

FORUM OF REGULATORS (FOR)
C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Tel : 23353503 / Fax : 23753920

No. FOR-11013(11)/4-JAN-MAR/2022-CERC

Dated: 27..05.2022

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 Directions given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

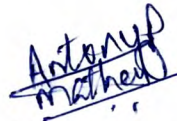
Sir,

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

Encl.: Eight Copies



(P.M. Antony)
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 March, 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 27th January, 2012 in Review Petition no. 5 of 2009 in Appeal No. 181 of 2008.

As directed by the Hon'ble Tribunal, the State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commission (JERCs) of the concerned States are required to send the detail of vacancies, which exist in Consumer Grievance Redressal Forums (CGRFs) and Ombudsman to the Secretary of Forum of Regulators. The Hon'ble Tribunal also directed to update the status of posts of CGRFs and Ombudsman, the status of grievances disposed by CGRFs and Ombudsman and Standard of Performance of licensees. The report has been prepared based on the information received from SERCs and JERCs.

The report is divided into following seven sections in compliance to the directions given by the Hon'ble Tribunal:

- I. The first section of the report deals with the status of the vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States.
- II. The second section of the report deals with the status of the vacancies for the Post of Ombudsman in the States.
- III. The third section of the report deals with the status in those States where the posts of CGRFs are yet to be created.
- IV. The fourth section of the report deals with the status of those States where the posts of the Ombudsman are yet to be created.
- V. The fifth section is the summary of the vacant positions.
- VI. The sixth section is the status of disposal of Grievances by CGRFs.
- VII. The seventh section is the status of disposal of Grievances by Ombudsman.
- VIII. Status of achievement of Standard of Performance (SOP).

Section – I

Status of vacancies in Consumer Grievance Redressal Forums (CGRFs) in the States

This section of the report deals with the status of the vacancies in CGRFs under the jurisdiction of the respective SERCs and JERCs. The current status of vacancies in quarter ending March, 2022 as against the status in quarter ended December, 2021 is as under:-

S. No.	SERCs / JERCs	Status of Vacancy for quarter ending December, 2021	Status of Vacancy for quarter ending March, 2022
1	Bihar	<p>Post of 1st Member & 3rd Member at Patna vacant since 20.12.2019 and 26.2.2013 respectively.</p> <p>1st and 3rd Member at Purnea vacant since 28.09.2019 and 23.10.2017 respectively.</p> <p>2nd and 3rd Member at Bhagalpur since 2.8.2019 and 23.10.2017 respectively.</p> <p>3rd Member at Muzaffarpur since 23.10.2017.</p> <p>2nd and 3rd Member at Gaya since 2.8.2019 and 23.10.2017 respectively.</p>	<p>One vacancy against the post of third Member of CGRF at Bihar since 25.02.2022.</p>
2	Chhattisgarh	<p>Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.</p> <p>Post of Member in CGRF Jagdalpur since 21-12-2017.</p>	<p>Post of Independent Member is vacant in all five CGRF i.e. Raipur, Bilaspur, Jagdalpur, Raigarh and Bhilai since formation of the Forum.</p> <p>Post of Member in CGRF Jagdalpur since 21-12-2017.</p>
3	Delhi	<p>Three vacancies against the post of Chairperson in CGRF-BYPL, CGRF-TPDDL and CGRF – NDMC, Delhi since 06.12.2021, 27.12.2021 and 07.12.2021 respectively.</p> <p>Two vacancies against the post of Member (Legal) in CGRF-NDMC and Member (CRM) in CGRF – BYPL, Delhi since 19.03.2021 and 14.10.2021 respectively.</p>	<p>Three vacancies against the post of Chairperson in CGRF-BYPL, CGRF-TPDDL and CGRF – NDMC, Delhi since 06.12.2021, 27.12.2021 and 07.12.2021 respectively.</p> <p>Two vacancies against the post of Member (Legal) in CGRF-NDMC and Member (CRM) in CGRF – BYPL, Delhi since 19.03.2021 and 14.10.2021 respectively.</p> <p>Eight vacancies against the post of Member (Technical), CGRF-NDMC, Member CGRF-NDMC, Member (Technical), CGRF-BYPL, Member CGRF-BYPL, Member (Technical), CGRF-BRPL, Member CGRF, BRPL,</p>

