

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-11018(11)/1/2025-CERC

Dated: 28/03/2025

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,

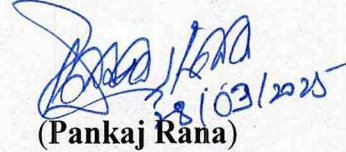
This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance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

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

S. No.	SERCs JERCs	Status of Vacancy for quarter ending September, 2024	Status of Vacancy for quarter ending December, 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 Munger and Purnea since September,2024.	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	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	Three vacancies against the post of Chairperson in State of Union Territory of Lakshadweep, State of Goa and Union Territory of Puducherry since December, 2020, November 2023 and January, 2024 respectively. Three vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Lakshadweep and Union Territory of Puducherry since October, 2014, April, 2010 and September, 2024 respectively
6.	Jharkhand	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.	One vacancie against the post of Chairperson-cum-Member (Legal) in <u>Damodar</u> Valley Corporation, Jharkhand since 06.12.2024 Two vacancies against the post of Member (Third) and Member (Finance) in Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh and – TATA STEEL LTD since 02.04.2021 respectively.
7.	Karnataka	One vacancy against the post of Non-official Members of Three Revenue District in BESCOM Forum Ramanagara District since 10.01.2023	One vacancy against the post of Non-official Members of Ramanagara Revenue District in BESCOM Forum Ramanagara District since 10.01.2023
8	Kerala	Ten vacancies against the post of Member (Consumer/Prosumer) in Northern Region (one), Central Region(one), Southern Region (one), Thrissur Corporation Electricity Department (one), Kannan Devan Hills Plantations Company Pvt. Ltd	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

		(two), Cochin Port Authority (one), KINESCO Power and Utilities Pvt. Ltd (one), Infopark (one) and Smart City (Sochi) Infrastructure Pvt. Ltd respectively.	Port Authority (one), KINESCO Power and Utilities Pvt. Ltd (one), Infopark (one) and Smart City (Sochi) Infrastructure Pvt. Ltd respectively.
9.	Madhya Pradesh	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.	Two vacancies against the post of Independent member in ECGRF Bhopal and ECGRF Jabalour since 22.08.2024 and 19.05.2024 respectively.
10.	Maharashtra	Seven vacancies against the post of Chairperson in CGRF Samabhaji Nagar Zone, MSEDCL, Jawaharlal Nehru Port Trust – SEZ, EON-II, SEZ Kharadi Pune, Amravati Zone, MSEDCL, MBPPL, SEZ, GEPL, SEZ and NUPLLP, SEZ in the state of Maharashtra. One vacancy against the post of Member (Independent) 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. Four vacancy against the post of Member (Independent) in the Tata Power Company Ltd, Samabhaji Nagar Zone, MSEDCL, Pune Zone and Vasai – Palghar Zone
11.	Odisha ERC	One vacancy against the post of Co-opted Member in OERC Odisha.	One vacancy against the post of Co-opted Member in OERC Odisha.
12.	Tamil Nadu	Two vacancies against the post of Legal Member in Thiruvarur Elec. Distn. Circle and Theni EDC since 17.02.2023 and 03.10.2024 respectively.	Three vacancies against the post of Member in Ramanatheapuram EDC, Coimbatore EDC/metro and Villupuram EDC since 10.04.2024, 11.16.2024 and 04.20.2023 respectively.
13.	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 December, 2024 as against the status in quarter ended September, 2024 is as under.

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

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

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September, 2024	Status of Vacancy for quarter ending December, 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. Three 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 Four vacancies 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. Three vacancies against the post of Member in the State of Tamil Nadu.
11. Two vacancies against the post of Independent/Technical Member in the State of Madhya Pradesh.
12. One vacancy 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.

