HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED
(A STATE GOVERNMENT UNDERTAKING)
CIN: U40109HP2009SGC031255GST NO:02AACCH4894EHZB
PHONE NO. : 0177-2656624 (OFFICE)
Website: www.hpseb.in Email: cecommhpsebl@gmail.com

No. : HPSEBL/CE(Comm.)/ SERC-17/2026-27- 4210-39 **Dated:** 27/10/26

To

1. **The Chief Engineers (Op)**
   HPSEBL, Shimla/Mandi,
   Kangra/Hamirpur Zone.

2. **The Chief Engineer (ES),**
   HPSEBL, Hamirpur.

3. **The Chief Engineer (Generation)**
   HPSBEL, Sundernagar, Mandi (H.P.)

Sub: Allotment of Consumer's Guide for Electricity Services by HPSEBL.

Sir,

The copies of **Consumer's Guide for Electricity Services by HPSEBL** have been published. You are requested to make it convenient to collect the same as per allotment letters (**Annexure-I**) for further distribution to respective sub-ordinate offices under your kind control please.

DA: As above.

24/X/26

Dy Chief Engineer (SERC/T),
O/o Chief Engineer (Comm.),
HPSEBL, Shimla-4.

Copy of above alongwith Consumer's Guide for Electricity Services by HPSEBL is forwarded to the following:

1. Sr. PS to the Chairman (HPSEBL) for kind information of worthy Chairman please.
2. Pr. Secretary to the Secretary (Power) to the Govt. of H.P., Armsdale Building HP Sectt., Shimla- 171002.
3. Sr. PS to MD HPSEBL for kind information of MD HPSEBL please.
4. Sr. PS to Dir.(Fin/Op/Tech), HPSEBL for kind information of concerned Director please.
5. Sr.PS to ED(Pers.),HPSEBL for kind information please.
6. The Director of Industries, Near HP High Court, Shimla-171001.
7. The Electricity Ombudsman, Khalini-171002.
8. The Chairman, CGRF SDA Complex, Shimla-171009.
9. The Chief Engineer (P&M/MM/SP/SO/PCA), HPSEBL.
10. The RAO, HPSEBL, Vidyut Bhawan, Shimla-4.
11. The Chief Audit Officer, HPSEBL, Vidyut Bhawan, Shimla-4.
12. The Superintending Engineer (IT). **It is requested to upload the Consumer's Guide for Electricity Services by HPSEBL on the website of HPSEBL as well. (soft copy sent through email.)**
13. The Superintending Engineer (SERC/Comm./EA & Enf.).
14. The Dy. Secy. (Law), HPSEBL, Vidyut Bhawan, Shimla-04.
15. The Superintending Engineer, DSP, Khalini, Shimla-2.
16. The Librarian, HPSEBL, Vidyut Bhawan, Shimla-4.

Dy Chief Engineer (SERC/T),
O/o Chief Engineer (Comm.),
HPSEBL, Shimla-4.

Annexure -I

Detail for Allotment of Consumer's Guide for Electricity Services by HPSEBL.

Sr. No.	Name of Wing	Nos. of Books Allotted	Signature of Receiving Official
1	Chairman Cum- ACS, MPP &Power of H.P. Govt. Shimla -2 (AD Building Room No. 421)	2	
2	Managing Director, HPSEBL, Shimla -4	2	
3	Director (Operation), HPSEBL, Shimla -4	2	
4	Director (Technical), HPSEBL, Shimla -4	2	
5	Director (F&A), HPSEBL, Shimla -4	2	
6	Director of Industries, HP Shimla-171001	2	
7	The Chief Engineer (Comm.), Shimla -4	1	
8	SERC	5	
9	Comm.	6	
10	Enforcement & Energy Audit	4	
11	Chief Engineer (Op) Shimla Zone	100	
12	Chief Engineer (Op) Dharmashala Zone	80	
13	Chief Engineer (Op) Mandi, Zone	80	
14	Chief Engineer (Op) Hamirpur Zone	80	
15	Chief Engineer (ES), Hamirpur	20	
16	Chief Engineer (Gen), Sundernagar	20	
17	Chief Engineer (P&M), Shimla	5	
18	Chief Engineer (MM), Shimla	5	
19	Chief Engineer (SP), Shimla	5	
20	Chief Engineer (PCA), Shimla	5	
21	Chief Engineer (SO), Shimla	5	
22	The SE (IT) O/o CE(P&M)	5	
23	SE (DSP)	1	
24	Executive Director (Pers.) HPSEBL, Shimla -4	5	
25	Chief Account Officer, HPSEB Ltd. Shimla-171004	10	
26	Chief Audit Officer, HPSEB Ltd. Shimla-171004	15	
27	The Secretary HPERC, Vidyut Aayog Bhawan, SDA Complex, Block No. 37 Kasumpti shimla -9	50	
28	The Secretary CGRF, Kasumpti Shimla-171009	10	
29	Electricity Ombudsman, Khalini, Shimla-171002	2	
30	Resident Audit Officer, HPSEB Ltd. Shimla-171004	20	
31	Dy. Secretary (Law)	5	
32	HPSEB Ltd. Library	5	

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
Vidyut Aayog Bhawan, SDA Complex, Block No.- 37, Kasumpti - 171009
Tel No.0177-2627263,2627907,2627908 Fax.No.0177-2627162
E-mail: hperc@rediffmail.com Website:http://www.hperc.org

NO.HPERC-I (1)-5/2025- 766 **Dated :** 01 .04.2026

To

The Chief Engineer (Commercial),
HPSEBL, Vidyut Bhawan ,
Shimla-171004(H.P)

Subject: Consumers Guide for Electricity Services by HPSEB Ltd.

Sir,

Consumers Guide for Electricity Services initially prepared in 2022, has been updated on the basis of the regulations framed thereafter and amendments carried out in the existing regulations and Orders passed by the Commission in this regard.

The aim of the Consumer's Guide is two fold. Firstly, it is an attempt at facilitating better coordination and communication between the consumers and the distribution licensee. Secondly building public awareness about the consumer rights and bringing in a consumer-oriented perspective to distribution licensees's operations.

Now the Consumer's Guide as approved by the Commission is required to be printed by the distribution licensee and also hoisted on web portal.

It is, therefore, requested that the enclosed copy of the Consumer's Guide may kindly be got printed in booklet format as per your requirement and circulated to all the field officers, Electricity Ombudsman and Consumer Grievances Redressal Forum and Additional Consumer Grievance Redressal Forums with 50 copies thereof to the Commission at the earliest.

Yours faithfully,

Encl: As Above

(Er. Yashwant Singh)
Executive Director (Technical)

CONSUMER'S GUIDE

FOR

ELECTRICITY SERVICES BY HPSEBL

(Incorporating Guidelines based on HPERC Regulations notified from time to time under the provisions of the Electricity Act, 2003)

Himachal Pradesh Electricity Regulatory Commission

Vidyut Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla-171009.

Telephone No. 0177-2627263, 2627907, 2627908

Fax No. 0177-2627162

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HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
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A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favor by serving him; he is doing a favor by giving us an opportunity to do so.

-----Mahatma Gandhi

Electricity is an essential requirement for all facets of our life. It has been recognized as a basic human need. It is a critical infrastructure on which the socio-economic development of the country depends. Supply of electricity at reasonable rate to rural India is essential for its overall development. Equally important is availability of reliable and quality power at competitive rates to the consumers. Availability of quality supply of electricity is very crucial to sustained growth of the country. Having recognized the need for a self contained comprehensive legislation relating to electricity, the Parliament enacted the Electricity Act, 2003 which came into force on 10.06.2003. As per section 82 of the Act every State Government shall constitute, for the purposes of this Act, a Commission for the State to be known as "the State Electricity Regulatory Commission". The State Commissions are primarily mandated to balance the interests of consumers and licensees so as to achieve ultimate objective of providing reliable quality supply of power at an affordable price with improved consumer services.

CONSTITUTION AND FUNCTIONS OF STATE ELECTRICITY REGULATORY COMMISSION:

The Himachal Pradesh Electricity Regulatory Commission (the Commission or HPERC) is a statutory body established on 30.12.2000 under the Electricity Regulatory Commission Act, 1998 (14 of 1998) and subsequently under the Electricity Act, 2003. It started functioning with effect from 6th January, 2001 with its headquarters at Shimla. The functions of the Commission under the Electricity Act, 2003 includes:-

Functions related to	Detail of Functions
Tariff Determination [Under Section (U/S) 62 & Section 86 of the Electricity Act, 2003]	Determine the Tariff for- a. Supply of electricity by a generating company to a distribution licensee; b. Transmission of electricity; c. Wheeling of electricity; d. Retail sale of electricity.
	Regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State.
Transmission & Wheeling of Electricity (U/S 86)	Facilitate intra-State transmission and wheeling of electricity.
Licensing (U/S 14)	Issue licenses for- a. Transmission of electricity as a transmission licensee; b. Distribution of electricity as a distribution licensee; c. Undertaking trading in electricity as an electricity trader.
Promotion of co-generation & Generation of Electricity from Renewable Sources (U/S 86)	a. To promote electricity from renewable sources of energy. b. To promote electricity from Co-generation.
Adjudication (U/S 86)	To adjudicate disputes between the licensees and generation companies.
Levy of fees & charges (U/S 86)	Levy fee for purpose of this Act.
Framing of Regulations (U/S 181)	To frame regulations on the various aspects concerning supply of electricity inter-alia including- Terms & conditions for determination of Tariff U/S 61; a. Electricity supply code U/S 50; b. The standards with respect to quality, continuity and reliability of service by licensees; c. Grid code; d. Security deposit; and e. Guidelines under sub-section 5 of Section 42.
Advisory functions (U/S86)	To advise the State Government on any of the following matters, namely:- a. Promotion of competition, efficiency and economy in activities of the electricity industry; b. Promotion of investment in electricity

	industry; c. Reorganization and restructuring of electricity industry in the State; and d. Matters concerning generation, transmission, distribution and trading of electricity or any other matter referred by the Government.

Distribution Licensee:

Himachal Pradesh State Electricity Board Limited (HPSEBL) with its head office at Vidyut Bhawan, Shimla-171004 (HP) is the sole distribution licensee operating in the State at present. It caters electricity to about 30 Lac consumers across the State. It has a large number of Electrical Sections and Sub-Divisional Offices as well as complaint centers, spread across the State to provide easy accessibility to the consumers.

