

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

NOTIFICATION

Shimla the 13th October, 2026

No.H(1)-1/2012.—The Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred under clauses (r) and (s) of sub-section (2) of Section 181 and 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 all other powers enabling it in this behalf and after previous publication, hereby makes the following Regulations further to amend the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, namely:—

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.

(2) 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, atleast 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.”

3. 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