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Section -VI- Status of disposal of Grievances by CGRF									
Sl. No.	Name of SERC/ JERCs	Name of CGRF	No. of CGRF	No. of Grievances Outstanding at the close of Previous quarter ending September, 2024	No. of Grievances received during the quarter October to December, 2024	No. of Grievances disposed during the quarter October to December, 2024	No. of Grievances pending at close of the quarter ending December, 2024	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending December, 2024
1	Assam	State Level CGRF, Kamrup (M) District Level CGRF, Kamrup(R) District Level CGRF, Karimganj District Level CGRF, Hailakandi District Level CGRF, Dibrugarh District Level CGRF, Morigaon District Level CGRF, Golaghat District Level CGRF, Nagaon District Level CGRF, Sonitpur District Level CGRF, Bongaigaon District Level CGRF, Goalpara District Level CGRF, South Salmara District level CGRF, Kokrajhar District Level CGRF, Kokrajhar District Level CGRF, North Lakhimpur District level CGRF, Dhemaj District level CGRF, Jorhat District level CGRF, Udalguri District Level CGRF, Tinsukia District level CGRF, Sivasagar district level CGRF, Charaideo District Level CGRF, Cachar District level CGRF, Kanch District level CGRF,	24	2	0	15	3	9	3
2	Andhra Pradesh	APEPDCL/Visakhapatnam	1	128	124	121	131	62	27
		APCPDCL, Vijaywada	1	17	12	15	14	13	27
		APSPDCL, Triputi	1	Information not submitted					
Total			3	145	136	136	145	75	54
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	251	958	823	383	75	459
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	291	215	270	236	56	63
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	113	124	47	6	63
7	Haryana	UHBVNL	2	52	66	74	44	5	33
		DHBVNL		40	65	54	51	0	30
		Total		92	131	128	95	5	63
8	Himachal Pradesh	Kasumti, Shimla	1	25	7	11	21	8	11
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	38	5	9	36	23	32
10	Karnataka	BESCOM	5	26	3	5	24	21	4
		MESCOM		2	1	2	1	0	0
		HESCOM		10	1	0	11	10	3
		GESCOM		21	9	18	12	7	8
		CESC		2	3	0	5	2	3
		Total		61	17	25	53	40	18
11	Kerala	CGRF-North (KSEB)	12	22	42	50	14	1	68
		CGRF-Central (KSEB)		10	24	20	11	0	19
		CGRF-South (KSEB)		11	19	17	13	0	14
		Thrissur Corpn.		0	4	1	3	0	4
		Technopark		0	0	0	0	0	0
		KDHPCL		0	0	0	0	0	0
		CoPA		0	1	1	0	0	1
		Rubber Park India (Pvt.) Ltd		0	0	0	0	0	0
		CSEZA		0	0	0	0	0	0
		KPUPL		0	0	0	0	0	0
		Infopark		0	0	0	0	0	0
		Smart city (Kochi) Infrastructure Privite Limited		0	0	0	0	0	0
		Total		43	90	89	41	1	106
12	Madhya Pradesh	ECGRF Jabalpur	3	66	51	59	58	27	15
		ECGRF Indore		31	34	47	18	3	20
		ECGRF Bhopal		21	0	0	21	21	0
		Total		118	85	106	97	51	35
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	624	452	604	466	267	365