Regulations framed by the Commission:

The Commission has framed and notified various regulations on the subject matters falling under its purview. In particular, the following regulations have been framed with a specific objective to ensure quality and reliability in supply of electricity by the distribution licensee with performance standards to take care of the consumers' interests. Simultaneously, the Commission also fixes different charges to be paid by the consumers to the licensee for various services so that the licensee's business remains commercially viable:-

- HP Electricity Regulatory Commission (Security Deposit) Regulations, 2005;
- HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012;
- HPERC Supply Code, 2009;
- HPERC (Distribution Performance Standards) Regulations, 2010;
- HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2010.
- HPERC (Rooftop Solar PV Grid Interactive Systems based on Net Metering) Regulations, 2015.
- HPERC (Compensation to Victims of Electrical Accidents) Regulations, 2023.
- HPERC (Electricity Grid Code) Regulations, 2026.
- Based on the provisions contained in the above referred to Regulations, the Consumer's Guide has been prepared primarily for the guidance of Low Tension (LT) electricity consumers in the State of Himachal Pradesh.
- These Regulations have statutory force and the Distribution Licensee is legally bound to implement it in letter and spirit. At the same time, the consumers can take benefit of these Regulations in resolving their grievances.

Eligibility for Power Supply:

Based on the purpose for which supply is required and the quantum of connected load or contract demand required by the applicant, the consumers are covered under different schedules of tariff under the annual tariff orders of the Commission. The Domestic Supply (DS) schedule is primarily applicable to the consumers using electrical energy for lights, fans, heaters, cooking ranges, ovens, refrigerators, air conditioners, stereos, radios, televisions, mixers, grinders, electric iron, sewing/ embroidery/knitting machines, domestic pumping sets and other domestic appliances in a single private house/flat or any other residential premises. The other tariff schedules cover various consumer categories such as Non-Domestic Non-Commercial Supply (NDNCS), Commercial Supply (CS), Small Industrial Power Supply (SIPS), Medium Industrial Power Supply (MIPS), Large Industrial Power Supply (LIPS), Agricultural Supply (AS), Irrigation and Drinking Water Pumping Supply (IDWPS), Bulk Supply (BS), Street Lighting Supply (SLS) and Temporary Metered Supply (TMS).

New connection / Additional Load

For new connections/additional load covered under single part tariff i.e. sanctioned connected load/contract demand equal to or less than 20 KW/kVA including domestic categories of consumers only two mandatory documents namely (1) Identity proof (I.e. Passport, Aadhaar Card, Voter Card etc.) of the applicant and (2) proof of applicant's ownership or occupancy over the premises for which new connection is being sought, are required apart from the application and agreement Form and Test Report. In the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof above.

In addition, the applicant has also to submit crossed signed non-judicial stamp paper of Rs.10.00 photo copy of consumer signature and witness, consumer. I.D. and Postal address. The licensee cannot ask for any other document for this category.

- For consumers covered under Two Part Tariff i.e. having sanctioned connected load/contract demand greater than 20 KW/kVA the following documents are required :-
  - i) Proof of identity of Applicant/user.
  - ii) NOC/Floor wise or entire building completions Plan from TCP or MC or

NP or other Urban Local Bodies, as the case may be. The proof of ownership/occupancy (in case of owned/leased premise) shall not be asked in case the applicant is same in whose name NOC/building completion plan is sanctioned. In other cases, the same is required.

iii) Authorisation documents (in case of firm or company)

iv) In case the applicant is not able to produce the documents as per Sr. No. (ii) above, the connection shall be released under Temporary Metered Supply Connection alongwith undertaking/declaration required as per clause No. 3.1.2.3 of supply Code.

The list of documents shall be applicable till such time the Commission specifies the list of such documents.

- Application and Agreement Forms for all types of connections as well as modification in existing connection shall be available at all the local offices of the licensee free of cost as well as on its website for free download.
- The applicant shall have an option to submit an application form in hard copy or electronic means such as through web portal or mobile app. of the licensee.
- In case the applicant submits hard copy of the application, the same shall be scanned and uploaded on the website within six working hours from its receipt in the licensee's office. In case of online application form submitted through web portal or mobile app of the licensee or where the same is uploaded on the website, the acknowledgement with the registration number shall be generated on submission of application.
- An application, complete with the required information, shall be deemed to have been received on the date of generation of acknowledgment with registration number.
- On receipt of an application and agreement Form from the applicant, the licensee shall within the time indicated in the following table, issue by registered post/speed post or through any faster and latest electronic mode an intimation regarding , a demand notice to the applicant, clearly indicating :-

(a) All deficiencies to be made good and the codal formalities to be completed by the applicant; and

(b) The exact amount of charges and security to be deposited by the applicant as indicated in Table-III, Table-IV and Table-V in this Consumer's Guide.

Timelines for issuance of the Demand Notice in respect of different connections are as follows:-

Table-I

Type of Service connection required	Period from the date of receipt of application within which demand notice should be sent
Low Tension (LT) supply	(10) days
11 KV supply	(15) days
22 KV supply	(15) days
33 KV supply	(30) days
Extra high Tension (EHT)	(45) days

The Distribution Licensee shall be liable to pay compensation to the applicant for delay in issuance of Demand Notice beyond the time frame. The applicant shall have the option to make payment against demand notice through online or offline mode. In case of online mode the payment shall be made through licensee's website or mobile app and for offline mode, the payment shall be at the concerned sub- divisional office or through any other facilities as provided by it on any working day during working hours allocated for the purpose

After compliance of the requirements of Demand Notice by the applicant , the licensee shall give supply of electricity to the premises within the following timelines reckoned from the completion of the codal formalities and the payment of charges and security amount stated in the demand notice ;

(a) Where no extension of distribution mains or commissioning of new sub-station is required , [i] within three (3) days in metropolitan areas ,[ii] within seven (7) days in other urban/municipal areas, [iii] within fifteen (15) days in rural areas ; and (iv) within thirty (30) days in other rural areas having hilly terrain.

(b) In cases where such extension of distribution mains or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV sub-station, within the timelines given below in Table-II :-

Table-II

Type of service connection requested	Period within which supply of electricity should be provided
Low Tension (L T) supply	(40) days
11K V supply	(30) days
22 K V supply	(30) days
33 K V supply	(60) days
Extra High Tension (EHT) supply	(90) days

(c) in case of application for new connection, where extension of supply requires erection and commissioning of new 33/11K V sub-station, the licensee shall, within fifteen days of receipt of application , submit to the Commission a proposal for erection of 33/11K V sub-station together with the time required for commissioning the sub-station .The licensee shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission :

Provided that where such sub-station is covered in the investment plan approved by the Commission, the licensee shall complete the erection of such sub-station within the period specified in such investment plan; and

in specific and exceptional cases the Commission may extend the time for commissioning the supply .

However, if the applicant/ consumer has reason to believe that the licensee is deliberately delaying the release of connection, he may approach the Consumer Grievances Redressal Forum as per the provisions of HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 for redressal of his grievance.

In case of delay in release of connection beyond the specified timelines, the applicant shall be entitled to compensation @ Rs 200/- for each day of delay in respect of LT supply, 11 kV, and 22kV connections and @Rs.500/- in the case of 33 kV and EHT connections, unless the distribution licensee gets the time limit extended from the Commission.

In case the applicant wants to withdraw his application after depositing the security, the amount deposited shall be refunded after deducting 10% of the security deposit and the payment of actual expenditure incurred by the licensee for release of connection under HPERC (Recovery of Expenditure)

Regulations, 2012.

Infrastructure Development Charges:-

The applicants seeking new connection / additional load are required to deposit Infrastructure Development Charges at the rate(s) given below at Table-III:- as per order:05-06-2025 in Petition No.22/2024:

Table-III

(A) Normative rates of Infrastructure Development Charges for applicants under single part tariff

Sr. No.	Particulars	Approved IDC Charges
(i)	For domestic supply to BPL families upto 2 kW of connected load	Nil
(ii)	For others (not covered in (i) above)	
	(a) For the first 5 kW of connected load	Rs.100/- per kW (or part thereof)
	(b) For the next 5 kW of connected load	Rs. 200/- per kW (or part thereof) by which the connected load exceeds 5 kW)
	(c) For the Balance connected load in excess of 10 kW	Rs.400/- per kW (or part thereof) by which the connected load exceeds of 10 kW.

(B) Normative rates of Infrastructure Development Charges for applicants under two part tariff.

(i)	For the first 30 kVA of contract demand	Rs.600/- per kVA (or part thereof) of the contract demand
(ii)	For the next 20 kVA of contract demand	Rs.900/-per kVA (or part thereof) by which the contract demand exceeds 30 kVA
(iii)	For the next 50 kVA of contract demand	Rs.1700/- per kVA (or part thereof) by which the contract demand exceeds 50 kVA.
(iv)	For the balance contract demand; if any,	Rs.2500/- per kVA (or part thereof) by which the contract demand exceeds 100 kVA.

Security Deposit for New Connection:

The applicants are required to pay or deposit initial security at the rates applicable from time to time as per Himachal Pradesh Electricity Regulatory

Commission (Security Deposit) Regulations, 2021, as amended from time to time .The rates of initial security deposit as per kW or per kVA, as the case may be, currently applicable for various categories of consumers are as under:

Table-IV

Sr. No.	Type of category	Bi-Monthly Billing (Rates in Rs. Per kW/KVA)	Monthly billing(Rates in Rs. Per kW/KVA)
1	2	3	4
1	Tribal areas, remote, difficult and hard areas		
(a)	Domestic	165	-
(b)	Commercial/NDNC		
(i)	Upto 20 kVA	165	-
(ii)	Above 20 kVA	240	-
(c)	Small & Medium Industrial Power Supply Upto 20 kVA	300	-
(d)	Irrigation and Drinking Water Pumping Supply(IDWPS)	500	-
2	Rural areas		
(a)	Domestic	240	120
(b)	Commercial/NDNC	350	175
(c)	Irrigation and Drinking Water Pumping	500	250
	Supply(IDWPS)		
3	Urban areas		
(a)	Domestic	340	170
(b)	Commercial/NDNC	-	600
(c)	Irrigation and Drinking Water Pumping Supply (IDWPS)	-	600
4	Small and Medium Industrial Power Supply for all areas		
(a)	Upto 20 kVA (except for tribal, remote, difficult areas)	-	900
(b)	Above 20 kVA		
(I)	Above 20 kVA & Upto 50 kVA	-	1100
(ii)	Above 50 kVA	-	1300

5	Large Industrial Power Supply for all areas	-	1800
6	Bulk Supply for all areas	-	1800
7.	Temporary Metered Supply for all areas	-	1500
8.	Street Lighting Supply for all areas	-	1100
9.	Railway Traction Supply for all areas	-	1800

The Below Poverty Line (BPL) beneficiaries in the state are required to pay only 50% of the prescribed security amount for supply of electricity to them for residential or domestic usage.

