



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

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

CIN: U40109HP2009SGC031255, GST NO:02AACCH4894EHZB

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No. HPSEBL/CE(Comm.)/SERC-14/2025-26-

Dated: 19-12-2025

9294-9302

To

The Chief Engineer (Op),
HPSEBL, Shimla/Kangra/Mandi
/Hamirpur, Himachal Pradesh.

The Chief Engineer (ES),
HPSEBL, Hamirpur,
Himachal Pradesh.

Sub: Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025.

Sir,

Enclosed please find herewith copy of Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025 issued by the HPERC published in HP Rajpatra on dated 06.12.2025.

In this regard, it is requested to go through the contents of notified Regulations and implement the same in letter & spirit. Further, it is requested to impart necessary direction to offices under your kind control to provide the services within timelines in order to avoid the compensation and to make necessary changes in report being submitted to the Commission under said Regulations in order to avoid any litigation at later stage.

DA: As above.

Yours Faithfully,

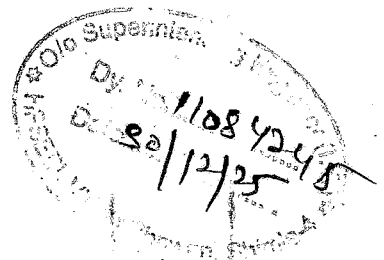
Chief Engineer (Commercial),
HPSEBL, Vidyut Bhawan,
Shimla-171 004

Copy to

1. The Chief Engineer (P&M), HPSEBL, Shimla-04, he is requested to upload the Regulation on website of HPSEBL under Ease of Doing Business tab please.
2. Sr. PS to the Director(Finance/Op./Tech.), HPSEBL for kind information of the concerned Director please.

Chief Engineer (Commercial),
HPSEBL, Vidyut Bhawan,
Shimla -171 004

IT Cell HPSEBL, V.B. Shimla-4



ON 19/12/25

SECRETARY (P&M)

20/12/25

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राजपत्र, हिमाचल प्रदेश

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

शनिवार, 06 दिसम्बर, 2025 / 15 मार्गशीर्ष, 1947

हिमाचल प्रदेश सरकार

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION, SHIMLA
Vidyut Aayog Bhawan, Block-37, SDA Complex, Kasumpti, Shimla-171009

NOTIFICATION

Shimla, the 1st December, 2025

No. HPERC-401.—The Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred under sub-section (1) and clauses (za) and (zb) of sub-section (2)

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(8907)

of Section 181, Sections 57, 58, 59 and clause (i) of sub-section (1) of Section 86 of the Electricity Act, 2003 (36 of 2003), read with Section 21 of the General Clauses Act, 1897 (10 of 1897), and all other powers enabling it in this behalf, after previous publication, makes the following Regulations further to amend the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, namely:—

REGULATIONS

1. Short title and commencement.—(1) These Regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Third Amendment) Regulations, 2025.

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

2. Amendment of Regulation 2.—In Regulation 2 of the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 (hereinafter referred to as the “Principal Regulations”), after sub-regulation (10), the following sub-regulation (10A) shall be inserted, namely:—

“(10A) “Hilly Areas/terrain” shall mean and include, for the purposes of these regulations, all areas/terrains having height above 1000 meter from the mean sea level;”.

3. Amendment of Regulation 4.—In Regulation 4 of the Principal Regulations, for sub-regulation (2), the following sub-regulation shall be substituted, namely:—

“(2) “Notwithstanding anything to the contrary contained in sub-regulation (1), the Reliability Indices as specified under item 4 of the Schedule appended to these Regulations, shall be followed.”.

4. Amendment of Regulation 5.—In Regulation 5 of the Principal Regulations,—

- (i) in sub-regulation (11), for the words, figures and signs “latest by 30th September, 2022,”; the words and sign “within thirty days from the date of publication of these amendment Regulations,” shall be substituted.; and
- (ii) sub-regulation (12) shall be omitted.

