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CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

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No. FOR-11013(11)/2/2020-CERC

Dated: 16-03-2020

To

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



Subject: Quarterly Report on the Compliance of the Direction 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.

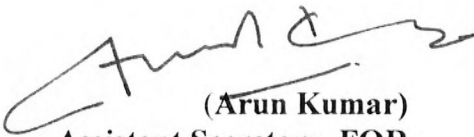
Sir,

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 2019** is enclosed as **Annexure**.

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

Yours sincerely,

Encl. As above (8 copies)


(Arun Kumar)
Assistant Secretary, FOR

d/c

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).

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, 2019 as against the status in quarter ended September, 2019 is as under.

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending September, 2019	Status of Vacancy for quarter ending December, 2019
1.	Bihar SERC	One vacancy against the post of 3rd Member since 26.02.2013 in Patna One vacancy against the post of 3rd Member since 23.10.2017 in Purnea One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017 One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017 One vacancy against the post of 3rd Member in Gaya since 23.10.2017	One vacancy against the post of 3rd Member in Patna since 26.02.2013 One vacancy against the post of 3rd Member in Purnea since 23.10.2017 One vacancy against the post of 3rd Member in Muzaffarpur since 23.10.2017 One vacancy against the post of 3rd Member in Bhagalpur since 23.10.2017 One vacancy against the post of 3rd Member in Gaya since 23.10.2017 One vacancy against the post of 2nd Member in Bhagalpur since 02.08.2019 One vacancy against the post of 2nd Member in Gaya since 02.08.2019
2.	Chhattisgarh SERC	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.
3.	Delhi ERC	One vacancy against the post of Member (Consumer related matters) in CGRF NDMC since 30-04-2018 01 vacancy against the post of Member (Legal) in CGRF, NDMC since 08.05.2018	One vacancy against the post of Member (Consumer related matters) in CGRF NDMC since 30-04-2018
4.	Haryana ERC	One vacancy against the post of Member in CGRF DHBVNL	One vacancy against the post of Member in CGRF DHBVNL
5.	JERC Goa UTs	One vacancy of Member (Licensee) in UT of Andaman & Nicobar Islands since August 2013 The name of Chairperson has been selected. Appointment letter is to issued by Admin., Daman. The name of Member (Licensee) has been selected. likely to join by 24-10-2019.	Three Vacancies against the post of Chairperson in Union Territory of Daman and Diu, Union Territory of Dadra and Nagar Haveli and Union Territory of Lakshdweep since 20.01.2018, 01.08.2019 and 01.12.2019 respectively... Four vacancies against the post of Member (Licensee) in State of Goa, Union Territory of Andaman and Nicobar Islands, Union

