1	12
17	Rajasthan	Ajmer	4	22	25	30	17	11	5
		Jaipur	4	10	43	44	9	0	9
		Jodhpur	4	2	19	15	6	1	5
		Total	12	34	87	89	32	12	19
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, RAMANATHEAPURAM EDC, SALEM EDC, SIVAGANGAI EDC, THANJAVUR EDC, THENI Electricity Distribution Circle, THIRUPATHUR EDC, THIRUVANMALAI EDC, THIRUNELVELI EDC, THIRUPUR EDC, THIRUVARUR EDC, TRICHY/METRO/EDC, TUTICORIN EDC, UDUMALPET EDC, VELLORE EDC, VILLUPURAM EDC, VIRUDUNAGAR EDC	44	570	2090	1831	108	31	68



19	Uttar Pradesh	Keos of zone Keos, Forum Circle EDC-4, Keos of zone Keos, Forum Company Level- NPCL, Forum Urban Level- NPCL, Forum Rural Level- NPCL, Forum Company Level- MPVNL, 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 Ambedkar Nagar (Ambedkar) of Zone Ayodhya, Forum Circle- EDC Sultanpur of zone Ayodhya, Forum circle- EDC Shahjahanpur of zone Bareilly-II, Forum Amusi zone, Forum circle- EDC- IV Lucknow (Rural) of Amusi zone, Forum circle- EDC- VII Vrindavan of Amusi Zone, Forum zone Lucknow Central, Forum circle- EDC-III Talkatora of zone Lucknow Central, Forum circle- EDC-4 Raj Bhawan of zone Lucknow Central, Forum circle- EDC-VIII Chowk of zone Lucknow Central, Forum Jankipuram zone, Forum circle- EDC-4-1 Mahanagar of Jankipuram zone, Forum circle- EDC- N Purania of Jankipuram zone, Forum Gouti Nagar zone, Forum circle- EDC- II Gouti Nagar of Gouti Nagar zone, Forum circle- (EUDC-4N) Indiranagar of zone Gouti Nagar zone, Forum circle- EDC Haden of zone Sitapur, Forum circle- EDC Gola of zone Sitapur, Forum zone Deopatan, Forum Company level- DVVNL, Forum zone Aligarh, Forum circle- EDC- Aligarh of zone Aligarh, Forum circle- EDC-2 Aligarh of zone Aligarh, Forum zone Agra, Forum circle- Torrent Power of Zone Agra, Forum circle- EDC-4 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-4 Mathura of zone Mathura, Forum circle- EDC-II, Mathura of zone Mathura, Forum zone Jhansi, Forum circle- EDC Lalpur of zone Jhansi, Forum zone Kanpur-I, Forum zone Kanpur-II, Forum company level- PTVNL, 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- EUDC-I, Prayagraj of zone Prayagraj-I, Forum circle- EUDC-II, Prayagraj of zone Prayagraj-I, Forum zone Prayagraj-II, Forum circle- EDC- I, Fatehpur of zone Prayagraj-II, Forum circle- EDC-I, Prayagraj of zone Prayagraj-II, Forum circle- EDC Kaushambi of zone Prayagraj-II, Forum zone Varanasi-I, Forum circle- EUDC-4, Varanasi of zone Varanasi-I, Circle Code-7I, Forum circle- EUDC-4, Varanasi of zone Varanasi-I, Forum circle- EDC Varanasi of zone Varanasi-I, Forum zone Varanasi-II, forum circle- EDC-1 Jampur of zone Varanasi-II, Forum circle- EDC-2 Jampur of zone Varanasi-II, Forum zone Azamgarh, Forum circle- EDC-4, Azamgarh of zone Azamgarh, Forum circle- EDC Ballia of zone Azamgarh, Forum circle- EDC Meerapur of zone Meerapur, Forum circle- EDC Ravidas Nagar (Bhadoli) of zone Meerapur, Forum circle- EDC Sonbhadra of zone Meerapur, Forum zone Basti, Forum circle- EDC Basti of zone Basti, Forum circle- EDC Siddharth Nagar of zone Basti, Forum company level- PTVNL, Forum zone Baladshahar, Forum circle- EDC-1 Baladshahar of zone Baladshahar, Forum circle- EDC Hapur of zone Baladshahar, Forum zone Ghaziabad-I, Forum circle- EUDC-1 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- EUDC-II Ghaziabad of zone Ghaziabad-III, Forum circle- EUDC-III Ghaziabad of zone Ghaziabad-III, Forum zone Meerut-I, Forum circle- EUDC 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 Bagpat 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 Bijna of zone Gajraula, Forum circle- EDC Dhanpur of zone Gajraula, Forum zone Saharanpur, Forum circle- EUDC Saharanpur of zone Saharanpur, Forum circle- EDC- I, Saharanpur of zone Saharanpur, Forum zone Muzaffarnagar, Forum circle- EUDC Muzaffarnagar of zone Muzaffarnagar, Forum circle- EDC-4 Muzaffarnagar of zone Muzaffarnagar, Forum circle- EDC-2, Muzaffarnagar of zone Muzaffarnagar, Forum zone Noida, Forum circle EUDC-I, Noida of zone Noida, Forum circle- EUDC-II, Noida of zone Noida	112	742	161	172	731	679	139