			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>
4.	Gujarat	One vacancy against the post of Chairperson in CGRF-PGVCL, Bhuj since 01.12.2021 to 31.12.2021 One vacancy against the post of Members (Technical) in CGRF-PGVCL, Rajkot since 01.12.2021	One vacancy against the post of Chairperson in CGRF-TPL-D(A), Ahmedabad since 05.03.2022. Two vacancies against the post of Independent Member in CGRF-UGVCL, Ahmedabad and TPL-D(A), Ahmedabad since 26.03.2022 and 28.03.2022 respectively.
5.	JERC Goa UTs	Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively. Four vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli and Lakshadweep since October, 2014, August, 2013, 26.8.2014 and April, 2010 respectively One vacancy against the post of Independent Member in Andaman & Nikobar since 17.11.2021.	Three vacancies against the post of Chairperson in Andaman Nicobar, Daman and Diu and Lakshadweep since 24.2.2021, 20.1.2018 and 1.12.2019 respectively. Four vacancies against the post of Member (Licensee) in Goa, Andaman Nikobar, Dadra and Nagar Haveli and Lakshadweep since October, 2014, August, 2013, 26.8.2014 and April, 2010 respectively One vacancy against the post of Independent Member in Andaman & Nikobar since 17.11.2021.
6.	Jharkhand	Member (Finance) in CGRF, Jamshedpur since 2.4.2021 and Member (Technical) in CGRF, Jamshedpur since 1.9.2021, Member (Tech.) in CGRF, Ranchi, Member (Finance & Acts.) and Member (Engg.) in CGRF, Jharkhand since 30.7.2014 and 1.5.2020 respectively. Vacancy against the post of Member (Engg.) and Member (Finance & A/cs) since 30.6.2012 in CGRF Dumka Vacancy against the post of Chairperson, Member (Engg.),	Two vacancies against the post Chairperson in Sail Bokaro, Jharkhand and Vidyut Upbhokta Shikayat Niwaran Forum, Hazaribagh since 19.11.2021 and 30.09.2020 respectively. Three vacancies against the post of Member (Finance), Jamshedpur since 02.04.2021, Ranchi, and Jharkhand since 01.02.2022. Four vacancies against the post of Member (Accounts)/Member (Finance & Accounts) in Hazaribag, Chaibasa, Dumka and Medininagar since 30.07.2020, 30.07.2014, 30.06.2012, and 26.07.2014 respectively. One vacancy against the post of Member (Technical) in CGRF, Jamshedpur since 1.9.2021.

		Member (Accounts) since 30.9.2020, 29.2.2020 and 30.7.2020 in CGRF Hazaribagh Vacancy against the post of Member (Finance & Acs) since 26.7.2014 in CGRF Medininagar	Three vacancies against the post of Member (Engg.) in Chaibasa since 01.05.2020, Dumka and Hazaribagh since 29.02.2020.
7.	Kerala	One vacancy against the post of Member (Licensee) in Kannan Devan Hills Plantations Company Pvt. Ltd. since 27.11.2021.	One vacancy against the post of Member (Licensee) in Kannan Devan Hills Plantations Company Pvt. Ltd. since 27.11.2021.
8.	Madhya Pradesh	Nil	One vacancy against the post of Member (Independent) in Jabalpur since 01.01.2022
9.	Maharashtra	Five vacancies against the post of Chairperson in CGRF Nashik, Kalyan, Baramati, Akola and Vasai Zone. Three vacancies against the post of Member (Licensee) in CGRF Nasik, Amaravati, and Pune. Two vacancies against the post of Member (CPO) in CGRF Nashik and Amravati.	Three vacancies against the post of Chairperson in CGRF Nashik, Akola and Vasi. Three vacancies against the post of Member (Licensee) in CGRF Nasik, Amaravati, and Pune. Two vacancies against the post of Member (CPO) in CGRF Nashik and Amravati.
10.	Meghalaya	One vacancy against the post of Member (Technical) since March, 2020	One vacancy against the post of Member (Technical) since March, 2020
11.	Punjab	Nil	Two vacancies against the post of Member (Technical) in CGRF Patiala and Ludhiana.
12.	Odisha	Information not submitted	Information not submitted

