[1][Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010]

Amended, repealed or otherwise affected by –

1. (First Amendment), Regulations, 2011 notified vide the Not. No. HPERC/ 401 dated 30th April, 2011 published in the R.H.P. dated 2nd May, 2011 at p. 560-561.

NOTIFICATION

Dated: 8th October, 2010

No. HPERC/ 401:- In exercise of the powers conferred by sub-section (1) of section 181 and Clauses (za) and (zb) of sub-section (2) of section 181, read with sections 57, 58, 59 and clause (i) of sub-section (1) of section 86, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, and after previous publication, the Himachal Pradesh Electricity Regulatory Commission hereby makes the following regulations:-

CHAPTER –I

PRELIMINARY

1. Short title, extent and commencement- (1) These regulations shall be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010.

(2)These regulations shall be applicable to all licensees engaged in the distribution of electricity in the State of Himachal Pradesh and all the distribution system users including electricity consumers.

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

2. Definitions .- In these regulations, unless the context otherwise requires,-

(1) **"Act"** means the Electricity Act, 2003 (36 of 2003);

(2) "A**rea of supply**" means the area within which a distribution licensee is authorised by his licence to supply electricity;

(3) **"Call centre"** means the office set up with adequate technology and systems to register complaints round the clock;

(4) **"Commission"** means the Himachal Pradesh Electricity Regulatory Commission;

(5) **"Complaint centre"** means the front end office set up with adequate technology and systems to register complaints;

(6) **"Consumer"** means any person who is supplied with electricity for his own use by a licensee or by the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for

1 *Published in R H.P. dated 12th October 2010, at p. 5455-5476.*

the time being in force and includes bulk supply consumer, any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be and shall also include-

(a)the distribution system users;
(b)the consumer whose installation has been temporarily disconnected;
(c)prospective consumer i.e. any person who has applied for an electricity connection and whose supply has not commenced; and
(d)in case of death of a consumer, his legal heirs or representatives;

(7) **"Control centre"** means a centre established at the Headquarters of the licensee for compilation, evaluating, ranking and analyzing the performance of 'responsibility centers';

(8) **"Distribution system"** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers and shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

(9) **"Electricity Supply Code"** means the Himachal Pradesh Electricity Supply Code specified by the Commission under section 50 of the Act;

(10)**"Fuse Off"** means fuse blown off because of overloading or ageing;

(11)**"Licensee",** means a distribution licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in the area of supply and includes a person deemed to be a distribution licensee under section 14 of the Act;

(12)**"Remote areas"** means areas which are remote, difficult and hard areas as declared by the State Government from time to time and it also includes tribal areas which by order are declared to be Scheduled Areas under Part –C of the Fifth Schedule to the Constitution of India;

(13)**"Rural areas "** means the areas which are not the urban areas and the remote areas;

(14)**"Responsibility centre"** means a Operation Circle Unit of the licensee headed by an officer not below the rank of the Superintending Engineer;

(15)**"Schedule"** means the Schedule to these regulations;

(16)**"Urban areas"** means the areas which are declared as the larger urban areas, the smaller urban areas or the transitional urban areas under the Act concerning the municipalities, but excluding remote areas, and includes areas falling under the Cantonment Authorities;

(17)**'User'** means any person having electrical interface with, or using the distribution system of the licensee to whom the Himachal Pradesh Electricity Distribution Code is applicable, and includes any other distribution licensee,

transmission licensee, and generating units connected to the distribution system and the persons availing open access in transmission or distribution system;

(18)**"Working hours"** means the working hours between 9 a.m. to 5 p.m.; and

(19)Other words and expressions used in these regulations, not defined herein, but defined in the Act shall have the same meaning as are assigned to them in the said Act. Expressions used herein but not specifically defined in these regulations or in the Act but defined under any law passed by a competent legislature and applicable to the electricity industry in the State shall have the meaning assigned to them in such law.

3. Objectives. - These standards lay down the guidelines to maintain certain critical distribution system parameters within the permissible limits. These standards shall serve as guidelines for licensees to operate their distribution system for providing an efficient, reliable, co-ordinated and economical system of electricity distribution. The objectives of these performance standards are:-

(a)to ensure that the distribution system performance meets a minimum standard which is essential for the consumers' installation to function properly;

(b)to enable the consumers to design their systems and equipments to suit the electrical environment that they operate in;

(c)to enhance the quality of the distribution system and services to meet acceptable standards in the short term and gradually moving towards improved standards in the long term;

(d)to lay down standards of performance; and

(e)to measure consumer centric initiatives undertaken by the licensee in providing services.

4.Standards of performance.- (1) The standards specified in the column (3) in the Schedule shall be the guaranteed standards of performance, being the minimum standards of service, which a licensee shall achieve, and the standards specified in the column (6) in the Schedule shall be the overall standards of performance, which the licensee shall seek to achieve, in the discharge of its obligations as a licensee.