Service Connection Charges

The cost incurred to extend the electric cable from the distribution network Upto the premises of the applicant is recovered from the consumer through these charges. The SCC includes charges towards the service wire to be extended from the nearest electric pole Upto the applicants meter and all other the applicants meter and all other related costs. The SCC applicable to consumer is determined from their approved electric load and the type of connection (whether on surface or underground). As per HPERC order in the matter of petition under Regulation 4 of HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012, to fix and specify service line charges for all the new connections and also extensions upto 150 kW/kVA, The Commission has approved normative rates for service lines on single phase, 3-phase at LT voltage and at 11 kV to 22 Kv voltage level for providing power supply upto the 150 kW/kWA as under:-**Table-V**

Normative rates for Service Lines on Single Phase, 3-Phase at LT voltage and at 11kV and 22 kV voltage level for providing power supply upto 150 kW/kVA:

Sr.No.	Connection type/voltage level	Maximum Load limit for release of connection under normative regime (in kW/kVA)	Minimum fixed charges applicable in all ranges of loads (Rs.)	Loads above which the additional per kw/kva Normative charges shall be applicable in	Per kw/kva Normative Charges to be recovered in addition to the fixed charges for connections having load more than the load	Illustration for payment of Minimum Fixed Charges and additional per kw/kva normative charges

				addition to the minimum fixed charges (in kW/kVA)	defined for fixed charges (Rs.)	
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
A)	Single Phase (Domestic)	20	2368	10	237	Upto 10 kW, Rs. 2368/- required to be paid and after 10 kW, per kW cost required to be paid.
	Single Phase (other than domestic consumer)	15	2959	10	296	Upto 10 kW, Rs.2959/- required to be paid and after 10kW, per kw cost required to be paid.
B)	Three Phase	50	13001	35	371	Upto 35 kW/kVA, Rs. 13001/- required to be paid and after 35 kW/kVA, per kWcost required to be paid.
C)	11KV	150	434937	100	4349	Upto 100 kW/kVA Rs.434937/- required to be paid and after 100 kW/kVA per kW/kVA cost required to be paid.
D)	22KV	150	458161	100	4582	Upto 100 kW/kVA, Rs.458161/- required to be paid and after 100 kW/Kva, per kW/kVA required to be paid.

Temporary Supply

1. In case of connections to be released under Temporary category the applicant will be provided such supply on receipt of Application and Agreement form available at all local offices of HPSEBL as well as on the website of HPSEBL.
2. The time lines for issue of Demand Notice shall be as provided at Table-1 applicable for new / additional connections.
3. Where no extension of distribution mains or commissioning of a new sub-station is involved, within forty eight hours reckoned from the completion of all codal formalities and payment of security amount stated in the Demand Notice as mentioned at Table-1; and
4. Where extension of distribution mains or commissioning of a new sub-Station is involved, within the timelines as given in Table-II:-

Supply and Installation of Energy meters:

- The distribution licensee will supply the energy meter and/or metering equipment to the applicant at the time of release of a new connection or at any other time as required by the consumer and the consumer will pay the monthly rent for such equipment at the rates approved by the commission from time to time.
- The consumer may, if he so chooses, obtain his own energy meter and/or metering equipment of the prescribed make(s) and specifications. In such case, after getting the energy meter tested and sealed at the licensee's laboratory, meter shall be installed at the consumer's premises by the licensee. The licensee will not charge any monthly rental for the energy meter or metering equipment in such cases. The licensee shall make available on its website, the list of meter manufacturers and their authorised venders from whom the consumers can purchase the tested and sealed meters.

- Energy meter will be installed according to mutual convenience of the licensee and the consumer. The consumer will be responsible for the protection of the meter from theft or damage and shall immediately inform the licensee about any fault, accident or defect etc., noticed by him.
- If the meter is installed outside the consumer's premises, the licensee shall be responsible for safe custody of the meter and if the same is installed within the consumers premises, the consumer shall be responsible for the safe custody of meter.

In the case of multi- storey buildings/apartments, meter/metering equipments may be installed near the entrance of the building or at any other mutually agreed convenient common space. The cost of installation from the premises of a consumer to the common space will be borne by the owner or an association/society of occupants/owners. In such a case, the owner or association/society would also ensure protection of the meter/metering equipments from theft or damage.

- Whenever new meter/metering equipment is installed, the meter will be sealed by the licensee in the presence of the consumer. Only the licensee will remove the seals of the meter, as and when required and no consumer will tamper with, break or remove the seal(s) under any circumstances.
- The licensee shall, on request from the consumer, carry out testing and checking of energy meter for its correctness within a period of 7 days on payment of fees as specified by the Commission.
- On receipt of complaint from the consumer about his meter reading not being commensurate with his consumption of electricity, stoppage of meter, damage to seal, burning or damage the meter etc. the licensee shall test the meter at site within the timelines specified in HPERC (Distribution Performance Standards) Regulation, 2010.

Provided that in case of complaint by a consumer regarding meter reading not being in commensurate with his consumption of electricity, distribution licensee shall install an additional meter within five days from the date of receipt of complaint, to verify the consumption, for a minimum period of three months. and,

No fee for testing shall initially be charged from the consumer. However, if on testing, the meter is found to be defective or burnt due to the reasons attributable to the consumer, including overloading, short circuit in consumers wiring, physical damage the consumer shall bear the cost of new meter and test fee shall be charged from him through subsequent bills.

In case of testing of meter removed from the consumers premises for the purpose of testing in the licensee's laboratory, the consumer will be informed through e-mail or SMS etc. of the date and time to be present at the site of testing, at least seven days in advance.

- After testing the meters, the signature of the consumer or his authorized representative, if present, would be obtained on the Test Result Sheet and a copy of it shall be given to the consumer.

- The licensee shall give a copy of the meter test report to the consumer duly signed by both the licensee or their authorized representative and the consumer and retain one such copy as acknowledgement.
- If the consumer disputes the results of testing carried out by the licensee, the meter shall be got tested at a **Third party** testing facility selected by the consumer from the list of third party testing agencies approved by the Commission. If it is established that the results of this test are contrary to the results of the test performed by the licensee, then the cost of conducting such test shall be borne by the licensee. If it is established that the results of this test are the same as the results of the test conducted by the licensee, then the cost of undertaking such test shall be borne by the consumer. The results of such third party test shall be final and binding on both the licensee and the consumer.
- "The list of **third party** agencies approved by the Commission shall be available on the Website of the licensee and its various offices."
- Replacement of defective or burnt or stolen meters shall be done
  a. Either on consumer's complaint or upon inspection by the licensee. If the meter is prima facie found to be defective or burnt or stolen **not due to the reasons** attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within the timelines as specified in the schedule to the HPERC (Distribution Performance Standards) Regulations, 2010
  b. If after investigation it is found to be defective or burnt or stolen due to causes attributable to the consumer, the estimated cost of the **new meter along with the cost of replacing the same shall be recovered from the consumer within a time period specified in Schedule to the HPERC (Distribution Performance Standard) Regulations, 2010.**

- In case where a meter installed at consumers premises is reported to have been stolen and FIR to this effect has been lodged by the consumer, supply of electricity will be immediately restored by the licensee at consumers request by installing another tested meter and the cost of the meter shall be recovered from the consumer through electricity bills in the subsequent months.
- In respect of consumer owned defective/burnt/stolen meter, the replacement shall be made by way of licensee owned meter till such time the consumer provides a new meter duty tested and the same is installed.
- Non- availability of meter shaSll not be reason for delay in restoration of supply.

The licensee shall ensure the adequate availability of stock of meters for the purpose.

- The licensee shall replace the energy meter within 56 working hours from the date of registration of the complaint and in case the replacement is attributable to the consumer's fault, the above said period shall be considered from the receipt of meter/payment. In case of rural and remote areas, the time limit for replacement of meter however extends Upto 120 working hours. In case of delay, the consumer is entitled to compensation @ Rs.100/- for each day of default beyond maximum specified limits.

Transfer of title/shifting of Energy Meter and /or Service Connection

The applicants seeking transfer of title, termination of agreement, change of category, conversion between various voltage classes and other services will submit their application alongwith supporting documents to the designated office of the licensee. The applicant seeking the above referred to services shall pay charges in indicated in the schedule of General Charges as contained in the Tariff Order.

The licensee shall give effect to transfer of title, change of category and conversion between various voltage classes as stipulated in sub-para 3.1.4 and 3.1.6 of the Supply Code: No test report shall be required in cases of transfer of title/change of name of a deceased consumer.

Request made by the consumer for shifting of a meter and/or service connection for feeding the same premises or for diversion of existing lines shall be entertained by the distribution licenses. Request of the consumer may however, be rejected for specific reasons which shall be conveyed to the consumers in writing.

Application for shifting of service connection in case of domestic consumers may be entertained by the distribution licensee subject to the fulfillment of the following conditions:-

a) The new premise to which the connection is to be shifted is owned by the same person in whose name the original connection has been provided.
b) The connected load of the connection at the new premise shall not exceed the load as sanctioned for original connection. The test report shall, however, in any case has to be provided;
c) The applicant also submits a new agreement form for new connection.
d) The new premise is to be fed from the same LT feeder and from the same Distribution Transformer under the same sub-division/section from which the original connection is being fed;

e) The applicant has cleared all the dues billed to him in respect of the connection at the old premise and also agrees to pay the arrears, if any, pertaining to the connection at the old premise for the period Upto the date of shifting of the connection;

f) The original connection has been sanctioned for domestic supply and the same at the new premise is also required for domestic purpose only;

g) The applicant agrees to pay, in addition to security deposit and IDC etc., the cost of service line as well as cost of shifting connection for which the licensee shall provide the estimate to the applicant;

h) The length of service line at the new premise does not exceed 30 meters;

i) The applicant agrees to arrange/provide right of way;

j) The applicant agrees to update the security amount to that worked out as per prevailing rates (i.e. after adjustment of the security already deposited); and

k) The applicant agrees for disconnection of supply at the original premise at the time of shifting.

