



HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

Vidyut Aayog Bhawan, SDA Complex, Block No.- 37, Kasumpti - 171009

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Public Notice Inviting Feedback on Electricity Supply

Himachal Pradesh Electricity Regulatory Commission (HPERC) has been constituted under the Electricity Act, 2003. One of its functions is to specify and enforce standards with respect to quality, continuity and reliability of service by the licenses for protection of consumer interest. Failure on the part of licensee i.e. Himachal Pradesh State Electricity Board Limited (HPSEBL) to provide electricity services to its consumers as per standards of performance will render it liable to pay compensation to consumers.

It is the right of a consumer to demand services as per Distribution Performance Standards and the HPSEBL is duty-bound to provide service to consumers as per Standards of Performance. HPSEB Ltd. is rated as one of the best organizations in the country, yet there is huge scope of improvement. Accordingly, in order to ascertain the status of rendering services to the consumers of the Himachal Pradesh under the HPERC (Distribution Performance Standards) Regulations, 2010 and other relevant Regulations, the HPERC requests the consumers across the state of Himachal Pradesh to supply the following information.

1. Respondent Information

Name:

Account No.

Contact Number/e-mail:

Consumer Category: Domestic/Commercial/Industrial/Agricultural

Address: Village/ Town/ District

Are you the primary bill payer or decision – maker for electricity at your premises?

(Primary bill payer/ Decision maker)

2. Service Reliability and Quality

How do you rate the reliability of electricity supply in your area?

(Excellent/Good/Fair/Poor)

How frequently do you experience electricity Interruptions/outages?

(Daily/Weekly/Monthly/Rarely/Never)

How quickly is electricity restored after an interruption/outage?

(Very Quickly/Quickly/ Average/Slowly/Very slowly)

Does HPSEB Ltd. provide advanced notice for power outage?

(Yes/No)

3. Billing and Tariff Transparency

How clear and understandable are your electricity bills?

(Very Clear/Very Unclear)

Do you think the tariff you are paying is reasonable for the service provided?

(Very reasonable/ Reasonable/Not reasonable/ somewhat excessive)

Have you found errors in your bill?

(Yes/No)

If yes, were they resolved satisfactorily?

(Yes/No/Partially)

4. Customer Service and Complaint Redressal

How do you rate the responsiveness of the customer support team?

(Excellent/Good/Fair/Poor)

How satisfied are you with the action and courtesy of field and office staff?

(Very Satisfied/ Somewhat Satisfied/Dissatisfied)

If dissatisfied, please give the reasons for your dissatisfaction.

Have you lodged a complaint in the past 12 months?

(Yes/No)

If yes:

Was your complaint registered easily?

(Yes/No)

Was it resolved within the prescribed timeframe?

(Yes/No/Partially)

How satisfied are you with resolution of your complaint?

(Very Satisfied/Dissatisfied)

If dissatisfied, please share the reason for your dissatisfaction.

5. Digital Consumer Services and Communication

How satisfied are you with HPSEB Ltd's. online helpline Toll Free No./Website/Mobile app?

(Very satisfied/Partially satisfied/Not Satisfied)

If not satisfied, please share the reasons.

How easy is it to pay bills online or through apps?

(Very Easy/Difficult)

How would you rate HPSEB Ltd's. communication about tariffs, ,outages?

(Very Good/Satisfactory/Poor)

6. Consumer Rights and awareness

Are you aware of your rights as electricity consumer?

(Yes/No)

Do you know where to report an electricity interruption?

(Yes/No)

Do you know the prescribed time-limits for electricity connection, meter replacement or complaint resolution?

(Yes/No)

Are you aware of the compensation provisions for failure of service delivery within the prescribed time frame?

(Yes/No)

Do you know where to appeal if your complaint is not resolved?

(Yes/No)

7. Overall satisfaction

Overall, how satisfied are you with your electricity service?

(Very satisfied/Satisfied/ Neutral/Dissatisfied/ Dissatisfied)

If you are dissatisfied, please share the reasons.

8. Your suggestions for improvement in service delivery by HPSEB Ltd.

You are requested to send the above information addressed to The Secretary, Himachal Pradesh Electricity Regulatory Commission, or email at hperc@rediffmail.com or fax at 0177-2627162. This Public Notice is also available on the website of the Commission at <http://www.hperc.org>.

Your inputs and suggestions will enable reforms in processes, response mechanism and grievance redressal for improving quality of service.

Secretary