

**FORUM OF REGULATORS (FOR)**  
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)  
3<sup>rd</sup> & 4<sup>th</sup> Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001  
Tel : 23353503 / Fax : 23753920

FOR-11013(11)/3-OCT-DEC/2022-CERC

Dated: 09.03.2023

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

**Subject: 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 October to December, 2022 is enclosed as **Annexure**.

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours sincerely,



(Rajiv Kumar)

**Assistant Secretary (P&A/FOR )**

Encl.: Eight Copies

**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 December, 2022**

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 December, 2022 as against the status in quarter ended September, 2022 is as under:-

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending September, 2022	Status of Vacancy for quarter ending December, 2022
1.	Andhra Pradesh	One vacancy against the post of Member (Independent) since 08.09.2022	Nil
2.	Bihar	Nil	Not submitted
3.	Chhattisgarh	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.  Post of Member in CGRF Jagdalpur since 21-12-2017.	Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.  Post of Member in CGRF Jagdalpur since 21-12-2017.
4.	Delhi	Two vacancies against the post of Member (Legal) and Member (Technical) in CGRF-NDMC, Delhi since 19.03.2021 and 24.02.2022 respectively.  Seven vacancies against the post of Member CGRF- NDMC, Member (Technical), CGRF-BYPL, Member CGRF-BYPL, Member (Technical), CGRF-BRPL, Member CGRF, BRPL, Member (Technical), CGRF-TPDDL and Member CGRF- TPDDL since 24.02.2022  <i>[As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on 24.02.2022 in the Delhi Gazette.</i>	One vacancy against the post of Member (Technical) CGRF, NDMC since 24.02.2022  <i>[As per DERC Forum of Redressal of Grievances of Consumers and Ombudsman] (First Amendment) Regulations, 2022 which was notified on 24.02.2022 in the Delhi Gazette.</i>
5.	Gujarat	One vacancy against the post of Independent Member in CGRF-UGVCL Mehsana Forum since 21.06.2022.	Nil
6.	Haryana	One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra	One vacancy against the post of Chairperson in CGRF in UHBVNL Kurushetra



7. JERC Goa UTs	<p>Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 28.1.2022 and 1.12.2019 respectively.</p> <p>Three vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar and Lakshadweep since October, 2014, August, 2013, and April, 2010 respectively</p> <p>Two vacancies against the post of Independent Member in Andaman &amp; Nikobar and Dadra and Nagar Haveli and Daman and Diu since 17.11.2021 and 16.07.2022 respectively.</p>	<p>Three vacancies against the post of Chairperson in Union Territory of Chandigarh, Union Territory of Andaman and Nicobar Islands Lakshadweep since 16.12.2022, 24.02.2021 and 1.12.2019 respectively.</p> <p>Four vacancies against the post of Member (Licensee) in Goa, Union Territory of Andaman and Nicobar Islands, Union Territory of Dadar and Nagar Haveli and Daman and Diu and Lakshadweep since October, 2014, August, 2013, 24.10.2022, and April, 2010 respectively</p> <p>One vacancy against the post of Independent Member in Union Territory of Andaman and Nicobar Islands since 31.10..2022.</p>
8. Jharkhand	<p>Four vacancies against the post of Chairperson / Chairperson-cum-Member (Legal) in Sail Bokaro, Jharkhand, Vidyut Upbhokta Shikayat Niwaran Forum, Ranchi, Chaibasa and Medininagar since 19.11.2021, 25.5.2022 and 7.11.2019 respectively.</p> <p>Two vacancies against the post of Member (Finance), Jamshedpur since 02.04.2021 and Maithon since 01.02.2022 respectively.</p> <p>Four vacancies against the post of Member (Accounts)/Member (Finance &amp; Accounts) in Hazaribag, Chaibasa, Dumka and Medininagar since 30.07.2020, 30.07.2014, 30.06.2012, and 26.07.2014 respectively.</p> <p>One vacancy against the post of Member –III (Independent) in Ranchi.</p> <p>One vacancy against the post of Member (Technical) in CGRF, Jamshedpur since 1.9.2021..</p> <p>One vacancy against the post of Member (Engg.) in Hazaribagh since 29.02.2020.</p>	<p>Four vacancies against the post of Chairperson-cum-Member (Legal) in Sail Bokaro, Jharkhand, Tata Steel Ltd., Jamshedpur, Vidyut Upbhokta Shikayat Niwaran Forum, Chaibsa, Vidyut Upbhokta Shikayat Niwaran Forum, Medininagar since 19.11.2021, 15.12.2022, 25.05.2022 and 7.11.2019 respectively.</p> <p>Two vacancies against the post of Member (Finance) in Tata Steel Ltd., Jamshedpur since 02.04.2021 and Damodar Valley Corporation, Maithon since 01.02.2022 respectively.</p> <p>Three vacancies against the post of Member (Finance &amp; Accounts) in Vidyut Upbhokta Shikayat Niwaran Forum, Chaibasa, Vidyut Upbhokta Shikayat Niwaran Forum, Dumka, and Vidyut Upbhokta Shikayat Niwaran Forum, JSEB, Medininagar since 30.07.2014, 30.06.2012 and 26.07.2014 respectively.</p> <p>One vacancy against the post of Member (Technical) in Tata Steel Ltd., Jamshedpur since 1.9.2021.</p>



