



CONSUMERS' GRIEVANCES REDRESSAL FORUM AT KASUMPTI,
SHIMLA.

No.CGRF/Mobile-Cum-Awareness camps2018-19:- 450-70

Dated:- 6/6/2018

To

The Managing Director,
HPSEBL, Vidyut Bhawan, Shimla-4.

Subject: - Holding of Interactive -Session on Consumers' protection under Electricity Act, 2003 and holding of Mobile -Cum-Awareness Camps in different parts of Himachal Pradesh- issuance of instructions to the officer(s) of Distribution Licensee for making available suitable place for holding camps, calling maximum numbers of participants/Stakeholders and making sufficient arrangements for refreshment to the participants.

Sir,

In-continuation of this Forum letter No.CGRF/Mobile Court/2018-19-184-214, dated 1st May,2018, on the captioned subject, I am directed to say that the Hon'ble Chairman, Himachal Pradesh Electricity Regulatory Commission , while presiding over the 14th HPERC State Advisory Committee Meeting held on dated 28th February,2018 at Hotel Holiday Home, Shimla with the various authorities of State instrumentally and CGRF, it was directed that CGRF should hold periodical Mobile-Cum-Awareness camps with the respective consumers' of HPSEBL of all categories especially in the industrial areas like Baddi, Barotiwala, Nalagarh, Paonta Sahib & Kala Amb in Nahan sub-division for speedy disposal of cases and even in a phased manners across the state in Himachal Pradesh. The Minutes of the Meeting ibid were also issued by the Commission vide his office letter No.HPERC/B

(32)-3/8018-3210-36, dated 21.03.2018.

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Qent
ES Suresh
Supertending Engineer (IT)
HPSEBL Ltd., Vidyut Bhawan,
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In order to comply with the directives of the HPERC as contained in the aforesaid letter in a true spirit and in as much as to meet with the mandatory requirements of Electricity Act, 2003, it has been resolved by this Hon'ble Forum to hold Four (4) days third consecutive interactive- Session on consumers' protection under the Act ibid and to start Mobile -cum- Awareness camps with effect from 19.6.2018 to 22.6.2018, especially in the industrial belt as per programme detailed here as under:-

S.No.	Date	Name of office(s) where camps are proposed to be organized.	Remarks
1.	19.6.2018	In the O/o the Sr. XEN, Elect. Division, HPSEBL, Una	The Sr. Executive Engineer, Electrical Division, HPSEBL, Una should co-ordinate and makes all necessary arrangements on this account.
2.	20.6.2018	In the O/o the Sr. Executive Engineer Elect. Division, HPSEBL, Amb.	The Sr. Executive Engineer, Electrical Division, HPSEBL, Amb for information. He should co-ordinate and makes all necessary arrangements on this account.
3.	21.6.2018	In the office of Sr. Executive Engineer, Electrical Division, HPSEBL, Gagret.	The Sr. Executive Engineer, Elect. Division, HPSEBL, Gagret for information. He should co-ordinate and makes all necessary arrangements on this account.
4.	22.6.2018	In the office of Assistant Engineer, Electrical S/Division, HPSEBL, Tahliwala	The Sr. XEN, ED, Gagret and AE, ESD, Tahliwala for their information. They should make all necessary arrangements on this account.

With a view to successful organization of third consecutive interactive- session on consumers' protection and holding of Mobile-cum- Awareness Camps in the aforesaid areas, I am further directed to request you kindly to impart suitable directions to the officer(s) of the Licensee(s) that "they should ensure to co-operate, co-ordinate and makes all necessary arrangements on this account". Also take necessary action for giving wide publicity through Print and Electronic Medias' on this account at the level of HPSEBL to all the stakeholders and quarters concerned for the sake of general awareness among the people.

This is for favour of kind information and further necessary action at your end please.

Matter Most Urgent.

