

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION, SHIMLA

Notification

Shimla, the 30th April, 2022

No. HPERC/401.- In exercise of the powers conferred by sub-section (1) of Section 181 and Clauses (za) and (zb) of sub-section (2) of section 181, read with Sections 57, 58, 59 and clause (i) of sub-section (1) of Section 86, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, and after previous publication, the Himachal Pradesh Electricity Regulatory Commission hereby makes the following Regulations:-

REGULATIONS

1. Short title and commencement.- (1) These Regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards)(Second Amendment) Regulations, 2022.

(2) These Regulations shall come into force from the date of their publication in the Rajpatra, Himachal Pradesh.

2. Amendment of Regulation 2 of the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 (hereinafter referred to as the said Regulations).-

For the words “Act” wherever occurs in clause (19), the words “Act or the Rules” shall be substituted.

3. Amendment of Regulation 5 of the said Regulations.-

In regulation 5 of the said Regulations -

(I) In sub-regulation (2)-

(a) in first proviso, for the words “Provided that any person”, the words, figures, brackets and sign “Provided that, save as provided in sub-regulations (6), (7), (8), (9) and (10), any person” shall be substituted; and for the words and figure “45 days”, the words and figure “90 days” shall be substituted; and

(b) for second proviso, the following shall be substituted, namely :-

“Provided further that the licensee shall compensate the affected person(s) within the following timelines:-

- (i) in cases not covered under the mechanism for automatic compensation as per sub-regulation (6) and sub-regulation (8), within 90 days from the day of filing of the claim; and
- (ii) in cases covered under the mechanism for automatic compensation as per sub-regulation (6) and sub-regulation (8)-
 - (a) within 30 days from the date on which the claim is filed by the aggrieved person (i.e. where the licensee does not provide automatic compensation within the timelines specified in sub-regulation (6) and sub-regulation(8)); and
 - (b) if such claim is filed before the expiry of the timelines specified in sub-regulation (6) and sub-regulation (8) (i.e. without waiting for the automatic compensation from the licensee), the licensee shall compensate the claimant within 30 days from the date on which the such timeline expire. However, the additional compensation of 30% specified in sub-regulation (10), shall not be applicable in such cases.”

(II) for sub-regulation (3), the following shall be substituted, namely :-

“(3) In case the licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may approach the concerned Consumer Grievance Redressal Forum for the redressal of his grievance by filing his grievance, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 as amended from time to time and if the Consumer is not satisfied

with the redressal of his grievances by the Forum, the consumer may make a representation to the Ombudsman, in accordance with the provisions of the said Regulations :

Provided that compensation under these Regulations shall be based on the classification of such failure and the rate(s) specified in these Regulations and the payment of such compensation shall be made through cheque or through adjustment in the consumer's bills.”

(III) after sub-regulation (5), the following new sub-regulations (6) to (12) shall be added, namely:-

“(6) While making the roadmap for smart metering , as provided in para 4.1.2 of the Electricity Supply Code, 2009, the licensee shall also include the mechanism for remote monitoring of certain parameters for which it shall, after setting up of the required hardware and software system as per the road map approved by the Commission, automatically provide, on monthly basis and without waiting for any claim from the aggrieved person, compensation if it is successfully established by such system that there is a default in its performance in respect of any of such parameters:

Provided that the licensee shall submit such roadmap for the approval of the Commission by 30th September, 2022.

(7) The licensee shall design and maintain the distribution system as per the timelines approved by the Commission in the roadmap in order to increase in the list of parameters which can be monitored remotely and for which automatic compensation shall be provided as per sub-regulation (6).

(8) The licensee shall also evolve and implement, in a phased manner as per the timelines approved in the roadmap, a

mechanism under which it shall, in case of default in meeting such performance standards relating to the consumer related services as may not be remotely monitored but may be included in the Schedule, provide compensation voluntarily, within a period of sixty days from the date of such default, at the rate(s) specified in the Schedule without waiting for the claim from the consumer in this regard:

Provided that the licensee shall, under intimation to the Commission, cover under such mechanism, at least six consumer related services out of those specified in the Schedule, by 30th September, 2022.

(9) The Commission may, after consultation with the licensee, direct it to include, or delete certain specific parameters, in/from mechanism envisaged in sub-regulation (6) and sub-regulation (8) and to implement the same in timeframe as may be fixed by the Commission.

