



# ANNUAL REPORT 2022-23

**Sikkim State Electricity Regulatory Commission**

**May 2023**

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## Chapter – 1

### 1.1 Sikkim State Electricity Regulatory Commission

Sikkim State Electricity Regulatory Commission (SSERC) was established on 15<sup>th</sup> November 2003 as per the State Government Gazette Notification No.28/P/GEN/97/524 Dated 15.11.2003. The Commission is a single member Commission, who is the Chairperson.

Despite being established in November 2011, the appointment of the first Chairperson of the Commission could not happen owing to various unavoidable circumstances and reasons. The notification constituting the Selection Committee for selection/appointment of the Chairperson was issued by the State Government only on 11.04.2011. Based on the recommendations of the Selection Committee, the first Chairperson of the SSERC was appointed by the State Government in April 2011. Accordingly, SSERC started formally functioning from April 2011.

### 1.2 Roll of Honour of Chairpersons

Sl.No	Name of the Chairperson	Tenure	
		From	To
1	Shri T.T.Dorji ,I.AS (Retd.)	April 2011	March 2016
2	Shri Nanda Ram Bhattarai	March 2016	April 2021
3	Shri K.B.Kunwar	August 2021	Till date

### 1.3 Powers of the Commission

Section 82 of the Electricity Act, 2003 (36 of 2003) provides for constituting a Commission for the State and the Commission has been vested with the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 (5 of 1908) for the purpose of inquiry or proceedings under the Electricity Act, 2003.

Further, Section 95 of the Electricity Act, 2003 states that all proceedings before the Commission shall be deemed to be judicial proceedings within the meaning of section 193 and 228 of the Indian Penal Code (45 of 1860) and the Commission shall also be deemed to be a civil court for the purposes of sections 345 and 346 of the Code of Criminal Procedure, 1973 (2 of 1974).

The section 94 of the Electricity Act, 2003 enumerates the following matters in which the Commission shall have the same powers as are vested in a civil court:

- a. summon and enforce the attendance of any person and examining him on oath;
- b. discovery and production of any document or other material objects producible as evidence;

- c. receiving evidence on affidavits
- d. requisitioning of any public record;
- e. issuing commission for the examination of witnesses;
- f. reviewing its decisions, directions and orders;
- g. any other matter which may be prescribed.

#### **1.4 Mandate of the Commission**

Section 86 (1) of the Electricity Act, 2003, mandates the State Commission to discharge the following functions, namely:--

- 
- (a) determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the State:

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Provided that where open access has been permitted to a category of consumers under section 42, the State Commission shall determine only the wheeling charges and surcharge thereon, if any, for the said category of consumers;

- 
- (b) regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
  - (c) facilitate intra-State transmission and wheeling of electricity;
  - (d) issue licences to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;
  - (e) promote cogeneration and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee;
  - (f) adjudicate upon the disputes between the licensees and generating companies and to refer any dispute for arbitration;
  - (g) levy fee for the purposes of this Act;

- (h) specify State Grid Code consistent with the Grid Code specified under clause (h) of sub-section (1) of section 79;
- (i) specify or enforce standards with respect to quality, continuity and reliability of service by licensees;
- (j) fix the trading margin in the intra-State trading of electricity, if considered, necessary;
- (k) discharge such other functions as may be assigned to it under the Act.

(2) The State Commission shall advise the State Government on all or any of the following matters, namely:--

- (i) promotion of competition, efficiency and economy in activities of the electricity industry;
- (ii) promotion of investment in electricity industry;
- (iii) reorganization and restructuring of electricity industry in the State;
- (iv) matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by that Government.

### **1.5 Mission of the Commission**

The Commission intends to promote competition, efficiency and economy in bulk power markets, improve the quality of supply, promote investments and advise Government on the removal of institutional barriers to bridge the demand supply gap and thus foster the interests of consumers. In pursuit of these objectives, the Commission aims to –

- a. Improve the operations and management of the regional transmission systems through Indian Electricity Grid Code (IEGC), Availability Based Tariff (ABT) etc.
- b. Formulate an efficient tariff setting mechanism, which ensures speedy and time bound disposal of tariff petitions, promote competition, economy and efficiency in the pricing of bulk power and transmission services and ensure least cost investments.
- c. Facilitate open access in inter-State transmission.
- d. Facilitate inter-State trading.
- e. Promote development of power market.

