

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

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

Dated: 21.07.2026

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 January to March, 2026 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

Copy to: The Chairperson, All SERCs & JERCs.

(Debasish Roy)
Assistant Chief (RA)/ FOR



Received

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Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending March, 2026

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 March, 2026 as against the status in quarter ended December, 2025 is as under: -

S. No.	SERCs JERCs	Status of Vacancy for quarter ending December, 2025	Status of Vacancy for quarter ending March, 2026
1.	Chhattisgarh	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.	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.	Delhi	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	Information not submitted

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	Seven vacancies against the post of Prosumer Representative in South Salmara District Level CGRA, North Lakhimpur District Level CGRF, Dhemaji District Level CGRF, Jorhat District Level CGRF, CGRF Barpeta District, CGRF Baksa District and CGRF Bajali District since 24.7.2024, 22.1.2022, 22.1.2022, 8.12.2023, 6.1.2025, 19.3.2025 and 19.3.2025 respectively.
4.	Gujarat	Nil	Three vacancies against the post of Representative of Prosumer in CGRF - PGVCL - Company Level Forum, CGRF - PGVCL - Anjar Circle Level Forum and CGRF - UGVCL - Mehsana Company Level Forum since 30.01.2026, 30.01.2026 and March, 26 respectively.
5.	JERC Goa UTs	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. 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. 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.	Two vacancies against the post of Chairperson in State of Union Territory of Lakshadweep and Union Territory of Andaman and Nicobar Islands since December 2020 and March, 2026 respectively. 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. Five vacancies against the post of Member (Consumer/Prosumers) in Union Territory of Lakshadweep, Union Territory of Andaman and Nicobar Islands, State of Goa, Union Territory of Puducherry and Union Territory of Chandigarh since August, 2024.
6.	JERC for UTs of J&K and Ladakh	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) respectively.	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.

7.	Jharkhand	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.	One vacancy against the post of Chairperson-cum-Member (Legal) in Vidyut Upbhokta Shikayat Niwaran Forum, Dumka since 1.3.2025. Seven vacancies against the post of Member Finance/Third Member in Tata Steel Ltd., Second Member in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Third Member in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Second Member in Vidyut Upbhokta Shikayat Niwaran Forum, Dumka, Third Member in Vidyut Upbhokta Shikayat Niwaran Forum, Dumka, Member (Second) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar and Member (Third) in Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 2.4.2021, 14.9.25, 7.3.2026, 10.01.2026, 11.03.2026, 31.8.2024 and 1.1.2026 respectively.
8.	Karnataka	One vacancy against the post of Member in CGRF GESCOM – Vijayanagara since 20-06.2025	Nil
9.	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
10.	Maharashtra	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, Parbhani 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. 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.	Twenty nine vacancies against the post of Chairperson in CGRF Baramati Circle, Amaravati Circle, Malegaon Circle, Nagpur (R) circle, Palghar (Mini) Circle, Pen Circle, Dhule Circle, Nandurbar Circle, Ratnagiri Circle, Pune Rural Circle, Satara Circle, Parbhani Circle, Beed Circle, Hingoli Circle, Dharashiv Circle, Wardha circle, Chandrapur Circle, Gadchiroli Circle, Gondia Circle, Bhandara Circle, Yavatmal Circle, Buldhana Circle, Washim Circle, The Tata Power Company Ltd, Gigaplex Estate Private Limited, Maharashtra Airport Development Corporation, Jawaharlal Nehru Port Trust, SEZ Biotech Park-I, Manjiri and MITL, Bidkin respectively. Three vacancies against the post of Member (Independent) in Amravati Circle, Nagpur (U) Circle, Palghar (Mini) Circle, respectively.