9.	Madhya Pradesh	One vacancy against the post of Member (Independent) in Bhopal since 01.06.2022	Nil
10.	Maharashtra	Seven vacancies against the post of Chairperson in CGRF Nashik, Pune, Kalyan, Baramati, Akola, Vasai and Tata Power Company Ltd.  Two vacancies against the post of Member (Licensee) in CGRF Nasik and Amravati.  Three vacancies against the post of Member (CPO) in CGRF Nashik, Amravati and Tata Power Company Ltd.	Seven vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Akola, Vasai, Baramati, Pune, and Tata Power Company Ltd, Mumbai.  Four vacancies against the post of Member (Licensee) in CGRF Nasik, Amravati, Pune, and Akola.  Three vacancies against the post of Member (CPO) in CGRF Nashik, Amravati and Tata Power Company Ltd, Mumbai.
11.	Punjab	One vacancy against the post of Member (Technical) in CGRF Punjab since 03.09.2022.	Nil
12.	Odisha	Nil	Nil
13.	Tamil Nadu	One vacancy against the post of Member (Legal) in Tuticorin EDC since 06.05.2022.	Four vacancies against the post of Member in Tiruvarur EDC, Salem EDC, Perambalur EDC, Tuticorin EDC since 31.10.2022, 11.01.2021, 17.11.2021 and 04.06.2022 respectively.
14.	Uttar Pradesh	Information not submitted.	Seventeen vacancies against the post of Judicial Member in Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Kesco, Lucknow, Ayodhya, Greater Noida, Varanasi, Prayagraj, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur  Sixteen vacancies against the post of Technical Member in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Gonda, Greater Noida, Varanasi, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur
15.	Uttarakhand	Three vacancies against the post of Technical Member in Haridwar, Srinagar, (Garhwal) and Uttarkashi.	Two vacancies against the post of Technical Member in Haridwar and Uttarkashi

**Note:** Relevant information from ERCs of Bihar, Rajasthan, JERC For Uts of J&K and Ladakh, Tripura and Nagaland was not received as on the date of preparing this report.



## Section –II

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

This section of the report deals with the status of the vacancies in Ombudsman under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending of December, 2022 as against the status in quarter ended September, 2022 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September, 2022	Status of Vacancy for quarter ending December, 2022
1.	Arunachal Pradesh	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.	Post of Ombudsman, Arunachal Pradesh in vacant since April, 2021.
2.	Jharkhand	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Post of Ombudsman, Jharkhand in vacant since 01.12.2020
3.	Bihar	Post of Ombudsman, Bihar in vacant since 22.08.2022	Not submitted

**Note:** Relevant information from ERCs of Bihar, Rajasthan, JERC For Uts of J&K and Ladakh, Tripura and Nagaland was not received as on the date of preparing this report.

## Section –III

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

This section of the report deals with the status of those States where the posts of CGRFs are yet to be created. The table below gives the current status of creation of the posts of CGRFs in quarter ending December, 2022 as against the status in quarter ended September, 2022 is as under.