20	Uttarakhand	Dehradun, Haridwar, Srinagar (O), Utarkashi, Karnprayag, Haldwani, Rudrapur, Almora & Pithoragarh	8	283	343	336	274	203	Full Time
21	West Bengal	Bidhannagar, 24 Pgs(N), 24 Pgs (S), Howrah, Hooghly, Purba Burdwan, Pashchim 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	89	280	220	149	19	80
22	Mizoram	Aizawal, Lunglai, Champhai, Lawngtlai, Siaha, Kolasib, Serchhip, Mamit, Hnahthial, Saitual and khawzawal	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	0 0 5 2 8 0	11 0 10 15 8 3	5 0 10 13 1 2	6 0 5 4 15 1	0 0 0 0 12 0	3 14 13 16 9 2
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	JPDCL Jammu KPDCL Kashmir LPDD Ladakh Total	1 1 1 3	0 Nil Nil 0	1 Nil Nil 1	1 Nil Nil 1	0 Nil Nil 0	0 Nil Nil 0	1 Nil 1 2
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	22	32	26	28	15	32
28	Tripura	Bidyut Bhavan, Agartala Tyre-III	23	0	4	4	0	0	0
29	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
30	Telangana	CGRF-I -TGSPDCL CGRF- II-TGSPDCL CGRF-I -TGSPDCL CGRF- II-TGSPDCL Total	4    4	34    372	40 94 99 89 322	43 88 116 176 423	31 42 102 99 274	3 8 68 49 128	9 14 22 24 69



**Section -VII - States of disposal of Grievances by Ombudsman**

Sl. No.	Name of SERC/ JERCs	No. of Ombudsman	No. of Grievances Outstanding at the close of Previous quarter ending December, 2024	No. of Grievances received during the quarter January to March, 2025	No. of Grievances disposed during the quarter January to March, 2025	No. of Grievances pending at close of the quarter ending March, 2025	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2025
1	Assam	1	4	1	2	3	2	4
2	Andhra Pradesh	1	0	9	5	4	0	42
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	53	8	13	48	35	Every working day
5	Delhi	1	13	36	24	25	14	24
6	Gujarat	2	14	28	29	13	1	30
7	Haryana	1	8	11	7	12	8	48
8	Himachal Pradesh	1	5	8	5	8	Nil	3
9	Jharkhand	1	7	Nil	3	4	4	51
10	Karnataka	1	60	7	13	54	47	118
11	Kerala	1	16	26	23	19	1	23
12	Madhya Pradesh	1	3	1	4	0	0	6
13	Maharashtra	2	29	44	41	24	0	45
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	113	58	50	121	90	125
16	Punjab	1	7	5	9	3	Nil	25
17	Rajasthan	1	9	23	15	17	0	Full Time
18	Tamil Nadu	1	7	26	24	9	0	23
19	Uttarakhand	1	25	16	16	25	13	Full Time
20	Uttar Pradesh	1	10	6	8	8	4	18
21	West Bengal	1	207	62	56	213	172	35
22	Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur	2	Information not submitted					
24	JERC Goa & All Uts	1	6	1	6	1	1	9
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	1	2	5	3	2	1	All working days
26	Chhattisgarh	1	14	6	6	14	6	58
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	6	14	16	4	0	31

Section VIII - Status of achievement of Standard of Performance						
SERC	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 Links to the reports submitted by Licensees		The number of cases in which the aggregate amount of the compensation was made under subsection (3) of section 57		The date and details of the report published by SERC under Section 59
		3	4	5	6	
	2		Information not submitted			7
		Not furnished	NA	Nil	Nil	Not published as no report submitted by Dept. Of Power, Government of Arun Pradesh
	SCIP Regulation notified by AP SERC on 28/1/2016 only and has become effective w.e.f. 28/3/2016 as per regulation. Further AP SERC (Standard of Performance for Distribution Licensees) Regulations 2024 also came into force from 26th April 2024					
	Notification issued on 18.01.2007. On the request of erstwhile BSHEB it was made effective from 22.04.2008. There after 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 licensees and it is uploaded on the website of the Commission on dated 06.10.2023.	Report submitted	None	Nil	The report for FY 2021-22 is uploaded on website of the Commission on dated 06.10.2023.