(2) Notwithstanding anything to the contrary contained in sub-regulation (1), the reliability indices, as specified under sub-items (a), (b) (c) and (d) of item (4) of the Schedule [1][*** ***] of the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensee's Standards of Performance) Regulations, 2005 shall continue to be in force till [2][31st March, 2012.]

(3) Where the Commission considers it expedient, so to do, it may, by order in writing, call upon the licensee to furnish in writing such information as may be necessary for the enforcement of the reliability indices as specified in these regulations.

(4) The licensee shall, frequently, but at an interval of not less than six months, educate the consumers of their rights regarding the standards of performance as specified

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1 *Omitted **" I"** vide Not. No. HPERC/ 401 dated 30th April , 2011 published in the R.H.P. dated 2ndMay, 2011 at page 560-561*

2 Subs. for "31st March 2011" vide Not. No. HPERC/ 401 dated, 30th April , 2011, published in the R. H.P. dated 2nd May 2011 at p. 560-561

by the Commission under sub-section (1) of section 57 of the Act, by giving wide publicity amongst its field staff and public in general including local rural and urban bodies through electronic and print media.

CHAPTER – II

COMPENSATION MECHANISM

5. Compensation.- (1)The minimum compensation to be paid by the licensee to the affected person is specified in the Schedule :

Provided that the actual compensation may, after giving to the licensee and claimant a reasonable opportunity of being heard, be determined by the Commission. or the person who has been delegated the powers of the Commission under section 97 of the Act, for violation of the standards and loss/damage suffered consequent to the failure of the licensee to meet the guaranteed standards of performance:

(2) Where the distribution licensee finds that it has failed to meet the standards of performance specified under these regulations, the licensee shall be liable to pay to the affected person, such compensation as provided in the Schedule :

Provided that any person who is affected by the failure of the licensee to meet the standards of performance specified under these regulations and who seeks to claim compensation shall file his claim, on the format as per Annexure A to these regulations, with the authorised officer of the licensee within a maximum period of 45 days from the time such a person is affected by such failure of the licensee to meet the standards of performance:

Provided further that the licensee shall compensate the affected person(s) within a maximum period of ninety (90) days from the date of his claim.

(3) In case the licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003 and if the consumer is not satisfied with the redressal of his grievances by the Forum, the consumer may make a representation to the Ombudsman, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Electricity Ombudsman) Regulations, 2004 :

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in the Schedule will be implemented by the Forum or in case of appeal filed against the order of the Forum before him by the Ombudsman and is to be paid by the concerned distribution licensee:

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of section 57 of the Act and the payment of such compensation shall be paid through cheque or adjusted in the consumer's future bills (issued subsequent to the award of compensation) within ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

*(*4) The license shall duly reflect the payment/adjustment of compensation paid out in the quarterly and the consolidated annual report to be submitted by him under regulation10.

(5) The licensee shall maintain a record of compensation payable under these regulations showing the name, consumer number and address of the affected person, amount of compensation payable and actually paid, mode of adjustment of compensation, reason(s) for non-compliance of the guaranteed standards of performance in each case. The record giving details of compensation paid on account of contravention of the guaranteed

standard of performance by the licensee in compliance of any lawful order made by any court or tribunal, other than the Commission or the person authorised by it under section 97 of the Act, constituted under any law for the time being in force, shall also to be maintained.

CHAPTER – III

COMPLAINT HANDLING MECHANISM

6. Establishment of Complaint and Call Centres.-(1) The licensee shall set up complaint centres at the sub-division offices or distribution units, designated by whatever name, where the consumer can lodge complaints.

(2) In addition to the complaint centres set up under sub-regulation (1), the licensee shall also establish centralised call centre for registration of consumer complaints of its consumers and such call centre shall be accessible to its consumers round the clock during all days of the week.

(3) Every licensee shall employ or engage sufficient number of officers or employees at its complaint/call centre and earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient lines or connections to be called as the "toll free number" or "consumer care number" or "help line number", as the case may be, at its call centre. No call charges or short message service charges shall be levied upon, or be payable by its consumers for calls made or, short message service sent to the "toll free number" or "consumer care number" or "help line number", as the case may be.

(4) Every licensee shall, immediately upon setting up a complaint centre under sub-regulation (1) or the establishment of its call centre under sub-regulation (2), inform consumers through a public notice in newspapers in circulation in the area of supply and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers takes place and shall also display information at the sub-division offices or distribution units, designated by whatever name.

(5) The licensee should ensure availability of electronic data base to record complaints as per the procedure mentioned in the regulation 8 for the call centre.

7. Manual of Practice for Handling Consumer Complaints.- (1) Every licensee shall, with prior approval of the Commission, prepare and publish "Manual of Practice for Handling Consumer Complaints" containing following information within three months from the date of commencement of these regulations:-

(a) channels of complaint registration – details of personnel, offices, call centre(s);
(b) process of handling complaints;

(c) duties and obligations of the licensee-guaranteed standards of performance and minimum compensation details;

(d) any other information which may be affecting the consumers.