13.	Tamil Nadu	<p>One vacancy against the post of Member UDUMALPET EDC since 15.11.2021.</p> <p>One vacancy against the post of Member in Coimbatore EDC/South since 22.08.2021 .</p> <p>One vacancy against the post of Member (Legal) in Coimbatore EDC/North since 16.08.2018.</p> <p>One vacancy against the post of Member (NGO/consumer Organization) Chennai EDC (North) since 01.11.2020.</p> <p>One vacancy against the post of Member Villupuram EDC since 29.12.2018.</p> <p>One vacancy against the post of Member Pudukottai EDC since 09.05.2018.</p>	<p>One vacancy against the post of Chairperson in Kanchipuram EDC since 06.12.2021</p> <p>Two vacancies against the post of Member in Chennai EDC (North), Salem EDC since 30.11.2013 and 01.11.2013 respectively.</p>
14.	Uttar Pradesh	<p>Thirteen vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Faizabad, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p> <p>Thirteen vacancies against the post of Judicial Member in CGRFs of Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Lucknow, Faizabad, Varanasi, Allahabad, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p>	<p>Fifteen vacancies against the post of Judicial Member in CGRFs Agra, Kanpur, Jhansi, Chitrkut, Aligarh, Lucknow, Ayodhya, Varanasi, Prayagraj, Gorakhpur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p> <p>Fourteen vacancies against the post of Member Technical in Agra, Jhansi, Chitrkut, Aligarh, Bareilly, Ayodhya, Varanasi, Gorakhpur, Mirzapur, Basti, Azamgarh, Meerut, Moradabad and Saharanpur.</p>
15.	Uttarakhand	Information not submitted	One vacancy against the post of Judicial Member in Haridwar.

Note: Relevant information from ERCs of Odisha, Rajasthan, 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 March, 2022 as against the status in quarter ended December, 2021 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending December, 2021	Status of Vacancy for quarter ending March, 2022
1.	Maharashtra	Post of Ombudsman, Mumbai in vacant since 06.04.2019	Post of Ombudsman, Nagpur in vacant since 16.03.2022
2.	Jharkhand	Post of Ombudsman, Jharkhand in vacant since 01.12.2020	Post of Ombudsman, Jharkhand in vacant since 01.12.2020

Note: Relevant information from ERCs of Odisha, Rajasthan, 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 March, 2022 as against the status in quarter ended December, 2021 is as under.

S. No.	SERCs/ JERCs	Status of Vacancy for quarter ending Decemebr, 2021	Status of Vacancy for quarter ending March, 2022
1.	Nagaland	Information not submitted	Information 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 March, 2022 as against the status in quarter ending December, 2021 is as under.

S. No.	SERCs/JERCs	Status of Vacancy for quarter ending December, 2021	Status of Vacancy for quarter ending March, 2022
1.	Nagaland	Information not submitted	Information not submitted

Section – V

Summary of the vacant positions

Vacancies in CGRF

1. One vacancy against the post of Member in the State of Bihar.
2. Five vacancies against post of Independent Members and one vacancy against the post of Member in the State of Chhattisgarh.
3. Three vacancies against the post of Chairperson and Ten vacancies against the post of Member in the UT of Delhi.
4. One vacancy against the post of Chairperson and two vacancies against the post of Independent Member in the State of Gujarat.
5. Three vacancies against the post of Chairperson, Four vacancies against the post of Member (Licensee) and one Independent Member in the State of Goa and UTs.
6. Two vacancies against the post of Chairperson, Three vacancies against the post of Member (Finance), Four vacancies against the post of Member (Accounts)/Member (Finance & Accounts), One vacancy against the post of Member (Technical) and Three vacancies against the post of Member (Engineering) in the State of Jharkhand.
7. One vacancy against the post of Member (Licensee) in the State of Kerala.
8. Three vacancies against the post of Chairpersons, two vacancies against the post of Member (CPO) and three vacancies against the post of Member (Licensee) in the State of Maharashtra
9. One vacancy against the post of Member (Independent) in the State of Madhya Pradesh.
10. One vacancy against the post of Member (Technical) in the State of Meghalaya.
11. Two vacancies against the post of Member (Technical) in the State of Punjab.
12. One vacancy against the post of Chairperson and two vacancies against the post of Member in the State of Tamil Nadu.
13. One vacancy against the post of Judicial Member in the State of Uttarakhand.
14. Fifteen vacancies against the post of Judicial Member and Fourteen vacancies against the post of Technical Member in the state of Uttar Pradesh.

