

FORUM OF REGULATORS (FOR)

Sectt : C/o. CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
8TH FLOOR, WORLD TRADE CENTER, TOWER-B, NAUROJI NAGAR,
NEW DELHI – 110 029
Tel: 01123353503

FOR-11013(11)/2-JUL-SEP/2024-CERC

Dated: 02.01.2025

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,

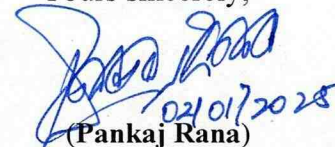
This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter July to September, 2024 is enclosed as **Annexure**.

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

Encl.: Eight Copies

Copy to : The Chairperson, All SERCs & JERCs.

Yours sincerely,


(Pankaj Rana)
02/01/2025

Assistant Secretary, FOR

Report on the Compliance of the Directions
of the Hon'ble Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review
Petition No. 5 of 2009 in Appeal No. 181 of 2008
for the quarter ending September, 2024

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 September, 2024 as against the status in quarter ended June, 2024 is as under: -

| S. No. | SERCs JERCs | Status of Vacancy for quarter ending June, 2024 | Status of Vacancy for quarter ending September, 2024 |
|--------|----------------|--|--|
| 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 16.03.2023. 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. |

| | | | |
|----|--------------|---|--|
| 3. | Bihar | Two vacancies against the post of Member in CGRF Gaya and Samastipur since October, 2023. | Two vacancies against the post of Member in CGRF Munger and Purnea since September, 2024. |
| 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 MGVCCL - Vadodara since 15.07.2023. | 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 MGVCCL - Vadodara since 15.07.2023. |
| 5. | JERC Goa UTs | Three vacancies against the post of Chairperson in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since 27.11.2023, 01.12.2019 and 19.01.2024 respectively. Two vacancies against the post of Member (Licensee) in State of Goa and Union Territory of Lakshadweep since October, 2014 and April, 2010 respectively | Two vacancies against the post of Chairperson in State of Union Territory of Lakshadweep and Union Territory of Puducherry since December, 2020 and September, 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 |
| 6. | Jharkhand | Three vacancies against the post of Chairperson-cum-Member (Legal) in Tata Steel Utilities and Infrastructure Services Limited, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa and Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 12.02.2024, 25.05.2022 and 7.11.2019 respectively. Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021 and 01.02.2022 respectively. | Two vacancies against the post of Chairperson-cum-Member (Legal) in Sail Bokaro Steel Plant, Bokaro Steel City, Jharkhand and Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 19.11.2021 and 07.11.2021 Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur and Damodar Valley Corporation, Maithon since 02.04.2021 and 01.02.2022 respectively. |
| 7. | Karnataka | Three vacancies against the post of Non-official Members of Three Revenue District in BESCOM Forum Ramanagara District since 10.01.2023 and HESCOM Bagalkot since 01.06.2023 and Belagavi from 22.11.2023. | One vacancy against the post of Non-official Members of Three Revenue District in BESCOM Forum Ramanagara District since 10.01.2023 |
| | Kerala | Nil | 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. |

| | | | |
|-----|----------------|--|--|
| 8. | Madhya Pradesh | One vacancy against the post of Independent Member, ECGRF in Indore since 10.03.2023. | Three vacancies against the post of Independent / Technical Member in ECGRF Bhopal, ECGRF Jabalpur and ECGRF Jabalpur since 22.08.2024, 22.07.2024 and 19.05.2024 respectively. |
| 9. | Maharashtra | Three vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL, Jawahar Nehru Port Trust – SEZ, Mumbai and EON-II (EON – SEZ), Kharadi. One vacancy against the post of Member (CPO Rep.) in Tata Power Company Ltd since 30.06.2022. | 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. One vacancy against the post of Member (Independent) in Tata Power Company Ltd since 30.06.2022. |
| 10. | Odisha ERC | Four vacancies against the post of Co-opted Member of Jajur, Baripada, Keonjhar & Bargarh | One vacancy against the post of Co-opted Member in OERC Odisha. |
| 11. | Tamil Nadu | Two vacancies against the post of Legal Member in Coimbatore EDC/North and Thiruvavarur Elec. Distn since 7.5.2024, 17.02.2023 respectively. | Two vacancies against the post of Legal Member in Thiruvavarur Elec. Distn. Circle and Theni EDC since 17.02.2023 and 03.10.2024 respectively. |
| 12. | Uttar Pradesh | No vacancy has been reported in all these CGRFs. | No vacancy has been reported in all these CGRFs. |

