

BEFORE THE HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

Vidyut Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla-09

No. HPERC-401.

CORAM:

Sh. Yashwant Singh Chogal, Member (Law)-cum-Chairman

Sh. Shashi Kant Joshi, Member

Date of Order: 01 .12.2025.

In the matter of finalization of the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025.

ORDER

The Himachal Pradesh Electricity Regulatory Commission (hereinafter referred to as “the Commission”) notified the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, which were published in the Rajpatra, Himachal Pradesh, on 12th October, 2010 (hereinafter referred to as the “Principal Regulations”) and also notified the first and second amendments thereof on 30th April, 2011 and 30th April, 2022 as published in Rajpatra, Himachal Pradesh on 2nd May, 2011 and 04th May 2022 respectively.

2. The Government of India, Ministry of Power has initiated series of steps for improving the Distribution Performance Standards and has notified the Electricity (Rights of Consumers) Rules, 2020, vide Notification No. G.S.R.818 (E) dated 31st December, 2020, therefore, keeping in view the latest developments in the Power sector, and in order to enhance the satisfaction level of the consumers in the services being provided by the Distribution Licensee, the Commission considers it necessary and expedient to make suitable amendments in the Principal Regulations to align them with the above Rules framed by the MOP, GoI and to make them more effective.

3. Accordingly, the Commission published the draft amendment Regulations i.e. the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025 on 29th September, 2025 in Rajpatra, Himachal Pradesh in exercise of the powers, conferred under sub-section (1) of section 181 of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as the “Act”).

5. As required under sub-section (3) of section 181 of the Act, read with rule (3) of the Electricity (Procedure of Previous Publication) Rules, 2005, the Commission invited public objections and suggestions by way of insertions in two daily News papers i.e. “Times of India” and “Amar Ujala” on 07th October, 2025. The full text of the draft amendment Regulations was also made available on the Commission’s website: www.hperc.org.

6. The Commission also, vide letter dated 9th October, 2025 requested the major stakeholders, including the Industries Associations, the State Government, the Directorate of Energy, the HIMURJA, the Distribution Licensee and the Consumers Representative to send their objections/suggestions, if any, on the said draft amendment Regulations, as per the aforesaid public notice, on or before 30th October, 2025. The public hearing in the matter was Scheduled to be held on 11th November, 2025.

7. No comments/suggestions were received from any of the stakeholders.

8. As Scheduled vide notice dated 3rd October, 2025, the public hearing in the matter was held on 11th November, 2025. A list of participants who attended the public hearing is annexed as **Annexure-“A”** to this order.

9. During the public hearing the representative of the Distribution Licensee/Board has stated that HPSEBL has no objection if the proposed amendments in the Principal Regulations are carried out.

Analysis by the Commission

10. Insertion of sub-regulation (10 A) in Regulation 2

The Commission by way of the draft Regulations intends to insert definition of “hilly areas/ terrain” in sub-regulation (10 A) after existing sub-regulation (10) of the Principal Regulations. As per the definition, “the hilly areas/ terrain” shall mean and include all areas/ terrains having height above 1000 meters from the mean sea level. Since, the area of Himachal Pradesh consist of different geographical characteristics, it is necessary to define the “hilly area/ terrain” for accurate planning of power infrastructure, development and resource management. Since, no objections have been received in this regard, the Commission adopts the amendment without any change.

11. **Amendment of Regulation 4**

The existing sub-regulation (2) of the Regulation 4 of the Principal Regulations is proposed to be substituted by providing that the reliability indices, as specified under item (4) of the Schedule appended to the Principal Regulations shall be followed. It was provided in sub-regulation (2) of Regulation 4 of the Principal Regulations that the reliability indices as provided in the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensee's Standard of Performance) Regulations, 2005, shall continue to be in force till 31st March, 2012. Since, the 2005 Regulations, were repealed by the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, it has been necessary to substitute sub-regulation (2) of Regulation 4. Hence, the Commission adopts the proposed amendment without any change.

12. **Amendment in Regulation 5**

The amendment of sub-regulation (11) of Regulation 5 had been necessary as the date of implementation of online facility had already lapsed. Hence, the amendment is adopted without any change. In view of amendment of sub-regulation (11), sub-regulation (12) has become redundant, hence decided to be omitted.

13. **Amendment of Schedule**

The timeline provided earlier in the Schedule for providing various services was more liberal and time consuming. The Ministry of Power in the Rights of Consumers Rules, 2022 has rationalized the timing for providing various services. Since, the timeline, as provided in the Rights of Consumers Rules, 2022 is more realistic, the Commission is of the considered view that the timeline as provided in said rules, would be better to provide consumers services. Since, no objection have been received from any quarter, the Commission approves amendment of sub-items (E), (F) and (Q) of item (2) of the Schedule.

14. **Amendment/ substitution of item (4) of the Schedule**

The necessity to substitute item (4) of the Schedule has necessitated for the introduction of Momentary Average Interpretation Frequency Index (MAIFI), which has also been provided in the above Rules framed by the Ministry of Power, GoI. Also, the date of 1st April, 2012, as provided in item (4) of the Schedule has lost its significance. Since, no objections in this regard have been received from any quarter, the Commission adopts the amendment/ substitution without any change.

15. **Addition of item (e) after item (d) of the Schedule**

This addition is being carried out to cover the momentary interpretation and also finds mention in the above rules framed by the Ministry of Power, GoI. Since, no objections, have been received from any quarter, the Commission adopts the same without any change.

16. The Distribution Licensee is committed to provide the consumer services in a time bound manner, so as to enhance the consumer satisfaction level. Since, no objections have been received from the public, the stakeholders and the Distribution Licensee, the amendments in Regulations 2, 4, 5 and the Schedule appended to the Principal Regulations, after concluding its views on the submissions made during the public hearing, the Commission decides to finalize and approve the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025, and accordingly be notified as per procedure.

Announced.
01.12.2025

-Sd-

(Shashi Kant Joshi)
Member

-Sd-

(Yashwant Singh Chogal)
Member (Law)-cum-Chairman

ANNEXURE-‘A’

Sr. No.	Name	Designation & Organization
1	Sh. Jyotirmay	Sr. XEN, O/o C.E. (Comm.), HPSEBL