

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION, SHIMLA
Vidyut Aayog Bhawan, Block-37, SDA Complex, Kasumpti, Shimla-171009.

NOTIFICATION

No. HPERC-401

Shimla the 23rd September, 2025.

WHEREAS, the Himachal Pradesh Electricity Regulatory Commission has notified the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 vide Notification No. HPERC/401 on 08th October 2010 and the same were published in the Rajpatra on 12th October, 2010 (hereinafter referred to as “the said Regulations”);

AND WHEREAS, sub-section (2) of section 181 of the Electricity Act, 2003(Act for short), empowers the State Electricity Regulatory Commission to make Regulations consistent with the Act and the rules made there-under and the Himachal Pradesh Electricity Regulatory Commission has also framed the following Regulations dealing with the power supply to consumers and related issues, namely:-

- (i). The Himachal Pradesh Electricity Regulatory Commission (Compensation to Victims of Electrical Accidents) Regulations, 2023;
- (ii). The Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005 as amended from time to time;
- (iii). The Himachal Pradesh Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2013 as amended from time to time;
- (iv). The Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2012 as amended from time to time;
- (v). The Himachal Pradesh Electricity Regulatory Commission (Transmission Performance Standards) Regulations, 2023;
- (vi). The Himachal Pradesh Electricity Regulatory Commission (Electricity Supply Code), 2009 as amended from time to time;

AND WHEREAS, the Commission has also published a Consumer Guide for Electricity Services by the Himachal Pradesh State Electricity Board Limited incorporating guidelines based on the Regulations framed and notified from time to time under the mandatory provisions of the Act, in the interest of and to facilitate the consumers of the State of Himachal Pradesh, which is also available on the website of the Commission;

AND WHEREAS, the Ministry of Power, Government of India has issued the Electricity (Rights of Consumers) Rules, 2020, vide Notification No.G.S.R..818(E) on 31st December, 2020, which have been amended from time to time keeping in view

the latest developments in the Power sector and in order to enhance the satisfaction level of the consumers in the services provided by the Distribution licensee;

AND WHEREAS, in order to align the provisions of the said Regulations with the Electricity (Right of Consumers) Rules, 2020, as amended from time to time, and to make the provisions more effective, the Commission considered it necessary to make suitable amendments in the said Regulations;

NOW, THEREFORE, the Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred by sub-section (1) 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 Act, and all other powers enabling it in this behalf, proposes further to amend the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, and as required by sub-section (3) of section 181 of the said Act and rule 3 of the Electricity (Procedure for Previous Publication) Rules, 2005, the draft amendment Regulations are hereby published for the information of all the persons likely to be affected thereby; and notice is hereby given that the said draft amendment Regulations will be taken into consideration after the expiry of thirty (30) days from the date of publication of this Notification in the Rajpatra, Himachal Pradesh, together with any objections or suggestions, if any, received within the stipulated period.

The text of the aforesaid draft amendment Regulations is available on the website of the Commission i.e. <http://www.hperc.org>.

The objections or suggestions in this behalf should be addressed to the Secretary, Himachal Pradesh Electricity Regulatory Commission, Vidyut Aayog Bhawan, Block-37, SDA Complex, Kasumpti-171009 (HP).

DRAFT REGULATIONS

- 1. Short title and commencement.** (1) These Regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025.

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

- 2. Amendment of Regulation 2.** In Regulation 2 of the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 (hereinafter referred to as the “said Regulations”), after sub-regulation (10), the following sub-regulation (10A) shall be inserted, namely:-

“(10A) “Hilly Areas/terrain” shall mean and include, for the purposes of these regulations, all areas/terrains having height above 1000 meter from the mean sea level;”

3. **Amendment of Regulation 4.** In Regulation 4 of the said Regulations, for sub-regulation (2), the following sub-regulation shall be substituted, namely:-

“(2) “Notwithstanding anything to the contrary contained in sub-regulation (1), the Reliability Indices as specified under item 4 of the Schedule appended to the said Regulations, shall be followed.”.

4. **Amendment of Regulation 5.** In Regulation 5 of the said Regulations,-

- (i) for sub-regulation (1), the following sub-regulation shall be substituted, namely:-

“(1) The licensee shall create an online facility where the claimant may register and claim the compensation amount within 30 days from the date of notification of these regulations. 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.”; and

- (ii) sub-regulations (11) and (12) shall be omitted.

5. **Amendment of Schedule.** In Schedule appended to the said Regulations,-

- (i) in item (2), for sub-items E, F and Q ,the following sub-items shall be substituted, namely:-

“ Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	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)
E	Complaints about meters				
	Testing and checking for correctness of meters	5 Days	Rs.80/- each day of default beyond maximum specified time limit.	Not applicable	90% of requests/ complaints

“ Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	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	
F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement				
	(I) LT Consumers				
	(a) urban areas				
	(1) Replacement not attributeable to consumer’s fault	24 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 				

“ Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	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	
	(b) rural and remote Areas				
	(1) Replacement not attributable to consumer's fault	72 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.	24 hours 72 hours after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer. Consumer shall provide meter within 36 hours and licensee will replace meter within next 36 hours. In case the consumer fails to provide the meter in 36 hours ,licensee shall provide and replace the meter within 72 hours and shall recover the cost from consumer in the subsequent bills	Rs. 150/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%

“Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	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	
(II)H.T. Consumers (for Urban, Rural and Remote Areas)					
	(1) Replacement not attributable to consumer	24 hours	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. 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. 				

“ Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	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	
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 the timelines as specified in table under sub-para (3.1.4) (b) of para 3.1 of Electricity Supply Code	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 48 (forty eight) hours 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 11kVRs.200/day 22kV Rs.200/day 33kV Rs.500/day EHT Rs.500/ day	Not applicable	Min. 95% “ ;

(ii) in item (4), for sub-para (I), the following sub-para shall be substituted, namely:-

“(I) The licensee shall supply 24x7 Power to all categories of consumers. Reliability of the distribution system operated by the licensee shall be computed on the basis of number and duration of momentary interruptions and sustained interruptions in pre-defined period of time e.g. quarterly, annually etc. In a power system, it may take a few minutes or repetitive operation of protective devices, to restore power after transient faults or to reroute power in the network to restore supply to the affected area.

The licensee shall compute and report the value of following momentary and sustained interruption indices, prescribed by the Institute of Electricals and electronics engineers (IEEE) Standard 1366 of 2003.” ; and

- (iii) in item (4), after sub-item ‘d’ of sub-para (I), the following sub-item ‘e’ shall be added, namely:-

“e. Momentary Average Interruption Frequency Index (MAIFI) means the average number of momentary interruptions per consumer occurring during the reporting period

$$MAIFI = \frac{\sum N_i}{CN}$$

Where

N_i = Total number of interrupted consumers for each momentary interruption event during the quarter.

CN = Total number of consumers served.

Momentary Interruptions shall mean and include interruptions of duration less than 5 minutes.”.

By Order of the Commission

Sd/-

Secretary