11.	Odisha ERC	Two vacancies against the post of Co-opted Member in OERC Odisha.	Two vacancies against the post of Co-opted Member in OERC Odisha.	
12.	Tamil Nadu	Five vacancies against the post of Member in Chengalpet EDC, Chennai EDC (North), Thirupathur EDC, Kanchipuram EDC and Pudukottai EDC since 10.07.2025, 01.11.2025, 21.06.2025, 20.01.2026, 25.02.2025 respectively.	Six vacancies against the post of Member Chennai EDC (North), Tiruvallur EDC, Salem EDC, Thiruvannamalai EDC, Thirupathur EDC and Pudukottai EDC since 01.01.2026, 04.05.2026, 06.02.2026, 23.05.2025, 21.06.2025 and 25.02.2025 respectively.	
13.	Uttar Pradesh	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	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	
14.	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.	Nil	

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, 2026 as against the status in quarter ended December, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2025	Status of Vacancy for quarter ending March, 2026
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	Post of Ombudsman, Madhya Pradesh ERC vacant since 11.09.2025	Post of Ombudsman, Madhya Pradesh ERC vacant since 11.09.2025
4.	Manipur	Post of Ombudsman, Manipur ERC vacant since 23.07.2024.	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 March, 2026 as against the status in quarter ended December, 2025 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2025	Status of Vacancy for quarter ending March, 2026
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, 2026 as against the status in quarter ending December, 2025 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2025	Status of Vacancy for quarter ending March, 2026
1.	JERC for J&K & Ladakh	Nil	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. Seven vacancies against the post of Prosumer Representative in the State of Assam.
3. Two vacancies against the post of Chairperson, Two vacancies against the post of Member (Licensee) and Five vacancies against the post of Member (Consumer/Prosumers) in the State of Goa and UTs.
4. Three vacancies against the post of Independent Member in the state of JERC for UTs of J&K and Ladakh.
5. Thirty Nine vacancies against the post of Chairperson and three vacancies against the post of Member in the State of Maharashtra.
6. Two vacancies against the post of Co-opted Member in the State of Odisha.
7. 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.
8. Three vacancies against the post of Representative of Prosumer in the State of Gujarat.
9. Four 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 Seven 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

Contd.....