14	Meghalaya	Meghalaya , CGRF	2	1	Nil	Nil	1	1	Nil
15	Odisha	Bhubaneswar,Khurda,Cuttack,Dhenkanal,Paradeep,Rourkela Burla,Bolangir,Bargarh,Bhawanipatna,Balasore,JajpurRoad,Baripada,Keonjhar,Berhampur,Jeypore,Bhanjanagar,Rayagada	18	471	1827	1748	550	5	933
16	Punjab	PSPCL, Ludhiana	1	9	53	42	20	1	15
17	Rajasthan	Ajmer	4	9	22	9	22	7	2
		Jaipur	4	18	18	26	10	0	5
		Jodhpur	4	9	8	15	2	2	4
		Total	12	36	48	50	34	9	11
18	Tamil Nadu	CHENGALPATTU EDC, CHENNAI EDC (NORTH) CHENNAI EDC (WEST) ,CHENNAI EDC CENTRAL CHENNAI EDC/ SOUTH-1 ,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	591	1598	1619	570	40	78
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 – MADHYANCHAL . FORUM ZONE BAREILLY – I, FORUM CIRCLE - EDC SHAHJAHANPUR OF ZONE BAREILLY – II, FORUM ZONE AMAUSI, FORUM CIRCLE – (EUDC – IV) LUCKNOW (RURAL) OF AMAUSI ZONE, FORUM CIRCLE – (EUDC – VII) VRINDAVAN OF ZONE AMAUSI, FORUM ZONE LUCKNOW CENTRAL, FORUM CIRCLE – (EUDC – I) RAJ BHAWAN OF ZONE LUCKNOW CENTRAL, FORUM CIRCLE – (EUDC – III) TALKATORA OF ZONE LUCKNOW CENTRAL, FORUM CIRCLE – (EUDC – VIII) CHOWK OF ZONE LUCKNOW CENTRAL, FORUM ZONE JANKIPURAM, FORUM CIRCLE – (EUDC – VI) MAHANAGAR OF ZONE JANKIPURAM, FORUM CIRCLE – (EUDC – X) PURANIA OF ZONE JANKIPURAM, FORUM ZONE GOMTINAGAR, FORUM CIRCLE – (EUDC – II) GOMTI NAGAR OF ZONE GOMTI NAGAR, FORUM ZONE AYODHYA, FORUM CIRCLE – EDC AYODHYA OF ZONE AYODHYA, FORUM CIRCLE – EDC AMBEDKAR NAGAR (AKBARPUR) OF ZONE AYODHYA, FORUM CIRCLE – EDC HARDOI OF ZONE SITAPUR, FORUM ZONE DEVIPATAN, FORUM COMPANY LEVEL – DAKSHINANCHAL, FORUM ZONE ALIGARH, FORUM CIRCLE – EDC-2 ALIGARH OF ZONE ALIGARH, FORUM CIRCLE - EUDC ALIGARH OF ZONE ALIGARH, FORUM ZONE AGRA, FORUM CIRCLE – TORRENT POWER OF ZONE AGRA, FORUM CIRCLE – EDC – 1 AGRA OF ZONE AGRA, FORUM CIRCLE – EDC FATEHABAD OF ZONE AGRA, FORUM ZONE MATHURA, FORUM CIRCLE - EUDC MATHURA OF ZONE MATHURA, FORUM CIRCLE – EDC - 1 MATHURA OF ZONE MATHURA, FORUM CIRCLE – EDC - 2 MATHURA OF ZONE MATHURA, FORUM ZONE JHANSI, FORUM CIRCLE – EDC – LALITPUR OF ZONE JHANSI, FORUM ZONE KANPUR – 1, FORUM ZONE KANPUR – 2, FORUM COMPANY LEVEL – PURVANCHAL, FORUM ZONE GORAKHPUR – I, FORUM CIRCLE - EDC - I, GORAKHPUR OF ZONE GORAKHPUR – I, FORUM CIRCLE - EDC - II, GORAKHPUR OF ZONE GORAKHPUR – I, FORUM CIRCLE - EUDC - 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	105	507	414	179	742	714	158
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G),Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora & Pithoragarh	8	263	388	366	285	99	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, Darjeeling and Jhargram	22	102	174	188	88	16	77
22	Mizoram	Aizawal, Lunglei, Champhai, Lawngtlai, Siaha, Kolasib, Serchhip, Mamit, Hnahthial, Saitual and khawzawal	11	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur		Information not submitted						
24	Joint Electricity Regulatory Commission Goa	Goa	6	7	7	14	0	0	4
		Dadra Nagar Haveli and Daman & Diu		0	0	0	0	0	13
		Chandigarh		6	9	10	5	0	6
		Andman & Nicobar Islands		14	16	28	2	0	25
		Puducherry		6	7	5	8	6	14
		Lakshadweep		0	4	4	0	0	0
Total			33	43	61	15	6	62	