	<ul style="list-style-type: none"> <li>• Delhi Electricity Regulatory Commission (Performance Standard - Metering &amp; Billing) Regulations, 2002 notified on 19.08.2002 further amended on 14.01.2003 and 20.05.2005</li> <li>• Delhi Electricity Regulatory Commission (Performance Standard - Metering &amp; Billing) Regulations, 2002 notified on 19.08.2002 was replaced by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.01.2007 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, 2007 notified on 19.08.2002 was replaced by 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 12.02.2018.</li> <li>• Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Second Amendment) Regulations, 2018 notified in Gazette on 15.10.2018.</li> <li>• Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Third Amendment) Regulations, 2018 notified in Gazette on 31.12.2018.</li> <li>• Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) (Fourth Amendment) Regulations, 2019 dated 24.05.2019.</li> <li>• Copy of the same is available on the website of DERC i.e. www.derec.org.in</li> </ul>	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 1. <a href="http://www.dapower-dcll.com/">http://www.dapower-dcll.com/</a> 2. <a href="http://www.bseshdelhi.com/">http://www.bseshdelhi.com/</a>		Nil	N.A.	The Distribution Licensees had submitted level of overall Standards of Performance achieved to the Commission for FY 2021 and the same has been incorporated in Order dated 30.09.2021. The copy of same is available on the website of DERC www.derec.org.in. Further, the report submitted by DISCOMs are also uploaded on the website of DERC i.e. www.derec.org.in
	Notification No. 10 of 2005 dated 31.07.2005 Uttar Gujarat Vij Company Ltd (UGVCL)	13.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	14.05.2024
	Madhya Gujarat Vij Company Ltd (MGVCL)	04.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	04.05.2024
	Paschim Gujarat Vj Company Ltd	15.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	17.05.2024
	Dakshin Gujarat Vj Company Ltd	23.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	23.05.2024
	TPL - Ahmedabad	08.05.2024	<a href="http://www.gerec.org/sop.aspx">http://www.gerec.org/sop.aspx</a>	Nil	Nil	08.05.2024
	TPL - Surat	08.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	08.05.2024
	TPL - Dabai	08.05.2024	<a href="https://www.gerec.in/standard-of-performance-quarter-year-dscom/">https://www.gerec.in/standard-of-performance-quarter-year-dscom/</a>	Nil	Nil	08.05.2024





Section-VIII - Status of achievement of Standard of Performance											
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 published by SERC under Section 59	
	2		3		4		5		6		7
	07-10-2022 vide Notification No.KERC/3/DDD/2022-2023/1039	Distribution Companies i.e., BHSCLM, MBSCLM, CISC, HBSCLM & GHSCLM have furnished the levels of SOP adhered by them for FY19.					Nil		Nil		The Commission has already published details of the levels of SOP adhered by Distribution Licensees in KERC website. Distribution Licensees have also directed to publish the levels of SOP adhered by them in their respective websites. 27/02/2023