Section –II

Status of the vacancies in Ombudsman in the States

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

| S. No. | SERCs/ JERCs | Status of Vacancy for quarter ending June, 2024 | Status of Vacancy for quarter ending September, 2024 |
|--------|-----------------------|---|---|
| 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 | Post of Ombudsman vacant from 17.4.2024 | Nil |

Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending September, 2024 as against the status in quarter ended June, 2024 is as under.

| S. No. | SERCs/ JERCs | Status of Vacancy for quarter ending June, 2024 | Status of Vacancy for quarter ending September, 2024 |
|--------|-----------------------|--|---|
| 1. | JERC for J&K & Ladakh | Two vacancies of Independent Members for CGRFs in KPDCL & LPDD. The matter is under process for the appointment of the Members | 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 September, 2024 as against the status in quarter ending June, 2024 is as under.

| S. No. | SERCs/JERCs | Status of Vacancy for quarter ending June, 2024 | Status of Vacancy for quarter ending September, 2024 |
|--------|-----------------------|--|---|
| 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. Two vacancies against the post of Member in the State of Bihar.
4. Three vacancies against the post of Independent Member in the State of Gujarat.
5. Two vacancies against the post of Chairperson and Three vacancies against the post of Member (Licensee) in the State of Goa and UTs.
6. Seven vacancies against the post of Chairperson and One vacancy against the post of Member in the State of Maharashtra.
7. One vacancy against the post of Co-opted Member in the State of Odisha.
8. One vacancy against the post of Non-official Member in the State of Karnataka.
9. Ten vacancies against the post of Member (Consumer/Prosumer) in the State of Kerala.
10. Two vacancies against the post of Member in the State of Tamil Nadu.
11. Three vacancies against the post of Independent/Technical Member in the State of Madhya Pradesh.
12. Two vacancies against the post of Chairperson-cum-Member (Legal) and two vacancies against the post of Member (Finance) in the State of Jharkhand.

Vacancies in Ombudsman

The post of Ombudsman is vacant in the States of Arunachal Pradesh.