- f. Improve access to information for all stakeholders.
- g. Facilitate technological and institutional changes required for the development of competitive markets in bulk power and transmission services.
- h. Advise on the removal of barriers to entry and exit for capital and management, within the limits of environmental, safety and security concerns and the existing legislative requirements, as the first step to the creation of competitive markets.

### **1.6 Guiding Principles**

To pursue the mission statement and its goals, the Commission is guided by the following principles:

- a. Protect the Interest of Society including Consumer Interest and Supplier Interest while remaining fair, transparent and neutral to all stakeholders.
- b. Remain equitable in conflict resolution brought to it through petitions after providing sufficient and equal opportunity to participants to be heard.
- c. Maintain regulatory certainty by remaining consistent in views on one hand and being open minded to adopting change in the evolving power sector on the other.
- d. Adopt a stakeholder consultation and participative process in formulation of its regulations to ensure that the regulations are in line with the expectations of stakeholders.
- e. Ensure optimal allocation of resources in the power sector using regulatory and market based mechanism.
- f. Encourage sustainable development by promoting renewable sources in the power generation.

### **1.7 Annual Report of the Commission**

Section 105 of the Electricity Act, 2003 states that every State Electricity Regulatory Commission has to prepare an 'annual report' in the prescribed form, giving summary of its activities during the previous year and forward the same to the State Government for the purpose of laying before State Legislature.

Accordingly, SSERC has prepared the Annual Report for the F.Y 2022-23 highlighting the activities undertaken by it during the previous financial year.

**Chapter – 2****2.1 Activities during 2022-23**

Some of the major activities taken up by the Commission during the F.Y 2022-23 are given hereunder.

**2.1.1 Notification of Regulations**

The Commission notified a number of regulations thereby providing the necessary regulatory framework for development of power sector in the State. Following are the regulations notified by the Commission:

- SSERC (Constitution of State Advisory Committee and its Functions) (First Amendment) Regulations, 2021 on 29<sup>th</sup> March 2022
- SSERC (Renewable Purchase Obligation and its Compliance) Regulations, 2023 – notified in State Government Gazette on 2<sup>nd</sup> June 2022
- SSERC (Procedure for Accreditation of Renewable Generation Project for REC Mechanism) Regulations, 2022 – notified in State Government Gazette on 27<sup>th</sup> July 2022

**2.1.2 Other Notifications**

In order to streamline the power sector and to provide a smooth path for power sector development, the Commission has issued the following notifications:

- Designation of State Load Despatch Centre (SLDC) as the State Agency for Accreditation of Renewable Generation Project for REC Mechanism on 10.5.2022

**2.1.2 Meeting of the Forum of Regulators (FOR)****• 79<sup>th</sup> Meeting of the FOR**

The 79<sup>th</sup> Meeting of the FOR was held on 22<sup>nd</sup> April 2022 at New Dlehi. Chairperson participated in the meeting. The following were the main agenda items discussed in the meeting:

- i. Amendment to section 23 (BBG) of Income Tax Act, 1961- Reference from TNERC
- ii. Current power shortage and Central government advise to import 10% coal requirement-Reference from UPERC
- iii. Study on “Analysis of Key Factors Impacting Electricity Tariffs in India”
- iv. Study on “Analysis of Historical Trend of Electricity Tariffs”
- v. Artificial intelligence in regulatory bodies – Gearing for tomorrow
- vi. Cross Sectoral Collaborative Regulation between Telecom Regulator and Electricity Regulators

- **80<sup>th</sup> Meeting of the FOR**

FOR held its 80<sup>th</sup> meeting on 27<sup>th</sup> May 2022 through V.C. The Chairperson of SSERC participated in the meeting and discussed the following agendas:

- i. TIME PERIOD FOR TARIFF DETERMINATION – REFERENCE FROM JERC JAMMU & KASHMIR AND LADAKH
- ii. SIMPLIFICATION OF PROCEDURE-ROOFTOP SOLAR PROGRAM PHASE-II -REFERENCE FROM WEST BENGAL ERC

- **81<sup>st</sup> Meeting of the FOR**

The 81<sup>st</sup> meeting of the forum was held in New Delhi on 8<sup>th</sup> July 2022. The following items were taken up for discussion by the FOR:

- i. ELECTRICITY (PROMOTING RENEWABLE ENERGY THROUGH GREEN ENERGY OPEN ACCESS) RULES, 2022
- ii. CERC REC REGULATIONS
- iii. DRAFT COMMON FORMATS FOR THE GREEN ENERGY OPEN ACCESS
- iv. DATA ON COMPLIANCE BY SERCS IN RESPECT OF VARIOUS RULES ISSUED BY MINISTRY OF POWER- REFERENCE FROM MINISTRY OF POWER

- **82<sup>nd</sup> Meeting of FOR**

The meeting was held at Vishakhapatnam, Andhra Pradesh during 15<sup>th</sup> to 17<sup>th</sup> September 2022. Some of the important items discussed during the meeting are as under:

- i. Simplifying the process of amending Supply Code notified by SERCs
- ii. Report of the FOR Working Group on "Developing Model Regulations on import of power from captive generators using Open Access
- iii. Report of the FOR Working Group on "Regulatory framework for Energy storage & Electric vehicles"
- iv. Report of the FOR Working Group on "Developing Model Regulations on methodology for calculation of open access charges and banking charges for Green Energy Open Access Consumers".
- v. Draft FOR Model Regulations for Multiyear Distribution tariff



82<sup>nd</sup> meeting of FOR



82<sup>nd</sup> meeting of FOR

- **83<sup>rd</sup> meeting of FOR**

FOR held its 83<sup>rd</sup> meeting in Chandigarh on 18<sup>th</sup> November 2022 and deliberated on the following agenda items:

- i. RPO Target and compliance mechanism
- ii. Study on impact of RE banking & wheeling arrangement for solar and wind projects in Karnataka
- iii. FOR Working Group report on Energy Storage & Electric vehicles
- iv. Utilization of Application programming interface (API ) SETU platform for publishing and consumption of APIs for Electricity bills – Reference from Ministry of Electronics & IT, GOI
- v. Implementation of appropriate tariff category for Urban and Rural Local bodies – Reference from Ministry of Power
- vi. Adoption of recommendations of the 7th Central Pay Commission- Reference from JERC Manipur & Mizoram

83<sup>rd</sup> meeting of FOR

83<sup>rd</sup> meeting of FOR

- **84<sup>th</sup> Meeting of FOR**

The 84<sup>th</sup> meeting of FOR was held at Gandhinagar, Gujarat on 3<sup>rd</sup> February 2023 and the following agenda items were taken up for discussions:

- i. Roadmap to India's 2030 De- Carbonization Target.
- ii. RE integration : Critical role of flexible thermal generation
- iii. Electricity Rules, 2022 ( Amendment )
- iv. Fungibility of RPO / REC

### **2.1.3 Meeting of the Forum of Regulators for Eastern and North Eastern State (FORENS)**

SSERC is a member of FORENS and as such the Chairperson of SSERC participate/attended the following meetings of the FORENS and took part in the discussions of the various issues/topics.

- **14<sup>th</sup> FORENS Meeting**

The 14<sup>th</sup> meeting of FORENS was hosted by West Bengal ERC at Kolkata during 14<sup>th</sup> to 16<sup>th</sup> July 2022 and Chairperson SSERC participated in the meeting .

- **15<sup>th</sup> FORENS Meeting**

The meeting was hosted by SSERC in Gangtok during 19<sup>th</sup> to 21<sup>st</sup> October 2022. The following items were taken up for discussions.

- i. Broad framework of proposed FORENS website, hiring, design and contents
- ii. Confirmation of the minutes of the 14th meeting of FORENS held at Kolkata on 14th – 16th July, 2022
- iii. Inclusion of Chattisgrah ERC as member of FORENS.



15<sup>th</sup> FORENS Meeting at Gangtok

#### 2.1.4 Special Meeting of FOR

- FOR held a special meeting on 29<sup>th</sup> August 2022 through V.C. Chairperson, SSERC, attended the meeting. The following agenda items were taken up in the said meeting:
  - i. Electricity Amendment Act, 2022.
  