S. No.	SERCs/ JERCs		Status of Vacancy for quarter ending September, 2022	Status of Vacancy for quarter ending December, 2022
1.	Nagaland		Nil	Not submitted

## Section –IV

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

This section of the report deals with the status of those States where the post of the Ombudsman is yet to be created. The table below gives the current status of creation of post of Ombudsman in quarter ending December, 2022 as against the status in quarter ending September, 2022 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2022	Status of Vacancy for quarter ending December, 2022
1.	Nagaland	Nil	Not submitted



## **Section – V**

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

#### **Vacancies in CGRF**

1. Five vacancies against post of Independent Members and one vacancy against the post of Member in the State of Chhattisgarh.
2. One vacancy against the post of Member (Technical) in the UT of Delhi.
3. One vacancy against the post of Chairperson in the State of Haryana.
4. Three vacancies against the post of Chairperson, Four vacancies against the post of Member (Licensee) and one vacancy against the post of Independent Member in in the State of Goa and UTs.
5. Seven vacancies against the post of Chairpersons, Four vacancies against the post of Member (Licensee) and Three vacancies against the post of Member (CPO) in the State of Maharashtra.
6. Four vacancies against the post of Member in the State of Tamil Nadu.
7. Two vacancies against the post of Technical Member in the State of Uttarakhand.
8. Seventeen vacancies against the post of Judicial Member and Sixteen vacancies against the post of Technical Member in the state of Uttar Pradesh.
9. Four vacancies against the post of Chairperson-cum-Member (Legal), Two vacancies against the post of Member (Finance), Three vacancies against the post of Member (Finance & Accounts) and One vacancy against the post of Member (Technical) in the State of Jharkhand.

#### **Vacancies in Ombudsman**

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

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 September, 2022	No. of Grievances received during the quarter October to December, 2022	No. of Grievances disposed during the quarter October to December, 2022	No. of Grievances pending at close of the quarter ending December, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December, 2022
1	Assam	APDCL, Dibrugarh	1	1	Nil	Nil	1	1	Nil
		APDCL, Tezpur Zone	1	Nil	Nil	Nil	Nil	Nil	Nil
		AERC, ASEB, Guwhati	1	4	3	3	4	1	18
		Bongaigaon	1	Nil	Nil	Nil	Nil	Nil	Nil
		Jorhat	1	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Rangia	1	Nil	Nil	Nil	Nil	Nil	Nil
		APDCL, Nagaon	1	-	-	-	-	-	-
		Silchar	1	-	-	-	-	-	-
		<b>Total</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>18</b>
2	Andhra Pradesh	APEPDCL/Visakhapatnam	3	59	97	92	64	18	30
		APCPDCL Vijaywada		18	61	61	18	5	41
		<b>Total</b>		<b>77</b>	<b>158</b>	<b>153</b>	<b>82</b>	<b>23</b>	<b>71</b>
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	Nil	Nil	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	Not submitted					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	103	127	110	120	16	51
6	Gujrat	UGVCL - Ahmedabad, UGVCL - Mehsana, MGVC Vadodara, MGVC Godhra, PGVC Rajkot, PGVC Bhuj, PGVC Bhavnagar, PGVC Junagadh, DGVCL Surat, DGVCL Valsad, TPL-D (A) Ahmedabad, TPL-D (S) Surat, TPL-Dahej	13	70	183	183	70	10	112
7	Haryana	UHBVNL	2	79	34	80	33	14	36
		DHBVNL		137	39	52	124	5	36
		<b>Total</b>		<b>216</b>	<b>73</b>	<b>132</b>	<b>157</b>	<b>19</b>	<b>72</b>
8	Himachal Pradesh	Kasumti, Shimla	1	15	8	11	12	5	4
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	58	23	11	59	43	53
10	Karnataka	BESCOM	5	14	10	12	71	67	8
		MESCOM		3	4	4	3	2	6
		HESCOM		14	7	13	8	2	12
		GESCOM		17	31	44	4	3	7
		CESC		5	14	10	9	5	5
		<b>Total</b>		<b>53</b>	<b>66</b>	<b>83</b>	<b>95</b>	<b>79</b>	<b>38</b>
11	Kerala	CGRF-North (KSEB)	5	46	32	63	17	1	7
		CGRF-Central (KSEB)		16	15	23	8	0	24
		CGRF-South (KSEB)		38	13	25	26	11	7
		CGRF Technopark		0	1	1	0	0	2
		Trichur Corpn.		-	-	-	-	-	-
		<b>Total</b>		<b>100</b>	<b>61</b>	<b>112</b>	<b>51</b>	<b>12</b>	<b>40</b>
12	Madhya Pradesh	ECGRF Jabalpur	3	119	234	267	86	-	26
		ECGRF Indore		70	112	137	45	1	29
		ECGRF Bhopal		19	13	23	9	2	10
		<b>Total</b>		<b>208</b>	<b>359</b>	<b>427</b>	<b>140</b>	<b>3</b>	<b>65</b>
13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Aurangabad Zone, Amravati Zone, Pune Zone, Nagpur Zone, Kalyan Zone, Baramati Zone, Akola Zone, Vasai Zone, BEST Undertaking, AEML-D, TPC-D, Mindspace, Gigaplex, NUPLLP, KRC	18	589	455	271	717	542	499
14	Meghalaya	Meghalaya , CGRF	1	3	1	Nil	4	3	1