25	Joint Electricity Regulatory Commission (JERC) For	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	29	36	43	22	6	57
28	Tripura		23	0	7	7	0	0	0
29	Nagaland	Nagaland/NERC	2	Nil	Nil	Nil	Nil	Nil	Nil
30	Telangana	CGRF-I -TGSPDCL	4	129	62	157	34	21	10
		CGRF- II-TGSPDCL		22	61	47	36	1	13
		CGRF-I -TNGPDCL		97	116	94	119	47	20
		CGRF- II- TNGPDCL		165	188	170	183	82	25
		Total		4	413	427	468	372	151

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, 2024	No. of Grievances received during the quarter October to December, 2024	No. of Grievances disposed during the quarter October to December, 2024	No. of Grievances pending at close of the quarter ending December, 2024	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending December, 2024
1	Assam	1	2	3	1	4	2	11
2	Andhra Pradesh	1	1	4	3	2	Nil	18
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	44	17	10	53	40	every working dsy
5	Delhi	1	13	13	13	13	6	11
6	Gujarat	2	12	26	24	14	5	33
7	Haryana	1	7	10	9	8	1	38
8	Himachal Pradesh	1	3	7	5	5	Nil	6
9	Jharkhand	1	10	3	6	7	7	56
10	Karnataka	1	46	17	3	60	46	114
11	Kerala	1	20	21	25	16	0	36
12	Madhya Pradesh	1	3	3	3	3	2	8
13	Maharashtra	2	28	46	45	29	17	46
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	105	47	39	113	83	132
16	Punjab	1	6	8	7	7	Nil	14
17	Rajasthan	Sh. Ram Avtar Sharma (Joined on dt. 10.06.2024)	3	22	16	9	0	Full Time
18	Tamil Nadu	1	5	23	21	7	0	16
19	Uttarakhand	1	25	14	14	25	13	Full Time
20	Uttar Pradesh	1	7	6	3	10	6	15
21	West Bengal	1	173	78	44	207	159	29
22	Mizoram	Mr.H. Thanthianga	Nil	Nil	Nil	Nil	Nil	Nil
23	Manipur	2	Information not submitted					
24	JERC Goa & All Uts	1	1	14	10	6	0	26
25	Joint Electricity Regulatory Commission (JERC) For Uts of J&K and Ladakh	1	Nil	2	2	Nil	Nil	Full time
26	Chhattisgarh	1	18	14	18	14	5	48
27	Tripura	1	0	3	3	0	0	0
28	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
29	Nagaland	1	Nil	Nil	Nil	Nil	Nil	Nil
30	Telangana	1	2	13	9	6	0	26

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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 28/11/2016 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	2. The date and details of notification of SOP by SERC • Electricity Regulatory Commission(Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.08.2002. Further, amended on 01.01.2003 and 20.05.2003. •Delhi Electricity Regulatory Commission(Performance Standard - Metering & Billing) Regulations, 2002, notified on 19.08.2002 was repealed by Delhi Electricity Supply Code and PerformanceStandards Regulations, 2007 notified on 18.04.2007 as amended from time to time on 12.08.2011 and 23.03.2015. • Delhi Electricity Supply Code and Performance Standard (Third Amendment) Regulations, 2016 dated 29.04.2016. • Delhi Electricity Supply Code and Performance Standard (Fourth Amendment) Regulations, 2016 dated 07.06.2016. •Delhi Electricity Regulatory Commission (Supply Code and PerformanceStandards) Regulations,2017notified effectivefrom01.09.2017, repealing the earlier Delhi Electricity Supply Code and PerformanceStandards Regulations, 2007 and its amendments.	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website 1.http://www/tatapower-ddl.com/ 2.http://www.bsesdelhi.com/	Nil as reported by Distribution Licensee.	Nil as reported by Distribution Licensee	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
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