Vacancies in Ombudsman

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

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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 December, 2021	No. of Grievances received during the quarter January to March, 2022	No. of Grievances disposed during the quarter January to March, 2022	No. of Grievances pending at close of the quarter ending March, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending March, 2022
1	Assam	APDCL, Dibrugarh	1	1	0	0	1	1	0
		APDCL, Tezpur Zone	1	0	0	0	0	0	0
		AERC, ASEB, Guwhati	1	2	3	3	2	1	11
		Bongaigaon	1	0	0	0	0	0	0
		APDCL, Nagaon	1	0	0	0	0	0	0
		Jorhat	1	0	0	0	0	0	0
		APDCL, Rangia	1	0	0	0	0	0	0
		Silchar	1	0	0	0	0	0	0
		Total	8	3	3	3	3	2	11
2	Andhra Pradesh	APSPDCL/Tirupati/ Andhra Pradesh	3	11	30	25	16	2	16
		APEPDCL/Visakhapatnam		50	49	71	28	9	15
		APCPDCL Vijaywada		23	16	21	18	12	35
		Total		84	95	117	62	23	66
3	Arunachal Pradesh	Naharlagun, Pasighat, Miao Dirang, Ziro, Aalo, Tezu	7	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	Raipur, Bilaspur, Jagalpur, Raigarh, Bhilai	5	Not available					
5	Delhi	TPDDL, BRPL, BYPL, NDMC	4	62	114	89	87	14	49
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	84	170	203	51	8	88
7	Haryana	UHBVNL	2	43	86	59	70	4	35
		DHBVNL		227	152	81	298	-	38
		Total		270	238	140	368	4	73
8	Himachal Pradesh	Kasumti, Shimla	1	20	10	13	17	13	7
9	Jharkhand	Bokaro, Tsuisl, Tata Steel, Ranchi, Chaibasa, Dumka, Hazaribagh, Medininagar, Damodar Valley Corporation, Maithon	9	48	12	6	54	44	62
10	Karnataka	BESCOM	5	63	11	4	17	62	11
		MESCOM		6	3	7	2	1	6
		HESCOM		8	7	8	7	1	7
		GESCOM		20	19	20	19	6	6
		CESC		3	3	5	1	1	6
		Total		100	43	44	46	71	36
11	Kerala	CGRF-North (KSEB)	5	70	35	36	69	40	9
		CGRF-Central (KSEB)		24	23	35	11	0	10
		CGRF-South (KSEB)		33	14	19	28	14	9
		CGRF Technopark		1	0	0	1	0	0
		Trichur Corpn.		3	1	2	2	1	3
		CGRF Others		Nil	Nil	Nil	Nil	Nil	Nil
		Total		131	73	92	111	55	31
12	Madhya Pradesh	ECGRF Jabalpur	3	94	32	Nil	126	105	Nil
		ECGRF Indore		57	95	85	67	12	24
		ECGRF Bhopal		43	23	6	60	37	9
		Total		194	150	91	253	154	33