15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road, Berhampur, Jeyapore	12	355	1886	1818	417	7	303
16	Punjab	PSPCL, Ludhiana	1	19	45	54	10	0	16
17	Rajasthan	Ajmer Jaipur Jodhpur	716	Not submitted					
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	44	362	947	984	325	25	99
19	Uttar Pradesh	Agra, Aligarh, Allahabad, Azamgarh, Basti, Bareilly, Chitrakoot, Faizabad, Gonda, Greater Noida, Gorakhpur, Jhansi KESCO Kanpur, Kanpur, Lucknow, Mirzapur, Meerut, Moradabad, Saharanpur, Varanasi	20	1449	255	189	1515	1356	416
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G), Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora,	9	221	293	309	200	43	Full Time
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	4	45	319	317	47	23	6
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	2	Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity Regulatory Commission Goa	Goa Dadra Nagar Haveli and Daman & Diu Chandigarh Andman & Nicobar Islands Puducherry Lakshadweep Total	6	4 0 15 17 13 0 49	12 0 42 5 26 1 86	12 0 36 4 29 1 82	4 0 21 16 10 0 51	0 0 4 12 0 0 16	3 0 10 8 19 1 41
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh			Not submitted					
25	Sikkim	Sikkim	6	Nil	Nil	Nil	Nil	Nil	Nil
26	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	38	57	56	41	9	81
27	Tripura		3	Not submitted					
28	Nagaland	Nagaland/NERC	2	Not submitted					



29	Telangana	CGRF-I & II-TSSPDCL, CGRF- I & II- TSNPDCL	2	622	851	748	725	303	74
----	-----------	--	---	-----	-----	-----	-----	-----	----



**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 September, 2022	No. of Grievances received during the quarter October to December, 2022	No. of Grievances disposed during the quarter October to December, 2022	No. of Grievances pending at close of the quarter ending December, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending December, 2022
1	Assam	1	1	0	1	0	0	2
2	Andhra Pradesh	1	4	6	8	2	0	33
3	Arunachal Pradesh	1	Nil	Nil	Nil	Nil	Nil	Nil
4	Bihar		Not submitted					
5	Delhi	1	10	4	13	1	2	15
6	Gujarat	2	26	24	31	19	5	31
7	Haryana	1	2	12	9	5	0	29
8	Himachal Pradesh	1	12	9	11	10	6	6
9	Jharkhand	1	3	2	0	5	4	0
10	Karnataka	1	14	11	7	18	10	52
11	Kerala	1	21	31	39	13	0	40
12	Madhya Pradesh	1	3	7	5	5	0	10
13	Maharashtra	2	73	73	63	75	1	79
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	93	55	52	96	60	124
16	Punjab	1	3	19	20	2	Nil	40
17	Rajasthan		Not submitted					
18	Tamil Nadu	1	48	24	40	32	16	37
19	Uttarakhand	1	4	14	7	11	0	Full Time
20	Uttar Pradesh	1	89	35	46	78	68	13
21	West Bengal	1	77	90	58	109	37	43
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	3	7	6	4	-	6
24	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh		Not submitted					
25	Chhattisgarh	1	11	10	7	14	0	50
26	Tripura		Not submitted					
27	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
28	Nagaland		Not submitted					
29	Telangana	1	51	12	35	28	21	64