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S. No.	SERCs / JERCs	Status of Vacancy for quarter ending September, 2019	Status of Vacancy for quarter ending December, 2019
		One vacancy of Member (Licensee) in UT of Dadra and Nagar Haveli since 26-08-2014. One vacancy of Member (Licensee) in UT of Lakshadweep since April 2010.	Territory of Dadra and Nagar Haveli and Union Territory of Lakshadweep since October, 2014, August, 2013, 26.08.2014 and April, 2010 respectively.
6.	Kerala SERC	Post of Members (nominated by SERC) in all nine CGRFs vacant since 12-06-2019.	Post of Members (nominated by Licensee) in two CGRFs vacant since 12-06-2019. Post of Members (nominated by SERC) in all Ten CGRFs vacant since 12-06-2019.
7.	Maharashtra	Four (04) vacancies against the post of Chairperson as per details given under – Nashik Zone - 17-02-2019 Akola Zone – 21-02-2017 Kolhapur Zone 04-07-2019 Kalyan zone – 20-09-2019 Five (04) vacancies against the post of Member(Licensee) and one (01) vacancy of Member (CPO) as given under- Member (CPO), Nashik Zone – 04-10-2019 Member (Licensee), Kokan zone – 10-07-2018 Same as above, Amaravati zone -01-07-2019 Same as above, Jalgaon zone – 24-09-2019 Same as above, Chandrapur zone – 25-06-2018	Five (05) vacancies against the post of Chairperson as per details given under – Kolhapur Zone – 04-07-2019 Nashik Zone - 17-02-2019 Kalyan zone – 20-09-2019 Akola Zone – 21-02-2017 BEST undertaking – 06.01.2020 Four (04) vacancies against the post of Member(Licensee) in Nashik, Amaravati, Jalgaon and Chandrapur from 31.10.2019, 01.07.2019, 24.09.2019, 25.06.2018 respectively. Two (02) vacancies against the post of Member (CPO) in Kokan and Akola from 26.11.2019 and 28.10.2019 respectively.
8.	Odisha ERC	One (01) vacancy of Member in Paradeep One (02) vacancy of Co-opted Members in Bolangir and Jaipur Road	-
9.	Tamil Nadu	Member 1 in Coimbatore EDC/South since 22-08-2018 Member, Chennai EDC since 14-07-2012 Palladam East –CGRF yet to be formed in Palladam EDC -05-07-2019 Two vacancy in Tiruvarur EDC since 21-06-2019	One vacancy in Ramanatheapuram EDC since 21.04.2018 Two vacancy Member 1 in Coimbatore EDC/South since 22.08.2018 One vacancy in Sivagangai EDC since 22.11.2014 One vacancy Member in Chengalpattu EDC since 4.1.2019 One vacancy Member in Channai EDC (West) to be nominated by District collector since 14.07.2012 One vacancy in Thirupathur EDC since 07.01.2019 One vacancy in Kanchipuram EDC since 25.11.2019 One vacancy in Dharmapuri EDC since 19.10.2018

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S. No.	SERCs / JERCs	Status of Vacancy for quarter ending September, 2019	Status of Vacancy for quarter ending December, 2019
10.	Telangana SERC	Information not submitted for the quarter ended September, 2019.	Three vacancies Chairperson in CGRF TSSPDCL, TSNPDCL, Warangal and TSNPDCL, Nirmal from 01.05.2019, 14.07.2019 and 01.07.2019 respectively. Three vacancies Member (Technical), Member (Finance) in CGRF-I and 4 th Member in CGRF-II, TSSPDCL from 04.05.2019, 02.02.2019 and 07.02.2020 respectively.
11.	Uttar Pradesh ERC	Four vacancy Member (Technical) in CGRFs Jhansi, Allahabad, Gorakhpur and Greater Noida. Member (Judicial) in CGRFs Mirzapur Member (Licensee) in CGRF Bareilly	Four vacancy Member (Technical) in CGRFs Jhansi, Chitrkut, Greater Noida and Gorakhpur One Vacancy Member (Licensee) in CGRF Bareilly
12.	Uttarakhand ERC	One vacancy of Member (Judicial) in CGRF, Srinagar	Six vacancy Member (Judicial) in CGRFs Dehradun, Srinagar (Garhwal), Uttarkashi, Chamoli, Almora and Pithoragarh
13.	Jharkhand	Nil	One vacancy against the post of Chairperson-cum-Member (Legal) since 7.11.2019 Four vacancies against the post of Member (Finance)& Member (Finance & Acs) in CGRF in Sail Bokaro, Jharkhand, VidyutUpboktaShikayatNiwaran Forum, Chaibasa, Dumka, JSEBMedininagar since 2.7.2019, 30.7.2014, 30.06.2012, 26.07.2014 respectively.

Note: Relevant information from ERCs of Madhya Pradesh and Tripura 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, 2019 as against the status in quarter ended September,2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2019	Status of Vacancy for quarter ending December, 2019
1.	Tripura	Shri Hare Krishna Das has been functioning as Ombudsman in addition to the charge of Secretary, TERC since 1-7-2015 to till date	Not submitted
2	Maharashtra	Post of Ombudsman vacant since 06-04-2019	Post of Ombudsman vacant since 06-04-2019

Note: Relevant information from ERCs of Madhya Pradesh, and Tripura 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, 2019 as against the status in quarter ended September,2019 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending September 2019	Status of Vacancy for quarter ending December, 2019
1.	Nagaland	CGRF not yet established by the State Government	CGRF not yet established by the State Government