(2) The Manual shall be prepared in English and Hindi languages.

(3) The Manual shall be available for reference of consumers at every office of the licensee and downloadable from its website.

(4)A copy of the Manual certified by the licensee as "true copy" thereof shall be filed with the Commission within three months from the date of commencement of these regulations.

8. Procedure of Handling Complaints.-(1) The licensee shall devise its own process at its call centre(s)/complaint centre(s) or any other consumer interface channel to handle complaints from the consumers and the said process shall include provisions for -

(a) registration of such complaint by allotting a unique identification number to be called the complaint number;

(b) communication, at the time of lodging the complaint, complaint number, date/ time of registration of the complaint;

(c) recording the details in respect of such complaint;

(d) intimation of contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the redressal of his complaint or when requested by him; and

(e) maintenance of records to every complaint in order to give fair treatment to all consumers and to avoid any dispute regarding violation of standards as specified in the Schedule

9. Implementation arrangements.-(1) Each Operation Circle Unit of the licensee shall be treated as a responsibility centre for overall performance of standards specified under these regulations. The officer heading the responsibility centre shall have total accountability and associated responsibility and authority for managing the actions and performance of the responsibility centre.

(2) The operational head of the licensee shall have overall responsibility for implementation of standards of performance and he shall, to bring in the sense of ownership and competition, set the performance parameters as well as benchmarks for improvement for each responsibility centre. The operational head of the licensee shall establish one control centre at the head office under an officer not below the rank of the Superintending Engineer for compilation, evaluation, ranking and analyzing the performance of responsibility centers.

(3) Immediately after the commencement of these regulations, and under intimation to the Commission, but not later than 30 days, the control centre shall develop uniform formats for data collection, compilation and evaluation of performance of the responsibility centers. The control centre shall prepare and circulate the procedures for compilation and computation of various standards and performance indicators (reliability indices and efficiency parameters) along with uniform definitions and explanations of terms used for unambiguous interpretation by all the responsibility centers.

(4) The control centre shall monitor, evaluate, rank the circles and advise the responsibility centers for corrective measures. A quarterly report on progressive monthly improvements made by the responsibility centre shall be prepared by the control centre.

Explanation.- For the purpose of this regulation the expression "Operational head" shall mean and include the officer heading the distribution Wing of the licensee.

CHAPTER- IV

SUBMISSION OF REPORTS

10. Information on standards of performance.- (1) The licensee shall furnish in a report, submitted quarterly to the Commission and the Ombudsman and a consolidated annual report for each financial year to the Commission, the following information (separately for guaranteed and overall standards of performance) as to the standards of performance:-

(a) the levels of performance achieved by the licensee with reference to those specified in the Schedule;

(b) the number of cases in which compensation was awarded and the aggregate amount of the compensation paid by the licensee as determined by the Commission or the person authorised by the Commission under section 97 of the Act or awarded by any other court or tribunal, constituted under any law for the time being in force, along with the reasons for non-compliance of the guaranteed standards of performance;

(c) the number of claims preferred by the consumers against the licensee for failure to meet the guaranteed standards of performance and the action taken by the licensee including the reasons as to the delay in payment or non-payment of compensation for such claims.

(2) The Commission shall, at least once in every year, arrange for the publication, in such form and manner as it considers appropriate, of such information furnished by the licensees under these regulations.

(3) In the consolidated annual report, the licensee shall report on the measures taken by the licensee to improve performance areas, assessment of the targets to be imposed for the ensuing year, indicating performance of each circle and ranking of circles with respect to each performance indicator mentioned under sub-regulation (3) of regulation 9 and in the Schedule.

(4) The Ombudsman shall prepare a report on half yearly basis reflecting the opinion of the Ombudsman on the licensee's compliance of the standards of performance during the preceding six months.

(5) The report under sub-regulation (4) shall be forwarded to the Commission and the State Government within 45 days after the end of the relevant period of six months.

11.Compliance Auditing -(1) In order to ensure proper and due enforcement of the standards of performance, the Commission shall monitor the compliance thereof and may, on being satisfied that the licensee has failed to maintain and discharge its obligations in relation to the standards of performance under these regulations or has failed to furnish information in time or has furnished inadequate or incorrect information under sub-regulation (1) of regulation 10, by order in writing, direct its Secretary or officers, not

below the rank of a Gazetted Officer, or the consultant or any other person specified in the order or an independent agency hired for the purpose of auditing as per the provisions of regulation 12, to investigate and report to the Commission.

(2) If the report under sub-regulation (1), or information obtained under regulation 10

forming its opinion

and satisfaction, the licensee shall be given a reasonable opportunity for filing objections and making submissions on the report or the information as the case may be.