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 June, 2024 | No. of Grievances received during the quarter July to September, 2024 | No. of Grievances disposed during the quarter July to September, 2024 | No. of Grievances pending at close of the quarter ending September, 2024 | No. of Grievances pending which are older than 2 months | No. of sittings of CGRF in the quarter ending September, 2024 |
|---------|---------------------|--|-------------|--|---|---|--|---|---|
| 1 | Assam | State level, Kamrup (M) District Level, Kamrup R District Level, Kamrup M District Level, Karimganj District Level, Hailakandi District Level, Dibrugarh District Level, Morigaon District Level, Golaghat District Level, Nagaon District Level, Sonitpur District Level, Bongaigaon District Level, Goalpara District Level, South Salmara District Level, Kokrajhar District Level, Dhubri District Level, NorthLakhimpur District Level, Dhemaji District Level, Jorhat District Level, Udalguri District Level, Tinsukia District Level, Sivasagar District Level, Charaideo District Level and Cachar District Level | 23 | 6 | 2 | 2 | 7 | 4 | 8 |
| 2 | Andhra Pradesh | APEPDCL/Visakhapatnam | 1 | 131 | 95 | 162 | 64 | 1 | 29 |
| | | APCPDCL, Vijaywada | 1 | 14 | 70 | 75 | 9 | 5 | 42 |
| | | APSPDCL, Triputi | 1 | 17 | 163 | 149 | 31 | 3 | 71 |
| | | Total | 3 | 162 | 328 | 386 | 104 | 9 | 142 |
| 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 | 242 | 488 | 475 | 255 | 40 | 371 |
| 5 | Delhi | TPDDL, BRPL, BYPL, NDMC | 4 | 244 | 306 | 259 | 291 | 31 | 69 |
| 6 | Gujrat | UGVCL - Ahmedabad, UGVCL - Mehsana, MGVCL Vadodara, MGVCL Godhra, PGVCL Rajkot,PGVCL Bhuj, PGVCL Bhavnagar, PGVCL Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej | 13 | 58 | 159 | 159 | 58 | 4 | 73 |
| 7 | Haryana | UHBVNL | 2 | 42 | 96 | 86 | 52 | 5 | 35 |
| | | DHBVNL | | 44 | 36 | 40 | 40 | 0 | 30 |
| | | Total | | 86 | 132 | 126 | 92 | 5 | 65 |
| 8 | Himachal Pradesh | Kasumti, Shimla | 1 | 18 | 14 | 7 | 25 | 11 | 6 |
| 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 | 46 | 5 | 15 | 33 | 25 | 39 |
| 10 | Karnataka | BESCOM | 5 | 21 | 6 | 1 | 26 | 24 | 6 |
| | | MESCOM | | 0 | 2 | 0 | 2 | 0 | 2 |
| | | HESCOM | | 8 | 3 | 1 | 10 | 7 | 1 |
| | | GESCOM | | 10 | 19 | 8 | 21 | 8 | 6 |
| | | CESC | | 1 | 2 | 1 | 2 | 0 | 0 |
| | | Total | | 40 | 32 | 11 | 61 | 39 | 15 |
| 11 | Kerala | CGRF-North (KSEB) | 12 | 12 | 27 | 18 | 21 | 0 | 24 |
| | | CGRF-Central (KSEB) | | 24 | 27 | 41 | 10 | 0 | 39 |
| | | CGRF-South (KSEB) | | 13 | 15 | 17 | 11 | 2 | 29 |
| | | Thrissur Corporation | | 0 | 1 | 1 | 0 | 0 | 2 |
| | | Technopark | | 0 | 0 | 0 | 0 | 0 | 0 |
| | | KDHPCL | | 1 | 0 | 1 | 0 | 0 | 1 |
| | | CoPA | | 0 | 1 | 1 | 0 | 0 | 1 |
| | | RPIL | | 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 | | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | | 50 | 71 | 79 | 42 | 2 | 96 |
| 12 | Madhya Pradesh | ECGRF Jabalpur | 3 | 19 | 61 | 14 | 66 | 20 | 8 |
| | | ECGRF Indore | | 74 | 36 | 79 | 31 | 12 | 23 |
| | | ECGRF Bhopal | | 19 | 9 | 7 | 21 | 21 | 5 |
| | | Total | | 112 | 106 | 100 | 118 | 53 | 36 |
| 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 | 551 | 434 | 200 | 624 | 455 | 365 |
| 14 | Meghalaya | Meghalaya , CGRF | 2 | 1 | Nil | Nil | 1 | 1 | Nil |
| 15 | Odisha | Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Bargarh, Bhawanipatna, Balasore, Jaipur Road, Baripada, Keonjhar, Berhampur, Jeypore, Bhanjanagar and Rayagarh | 18 | 401 | 1849 | 1779 | 488 | 3 | 563 |