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, 2025	No. of Grievances received during the quarter January to March, 2026	No. of Grievances disposed during the quarter January to March, 2026	No. of Grievances pending at close of the quarter ending March, 2026	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March, 2026
1	Assam	Satate Level CGRF, Kamrup (M) District Level CGRF, Kamrup(R) District Level CGRF, Karimganj District Level CGRF, Hallakandi District Level CGRF, Dibrugh 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, Dhemaji District Level CGRF, Jorhat District Level CGRF, Udaiguri District Level CGRF, Darrang District Level CGRF, Tinsukla District Level CGRF, Sivasagar District Level CGRF, Charaideo District Level CGRF, Cachar District Level CGRF, CGRF Tamulpur District, CGRF, Nalbari District level CGRF, Barpeta District level CGRF, Baksa District, CGRF, Bajali District level CGRF, West Karbi Anglong district Level CGRF, Dima Hasao District Level CGRF and Karbi Anglong District Level CGRF	32	3	1	1	3	2	3
2	Andhra Pradesh	APEPDCL/Visakhapatnam APCPDCL, Vijaywada APSPDCL, Triputi Total	1 1 1 3	185 7 120 312	188 210 162 560	242 205 201 648	131 12 81 224	0 6 12 18	8 38 14 60
3	Arumachal Pradesh	Westren Electrical Zone,, Itanagar, Central Electrical Zone, Itanagar, Eastern Electrical Zone, Namsai, Dirang Electrical Circle, Subu Electrical Circle, Naharlagun Electrical Circle, Ziro Electrical Circle, Aalo Electrical Circle, Pasighat Electrical Circle, Tezu Electrical Circle and Miao Electrical Circle	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	283	908	759	432	26	387
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	Information not submitted					
6	Gujrat	Surat Corp. Forum, Surat City Circle, Surat Rural Circle, Valsad Circle, Bharuch Circle, Vadodara Corp. Forum, Baroda O&M Circle, Baroda City Circle, Anand O&M Circle, Nadiad O&M Circle, Godhra O&M Circle, Rajkot Corporate, Rajkot City Circle, Rajkot Rural Circle, Morbi Circle, Junagadh Circle, Porbandar Circle, Jamnagar Circle, Anjar Circle, Bhuj Circle, Amreli Circle, Bhavnagar Circle, Botad Circle, Surendranagar Circle, 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., Mundra Corp, GIFT City Corp., Pipaliya Corp., Vilayat Corp.	39	43	374	155	262	2	73
7	Haryana	UHBVNL DHBVNL Total	2	70 18 88	68 34 102	72 16 88	66 36 102	9 0 9	30 27 57
8	Himachal Pradesh	Kasumti, Shimla	1	5	2	3	4	3	7
9	Jharkhand	SAIL BOKARO, Jharkhand, TSUISL (Tata Steel Utilities and Infrastructure Services Limited, TATA STEEL LTD., Jharkhand Biji 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	29	5	8	27	15	89
10	Karnataka	BESCOM MESCOM HESCOM GESCOM CESC Total	5	25 2 5 9 3 44	9 3 5 10 6 33	12 3 4 9 3 31	22 2 6 10 6 46	15 0 3 8 2 28	7 1 2 3 6 19
11	Kerala	CGRF-North (KSEB) CGRF-Central (KSEB) CGRF-South (KSEB) Thrissur Corpn. Technopark KDHPCCL CoPA Rubber Park India (Pvt.) Ltd CSEZA KPUPL Infopark Smart city (Kochi) Infrastructure Privite Limited Total	12	8 17 10 1 0 0 0 0 0 0 0 0 36	18 48 12 0 0 0 0 0 0 0 0 0 79	20 36 13 1 0 0 0 0 0 0 0 0 70	6 29 9 0 0 0 0 0 0 0 0 0 45	0 0 0 0 0 0 0 0 0 0 0 0 0	10 36 15 4 0 0 0 0 0 0 0 0 66
12	Madhya Pradesh	ECGRF Jabalpur ECGRF Indore ECGRF Bhopal Total	3	44 9 1 54	35 30 2 67	57 19 1 77	22 20 2 44	13 2 1 16	14 21 6 41
13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Chh. Sambhaji Nagar, Amravati Zone, Pune Zone, Nagpur Zone, Kalyan Zone, Baramati Zone, Akola Zone, Vasai Zone, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex, NUPLP, KRC, LBCML, MADC, Eco-I & II, JNPT, ASL, SEZ Hadapsar and SEZ Manjari	25	423	539	498	464	210	456
14	Meghalaya	Meghalaya , CGRF	2	1	Nil	Nil	1	1	Nil
15	Odisha	Bhubaneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jajpur Road, Baripada, Keonjhar, Berhampur, Jeypore, Bhanjanagar, Rayagada	18	602	2629	2429	802	189	552
16	Punjab	PSPCL, Ludhiana	1	8	48	35	21	5	10
17	Rajasthan	Ajmer Jaipur Jodhpur Total	4 4 4 12	8 11 6 25	12 33 36 81	18 39 41 98	2 5 1 8	2 0 1 3	5 8 3 16
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, THIRUVANNAMALAI EDC, TIRUNELVELI EDC, TIRUPUR EDC, TIRUVARUR EDC, TRICHY/METRO/EDC, TUTICORIN EDC, UDUMALPET EDC, VELLORE EDC, VILLUPURAM EDC, VIRUDUNAGAR EDC	44	1021	1978	2179	257	514	56