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	22nd December, 2021					
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.		Information not submitted			
5	Delhi	<p>Delhi Electricity Regulatory Commission (Performance Standard — Metering &amp; 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</p> <p>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</p>	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-ddl.com & www.bsdelhi.com	Nil	Nil	<p>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</p> <p>Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.gov.in</p>
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005	27.005.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	27.05.2022
		Uttar Gujarat Vij Company Ltd. (UGVCL)					
		Madhya Gujarat Vij Company Ltd. (MGVCL)	13.06.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	13.06.2022
		Paschim Gujarat Vij Company Ltd.	17.06.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	17.06.2022
		Dakhsin Gujarat Vij Company Ltd.	13.06.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	13.06.2022
		TPL-Ahmedabad	30.04.2022	<a href="http://www.gercin.org/sop.aspx">http://www.gercin.org/sop.aspx</a>	Nil	Nil	30.04.2022
		TPL-Surat	30.04.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	30.04.2022
		TPL-Dahej	30.04.2022	<a href="https://www.gercin.org/standard-of-performances-quarter-year-discom/">https://www.gercin.org/standard-of-performances-quarter-year-discom/</a>	Nil	Nil	30.04.2022



7	Haryana	16th July 2004 HERC (Standards of Performance for the Distribution Licensee) Regulation 2004 as amended time to time.	Information for 4th Quarter of FY 2021-22 furnished by the UHBVNL vide Memo no. Ch 30/RA/F-67 Vol-(14) dated 25.04.2022 and by DHBVNL Vide Memo no. Ch-217/SE/RA-232/Vol-III dated 21.04.2022.	<p><b>UHBVN – FY 2022-23( April to June 2022):</b>  <a href="https://uhbvn.org.in/staticContent/documents/SOP/09_SOP_1st_FY_2022_23_01DO.pdf">https://uhbvn.org.in/staticContent/documents/SOP/09_SOP_1st_FY_2022_23_01DO.pdf</a></p> <p><b>UHBVN - FY 2021-22:</b>  <a href="https://uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf">https://uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf</a>  <a href="https://uhbvn.org.in/staticContent/documents/SOP/05_SOP_3rd_FY_2021_22_28BK.pdf">https://uhbvn.org.in/staticContent/documents/SOP/05_SOP_3rd_FY_2021_22_28BK.pdf</a>  <a href="https://uhbvn.org.in/staticContent/documents/SOP/04_SOP_2nd_FY_2021_22_20AJ.pdf">https://uhbvn.org.in/staticContent/documents/SOP/04_SOP_2nd_FY_2021_22_20AJ.pdf</a>  <a href="https://uhbvn.org.in/staticContent/documents/SOP/01_SOP_1st_FY_2021_22_09AG.pdf">https://uhbvn.org.in/staticContent/documents/SOP/01_SOP_1st_FY_2021_22_09AG.pdf</a></p> <p><b>DHBVN – FY 2022-23(April to June 2022):</b>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_June_2022.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_June_2022.pdf</a>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_May_2022.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_May_2022.pdf</a>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_April_2022.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_April_2022.pdf</a></p> <p><b>DHBVN – FY 2021-22:</b>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-4.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-4.pdf</a>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-3.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-3.pdf</a>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-2.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-2.pdf</a>  <a href="https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-1.pdf">https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-1.pdf</a></p>	Nil	Nil	<a href="https://herc.gov.in/content/10561DHBVNL.aspx">https://herc.gov.in/content/10561DHBVNL.aspx</a>  <a href="https://herc.gov.in/content/10561UHBVNL.aspx">https://herc.gov.in/content/10561UHBVNL.aspx</a>
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010.	Not yet received	Nil	Nil	Nil	Not yet published
9	Jharkhand	Information not submitted					
10	JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-07-2014	Nil	Nil	Nil	Nil	Nil
11	JERC Goa & Uts	Information not submitted					
12	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	Information not submitted					
13	Karnataka	24-05-2004 vide Notification No D/01/03	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.
14	Kerala	Information not submitted					
15	Madhya Pradesh	23.11.2012 (MPERC Performance Standards) (Revision-II) Regulations, 2012 (No. RG -8(II) of 2012)	28.11.2020 - MP Poorv Ksetra Vidyut Vitran Co. Ltd., Jabalpur 21.11.2020 -MP Paschim Ksetra Vidyut Vitran Co. Ltd., Indore 01.12.2020 -MP Madhya Ksetra Vidyut Vitran Co. Ltd., Bhopal	-	Nil	Nil	26.06.2021- Uploaded on Commission's Website