| | | | | | | | | | |
|----|--|--|-----------|-----------|-----------|-----------|-----------|----------|-----------|
| 16 | Punjab | PSPCL, Ludhiana | 1 | 5 | 40 | 36 | 9 | Nil | 12 |
| 17 | Rajasthan | Ajmer | 4 | 5 | 13 | 9 | 9 | 1 | 3 |
| | | Jaipur | 4 | 11 | 21 | 14 | 18 | 0 | 5 |
| | | Jodhpur | 4 | 12 | 3 | 6 | 9 | 7 | 4 |
| | | Total | 12 | 28 | 37 | 29 | 36 | 8 | 12 |
| 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 | 456 | 1535 | 1399 | 592 | 24 | 62 |
| 19 | Uttar Pradesh | Forum Company Level-Kesco, Forum Zone 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 Ayodhya of Zone Ayodhya, Forum circle - EDC Ambedkar Nagar (Ambapur) of Zone Ayodhya, Forum Circle-EDC Shahjahanpur of Zone Bareilly-II, Forum Smausi Zone, Forum Circle-EDUC-IV Lucknow (Rural) of Amausi zone, Forum circle -EDUC-VII Varidavan of Amausi zone, Forum zone Lucknow central, Forum circle -EUDC-III Talkatora of zone Lucknow Central, Forum circle - EUDC-I Raj Bhawan of zone Lucknow central, Forum Circle-EUDC-VIII 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 - EDC Hardoi of zone Sitapur, Forum zone Devipatan, Forum company Level - DVVNL, Forum zone Aligarh, Forum circle - EUDC 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-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 zone Kanpur-I, Forum zone Kanpur-II, Forum company level - PuVVNL, 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-I, Forum zone Prayagraj-II, forum circle - EDC - 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-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 (Bhadhoi) 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 - 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 circle - EDC-I, Meerut of zone Meerut-II, Forum circle - EDC-II, Meerut of zone Meerut-II, Forum circle - EDC Baghpat of zone Meerut-II, Forum zone Morabad, Forum circle - EUDC Morabad of zone Morabad, Forum circle - EDC Rampur of zone Morabad, Forum zone Gajraula, Forum circle - EDC Bijnor of zone Gajraula, Forum zone Saharanpur, EUDC Saharanpur of zone Saharanpur, Forum circle - EUDC Muzaffarnagar of zone Muzaffarnagar, Forum circle - EDC-2 Muzaffarnagar of zone Muzaffar Nagar, Forum zone Noida and Forum circle - EUDC-II, Noida of zone Noida. | 101 | 495 | 80 | 68 | 507 | 443 | 141 |
| 20 | Uttarakhand | Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora & Pithoragarh | 8 | 204 | 514 | 440 | 278 | 109 | Full Time |
| 21 | West Bengal | Bidhannagar, 24 Pgs(N), 24 Pgs (S), Howrah, Hooghly, Purba Burdwan, Pashchim Burdwan, Burdwan, Birbhum, Paschim Midnapur, Purba Midnapur (Tamluk), Purulia, Bankura, Murshidabad, Nadia, Malda, Uttar Dinajpur (Rajganj), Dakshin Dinajpur, Cooch Behar, Alipurduar, Jalpaiguri and Darjeeling | 21 | 57 | 232 | 186 | 103 | 15 | 95 |
| 22 | Manipur | Information not submitted | | | | | | | |
| 23 | Mizoram ERC | P&E Department, Government of Mizoram | 11 | Nil | Nil | Nil | Nil | Nil | Nil |
| 24 | Joint Electricity Regulatory Commission Goa | Goa | 6 | 5 | 20 | 18 | 7 | 0 | 7 |
| | | Dadra Nagar Haveli and Daman & Diu | | 0 | 0 | 0 | 0 | 0 | 13 |
| | | Chandigarh | | 1 | 15 | 10 | 6 | 0 | 10 |
| | | Andman & Nicobar Islands | | 5 | 20 | 11 | 14 | 0 | 19 |
| | | Puducherry | | 29 | 32 | 55 | 6 | 0 | 16 |
| | | Lakshadweep | | 0 | 1 | 1 | 0 | 0 | 0 |
| | | Total | | 40 | 88 | 95 | 33 | 0 | 65 |
| 25 | Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh | JPDCL Jammu, KPDCL Kashmir, LPDD Ladakh | 3 | 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 | 25 | 43 | 39 | 29 | 13 | 72 |
| 28 | Tripura | | 23 | Nil | Nil | Nil | Nil | Nil | Nil |

| | | | | | | | | | |
|----|-----------|-------------------|----------|------------|------------|------------|------------|-----------|-----------|
| 29 | Nagaland | Nagaland/NERC | 2 | Nil | Nil | Nil | Nil | Nil | Nil |
| 30 | Telangana | CGRF-I -TGSPDCL | 4 | 98 | 151 | 120 | 129 | 10 | 8 |
| | | CGRF- II-TGSPDCL | | 21 | 47 | 46 | 22 | 0 | 15 |
| | | CGRF-I -TGSPDCL | | 74 | 126 | 103 | 97 | 30 | 28 |
| | | CGRF- II- TGSPDCL | | 184 | 126 | 145 | 165 | 0 | 24 |
| | | Total | 4 | 377 | 450 | 414 | 413 | 40 | 75 |

