



HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

Vidyut Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla- 171009.

Tel No.0177-2627978, 2621003 Fax.No.0177-2627162

E-mail: secy-hperc@hp.gov.in Website: <http://www.hperc.org>

RIGHTS OF ELECTRICITY CONSUMERS

Protection of Electricity Consumer's Right 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 Mechanisms as enshrined in various regulations of HP Electricity Commission are as follow :-

RIGHT TO KNOW



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

Retail Tariff for Domestic Consumers w.e.f 01.04.2022



- A) Consumers Other than Pre-paid metered
a) Fixed charge (charges-1)

Description	Fixed Charge (Rs./Month)
Lifeline consumers and consumers in Tribal & Difficult Strs	55.00
Other consumers	
0-125	85.00
126-300	85.00
Above 300	85.00
Prepaid Meter	Nil

b) Energy charge

Descripti on	Slabs (kwh per molnth)	Energy charge (Rs./kWh)
Lifeline	0-60	3.50*
Other consumers	0-125	4.15
	126-300	5.05
	Above 300	5.65

	<p>Note: 1. In the case of Lifeline consumers the zero tariff will be available for use of electricity by these families up to a maximum of 60 units per month. In case this limit is exceeded, the normal domestic tariff slabs of 0-125; 126-300; and above 300 kWh per month respectively will apply.</p> <p>2. Heritage hotels, Incredible India bed-and-breakfast, homestay units in rural areas are to be charged under domestic category with energy charges for such consumers to be levied at 30% higher than the net energy charges payable (net off subsidy) by the consumers in the respective slab.</p> <p>3. For MES and other Defence Establishments, if they are able to segregate the commercial load in their respective cantonment area, then it can apply for separate meter under domestic category else they shall be charged at domestic tariff alongwith additional 5% on the Energy charge. Commercial load in cantonment areas and Defence establishments shall be charged under relevant commercial category.</p> <p>4. A rebate of 3% on the energy charge shall be applicable for consumers availing prepaid meter facility.</p> <p>The above Tariff Structure is for Domestic Consumers, However, the detailed tariff order and Schedule of General and Services Charges for different category(ies) of services are available on HPERC's web site: www.hperc.org</p>
<p style="text-align: center;">PAYMENT MECHANISM</p> <p>Payment Mechanism for Electricity Bills:</p> <ul style="list-style-type: none"> The consumer can make payment of electricity bill at the designated local collection centres of the Himachal Pradesh State Electricity Board Ltd. (HPSEBL). The consumer can also make online bill payment using 	<p style="text-align: center;">STANDARD OF PERFORMANCE</p> <p>The Distribution Licensee (HPSEBL) is required to adhere to the Standards of Performance, duly specified by the Commission. A copy of the specified standards is available on the website of the Commission www.hperc.org.as well as at the website of the Licensee www.hpseb.com Complaints pertaining to such</p>

<ul style="list-style-type: none"> ➤ HPSEBL Mobile app. ➤ HPSEBL website: www.hpseb.in ➤ Through RTGS/NEFT ➤ Through all banking system and non banking system such as Amazon app, PhonePe app, Googlepay app, Paytm app etc registered on BBPS platform. • Using the App ‘HPSEBL’, may be download from Play Store where the consumer can view electricity bills, consumption history, bill payment history etc. 	<p>consumer related services are indicated as under :-</p> <ul style="list-style-type: none"> • Fuse off/Fault Calls • Over head Line and Cable/Under-ground cable Breakdowns. • Replacement of Damaged Service Line/Wire. • Replacement of Failed Distribution Transformers. • Testing and checking for correctness of Energy Meters. • Defective/Stopped/Burnt Meters/Metering Equipment Replacement. • Shifting of Energy Meters/Service Lines/Transformers. • Voltage Problems. • Change in Contract Demand. • Consumer Bills • New Connections/Additional Load. • Installation of Rooftop Solar PV by the Eligible Consumers. • Transfer of Ownership and Change of Category. • Disconnection/Reconnection of Supply. • Power Availability Certificate. • Temporary Supply of Power <p>These complaints are required to be attended to by the Distribution Licensee (HPSEBL) within the specified time lines, depending upon the nature of complaints and location (Urban Rural, Remote areas etc.). In case of delay on the part of the licensee in this regard, the licensee is required to compensate the consumer for such delay at the minimum rates prescribed Himachal Pradesh Electricity Regulatory Commission (Standard of Performance) Regulations, 2010 schedule (Annexure-“A”)</p>
THREE-TIER GRIEVANCE REDRESSAL MECHANISM	
Consumer Grievance / Complaint like: 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), failure of power supply, Voltage fluctuation, Load shedding/scheduled outages

TIER –I (INTERNAL GRIEVANCE REDRESSAL CELL OF HPSEBL)

Channels for registration of complaint

DISTRIBUTION LICENSEE	HPSEBL
24x7 Toll Free No	1800-180-8060 or Short Code Toll Free No. 1912
Customer Care Centers	(Mon-Fri 09:30AM to 05:30PM & Sat- 09:30 AM to 01:00PM)
Website	http://www.hpseb.com/under ‘Consumers on web’
Mobile App	HPSEBL official mobile app
Official Email ID for Filing Complaint	cephpsebl@gmail.com
Other mode(s)	e-samadhan and Mukhyamantri Seva Sankalp Helpline

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

STEP 1: Sub- Divisional Officer - In charge

STEP 2: Sr. Executive Engineer/ In-charge

STEP 3: Superintending Engineer/ Chief Engineer- In charge

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

STEP 4: Head of DISTRIBUTION LICENSEE mentioned below .

