



उत्तराखण्ड पावर कारपोरेशन लिमिटेड

(उत्तराखण्ड सरकार का उपक्रम)

Uttarakhand Power Corporation Limited

(A. Govt. of Uttarakhand Undertaking)

CIN: U40109UR2001SGC025867

Website: www.upcl.org

No. /CE(CommL.)/UPCL/SE-II/BII(1) /SOP Reports

Date: /02/2026

All Executive Engineers,
Uttarakhand Power Corporation Limited,
Electricity Distribution Division

Important

Sub: Regarding Compliance of UERC (Standards of Performance) Regulations, 2022.

On the subject cited above, kindly refer to the Regulation 8(2) "Publicity & Awareness" of the UERC (Standards of Performance) Regulations, 2022 wherein following is provisioned:-

"8 (2) An exclusive link/section shall be created on the distribution licensee's website for ready reference of all the information pertaining to SoP including periodical reports as mentioned in Sub-Regulation (1) above."

In regard to above, you are aware that SoP reports are being provided to this office for onward submission to Hon'ble UERC.

Therefore, you are directed to submit the SoP reports (monthly & Quarterly) in accordance with the prescribed formats in the UERC (Standards of Performance) Regulations, 2022 to this office in hard and soft copy (in Pdf (signed) & MS Excel format), so that the same can be uploaded on UPCL's website in compliance of the directions contained in the Regulations.

Encl: As above.

(N S Bisht)

Chief Engineer (Commercial)

No. 1106 /CE (CommL.)/UPCL/SE-II/BII/ SOP Reports Date: 24 / 02 / 2026

Copy forwarded to following for information and necessary action:-

1. Director (Operation), UPCL, VCV, Gabar Singh Urja Bhawan, Dehradun
2. Director (Project), UPCL, VCV, Gabar Singh Urja Bhawan, Dehradun.
3. Chief Engineers (Distribution), UPCL, Garhwal Zone/Kumaon Zone/Haridwar Zone/Rudrapur Zone.
4. Superintending Engineer (IT), UPCL, VCV, Gabar Singh Urja Bhawan, Dehradun with the remark to make the provision for exclusive link for uploading the requisite information in compliance of the Regulations.
5. Concerned Suprintending Engineer (Distribution), UPCL, EDC ...

(N S Bisht)

Chief Engineer (Commercial)

वि०क्रासवि० गबर सिंह ऊर्जा भवन", कांवली रोड, देहरादून-248001, दूरभाष:0135-2762444 फैक्स: 91-135-2763839

"VCV Gabar Singh Urja Bhawan", Kanwali Road, Dehradun-248001 Tel. 0135-2762444 Fax: 91-135 -2763839

- (3) Licensee shall develop report generation framework on its website, within nine (09) months from the date of notification of these Regulations, to generate reports related to complaints and claim for compensation. Such reports shall be generated dynamically based on the search parameters including but not limited to type of complaint, status of complaint, Name of Division, Unique Complaint Number, Compensation Registration Number or as directed by the Commission from time to time. The report generation framework shall be approved by the Commission.
- (4) The Licensee shall design its system in such a way so as to meet the parameters mentioned in these Regulations.

8. Publicity & Awareness

- (1) The distribution licensee shall give due publicity through newspaper every year in the month of January & July via media, TV, website & by displaying in boards at its sub-division/division/circle/zonal offices to bring the awareness of approved complaint handling procedure (along with the information on procedure for filing the complaints, Grievance Redressal etc.), Guaranteed Standards of Performance as per Schedule-I, Compensation provisions as per Schedule-III & any other information pertaining to SoP and make it all available for reference of consumers at every office of licensee.
- (2) An exclusive link/section shall be created on the distribution licensee's website for ready reference of all the information pertaining to SoP including periodical reports as mentioned in Sub-Regulation (1) above.
- (3) The distribution licensee shall annually arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website at exclusive link/section as mentioned in Sub-Regulation (2) above.

9. Fees and Fines

No fees shall be levied/applicable to the consumer for lodging a complaint/compensation claim under these Regulations with the Licensee and