Where the applicant requesting for shifting of a meter and/or service connection for feeding the same premises, or in case of domestic consumers for feeding the other premise subject to the fulfillment the foregoing conditions, has deposited the charges/costs thereof as the case may be, the distribution licensee shall adhere to following timelines as specified in HPERC (Distribution of Performance Standards) Regulations, 2010:-

i)	Issuing notice of inspection on receipt of application/conveying reasons for denial of request	3 days
ii)	Inspection after sending notice	7 days
iii)	Issuance of Demand Note to the applicant for payment of estimated charges/cost	7 days from the date of inspection
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 the cost.

In case default the distribution licensee is liable to pay compensation to the consumer/applicant @Rs.80/- for each day of default.

Special provisions for release of connection(s) to the consumers residing under Resident Welfare Association:-

Release of electricity connection(s) to the consumers residing under Resident Welfare Association shall be regulated by the provisions of regulation 6 of HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012.

The developer/Association shall also provide suitable land/space in the neighborhood of sub-station for providing supply.

After compliance with the foregoing provisions, the following provisions shall apply for release of connections(s):

a) Within the area covered under an association, the distribution licensee shall provide either a single point connection for the Association or individual connections for each and every owner in such association and the choice shall be determined by means of transparent ballot to be held by HPSEB Ltd.

However, if more than fifty percent (50%) of the owners prefer individual connection, then individual connections shall be given to each owner.

b) The metering, billing and collection shall be done separately for –

(i) Individual electricity consumption sourced from the distribution licensee;

(ii) Individual consumptions of back up power supplied by the RESIDENTIAL Welfare Association (RWA) and ;

(iii) Electricity consumptions for common area of such Association sourced from the distribution licensee.

c) In the case of a single point connection, the RWA shall be responsible for metering, billing and collection.

For individual connections, the distribution licensee shall be responsible for metering, billing and collection.

d) In the case of a single point connections:-

(i) The charges deducted through **prepayment** meters or bills raised by RWA for individual electricity consumptions shall be on **no-profit no loss basis**;

(ii) The distributions **licensee's** tariff for single point connection to **RWA** shall not exceed the average billing rate for low tension (LT) domestic category;

(iii) The total billing done by RWA for the electricity supplied by the distribution licensee shall not exceed the overall tariff paid to the distribution licensee; and

(iv) An additional amount as specified/fixed by HP Electricity Regulatory Commission may be charged towards the sub-distribution network cost

incurred on providing electricity upto the premises of the individual consumer.

Compensation to the Victims of Electrical Accidents:-

Victims of electrical accidents in Himachal Pradesh (or their legal heirs) are eligible for guaranteed compensation under the HPERC (Compensation to Victims of Electrical Accidents) Regulations, 2023.

The obligated Entity failing to meet the standards of performance specified in Regulation 3 of these regulations shall be liable to pay compensation as specified in chapter III & IV of these regulations for injury to person(s) or loss of human or animal life in consequence of an electrical accident.

The compensation shall be paid within the time limit specified in these Regulations to the Victims/ Claimants by the Obligated Entity.

Electricity Bills

The distribution licensee shall issue bills to the consumers based on actual meter reading for the electricity supplied or for services rendered for every billing cycle and all the consumers will make payments to the Distribution Licensee within the time specified as under :-

i) Ten days from the date of delivery of the bills in the case of Large Supply, Medium Supply and Small Industrial Consumers; and

ii) Fifteen days from the date of delivery of the bills in case of all other categories of consumers.

iii) However, the bill shall be delivered to the consumer at least 10 days prior to the due date of payment.

- Monthly billing cycle shall be applicable in urban areas including Industrial areas, District headquarters, Municipal Corporation area, Municipal Council areas, Nagar Panchayat areas, Special Area Development Authority areas, and for the other areas, except for tribal and difficult areas as notified by Government of Himachal Pradesh under the policy for transfer of employees, the billing cycle shall be bi-monthly. In case of the tribal and difficult areas the billing cycle shall be bi-monthly, except for the winter months for which the billing cycle shall not be of more than 4 months.
- Where billing cycle is of more than one month, the consumer shall have option to pay, monthly or periodic charges, on average or estimated consumption charges basis or any other basis without

waiting for bills to be issued. Such amount will be treated as advance and adjusted in the regular bills to be issued subsequently.

- Tariff for each category of consumers shall be displayed on licensee's website and consumers shall be notified the changes in tariff(s) and other charges through licensee's website, within seven days from the date of such tariff order(s) of the Commission. Such changes shall subsequently also be reflected in the energy bills.
- In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-payment meters; the meters shall be read by an authorized representative of the licensee at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc. Consumers having smart pre-payment meters may also be given the data access for checking their consumption on real time basis.
- For post payment meters, in case of connection covered under single part tariff, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile number or through e-mail. In such a case, licensee may not send any notice or provisional bill to the consumer. In such cases, the licensee shall also take steps to shift the meter to a suitable place so that it remains accessible for taking the meter reading and the consumer shall also cooperate with the licensee in this regard.
- When supply of electricity to a new consumer is commenced in the middle of a billing cycle, the fixed charges, minimum charges and/or any other similar charges will be levied pro-rata for the number of days for which supply is given during the billing cycle.

- The consumers will pay on a pro-rata basis in case any tariff/other charges are made applicable in the middle of a billing cycle.
- In the event of supply of electricity to any category of consumers being fully or partially subsidized by the State Government, the State Government in the manner specified by the Commission will effect payment of electricity subsidy charges for such consumers to the licensee.
- A consumer bill will disclose the periodicity of billing, date when the meter was read, the date of issue of bill, the due date for payment and the additional amount payable in case payment is delayed.
- The bill for arrears, in case of underassessment or the charges levied as a result of checking etc., will be initially tendered separately, indicating in bill the nature, period of arrears, the number and amount of installment allowed and the arrear will not be clubbed with the current electricity bill. Subsequently the amount of said arrear bill shall be reflected in the next billing cycle till not paid. For purpose(s) of action(s) of licensee on non-payment of billed amount, the arrear amount shall be accounted for as per of final bill due of any billing cycle. (However in case any amount of the bill is disputed by the consumer, such disputed amount as well as the late payment surcharge thereon shall also be reflected, and continue to be reflected, separately in the ledgers, till such time such amount remains unpaid/unsettled, so that total updated quantum of such disputed amount is readily available, Such details shall be made available to the consumer on request.
- The meter of a consumer will be read on the specified days in a billing month/period and such days will be publicized in advance. However, where meter is installed outside the consumer's premises and a display unit installed inside the premises, the readings of the consumer meter and not the display unit will be taken into account for billing purposes.
- A meter reading card will be provided by the licensee to each consumer which will be readily available at the premises where a meter is installed and the meter reader will, except in case of

remote reading, enter the meter reading and the date thereof in the said meter reading card. Any officer/functionary authorized by a licensee who cross-checks meter readings or replaces a meter and/or its seals will also record the changes in the reading, meter and/or its seals, as the case may be, in the meter reading card.

- The bill will be delivered to the consumer immediately in case of spot billing and in other cases within a period not exceeding ten days from the date of meter reading.
- The licensee shall, for delivery of bills adopt fastest, cost effective, reliable and assured mode including the electronic mode like e-mail. Soon after sending the bill, intimation in this regard shall also be sent through SMS etc.
- In case of single part tariff, where the bills are generated through spot billing, the bills shall be delivered by hand and subsequently, the intimation shall also be given to the consumer through SMS or e-mail or both. In cases where spot billing is not done, the bills shall be delivered by hand or by post. In case of hand delivery, record of delivery of the bill will be maintained at the designated office of the licensee.
- In case of consumers covered under single part tariff and where the billing is carried out through spot billing system, the bills for such consumers shall be uploaded on the website of licensee immediately, but not later than three days from the date of spot billing.
- In case of consumer covered under two part tariff, the bills shall be sent through e-mail and intimation in this regard shall also be sent through SMS or any other electronic mode. The bills sent through e-mail, for which the intimation has also been sent through SMS, to such consumers shall be considered as delivered.
- In case of pre-payment metering, the licensee shall issue the bill to the consumer on his or her request and the licensee shall make available on its website, the bill showing the deposits made.
- The billing details of one year for all categories of consumers will be made available on the licensee's website.

- In case a consumer covered under single part tariff does not receive bill, he may make provisional payment on the basis of self assessment. In such a case, the licensee shall not issue notice for disconnection on account of non-payment and the later payment surcharges shall be applicable only for the deficit amount:
- Provided further that for the excess or deficit payment made in case of self assessment by the consumer, the licensee shall effect the adjustment of the excess or deficit amount, as the case may be, in the electricity bills of the immediately succeeding months.
- The licensee will issue the first bill for a new connection, released during a billing cycle, before the end of the next billing cycle. In case a consumer does not receive the first bill by the end of the next billing cycle, he will inform the officer/functionary in charge of designated office of the distribution licensee who will arrange for issue of the bill (within the timelines as specified in the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards Regulations, 2010).
- If a consumer vacates any premises to which electricity has been supplied by the distribution licensee without paying all charges due from him in respect of such supply, or for the provision of electricity meter, electric line or electrical plant, the **distribution licensee may refuse to give him supply at any other premises until he pays the amount due.** It shall be obligatory on the part of each distribution licensee to publish the identity of such defaulting consumers for information of other licensees.
- Once the final bill is raised, the licensee will not have the right to recover any other charge(s), other than those in the final bill for any period prior to the date of such bill except amount due on account of under billing or fraud, or unauthorized use of electricity by the consumer which could not be detected at the time of the special reading.

Payment of Bills:

- Consumers shall receive electricity bills from the licensee, disclosing the billing period (i.e. period for which bill is being raised), date when meter was read, date of issue of bill, due date of payment linked with mode of payment, tariff rates, subsidy etc. and additional amount payable in case payment is delayed. Contact details of Consumers Complaint Centres, Consumers Grievances Redressal Forum and Ombudsman shall also be indicated in the bill.
- The licensee shall establish online portal as well as sufficient number of collection centres at suitable locations with necessary facilities where consumer can deposit the billed amount. In addition, the licensee shall also provide drop boxes at suitable locations separately for each sub-divisions where the consumers having bill upto Rs.5000/- can drop cheques/bank drafts towards payment of their bills.
- The consumers are required to make payment within due date of payment indicated in the bill. The consumer have the option to pay their bill online through HPSEB Ltd. website or mobile app and through off line mode at the designated local collection centres of HPSEB Ltd. or through any other facilities provided by it, on any working day during hours allocated for the purpose.
- If the due date of payment indicated in the bill is Sunday or a public holiday as declared by the State Government or if the licensees office is closed for any other reason, the next working day will be treated as the due date.
- The bills exceeding Rs. five thousand shall be paid on line, or in case of domestic consumers, by depositing local cheque at the collection centres. However, in exceptional cases for rural areas, the in-charge of concerned Sub-division may accept payment in cash upto an amount of Rs. Seven thousand.
- Payment of electricity bills not exceeding Rs. Five thousand in case of single part tariff, the consumers can drop the cheques in the drop boxes provided at different locations/centres of the respective sub-division.
- HPSEB Ltd. or its authorised agency will issue a receipt to the consumers for payment of the bills. A bank certificate indicating transfer of money to HPSEB Ltd.'s account will be sufficient proof of payment in case of all transactions other than cash.