Section -VII - States of disposal of Grievances by Ombudsman

| Sl. No. | Name of SERC/ JERCs | No. of Ombudsman | No. of Grievances Outstanding at the close of Previous quarter ending June, 2024 | No. of Grievances received during the quarter July to September, 2024 | No. of Grievances disposed during the quarter July to September, 2024 | No. of Grievances pending at close of the quarter ending September, 2024 | No. of Grievances pending which are older than 2 months | No. of sittings of Ombudsman in the quarter ending September, 2024 |
|---------|--|---------------------------|--|---|---|--|---|--|
| 1 | Assam | 1 | 4 | 1 | 3 | 2 | 2 | 14 |
| 2 | Andhra Pradesh | 1 | 2 | 3 | 4 | 1 | Nil | 12 |
| 3 | Arunachal Pradesh | 1 | Nil | Nil | NA | NA | Nil | Nil |
| 4 | Bihar | 1 | 60 | 13 | 16 | 44 | 45 | Every working day |
| 5 | Delhi | 1 | 7 | 17 | 11 | 13 | 3 | 13 |
| 6 | Gujarat | 2 | 24 | 18 | 30 | 12 | 4 | 43 |
| 7 | Haryana | 1 | 4 | 14 | 11 | 7 | 1 | 28 |
| 8 | Himachal Pradesh | 1 | 2 | 3 | 2 | 2 | - | 2 |
| 9 | Jharkhand | 1 | 9 | 3 | 2 | 10 | 7 | 57 |
| 10 | Karnataka | 1 | 41 | 6 | 1 | 46 | 42 | 52 |
| 11 | Kerala | 1 | 22 | 23 | 25 | 20 | 1 | 25 |
| 12 | Madhya Pradesh | 1 | 2 | 3 | 2 | 3 | 0 | 6 |
| 13 | Maharashtra | 2 | 43 | 49 | 64 | 28 | 0 | 69 |
| 14 | Meghalaya | 1 | Nil | Nil | Nil | Nil | Nil | Nil |
| 15 | Odisha | 2 | 103 | 48 | 46 | 105 | 81 | 130 |
| 16 | Punjab | 1 | 1 | 7 | 2 | 6 | Nil | 21 |
| 17 | Rajasthan | 1 | 17 | 10 | 24 | 3 | 1 | Full Time |
| 18 | Tamil Nadu | 1 | 15 | 17 | 27 | 5 | 3 | 24 |
| 19 | Uttarakhand | 1 | 15 | 23 | 13 | 25 | 4 | Full Time |
| 20 | Uttar Pradesh | 1 | 19 | 4 | 16 | 7 | 3 | 23 |
| 21 | West Bengal | 1 | 194 | 49 | 70 | 173 | 147 | 39 |
| 22 | Manipur | Information not submitted | | | | | | |
| 23 | Mizoram ERC | Nil | Nil | Nil | Nil | Nil | Nil | Nil |
| 24 | JERC Goa & All Uts | 1 | 1 | 7 | 4 | 4 | 0 | 13 |
| 25 | Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh | 1 | Nil | Nil | Nil | Nil | Nil | Full time |
| 26 | Chhattisgarh | 1 | 21 | 7 | 10 | 18 | 14 | 59 |
| 27 | Tripura | 1 | 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 | 3 | 11 | 12 | 2 | 0 | 29 |

| Section-VIII - Status of achievement of Standard of Performance | | | | | | | |
|---|---------------------|---|--|--|---|---|--|
| S. No. | Name of SERC/ JERCs | The date & details of notification of SOP by SERC | The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year | Links to the reports submitted by Licensees | The number of cases in which compensation was made under subsection (2) of section 57 | The aggregate amount of the compensation paid | The date and details of the report published by SERC under Section 59 (2) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 1 | Assam | Information not submitted | | | | | |
| 2 | Andhra Pradesh | Information not submitted | | | | | |
| 3 | Arunachal Pradesh | SOP Regulation notified by APERC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation | Not furnished | NA | Nil | Nil | Not published as no report submitted by the Deppt. 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 22.04.2008. 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 the website of the Commission on dated 06.10.2023. |
| 5 | Delhi | Delhi Electricity Regulatory Commission (Performance Standard — Metering & Billing) Regulations, 2002, notified on 19.08.2002 and amended on 01.01.2003 and 20.05.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 12.08.2011, 23.03.2015, 29.04.2016 and 07.06.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, was notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018, 15.10.2018, 31.12.2018 and 27.05.2019 repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in | 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 date on their website i.e. www.tatapower-ddl.com & www.bsesdelhi.com | Nil | Nil | 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 | GUJRAT | Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL) | 13.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 14.05.2024 |
| | | Madhya Gujarat Vij Company Ltd.(MGVCL) | 04.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 04.05.2024 |
| | | Paschim Gujarat Vij Company Ltd. | 16.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 17.05.2024 |
| | | | | | | | |
| | | Dakhsin Gujarat Vij Company Ltd. | 23.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 23.05.2024 |
| | | TPL-Ahmedabad | 08.05.2024 | http://www.gercin.org/sop.aspx | Nil | Nil | 08.05.2024 |
| | | TPL-Surat | 08.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 08.05.2024 |
| | | TPL-Dahej | 08.05.2024 | https://www.gercin.org/standard-of-performances-quarter-year-discom/ | Nil | Nil | 08.05.2024 |

