

DAKSHIN HARYANA BIJLI VITRAN NIGAM
Vidyut Sadan, Vidyut Nagar, Hisar-125005

Sales Instructions No. 47/2007

From

CGM/Commercial,
DHBVN, Hisar.

To

All CGMs/GMs/DGMs/AGMs/OP,
FMs-I, Incharge in DHBVN.

Memo No. Ch- 47/SE/Comml./170/2004

Dated: 22/11/2007

Subject: - HERC Regulations on Standards of Performance of Distribution Licensee.

In continuation to this office Sales Circular No.D-38/2004dated 16.12.2004 vide which HERC Regulation No.HERC/04/2004 dated 16.07.04 on Standards of Performance of Distribution Licensee were attached and necessary instructions were imparted for their implementation.

HERC has now approved and notified first Amendment in its regulation No.HERC/04/2004 dated 16.07.2004. A copy of the amendment, in the above said regulation issued vide HERC notification dated 11.09.2007 is enclosed for information and further necessary action.

The same may be brought to the notice of all concerned for careful and meticulous compliance.

DA/As above.

**GM/Commercial,
For CGM/Commercial
DHBVN, Hisar**

[Extract from Haryana Government Gazette (Extra.), dated the 11th September, 2007]

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	<p>Cities and towns</p> <p>(i) On 1st and 2nd default</p> <p>(ii) On 3rd and subsequent continuous default</p> <p>Rural Areas</p> <p>(i) On 1st and 2nd default</p> <p>(ii) On 3rd and subsequent continuous default</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>(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>	<p>Rs. 100 for each day of default subject a maximum of Rs. 3000/-.</p>	Automatic

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 1st and 2nd default	99%
		(ii) On 3rd and subsequent continuous default	
	Rural Areas (i) On 1st and 2nd default (ii) On 3rd 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 (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

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 1st and 2nd default (ii) On 3rd and subsequent continuous default			99%
		Rural Areas (i) On 1st and 2nd default (ii) On 3rd and subsequent continuous default			99%

By order of the Commission.

(Sd.)...

Secretary,

Haryana Electricity Regulation Commission, Panchk