- A special meeting of the Forum of Regulators was held on 5<sup>th</sup> December 2022 through V.C. The Chairperson, SSERC, attended the meeting and placed his views/suggestions on the following items:
  - i. Draft Model Tariff Regulations
  - ii. Judgement of Hon'ble Supreme Court dated 23.11.2022 in Civil Appeal 1933 of 2022
  - ii. Judgement of APTEL dated 14.11.2022 in Appeal No 397 of 2022 and Appeal No 147 of 2021

#### 2.1.5 Meeting of the State Advisory Committee

A meeting of the State Advisory Committee (SAC) was held on 25<sup>th</sup> February 2022 in the Chamber of the Chairperson, SSERC from 11.30 AM onwards. The meeting was chaired by Shri K.B. Kunwar, Chairperson, SSERC.

The following persons attended the meeting:

1. Shri N.T. Lepcha – Member SAC
2. Shri D.P. Sharma, IAS (retd.)- Member SAC
3. Shri Uttam Kr. Pradhan – Member SAC
4. Shri D.B. Basnet – Member SAC
5. Ms Deepa Rani Thapa – Ex-Officio Member SAC
6. Mrs Sherap Shenga, IAS, Secretary, SSERC – Member Secretary
87. Shri Palchen D. Chaktha- Director (T&T), SSERC.

The main agenda items discussed during the meeting were as under:

- Truing Up of ARR for F.Y. 2020-21
- Review for the F.Y. 2021-22

- ARR and Tariff proposal for FY 2022-23.

### **2.1.6 Hearing of Petition filed by Power Department**

Power Department, Government of Sikkim had filed a petition before the Hon'ble Commission on 23<sup>rd</sup> November 2022 requesting approval for:

- i. Truing up for FY 2020-21
- ii. Review for F.Y 2021-22
- iii. ARR and Tariff proposals for FY 2022-23

SSERC admitted the petition filed by the Department on 30.11.2021 and registered the matter as Case No. p-01/PDS/2021-2022. A public notice was issued by the SSERC in the following newspapers soliciting views/suggestions and objections from stake holders on the petition filed by the Department:

- i. Sikkim Express dated 26<sup>th</sup> January 2022
- ii. Hamro Prajashakti dated 26<sup>th</sup> January 2022

Through the above mentioned public notices, SSERC fixed the public hearing on 23<sup>rd</sup> February 2022 in the Court Room at Deorali, Gangtok. Accordingly, a hearing on the petition of the Department was held on and the views expressed by the participants were recorded.

### **2.1.7. Approval of Annual Revenue Requirement and Tariff for F.Y 2022-23**

SSERC carried out detailed scrutiny and prudence check of the petition and the documents submitted/filed before the SSERC by the Department and after obtaining the views/suggestions of the State Advisory Committee and the stake holders in the open public hearing, the approved the ARR and Tariff proposals for the F.Y 2022-23. An order to the effect was issued by SSERC on 14<sup>th</sup> March, 2022.

**Chapter -3****3.1 ARR approved by the Commission for F.Y 2022 -2023**

Sl. No.	Particulars	FY 2022-23 (Projected) ₹ Crore
1	Cost of Fuel	0.2
2	Cost of Generation	0.00
3	Cost of Power Purchase	264.03
4	Intra State Transmission Charge	33.55
5	Employee Costs	193.38
6	Repair and Maintenance Expense	35.38
7	Administration and General Expenses	7.56
8	Depreciation	32.29
9	Interest Charges	0.00
10	Interest on Working Capital	7.55
11	Return on NFA/Equity	0.00
<b>12</b>	<b>Total Revenue Requirement</b>	<b>573.94</b>
13	Less: Non-Tariff Income	1.35
<b>14</b>	<b>Net Revenue Requirement</b>	<b>572.59</b>

**3.2 Revenue Gap for F.Y 2022 -23**

Based on the ARR and revenue from existing tariffs for F.Y. 2022-23 the resultant Gap as shown in the table below was arrived at by the Commission.

Sl. No.	Particulars	FY 2022-23 (Projected) ₹ crore
1	<b>Net Revenue Requirement</b>	572.59
2	Revenue from Tariff	277.21
3	Revenue from Sale Outside the State	200.00
<b>4</b>	<b>GAP</b>	<b>95.38</b>
5	Energy Sale within the State	443.82
6	Energy Sale Outside the State	694.27
<b>7</b>	<b>Average Cost of Supply Rs/ kWh</b>	<b>5.03</b>

The revenue gap is about 17% of the net revenue requirement . The average cost of supply for the F.Y 2022-23 is ₹ 5.03/kWh and the average revenue from tariff is ₹ 4.19/kWh. The average revenue gap is ₹ 0.64/kWh.