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 Ambikapur Nagar (Ambikapur) of zone Ayodhya, Forum circle - EDC Sultanpur of zone Ayodhya, Forum circle - EDC Pilibhit of zone Bareilly-II, Forum circle - EDC Shajahanpur of zone Bareilly-II, Forum Amausi zone, Forum circle - EUDC - IV Lucknow (Rural) of Amausi zone, Forum circle - EUDC - VII Vrindavan of Amausi zone, Forum zone Lucknow Central, Forum circle - EUDC-III Talkatora of zone Lucknow Central, Forum circle EDC-I Raj Bhawan of zone Lucknow Central, Forum circle - EUDC-VII Chowk of zone Lucknow Central, Forum Jankipuram zone, Forum circle - EUDC-VI Mahanagar of Jankipuram zone, Forum circle - EUDC-X Purania of Jankipuram zone, Forum Gomti Nagar zone, Forum circle - EUDC - II Gomti Nagar of Gomti Nagar zone, Forum circle - (EUDC-IX) Indiranagar of zone Gomti 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 Circle - EDC Etah of 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 - EUDC Mathura of zone Mathura, Forum circle - EDC-I, Mathura of zone Mathura, Forum circle - EDC-II, Mathura of zone Mathura, Forum zone Jhansi, Forum circle - EDC Lalitpur of zone Jhansi, Forum circle - EDC Orai of zone Jhansi, Forum zone Kanpur-I, Forum zone Kanpur-II, Forum company level - PUVNL, Forum zone Gorakhpur-I, Forum circle - EUDC 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-II, Forum circle - EDC - Fatehpur 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 - EUDC-I, Varanasi of zone Varanasi-I (Circle Code-7), Forum circle - EUDC-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 (Bhadoli) of zone Meerzapur, Forum circle - EDC Sohadra of zone Meerzapur, Forum zone Basti, Forum circle - EDC Basti of zone Basti, Forum circle - EDC Siddharth Nagar of zone Basti, Forum company level - PUVNL, Forum zone Bulandshahr, Forum circle - EDC-I Bulandshahr of zone Bulandshahr, Forum circle - EDC Hapur of zone Bulandshahr, Forum zone Ghaziabad-I, Forum circle - EUDC-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 - 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 Baghat of zone Meerut-II, Forum zone Moradabad, Forum circle - EDC Moradabad of zone Moradabad, Forum circle - EDC Rampur of zone Moradabad, Forum zone Gajraula, Forum circle EDC Amroha of zone Gajraula, Forum circle - EDC Bijoor of zone Gajraula, Forum circle - EDC Dhampur 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-I, 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	118	515	62	62	485	467	138
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Kamprayag, Haldwani, Rudrapur, Almora & Pithoragarh	9	274	555	483	346	108	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 (Raiganj), Dakshin Dinajpur, Cooch Behar, Alipurduar, Jalpaiguri, Darjeeling, Kalimpong and Jhargram	23	80	226	263	43	15	98
22	Mizoram	Aizawal, Lunglei, Siaha, Lawngtlai, Hnahthial, Champhai, Serchhip, Kolasib, Mamit, khawzawal and Saitual	11	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur	Manipur State Power Distribution Company Ltd (MSPDCL), CGRF Manipur	1	Nil	12,273	12,273	Nil	Nil	Nil
24	Joint Electricity Regulatory Commission Goa	Goa Dadra Nagar Haveli and Daman & Diu Chandigarh Andaman & Nicobar Islands Puducherry Lakshadweep Total	6	5 0 30 1 31 0	2 1 40 17 16 4	6 1 32 14 41 4	1 0 31 4 6 0	- - - - - -	1 13 40 16 9 4
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	JPDCL Jammu KPDCL Kashmir LPDD Ladakh Total	1 1 1 3	3 Nil Nil 3	0 Nil Nil 0	0 Nil Nil 0	3 Nil Nil 3	3 Nil Nil 3	5 Nil Nil 5
26	Sikkim	Gangtok Dist, Pakyong Dist, Namchi Dist, Soreng Dist, Gyalshing Dist, Mangan Dist.	6	Nil	Nil	Nil	Nil	Nil	Nil
27	Chhattisgarh	Raipur (City), Raipur (Rural), Jagdalpur, Raigarh, Ambikapur, Durg, Rajnandgaon, Bilaspur, Raigarh, Bhilai	10	87	242	184	145	20	115
28	Tripura	Bidyut Bhavan, Agartala Tyre-III	23	0	10	9	1	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	365 18 68 109 560	114 133 190 154 591	0 89 179 174 442	479 62 79 89 709	87 3 13 23 126	11 13 18 21 63

