

# HARYANA ELECTRICITY REGULATORY COMMISSION

## PANCHKULA

### Notification

The 11<sup>th</sup> September 2007

**Regulation No. HERC/04/2004/1<sup>st</sup> 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) 1<sup>st</sup> 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 <sup>st</sup> and 2 <sup>nd</sup> default.  ii) On 3 <sup>rd</sup> 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/-.	Automatic
		Rural Areas i) On 1 <sup>st</sup> and 2 <sup>nd</sup> default.  ii) On 3 <sup>rd</sup> 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	Cities and towns i) On 1 <sup>st</sup> and 2 <sup>nd</sup> default.  ii) On 3 <sup>rd</sup> 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	99%
		Rural Areas i) On 1 <sup>st</sup> and 2 <sup>nd</sup> default.  ii) On 3 <sup>rd</sup> 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	99%

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

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

By order of the Commission.

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