



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

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No. : HPSEBL/CE-(Comm.)/ SERC-23/2021-22

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Dated: 05/08/2022

To

All the Superintending Engineer,
Operation Circles, HPSEBL.

Sub: - Himachal Pradesh Electricity Supply Code (Fifth Amendment) Regulations, 2021.

In the subject cited matter, it is intimated that HPERC has notified HPERC (Supply Code) (Fifth Amendment) Regulations, 2021 on dated 14.01.2022. Some of the important clauses of the Amended Regulations are detailed as under: -

1. **Clause 3.1.2.1** of the Amended Regulations provides that for the new connections covered under single part tariff, the Application and Agreement form shall be required to be accompanied, apart from the test report, with only two mandatory documents, namely - (1) identity proof (i.e. Passport, Aadhar 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 or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (1) above. Thus, for new connections under Single Part tariff, there shall be no requirement of NOC from any authority.

Explanation: - For the new connections covered under two part tariff, existing provision of releasing Temporary Supply connection without NOC and regularisation of same on production of NOC shall remain applicable as per the provision in Clause 3.1.2.1, which now has been re-numbered as 3.1.2.3.

2. **Clause 3.1.4** provides the timelines for issuance of Demand Notice in respect of different connections as follows: -

Type of service connection requested	Period from date of receipt of application within which demand notice should be issued.
Low Tension (LT) supply	(10) days
11KV supply	(15) days
22 KV supply	(15) days
33KV supply	(30) days
Extra High Tension (EHT) supply	(60) days

3. **Clause 3.1.6** provides for the timelines for release of connection after completion of all Codal formalities as follows: -

- a. where no extension of distribution mains or commissioning of new sub-station is required for effecting such supply- (i) within fifteen days in urban areas (ii) within twenty days in rural areas (iii) thirty days in remote areas ;
- 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 tabulated below :-

Type of service connection requested	Period from date of completion of Codal formalities required vide demand notice, within which supply of electricity should be provided
Low Tension (LT) supply	(40) days
11KV supply	(30) days
22 KV supply	(30) days
33KV supply	(60) days
Extra High Tension (EHT) supply	(120) days

- c. in the case of application for new connection, where extension of supply requires erection and commissioning of new 33/11 KV sub-station, the licensee shall, within fifteen days of receipt of application, submit to the Commission a proposal for erection of 33/11 KV sub-station together with the time required for commissioning the sub-station. The Commission shall, after hearing the licensee and the applicant concerned, decide on the proposal and the time frame for erection of the sub-station.
4. **Clause 3.1.7** provides the licensee shall also provide suitable arrangements like separate queue, sufficient seating arrangement etc. for those senior citizens and physically challenged citizens who may visit the licensee's office.
5. **Clause 3.1.8** provides that the distribution licensee shall 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 licensee 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.
6. **Clause 5.2.1** provides that the licensee shall issue bills to the consumers based on actual meter reading for the electricity supplied or for services rendered for


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every billing cycle and all the consumers will effect payments to the licensee within the time specified in para 5.3:

Provided that in exceptional case, for the consumers covered under single part tariff, the licensee may issue the bills on the average consumption for maximum of two consecutive cycles. In case, the average bills are issued on average consumption basis for more than two consecutive cycles, the consumer shall not be responsible for making payments:

Provided further that in force majeure condition or any other extraordinary situation beyond the control of the distribution licensee, the licensee may issue the bills on average basis beyond the period of two consecutive cycles.

7. **Clause 5.2.1.3** - 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.
8. **Clause 5.2.1.4** - 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 prepayment meters may also be given the data access for checking their consumption on real time basis.
9. **Clause 5.2.1.5** - 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.
10. **Clause 5.2.9-** 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.

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11. **Clause 5.2.9.1** - 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 email 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.
12. **Clause 5.2.9.2** - 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.
13. **Clause 5.2.9.3** - In case consumers 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.
14. **Clause 5.2.9.4** - 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.
15. **Clause 5.2.9.5** - The billing details of one year for all categories of consumers shall be made available on the licensee's website.
16. **Clause 5.3.1A** - The licensee shall establish online portal as well as sufficient number of collection centers at suitable locations with necessary facilities where consumer can deposit the billed amount with ease. In addition, the licensee shall also provide drop boxes at suitable locations separately for each sub- division where the consumers having bills upto Rupees five thousand, can drop Cheques / Bank Drafts towards payment of their bills.
17. **Clause 5.3.5.1** - The Bills amounting to more than Rupees five thousand shall be paid online 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 the payment in cash upto an amount of Rupees seven thousand.
18. **Clause 5.3.5.2** - For payment of bills not exceeding Rupees five thousand in case of single part tariff, the cheque may be dropped in the drop boxes provided at different locations/centres of the respective sub-division. Even though the licensee shall take every care to collect the cheques deposited in the drop boxes

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on every working day, it shall not be responsible for any loss due to any delay/misplacement in case the cheque of more than Rupees five thousand are dropped in the drop boxes. The cheque dropped in the drop boxes in areas of respective sub-division only will be entertained and in case any cheque is dropped in a drop box not pertaining to that sub-division, the same shall not be entertained.

19. **Clause 5.4.2** - The rebate shall be provided by the licensee to the consumers in case of advance payment, at the following rates -

- i. Where the advance payment, after adjusting the dues already billed to him, exceeds Rupees two thousand but does not exceed Rupees three thousand, the rebate shall be allowed at a flat rate of Rupees twenty;
- ii. Where the advance payment, after adjusting the dues already billed to him, 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 exceeds rupees three hundred.

20. **Clause 7.1.6** - In case the consumer desires his connection to be disconnected permanently, he shall apply for the same on plain paper giving full details or the format specified in Annexure-C of this Code either through hard copy or electronic mode. The licensee shall carry out special reading and prepare final bill, including all arrears up to the date of such billing, within five days from such request. The disconnection shall be done immediately after payment of the final bill and the amount accrued due to the consumption between the date of final reading and the permanent disconnection, if any, may be adjusted against the security amount deposited with the licensee. The balance security deposit shall be refunded to the consumer within such period as specified in the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005. The No Dues Certificate shall be issued to the consumer, within seven days after adjustment/payment of the security deposit and payment of balance dues, if any, in case the amount of dues exceeds the amount of security deposit.

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The above points are the major highlights of HP Electricity Supply Code (Fifth Amendment) Regulations, 2021. The full text of the amended regulations be accessed at HPERC website and all its provisions be gone through threadbare and be implemented in letter and spirit. Accordingly, the instructions be issued to all the field offices under your jurisdiction.



(Er. Ram Prakash)
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Copy to: -

1. The Chief Engineer (Operations), South/ Central/ North Zone, HPSEBL, Shimla/Mandi/Dharamshala for information and necessary action please.
2. The Superintending Engineer (IT), HPSEBL, Vidyut Bhawan, Shimla-171004 for uploading the amendment of supply code on website and implementing the same in billing software.



Chief Engineer (Comm.),
HPSEBL, Vidyut Bhawan,
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