(3) The Commission may direct that the expenditure incurred in conducting the investigations mentioned in sub-regulation (1) shall be borne by the licensee.

(4) The report under this regulation shall address the following specific matters:-

(a) adherence to procedures and formats as per regulations;

(b) assessing staff engaged in call centers/complaint handling centers/ customer care centers for their understanding of complaint handling procedures, quality parameters, and training adequacy for their task;

(c) method of data collection and management procedures; and

(d) review of relevant records (as per appropriate sampling procedures) for reliability and accuracy across quality parameters.

(5)The following procedure shall be adopted for engaging agency(ies):-

(a) audit scope and the methodology for carrying out the audit to be set by the Commission;

(b) the Commission will identify and publish panel of approved agency(ies);

(c) the licensee shall nominate an agency from the notified panel of agencies;

(d) the licensee shall not engage an agency consecutively for more than two years or an agency which is currently their statutory auditor or internal auditor;

(e) the audit shall be conducted under an agreement between the nominated agency and the licensee; and

(f) remuneration of the audit agency will be paid by the licensee.

12. Auditing Methodology .- (1) The information obtained, under sub-regulation (1) of regulation 11, vis-à-vis information supplied by the licensee under regulation 10, shall be graded in two parts - reliability and accuracy of the data as under:-

I	**Reliability Grade**	**Assessment of reliability Grade**
	A	Based on proper records with adequate procedures
	B	Data has significant procedural deviations
	C	Unsatisfactory data

II Accuracy Grade	**Accuracy Grade Level**	**Percentage of compensation paid to be recovered through ARR for each parameter circle wise***
1	+/-2%	100%
2	+/-5%	85%
3	+/-10%	70%

* subject to achievement of overall standard of performance for respective parameter

Only if reliability of data is established (at least Grade A), further analysis will be carried out for claims of accuracy of data for each parameter (excluding those where the overall

standards of performance has not been achieved) on circle wise basis and subsequently the amount of total compensation so paid out in respect of each parameter on circle basis shall be considered as a pass through in ARR as stipulated above.

(2) The provisions contained in sub-regulation (1) shall be effective from 1st April 2011.

(3) Where the commission considers it expedient, so to do, it may, by order in writing, call upon the licensee to furnish in writing such information as may be necessary for the enforcement of the provisions of sub-regulation (1) of this regulation.

(4) Till 1st April, 2011 when the provisions under sub-regulation(1) become effective, the compensation paid, by the licensee under regulation 5, for the respective parameters computed circle wise, may be allowed to be recovered, partly or fully, in the revenue requirement of licensee, keeping in view the extent to which the licensee is able to achieve the overall standards of performance, as measured through auditing results or investigation carried out under these regulation:

Provided that the compensation paid by the licensee, which is attributed to negligence, inefficiency and for not exercising reasonable care and diligence by its employees would not be allowed as pass-through in the ARR of the licensee.

13. Use of Information.- The Commission shall have the right to use the information received under regulation 10, 11 or 12 as it deems fit and for publishing it or placing it on the Commission's website and/ or directing the licensee to display the information on the licensee's website and also for initiating action under section 19, section 23 and other enabling provisions of the Act.

14. Exclusions of events.- (1)The guaranteed standards of performance specified in these regulations shall remain suspended during force majeure conditions such as war, mutiny, civil commotion, riot, flood, forest inferno, massive landslides, cyclone, lightning, heavy snowfall, earthquake or other force and strike, lockout, fire affecting the licensee's installations and activities.

(2) The Commission, or the person to whom powers are delegated by the Commission under section 97 of the Act, may, by a general or special order, and after hearing the licensee and affected consumer or the such representatives of the affected consumer group as the Commission, or the person to whom powers are delegated by the Commission under section 97 of the Act, considers it to be appropriate, release the licensee from the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the licensee and that the licensee had otherwise duly made efforts to fulfill his obligations.

15. Issue of orders and directions.- (1) Subject to the provisions of the Act and these regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these regulations and procedure to be followed on various matters.

(2) Where the licensee fails to comply with any order or direction issued under these regulations, he shall be liable for appropriate action against him under sections 142 and 146 read with section 149 of the Act.

16. Power to remove difficulties.- If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, either *suo motu* or on an application made to it, by general or special order, do or undertake or direct the licensee to do or

undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulty.

17. Power to amend Schedule. - The Commission, may, at any time, by an order, published in the Official Gazette add, vary, alter, modify or amend any of the provisions of the Schedule to these regulations.

18. Repeal and savings.- (1) Save as otherwise provided in sub-regulation (2) of regulation 4 and in other provisions of these regulations,theHimachal Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations, 2005 are hereby repealed.

(2) Anything done or any action taken or purported to have been done or taken, including any order, direction made or notice issued under the repealed regulations, prior to the commencement of these regulations shall, in so far as it is not inconsistent with the provisions of these regulations, be deemed to have been done or taken or issued under the corresponding provisions of these regulations.

