

(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 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 regulation 10.

(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.

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)	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 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	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	
(iii)	Under-ground Cable breakdown-	(i) in urban areas	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	
		(ii) in rural areas				48 working hrs.
		(iii) in remote areas				70 working hrs 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	95% of number of transformers reported failure.	
(ii)	in rural areas	32 working hrs.				

(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.	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.	Rs. 100/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%

	(iii) replacement of meter, if consumer is providing the meter.	120 working hrs from the receipt of meter from the consumer and after the necessary corrective action, if any, is taken by the 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	Min. 95%
(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	Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%

(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 time lines 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)					
(i)	Request for change in Contract Demand.	30 days after receipt of application	Rs. 50 for each day of default	Not applicable	Min. 95%
(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	Min. 95%
K Complaints about consumer bills (for Urban, Rural and Remote Areas)					
	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	99% of complaints received
	Note-In case the complaint is				

	(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 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)	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%

appointments	had at the above levels at the specific request of any consumer			
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3. Efficiency Parameters

Parameters	Targeted Level of Standard of Performance
(a) Failure of - (i) 33/11 kV Power Transformers	Not exceeding 0.5% in a year of the number of transformers in service at the beginning of year
(ii) 11/0.4 kV Distribution Power Transformers	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 1st April, 2011 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.

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

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

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.

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

$$\text{i.e. } SAIDI = \frac{\sum r_i N_i}{N_T}$$

r_i = Restoration time for each interruption event

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:

Signature

Place:

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