

HIMACHAL PRADESH STATE ELECTRICITY BOARD LTD

Distribution Performance Standards) Regulations

For Redressal of Consumer Grievances

It is for the information of all the electricity consumers in Himachal Pradesh that pursuant to the Sections 57,58 & 59 and clause (i) of sub-section (1) of section 86, of the Electricity Act 2003, the H.P.Electricity Regulatory Commission had issued the Distribution Performance Regulations 2010 and which had also been implemented by the HPSEB Ltd w.e.f. 8-10-2010

In this distribution performance Regulations the Commission had approved Gauranteed standard of performance, which all the licensee (including HPSEBL) shall achieve and maintain in discharge of its obligations as distribution licensee.

Guaranteed Standards of Performance					
Sl. no.	Nature of service	Maximum Time Limit for rendering service	Minimum Compensation Leivable		
			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)	
(1) Call Centre					
(a)	First response against a Consumer Call	3 Minutes	Rs. 10/ in each case of default	Not applicable	
(b)	Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 10/ in each case of default	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	
(ii)	In rural areas	12 working hours			
(iii)	In remote areas	24 working hours			
B Overhead Line and Cable /Under –ground Cable breakdowns:					

(I)	<u>Overhead Line and Cable –</u>	(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	
	(i) Overhead Line / Cable breakdown in urban areas	(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	
(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 within 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	
		(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	
(II)	<u>Under-ground Cable break down-</u>		Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	
(i)	in urban areas	48 working hrs.			
(ii)	in rural areas	70 working hrs			
(iii)	in remote areas	90 working hrs			
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	
(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.	Rs. 10/- for each day of default beyond maximum specified time limit	Rs.5/- for each day of default beyond maximum specified time limit	
		16 working hrs.			
(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	
(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	
(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	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,	Rs. 100/- for each day of default beyond maximum specified time limit	Not applicable	

	(ii) replacement of meter	if any, is taken by the consumer.			
	(iii) replacement of meter if consumer is providing the meter.				
(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	
(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.	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	Rs. 100/- for each day of default beyond maximum specified time limit.	Not applicable	

	(iii) replacement of meter, if consumer is providing the meter.	consumer.			
(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	
(2)	Replacement attributable to consumer 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.	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	Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	

	(iii) replacement of meter if consumer is providing the meter.	7 days from the registration of complaint			
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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)					
	(Other than Load-shedding)	To be notified by the licensee at least 24 hrs. in advance and shall not	Rs. 50/- for each default	Rs. 20/- for each default	Min. 99%

		exceed 12 hrs. a day.			
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)	<u>Voltage Fluctuations</u> (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			
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Note:- The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation, if capacitors of adequate capacity are not installed at their premises.

J	Change in contract demand (for Urban, Rural and Remote Areas)				
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(i)	Request for change in Contract Demand.	30 days after receipt of application	Rs. 50 for each day of default	Not applicable	
(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;	Rs50 for each day of default.	Not applicable	

K	Complaints about consumer bills (for Urban, Rural and Remote Areas)				
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	On receipt of the consumer billing complaint.	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	Not applicable	
	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.				
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) Regulatons, 2004.	LT Rs. 50 / day 11kV Rs. 50 / day 22kV Rs. 50 / day 33kV Rs. 100 / day EHT Rs. 400 / day	Not Applicable	

M	Transfer of Ownership and change of category (for Urban, Rural and Remote Areas)				
(1)	Transfer of title/ownership	Within 10 days after completion of formalities	Rs. 100 for each day of default	Not Applicable	
(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	

	(c) Conversion from Low Tension 3-phase to High Tension 3-phase and vice-versa		Rs. 50 for each day of default	Not Applicable	
	(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	With in 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	
	(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. 99%
(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 subsection(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)	Within forty five days of the receipt of request or such extended period as approved by the Commission	Rs. 50 for each day of default	Not Applicable	Min. 95%
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. 95%

(b)	<p>Release of temporary connection –</p> <p>(i) Where no extension of distribution mains or the commissioning of new sub-station is involved.</p> <p>(ii) Where extension of distribution mains or the commissioning of new sub-station is involved.</p>	<p>Within 7 days from the receipt of application and payment of charges.</p> <p>Within the time lines as specified in the HPERC (Licensee's Duty to Supply of Electricity on request) Regulation, 2004.</p>	<p>LT Rs. 50 / day</p> <p>11kV Rs. 50 / day</p> <p>22kV Rs. 50 / day</p> <p>33kV Rs. 100 / day</p> <p>EHT Rs. 400 / day</p>	Not applicable	Min. 95%
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Q	Other Standards (for Urban, Rural and Remote Areas)				
(a)	Making and keeping regular appointments	<p>a) At Sub-Divisional Level - Twice a week</p> <p>b) At Divisional Level - Once a week</p> <p>c) At Circle Level - Once a fortnight</p> <p>d) At Chief Engineer Level - Once a month</p> <p>Note: 1) Days and time of appointments should be notified by the licensee on uniform basis for all offices throughout the State.</p>	<p>Rs. 20/- per default</p> <p>Rs. 50/- per default</p> <p>Rs. 100/- per default</p> <p>Rs. 200/- per default</p>	Not Applicable	Min. 95%

		2) Days and time of appointment shall be displayed outside the room of the Officer concerned and also printed on the backside of the bills.			
(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) 11/0.4 kV 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.