(10) In cases where the compensation for default in case of any parameters covered under the mechanism mentioned in sub-regulation (6) or sub-regulation (8) is not paid, or reflected in the bills automatically within the specified timelines and subsequently the same is accepted on the basis of the claim made by the aggrieved person to the licensee, the amount of compensation shall not be less than 130% of that worked out at the minimum rate(s) specified in the Schedule:

Provided that in case such claim in respect of any such parameter(s) is not accepted by the licensee (i.e. even after filing of the claim by the claimant) but is subsequently upheld by the Forum or the Ombudsman, as the case may be, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and

Ombudsman) Regulations, 2013 as amended from time to time, the amount of compensation shall not be less than 200% of that worked out at minimum rate(s) of compensation specified in the Schedule.

(11) The licensee shall, latest by 30th September, 2022, create an online facility where the claimant may register and claim the compensation amount. The licensee shall widely circulate the information in this regard through appropriate means, including mass media, bills, SMS, uploading on licensee's website and e-mails etc.

(12) The licensee shall, by 30th September, 2022, also include, in the roadmap to be submitted as per sub-regulation (6), a mechanism for online monitoring of the outages at various voltage levels, preferably with automated tools to the extent possible, with the objectives that the data of outages is captured automatically so that the remedial steps can be taken expeditiously for reducing the number and durations of the outages.”

4. Amendment of Regulation 10 of the said Regulations.-

(i) in sub-regulation (4), for the words “six months”, the words “six months and submit the same to the Commission and the State Government” shall be substituted; and

(ii) for sub-regulation (5), the following shall be substituted, namely:-

“(5) The reports, under sub-regulation (1) and sub-regulation (4), shall be submitted by the licensee or by the Ombudsman, as the case may be, within 45 days after expiry of the relevant period for which the report(s) is to be submitted.”

5. Amendment of Regulation 12 of the said Regulations.-

In the existing proviso to sub-regulation (4), for the sign “.”, the sign “:” shall be substituted and thereafter the following second proviso shall be added, namely:-

“Provided further that the additional compensation of 30% or 100%, as the case may be, paid by the licensee as per sub-regulation (10) of Regulation 5, shall also not be allowed as pass through in the ARR of the licensee.”

6. Amendment of Regulation 18 of the said Regulations.-

In sub-regulation (3), for the words, figure and sign “the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003”, the words, figure and sign “the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 as amended from time to time” shall be substituted.

7. Amendment of the Schedule of the said Regulations.-

(a)for items (1) and (2), the following items (1) and (2) shall be substituted, namely –

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	Guaranteed Standards of Performance				Overall Standards of performance
Sl . N o.	Nature of service	Maximum Time Limit for rendering service	Minimum Compensation Leviable		Target levels
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	
(1)	(2)	(3)	(4)	(5)	(6)
(1) Call Centre					
	(a) First response against a Consumer Call	3 Minutes	Rs. 20/ in each case of default	Not applicable	Not applicable
	(b) Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 20/ in each case of default	Not applicable	Not applicable

(2) Consumer Related Services					
A Fuse-off /Fault Calls:					
	(i) In urban areas	6 working hours	Rs. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- for each hour of delay beyond maximum specified time limit	99% of Fuse/Fault complaints received
	(ii) In rural areas	12 working hours			
	(iii) In remote areas	24 working hours			
B Overhead Line and Cable /Under –ground Cable breakdowns:					
	(I)Overhead Line and Cable – (i) Overhead Line / Cable breakdown in urban areas	(a) Where replacement of pole is not required: 24 working hrs.	Rs. 20/- for each day of default beyond the maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	95% of line breakdown complaints received
		(b) Where replacement of pole is required: 32 working hrs	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	95% of the line breakdown complaints received
	(ii) Overhead Line / Cable breakdown in rural areas and remote areas	(a) Where replacement of pole is not required: 24 working hrs. for rural and with-in 48 working hrs. for remote areas	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	90% of Line breakdown complaints received
		(b) Where replacement of pole is required: 56 working Hrs. for rural and 120 working hrs. for remote areas.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	90% of Line Breakdown complaints received
	(II) Under-ground Cable break down- (i) in urban areas (ii) in rural areas (iii)in remote areas	48 working hrs. 70 working hrs 90 working hrs	Rs. 30/- for each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit	95% of the cable breakdown complaints received
C Replacement of failed Distribution Transformer :					
	(i)in urban areas	8 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs.15/- for each day of default beyond maximum specified time limit	95% of number of transformers reported failure.
	(ii)in rural areas	32 working hrs.			
	(iii)in remote areas	56 working hrs.			
Note;- In case the supply to the affected areas is restored through back feeding from the system of adjoining areas, the timelines for the urban areas shall be equal to those specified for rural areas.					

