

HARYANA ELECTRICITY REGULATORY COMMISSION

PANCHKULA

Notification

The 11th September 2007

Regulation No. HERC/04/2004/1st Amendment, 2007: - In exercise of the power conferred on it by Section 181 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling in this behalf and after previous publication, the Haryana Electricity Regulatory Commission, hereby makes the following regulation to amend the Haryana Electricity Regulation Commission (Standards of Performance for the Distribution Licensee) Regulation, 2004 hereinafter referred to as “the principal regulations” namely:-

1. Short title, Commencement and Interpretation

- (i) These Regulations may be called the Haryana Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) 1st Amendment, Regulation, 2007
- (ii) These regulations shall be applicable to all distribution & retail supply Licensees in their respective areas of licensed jurisdiction.
- (iii) These regulations shall extend to whole of the State of Haryana.
- (iv) These Regulations shall come into force on the date of its publication in the Haryana Government Gazette.
- (v) The Punjab General Clauses Act 1898 (Act 1 of 1898), as applicable to the State of Haryana shall apply qua the interpretation of these regulations.

2. **Amendment to Schedule I, II and III of the Regulation.**

Sr. No. 13 of Schedule I, II and III of the Regulation shall be substituted by the following provisions: -

SCHEDULE –I

GUARANTEED STANDARDS OF PERFORMANCE

Sr. No.	Nature of Service	Standard (indicating maximum time limit for rendering service)	Amount of Compensation payable to affected consumer	Manner of payment
13	Reconnection of supply following disconnection	Cities and towns i) On 1 st and 2 nd default. ii) On 3 rd and subsequent continuous default	i) Within 6 hours of receipt of payment from consumer ii) After 72 hours but before 96 hours of receipt of payment from consumer	Rs. 100 for each day of default subject a maximum of Rs.3000/-.
		Rural Areas i) On 1 st and 2 nd default. ii) On 3 rd and subsequent continuous default	i) Within 12 hours of receipt of payment from consumer ii) After 72 hours but before 96 hours of receipt of payment from consumer	

SCHEDULE –II

OVERALL STANDARDS OF PERFORMANCE

Sr. No.	Nature of Service	Standard (indicating time limit for rendering service)	Overall Standards of Performance
13	Reconnection of Supply following disconnection	<p>Cities and towns</p> <p>i) On 1st and 2nd default.</p> <p>ii) On 3rd and subsequent continuous default</p>	<p>99%</p> <p>i) Within 6 hours of receipt of payment from consumer</p> <p>ii) After 72 hours but before 96 hours of receipt of payment from consumer</p>
		<p>Rural Areas</p> <p>i) On 1st and 2nd default.</p> <p>ii) On 3rd and subsequent continuous default</p>	<p>99%</p> <p>i) Within 12 hours of receipt of payment from consumer</p> <p>ii) After 72 hours but before 96 hours of receipt of payment from consumer</p>

SCHEDULE –III**FORMAT FOR ASSESSING OVERALL PERFORMANCE LEVEL OF
DISTRIBUTION LICENSEE**

Sr. No.	Nature of Service	Nos. of Complaints Received	Nos. of complaints attended	% age attended	Overall standards of performance
13.	Reconnection of Supply following disconnection	Cities and towns i) On 1 st and 2 nd default. ii) On 3 rd and subsequent continuous default			99%
		Rural Areas i) On 1 st and 2 nd default. ii) On 3 rd and subsequent continuous default			99%

By order of the Commission.

(Sd/-).....
Secretary,
Haryana Electricity Regulation Commission,
Panchkula