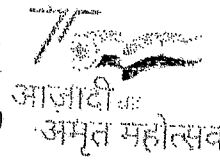




HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED
(A STATE GOVERNMENT UNDERTAKING)

Registered Office: Vidyut Bhawan, HPSEBL, Shimla-4 (H.P.)
CIN: U40109HP2009SGC031255
GST NO.: HPSEBL 02 AACCH4894EHZB
Phone No.: 0177-2656624 (OFFICE), 2803315 (FAX)
Website: www.hpsebl.in,
Email: - cecomm@rediffmail.com, cecommhpsebl@gmail.com



No. HPSEBL/CE (Comm.)/S-4/Vol-V/2022-13049-13448 Dated: 17/03/2022

To

1. The Chief Engineers (Op.), South/North/Central Zone, HPSEBL, Shimla/Dharamshala/Mandi, CE(ES), HPSEBL, Hamirpur.
2. All Chief Engineers under HPSEBL except Sl. No.(1), HPSEBL,
3. All the Dy.CEs/ SEs, Operation Circles, E.S Circles under HPSEBL.
4. All Dy. CEs/SEs Under HPSEBL except Sl. No. (3), HPSEBL,
5. All the Addl. SEs/ Sr. Executive Engineers, Operation, Electrical Divisions/ ES Divisions under HPSEBL.
6. All A.E.E.s/ A.E.s, Operation, Sub-Divisions under HPSEBL.

Subject:- Electricity (Rights of Consumers) Rules, 2020.

Sir,

As you are aware that Ministry of Power, Government of India has notified Electricity (Rights of Consumers) Rules, 2020 which has been published in Rajpatra on 31.12.2020 and 1st amendment on 28.06.2021. A copy of rules is enclosed for kind perusal and further necessary action by the respective field units in line with the Electricity Supply Code and Regulations notified by HPERC from time to time.

The main focus of the rules is for providing quality service to the consumers and it is the right of consumers to have minimum standards of service for supply of electricity from the distribution Licensee. The main issues, which required immediate attention are highlighted as under:-

1. In order to have transparency in the process of release of connection to the consumer(s) the online mode of application, submission, it's tracking, payment and release of load shall be adopted, which has also been mandated by HPSEB Ltd. under EODB (Ease Of Doing Business) which shall be strictly followed.
2. Replacement of defective, burnt or stolen meter shall be done within the time specified by the Commission, failing which the penalty shall be paid on the rates as notified by Commission for each day of default. Non-availability of meters shall not be the reason for delay in a restoration of supply, therefore, it may be ensured to plan the availability of meters accordingly.
3. The distribution Licensee shall supply 24x7 power to all consumers and to maintain the reliability of supply as per benchmark of SAIDI & SAIFI to be finalized by the Commission.
4. Consumer as a prosumer i.e to have same rights and general consumer and they will also have right to set-up a Renewable Energy Generation Unit including Roof Top Solar PV System either by himself or through a service provider. The following time frame/ guidelines have been specified in these rules:-
 - i) Technical feasibility study to be completed within the time frame specified by the Commission.
 - ii) After PV installation, the licensee shall complete the signing of connection agreement within its time frame specified by the Commission.
 - iii) In case of delay on the part of licensee without any cause, the licensee shall be liable to pay compensation to the consumer at a rate which shall not be less than five hundred rupees per day for each day of default.

IT Cell HPSEBL V.B. Shimla

Sr. Engineer (IT)

Sr. Engineer (IT-4)

APC/IT-4

21/03/2022

Manager 22/3

Sr. Asst.

21/3

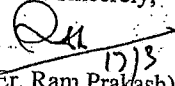
REGISTERED OFFICE :- VIDYUT BHAWAN, HPSEBL, SHIMLA-171004 (H.P.)

5. To comply the standards of performance for the distribution licensee regulations notified by HPERC, failing which the compensation for each default on per day basis as specified in the Guaranteed Standards of Performance shall be paid to the consumers.
6. The consumers are to be informed about the scheduled power outages for which the field units are required to update the status of scheduled/un-scheduled power outages on the HPSEB Ltd. portal well in advanced in case of planned/scheduled power outages.
7. To make efforts for minimizing outages, prevention of theft or un-authorized use of electricity or tampering, distress or damage to electric lines or meter for which proper checks as per Sales Manual Instructions may be followed.

The above instructions may be followed in letter and spirit.

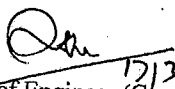
[Note :- The field Units referred herein above includes respective executing office whether in Operation Wing or in ES Wing as the case may be.]

Yours sincerely,


(Er. Ram Prakash)
Chief Engineer (Comm.),
HPSEB, Vidyut Bhawan,
Shimla - 171 004.

Copy forwarded to the following for information and necessary action:-

1. The Addl. Chief Secretary/ Principal Secretary (MPP & Power) to the Government of H.P., Shimla-2.
2. The Secretary, HPERC, Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla-9.
3. The Chief Electrical Inspector, H.P. Govt., Block No. 29, SDA Complex, Shimla-9.
4. The Secretary, H.P. Electricity Ombudsman, Sharma Sadan, Behind Keonthal Commercial Complex, Khalini, Shimla-2.
5. The Secretary, Consumer Grievances Redressal Forum, Kasumpti, Shimla-9.
6. The Executive Director (Personnel), HPSEBL, Vidyut Bhawan, Shimla-4.
7. The Chief Accounts Officer, F&A Wing, HPSEBL, Vidyut Bhawan, Shimla-4.
8. The Chief Audit Officer, F&A wing, HPSEBL, Vidyut Bhawan, Shimla-4.
9. The Superintending Engineer (Enf. & EA)/ Superintending Engineer (Tariff & SERC) in this office.
- ✓ 10. The Superintending Engineer (IT) in this office to upload the same in the HPSEBL official website under Sales Circulars.
11. The Resident Audit Officer, HPSEBL, Shimla-4.
12. The Dy. Secretary (Law), HPSEBL, Shimla-3.
13. The Addl. Secretary-cum-PS/ Sr. PS to MD/ Directors for kind information of MD/ Directors.
14. Guard file of this office.


Chief Engineer (Comm.),
HPSEB, Vidyut Bhawan,
Shimla - 171 004.