5. Amendment of Schedule.—In Schedule appended to the Principal Regulations,—

- (i) in item (2), for sub-items E, F and Q, the following sub-items shall be substituted, namely:—

Guaranteed Standards of Performance					Overall Standards of performance
Sl. No.	Nature of service	Maximum Time Limit for rendering service	Minimum Compensation Leviable		Target levels
1	2	3	4	5	6
E	Complaints about meters				
	Testing and checking for 5 Days correctness of meters		Rs.80/- each day of default beyond maximum specified time limit	Not applicable	90% of requests/complaints
F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement				
	(I) LT Consumers				
	(a) urban areas				
	(1) Replacement not attributable to consumer's fault	24 hours	Rs. 150/- 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. 150/- 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	24 hours			
	(ii) replacement of meter	24hours after receiving the payment from the consumer.			
	(iii) replacement of meter if consumer is providing the meter.	Consumer shall provide meter within 12 hours and licensee will replace meter within next 12			

		hours. In case the consumer fails to provide the meter in 12 hours, licensee shall provide and replace the meter within 24 hours and shall recover the cost from consumer in the subsequent bills			
	(b) rural and remote Areas				
	(1) Replacement not attributable to consumer's fault	72 hours	Rs.150/- 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. 150/- 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.	24 hours			
	(ii) replacement of meter	72 hours after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer.			
	(iii) replacement of meter, if consumer is providing the meter.	Consumer shall provide meter within 36 hours and licensee will replace meter within next 36 hours. In case the consumer fails to provide the meter in 36 hours, licensee shall provide and			

		replace the meter within 72 hours and shall recover the cost from consumer in the subsequent bills.			
(II) H.T. Consumers (for Urban, Rural and Remote Areas)					
	(1) Replacement not attributable to consumer	24 hours	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.		Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%
	(i) serving a notice to the consumer for recovery of cost of the meter.	24 hours			
	(ii) replacement of meter.	24 hours			
	(iii) replacement of meter if consumer is providing the meter.	Consumer shall provide meter within 12 hours and licensee will replace meter within next 12 hours. In case the consumer fails to provide the meter in 12 hours, licensee shall provide and replace the meter within 24 hours and shall recover the cost from consumer in the subsequent bills.			
Q	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	Within the timelines as specified in table under sub-para (3.1.4) (b) of para	Rs. 80/- per day of default	Not Applicable	Min. 95%

the load and raising a demand note .	3.1 of Electricity Supply Code.			
(b) Release of temporary connection –		LT Rs. 200/day		
(i) Where no extension of distribution mains or the commissioning of new sub-station is involved.	Within 48 (forty eight) hours from the receipt of application and payment of charges.	11kV Rs. 200/day 22kV Rs.200/day	Not applicable	Min. 95%” ;
(ii) Where extension of distribution mains or the commissioning of new sub-station is involved.	Within the timelines as specified in item (b) of sub-para (3.1.6) under para 3.1 of Electricity Supply Code.	33kV Rs.500/day EHT Rs. 500/ day		

(ii) in item (4)—

- (A) in para (I), for first, second and third sub-paras, the following sub-para shall be substituted, namely:—

“The licensee shall supply 24x7 power to all categories of consumers. Reliability of the distribution system operated by the licensee shall be computed on the basis of number and duration of momentary interruptions and sustained interruptions in pre-defined period of time e.g. quarterly, annually etc. In a power system, it may take a few minutes for repetitive operation of protective devices, to restore power after transient faults or to re-route power in the network to restore supply to the affected area.

The licensee shall compute and report the value of following momentary and sustained interruption indices, prescribed by the Institute of Electricals and electronics engineers (IEEE) Standard 1366 of 2003.” ; and

- (B) after sub-para ‘d’, the following sub-para ‘e’ shall be added, namely:—

“e. Momentary Average Interruption Frequency Index (MAIFI) means the average number of momentary interruptions per consumer occurring during the reporting period—

$$MAIFI = \frac{\sum N_i}{CN}$$

Where

N_i = Total number of interrupted consumers for each momentary interruption event during the quarter.

CN = Total number of consumers served.

Momentary interruptions shall mean and include interruptions of duration less than 5 minutes.”.

By order of the Commission,

Sd/-
Secretary.