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 of December,2019 as against the status in quarter ending September,2019 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending September 2019	Status of Vacancy for quarter ending December, 2019
1.	Nagaland	Ombudsman yet to be established	Ombudsman yet to be established

Section – V**Summary of the vacant positions****Vacancies in CGRF**

1. Seven vacancies against the post of Member in the State of Bihar.
2. Five vacancy against Independent Members and one against Member in the state of Chhattisgarh.
3. One vacancy against the post of Member (Consumer related matters) in UT of Delhi.
4. One vacancy against the post of Member (DHBVN)Hissar in the state of Haryana.
5. Three Vacancies against the post of Chairperson and Four vacancies against the post of Member (Licensee) in the State of Goa and UTs.
6. Two vacancies against the post of Member (nominated by Licensee) and Ten vacancies against the post of Member (nominated by SERC) in the state of Kerala.
7. One vacancy against the post of Chairperson-cum-Member (Legal) and Four vacancies against the post of Member (Finance)/(Finance &Acs) in the State of Jharkhand.
8. Five vacancies against the post of Chairpersons and Four vacancies against the post of Member (Licensee) and two vacancies against the post of Member (CPO) in the State of Maharashtra.
9. Eight vacancies against the post of Member and 1 no. Member to be nominated by District collector in the State of Tamil Nadu.
10. Six vacancies against the post of Member (Judicial) in the state of Uttrakhand.
11. Four vacancies against Member (Technical) and one vacancy against Member (Licensee) in the state of Uttar Pradesh.
12. Three vacancies against Chairperson and Three vacancies against Member in the state of Telangana.

Vacancies in Ombudsman

1. The post of Ombudsman in the state of Nagaland yet to be established.
2. Post of Ombudsman in the state of Maharashtra is vacant since 06-04-2019.

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 Sept, 2019	No. of Grievances received during the quarter October to December 2019	No. of Grievances disposed during the quarter October to December 2019	No. of Grievances pending at close of the quarter ending December 2019	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter October to December 2019
1	Assam	Guwahati	5	0	1	1	0	0	1
		Bongaigaon		0	2	2	0	0	2
		Nagaon		1	0	0	1	1	0
		Jorhat		2	0	0	2	0	0
		Dibrugarh		0	0	0	0	0	0
		Total		3	3	3	3	1	3
2	Andhra Pradesh	APEPDCL/ Visakhapatnam	1	127	88	127	88	41	15
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	NIL	NIL	NA	NA	NIL	NIL
4	Bihar	Patna, Muzaffarpur, Purnea, Bhagalpur, Gaya	5	349	72	129	292	146	114
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	69	121	128	62	8	59
6	Gujrat	UGVCL, MGVL, RAJKOT FORUM, BHAVNAGAR FORUM, BHUJ FORUM, DGVCL, TPL-AHMEDABAD, TPL-SURAT,	8	97	195	193	99	11	65
7	Haryana	UHBVNL	2	37	34	23	48	9	12
		DHBVNL		32	122	118	36	-	19
		Total		69	156	141	84	9	31
8	Himachal Pradesh	Kasumti, Shimla	1	45	18	30	33	23	9
9	Jharkhand	Sail Bokaro, JUSCO, Tata Steel Ltd., Jharkhand UrjaVikas Nigam Ltd., VidyutUpbhoktaShikay atNiwaran Forum, Chaibasa, VidyutUpbhoktaShikay atNiwaran Forum, Dumka, VidyutUphhoktaShikay atNiwaran Forum, Hazaribagh, VidyutUpbhoktaShikay atNiwaran Forum, JSEB, Medininagar, Damodar Valley	9	43	10	9	45	39	38

