

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

FOR-11013(11)/4-JAN-MAR/2023-CERC

Dated: 29.09.2023

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

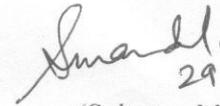
Sub: Quarterly Report on the Compliance of the Directions given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

This is in continuation to this office letter dated 11th September, 2023 on the subject cited above. I am directed to enclose herewith supplementary information in respect of Rajasthan Electricity Regulatory Commission (RERC) for the quarter April to June, 2023 in Section-I to III for your information and necessary action.

Encl.: Eight Copies

Yours sincerely,


29/9/23.

(Sukanya Mandal)
Assistant Chief (RA)

Copy to : The Secretary, RERC. It may please be ensured that the information ask for may kindly be complied with in future.

Section -I- 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 March, 2023	No. of Grievances received during the quarter April to June, 2023	No. of Grievances disposed during the quarter April to June, 2023	No. of Grievances pending at close of the quarter ending June, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of CGRF in the quarter ending June, 2023
1	Rajasthan	Ajmer	4	1	11	7	5	1	4
		Jaipur	4	15	20	21	14	2	7
		Jodhpur	4	5	9	8	6	3	2
		Total	12	21	40	36	25	6	13

Section - II - 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, 2023	No. of Grievances received during the quarter April to June, 2023	No. of Grievances disposed during the quarter April to June, 2023	No. of Grievances pending at close of the quarter ending June, 2023	No. of Grievances pending which are older than 2 months	No. of sittings of Ombudsman in the quarter ending June, 2023
1	Rajasthan	1	Nil	8	5	3	Nil	Full Time

Section-III - 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	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 Discom & Ajmer Discom has furnished quarterly reports for the 4th quarter of the FY 2022-23 and Jodhpur Discom has furnished quarterly reports for the 2nd quarter of the FY 2022-23, the details is as: <table border="0"> <tr> <td><u>Name of Discom</u></td> <td><u>Date of receipt</u></td> </tr> <tr> <td>Jaipur Discom</td> <td>29.05.2023</td> </tr> <tr> <td>Ajmer Discom</td> <td>30.05.2023</td> </tr> <tr> <td>Jodhpur Discom</td> <td>19.05.2023</td> </tr> </table>	<u>Name of Discom</u>	<u>Date of receipt</u>	Jaipur Discom	29.05.2023	Ajmer Discom	30.05.2023	Jodhpur Discom	19.05.2023	www.erc.rajasthan.gov.in	Nil	Nil	The quarterly reports, as submitted by the Jaipur Discom & Ajmer Discom (for the 4th quarter of the FY 2022-23) & Jodhpur Discom (for the 2nd quarter of the FY 2022-23) have been placed on the Commission's website www.erc.rajasthan.gov.in .
<u>Name of Discom</u>	<u>Date of receipt</u>														
Jaipur Discom	29.05.2023														
Ajmer Discom	30.05.2023														
Jodhpur Discom	19.05.2023														