**3.3 Tariff Approved by the Commission for F.Y.2022-23**

The tariff of electricity approved by the Commission for the F.Y 2022-23 in its order dated 26<sup>th</sup> February 2021 is given in the table below

Sl No.	Category of Consumers	Monthly Minimum Charges (₹/consumer)		Demand Charges (₹/KVA/Month)		Proposed Energy Charges (Paisa/Kwh)
		<45KW	>45kW	Rural	Urban	
<b>1</b>	<b>Domestic</b>					
a)	Up to 50 units	Single Phase- 50		.....		100
b)	51 to 100 units	3 Phase-200				200
c)	101-200 units					300
d)	201 to 400 units					350
e)	401 & above					400
<b>2</b>	<b>Commercial</b>					
a)	Up to 50 units	Single Phase-200		60**	100**	300
b)	51 to 100 units	3 Phase-500				400
c)	101 to 200 units					500
d)	201 to 400 units					600
e)	401 & above					630
<b>3</b>	<b>Public lighting</b>					
	Rural Areas					400
	Urban Areas					500
<b>4</b>	<b>Industrial</b>					
<b>A</b>	HT(AC) above 3.3 KV	.....				
a)	Up to 100 KVA			200		540
b)	101 - 250 KVA			250		590
c)	251- 500 KVA			290		640
d)	501 KVA & above			560		6900
<b>B</b>	<b>LT (Rural)</b>	<45KW	>45kW			
a)	Up to 500 units	500/ Month	120/ KVA/ Month	₹60/KVA/Month ( Sanctioned load above 25 KVA)		360
b)	501 - 1000 units					440
c)	1001 & above					580
<b>C</b>	<b>LT (Urban)</b>	<45KW	>45kW			
a)	Up to 500 units	₹500/ Month	200/ KVA/ Month	₹ 100/KVA/Month ( Sanctioned load above 25 KVA)		530
b)	501 - 1000 units					620
c)	1001 & above					715
<b>5</b>	<b>Bulk supply</b>	<45KW	>45kW			
a)	LT	₹500/ Month	₹ 150/ KVA/Month			550
b)	HT					550

**Chapter – 4****4.1 Statement of Accounts of the Commission**

The accounts of the Commission for year ended 31<sup>st</sup> March 2023 has been audited by the Chartered Accountant engaged by the Commission. The accounts are yet to be audited by the Office of the Comptroller and Accountant General, India (Sikkim). The preliminary audited accounts of the Commission are placed below:

**SIKKIM STATE ELECTRICITY REGULATORY COMMISSION  
GANGTOK, SIKKIM**

**BALANCE SHEET AS AT 31ST MARCH, 2023**

	Schedule	As on 31.03.2023 Amount (Rs)	As on 31.03.2022 Amount (Rs)
<b><u>CAPITAL FUND AND LIABILITY</u></b>			
CORPUS FUND	1	1,04,53,276.27	73,58,101.27
CURRENT LAIBILITIES	2	4,70,603	38,53,888.00
<b>TOTAL</b>		<b>1,09,23,879.27</b>	<b>1,12,11,989.27</b>
<b><u>APPLICATION OF FUND</u></b>			
-			
FIXED ASSETS	6	53,68,475.00	43,19,410.00
INVESTMENTS	3		-
<b><u>CURRENT ASSETS, LOANS &amp; ADVANCES</u></b>			
ADVANCES	4	20,000.00	1,54,250.00
RECEIVABLE			
BANK BALANCE	5	55,35,404.27	67,38,329.27
CASH BALANCE			-
<b>TOTAL</b>		<b>1,09,23,879.27</b>	<b>1,12,11,989.27</b>
NOTES ON ACCOUNTS	10		

In terms of Our Report of even date

For B.C. Perival & Associates  
Chartered Accountants  
Sd/-  
(Bhikham Chand Perival)  
Proprietor  
M.No. 058506

Sd/-  
(Financial Advisor)

Sd//  
(Secretary, SSERC)  
Sd/-  
(Chairperson, SSERC)