D	Replacement of damaged service line/wire:				
	(i)In urban areas- LT HT	8 working hrs. 16 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs.10/- for each day of default beyond maximum specified time limit	95% of damaged service line complaints received
	(ii)In rural and remote areas - LT HT	16 working hrs. 32 working hrs.			
E	Complaints about meters:				
	testing and checking for correctness of Meters				
	(i)In urban area	56 working hours	Rs. 80/- each day of default beyond maximum specified time limit	Not applicable	90% of requests/ complaints
	(ii)In rural areas	120 working hours			
	(iii)In Remote areas	160 working hours			
F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement (*)-				
	(I) LT Consumers				
	(a) urban areas				
	(1)Replacement not attributable to consumer's fault	56 working hours	Rs. 150/- for each day of default beyond maximum specified time limit	Not applicable	Min. 90%
	(2) Replacement attributable to consumer's fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee –		Rs. 150/- for each day of default beyond maximum specified time limit	Not applicable	Min. 90%
	(i) serving a notice to the consumer for recovery of cost of the meter	56 working hours			
	(ii) replacement of meter	56 working hours after receiving the payment from the consumer			
	(iii) replacement of meter if consumer is providing	56 working hours from the receipt of			

	the meter.	the meter from the consumer and after the corrective action, if any, is taken by the consumer.			
(b) rural and remote Areas					
	(1) Replacement not attributable to consumer's fault	120 working hours	Rs. 150/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%
	(2) Replacement attributable to consumer's fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee. (i) serving a notice to the consumer for recovery of cost of the meter (ii) replacement of meter. (iii) replacement of meter, if consumer is providing the meter.	56 working hours 120 working hours after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer. 120 working hours from the receipt of meter from the consumer and after the necessary corrective action, if any, is taken by the consumer.	Rs. 150/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%
(II) H.T. Consumers (for Urban, Rural and Remote Areas)					
	(1) Replacement not attributable to consumer	7 days (provided meter is available with the licensee, otherwise within 20 days)	Rs. 400/- for each day of default beyond specified maximum time limit	Not applicable	Min. 95%
	(2) Replacement attributable to consumer fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc.		Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%

and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee.				
(i) serving a notice to the consumer for recovery of cost of the meter.	7 days			
(ii) replacement of meter.	7 days after receiving the payment from the consumer provided meter is available with licensee, otherwise within 1 month			
(iii) replacement of meter if consumer is providing the meter.	7 days			

Note:-

- (1) In case of supply being affected due to burnt meters, the replacement has to be undertaken within 12 working hours for urban areas and 24 working hours for rural areas.
- (2) In case where the meter is required to be replaced, such a replacement shall normally be done by using meter having specifications and features similar to the same for the meters used in the concerned area for similar categories of consumers. Where the meter is to be provided by the consumer, the licensee shall provide suitable information to the consumer accordingly.
- (3) If a consumer submits an affidavit of his no fault when it is suspected that the replacement is attributable to consumer's fault, then pending the checks to search the fact, the meter should be replaced as if the replacement is not attributable to consumer's fault and such time lines shall be followed. However, if it is established later that the replacement is attributable to the consumer then no claim what so ever will be entertained for the lack of service or non-compliance of SOP.
- (4) The consumer must be shown the procedure and should be supplied with a copy of the fact finding report whenever the causes of the replacement are established. Any technicality involved should, as far as possible and practicable, be explained in simpler terms as far.
- (5) When the replacement is attributable to the consumer for causes like tampering, connecting additional unauthorized load then there is no compensation to be given though time lines for the replacement of the meter are to be followed.