	KSERC/Standards of Performance of Distribution Licensees/ Regulations, 2015 notification dated 15/12/2015	Licensee Gochari Port Authority Gochari Special Economic Zone Authority Raman Davan Hills Plantations Company Pvt.Ltd Kerala State Electricity Board Ltd Robber Park India Pvt.Ltd SmartCity Kochi Infrastructure Pvt. Ltd Techvark Thriassur Corporation Electricity Department KINESCO Power and Utilities Private Limited (KPUPI)		Submission Date 22/05/2024 24/04/2024 21/05/2024 27/05/2024 09/04/2024 21/05/2024 31/05/2024 27/04/2024 13/08/2024	Published as "Report on Standards of Performance of Distribution Licensees for the Financial year 2023-24" on official website of KSERC <a href="http://www.kserc.kerala.org">www.kserc.kerala.org</a>						
	25.08.2023 Second Amendment to MPERC (Performance Standards) (Revision-II) Regulations 2014 notified on 20 May, 2014	MP Power Kshetra Vidyut Vitran Co. Ltd, Jhalpur MP Paschim Kshetra Vidyut Vitran Co. Ltd, Indore MP Madhya Kshetra Vidyut Vitran Co. Ltd, Bhopal		11.01.2024 17.01.2024 10.01.2024			Nil		Nil		Report for FY 2022-23 Uploaded on Commission's website
	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. First Amendment to the same i.e notified on 30 Aug 2024.	FY 2023-24 and FY 2024-25 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NIPLP, EON 1 & II, JNPT, KRC, LBSCML and MATC furnished data to the commission as follows:  FY 23-24 Q1, QII, QIV, QI FY 24-25 QII, QIII, QIV BEST 29/08/23, 26.12/23, 14/02/23, 05/06/24, 07/08/24, 22.11.24, 06/02/25, QIV AEML-D 15/04/24, 15/04/24, 15/04/24, 23/07/24, 31/07/24, 15/10/24, 29/01/25 TPC-D 29/08/23, 31/10/23, 06/03/24, 09/05/24, 29/07/24, 12.11.24, 11/02/25 MSEDCL 19/04/24, 19/04/24, 21/08/24, 09/12/24 MBPPL 36/07/23, 26/10/23, 24/01/24, 22/04/24, 17/07/24, 24/10/24, 16/01/25 GEPL 26/07/23, 26/10/23, 24/01/24, 22/04/24, 17/07/24, 24/10/24, 16/01/25 NIPLP 04/07/23, 06/10/23, 05/01/24, 08/04/24, 04/07/24, 08/10/24, 06/01/25 KRC 26/07/23, 26/10/23, 24/01/24, 22/04/24, 17/07/24, 24/10/24, 16/01/25 EON1 & II 10/07/23, 09/10/23, 06/01/24, 08/04/24, 06/06/24, 09/10/24, 03/01/25 JNPT 15/09/23, 15/09/23, 05/10/23, 09/01/24, 12/07/24, 03/10/24, 13/01/25 LBSCML 15/07/23, 06/10/23, 10/01/24, 06/04/24, 10/06/24, 09/10/24		The Sop Quarterly reports of Distribution Licensees are available on Commission's New Web-Site: <a href="http://www.merc.gov.in">www.merc.gov.in</a> Path - Consumer Advocacy Tab -> Sop Data	For FY 2023-25 (Up to Quarter III) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC EON-1 & II, NIPLP, JNPT and LBSCML: Nil  For FY 2023-24 (Up to Quarter 4) For MSEDCL, compensation paid - amounting to Rs. 13,119.20/-	For FY 2023-25 (Up to Quarter III) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC EON-1 & II, NIPLP, JNPT and LBSCML: Nil  For FY 2023-24 (Up to Quarter 4) For MSEDCL, compensation paid - amounting to Rs. 13,119.20/-			Details are available on the Commission's web site for FY 2024-25 upto Quarter 4 (while for MSEDCL, upto Quarter 4 or 2023-24).		
	MPERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil		Nil	Nil		Nil		Nil		Nil
	No. 711 Jd. 28.05.2004 OERC (Licensees Standards of Performance) Regulations 2004	IPSOIL - 18/09/2024 IPNOIL - 03/06/2024 IPWODL - 25/09/2024 IPCODL - 27/09/2024		www.oerc.org (Home Page) -> Performance of Discoms for the FY 2023-24			Nil		Nil		29.10.2024 in Newspapers (www.oerc.org (Home Page) -> Performance of Discoms for the FY 2023-24.  Above information is also available in the Website of distribution licensees in www.ipcentraldisla.com for IPCODL, www.ipnordisla.com for IPNOIL, www.ipsoilcentraldisla.com for IPSODL, www.ipwosterndisla.com for IPWODL
	PSERC (Electricity Supply Code and Related Matters) Regulation, 2014 incorporate SOP and has been issued vide notification No.PSERC/Secy/Regu/1/1 dated 23.10.2024	SOP information for the period of 01.01.2024 to 31.03.2024 (Quarter-4 of 2023-24) stands submitted before the PSERC vide PSERC memo dated 24.12.2024.					Nil		Nil		-



Section-VIII - Status of achievement of Standard of Performance						
Sl. No.	Name of the Licensee	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 published by SERC under subsection (2) of section 57
1	Jaipur Discom	RERC (Standards of Performance for Distribution Licensees) Regulations, 2021 has been notified on 15.04.2021 replacing the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014.	As per the RERC (Standards of Performance for Distribution Licensees) Regulations, 2021, the licensee/contractor shall furnish to the Commission as well as the Electricity Ombudsman, quarterly reports within 45 days at the end of each quarter during a financial year. Jaipur, Jodhpur Discom has furnished quarterly reports for the 3rd quarter of the FY 2024-25 and Ajmer Discom has furnished quarterly reports for the 2nd quarter of the FY 2024-25 the details is as:  Name of Discom Jaipur Discom Ajmer Discom Jodhpur Discom  Dated/receiptd 20.02.2025 16.12.2024 05.02.2025 (revised on 17.04.2025)	<a href="https://www.erecrajasthan.gov.in">www.erecrajasthan.gov.in</a>	Jaipur Discom During Q3, compensation was lodged by 19 consumers and it was paid to 16 consumers and for other Discom made remark the payment pending as claimant not turned up.	Jaipur Discom During Q3, compensation amount lodged - Rs.4000/- and for other Discom made remark that payment pending as claimant not turned up.
2	Sikkim Discom	Sikkim SERC (Standard of performance for the Distribution and Transmission Licensees) 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	There are no reports/claims of failure by the licensee till date. Report has been published by the licensee.
3	Uttarakhand Discom	Date of Notification 16/12/2019 Notification No. UPERC/Sec/Regulation/56	Quarterly Filing NPCL Submitted on 29/04/2025.	Information not submitted	Nil	Nil
4	Uttarakhand Discom	April 17, 2007	MEMO No. : CRM/WBERC/Report/19 dated 21/04/2025	Annual Report for the year 2016-17 submitted by WBSEDCCL 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-27/501098 dated 07.11.2017.	Nil	Nil
5	Uttarakhand Discom	Same as above	MEMO No. : RA/J1002/25-26/04 dated 07.04.2025	Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formerly DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/501098 dated 07.11.2017.	Nil	Nil
6	Uttarakhand Discom	Same as above	MEMO No. : Comd/CGRF/2024-25/05 dated 03/04/2025	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-27/501098 dated 07.11.2017.	Nil	Nil
7	Uttarakhand Discom	27th May, 2020	NA (The matter being pursued)	NA	Nil	NA (The matter being pursued)
8	Uttarakhand Discom	1) Regulation 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.	TGRPDCL Lr.No CGM/PC&RAC/7/NN/PC/L/WGI/JF-809/1, No.97/24 Dt:19/07/24 TGSPTDCL Lr.No CGM/RAC/NSR/RAC/DE/RAC/JF-EN/1/D No.184/24 Dt:19/06/24	TGSPTDCL <a href="https://gerec.telangana.gov.in/file_upload/uploads/SaPT/SSPDCL/SaP%20Rc%20Rpt%20Rpt%202023-24.pdf">https://gerec.telangana.gov.in/file_upload/uploads/SaPT/SSPDCL/SaP%20Rc%20Rpt%20Rpt%202023-24.pdf</a> TGNPDCL <a href="https://gerec.telangana.gov.in/file_upload/uploads/SaPT/SSPDCL/SaP%20Rc%20Rpt%20Rpt%202023-24.pdf">https://gerec.telangana.gov.in/file_upload/uploads/SaPT/SSPDCL/SaP%20Rc%20Rpt%20Rpt%202023-24.pdf</a>	CGRF-TGSPTDCL - NIL CGRF-TGNPDCL - NIL CGRF-TGNPDCL - 2 cases, Rs.4,000/- CGRF-TGNPDCL - 8 cases, Rs.19,000/-	Dated 03/09/2024 <a href="https://gerec.telangana.gov.in/sa.php">https://gerec.telangana.gov.in/sa.php</a>