(3) As far as the licensee is concerned, notwithstanding anything to the contrary contained in the HPERC (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumer) Regulations, 2003 framed by the Commission under section 181 of the Electricity Act, 2003, these regulations shall have overriding effect.

(4) Nothing in these regulations shall effect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (68 of 1986).

By Order of the Commission

-Sd-

Secretary

SCHEDULE

(see regulation 2 (15), 4,5 and 17)

	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)
(1) Call Centre					
(a)	First response against a Consumer Call	3 Minutes	Rs. 10/ in each case of default	Not applicable	Not applicable
(b)	Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 10/ in each case of default	Not applicable	Not applicable
(2)	**Consumer Related Services**				
A	**Fuse-off /Fault Calls:**				
(i)	In urban areas	6 working hours	Rs. 10/- for each hour of delay beyond maximum specified time limit	Rs. 5/- for each hour of delay beyond maximum specified time limit	99% of Fuse/ Fault complaints received
(ii)	In rural areas	12 working hours			
(iii)	In remote areas	24 working hours			
B	**Overhead Line and Cable /Under –ground Cable breakdowns:**				
(I) (i)	Overhead Line and Cable – Overhead Line / Cable breakdown in urban areas	(a) Where replacement of pole is not required: 24 working hrs.	Rs. 10/- for each day of default beyond the maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	95% of line breakdown complaints received
		(b) Where replacement of pole is required: 36 working hrs	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	95% of the line breakdown complaints received
(ii)	Overhead Line / Cable breakdown in rural areas and remote areas	(a) Where replacement of pole is not required: 24 working hrs. for rural and with-in 48 working hrs. for remote areas	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	90% of Line breakdown complaints received

		(b) Where replacement of pole is required: 72 working Hrs. for rural and 144 working hrs. for remote areas.	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	85% of Line Breakdown complaints received

(II) (i) (ii) (iii)	Under-ground Cable break down- in urban areas in rural areas in remote areas	 48 working hrs. 70 working hrs 90 working hrs	Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	90% of the cable breakdown complaints received
C	**Replacement of failed Distribution Transformer:**				
(i)	in urban areas	8 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs.10/- for each day of default beyond maximum specified time limit	95% of number of transformers reported failure.
(ii)	in rural areas	32 working hrs.			
(iii)	in remote areas	56 working hrs.			
D	**Replacement of damaged service line/wire:**				
(i)	In urban areas- LT HT	 8 working hrs. 16 working hrs.	Rs. 10/- for each day of default beyond maximum specified time limit	Rs.5/- for each day of default beyond maximum specified time limit	95% of damaged service line complaints received
(ii)	In rural and remote areas - LT HT	 16 working hrs. 32 working hrs.			
E	**Complaints about meters**				
	testing and checking for correctness of Meters				
(i)	In urban area	56 working hrs. from registration of complaint	Rs. 50/- each day of default beyond maximum specified time limit	Not applicable	90% of requests/ complaints
(ii)	In rural areas	120 working hrs. from registration of complaint			
(iii)	In Remote areas	160 working hrs from registration of complaint			
F	**Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement (*)-**				
(I)	**LT Consumers**				
(a)	**urban areas**				
(1)	Replacement not attributable to consumer's fault	56 working hrs from the date of registration of the complaint	Rs. 100/- 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 supplied by the licensee		Rs. 100/- for each day of default beyond maximum specified time limit	Not applicable	Min. 90%

	– (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.	56 working hrs from the date of registration of complaint. 56 working hrs after receiving the payment from the consumer 56 working hrs from the receipt of the meter from the consumer and after the corrective action, if any, is taken by the consumer.			
(b)	**rural and remote Areas**				
(1)	Replacement not attributable to consumer's fault	120 working hrs. from the date of receiving information / registration of the complaint.	Rs. 100/- 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 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.	56 working hrs from the date of receiving information/ registration of complaint. 120 working hrs after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer. 120 working hrs from the receipt of meter from the consumer and after the necessary corrective action, if any, is taken by the consumer.	Rs. 100/- 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	7 days after receipt of complaint, provided meter is available with the licensee, otherwise within 1 month.	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, meter getting wet, connecting unauthorized additional load etc.		Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%
	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.	7 days from the date of receipt of complaint/ information. 7 days after receiving the payment from the consumer provided meter is available with licensee, otherwise within 1 month 7 days from the registration of complaint			

Note;-

(1) In case of supply being affected due to burnt meters then replacement has to be to be undertaken within 1 day.

(2) Replacement of old electromechanical meters may be done by electronic meters. If the consumer is providing the meter then he must be advised to provide electronic meter.

(3) If a consumer submits an affidavit of his no fault when it is suspected that the replacement is attributable to consumer's fault, then pending the checks to search the fact, the meter should be replaced as if the replacement is not attributable to consumer's fault and such time lines shall be followed. However, if it is established later that the replacement is attributable to the consumer then no claim what so ever will be entertained for the lack of service or non-compliance of SOP.