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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	
	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
7	Haryana	24th April, 2020, HERC Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020.	Information for 2nd Quarter of FY 2024-25 furnished by the UHBVNL vide Memo no. Ch-32/RA/F-67/Vol-(XV) dated 06/11/24 and by DHBVNL Vide Memo no. Ch-135/SE/RA-232/ Vol-V dated 06/12/24.	UHBVNL FY 2024-25 (Jul-Sep): https://www.uhbvn.org.in/staticContent/documents/SOP_FY_2024-25_(Jul-Sep)_21_SOP_2nd_2024_25_06DV.pdf FY 2024-25 (Apr-Jun): https://www.uhbvn.org.in/staticContent/documents/SOP_20_SOP_14_2024_25_21DS.pdf FY 2023-24 (Jan-Mar): https://www.uhbvn.org.in/staticContent/documents/SOP_19_SOP_4QTR_2023_24_11DR.pdf FY 2023-24 (Oct-Dec): https://www.uhbvn.org.in/staticContent/documents/SOP_18_SOP_FY_2023_24_27DN.pdf DHBVNL FY 2024-25 (Jul-Sep): https://www.dhbn.org.in/staticContent/new/HERC/SOP_FY_2024-25_Q-2.pdf FY 2024-25 (Apr-Jun): https://www.dhbn.org.in/staticContent/new/HERC/SOP_FY_2024-25_Q-1.pdf FY 2023-24 (Jan-Mar): https://www.dhbn.org.in/staticContent/new/HERC/SOP_FY_2023-24_Q-4.pdf FY 2023-24 (Oct-Dec): https://www.dhbn.org.in/staticContent/new/HERC/SOP_FY_2023-24_Q-3.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	Not yet published
9	Jharkhand	Information not submitted					
10	Mizoram	9th June, 2014	No. T- 23015/02/2022-EC(P)/Com/29 Dt. 03/06/2014	Nil	Nil	Nil	Nil
11	Manipur	Information not submitted					
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 No KERC/3/DDD/2022-2023/1039	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.
15	Kerala	KSERC(Standards of Performance of Distribution Licensees) Regulations 2015 notification dated 15/12/2015	Licensee Cochin Port Authority	Submission Date 22/05/2024	Published as "Report on Standards of Performan of Distribution Licensees for the Financial year 2023-24" on official website of		23.10.2024
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	Report of FY 2022-23 Uploaded on Commission's website.