- In case of non-payment of the bill within the due date of payment, the consumer is charged surcharge for late payment at rate of 1.5% per month or part thereof on the outstanding amount. In case of non-payment of bill, the licensee may also disconnect the power supply to the consumer after giving notice of not less than 15 days in writing.
- The Consumer can also effect online bill payment using the licensee's Mobile App "HPSEBL".
- Using the licensee's App "HPSEBL", the consumer can now view electricity bills, consumption history, bill payment history etc.
- In case the amount of bill is disputed by the consumer, the power supply shall not be disconnected if the consumer pays the electricity charges for each month on the basis of the average monthly bill for the preceding 6 months or the amount of the bill, whichever is less. The licensee shall decide the billing dispute within 24 hours after the receipt of the complaint from the consumer in the designated office if no additional information is required and within 10 days if additional information is required from the consumer.
- **If on examination of a complaint, the licensee finds a bill to be erroneous, a revised bill will be issued to the consumer indicating a revised due date of payment, which will not be earlier than ten days from the date of delivery of the revised bill to the consumer. If the amount paid by the consumer is in excess of the revised bill, such excess amount will be refunded through adjustment first against any outstanding amount due to the licensee and then against the amount becoming due to the licensee immediately thereafter. The licensee will pay to such consumer interest on the excess amount at simple interest on the excess amount @15 percent per annum, or where the rate is fixed by the Commission at the rate so fixed, or on daily basis" till such time the excess amount is adjusted.**
- **If the licensee finds the bill to be correct, the consumer will be intimated accordingly and will be required to pay the balance amount, if any, alongwith additional charges for delayed payment from the due date, initially stipulated in the bill.**
- In case the consumer is not satisfied with the decision of the licensee, she/he may approach the Consumers Grievances Redressal Forum (CGRF) situated

at S.D.A. Complex, Kasumpti, Shimla 171009, for redressal of the said grievance(s). In case the grievance is not redressed by the CGRF to the satisfaction of the complainant, she/he can approach the Electricity Ombudsman within 30 days after the passing of orders by the aforesaid Forum.

- Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied.

- A consumer will effect full payment of the billed amount even if it is disputed one, failing which the licensee may initiate action treating it as case of non-payment:

  Provided that no action will be initiated if such a consumer deposits, under protest-

  (a) An amount equal to the sum claimed from him, or

  (b) The electricity charges for each month calculated on the basis of average charges for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.

Advance Payment of Bill:

The consumer can effect advance payment in respect of future bills by giving the details in the prescribed format which shall be available with the licensee's office. **The consumer can also effect electricity bill in advance using HPSEBL Mobile App. & HPSEBL Web Portal www.hpseb.in. The advance payment will be adjusted in the bills of the succeeding months. The licensee will however, continue to issue bills indicating the amount adjusted and the balance amount of the advance payment.**

In case of post payment meters, when a domestic consumer gives prior information to call centre or concerned sub-division of HPSEB Ltd. either in writing or through any other means about his continued absence from residence, the Board shall not send, during the period for which the fixed charges (apart from his current dues) have been paid in advance by such consumer, any notice of disconnection for non payment of dues.

The rebate for advance payment shall be provided to the consumers at the following rates:-

i) Where the advance payment after adjusting the dues already billed to him, exceeds Rs. Two thousand but does not exceed Rupees three thousand the rebate shall be allowed at a flat rate of Rs. twenty.

ii) Where the advance payment after adjusting the dues already billed, exceeds Rupees three thousand, the rebate shall be allowed at the rate of Rupees ten for every amount of rupees one thousand, or part thereof, subject to the condition that the total amount of rebate for any such advance payment shall not exceed rupees fifty ; and

iii) The rebate for an advance payment shall be allowed at the above rates only once and not on recurring basis. However, if the consumer makes another advance payment, the rebate on such other advance payment shall also be allowed at the above rates subject to the condition that the total amount of such rebate in a year shall not exceed rupees three hundred.

Standards of Performance of Electricity Distribution:

The licensee is required to adhere to the Standards of Performance, duly specified by the Commission. A copy of the prescribed standards shall be available at the website of the Commission www.hperc.org. as well as at the website of the licensee www.hpseb.com. Complaints pertaining to consumer related services such as Fuse-off/ Fault Calls, Overhead Line and Cable/Underground Cable Break-downs, Replacement of Damaged Service Line/ Wire, Testing and checking for Correctness of Energy meters, Defective/Stopped/Burnt Meters/Metering Equipment Replacement, Shifting of Meters/Service Lines, Voltage Problems etc. are required to be attended to by the licensee within the prescribed time lines, depending upon the nature of complaints and location (Urban, Rural, Remote areas etc.). In case of delay on the part of the licensee in this regard, the licensee is required to compensate the consumer for such delay at the minimum rates duly prescribed in the relevant regulations. Some of the guaranteed standards of performance incorporated in the HPERC (Distribution Performance Standards) Regulations, 2010 are briefly depicted at **Annexure-1**.

Web Services

- HPSEB Ltd. shall prominently display on its website www.hpseb.in, the following :-

1. Detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of domestic connection to other premises subject to fulfillment of the specified conditions etc.;

(a) Address and telephone numbers of offices where filled-up application forms can be submitted;
(b) Address of website for online submission of application form;
(c) Complete list of copies of the documents required to be attached with the application; and
(d) All applicable charges to be deposited by the applicant.

2. Application and Agreement forms for all type of connections as well as modification in existing connection shall be available at all the local offices of HPSEB Ltd. free of cost as well as on its website for free download.
3. The HPSEB Ltd. shall create a web portal and a mobile app for submission of online application forms.
4. The applicant shall have an option to submit an application form in hard copy or an electronic means such as through web portal or mobile app of HPSEB Ltd.
5. In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website within sic working hours from its receipt in the HPSEB Ltd. office.
6. In case of online application form submitted through web portal or mobile app of HPSEB Ltd. or where the same is uploaded on the website the acknowledgement with the registration number shall be generated on submission of application.
7. An application, complete with all the required information, shall be deemed to be received on the date of generation of acknowledgement with registration number.
8. The application tracking mechanism based on the unique registration number shall be provided by the HPSEB Ltd. through web-based application, mobile app and through SMS or by any other mode to

monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow."

9. Tariff for each category of consumers shall be displayed on the website and consumers shall be notified the changes in tariff(s) and other charges through HPSEB Ltd. website, within 7 days from the date of such tariff order of the Commission.

10. The data regarding energy consumption shall be made available to the consumer through website or mobile app or SMS. Consumers having smart prepayment meters may also be given the date access for checking their consumption on real time basis.

11. In case of prepayment meters, the HPSEB Ltd .shall issue the bill to the consumer on his or her request and the HPSEB Ltd. shall make available on the website, the bill showing the deposits made.

12. The billing details of one year for all categories of consumers shall be made available on the HPSEB Ltd. website.

13. In case the existing meters are to be replaced by any new technology meters, the licensee shall issue its public notice in at least four newspapers. Such information shall also be displayed conspicuously on HPSEB Ltd. website and the licensee shall indicate the area wise schedule of dates for replacement of such meter.

14. The HPSEB Ltd. shall make available on its website, the list of meter manufacturers and their authorised venders from whom the consumers can purchase the tested and sealed meters.

15. The list of third party agencies for undertaking test of meters approved by the Commission shall be available on the website of the HPSEB Ltd.

16. The consumer shall have the option to pay their bills through online or offline mode. In case of online mode, the payment may be made through HPSEB Ltd. website or mobile app.

17. Consumer can also file his grievances/complaint before the relevant Forum online through website/mobile app of HPSEB Ltd.

Facility for Senior Citizens and Physically Challenged Citizens :-

The HPSEBL shall also provide suitable arrangements like separate queue, sufficient seating arrangement etc. for senior citizens and physically challenged citizens who may visit the HPSEBL's office(s). The HPSEBL shall

also provide all services such as application submission, payment of bills etc. to the senior citizens and physically challenged citizens, covered under single part tariff, at their door-steps. The HPSEBL shall depute its officials to visit the premises of such citizen within two days in case of urban area and within five days in case of rural area, after ascertaining the convenience of such citizen about the time of visit to his/her premises.

Unauthorized use of Electricity

As per the provisions of section 126(6) (b_ of the Electricity act, 2003, unauthorized use of electricity means the usage of electricity .-

(a) By any artificial means; or

(b) By a means not authorised by the concerned person or authority or licensee or

(c) Through a tampered meter; or

(d) For the purpose other than for which the usage of electricity was authorised or

(e) For the premises or areas other than those for which the supply of electricity was authorised.

(i) An assessing officer designated as such by the State govt. under Section 126 of the electricity Act, 2003 will suo-moto or on receipt of information/complaint regarding unauthorised use of electricity promptly inspect such premises. However increase in the connected load, without permission from the licensee, shall not be considered as unauthorised use of electricity under section 126 of the Act, if :-

(ii) There is no change in applicable tariff category, or sub-category thereof, as a result of increase in connected load; and

(iii) The actual demand (kVA) does not exceed the maximum limit arrived at by converting the sanctioned connected load (kW) into kVA, based on an assumed power factor of 0.9, by more than 10 kVA.

(iv) There is no usage of electricity through tampered meter; and

(v) The electricity is used only for the purpose for which the same was authorised; and

(vi) The electricity is used only for the premises or the areas for which the supply of electricity is authorised. And

(vii) The increase in connected load does not exceed the limit computed as under ;-

(a) 10 kW case where the sanctioned connected load is upto 100 kW; and

(b) 10% of the sanctioned connected load subject to a maximum of 200 kW, in case where the sanctioned connected load is more than 1090 kW.