| Section-VIII - Status of achievement of Standard of Performance | | | | | | | |
|---|--|---|---|---|---|---|--|
| S. No. | Name of SERC/JERCs | The date & details of notification of SOP by SERC | The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year | Links to the reports submitted by Licensees | The number of cases in which compensation was made under subsection (2) of section 57 | The aggregate amount of the compensation paid | The date and details of the report published by SERC under Section 59 (2) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 7 | Haryana | 24th April, 2020, HERC Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations,2020. | Information for 1st Quarter of FY 2024-25 furnished by the UHBVNL vide Memo no.Ch-28/RA/F-67/Vol-(15) dated 13/08/24 and by DHBVNL Vide Memo no. Ch-92/SE/RA-232/ Vol-V dated 12/09/24. | UHBVNL FY 2024-25 (Apr-Jun): https://uhbvn.org.in/staticContent/documents/SOP/20_SOP_1st_2024_25_21DS.pdf FY 2023-24 (Jan-Mar): https://www.uhbvn.org.in/staticContent/document/s/SOP/19_SOP_4QTR_2023_24_11DR.pdf FY 2023-24 (Oct-Dec): https://www.uhbvn.org.in/staticContent/document/s/SOP/18_SOP_FY_2023_24_27DN.pdf FY 2023-24 (Jul-Sep): https://www.uhbvn.org.in/staticContent/document/s/SOP/17_SOP_FY_2023_24_23DK.pdf DHBVNL FY 2024-25 (Apr-Jun): https://dhibvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2024-25_Q-1.pdf FY 2023-24 (Jan-Mar): https://dhibvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2023-24_Q-4.pdf FY 2023-24 (Oct-Dec): https://dhibvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2023-24_Q-3.pdf FY 2023-24 (Jul-Sep): https://dhibvn.org.in/staticContent/new/HERC/SOP/SOP_FY_2023-24_Q-2.pdf | Nil | Nil | https://herc.gov.in/content/1065_1_DHBVNL.aspx https://herc.gov.in/content/1056_1_UHBVNL.aspx |
| 8 | Himachal Pradesh | HPERC (distribution performance standard) regulation, 2010. Notification No. HPERC/401 dated 8-oct.-2010 | Not yet received | Nil | Nil | Nil | https://herc.gov.in/content/1056_1_UHBVNL.aspx |
| 9 | Jharkhand | Information not submitted | | | | | |
| 10 | Manipur | Information not submitted | | | | | |
| 11 | Mizoram ERC | 9th June, 2024 | No.T23015/02/2022-EC(P)/Com/29 dated 03.06.2014 | NA | Nil | Nil | Nil |
| 12 | JERC Goa & Uts | Information not submitted | | | | | |
| 13 | Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh | Gazette No. 376 dated 12.06.2023 | Nil | Nil | Nil | Nil | Nil |
| 14 | Karnataka | 07-10-2022 vide Notification KERC/3/DDD/2022-2023/1039 | No Distribution Companies i.e., BESCOM, MESCOM, CESC, HESCOM & GESCOM have furnished the levels of SOP achieved by them for FY19. | - | Nil | Nil | The Commission has already published the details of the levels of SOP achieved by Distribution Licensees in KERC website: Distribution Licensees have also been directed to publish the levels of SOP achieved by them in their respective websites. |