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, 2025	No. of Grievances received during the quarter January to March, 2026	No. of Grievances disposed during the quarter January to March, 2026	No. of Grievances pending at close of the quarter ending March, 2026	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2026
1	Assam	1	0	3	1	2	0	3
2	Andhra Pradesh	1	9	11	15	5	1	41
3	Arunachal Pradesh	Vacant	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	50	17	19	48	26	Every Working Day
5	Delhi	1	Information not submitted					
6	Gujarat	2	10	33	24	19	1	26
7	Haryana	1	10	8	3	15	10	28
8	Himachal Pradesh	1	4	3	4	3	1	4
9	Jharkhand	1	10	6	6	10	7	51
10	Karnataka	1	40	2	8	34	32	71
11	Kerala	1	14	25	17	22	0	22
12	Madhya Pradesh	1 (In charge)	0	8	0	8	8	0
13	Maharashtra	2	35	52	46	41	0	56
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	84	41	35	90	66	121
16	Punjab	1	11	11	13	9	3	40
17	Rajasthan	1	2	18	12	8	0	Full Time
18	Tamil Nadu	1	10	31	8	33	0	13
19	Uttarakhand	1	31	19	24	26	14	Full Time
20	Uttar Pradesh	1	14	17	19	12	4	18
21	West Bengal	1	234	96	40	290	218	26
22	Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur	Vacant	Nil	Nil	Nil	Nil	Nil	Nil
24	JERC Goa & All Uts	1	6	5	10	1	1	18
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	1	Nil	7	5	2	Nil	All working days
26	Chhattisgarh	1	14	20	10	24	3	50
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	0	19	16	3	0	23