• However, if a case of extension of connected load comes to the notice of the licensee, irrespective of the fact, whether or not, such extension is considered to be unauthorised use of supply under section 126 of the Act, it shall give an option to the consumer to either get such extension(s) regularized by completing the formalities or to remove the extensions) of the connected load. The licensee shall be entitled to disconnect the supply if the consumer does not take any step in this regard even after service of a notice on him by the licensee. **However, the licensee may disconnect the supply temporarily even without a notice if it reasonably believes that continuation of supply is likely to result in loss of human or animal life or injury to a human being or any animal or damage to property.**

• The assessing officer and other members of his team will at the time of inspection carry alongwith them their photo identity cards, which will, on demand be shown to the person present at the site before entering the premises.

• If on inspection of the premises or scrutiny of the record, the assessing office concludes that the consumer is indulging in unauthorized use of electricity, he will prepare an inspection report inter alia indicating the connected load for unauthorized use of electricity, condition of meter and its seals and also details of evidence substantiating the unauthorized use. The assessing officer wherever possible photograph/ videography the means of such unauthorized use.

• The assessing officer will sign the inspection report and a copy thereof shall be handed over to the person or his/her representative present t site. The person present at site may also sign the inspection report. In case of refusal to accept the report, a copy of the inspection report will be posted at a conspicuous place in/outside the premises and another copy shall be sent under registered post.

- In case of theft of electricity detected by the assessing officer at the time of inspection and in case the assessing officer himself is not an authorized officer under section 135 of the electricity Act, 2003, an immediate reference reporting the fact will be made to the

authorized officer for taking further action. The assessing officer will also take suitable measures to ensure that the status of the means adopted for theft is maintained as "in found condition", at the premises till investigation is initiated by the authorized officer.

- The assessing officer will provisionally assess the amount payable by the person benefited by the unauthorised use of electricity.
- The provisional assessment order will be issued within 48 hours of inspection and served upon the person,
- The person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the licensee within 7 days of the service of the order on him.

Final Assessment for unauthorised use of electricity.-

(1) Any person not satisfied with the provisional assessment is entitled to file objection is entitled to file objections, if any, against the provisional assessment order before the assessing officer within 7 days of the order having been served upon him.

(2) Within 7 days of submission of the objections the assessing officer will scrutinise the case and if no unauthorized use of electricity is established then after recording the reasons, the will be dropped immediately the person informed accordingly.

- If the assessing officer is still of the view that unauthorized use of electricity has taken place, he shall give due consideration to the facts submitted by the person and pass a speaking order within 30 days of personal hearing, as to whether a case of unauthorized use of electricity is established or not. The speaking order shall also contain the brief of inspection report, submission made by the said person in his written reply or in oral submissions made during personal hearing and reasons for acceptance or rejection of the same.

  In case the assessing officer concludes that unauthorized use of electricity has taken place, he shall assess the electricity consumption and electricity charges as per procedure given in the HPERC, electricity supply code, 2009.

- The person will be required to deposit the assessed amount with the licensee within 7 days of receipt of the final order of assessment. The licensee may extend the last date of payment of the assessed amount or allow the payment in installments subject to payment of interest on the unpaid amount for the extended period beyond seven days @16% per annum compounded every six month.

- The person served with the final order of assessment may accept it and deposit the assessed amount with the licensee or may file an appeal before the Appellate Authority.

Theft of Electricity

Consuming electricity without being officially connected to the supply point or without being registered as a consumer of electricity or using for purpose other than for which it is authorized or meter tampering/by passing for illegal abstraction of energy is illegal and punishable.

Use of electricity for the purpose other than for which the use of electricity was authorized shall be treated as dishonest use of electricity.

Procedure in a case of Theft of Electricity

a) An authorized officer, as notified by the State Government under Section 13 of the Electricity Act, will immediately inspect such a premises where he has reason to believe or has been intimated by an assessing officer designated by the State Government under Section 126 of the Act ibid that theft of electricity, as defined in sub-section (1) of the said Act has occurred or is occurring.

b) The authorized officer and other members of his team will, at the time of inspection carry photo identity cards, which will on demand be shown to the occupant or person present at site before entering the premises.

c) The authorized officer will record evidence substantiating theft of electricity in the premises and will, photograph/videographer the means of theft of electricity, wherever possible.

d) In case where a occupant or person is suspected to have indulged/indulging in theft of electricity by tampering with the meter/metering equipment and/or its seals or otherwise then such equipment shall be sealed by the authorized officer so as to keep it as "in found condition." The occupant or person or his representative will also be permitted to affix his seal at that time.

e) The authorized office will prepare an inspection report inter alia showing the connected load for theft of electricity, status of meter/metering equipment, condition of meter and seals and any other irregularity noticed (such as means adopted for theft of electricity) in such premises.

f) The occupant or person of the place of search or any representative on his behalf shall remain present during the search and a list of all items seized in the course of such search shall be prepared and delivered to such occupant or person:

Provided that no inspection, search and seizure of any domestic places or premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

g) The authorized officer will sign the inspection report, will obtain signatures) of the occupant or person present at the premises during the search on the seizure memo and inspection report referred to in preceding clause (f) and shall hand over a copy, immediately after the inspection, to the occupant or person present at the premises during the search. In case of refusal to sign the said report and/ or receive the inspection report, a copy of the same will be pasted at a conspicuous place in/outside the premises and another copy sent to the occupant or person under registered post. The inspection report will indicate the time period, which shall not exceed seven days, within which the occupant or person may raise objections against the said report before the authorized officer.

h) In case any artificial means or means not authorized by the license, exist for the theft of electricity by the person/occupant, it shall be presumed, until the contrary is proved, that abstraction, consumption or use of electricity has been caused by the person/occupant then without prejudice to the provisions of the Act, the licensee may, upon detection of such theft of electricity, immediately disconnect the supply of electricity:

Provided that only such officer of the licensee, as authorized for the purpose by the Commission or any other officer of the licensee, of the rank higher than the rank so authorized shall disconnect the supply line of electricity.

Provided further that such officer of the licensee, shall lodge a complaint in writing relating to the commission of such offence in the police station having jurisdiction within 24 hours from the time of such disconnection.

i) The authorized officer shall, within four days of the date of receipt of objections of occupant or person, arrange a personal hearing, if requested for by the occupant/person. In case, the occupant/person fails to appear on the appointed date and time, the authorised officer may proceed ex-parte and shall serve an assessment order upon the occupant or person.

j) The authorized officer shall give due consideration to the facts submitted by the occupant or person d pass, within three days of the personal hearing under preceding clause (i), a speaking order as to whether a case of theft is primafacie established or not. Speaking order shall contain the brief of inspection report,

submission made by occupant or person in his written reply and oral submission during personal hearing and reasons for acceptance or rejection of the same.

k) In case of a decision that a case of theft is not established no further proceedings shall be required and the connection shall be restored 6.2.2 Where the theft of electricity by an occupant or person is prima-facie established, the authorized officer will assess the amount payable by the occupant or person, who has been benefited by such theft as per procedure, specified at Annexure-A. The assessment order will be delivered to the concerned occupant or person within 24 hours of the speaking order.

(a) An occupant or person not satisfied with the assessment order may prefer, within 15 days of the receipt of the assessment order, a representation before the authorized officer. The authorized officer will after giving the occupant or person an opportunity of being heard pass a final assessment order within seven days of the representation having been received.

(b) The authorised officer will furnish a copy of the final assessment order to the occupant or person and the licensee. The licensee will submit a copy of the final assessment order in the Special Court immediately after submission of the challan by the Police.

(c) An occupant or person will deposit with the licensee the assessed amount in the final assessment order, within thirty days of the receipt of assessment order.

(d) The licensee may extend the last date of payment of the assessed amount, in final assessment order, or allow the occupant or person to make payment in instalments subject to payment of interest for the unpaid amount for the extended period beyond thirty days at the rate of 16 percent per annum compounded every six months.

(e) After the assessed amount, in final assessment order, is deposited in full by the occupant or person, the licensee will resume supply of electricity to the premises within forty-eight hours of such deposit. If the assessed amount, in final assessment order, is deposited by a person, who is not an existing consumer, the supply to his premises will be released treating it as a case of release of a new connection.

Grievance Redressal Mechanisms:

GRIEVANCE REDRESSAL MECHANISM

THREE-TIER GRIEVANCE REDRESSAL MECHANISM	
Consumer Grievance / Complaint like: New Connection, Temporary Connection, Load Enhancement, Load Reduction, Permanent Disconnection, Reconnection, Shifting of Meter and Service line, Name Change, Category Change,	
Billing, Reading of Meter, Metering Problems (Faulty/Burnt/Slow/Fast/Stolen), failure of power supply, Voltage fluctuation, Load shedding/scheduled outages	
TIER –I (INTERNAL GRIEVANCE REDRESSAL CELL OF HPSEBL	
Channels for registration of complaint	
DISTRIBUTION LICENSEE	**HPSEBL**
24 x 7 Toll Free No	**1800-180-8060 or Short Code Toll Free No. 1912**
Customer Care Centers	**(Mon-Fri 09:30 AM to 05:30 PM & Sat- 09:30 AM to 01:00 PM)**
Website	**http://www.hpseb.com/under „Consumers on web"**
Mobile App	**HPSEBL official mobile app**
Official Email ID for Filing Complaint	**cephpsebl@gmail.com**
Other mode(s)	**e-samadhan and Mukhyamantri Seva Sankalp Helpline**
NOTE: If complaint is not resolved within time or the complainant is not satisfied with the response/resolution provided by the licensee, then the complainant may approach the below mentioned officers for further clarification/resolution at their respective Customer Care Centres: - STEP 1: Sub- Divisional Officer - In charge STEP 2: Sr. Executive Engineer/ In-charge STEP 3: Superintending Engineer/ Chief Engineer- In chargeIf still not satisfied with the resolution, consumer may write at: STEP 4: Head of DISTRIBUTION LICENSEE mentioned below:	
Postal Address for forwarding complaint in writing	**Contact Details of : Distribution LicenseeHP State Electricity Board Ltd.Vidyut Bhawan , Shimla- 171004.e-mail- info@hpseb.in**

Tier-II Consumers Grievances Redressal Forum

If the HPSEBL fails to register the grievance(s) or fails to resolve the same to the satisfaction of the consumer(s) in accordance with the Distribution Performance Standards, or any other relevant Regulations duly specified by the Commission, she/he has, in respect of the matters falling under the jurisdiction of the Consumers Grievances Redressal Forum (CGRF), the right to approach it directly .