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	590	392	328	624	379	380
14	Meghalaya	Meghalaya , CGRF	1	Nil	2	Nil	2	Nil	Nil
15	Odisha	Bhubneswar, Khurda, Cuttack, Dhenkanal, Paradeep, Rourkela, Burla, Bolangir, Balasore, Jaipur Road,Berhampur, Jeypore	12	Information not submitted					
16	Punjab	PSPCL, Patiala	2	61	37	34	64	45	7
		PSPCL, Ludhiana		84	40	66	58	45	14
		Total		145	77	100	122	90	21
17	Rajasthan	Ajmer	716	Information not submitted					
		Jaipur							
		Jodhpur							
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,	44	473	651	774	350	108	64
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	1486	220	330	1373	1220	436
20	Uttarakhand	Dehradun, Haridwar, Srinagar (G),Uttarkashi, Karnprayag, Haldwani, Rudrapur, Almora, Pithoragarh	9	221	276	317	180	116	0
21	West Bengal	WBSEDCL, CESC Ltd, Indian Power Corporation Limited, Damodar Valley Corporation (DVC)	20	22	246	252	16	3	2
22	(JERC) Manipur & Mizoram	P&E Department, CGRF, Mizoram	2	Nil	Nil	Nil	Nil	Nil	Nil
		Manipur State power Distribution Company Limited (MSPDCL), CGRF Manipur		Nil	Nil	Nil	Nil	Nil	Nil
23	Joint Electricity	Goa	7	0	3	3	0	0	2
		Daman &Diu		8	0	4	4	4	5

	Regulatory Commission Goa	Dadra Nagar Haveli		0	2	2	0	0	2
		Chandigarh		18	39	35	22	0	7
		Andman & Nicobar Islands		6	4	0	10	8	0
		Puducherry		16	39	36	19	0	16
		Lakshadweep		0	0	0	0	0	0
		Total		48	87	80	55	12	32
24	Sikkim	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
25	Chhattisgarh	Raipur, Bilaspur, Jagdalpur, Raigarh, Bhilai	5	32	55	38	49	15	94
26	Tripura	TSECL-CGRF-I, CGRF-II, TSECL-CGRF-III	3	Information not submitted					
27	Nagaland	Nagaland/NERC		Information not submitted					
28	Telangana	TSSPDCL-I & II, TSNPDCL-I	4	247	190	240	197	105	38

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 March, 2022	No. of Grievances received during the quarter January to March, 2022	No. of Grievances disposed during the quarter January to March, 2022	No. of Grievances pending at close of the quarter ending March, 2022	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending March, 2022
1	Assam	1	1	1	0	2	1	4
2	Andhra Pradesh	1	0	14	14	0	0	11
3	Arunachal Pradesh	1	Nil	Nil	NA	NA	Nil	Nil
4	Bihar	1	8	10	8	10	7	41
5	Delhi	1	12	10	10	12	4	10
6	Gujarat	1	69	25	35	59	40	43
7	Haryana	1	4	7	10	1	1	25
8	Himachal Pradesh	1	4	3	4	3	2	3
9	Jharkhand	1	6	0	0	6	6	0
10	Karnataka	1	44	5	23	26	22	46
11	Kerala	1	21	28	27	22	0	33
12	Madhya Pradesh	1	7	8	6	9	5	5
13	Maharashtra	2	15	54	24	45	0	30
14	Meghalaya	1	Nil	Nil	Nil	Nil	Nil	Nil
15	Odisha	2	Information not submitted					
16	Punjab	1	8	18	23	3	Nil	32
17	Rajasthan	1	Information not submitted					
18	Tamil Nadu	1	34	29	35	28	0	24
19	Uttarakhand	1	13	19	14	18	0	Full Time
20	Uttar Pradesh	1	88	76	82	82	58	17
21	West Bengal	1	151	60	63	148	103	40
22	(JERCMM) Manipur & Mizoram	1	Nil	Nil	Nil	Nil	Nil	Nil
23	JERC Goa & All Uts	1	3	6	7	2	0	5
24	Chhattisgarh	1	11	0	5	6	5	61
25	Tripura	1	Information not submitted					
26	Sikkim	1	Nil	Nil	Nil	Nil	Nil	Nil
27	Nagaland		Information not submitted					
28	Telangana	1	59	17	2	74	66	0