(4) The consumer must be shown the procedure and should be supplied with a copy of the fact finding report whenever the causes of the replacement are established. Any technicality involved should, as far as possible and practicable, be explained in simpler terms as far.

(5) When the replacement is attributable to the consumer for causes like tampering, connecting additional unauthorized load then there is no compensation to be given though time lines for the replacement of the meter are to be followed.

G	**Shifting of meters/Service lines (for Urban, Rural and Remote Areas)**

(i)	Notice of inspection on receipt of application. /conveying reasons for denial of request.	3 days.	Rs. 50/- for each day of default	Not Applicable	95% of requests received
(ii)	Inspection after sending notice.	7 days.			
(iii)	Issuance of demand note to the applicant for payment of estimated cost/charges.	10 days.			
	(a) shifting of meter/service connection	7 days after the deposit of cost.			

	(b) shifting of LT/HT lines	20 days after the deposit of cost.			
	(c) shifting of transformer	30 days after the deposit of cost.			
H	**Period of scheduled outages** (Other than Load-shedding)	To be notified by the licensee at least 24 hrs. in advance and shall not exceed 12 hrs. a day.	Rs. 50/- for each default	Rs. 20/- for each default	Min. 99%
I	**Voltage problems (for Urban, Rural and Remote Areas)** On receipt of a voltage fluctuation complaint, Licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation				
(a)	Voltage Fluctuations (provided no expansion/enhancement of the network is involved)				
(1)	Local problem - in vicinity of consumer premises in vicinity but extending through the service line till the first pole	6 working hours 2 days	Rs. 10/- for each hour of default beyond maximum specified time limit	Rs.5/- for each hour of default beyond maximum specified time limit	Min. 95%
(2)	Change of transformer tap	2 days			
(3)	Restoration of distribution lines/ transformer/capacitor	30 days			
(b)	Low voltage -				
(1)	Where expansion/enhancement of the network is not involved	120 days from the registration of the complaint.			
(2)	Where expansion/enhancement of the network is involved	120 days from the registration of the complaint.			
(c)	Where expansion/enhancement of the network is involved				
(i)	Submission of proposal for Commission's approval	one month from the registration of complaint			
(ii)	Completion of erection / commissioning of sub-station	Within the time lines specified in the capital expenditure plan / or the timelines approved by the Commission			

Note:-The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall n capacitors of adequate capacity are not installed at their premises.

J	**Change in contract demand (for Urban, Rural and Remote Areas)**			
(i)	Request for change in Contract Demand.	30 days after receipt of application	Rs. 50 for each day of default	Not ap
(ii)	Refund of excess amount, after making adjustments for the amounts outstanding from the consumer to the licensee,	Within one month of the effective date of reduction of contract demand/connected load;	Rs.50 for each day of default.	Not ap
K	**Complaints about consumer bills (for Urban, Rural and Remote Areas)**			

	On receipt of the consumer billing complaint. Note- In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.	twenty four hours if no additional information is required. Within ten days, if additional information is required	Rs. 10/- for each day of default beyond maximum specified time limit	
L	**New connections/additional load (for Urban, Rural and Remote Areas)**			
	Time lines for release of new connections/ additional load * * Submissions of PAC along with A&A form should not be insisted for new connection/ additional load request up to 100 kW.	As per the HPERC (Licensee's Duty for Supply of Electricity on request) Regulations, 2004.	LT Rs. 50 / day 11kV Rs.50/ day 22kV Rs. 50 / day 33kV Rs. 100 / day EHT Rs. 400 / day	
M	**Transfer of Ownership and change of category (for Urban, Rural and Remote Areas)**			
(1)	Transfer of title/ownership			
(2)	Change of Category	Within 10 days after completion of formalities	Rs. 100 for each day of default	Not Applicable
(3)	Conversion between various voltage classes-			
	(a) Informing feasibility	Within 7 days after receipt of application	Rs. 10 for each day of default	Not Applicable

	(b) Conversion from single phase to Low Tension 3-phase and vice-versa	Within two months from the date of payment of charges and submission of the test report.	Rs. 50 for each day of default	Not Applicable	Min. 95%
	(c) Conversion from Low Tension 3-phase to High Tension 3-phase and vice-versa		Rs. 50 for each day of default	Not Applicable	Min. 95%
	(i) if extension of line is not required	Within two months from the date of payment of Charges and submission of test report.			
	(ii) if extension of line is required	Within 90 days from the date of payment of charges and submission of test report.			
N	**Disconnection/Re-connection of supply (for Urban, Rural and Remote Areas)**				