G Shifting of meters/Service lines (for Urban, Rural and Remote Areas)					
(i) Notice of inspection on receipt of application. /conveying reasons for denial of request.	3 days.	Rs. 80/- for each day of default	Not Applicable	95% of requests received	
(ii) Inspection after sending notice.	7 days.				
(iii) Issuance of demand note to the applicant for payment of estimated cost/charges.	7 days from the date of inspection				
(a) shifting of meter/service connection	7 days after the deposit of cost.				
(b) shifting of LT/HT lines	20 days after the deposit of cost.				
(c) shifting of transformer	30 days after the deposit of cost.				

H	Period of scheduled outages (Other than Load-shedding)	To be notified by the licensee at least 24 hrs. in advance and shall not exceed 12 hrs. a day.	Rs. 80/- for each default	Rs. 30/- for each default	Min. 99%
I	Voltage problems (for Urban, Rural and Remote Areas) On receipt of a voltage fluctuation or low voltage complaint, Licensee shall verify if the voltage is exceeding the limits specified and upon confirmation				
	(a) Voltage Fluctuations (provided no expansion/enhancement of the network is involved)				
	(1) Local problem - in vicinity of consumer premises in vicinity but extending through the service line till the first pole	6 working hours 2 days	Rs. 20/- for each hour of default beyond maximum specified time limit	Rs.10/- for each hour of default beyond maximum specified time limit	Min. 95%
	(2) Change of transformer tap	2 days			
	(3) Restoration of distribution lines/ transformer/capacitor	30 days			
	(b) Low voltage -				
	Where expansion/enhancement of the network is not involved	90 days			
	Where expansion/enhancement of the network is involved				
	(i) Submission of proposal for Commission's approval	30 days			
	(ii) Completion of erection / commissioning of sub-station	Within the time lines specified in the capital expenditure plan / or the timelines approved by the Commission			
	(c) Voltage Unbalance On receipt of a voltage unbalance complaint, Licensee shall verify if the voltage unbalance is exceeding the limits specified and upon confirmation, it shall take remedial steps to remove the unbalance such as -				
	(i) Re-distribution of load among three phases of LT system where expansion/enhancement of the network is not involved	30 days	Rs. 10/- for each day of default beyond specified time limit subject to maximum of Rs. 500/-	Not Applicable	Min. 95%
	(ii) where strengthening /enhancement of the network is involved	120 days			

Note;- The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation, if capacitors of adequate capacity are not installed at their premises.					
J	Change in contract demand (for Urban, Rural and Remote Areas)				
	(i) Request for change in Contract Demand.	30 days after receipt of application	Rs. 80 for each day of default	Not applicable	Min. 95%
	(ii) Refund of excess amount, after making adjustments for the amounts outstanding from the consumer to the licensee,	Within 30 days of the effective date of reduction of contract demand/connected load;	Rs.80 for each day of default.	Not applicable	Min. 95%
K	Complaints about consumer bills (for Urban, Rural and Remote Areas)				
	On receipt of the consumer billing complaint. Note- In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.	24 four hours if no additional information is required. Within ten days, if additional information is required	Rs. 20/- for each day of default beyond maximum specified time limit	Not applicable	99% of complaints received
L	New connections/additional load (for Urban, Rural and Remote Areas)				
	(i) Timelines for issuance of demand notice	As specified in sub-para (3.1.4) under para 3.1 of Electricity Supply Code	Rs. 100/- per day	Not Applicable	Min. 95%
	(ii) Time lines for release of new connections/ additional load * * Submissions of PAC along with A&A form should not be insisted for new connection/ additional load request up to 100 kW.	As specified in sub-para (3.1.6) under para 3.1 of Electricity Supply Code	LT Rs. 200 / day 11kV Rs.200/ day 22kV Rs. 200 / day 33kV Rs. 500 / day EHT Rs. 500 / day		