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date and details of the report published by SERC under Section 59 (2)
1	2	3	4	5	6	7	
1	Assam		Information not submitted				
2	Andhra Pradesh	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/1xkSLeeJu46R7B4Phw_jcsR-08rE2ZmnVYL875Gib8/edit?gid=0&gid=0	https://docs.google.com/spreadsheets/d/1AKkxiKzO_qNGwDRKpGgePWn9Zvol3V6R11hCs/edit?gid=1079500367#gid=1079500367	Year Q4 of 2025-26 Eligible consumers CPDCL-576 EPDCL-746 SPDCL-1497 Amount paid (Rs) CPDCL-1,597 EPDCL-1,455 SPDCL-2,007	Rs.5.059 lakhs	Hosted on the website on 06.05.2026
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 Licensees) 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 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 the website of the Commission on dated 06.10.2023.
5	Delhi	Information not submitted					
6	GUJRAT	Notification No. 2 of 2023 dated 06.12.2023					
		Dakhsin Gujarat Vij Company Ltd. (DGVCL)	27.06.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	30.06.2025
		Madhya Gujarat Vij Company Ltd. (MGVCL)	15.09.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	15.09.2025
		Paschim Gujarat Vij Company Ltd. (PGVCL)	13.05.2025	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	13.05.2025
		Uttar Gujarat Vij 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 (Dahje) [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 4th Quarter of FY 2025-26 furnished by the UHBVN vide Memo no. Ch-05/RA/F-67/Vol-(15) dated 08/05/26 and by DHBVN vide Memo no. Ch-262/SE/RA-232/ Vol-V dated 15/06/26.	UHBVN FY 2025-26 (Jan-Mar): https://uhbvn.org.in/staticContent/documents/SOP/2026/02_SOP_2025_26_4th_24BE.pdf FY 2025-26 (Oct-Dec): https://uhbvn.org.in/staticContent/documents/SOP/2026/01_SOP_2025_26_3rd_24BE.pdf FY 2025-26 (Jul-Sep): https://uhbvn.org.in/staticContent/documents/SOP/26_SOP_2nd_2025_26_15EJ.pdf FY 2025-26 (Apr-Jun): https://uhbvn.org.in/staticContent/documents/SOP/25_SOP_1st_2025_26_03EG.pdf DHBVN FY 2025-26 (Jan-Mar): https://dhubn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_O-1.pdf FY 2025-26 (Oct-Dec): https://dhubn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_O-3.pdf FY 2025-26 (Jul-Sep): https://dhubn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_O-2.pdf FY 2025-26 (Apr-Jun): https://dhubn.org.in/staticContent/new/HERC/SOP/SOP_FY_2025-26_O-1.pdf	Nil	Nil	https://herc.gov.in/content/1065_1_UHBVN.aspx https://herc.gov.in/content/1056_1_UHBVN.aspx
8	Himachal Pradesh	HIPERC (distribution performance standard) regulation, 2010. Notification No. HIPERC/401 dated 8-oct.-2010	Not yet received	Nil	Nil	Nil	Not yet published
9	Jharkhand	Information not submitted					
10	Mizoram	9th June, 2014	No. T- 23015/02/2022-EC(P)/Com/50 Dt.23.01.2026	NA	Nil	Nil	Nil
11	Manipur	The Manipur Gazette No. 90 of 5th July, 2014	Not furnished	Nil	Nil	Nil	Nil

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of 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
21	Rajasthan	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/franchisee 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, Ajmer & Jodhpur Discom has furnished quarterly reports for the 3rd quarter of the FY 2025-26, the details is as: Name of Discom Jaipur Discom Ajmer Discom Jodhpur Discom Date of receipt 12.02.2026 07.04.2026 24.02.2026	www.rerc.rajdasthan.gov.in	Jaipur Discom: During Q3 compensation was paid to two consumers	Jaipur Discom: During Q3, compensation amount paid - Rs.6200/-	The quarterly reports, as submitted by the Jaipur Discom, Ajmer and Jodhpur Discom) for the 3rd quarter of the financial year 2025-26 have been placed on the Commission's website www.rerc.rajdasthan.gov.in
22	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified bt the Commission on 23rd March 2012, Gazette Notification No.132 of the Government of Sikkim	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the licensee till date. As such no report has been published by the Commission.
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: NPCL Submitted on 30-01-2026 (Q3) NIDP Submitted on 03-04-2026 (Q4)	-	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/II/002/25-26/03 dated 07.04.25 (IPCL) 4)Memo No. ED Comd./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 pursued)
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. TGSPDCL Lr. No.CE(IPC&RAC)/SE(RAC)/DE(RAC)/ADE2/F.E-166/ D.No.321/25, Dt:22-08-2025.	TGSPDCL https://www.tgserc.telangana.gov.in/file_upload/uploads/SoP/TSSPDCL/SPDCL%20SOP%20report%202024-25.pdf TGNPDCL https://www.tgserc.telangana.gov.in/file_upload/uploads/SoP/TSNPDCL/NPDCL%20SOP%20report%202024-25.pdf	CGRF I TGSPDCL - NIL CGRF II TGSPDCL - 5 cases - Rs. 1,15,000/- + Rs. 4,500/- per each day of default till implementation of the award CGRF I TGNPDCL - 01 cases - Rs. 22,168/- CGRF II TGNPDCL - 04 cases - Rs.17,000/-	Rs.1,54,168/- + Rs. 4,500 per each day of default Dated:16.09.2025 https://tgserc.telangana.gov.in/SoP%20Analysis.php	