| Section-VIII - Status of achievement of Standard of Performance | | | | | | | | | | | | | |
|---|---------------------|--|---|--|--|--|--|--|--|---|---|---|---|
| S. No. | Name of SERC/ JERCs | The date & details of notification of SOP by SERC | The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year | | | | | | | Links to the reports submitted by Licensees | The number of cases in which compensation was made under subsection (2) of section 57 | The aggregate amount of the compensation paid | The date and details of the report published by SERC under Section 59 (2) |
| | 1 | 2 | 3 | | | | | | | 4 | 5 | 6 | 7 |
| 15 | Kerala | KSERC (Standards of Performance of Distribution Licensees) Regulations, 2015 notification dated 15/12/2015 | <u>Licensee</u> i. Cochin Port Authority 22.05.2024 ii. Cochin Special Economic Zone Authority 24.04.2024 iii. Infopark 21.05.2024 iv. Kanan Devan Hills Plantations Company Pvt. Ltd. 15.04.2024 v. Kerala State Electricity Board Ltd 27.05.2024 vii. Rubber Park India Pvt Ltd 09.04.2024 viii. Smart City Kochi Infrastructure Pvt Ltd 21.05.2024 ix. Technopark 31.05.2024 x. Thrissur Corporation Electricity Department 27.04.2024 xi. KINESCO Power and Utilities Private Limited (KPUPL) 13.08.2024 | | | | | | | Published as “Report on Standards of performance of Distribution Licensees for the Financial year 2023-2024” on official website of KSERC www.erckerala.org | - | 32,000/- | 07.06.2024 |
| 16 | Madhya Pradesh | 25.08.2023 Second Amendment to MPERC (Performance Standards) (Revision-II) Regulations | 11.01.2024 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur 17.01.2024 -MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore 10.01.2024 -MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal | | | | | | | - | Nil | Nil | 26.06.2021- Uploaded on Commission's Website |
| 17 | Maharashtra | MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2005 were notified on 20 January, 2005. 2005 Regulations are superseded by MERC (Standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations, 2014 notified on 20 May, 2014 Further, 2014 Regulations are superseded by MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25 February, 2021. First Amendment to the same i.e notified on 5th July 2024. | FY 22-23, FY 2023-24 and FY 2024-25 BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP, EONI & II, JNPT, KRC, LBSCML and MADC furnished data to the Commission as follows: FY 22-23 FY 23-24 FY 24-25 Q2 Q1 QII QIII QIV QI QII QIII IV QI BEST 08.08.22 29.11.22 06.01.23 11.05.23 29.08.23 26.12.23 14.02.23 05.06.24 AEML-D* 04.08.22 27.12.22 01.03.23 12.06.23 15.04.24 15.04.24 15.04.23 23.07.24 31.07.24 TPC-D 31.07.22 03.11.22 03.02.23 21.04.23 29.08.23 31.10.23 06.03.23 09.05.24 MSEDCL 04.11.22 05.01.23 12.06.23 25.09.23 19.04.24 19.04.24 21.08.24 MBPPL 22.08.22 12.01.23 11.01.23 17.04.23 26.07.23 26.10.23 24.01.24 22.04.24 17.07.24 24.10.24 GEPL 22.08.22 12.01.23 11.01.23 17.04.23 26.07.23 26.10.23 24.01.24 22.04.24 17.07.24 24.10.24 NUPLLP 04.07.22 07.10.22 03.01.23 17.04.23 04.07.23 06.10.23 05.01.24 08.04.24 KRC 22.08.22 12.01.23 11.01.23 10.04.23 26.07.23 26.10.23 24.01.24 22.04.24 17.07.24 24.10.24 EON-I&II 08.07.22 11.10.22 07.01.22 10.04.23 10.07.23 09.10.23 06.01.24 08.04.24 09.10.24 JNPT 15.09.23 15.09.23 15.09.23 15.09.23 15.09.23 05.10.23 09.01.24 05.04.24 LBSCML 15.09.23 15.09.23 15.09.23 15.09.23 15.07.23 06.10.23 10.01.24 06.04.24 MAD 15.09.23 15.09.23 15.09.23 15.09.23 | | | | | | | The SoP Quarterly reports of Distribution Licensees are available on Commission’s New Web-Site- www.merc.gov.in Path – Consumer Advocacy Tab → SoP Data | For FY 2023-24 (upto Quarter IV) AEML-D, BEST ,TPC-D, MBPPL, GEPL, KRC, EON-I&II, NUPLLP, JNPT, MADC and LBSCML: Nil For FY 2023-24 (Upto Quarter III) MSEDCL- 3 Cases | For FY 2023-24(Upto Quarter IV) AEML-D, BEST ,TPC-D, MBPPL, GEPL, KRC, EON-I&II, NUPLLP, JNPT, MADC and LBSCML: Nil For FY 2023-24(Upto Quarter III) For FY 2023-24(Upto Quarter III) For MSEDCL compensation paid – amounting to Rs. 13,119.20/- | Details are available on the Commission’s website for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II). |
| 18 | Meghalaya | MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013. | Nil | | | | | | | Nil | Nil | Nil | Nil |