(a) Additional Consumer Grievances Redressal Forum

The Additional CGRF shall redress the following nature of complaints of consumers in their respective jurisdiction :

i) All types of complaints, whether monetary or non-monetary for consumers covered under Single Part Tariff.

ii) All types of complaints, whether monetary or non-monetary, covered under two part retail tariff, where the amount of dispute/claim does not exceed Rs.Two lakh in each case and the standard supply voltage does not exceed 22 kV.

The following are the Operation Circle Level CGRF:

Sr. No.	Name and Address	Phone No.	E-mail ID
1	Shimla No. SDA Complex, Kasumpt, 171009	0177-2622129-2622128	seshimla@hpseb.in
2	Solan	01792-221481,223652	seops@hpseb.in
3	Nahan	01702-224630-224629	seopnahan@hpseb.in
4	Rohru	01781-240866	seopr@hpseb.in
5	Rampur	01782-233126	Seoprram@hpseb.in
6	Kangra	01892-265720-265819	seopk@hpseb.in
7	Dalhousie	01899-240628,240611	seopd@hpsebl.in
8	Una	01975-238422	seopu@hpseb.in
9	Mandi	01905-224103	seopm@hpseb.in
10	Bilaspur	01978-223350	seopb@hpseb.in
11	Kullu	01902-225425	seopku@hpseb.in
12	Hamirpur	01972-224330	seoph@hpseb.in
13.	Dehra	01970-290574	sedehra@gmail.com

(b) State Level Consumer Grievances Redressal Forum :

All complaints of consumers not falling under the jurisdiction of the Additional Consumer Grievances Redressal Forums i.e. all types of complaints under two parts retail tariff, whether monetary or non-monetary where the amount of dispute/claim exceeds Rs.Two lakh in each case and the standard supply voltage exceeds 22 kV, shall be entertained and redressed by State Level Consumer Grievances Redressal Forum, located at 8th Block, Top Floor, SDA Complex, Kasumpti, Shimla-171009

Phone No. : 0177-2626483 (Chairman)
0177-2626104 (Secretary)
E-mail: cgrfhpgmail.com

Note:- CGRFs do not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, appeal against the assessment, theft of electricity, power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall u/s 126,127,135,139,143,152 & 161 of the Electricity Act, 2003.

Tier – III Ombudsman

If the grievance of the consumer is not redressed within the specified period or if the consumer is not satisfied with the order of Operation Circle Level CGRFs and the State Level CGRF established at Shimla or if the consumer is aggrieved by the non-implementation of orders of Operational Circle Level CGRF and the State level CGRF, Shimla, he/she can file representation before the Electricity Ombudsman. The address & contact details of the Ombudsman are as under :

The Electricity Ombudsman,
Sharma Sadan,
Behind Keonthal Commercial Complex,
Khalini, Shimla-171002
Contact No. : 0177-2624525
E-mail : Ombudsmanelectricity.2012@gmail.com

Non implementation or non-compliance of the orders of Consumer grievances Redressal Forum and Electricity Ombudsman shall be deemed to be a violation of the HPERC (consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 and and shall be liable for appropriate action by HP Electricity Regulatory Commission under section 142 of the Electricity, Act, 2003.

Section 142 of the Electricity Act, 2003 stipulates that :

"Punishment for non-compliance of direction by Appropriate Commission:-

In case any complaint is filed before the Appropriate Commission by any person or if the Commission is satisfied that any person has contravened any provisions of this Act or rules or regulations made there under, or any direction issued by the commission, the Appropriate Commission may after giving such person an opportunity of being heard in the matter, by order in writing, direct that, without prejudice to any other penalty to which he may be liable under this Act, such person shall pay, by way of penalty, which shall not exceed one lakh rupees for each contravention and in case of a continuing failure with an additional penalty which may extend to six thousand rupees for every day during which the failure continues after contravention of the first such direction.

NOTE:

- **The Forum shall not entertain a grievance, if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.**
- **The Forum shall not entertain grievances/matters falling under sections 126,127,135 to 139, 142, 152 and 161 of the Electricity Act, 2003.**
- **In matters related to Unauthorized Use of Electricity (UUE) under section126 of Electricity Act, 2003, complainant may prefer an appeal under section 127 of Electricity Act, 2003 before the Appellate Authority.**
- **The Jurisdiction to deal matters related to theft of electricity lies with the Special Court.**

Disconnection:

The distribution licensee may disconnect power supply to the consumers after due notice in cases of default in payment or detection of any unauthorized use of supply. In cases involving theft of electricity or when any loss or damage to the life and property is apprehended, the supply may be disconnected immediately. The supply of electricity to a consumer will not be disconnected on holidays or on a day when the next day is a holiday in the offices of the licensee except in cases involving theft of electricity or where supply is to be disconnected to prevent loss or damage to life and property.

Reconnection after Temporary Disconnection :

In case the supply of power to the consumer is disconnected for non-payment of dues and if the service line has not been removed, the supply of power shall be restored within 24 hours after receipt of payments due and the reconnection charges thereof.

Permanent Disconnection:

In case the consumer seeks permanent disconnection of power supply to his premises, the licensee shall give final bill within 5 days from the date of receipt of request and shall refund the security deposit, if any, after making the adjustment of outstanding dues from the consumer to the licensee within one month of the termination of the agreement. In case of delay, the distribution licensee shall pay simple interest at the rate of 12% per annum for the delayed period in addition to the compensation on daily basis for default.

Electricity Saving Tips:

The following saving tips help the consumers in reducing their electricity bills:-

- Make use of sunlight to the extent possible for good lighting of the house during the day time.
- To reduce the effect of heat during summer, trees/ shrubs should be planted around the house.
- Replace standard (incandescent) bulbs with Light Emitting Diode bulbs (LEDs). The LEDs are more energy-efficient than incandescent bulbs.
- Use the right bulb. Make sure that you are using the appropriate LED bulb for your light fixture; these come in various sizes and types for different lighting needs.
- Use ceiling fans for cooling purposes. Ceiling fans consume less energy as compared to other cooling equipments/gadgets. Please remember to switch off the fans when you leave room as these are meant to only cool people, not rooms.
- Close your exterior doors and windows tightly when the air conditioner is on. Clean your AC's air filters at least once a month to keep your system running at peak performance.
- Choose energy-efficient appliances having highest BEE star rating. These don't just save you money, but also good for the environment because these consume less energy.

- Run your washing machines and dry your clothes at full load.
- Fridges and Freezers operate more efficiently when these are full but not overloaded.
- Unplug or switch off unused appliances (TV, Computers etc.) even standby mode consumes electrical energy.
- Unplug battery chargers when the batteries are fully charged or the chargers are not in use. Many chargers draw power continuously even when the device is not plugged into the charger.

Electricity Safety tips:

- It is essential to ensure that any electrical appliance, you purchase is of good quality/ISI marked with highest BEE star rating.
- Unplug unused appliances and put away cords safely out of reach of pets, young children.
- Do not overload electrical circuits.
- Monitors should be given several inches of clearance all around for good air circulation and cooling.
- While using appliances which generate heat, such as televisions, refrigerators and computers, follow appliance instructions carefully and do not attempt amateur repairs or upgrades. Always have a qualified electrician to perform any electrical work.
- Replace damaged or frayed cords.
- Do not plant trees where they will grow into power lines.
- Stay away from the downed power lines, fallen or sagging electric wires, especially after storms.
- Never fly kites near overhead power lines.
- Keep all electrical appliances away from where water may drip, such as sinks, bathtubs, pools or overhead vents.
- Do not operate any electrical appliance with wet hands or while standing in water.
- Never step into a flooded basement or other rooms as water may be in contact with electrical outlets, appliances or cords.
- Never attempt to turn off power at the circuit breaker box with wet hands or if any part of your body is in contact with stored/flowing water. If you can't

reach your breaker box safely, call your electric utility to shut off power at the meter.

- If an electrical appliance has been in contact with water, have a professional check-up before it is used. It may need to be repaired or replaced.
- Always use three pin plugs- the third pin is meant to prevent electric shock through earthling.
- Get your electrical installation and earthling tested by the licensed electrical contractor/supervisor at regular intervals.

Consumers' Responsibilities:

Every consumer needs to carry out some responsibilities at an individual as well as social level. Some of the responsibilities of consumers are as follows:

- Timely payment of the full amount of electricity bills should be made. This can reduce the complaints related to billing and outstanding payments considerably.
- The wiring of the premises must be done only through a licensed electrical contractor. It is also necessary to get it checked every five years. This can prevent accidents that occur due to faulty wiring.
- The Energy meter should be located at a place which is convenient for the Meter reader to take the readings.
- In cases when the consumer intends to remain out of station for a long time and the Energy meter is going to be unavailable for reading, the electricity distribution licensee should be duly informed in advance. This can avoid disconnection of power supply due to inability to read the meter.
- Security of the Energy meter installed at consumer's premises is the consumer's responsibility. The consumer needs to take due care to ensure that the installed meter remains secure.
- It is illegal to manipulate the Energy meter in any manner.
- The consumer needs to ensure that there is proper earthling of the Energy meter as well as the internal wiring.
- The connected load should be within the sanctioned load limit. If additional load is required, it needs to be got sanctioned through application to the distribution licensee.
- Use of the electrical connection should be made only for the stated purpose and not for any other purposes. For example, a domestic supply connection

should not be used for commercial purposes as it amounts to unauthorized power usage.

- The electrical connection sanctioned for one location should not be used for providing supply to other locations. For example, illegally extending electric supply to anybody else through your own connection.
- Consuming electricity without a metered connection amounts to power theft. If you observe such connection(s) anywhere, please inform the electricity distribution licensee immediately.
- Use power cautiously and take every measure to conserve electricity.
- Do not damage the property of the electricity distribution licensee and also prevent such destruction, if witnessed anywhere.
- If you are dissatisfied with the service of the distribution licensee, use legitimate modes of protest. Do not use abusive language or resort to violence under any circumstances and do not damage public property.
- Identify the consumers organization in your vicinity to seek advice as well as support and contribute in their work.
- Identify the local consumers complaint centers and local designated offices in your area in addition to the Toll Free Number for registering complaints promptly. The services of Consumers Grievances Redressal Forum may also be availed of whenever needed. Inform others whenever necessary or required.
- Participate in the public hearings of Himachal Pradesh Electricity Regulatory Commission and convey the consumers' opinions to the Commission.
- The consumers, however, also need to understand the difficulties faced by the Distribution Company. For example, it sometimes takes more time to get approvals from the local governing bodies to dig roads or arrange right of way for its transmission lines for providing electric connections.