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		Corporation							
10	Karnataka	BESCOM	5	53	25	25	53	34	8
		MESCOM		8	11	9	10	1	12
		HESCOM		3	9	5	7	1	10
		GESCOM		20	7	14	13	9	4
		CESC		0	7	6	1	0	6
		Total	5	84	59	59	84	45	40
11	Kerala	CGRF-North (KSEB)	5	24	36	45	15	0	12
		CGRF-Central (KSEB)		46	27	41	32	4	11
		CGRF-South (KSEB)		26	26	37	15	15	12
		TrichurCorpn.		4	2	4	2	0	4
		KDHPCL		NIL	NIL	NIL	NIL	NIL	NIL
		Total		100	91	127	64	19	39
12	Madhya Pradesh	Not Submitted							
13	Maharashtra	Bhandup Urban Zone, Kolhapur Zone, Nashik Zone, Konkan Zone, Latur Zone, Aurangabad Zone, Amravati Zone, Pune Zone, Nagpur Zone, Gondia Zone, Kalyan Zone, Jalgaon Zone, Nanded Zone, Baramati Zone, Chandrapur Zone, Akola Zone, BEST Undertaking, AEML-D*, TPC-D, Mindspace, Gigaplex, NUPLIP (*AEML-D was formerly knoiwn as Flnfra-D}	22	270	223	15	276	202	60
14	Meghalaya	Meghalaya , CGRF	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep,Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	50	2406	2230	226	8	232
16	Punjab	PSPCL, Patiala	2	30	127	106	51	Nil	26
		PSPCL,Ludhiana		42	146	112	76	2	25
		Total		72	273	218	127	2	51
17	Rajasthan	Ajmer	716	514	1229	1092	651	25	16
		Jaipur		1543	7502	7422	1623	55	269
		Jodhpur		396	746	737	405	66	65
		Total		2453	9477	9251	2679	146	450

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18	Tamil Nadu	CHENNAI PATTU 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, GORI 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, RAMANATHAPURAM EDC, SALEM EDC, SIVAGANGAI EDC THANJAVUR EDC, THENI Electricity Distribution Circle, THIRUPATHUR EDC, THIRUVANNAMALAI EDC, TIRUNELVELI EDC	44	189	348	317	220	52	23
19	Uttar Pradesh	Agra, Kanpur, Aligarh, Jhansi, Chitrakoot, KESCO Kanpur, Lucknow, Bareilly, Faizabad, GondaDevipatan, Greater Noida, Varanasi, Allahabad, Gorakhpur, Azamgarh, Mirzapur, Basti, Meerut, Moradabad and Saharanpur	20	904	909	803	979	675	866
20	Uttarakhand	Dehradun	09	18	54	36	36	1	Full Time
		Haridwar		16	48	43	21	3	Full Time
		Srinagar		01	03	00	04	00	Full Time
		Urrarkashi		0	0	0	0	0	0
		Karnprayat		00	02	00	02	00	Full Time
		Haldwani		45	66	53	58	22	Full Time
		Rudrapur		24	42	50	16	04	Full Time
		Almora		00	01	00	01	00	Full Time
		Pithoragarh		00	02	01	01	00	Full Time
		Total		104	218	183	139	30	Full Time
21	West Bengal	WBSEDCL	20	67	179	184	187	19	124
		CESC Ltd.	10	5	145	146	4	Nil	All working days during the period
		Indian Power Corporation Ltd.	09	Nil	1	1	Ni	Nil	1
		DVC	01	Nil	Nil	Nil	Nil	Nil	Nil
		Total	40	72	325	331	191	19	125
22	JERC Manipur & Mizoram	P&E Department, CGRF, Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur	1	NIL	NIL	NIL	NIL	NIL	NIL
23	Joint Electricity Regulatory Commission Goa	Goa	1	5	15	15	5	-	6
		Lakshadweep	1	0	3	2	1	0	1
		Daman & Diu	1	12	0	0	12	12	6
		Dadra Nagar Haveli	1	1	3	0	4	2	-
		Chandigarh	1	16	45	47	14	0	8
		Andman& Nicobar Islands	1	5	18	23	0	0	52

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		Andhra Pradesh	1	04	16	13	7	0	14
		Total	7	43	100	100	43	14	87
24	Sikkim	Sikkim	1	NIL	Nil	1	Nil	NIL	1
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	30	48	49	29	02	83
26	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	1	NIL	NIL	NIL	NIL	NIL	NIL
27	Nagaland				Nil				
28	Telangana	TSSPDCL, TSNPDCL	2	490	205	163	532	381	51