M	Installation of Rooftop solar PV project by the eligible consumer of the distribution licensee				
	Timelines for installation of Rooftop solar PV project by the eligible consumer of the distribution licensee- (i) Site verification / Technical Feasibility (ii) Inspection and intimation of deficiencies, if any, before synchronisation of the Rooftop Solar Plant	As specified in sub-Regulation (9) of Regulation 7 of HPERC (Rooftop Solar PV Grid Interactive Systems Based on Net Metering) Regulations, 2015.	Rs. 80/- per day for first 7 days of delay and Rs. 100 per day beyond the same.	Not applicable	Min. 95%
N	Transfer of Ownership and change of category (for Urban, Rural and Remote Areas)				
	(1) Transfer of title/ownership	As per sub-para (3.1.4) and sub-para (3.1.6) of para 3.1 of Electricity Supply Code	Rs. 150 for each day of default	Not Applicable	Min.99%
	(2)Change of Category	As per sub-para (3.1.4) and sub-para (3.1.6) of para 3.1 of Electricity Supply Code	Rs. 150 for each day of default	Not Applicable	Min.99%
	(3) Conversion between various voltage classes-				
	(a) Informing feasibility	As per sub-para (3.1.4) and sub-para (3.1.6) of para 3.1 of Electricity Supply Code	Rs. 20 for each day of default	Not Applicable	Min. 95%
	(b) Conversion from single phase to Low Tension 3-phase and vice-versa		Rs. 80 for each day of default	Not Applicable	Min. 95%
	(c) Conversion from Low Tension 3-phase to High Tension 3- phase and vice-versa		Rs. 80 for each day of default	Not Applicable	Min. 95%
	(i) if extension of line is not required (ii) if extension of line is required				
O	Disconnection/Re-connection of supply (for Urban, Rural and Remote Areas)				
	(a) Consumer requesting permanent disconnection-				
	(i) special reading and preparation of final bill, including all arrears up to the date of such billing	within 5 days from receipt of application	Rs. 80/- for each day of default	Not applicable	Min. 98%
	(ii) disconnection of supply	Within 3 days upon payment of dues or the date indicated by the consumer, whichever is later.			

	<p>(iii) refund of the net refundable amount of security deposit, if any, as per the provisions of Regulation 8 of HPERC Security deposit Regulations –</p> <p>(1) in case of permanent disconnection the request of the consumer.</p> <p>(2) in case of permanent reduction of connected load / contract demand on the request of the consumer.</p>	<p>Within 30 days of the effective date of termination of the agreement</p> <p>Within 30 days from the effective date of reduction of connected load / contract demand</p>	<p>Simple interest @12% pa as specified under the security deposits regulation.</p>		
	<p>(iv) issuance of no dues Certificate as per sub-para (7.1.6) of para 7.1 of electricity supply code</p>	<p>Within 7 days from the date of adjustment of security deposit and payment of balance dues, if any, excess the amount of security deposit</p>	<p>Rs. 80 /- for each day of default.</p>	<p>Not applicable</p>	<p>Min. 95%</p>
<p>(b) Consumer requesting temporary disconnection-</p>					
	<p>special reading and preparation of final bill, including all arrears up to the date of such billing</p>	<p>Within 5 days</p>	<p>Rs. 80/- for each day of default beyond specified maximum time limit</p>	<p>Not applicable</p>	<p>Min. 95%</p>
	<p>temporary disconnection</p>	<p>within 5 days upon payment of dues (including energy charges, fix charges like demand charges, meter rent etc. and reconnection charges</p>			

(c) Reconections-					
	(i) after temporary disconnection (if the service line has been removed)	Same as specified for new connection/additional load request under item L of this schedule.	Same as specified for new connection/ additional load request under item L of this schedule.	Not applicable	
	(ii) after temporary disconnection (if the service line has not been removed)	Within 12 working hours	Rs. 150/- per day of default	Not applicable	Min. 99%
	(iii) where circumstances leading to the disconnection were attributed to the licensee.	within 12 working hours	Rs. 300/- per day of default	Not Applicable	100%
	(iv) Supply permanently disconnected but arrangement for supply of electricity as were being used for the supply before disconnection have not been removed or used for supply to other consumer	24 working hours from the time the consumer completes the formalities for new connection	Rs. 80/- per day	Not applicable	Min. 95%
<p>Note,- The compensation shall be paid under item (iv) above only –</p> <p>(1) in case it is established that adequate arrangement for supply of power exists;</p> <p>(2) in case PAC has been issued against the spare capacity, the same shall be treated as used for the purpose.</p>					
(d) Reconections under Section 135 of the Act					
	Reconnection of supply disconnected under subsection(1A) of section 135 of the Act.	Within 48 hours from the date of deposit or payment of assessed amount or electricity charges in accordance with the Act.	-	-	-
P Power Availability Certificate (for Urban, Rural and Remote Areas)					
	Grant of Power availability Certificate	Within 30 days (as per sub-para (3.2.4) of para 3.2 of Electricity Supply Code)	Rs. 80 for each day of default	Not Applicable	Min. 95%
	refund of refundable amount of Advance Cost Share	Within 30 days (as per sub-para (3.2.8) of para 3.2 of Electricity Supply Code)			