Annexure-1

Sl. No.	Nature of service	Guaranteed Standards of Performance: Maximum Time Limit for rendering service	Minimum Compensation Leviable: Compensation payable to individual consumer if the event affects a single consumer	Minimum Compensation Leviable: Compensation payable to individual consumer if the event affects more than one consumer	Overall Standards of performance: Target levels
(1)	(2)	(3)	(4)	(5)	(6)
(1)	**Call Centre**				
	(a) First response against a Consumer Call	3 Minutes	Rs. 20/ in each case of default	Not applicable	Not applicable
	(b) Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 20/ 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. 20/- for each hour of delay beyond maximum specified time limit	Rs. 10/- 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 and Cable – (i) Overhead Line / Cable breakdown in urban areas	(a) Where replacement of pole is not required: 24 working hrs.	Rs. 20/- for each day of default beyond the maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	95% of line breakdown complaints received
		(b) Where replacement of pole is required:32 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 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. 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 Line breakdown complaints received
		(b)Where replacement of pole is required: 56 working Hrs. for rural and 120 working hrs. for remote 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 Line Breakdown complaints received

	(II) Under-ground Cable break down- (i) in urban areas (ii) in rural areas (iii) in remote areas	 48 working hrs. 70 working hrs 90 working hrs	Rs. 30/- For each day of default beyond maximum specified time limit	Rs. 15/- for each day of default beyond maximum specified time limit	95% of the cable breakdown complaints received
C	**Replacement of failed Distribution Transformer :**				
	(i)in urban areas	8 working hrs.	Rs. 30/- for each day of default beyond maximum specified time limit	Rs.15/- 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.			
Note;- In case the supply to the affected areas is restored through back feeding from the system of adjoining areas, the timelines for the urban areas shall be equal to those specified for rural areas.					

D	**Replacement of damaged service line/wire:**				
	(i)In urban areas- LT HT	 8 working hrs. 16 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 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	5 Days	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 working hours	Rs. 150/- for each day of default beyond maximum specified time limit	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	24 working hours after receiving the payment from the consumer			
	(iii) replacement of meter if consumer is providing the meter.	Consumer shall provide meter within 12 hrs and licensee will replace meter within next 12 hours. In case the consumer fails to provide meter in 12 hours, the licensee shall provide and replace the meter within 24 hours and shall recover the consumer in 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 & shall recover the cost from the 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		Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%
	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.	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 meter in 12 hours, licensee shall provide and replace the meter within 24 hours and shall recover the cost in the subsequent bills.			
		7 days			

Note;-

(1) In case of supply being affected due to burnt meters, the replacement has to be undertaken within 12 working hours for urban areas and 24 working hours for rural areas.

(2) In case where the meter is required to be replaced, such a replacement shall normally be done by using meter having specifications and features similar to the same for the meters used in the concerned area for similar categories of consumers. Where the meter is to be provided by the consumer, the licensee shall provide suitable information to the consumer accordingly.

(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. 80/- 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.	7 days from the date of inspection			
	(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. 80/- for each default	Rs. 30/- for each default	Min. 99%
I	**Voltage problems (for Urban, Rural and Remote Areas)** On receipt of a voltage fluctuation or low voltage complaint, Licensee shall verify if the voltage 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. 20/- for each hour of default beyond maximum specified time limit	Rs.10/- 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 -				

	Where expansion/ enhancement of the network is not involved	90 days			
	Where expansion/enhancement of the network is involved				
	(i) Submission of proposal for Commission's approval	30 days			
	(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			
	(c)**Voltage Unbalance** On receipt of a voltage unbalance complaint, Licensee shall verify if the voltage unbalance is exceeding the limits specified and upon confirmation, it shall take remedial steps to remove the unbalance such as -				
	(i) Re-distribution of load among three phases of LT system where expansion/enhancement of the network is not involved	30 days	Rs. 10/- for each day of default beyond specified time limit subject to maximum of Rs. 500/-	Not Applicable	Min. 95%
	(ii) where strengthening /enhancement of the network is involved	120 days			

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. 80 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 30 days of the effective date of reduction of contract demand/connected load;	Rs.80 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. 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.	24 four hours if no additional information is required. Within ten days, if additional* information is required	Rs. 20/- for each day of default beyond maximum specified time limit	Not applicable	99% of complaints received
L	**New connections/additional load (for Urban, Rural and Remote Areas)**				
	(i) Timelines for issuance of demand notice	As specified in sub-para (3.1.4) under para 3.1 of Electricity Supply Code	Rs. 100/- per day	Not Applicable	Min. 95%
	(ii) 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 specified in sub-para (3.1.6) under para 3.1 of Electricity Supply Code	LT Rs. 200 / day 11kV Rs.200/ day 22kV Rs. 200 / day 33kV Rs. 500 / day EHT Rs. 500 / day		

M	**Installation of Rooftop solar PV project by the eligible consumer of the distribution licensee**				
	Timelines for installation of Rooftop solar PV project by the eligible consumer of the distribution licensee- (i) Site verification / Technical Feasibility (ii) Inspection and intimation of deficiencies, if any, before synchronization of the Rooftop Solar Plant	As specified in sub-Regulation (9) of Regulation 7 of HPERC (Rooftop Solar PV Grid Interactive Systems Based on Net Metering) Regulations, 2015.	Rs. 80/- per day for first 7 days of delay and Rs. 100 per day beyond the same.	Not applicable	Min. 95%
N	**Transfer of Ownership and change of category (for Urban, Rural and Remote Areas)**				
	(1) Transfer of title/ownership	As per sub-para (3.1.4) and sub-para (3.1.6) of para 3.1 of Electricity Supply Code	Rs. 150 for each day of default	Not Applicable	Min.99%
	(2)Change of Category		Rs. 150 for each day of default	Not Applicable	Min.99%
	(3) Conversion between various voltage classes-				
	(a) Informing feasibility	As per sub-para (3.1.4) and sub-para (3.1.6) of para 3.1 of Electricity Supply Code	Rs. 20 for each day of default	Not Applicable	Min. 95%
	(b) Conversion from single phase to Low Tension 3-phase and vice-versa		Rs. 80 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. 80 for each day of default	Not Applicable	Min. 95%
	(i) if extension of line is not required				
	(ii) if extension of line is required				
O	**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 5 days from receipt of application	Rs. 80/- for each day of default	Not applicable	Min. 98%
	(ii) disconnection of supply	Within 3 days upon payment of dues or the date indicated by the consumer, whichever is later.			

	(iii) refund of the net refundable amount of security deposit, if any, as per the provisions of Regulation 8 of HPERC Security deposit Regulations –		Simple interest @12% pa as specified under the security deposits regulation.		
	(1) in case of permanent disconnection the request of the consumer.	Within 30 days of the effective date of termination of the agreement			
	(2) in case of permanent reduction of connected load / contract demand on the request of the consumer.	Within 30 days from the effective date of reduction of connected load / contract demand			
	(iv) issuance of no dues Certificate as per sub-para (7.1.6) of para 7.1 of electricity supply code	Within 7 days from the date of adjustment of security deposit and payment of balance dues, if any, excess the amount of security deposit	Rs. 80 /- for each day of default.	Not applicable	Min. 95%
	(b) **Consumer requesting temporary disconnection-**				
	special reading and preparation of final bill, including all arrears up to the date of such billing	Within 5 days	Rs. 80/- 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 12 working hours	Rs. 150/- per day of default	Not applicable	Min. 99%
	(iii)where circumstances leading to the disconnection were attributed to the licensee.	within 12 working hours	Rs. 300/- per day of default	Not Applicable	100%
	(iv) Supply permanently disconnected but arrangement for supply of electricity as were being used for the supply before disconnection have not been removed or used for supply to other consumer	24 working hours from the time the consumer completes the formalities for new connection	Rs. 80/- per day	Not applicable	Min. 95%
Note,- The compensation shall be paid under item (iv) above only – (1) in case it is established that adequate arrangement for supply of power exists; (2) in case PAC has been issued against the spare capacity, the same shall be treated as used for the purpose.					
	(d) **Reconnections under Section 135 of the Act**				
	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.	-	-	-
P	**Power Availability Certificate (for Urban, Rural and Remote Areas)**				
	Grant of Power availability Certificate	Within 30 days (as per sub-para (3.2.4) of para 3.2 of Electricity Supply Code)	Rs. 80 for each day of default	Not Applicable	Min. 95%
	refund of refundable amount of Advance Cost Share	Within 30 days (as per sub-para (3.2.8) of para 3.2 of Electricity Supply Code)			

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 the load and raising a demand note -	Within the timelines as specified in table under sub-para (3.1.4)(b) of para 3.1 of Electricity Supply Code.	Rs. 80/- per day of default	Not Applicable	Min. 95%
	(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 48 hours from the receipt of application and payment of charges. Within the timelines as specified in item (b) of sub-para (3.1.6) under para 3.1 of Electricity Supply Code	LT Rs. 200 /day 11kV Rs. 200/ day 22kV Rs.200/ day 33kV Rs.500/day EHT Rs.500/ day	Not applicable	Min. 95%
R	**Other Standards (for Urban, Rural and Remote Areas)**				
	(a) Making and keeping regular appointments	a) At Sub-Divisional Level -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 the bills.	Rs. 30/- per default Rs. 80/- per default Rs. 150/- per default Rs. 300/- per default	Not Applicable	Min. 95%

	(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%
	(c) Door step services to senior citizens as per sub-para (3.1.8) of para 3.1 of Electricity Supply Code	Within 2 days for Urban and within 5 days in Rural from the date of confirmation of availability by such senior citizen to the licensee.	No compensation shall be payable. However, in case service sought by the senior citizen relates to payment or discrepancies in the bill, the supply shall not be disconnected for non-payment of dues without ascertaining the claim of senior citizen Note;- in case the senior citizen requesting for such door step services does not confirm the availability within 5 days from the telephonic request made, his request for service shall be Considered as withdrawn.	Not applicable	Min. 95% of total confirmation s received

Place: Shimla
Date:

(Yashwant Singh Chogal)
Chairperson,
HPERC, Shimla-171009

DISCLAIMER

This Consumer's Guide regarding Services for electricity consumers is for general information and shall not, in any manner, override the provisions of the Regulations and is also subject to revision as per changes in Regulations from time to time. In case of any conflict, the provisions of the Electricity Act, 2003 Rules framed there under and Regulations notified by the HPERC shall prevail. For complete details and latest updates of various provisions, please refer to the relevant Regulations which are also available on the HPERC website: http://www.hperc.org.