Section -VII - States of disposal of Grievances by Ombudsman

Sl. No.	Name of SERC/ JERCs	No. of Ombudsmen	No. of Grievances Outstanding at the close of Previous quarter ending Sept, 2019	No. of Grievances received during the quarter October to December 2019	No. of Grievances disposed during the quarter October to December 2019	No. of Grievances pending at close of the quarter ending December 2019	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter October to December 2019
1	Assam	1	1	0	0	1	1	3
2	Andhra Pradesh	1	Not submitted					
3	Arunachal Pradesh	1	NIL	NIL	NA	NIL	NIL	NIL
4	Bihar	1	14	3	2	15	12	32
5	Delhi	1	2	5	7	Nil	Nil	7
6	Gujarat	1	19	33	33	19	2	46
7	Haryana	1	9	5	13	1	Nil	43
8	Himachal Pradesh	1	Not submitted					
9	Jharkhand	1	4	1	2	3	2	51
10	Karnataka	1	22	19	31	10	1	16
11	Kerala	1	16	33	27	22	0	34
12	Madhya Pradesh	1	33	5	5	33	32	77
13	Maharashtra	02	44	59	49	54	2	52
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	25	34	55	23	6	79
16	Punjab	1	16	16	23	9	0	26
17	Rajasthan	1	2	5	2	5	Nil	Full Time
18	Tamil Nadu	1	49	27	35	41	0	23
19	Uttarakhand	1	05	16	15	06	-	Full Time
20	Uttar Pradesh	1	138	68	98	108	65	27
21	West Bengal	2	62	56	19	100	68	12

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22	(JERCMM) Manipur & Mizoram	1	NIL	NIL	NIL	NIL	NIL	NIL
23	JERC Goa & All Uts	1	0	6	4	2	-	2
24	Chhattisgarh	1	07	08	06	09	00	59
25	Tripura	1	NIL	NIL	NIL	NIL	NIL	NIL
26	Sikkim	1	NIL	NIL	NIL	NIL	NIL	NIL
27	Nagaland	NIL						
28	Telangana	1	7	11	10	8	Nil	32

Section-VIII - Status of achievement of Standard of Performance

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
Assam			Not submitted			
Andhra Pradesh			Not submitted			
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 applicable in view of above	DERC had directed Distribution Licensees to furnish the report with reference to the standards specified. The commission in its Regulations has	NIL	NIL	Not published as no report submitted by the Deppt. Of Power, Government of Arunachal Pradesh
Bihar	Notification issued on 18.01.2007. On the request of the Board it was made effective from 22.4.2008.	The report for all the four quarters of FY 18-19 has been submitted by the licensee. This is under examination for publication.	Reports submitted in hard copy	None	NIL	The report for FY 2017-18 onwards have been published on 28.08.2018 in Newspapers.

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, 29.04.2015 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, has been 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 had 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 i.e. www.tatapower-ddl.com & www.bsesdelhi.com	NIL	NIL	NIL	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2017-18 and the same has been incorporated in Tariff Order dated 31.07.2019. The copy of the same is available on the website of DERC i.e. www.derc.gov.in. Further the commission has uploaded the report submitted by DISCOMs on its website i.e. www.derc.gov.in
	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	30.05.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
	Madhya Gujarat Vij Company Ltd.(MGVCL)	13.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
	Paschim Gujarat Vij Company Ltd.	18.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
GUJARAT	Dakshin Gujarat Vij Company Ltd.	23.05.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019
	TPL-Ahmedabad	13.06.2019	http://www.gercin.org/sop.aspx	NIL	NIL	28.06.2019

