

RIGHTS OF ELECTRICITY CONSUMERS

Protection of Rights of Electricity Consumers is one of the Primary Objective of the Electricity Act, 2003 as well as the National Electricity Policy, 2005. Rights of Electricity Consumers, Grievance Registration and Grievance Redressal Mechanism as enshrined in various Regulations of Himachal Pradesh Electricity Regulatory Commission are as follow:-

RIGHT TO KNOW



- i. Right to know the procedure for obtaining a new connection, disconnection, reconnection, change in load/name/tariff category etc.
- ii. Right to know about the procedure for Billing and Payment of Electricity bills.
- iii. Right to know about the Tariff Schedule and Schedule of General Charges approved by the HP Electricity Regulatory Commission (HPERC).
- iv. Right to ensure that the meters installed at the premises are correct.
- v. Right to know about the procedure of obtaining Open Access.
- vi. Right to know about the Standards of Performance including quality of supply to be maintained and services to be provided by the Distribution Licensee(s).
- vii. Right to know about the Complaint Handling Procedure and Grievance Redressal Mechanism.

TARIFF STRUCTURE

Particulars	Units/month	Approved Tariff (Rs/kWh)	GoHP Subsidy (Rs./kwh)	Effective Tariff after subsidy (Rs./kwh)
Lifeline consumers (BPL)	0-60	3.30	2.30	1.00
1 st Slab	0-125	3.95	2.40	1.55
	126-300	4.85	0.90	3.95
2 nd Slab	0-125	3.95	2.10	1.85
	126-300	4.85	0.90	3.95
	Above 300	5.45	0.45	5.00
3 rd Slab	Prepaid consumers	4.85	0.90	3.95

The above Tariff Structure is for Domestic Consumers only. However, the detailed tariff order and Schedule of General Charges for different category(ies) of consumers in the State is available on HPERC's web site: www.hperc.org as well as Distribution Licensee's Website.

PAYMENT MECHANISM

Payment Mechanism for Electricity Bills:

- The consumer can make the payment of electricity bill at the designated local collection centres of the Distribution Licensee. The consumer can also make online bill payment using
 - HPSEBL Mobile app.
 - HPSEBL website: www.hpseb.in
 - Online RTGS system.
 - Through all banking system and non banking system such as Amazon app, PhonePe app, Googlepay app, Paytm app etc. registered on BBPS platform.
- The consumer can now view electricity bills, consumption history, bill payment history etc. by using Distribution Licensee app.

STANDARD OF PERFORMANCE

It is the right of consumer to demand the following electricity services as per Distribution Performance Standards specified in Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 :-

- Fuse off;
- New connections ;
- Redressal of complaints about consumer bills ;
- Redressal of Complaints about Energy Meters/Testing & Checking
- Redressal of complaints about Defective/Stopped/Burnt Metering Equipment Replacement. ;
- Shifting of Energy Meters/Service Lines/Transformers;
- Replacement of Failed Distribution Transformer ;
- Overhead Line and Cable/underground Cable Break-downs ;
- Replacement of Damaged Service Line/Wire ;
- Period of Scheduled Outage ;
- Redressal of complaint about Voltage Problem
- Transfer of Ownership and change of Category ;
- Disconnection/Reconnection of Supply ;
- Power Availability Certificate ;
- Temporary Power Supply.

THREE-TIER GRIEVANCE REDRESSAL STRUCTURE

Consumer Grievance / Complaint related to: New Connection, Temporary Connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Shifting of Meter and Service line, Name Change, Category Change, Billing, Reading of Meter, Metering Problems (Faulty/Burnt/Slow/Fast/Stolen), No Current/failure of power supply, Voltage fluctuation, Load shedding/scheduled outages, Nonworking of Street Light, Reporting of theft of electricity/ Unauthorized Use of Electricity.

TIER –I (INTERNAL GRIEVANCE REDRESSAL CELL OF HPSEBL)

Channels for registration of complaint

DISTRIBUTION LICENSEE	Himachal Pradesh State Electricity Board Limited (HPSEBL)
Customer Care Centre 24x7 Toll Free No	1800-180-8060 or Short Code Toll Free No. 1912
Complaint Handling Centres at Sub-Division/Division/Circle level.	(09:00AM to 05:00PM) (Monday-Saturday)
Website	hpseb.in/under ‘Consumers services ’
Mobile App	HPSEBL official mobile app
Other mode(s)	e-samadhan and Mukhyamantri Seva Sankalp Helpline

NOTE: If complaint is not resolved within the scheduled time or the complainant is not satisfied with the response/resolution provided by the Distribution Licensee, then the complainant may approach to the below mentioned officers for further clarification/resolution at their respective:-

STEP 1: Assistant Engineer—In-charge of Sub-Divisional Office

STEP 2: Sr. Executive Engineer--In-charge of Divisional Office

STEP 3: Superintending Engineer/ Chief Engineer—In-charge of Operation Circle/Operation Zone.

If still not satisfied with the resolution, consumer may write to:

Head of DISTRIBUTION LICENSEE mentioned below .

Postal Address for forwarding complaint in writing	Contact Details: Managing Director, HP State Electricity Board Ltd. Vidyut Bhawan , Kumar House, Shimla- 171004. e-mail- info@hpseb.in
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TIER –II Consumers Grievances Redressal Forum

If complainant is not satisfied either with the response of the Distribution Licensee or there is no response from the Distribution Licensee within the stipulated time, then the complainant may approach CGRF:

Consumer Grievance Redressal Forum, 8th Block, Top Floor,
SDA Complex, Kasumpti, Shimla-9;

Hon'ble Chairman : 0177-2626483
Secretary : 0177-2626104
E-mail : cgrfhp@gmail.com

TIER –III Ombudsman

Complainant aggrieved by non-redressal of his grievance by the CGRF or non implementation of the orders of the Forum by the Distribution Licensee may make a representation to the Ombudsman at the following address:

Ombudsman, Sharma Sadan,
Upper Khalini, Shimla-171002.
Phone : 0177-2624525
E-mail : ombudsmanelectricity.2014@gmail.com

Non-implementation of the orders of Ombudsman shall be deemed to be a violation of the regulations of the Commission and shall be liable for appropriate action under section 142 and 149 of the Electricity Act, 2003.

NOTE:

- The Forum shall not entertain a grievance if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.
- The Forum shall not entertain grievances falling under sections 126,127,135 to 139, 142, 152 and 161 on matter related to Assessment, Appeal to appellate authority, Theft of Electricity, Theft of electric lines and materials, Punishment for receiving stolen property, Interference with meters or works of Distribution Licensee, Negligently breaking or damaging works, Punishment for non-compliance of directions by Appropriate Commission, Compounding of offences and Notice of accidents and inquiries respectively of the Electricity Act, 2003.
- In matters related to Unauthorized Use of Electricity (UUE) under section 126 of Electricity Act, 2003, complainant may prefer an appeal under section 127 of Electricity Act, 2003 before the Appellate Authority.
- The Jurisdiction to deal matters related to theft of electricity lies with Special Court.

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