

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

NOTIFICATION

No. HPERC-ED(T)/D(TE)/2026-1.

Shimla, the 7th August, 2026.

WHEREAS, the Himachal Pradesh Electricity Regulatory Commission (hereinafter referred to as the “Commission”) has notified the HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, vide Notification No. HPERC-(H)(1)-1/2012 dated 23rd January 2013, and the same were published in the Rajpatra, Himachal Pradesh on 28th January 2013 (hereinafter referred to as “the said Regulations”) and as amended from time to time;

AND WHEREAS, after careful scrutiny of the quarterly/ annual reports received from different quarters on the number of grievances received by the Forms during the said period, the Commission has observed that right from the date of constitution of the Additional CGRFs at Circle level, sufficient number of grievances are not being received and even in some of the Additional Forums not even a single grievance has been received;

NOW, THEREFORE, the Commission, in exercise of the powers conferred under clauses (r) and (s) of sub-section (2) of section 181, sub-sections (5) to (8) of section 42 of the Electricity Act, 2003 (36 of 2003) read with section 21 of the General Clauses Act, 1897 (Act No. 10 of 1897) and rule 15 of the Electricity (Rights of Consumers) Rules, 2020 and all other powers enabling it in this behalf, proposes further to amend the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, to empower the Distribution Licensee to establish Additional Forums at its Zone level instead of Circle level, in view of negligible number of grievances pending or received by the Additional Forums during the period and so as to reduce the financial burden of the Distribution Licensee to some extent and as required by 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 objections or suggestions,

if any, received within the above stipulated period.

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

The objections or suggestions, if any, in this behalf may 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 (Consumer Grievances Redressal Forum and Ombudsman) (Fifth Amendment) Regulations, 2026.

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

- 2. Amendment of Regulation 5.-** In Regulation 5 of the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 (hereinafter referred to as the 'Principal Regulations'), in sub regulation (2), for the first and second provisos the following provisos, shall be substituted, namely:-

“Provided that in addition to the Forum established under sub-regulation (1), the distribution licensee shall establish, under intimation to the Commission, at least one Additional Forum for each of its Operation Zones and the jurisdiction thereof in relation to the consumers under the respective Operation Zones, shall be as follows, namely :-

- (i) in case of the consumers covered under single part retail tariff- all types of complaints, whether monetary or non- monetary ; and
- (ii) in case of the consumers covered under two part retail tariff – all types of complaints whether monetary or non-monetary, where the following conditions are met :—
 - (a) the amount of dispute / claim does not exceed four lakh in each case;
and
 - (b) the standard supply voltage does not exceed 33kV:

Provided further that the existing Additional Forums functioning at Circle level shall continue to function till the completion of term of office of the Independent Member of such Additional Forum, and thereafter, Additional

Forum shall stand abolished and all grievances pending before the Additional Forum shall stand transferred to the nearest Circle level Additional Forum within the Zone:

Provided further that the Distribution Licensee shall, by order, establish Zonal level Additional Forum for each Zone only on completion of tenure of Additional Forums functioning within the Zone and all pending grievances shall stand transferred to the Zonal level Additional Forum :

Provided further that the conditions stipulated under clause (ii) (a) and (b) of the first proviso of Regulation 5, as amended by these Amendment Regulations, shall also apply to the existing Circle level Additional Forums.

2. Amendment of Regulation 7.- In Regulation 7 of the Principal Regulations, in sub- regulation (1), in clause (ii), in sub-clause (a), for the words ‘ten years as such’, the words ‘twenty years as such’ shall be substituted.

By order of the Commission

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Secretary