Place: Gangtok, Date: 07.08.2023

## SIKKIM STATE ELECTRICITY REGULATORY COMMISSION

GANGTOK, SIKKIM

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED ON 31.03.2023

	Schedule	For the year ended 31.03.2023 Amount (Rs.)	For the year ended 31.03.2022 Amount (Rs.)
<b><u>INCOME</u></b>			
GRANT IN AID FROM GOVERNMENT		3,01,78,000.00	2,23,55,000.00
FEES RECEIVED		5,86,285.00	10,04,420.00
OTHER INCOME	7	3,05,415.00	1,69,337.00
<b>TOTAL</b>		<b>3,10,69,700.00</b>	<b>2,35,28,757.00</b>
<b><u>EXPENDITURE</u></b>			
ESTABLISHMENT EXPENSES	8	2,13,67,618.00	1,88,31,579.00
ADMINISTRATIVE EXPENSES	9	52,04,707.00	31,39,605.30
DEPRECIATION	6	13,25,500.00	7,26,639.00
AUDIT FEES		76,700.00	47,200.00
<b>TOTAL</b>		<b>2,79,74,525.00</b>	<b>2,27,45,023.00</b>
<b><u>SURPLUS/ DEFICIT FOR THE YEAR</u></b>		30,95,175.00	7,83,733.70
ADJUSTMENTS / PRIOR PERIOD EXPENSES <b>BALANCE OF EXCESS/ (DEFICIT) TRANSFERRED TO CAPITAL FUND</b>			-
		<b>30,95,175.00</b>	<b>7,83,733.70</b>
<b><u>NOTES ON ACCOUNTS</u></b>			
	10		

In terms of Our Report of even date

For B.C. Periwal &amp; Associates

Chartered Accountants

Sd/-

(Bhikham Chand Periwal)

Proprietor

M.No. 058506

Sd/-

(Financial Advisor)

Sd//-

(Secretary, SSERC)

Sd/-

(Chairperson, SSERC)

Place: Gangtok, Date: 07.08.2023



**Chapter-5****5.1 Redressal of Disputes and Grievances**

The Commission did not receive any petition for redressal of disputes or grievances during the F.Y 2022-23.

**5.2 Licence Issued/Granted**

No applications were received by the Commission under Section 14 of the Electricity Act, 2003 for grant of licence for:

- a) Transmission of electricity as transmission licensee
- b) Distribution of electricity as distribution licensee
- c) Trading in electricity as an electricity trader.

**5.3 Consumer Grievance Redressal Forum/Electricity Ombudsman**

SSERC (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman) Regulations, 2012 notified by the Commission vide State Government Gazette Notification No. 219 dated 30<sup>th</sup> April, 2012, requires that the Power Department, Government of Sikkim/Distribution Licensee to constitute Consumer Grievance Redressal Forums (CGRFs) to address the grievances of the consumers. The Department has accordingly, constituted six CGRFs for each of the six districts in the State for effective redressal of grievances of the consumers.

SSERC has also designated an Electricity Ombudsman as per the provisions of SSERC (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman) Regulations, 2012. Further, the Commission has also laid down the standards of performance of the Distribution and Transmission Licensees by notifying the SSERC (Standards of Performance for Distribution and Transmission Licensee) Regulations, 2012 in State Government Gazette Notification No. 132 dated 23<sup>rd</sup> March 2012.

As per the Quarterly Reports furnished by the CGRFs of the Power Department, Government of Sikkim, no grievances of any kind came before the CGRFs and similarly no grievance related issues were reported before the Electricity Ombudsman during the F.Y 2022-23.

The details of grievances received and disposed off by the CGRFs and the Electricity Ombudsman are given as under:

**i. Electricity Ombudsman****Grievances Received /Disposed by the Electricity Ombudsman**

No. of Grievances Received during F.Y 2022-23	No. of Grievances Disposed off during F.Y 2022-23	No. of Cases Pending
Nil	Nil	Nil

#### ii. Consumer Grievance Redressal Forum

Grievances Received /Disposed by Cosumer Grievance Redresssal Forum (CGRF)		
No. of Grievances Received during F.Y 2022-23	No. of Grievances Disposed off during F.Y 2022-23	No. of Cases Pending
Nil	Nil	Nil

### **5.4 Complaints Related to Guaranteed Standards of Performance & Compensation to Consumers**

The Commission did not receive any complaints or petitions regarding non compliance or default of the Guaranteed Standards of Performance by the Power Department during the F.Y 2020-21. Therefore no compensation was paid to any consumers.

### **5.5 Adjudication of Disputes**

The Commission did not receive petitions requiring adjudication of disputes during F.Y 2020-23.