(a)	Consumer requesting permanent disconnection- (i) special reading and preparation of final bill, including all arrears up to the date of such billing	within five days from receipt of application	Rs. 50/- for each day of default	Not applicable	Min. 98%
	(ii) disconnection of supply	Within 3 days upon payment of dues.			
	(iii) refund of the security deposit, if any, after making adjustments for the amounts outstanding from the consumer to the licensee.	Within one month of the effective date of termination of the agreement	Rs. 50/- for each day of default beyond specified maximum time limit in addition to simple interest @12% pa as specified under the security deposits regulation.		
(b)	Consumer requesting temporary disconnection-				
	special reading and preparation of final bill, including all arrears up to the date of such billing	Within five days from such request	Rs. 50/- for each day of default beyond specified maximum time limit	Not applicable	Min. 95%
	temporary disconnection	within 5 days upon payment of dues (including energy charges, fix charges like demand charges, meter rent etc. and reconnection charges			
(c)	Reconnections-				

(i)	after temporary disconnection (if the service line has been removed)	Same as specified for new connection/additional load request under item L of this schedule.	Same as specified for new connection/ additional load request under item L of this schedule.	Not applicable	
(ii)	after temporary disconnection (if the service line has not been removed)	Within 24 hours of receipt of request.	Rs. 100/- per day of default	Not applicable	Min.
(iii)	where circumstances leading to the disconnection were attributed to the licensee.	within 1 day on receipt of request / complaint.	Rs. 300/- per day of default	Not Applicable	100%
(d)	reconnection of supply disconnected under sub-section(1A) of section 135 of the Act.	Within 48 hours from the date of deposit or payment of assessed amount or electricity charges in accordance with the Act.	-	-	
O	**Power Availability Certificate (for Urban, Rural and Remote Areas)**				

	(provided all the formalities as per clause 3.2 of the Supply Code are met with and there is capacity available with the licensee)			Not Applicable	Min.
P	**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 3 days of receipt of the application and payment of chargers.	Rs. 50/- per day of default	Not Applicable	Min.
(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 7 days from the receipt of application and payment of charges. Within the time lines as specified in the HPERC (Licensee's Duty to Supply of Electricity on request) Regulation, 2004.	LT Rs. 50 /day 11kV Rs. 50/ day 22kV Rs.50/ day 33kV Rs.100/day EHT Rs.400/ day	Not applicable	Min.
Q	**Other Standards (for Urban, Rural and Remote Areas)**				
(a)	Making and keeping regular appointments	a) At Sub-Divisional Level	Rs. 20/- per default	Not Applicable	Min.

		-Twice a week b) At Divisional Level - Once a week c) At Circle Level -Once a fortnight d) At Chief Engineer Level -Once a month Note: 1) Days and time of appointments should be notified by the licensee on uniform basis for all offices throughout the State. 2) Days and time of appointment shall be displayed outside the room of the Officer concerned and also printed on the backside of	Rs. 50/- per default Rs. 100/- per default Rs. 200/- per default		
(b)	Making and keeping special appointments	Appointments may be had at the above levels at the specific request of any consumer	Rs. 200 per default	Not Applicable	Min. 98%

(3) Efficiency Parameters

Parameters	Targeted Level of Standard of Performance
(a) Failure of - (i) 33/11 kV Power Transformers (ii) 11/0.4kV Distribution Power Transformers	Not exceeding 0.5% in a year of the number of transformers in service at the beginning of year Not exceeding 5% in a year of the number of transformers in service at the beginning of year
(b) % of Stopped/ Defective Meters	Not exceeding 2 % of the meters installed
(c) % T& D Losses	Subject to Commission's directions in ARR/Tariff Order from time to time
(d) % Collection Efficiency	Overall Annual Average monthly collection efficiency not less than 99% LT Consumers Overall Annual Average monthly collection efficiency not less than – 95% HT & EHT consumers Overall Annual Average monthly collection efficiency not less than – 100% Where monthly collection efficiency = Amount realized divided by the amount assessed during the month. Bills challenged in any court of law shall not be considered for the purpose of collection efficiency.

(4) Reliability & Quality of Power Supply

(I) Reliability of the distribution system operated by the licensee shall be computed on the basis of number and duration of sustained interruptions in pre-defined period of time e.g. quarterly, annually etc. In a power system, it may take a few minutes or 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 sustained interruption indices, prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 2003, from [1]**["1st April, 2012"]** and till then, the methodology for calculation of reliability indices shall continue as specified under the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2005):

Sustained interruptions, not classified as a part of momentary event, which last more than five minutes duration shall be considered for judging the reliability of the system and momentary interruptions (including all reclosing operation that occur within five minute of the first interruption), not exceeding five minutes duration, from the first interruption shall be ignored in computation.

a. SAIFI

SAIFI (System Average Interruption Frequency Index) indicates how often the average customer experiences a sustained interruption over a pre-defined period of time. Mathematically, this is as follows,

$$SAIFI = \frac{\Sigma \text{ Total Number of Consumers Interrupted}}{\text{Total Number of Consumers served}}$$

i.e. $$SAIFI = \frac{\Sigma N_i}{N_T}$$

Where, N_i = No. of interrupted consumers for each sustained interruption event during a quarter.