Postal Address for forwarding complaint in writing	<u>Contact Details of : Distribution Licensee</u> HP State Electricity Board Ltd. Vidyut Bhawan , Shimla- 171004. e-mail- info@hpseb.in
---	---

Tier-II Consumers Grievances Redressal Forum

If the HPSEBL fails to register the grievance(s) or fails to resolve the same to the satisfaction of the consumer(s) in accordance with the Distribution Performance Standards, or any other relevant Regulations duly specified by the Commission, she/he has, in respect of the matters falling under the jurisdiction of the Consumers Grievances Redressal Forum (CGRF), the right to approach it directly .

(a) Operation Circle Level Consumer Grievances Redressal Forum

The Operation Circle Level CGRF shall redress the following nature of complaints of consumers in

respective operational circle :

- i) All types of complaints, whether monetary or non-monetary for consumers covered under Single Part Tariff.
- ii) All types of complaints, whether monetary or non-monetary, covered under two part retail tariff, where the amount of dispute/claim does not exceed Rs.Two lakh in each case and the standard supply voltage does not exceed 22 kV.

The following are the Operation Circle Level CGRF :

Sr.No.	Name and Address	Phone No.	E-mail ID	Note : To be verified once HPSEBL notifies the circle level CGRF
1.	Shimla Block No.SDA Complex, Kasumpti, 171009	0177-2622129-2622128	seshimla@hpseb.in	
2.	Solan	01792-221481,223652	seops@hpseb.in	
3.	Nahan	01702-224630-224629	seopnahan@hpseb.in	
4.	Rohru	01781-240866	seopr@hpseb.in	
5.	Rampur	01782-233126	Seoprram@hpseb.in	
6.	Kangra	01892-265720-265819	seopk@hpseb.in	
7.	Dalhousie	01899-240628,240611	seopd@hpsebl.in	
8.	Una	01975-238422	seopu@hpseb.in	
9.	Mandi	01905-224103	seopm@hpseb.in	
10.	Bilaspur	01978-223350	seopb@hpseb.in	
11.	Kullu	01902-225425	seopku@hpseb.in	
12.	Hamirpur	01972-224330	seoph@hpseb.in	

(b) State Level Consumer Grievances Redressal Forum :

 All complaints of consumers not falling under the jurisdiction of the Operation Circle Level Consumer Grievances Redressal Forums i.e. all types of complaints under two parts retail tariff, whether monetary or non-

monetary where the amount of dispute/claim exceeds Rs.two lakh in each case and the standard supply voltage exceeds 22 kV, shall be entertained and redressed by State Level Consumer Grievances Redressal Forum, located at 8th Block, Top Floor, SDA Complex, Kasumpti, Shimla-171009

Phone No. : 0177-2626483 (Chairman)

: 0177-2626104 (Secretary)

E-E-mail : :cgrfhpgmail.com

CGRFs do not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, appeal against the assessment, theft of electricity, power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall u/s 126,127,135,139,143,152 & 161 of the Electricity Act, 2003.

Tier – III Ombudsman

If the grievance of the consumer is not redressed within the specified period or if the consumer is not satisfied with the order of Operation Circle Level CGRFs and the State Level CGRF established at Shimla or if the consumer is aggrieved by the non-implementation of orders of Operational Circle Level CGRF and the State level CGRF, Shimla, he/she can file representation before the Electricity Ombudsman. The address & contact details of the Ombudsman are as under :

The Electricity Ombudsman,
Sharma Dadan,
Behind Keonthal Commercial Complex,
Khalini, Shimla-171002

Contact No. : 0177-2624525

E-mail : Ombudsmanelectricity.2012@gmail.com

Non-implementation of the Ombudsman's by the Distribution Licensee (HPSEBL) orders by the distribution licensee (HPSEBL) shall be deemed to be a violation of the HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 and shall be liable for appropriate action by HP Electricity Regulatory Commission 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/matters falling under sections 126,127,135 to 139, 142, 152 and 161 of the Electricity Act, 2003.**
- **In matters related to Unauthorized Use of Electricity (UUE) under section126 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 the Special Court.**

Annexure-A					
	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 to consumer's fault	56 working hours	Rs. 150/- for each day of default beyond maximum specified time limit	Not applicable	
	(2)Replacement 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.		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.	120 working hours after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer.			
	(iii) replacement of meter, if consumer is providing the meter.	120 working hours from the receipt of meter from the consumer and after the necessary corrective action, if any, is taken by the consumer.			

(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. (ii) replacement of meter. (iii) replacement of meter if consumer is providing the meter.	7 days 7 days after receiving the payment from the consumer provided meter is available with licensee, otherwise within 1 month 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		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>	Simple interest @12% pa as specified under the security deposits regulation.		
	(iv) issuance of no dues Certificate as per sub-para (7.1.6) of para 7.1 of electricity supply code	Within 7 days from the date of adjustment of security deposit and payment of balance dues, if any, excess the amount of security deposit	Rs. 80 /- for each day of default.	Not applicable	Min. 95%
(b) Consumer requesting temporary disconnection-					
	special reading and preparation of final bill, including all arrears up to the date of such billing	Within 5 days	Rs. 80/- for each day of default beyond specified maximum time limit	Not applicable	Min. 95%
	temporary disconnection	within 5 days upon payment of dues (including energy charges, fix charges like demand charges, meter rent etc. and reconnection charges			

	(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%
Note,- The compensation shall be paid under item (iv) above only – (1) in case it is established that adequate arrangement for supply of power exists; (2) in case PAC has been issued against the spare capacity, the same shall be treated as used for the purpose.					
	(d) Reconections under Section 135 of the Act				
	Reconnection of supply disconnected under sub-section(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.	<p>No compensation shall be payable.</p> <p>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</p> <p>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.</p>	Not applicable	Min. 95% of total confirmations received