16	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	<b>FY 20-21 and FY 21-22 and 2022-23</b> BEST, AEML-D, TPC-D, MSEDCL, MBPPL, GEPL, NUPLLP and KRC furnished data to the Commission as follows:  <table><thead><tr><th></th><th colspan="4">FY 20-21</th><th colspan="4">21-22</th><th colspan="4">FY 22-23</th><th>F 22-23</th></tr><tr><th></th><th>QI</th><th>QII</th><th>QIII</th><th>QIV</th><th>QI</th><th>QII</th><th>QIII</th><th>QIV</th><th>QI</th></tr></thead><tbody><tr><td>QII</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>BEST</td><td>31.08.20</td><td>18.11.20</td><td>16.02.21</td><td>31.05.21</td><td>14.09.21</td><td>06.01.22</td><td>23.02.22</td><td>27.05.2022</td><td>08.08.22</td><td>29.11.22</td></tr><tr><td>AEML-D*</td><td>29.07.20</td><td>30.10.20</td><td>29.01.21</td><td>12.05.21</td><td>31.07.21</td><td>10.11.21</td><td>09.02.22</td><td>05.05.2022</td><td>04.08.22</td><td>27.12.22</td></tr><tr><td>TPC-D</td><td>28.07.20</td><td>28.10.20</td><td>21.01.21</td><td>28.04.21</td><td>28.07.21</td><td>30.11.21</td><td>27.01.22</td><td>26.04.2022</td><td>31.07.22</td><td>03.11.22</td></tr><tr><td>MSEDCL</td><td>17.11.20</td><td>11.01.21</td><td>05.05.21</td><td>30.07.21</td><td>21.10.21</td><td>20.12.21</td><td>11.04.22</td><td>18.07.2022</td><td>04.11.22</td><td>05.01.23</td></tr><tr><td>MBPPL</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td><td>03.02.22</td><td>18.05.2022</td><td>22.08.22</td><td>12.01.23</td></tr><tr><td>GEPL</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td><td>03.02.22</td><td>18.05.2022</td><td>22.08.22</td><td>12.01.23</td></tr><tr><td>NUPLLP</td><td>13.07.20</td><td>07.01.21</td><td>07.01.21</td><td>21.04.21</td><td>06.07.21</td><td>19.10.21</td><td>04.01.22</td><td>04.04.2022</td><td>04.07.22</td><td>07.10.22</td></tr><tr><td>KRC</td><td>22.07.20</td><td>30.09.21</td><td>30.09.21</td><td>30.09.21</td><td>20.10.21</td><td>21.10.21</td><td>03.02.22</td><td>18.05.2022</td><td>22.08.22</td><td>22.01.23</td></tr></tbody></table>		FY 20-21				21-22				FY 22-23				F 22-23		QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI	QII										BEST	31.08.20	18.11.20	16.02.21	31.05.21	14.09.21	06.01.22	23.02.22	27.05.2022	08.08.22	29.11.22	AEML-D*	29.07.20	30.10.20	29.01.21	12.05.21	31.07.21	10.11.21	09.02.22	05.05.2022	04.08.22	27.12.22	TPC-D	28.07.20	28.10.20	21.01.21	28.04.21	28.07.21	30.11.21	27.01.22	26.04.2022	31.07.22	03.11.22	MSEDCL	17.11.20	11.01.21	05.05.21	30.07.21	21.10.21	20.12.21	11.04.22	18.07.2022	04.11.22	05.01.23	MBPPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	GEPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23	NUPLLP	13.07.20	07.01.21	07.01.21	21.04.21	06.07.21	19.10.21	04.01.22	04.04.2022	04.07.22	07.10.22	KRC	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	22.01.23	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 2022-23 AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil  MSEDCL- 1 Cases	For FY 2022-23(Upto Quarter II) AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil  For MSEDCL compensation paid – amounting to Rs. 7,000/-	On 28.02.2019, details are available on the Commission's web site for FY 2018-19 upto Quarter III (while for MSEDCL upto Quarter II).
	FY 20-21				21-22				FY 22-23				F 22-23																																																																																																																				
	QI	QII	QIII	QIV	QI	QII	QIII	QIV	QI																																																																																																																								
QII																																																																																																																																	
BEST	31.08.20	18.11.20	16.02.21	31.05.21	14.09.21	06.01.22	23.02.22	27.05.2022	08.08.22	29.11.22																																																																																																																							
AEML-D*	29.07.20	30.10.20	29.01.21	12.05.21	31.07.21	10.11.21	09.02.22	05.05.2022	04.08.22	27.12.22																																																																																																																							
TPC-D	28.07.20	28.10.20	21.01.21	28.04.21	28.07.21	30.11.21	27.01.22	26.04.2022	31.07.22	03.11.22																																																																																																																							
MSEDCL	17.11.20	11.01.21	05.05.21	30.07.21	21.10.21	20.12.21	11.04.22	18.07.2022	04.11.22	05.01.23																																																																																																																							
MBPPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23																																																																																																																							
GEPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	12.01.23																																																																																																																							
NUPLLP	13.07.20	07.01.21	07.01.21	21.04.21	06.07.21	19.10.21	04.01.22	04.04.2022	04.07.22	07.10.22																																																																																																																							
KRC	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	18.05.2022	22.08.22	22.01.23																																																																																																																							
17	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil																																																																																																																							
18	Odisha	No. 711td. 28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004	TPSODL - 30.07.2022 TPNODL - 02.07.2022 TPWODL – 04.07.2022 TPCODL - 22.12.2022	<a href="http://www.orierc.org">www. orierc.org</a> (Home Page) →“Performance of Discoms” for the FY 2021-2	Nil	Nil	14.01.2023 in News papers ( <a href="http://www. orierc.org">www. orierc.org</a> (Home Page) →“Performance of Discoms” for the FY 2021-22.  Above information is also available in the Website of distribution licensees in <a href="http://www.tpcentralodisha.com">www.tpcentralodisha.com</a> for TPCODL, <a href="http://www.tpnodl.com">www.tpnodl.com</a> for TPNODL, <a href="http://www.tpsouthernodisha.com">www.tpsouthernodisha.com</a> for TPSODL and <a href="http://www.tpwesternodisha.com">www.tpwesternodisha.com</a> for TPWODL.																																																																																																																										
19	Punjab	PSERC (Electricity Supply Code and Related Matters) Regulation, 2014 issued vide notification No.PSERC/Secy/Regu 97 dated 05.11.2014	SoP information for the period of 1.4.2021 to 30.8.2022(Quarter-I of 2022-23) stands submitted before the PSERC vide PSPCL memo dated 16.11.2022.	-	Nil	Nil	-																																																																																																																										
20	Rajasthan	Information not submitted						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.																																																																																																																						
21	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	Nil	Nil	Nil	Nil																																																																																																																							
22	Tamil Nadu	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil																																																																																																																							
23	Tripura	Information not submitted						Nil	Nil	Nil	Nil																																																																																																																						
24	Uttar Pradesh	Date of Notification 14/09/2006 Notification No. UPERC/Secy-Supply Code/05-2528, Dated 18/02/2005	Quarterly Filing: NPCL Submitted on 24.10.2013, 11.02.2014, 28.02.2014 and 28.05.2014.		NIL	NIL																																																																																																																											
25	Uttarakhand	April 17, 2007	Information not submitted																																																																																																																														



26	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/W CRM/WBERC/Report/328 dated 01.02.2023	Annual Performance Report for the year 2016-17 submitted by The WBSEDCL 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/002/22-23/88 dated 05.01.2023	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Ltd.(Formerly DPSC Ltd.) 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 IPCL 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. Coml/CGRF-22-23/15 dated 02.01.2023	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 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.
27	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA (The matter being pursued)
28	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.	Information not submitted				
29	Telangana	TSERC notified SOP on 16.07.2016	Information not submitted				