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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	
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 2022-23, 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 QIQ23Q3Q4Q1Q2Q3Q4Q1Q2Q3 BEST08.08.2229.11.2206.01.2311.05.2329.08.2326.12.2314.02.2305.06.2407.08.2422.11.2406.02.25 AEML-D04.08.2227.12.2201.03.2312.06.2315.04.2415.04.2415.04.2423.07.2431.07.2415.10.2429.01.25 TPC-D31.07.2203.11.2203.02.2321.04.2329.08.2331.10.2306.03.2409.05.2429.07.2412.11.2411.02.25 MSEDCL04.11.2205.01.2312.06.2325.09.2319.04.2419.04.2421.08.2409.12.24 MBPPL22.08.2212.01.2311.01.2317.04.2326.07.2326.10.2324.01.2422.04.2417.07.2424.10.2416.01.25 GEPL22.08.2212.01.2311.01.2317.04.2326.07.2326.10.2324.01.2422.04.2417.07.2424.10.2416.01.25 NUPLLP04.07.2207.10.2203.01.2317.04.2304.07.2306.10.2305.01.2408.04.2404.07.2408.10.2406.01.25 KRC22.08.2212.01.2311.01.2317.04.2326.07.2326.10.2324.01.2422.04.2417.07.2424.10.2416.01.25 EON-I & II08.07.2211.10.2207.01.2210.04.2310.07.2309.10.2306.01.2408.04.2406.07.2409.10.2403.01.25 JNPT15.09.2315.09.2315.09.2315.09.2315.09.2305.10.2309.01.2405.04.2412.07.2403.10.2413.01.25 LBSCML15.09.2315.09.2315.09.2315.09.2315.07.2306.10.2310.01.2406.04.2410.07.2409.10.2415.09.23	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 2024-25 (upto Quarter III) AEML-D, BEST, TPC-D, MBPPL, GEPL, KRC EON-I & II, NUPLLP, JNPT and LBSCML : NIL For FY 2023-24 (Upto Quarter 4) MSEDCL- 3 Cases	For FY 2024-25(Upto Quarter III) AEML-D, BEST ,TPC-D, MBPPL, GEPL, KRC EON-I & II, NUPLLP, JNPT and LBSCML : NIL For FY 2023-24(Upto Quarter 4) For MSEDCL compensation paid – amounting to Rs. 13,119.20/-	Details are available on the Commission's web site for FY 2024-25 upto Quarter III (while for MSEDCL upto Quarter 4 of FY 2023-24).
18	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil
19	Odisha	No. 711 dtd. 28.05.2004 OERC (Licensees Standards of Performance), Regulations 2004	TPSODL - 18.09.2024 TPNODL - 03.06.2024 TPWODL - 25.09.2024 TPCODL - 27.09.2024	www.oriarc.org (Home Page) ->"Performance of Discoms" for the FY 2023-24	Nil	Nil	29.10.2024 in News papers (www.oriarc.org (Home Page) ->"Performance of Discoms" for the FY 2023-24. 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.tpwesternodisha.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.191 dated 23.10.2024	SoP information for the period of 01.01.2024 to 31.03.2024 (Quarter-4 of 2023-24) stands submitted before the PSERC vide PSPCL memo dated 24.12.2024.	-	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 2nd quarter of the FY 2024-25 and the Jodhpur discom has furnished quarterly reports for the 1st quarter of the FY 2023-24,the details is as: Name of Discom Date of receipt Jaipur Discom 03.12.2024 Ajmer Discom 16.12.2024 Jodhpur Discom 19.11.2024	www.rerc.rajasthan.gov.in	Jaipur Discom: During Q2, compensation was lodged by 1 consumer however it was not paid as consumer has not cleared his previous electricity dues. Jodpur Discom: During Q1, compensation was lodged by 5 consumer & it was paid to 2 consumers and automatic compensation was paid to 3 consumers.	Jaipur Discom: During Q2, compensation amount lodged - 5000/- and compensation amount paid - Nil as consumer has not cleared his previous electricity dues.	The quarterly reports, as submitted by the Jaipur discom, Ajmer discom (for the 2nd quarter of the FY 2024-25) & Jodhpur Discom (for the 1st quarter of the FY 2024-25) have been placed on the commission's website www.rerc.rajasthan.gov.in.
22	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified by the Commission on 23rd March 2012, Gazette Notification No.132 of the Government of Sikkim	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.		Nil		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	1000	Nil
24	Tripura			Information not submitted			
25	Uttar Pradesh	Date of Notification 16/12/2019 Notification No. UPERC/Secy/Regulation/656	Quarterly Filing: NPCLSubmitted on 30-01-2025. NIDP. Submitted on 8-01-2025.	-	NIL	NIL	-
26	Uttarakhand	April 17, 2007					

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1	2	3	4	5	6	7	
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/455 dated 21.01.2025	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 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/002/24-25/63 dated 06.01.2025	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.
		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/TSNPDC/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	TGSPDCL https://tgerc.telangana.gov.in/file_upload/uploads/SoP/TSSPDCL/soP%20Report%20for%202023-24.pdf TGNPDCL https://tgerc.telangana.gov.in/file_upload/uploads/SoP/TSNPDC/soP%2023-24.pdf	CGRF I TGSPDCL – NIL CGRF II TGSPDCL – 03 cases – Rs. 75,000/- (Rs 25,000 each) +Rs. per day till implementation of orders in (3) no's cases CGRF I TGNPDCL – 01 cases – Rs. 500/- CGRF II TGNPDCL – 04 cases – Rs. 26,500/-	Rs. 1,12,000/-	Dated:03.09.2024 https://tgerc.telangana.gov.in/SoP%20Analysis.php