Section-VIII - Status of achievement of Standard of Performance							
S. No.	Name of SERC/JERCs	The date & details of notification of SOP by SERC	The date & details of on which the licensee has furnished the report to SERC under section 59(1) for the latest Financial Year	Links to the reports submitted by Licensees	The number of cases in which compensation was made under subsection (2) of section 57	The aggregate amount of the compensation paid	The date and details of the report published by SERC under Section 59 (2)
	1	2	3	4	5	6	7
1	Assam		Information not submitted				
2	Andhra Pradesh		Information not submitted				
3	Arunachal Pradesh	SOP Regulation notified by APERC on 28/1/2016 only and has become effective w.e.f 28/3/2016 as per regulation	Not applicable	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.	Not furnished by Discoms	Not furnished by Discoms	Not furnished by Discoms	Not furnished by Discoms	The report for FY 2020-21 has been published on 15.03.2022 in News Papers.
5	Delhi	Delhi Electricity Regulatory Commission (Performance Standard — Metering & Billing) Regulations, 2002, notified on 19.08.2002 and amended on 01.01.2003 and 20.05.2003. This was repealed by Delhi Electricity Supply Code and Performance Standards Regulations, 2007 notified on 18.04.2007 as amended on 12.08.2011, 23.03.2015, 29.04.2016 and 07.06.2016. The copy of the same is available on the website of DERC i.e. www.derc.gov.in Subsequently, Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017, was notified on 17.08.2017 and is effective from 01.09.2017 and as amended on 02.02.2018, 15.10.2018, 31.12.2018 and 27.05.2019 repealing the earlier Delhi Electricity Supply Code and Performance Standards Regulations, 2007 and its amendments. The copy of the same is also available on the website of DERC i.e. www.derc.gov.in	DERC has directed Distribution Licensees to furnish the report with reference to the standards specified. The Commission in its Regulations has directed Distribution Licensees to upload the data on their website.	The Commission in its Regulations has directed Distribution Licensees to upload the data on their website i.e. www.tatapower-ddl.com & www.bsesdelhi.com	Nil	Nil	The Distribution Licensees had submitted the level of overall Standards of Performance achieved to the Commission for FY 2019-20 and the same has been incorporated in Tariff Order dated 30.09.2021. The copy of the same is available on the website of DERC i.e. www.derc.gov.in Further, the reports submitted by Discoms are also uploaded on the website of DERC i.e. www.derc.gov.in
6	GUJRAT	Notification No. 10 of 2005 dated 31.03.2005 Uttar Gujarat Vij Company Ltd.(UGVCL)	01.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	01.06.2021
		Madhya Gujarat Vij Company Ltd.(MGVCL)	09.07.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	09.07.2021