| Section-VIII - Status of achievement of Standard of Performance | | | | | | | |
|---|---------------------|--|--|---|---|---|---|
| S. No. | Name of SERC/ JERCs | The date & details of notification of SOP by SERC | The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year | Links to the reports submitted by Licensees | The number of cases in which compensation was made under subsection (2) of section 57 | The aggregate amount of the compensation paid | The date and details of the report published by SERC under Section 59 (2) |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 19 | Odisha | No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004 | TPSODL - 18.10.2023 TPNODL - 01.07.2023 TPWODL - 08.05.2023 TPCODL - 08.05.2023 | www.orierec.org (Home Page) →“Performance of Discoms” for the FY 2022-23 | Nil | Nil | 28.10.2023 in News papers (www.orierec.org (Home Page) →“Performance of Discoms” for the FY 2022-23. Above information is also available in the Website of distribution licensees in www.tpcentralodisha.com for TPCODL, www.tpnodl.com for TPNODL, www.tpsouthernodisha.com for TPSODL and www.tpwernodisha.com for TPWODL. |
| 20 | Punjab | PSERC (Electricity Supply Code and Related Matters) Regulation, 2014 incorporate SOP and has been issued vide notification No.PSERC/Secy/Regu.97 dated 05.11.2014 | SoP information for the period of 01.04.2023 to 30.06.2023 (Quarter-I of 2023-24) stands submitted before the PSERC vide PSPCL memo dated 06.08.2024. | - | Nil | Nil | - |
| 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 has furnished quarterly reports for the 1st quarter of the FY 2024-25 and the Jodhpur discom has furnished quarterly reports for the 4th quarter of the FY 2023-24,the details is as: Name of Discom Date of receipt Jaipur Discom 27.09.2024 Ajmer Discom 11.09.2024 Jodhpur Discom 22.08.2024 | www.erc.rajdasthan.gov.in | Nil | Nil | The quarterly reports, as submitted by the Jaipur discom, Ajmer discom (for the 1st quarter of the FY 2024-25) & Jodhpur Discom (for the 4th quarter of the FY 2023-24) have been placed on the commission's website www.erc.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 | Information not submitted | | | | | |
| 25 | Uttar Pradesh | Date of Notification 16/12/2019 Notification No. UPERC/Secy/Regulation/656 | Quarterly Filing: NPCL Submitted on 30-10-2024. NIDP: Submitted on 17-10-2024. | - | NIL | NIL | - |
| 26 | Uttarakhand | April 17, 2007 | | | | | |
| 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 | Memo No : CRM/WBERC/Report/294 dated 28.10.2024 | Annual Report for the year 2016-17 submitted by WBSEDCKL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No WBERC/B-27/5/1098 dated 07.11.2017. | Nil | Nil | Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010. |
| | | Same as above | Memo No : RA/II/002/24-25/46 dated 04.10.2024 | Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formally 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-27/5/1098 dated 07.11.2017. | Nil | Nil | Annual Performance Report for the year 2016-17 submitted by India Power Corporation Limited (Formally DPSC Limited) in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 |

| Section-VIII - Status of achievement of Standard of Performance | | | | | | | |
|---|--------------------|---|--|--|---|---|---|
| S. No. | Name of SERC/JERCs | The date & details of notification of SOP by SERC | The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year | Links to the reports submitted by Licensees | The number of cases in which compensation was made under subsection (2) of section 57 | The aggregate amount of the compensation paid | The date and details of the report published by SERC under Section 59 (2) |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | | Same as above | Memo No : Coml./CGRF/2024-25/1297 dated 03.10.2024 | Annual Performance Report for the year 2016-17 submitted by DVC in terms of Regulation 16.0 of the WBERC (Standards of Performance of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No WBERC/B-27/5/1098 dated 07.11.2017 | Nil | Nil | Annual 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. |
| 28 | Chattisgarh | 27th May, 2020 | NA (The matter being pursued) | 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.CGM/IPC&RAC/TSNPDCL/WGL/F.SOP/D.No.97/24 Dt:19.07.24 TGSPDCL Lr.No.CGM(RAC)/SE(RAC)/DE(RAC)/F.E/8/1/D.No.184/24 Dt:19.06.24 | TSSPDCL https://tqerc.telangana.gov.in/fileupload/uploads/SoP/TSSPDCLISOP%20Report%20for%202023-24.pdf TSNPDCL https://tqerc.telangana.gov.in/fileupload/uploads/SoPTSNPDCLUSOP%202023-24.pdf | CGRF-I TGNPDCL Nil CGRF - II TGSPDCL - 2 cases Rs.25000/- + Rs. Per day till implementation of orders in (2) nos. cases. CGRF-I TGNPDCL 2 cases Rs.3000/- CGRF- II TGNPDCL – 07 cases – Rs.22,000/- | Rs.50,000/- | Date:03.09.2024 https://tserc.gov.in/SoP%20AnDated:03.09.2024 https://tqerc.telangana.gov.in/SoP%20Analysis.php |