N_T = Total no. of consumers served in the area.

b. SAIDI

SAIDI (System Average Interruption Duration Index) indicates the total duration of interruption for an average consumer, as consumer minutes or consumer hours, during a pre-defined period. Mathematically, this is as follows,

$$SAIDI = \frac{\Sigma \text{ Customer Interruption Durations}}{\text{Total Number of Customers Served}}$$

i.e. $$SAIDI = \frac{\Sigma\, r_i N_i}{N_T}$$

r_i = Restoration time for each interruption event

N_i = No. of interrupted consumers for each sustained interruption event during the quarter.

N_T = Total no. of consumers served in the area.

c. Consumers Average Interruption Frequency Index (CAIFI)

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1 *Subs. for "1st April, 2011" vide Not. No. HPERC/ 401 dated 30th April , 2011 published in the R H.P dated 2nd May 2011 at p 560-561.*

Consumers average interruption frequency index gives the average frequency of sustained interruptions for those consumers experiencing sustained interruptions. The consumer is counted once regardless of the number of times interrupted for this calculation.

$$CAIFI = \frac{\Sigma\, N_i}{CN}$$

Where

N_i = Total no. of interrupted consumers for each sustained interruption event during the quarter.

CN = Total number of consumers who have experienced a sustained interruption during the quarter.

d. Consumers Average Interruption Duration Index (CAIDI)

Consumers average interruption duration index is the average time required to restore service. Mathematically, simplified

CAIDI = SAIDI / SAIFI

-CAIDI shall be calculated for a sub-station, for a circle and for the Licensee as a whole. The index shall be expressed in interruption minutes per consumer per year.

-SAIFI, SAIDI, CAIFI and CAIDI indices shall be calculated for a sub-station, for a circle and for the Licensee as a whole quarterly and the consolidated indices value should form part of the report under sub-regulation 10(1).

While the indices, the following types of interruptions shall not be taken into account:

(a)Planned outages i.e. interruption due to "State Annual Outage plan" prepared in advance for the financial year SLDC if not deferred taking into account the statutory requirements (Clause 5.8.4 (f) of the

State Grid Code)

(b)Momentary interruptions of duration less than five minutes

(c)Contingency outages in intra-State transmission network as identified under clause 3.5.1 (a)of the State Grid Code.

(d)Outages due to Force Majeure reasons beyond the control of the Licensee like fire, earthquake, floods, storms, and riots etc. including forced outages i.e. an outage of a generating unit or a transmission facility due to a fault or other reason which has not been planned.

Within six months of these regulations coming into force, the Licensee shall declare Reliability Index (RI) in the form of SAIDI & SAIFI in its area of supply and shall publish it in local newspaper having wide circulation in that area.

The Commission shall fix benchmarks for standards of reliability on the basis of data collected for one year and revise the levels to be achieved from time to time for ensuring improvement in the performance of the licensee.

(II) Voltage Variation Limits

Licensee shall ensure that long duration voltage variation at the point of commencement of supply to consumer as defined in Indian Electricity Rules, 1956, shall not vary from the declared voltage as below:

Type of supply and declared voltage	**Variation maximum limit % (+)**	**Variation Minimum limit % (-)**
230 Volts single phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
400 Volts three phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
2200/6600/11000/15000/22000/**330000** Volts three phase 50 Hz AC supply	6% of declared voltage	9% of declared voltage
66000 Volts and above three phase 50 Hz AC supply	10% of declared voltage	12.5% of declared voltage

The complaints with respect to voltage variation limits shall be established through portable voltage recorders or meter reading instruments.

(III) Voltage unbalance

The Voltage unbalance shall not exceed the following limits:

Voltage Level	**Limit of voltage unbalance**	**Implementation Stage**
33 kV level	3%	As specified by CEA Grid Connectivity Regulation, 2004
11 kV/22 level	3.5%	As specified by CEA Grid Connectivity Regulation, 2004

Annexure-A

(see sub-regulation (2) of regulation 5)

APPLICATION FOR CLAIMING COMPENSATION AMOUNT

BY THE AFFECTED CONSUMER

1	**Name of the Consumer**	

2	**Address**	
3	**Nature of complaint in brief**	
4	**Complaint Number**	
5	**Date and time of Registration of complaint**	
6	**Date and time the complaint was attended to by the Licensee**	

7	**Standard time within which the complaint is to be attended to as per Licensees' Standards of Performance Regulations**	
8	**Actual Time taken to attend to the complaint**	
9	**Compensation claimed as per Licensees' Standards of Performance Regulations**	

Date:

Place: **Signature**

ACKNOWLEDGMENT

Claim Number:

Date

Name of the Consumer

Claim for compensation amount received on (Date)

Signature of the official receiving the application

With Name, Seal and Date