

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

NOTIFICATION

No. HPERC-401.-

Shimla 01st December, 2025.

The Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred under sub-section (1) and clauses (za) and (zb) of sub-section (2) of section 181, sections 57, 58, 59 and clause (i) of sub-section (1) of section 86 of the Electricity Act, 2003 (36 of 2003), read with section 21 of the General Clauses Act, 1897 (10 of 1897), and all other powers enabling it in this behalf, after previous publication, makes the following Regulations further to amend the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, namely:-

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 “Principal 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 Principal 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 these Regulations, shall be followed.”.

4. Amendment of Regulation 5.- In Regulation 5 of the Principal Regulations,-

(i) in sub-regulation (11), for the words, figures and signs “latest by 30th September, 2022,”, the words and sign “within thirty days from the date of publication of these amendment Regulations,” shall be substituted.; and

(ii) sub-regulation (12) shall be omitted.

5. Amendment of Schedule.- In Schedule appended to the Principal 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
F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement				
	(I) LT Consumers				
	(a) urban areas				
	(1) Replacement not attributable 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		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	
	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 24 hours after receiving the payment from the consumer. Consumer shall provide meter within 12 hours and licensee will replace meter within next 12 hours. In case the consumer fails to provide the meter in 12 hours ,licensee shall provide and replace the meter within 24 hours and shall recover the cost from consumer in the subsequent bills			
	(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%

“ 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	
	(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%
(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,		Rs. 400/- for each		

“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	
	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.		day of default beyond maximum specified time limit	Not applicable	Min. 95%
	(i) serving a notice to the consumer for recovery of cost of the meter.	24 hours			
	(ii) replacement of meter.	24 hours			
	(iii) replacement of meter if consumer is providing the meter.	Consumer shall provide meter within 12 hours and licensee will replace meter within next 12 hours. In case the consumer fails to provide the meter in 12 hours ,licensee shall provide and replace the meter within 24 hours and shall recover the cost from consumer in the subsequent bills			
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%

“ 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) 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)-

(A) in para (I), for First, second and third sub-paras, the following sub-paras shall be substituted, namely:-

“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 for 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

(B) after sub-para ‘d’, the following sub-para ‘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

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Secretary