Q Temporary supply of Power (for Urban, Rural and Remote Areas)					
	(a) Examination the technical feasibility of the connection requested for and if found feasible sanctioning the load and raising a demand note -	Within 3 days of receipt of the application and payment of chargers.	Rs. 80/- per day of default	Not Applicable	Min. 95%
	(b) Release of temporary connection – (i) Where no extension of distribution mains or the commissioning of new sub-station is involved. (ii) Where extension of distribution mains or the commissioning of new sub-station is involved.	Within 3 working days from the receipt of application and payment of charges. Within the timelines as specified in item (b) of sub-para (3.1.6) under para 3.1 of Electricity Supply Code	LT Rs. 200 /day 11kV Rs. 200/ day 22kV Rs.200/ day 33kV Rs.500/day EHT Rs.500/ day	Not applicable	Min. 95%
R Other Standards (for Urban, Rural and Remote Areas)					
	(a) Making and keeping regular appointments	a) At Sub-Divisional Level -Twice a week b) At Divisional Level - Once a week c) At Circle Level -Once a fortnight d) At Chief Engineer Level -Once a month Note: 1) Days and time of appointments should be notified by the licensee on uniform basis for all offices throughout the State. 2) Days and time of appointment shall be displayed outside the room of the Officer concerned and also printed on the backside of the bills.	Rs. 30/- per default Rs. 80/- per default Rs. 150/- per default Rs. 300/- per default	Not Applicable	Min. 95%

	(b) Making and keeping special appointments	Appointments may be had at the above levels at the specific request of any consumer	Rs. 200 per default	Not Applicable	Min. 98%
	(c) Door step services to senior citizens as per sub-para (3.1.8) of para 3.1 of Electricity Supply Code	Within 2 days for Urban and within 5 days in Rural from the date of confirmation of availability by such senior citizen to the licensee.	No compensation shall be payable. However, in case service sought by the senior citizen relates to payment or discrepancies in the bill, the supply shall not be disconnected for non payment of dues without ascertaining the claim of senior citizen Note;- in case the senior citizen requesting for such door step services does not confirm the availability within 5 days from the telephonic request made, his request for service shall be considered as withdrawn.	Not applicable	Min. 95% of total confirmations received

- Note;-** (1) Apart from the exclusions provided for in Regulation 14, the licensee shall also not be responsible to pay the compensation under these Regulations for the delay, if any, arising on account of the problems relating to statutory clearances, right of way, acquisition of land or delay in consumer's obligation, which is beyond its reasonable control.
- (2) In cases where the timelines as per column (3) have been specified in terms of hours but the compensation as per column (4) and (5), has been specified on day basis, the compensation shall be calculated w.e.f the working day falling immediately after the close of the day in which the standard timelines (column 3) expires. For this purpose, the day shall mean the day, starting from 00.00 hours to 24.00 hours.
- (3) In cases where the complaint/request pertains to individual consumer, the timelines under column (3) shall be counted from the time of registration of the complaint/request. However, in cases of outages of feeders or DTRs etc., where a large number of consumers is involved, such timelines shall be counted from the time on which the occurrence of such an event comes to the notice of the licensee.

(b) for Table of item (3)-

- (a) in column, under the heading 'Parameters' against sub-clause (ii) of clause (a), for the words, figures and sign "11/0.4 kV Distribution Power Transformers", the words, figures, brackets and sign "11/0.4 kV, 22/0.4 kV Distribution Transformers" shall be substituted; and
- (b) in column, under the heading 'Targeted Level of Standard of Performance', for the words, figure and sign "Not exceeding 5%",

the words, figure and sign figure “Not exceeding 3%”, shall be substituted.

(c) in item (4) –

- (a) in the beginning of Para (I), the sentence “The licensee shall supply 24x7 power to all categories of consumers.” Shall be inserted;
- (b) in Para (II), the words, figure and sign “as defined in Indian Electricity Rules 1956,” shall be omitted; and
- (c) in Para (III), the column (3) of the table shall be omitted.

By the order of Commission

-sd-
(Chhavi Nanta), HPAS
Secretary