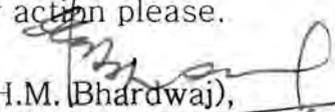
(H.M. Bhardwaj),
Secretary, CGRF
Kasumpti, Shimla-9

Copy of above is forwarded to the following for information and necessary action to:-

1. The Secretary, HPERC, Vidyut Aayog Bhawan, SDA Complex Block No.37, Kasumpti, Shimla-9.
2. The Executive Director (Pers.), HPSEBL, Vidyut Bhawan, Shimla-4. It is informed that this Forum had started its first Mobile -cum- Awareness Camps w.e.f. 23.4.2018 to 25.4.2018, especially in the industrial belt at Nalagarh, Baddi & Parwanoo and (2) two days second Mobile-cum-Awareness camps w.e.f. 23.5.2018 to 24.5.2018 at Paonta-Sahib and Kala Amb respectively in Sirmour District in H.P. Despite timely information with regard to organize such Mobile -Cum- Awareness Camps to her office and its quarters concerned, neither any directives at the level of HPSEBL to its subordinate office(s) nor its wide publicity through electronic/ print medias at the level of Dy. Director (Public Relation) of HPSEBL has been given, resulting in low ratio of participation of the stakeholders. Had the wide publicity of these camps been given well before commencing of these camps, there would have been possibility of attending such camps by majority of participants/ stakeholders. As a result of, the very purpose of organizing such camps is defeated. Therefore this aspect may kindly be taken into consideration at her personal level and impart suitable

directions to the Deputy Director (PR) HPSEBL Shimla-4 for doing the needful in the matter please.

3. The Chief Engineer (OP) North, HPSEBL, Dharamshala, District Kangra, (H.P) for immediate necessary action please.
- ✓ 4. The Superintending Engineer (IT), HPSEBL, Vidyut Bhawan, Shimla-4. He is requested kindly to upload the above said programme in the site of www.hpsebl.com for the general information to all concerned.
5. The Superintending Engineer (OP) Circle, HPSEBL, Una.
6. The Dy. Director (Public Relation) in HPSEBL, Vidyut Bhawan, Shimla. He is requested that wide publicity of proposed(4) four days third consecutive Mobile -Cum-Awareness camps ibid may kindly be given through print/ electronics Media's well in-advance before commencement of these camps, so that the consumers, participants/stakeholders of the areas concerned could be aware of about this inter-active session accordingly.
7. The Addl. SES. /Sr. XENs/AEEs/AEs, Una/Amb/Garget/ Tahliwala under Operation Circle, HPSEBL, Una. They are requested to make all necessary arrangements and also ensure to communicate message in this regard to all the stakeholders'/ consumers 'public representatives under their jurisdiction for information. Further, in-order to house/accommodate the Forum's Officers during the course of proposed camps, the Addl. Superintending, Elect. Division, HPSEBL, Una is requested that he may either be reserved all sets of the Rest House of HPSEBL at Rakkar in Una or make suitable arrangements in any Circuit House / Guest House at Una or nearby proposed camps w.e.f. 18.6.2018 to 23.6.2018 in the name of Chairman, CGRF, Kasumpti, Shimla-9 under intimation to this Forum.
8. Shri Mohinder Singh Minhas, Private Secretary to the Chairman, CGRF, Kasumpti, Shimla-9 for the kind perusal of Chairman, CGRF, Kasumpti, Shimla-9.
9. Shri Rajender Singh, IAS (Retd.) Independent Member, CGRF, Kasumpti, Shimla-9.
10. Er. Rajiv Gupta, Dy. Chief Engineer-Cum-Member, CGRF, Kasumpti, Shimla-9.
11. Shri Tamer Singh, Supdt.Gr-II (Court) in this Forum.
12. Shri Rakesh Bansal, Sr. Vice President, Parwanoo Industries Association, Opp. SWCA, Industries Deptt. Sec.-I, Parwanoo.
13. The Chairmen of Zila Parishad/Chairmen Block Development Committees in District Una through Superintending Engineer, Operation Circle, HPSEBL, Una for information and necessary action please.
14. Notice Board in this Forum.


(H.M. Bhardwaj),
Secretary, CGRF,
Kasumpti, Shimla-9.

4/4