		Paschim Gujarat Vij Company Ltd.	12.05.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	12.05.2021
		Dakhsin Gujarat Vij Company Ltd.	15.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	15.06.2021
		TPL-Ahmedabad	08.06.2021	http://www.gercin.org/sop.aspx	Nil	Nil	08.06.2021
		TPL-Surat	08.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08.06.2021
		TPL-Dahej	08.06.2021	https://www.gercin.org/standard-of-performances-quarter-year-discom/	Nil	Nil	08.06.2021
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.	UHBVN – FY 2021-22 (Jan 2022 to March 2022): https://www.uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf			
8	Himachal Pradesh	HPERC (Distribution Performance Standard) Regulations, 2010. Notification No. HPERC/401 dated 08-Oct-2010.	Submitted vide letter no. HPSEBL/CE/(Comm.)/SERC-31/VOL-.../2021-22 dated 19.1.2022	UHBVN – FY 2021-22 (Jan 2022 to March 2022): https://www.uhbvn.org.in/staticContent/documents/SOP/07_SOP_4th_FY_2021_22_25CK.pdf UHBVN - FY 2020-21: https://uhbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf https://www.uhbvn.org.in/staticContent/documents/SOP_3rd_FY_2020_21_20ZS.pdf https://www.uhbvn.org.in/staticContent/documents/SOP_2nd_FY_2020_21_20ZS.pdf https://www.uhbvn.org.in/staticContent/documents/SOP_FY_2020_21_25ZS.pdf DHBVN – FY 2021-22(Jan 2022 to March 2022): https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2021-22_Q-4.pdf DHBVN – FY 2020-21: https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-4.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-3.pdf https://dhbvn.org.in/staticContent/new/HERC/SOP/DHBVN_SoP_FY_2020-21_Q-2.pdf	Nil	Nil	https://herc.gov.in/content/10561DHBVNL.aspx https://herc.gov.in/content/10561UHBVNL.aspx
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	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.																																																																																										
13	Kerala	Information not submitted																																																																																															
14	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																																																																																										
15	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	FY 20-21 and FY 21-22 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></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>IV</th></tr></thead><tbody><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>-</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>-</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>-</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>-</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>-</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>-</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>-</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>-</td></tr></tbody></table>		FY 20-21				21-22					QI	QII	QIII	QIV	QI	QII	QIII	IV	BEST	31.08.20	18.11.20	16.02.21	31.05.21	14.09.21	06.01.22	23.02.22	-	AEML-D*	29.07.20	30.10.20	29.01.21	12.05.21	31.07.21	10.11.21	09.02.22	-	TPC-D	28.07.20	28.10.20	21.01.21	28.04.21	28.07.21	30.11.21	27.01.22	-	MSEDCL	17.11.20	11.01.21	05.05.21	30.07.21	21.10.21	20.12.21	11.04.22	-	MBPPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	-	GEPL	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	-	NUPLLP	13.07.20	07.01.21	07.01.21	21.04.21	06.07.21	19.10.21	04.01.22	-	KRC	22.07.20	30.09.21	30.09.21	30.09.21	20.10.21	21.10.21	03.02.22	-	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 2021-22 (Upto Quarter III) AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil MSEDCL- 1 Cases (Upto Quarter III of FY 21-22)	For FY 2021-22 (Upto Quarter III) AEML-D, BEST ,TPC-D, MBPPL, GEPL and NUPLLP: Nil For MSEDCL compensation – amounting to Rs. 22,758/- (Upto Quarter III of FY 21-22).	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																																																																																												
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16	Meghalaya	MSERC (Standard of Performance) Regulations, 2012 published in the Meghalaya Gazette on 24.01.2013.	Nil	Nil	Nil	Nil	Nil																																																																																										
17	Odisha	Information not submitted																																																																																															
18	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 1.7.2021 to 30.9.2021 stands submitted before the PSERC vide PSPCL memo dated 15.03.2022.	-	Nil	Nil	-																																																																																										
19	Rajasthan	Information not submitted																																																																																															
20	Sikkim	Sikkim SERC(Standard of performance for the Distribution and Transmission Licensee) Regulations, 2012 notified bt the Commission on 23rd March 2012, Gazette Notification No.132 of the Government of Sikkim	No complaints or reports of failure by the Licensee reported so far and as such the Licensee has not furnished any report.	Nil	Nil	Nil	There are no reports/complaints regarding failure by the licensee till date. As such no report has been published by the Commission.																																																																																										
21	Tamil Nadu	NIL	NIL	NIL			NIL																																																																																										

22	Tripura	Information not submitted					
23	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	
24	Uttarakhand	April 17, 2007					
25	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/21 dated 19.04.2022	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/002/22-23/01 dated 05.04.2022	Annual Performance Report for the year 2016-17 submitted by Indian Power Corporation Ltd.(Formally 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-2022/52 dated 06.04.2022	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.
26	Chattisgarh	27th May, 2020	NA	NA	Nil	-	NA
27	Nagaland	Information not submitted					

28	Telangana	TSERC notified SOP on 16.07.2016	TSNPDCL 1, Lr.No.CGM/IPC&RAC/TSNPDCL/ WGL / F. SOP / D.No. 01/21 Dt:03.04.2021 - (SOP Upto Feb.21) 2. Lr.No.CGM/IPC&RAC/TSNPDCL/ WGL / F. SOP / D.No. 43/21 Dt:10.05.2021 - (SOP for the month of March 2021) TSSPDCL - Lr.No.CGM(IPC&RAC)/SE(RAC)/DE(RAC)/F.E./8/D.No.99/21 dt:23.08.2021	TSSPDCL https://tserc.gov.in/file_upload/uploads/SoP/TSSPDCL/SoP%20Reports%20for%202020-21.pdf TSNPDCL (upto Feb 2021) https://tserc.gov.in/file_upload/uploads/SoP/TSNPDCL/SOP%20Upto%20Feb.pdf (March 2021) https://tserc.gov.in/file_upload/uploads/SoP/TSNPDCL/SOP%20for%20March-2021.pdf	12 cases	Rs.44,500	Date:23.09.2021 https://tserc.gov.in/SoP%20Analysis.php
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