	TPL-Surat	13.06.2019	http://www.gecin.org/sop.aspx	NIL	NIL	28.06.2019
Haryana	16th July 2004 HERC (Standard of performance for the Distribution Licensee) Regulation 2004	Information for 4th Quarter of FY 2018-19 furnished by the UHBVNL vide Memo no. Ch-38/SE/RA/N/f-67 Vo-X1 dated 13.05.2019 and by DHBVNL Vide Memo no.Ch-30/ SE/ RA-232/ Vol-111 dated 09.05.2019	DHBVN – FY 2018-19: http://dhubvn.org.in/StaticContent/new/HERC/SOP/FY-2018-19.rar UHBVN - FY 2018-19: http://uhbvn.org.in/StaticContent/documents/SOP/2018-19-27TQ.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018-19-02YA.pdf http://uhbvn.org.in/StaticContent/documents/SOP/2018-19-01ZD.pdf http://uhbvn.org.in/StaticContent/documents/38/SE RA 14ZQ.pdf	NIL	NIL	https://herc.gov.in/content/1056-1-DHBVNL.aspx https://herc.gov.in/content/1056-1-UHBVNL.aspx Quarterly data of sop for FY 2018-19 published on 22nd May 2019
Himachal Pradesh			Not submitted			
Jharkhand			Not submitted			
JERC Manipur & Mizoram	Manipur Gazette No. 90 of 5th July 2014 Mizoram Gazette No. 309 of 02-0702014	NIL	NIL	NIL	NIL	NIL
JERC Goa & Uts		Information not submitted				
Karnataka	24/05/2004 vide Notification No D/07/03	Distribution Companies i.e., BESCO, MESCOM, CESC, HESCO & GESCOM have furnished the levels of SOP achieved by them for FY18 during the 1st week of July, 2018	-	NIL	NIL	The Commission has already published the details of the levels of SOP achieved by Distribution companies for FY18 in KERC website : www.karnataka.gov.in/ker . Distribution companies have also been directed to publish the levels of SOP achieved by them in their respective
Kerala			Not submitted			
Madhya Pradesh	Not submitted					

	#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	For FY 2018-19 and FY 19-20												The SoP Quarterly report of Distribution Licensees are available on Commission's New Website www.merc.gov.in	For FY 2018-19 (upto Quarter III) AEML-D* BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil	For FY 2018-19 (upto Quarter III) AEML-D* BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil	For FY 2018-19 (upto Quarter III) AEML-D* BEST, TPC-D, MBPPL, GEPL and NUPLLP: Nil	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).
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4					
Maharashtra		01.01.2018	01.04.2018	01.07.2018	01.10.2018	01.01.2019	01.04.2019	01.07.2019	01.10.2019	01.01.2020	01.04.2020	01.07.2020	01.10.2020					
		01.01.2018	01.04.2018	01.07.2018	01.10.2018	01.01.2019	01.04.2019	01.07.2019	01.10.2019	01.01.2020	01.04.2020	01.07.2020	01.10.2020					
		01.01.2018	01.04.2018	01.07.2018	01.10.2018	01.01.2019	01.04.2019	01.07.2019	01.10.2019	01.01.2020	01.04.2020	01.07.2020	01.10.2020					
		01.01.2018	01.04.2018	01.07.2018	01.10.2018	01.01.2019	01.04.2019	01.07.2019	01.10.2019	01.01.2020	01.04.2020	01.07.2020	01.10.2020					
		01.01.2018	01.04.2018	01.07.2018	01.10.2018	01.01.2019	01.04.2019	01.07.2019	01.10.2019	01.01.2020	01.04.2020	01.07.2020	01.10.2020					
Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013	The report on the Standard of Performance for April to June in respect of the MPPDCL was submitted to MSERC on 29th August, 2018.												Nil	Does not arise	-		
Odisha	No. 711 dtd. 28.05.2004. OERC (Licensees Standards of Performance), Regulations 2004	WESCO Utility - 05.08.19 CESU - 26.09.2019 NESCO Utility - 26.08.2019 SOUTHCO Utility - 06.08.2019												www.orierc.org (Home Page) -> "Performance of Distcos" for the FY 2018-19	Nil	Nil	11.12.2019 in News papers (www.orierc.org/Home Page)-> "Performance of Distcos" for the FY 2018-19	Above information is also available in the Website of distribution licensees in www.wesu.odisha.com for CESU, www.nescodisha.com for NESCO Utility, www.southcoodisha.com for SOUTHCO Utility and www.wescodisha.com for WESCO Utility.
Punjab	PSERC (Electricity Supply Code and Related Matters) (2nd Amendment) Regulation, 2015 issued vide notification No. PSERC/Secy/Regu-116 dated 5.10.2016.	SOP information for the period of 1.4.2018 to 31.3.2019 (Yearly) stands submitted before the Honble PSERC vide PSPCL Memo No. 5610 dated 2.9.2019.												Nil	Nil	Nil		

	RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 was notified on 02.06.2014	As per the RERC (Standards of performance for Distribution Licensees) Regulations, 2014, the licensee shall furnish the Commission as well as the Electricity Ombudsman, half yearly reports within 45 days respectively from 30th September and 31st march of each financial year. So, accordingly the Discoms have submitted the reports for the FY 2019-20 as:	www.rerc.rajasthan.gov.in	Nil	Nil	The discoms have submitted the 1st half yearly reports for the FY 2019-20, in the formats prescribed in the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014, which have been placed on the Commission's website www.rerc.rajasthan.gov.in
		Time period	Name of Discom	Date of receipt		
Rajasthan		1st half of FY	Jainpur Discom			
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 had not furnished any report.	Nil		Nil	There are no reports/complaints regarding failure by the Licensee till date. As such no report has been published by the Commission
Tamil Nadu	Nil	Nil	Nil		Nil	Nil
Tripura Not submitted						
Uttar Pradesh	U.P. Electricity Supply Code, published vide Notification No. UPERC / Secy.-Supply Code/05-4528 Lucknow : Dated: February 18, 2005					
Uttarakhand	April 17, 2007	-				-
Chhattisgarh	5th July, 2006	NA (The matter being pursued)	NA		NIL	NA (The matter being pursued)
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				
Telangana	TSERC notified SOP on 16.07.2016	Usually monitoring of performance of SOP is a part of ARR in TSERC. This year ARR is not yet filed by the Licensees.	As the Licensees have not filed ARR, no links to the ARR could be provided	1	Rs 1000/-	As the Licensees have not filed ARR, no links to the ARR could be provided

West Bengal	WBERC Notification No. 46/WBERC dated 31.5.2010 as amended, 57/WBERC dated 26.8.2013 and 61/WBERC dated 7.1.2014	Memo No. CRM/WBERC/Report/260 dated 16.06.2017	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017	Rs.1,28,400/-	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017.
	WBERC Notification No. 46/WBERC dated 31.5.2010 as amended, 57/WBERC dated 26.8.2013 and 61/WBERC dated 7.1.2014	Memo No. GM (CR): 2062 dated 16.06.2017	Annual Report for the year 2016-17 submitted by CESC Ltd in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017	Nil	Annual Report for the year 2016-17 submitted by WBSEDCL in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017.
	WBERC Notification No. 46/WBERC dated 31.5.2010 as amended, 57/WBERC dated 26.8.2013 and 61/WBERC dated 7.1.2014	Memo No. RA/II/002/17-18/1599 dated 23.06.2017	Annual Report for the year 2016-17 submitted by Indian Power Corporation Limited (Formerly DPSC Ltd.) in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017	Nil	Annual Report for the year 2016-17 submitted by Indian Power Corporation Limited (Formerly DPSC Ltd.) in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017.
	WBERC Notification No. 46/WBERC dated 31.5.2010 as amended, 57/WBERC dated 26.8.2013 and 61/WBERC dated 7.1.2014	Coml./WBERC/Annual Report/2016-17/971 dated 28.6.2017	Annual Report for the year 2016-17 submitted by DVC in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017	Nil	Annual Report for the year 2016-17 submitted by DVC in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017.

WBERC Notification No. 46/WBERC dated 31.5.2010 as amended, 57/WBERC dated 26.8.2013 and 61/WBERC dated 7.1.2014	Memo No. COM/Tariff/1-1686 dated 12.7.2017	Annual Report for the year 2016-17 submitted by The Durgapur Projects Limited (DPL) in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017	Nil	Annual Report for the year 2016-17 submitted by Durgapur Projects Limited (DPL) in terms of Regulation 16.0 of the WBERC (Standards of Licensees relating to Consumer Services) Regulations, 2010 and published vide Memo No. WBERC/B-27/5/1098 dated 7.11.2017.
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