



**CONSUMERS' GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA.**

No.CGRF/Mobile Court/2018-19:- 184-214

Dated:- 1st of May 2018

To

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

330

18-518

Subject: -

Holding of Interactive -Session on Consumers' protection under Electricity Act, 2003 and holding of Mobile Court -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 and making sufficient arrangements for refreshment to the participants.

Sir,

In-continuation of this Forum letter No.CGRF/Mobile Court/2018-19-70-88, dated 11<sup>th</sup> April,2018, on the captioned subject, I am directed to say that the Hon' ble Chairman, Himachal Pradesh Electricity Regulatory Commission , while presiding over the 14<sup>th</sup> HPERC State Advisory Committee Meeting held on dated 28<sup>th</sup> 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 Camp Court -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 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)-3/2018-3210-36, dated 21.03.2018.

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 two (2) days second consecutive interactive-Session on consumers' protection under the Act ibid and to start Mobile Court-cum- Awareness camps with effect from 23.05.2018 to 24.05.2018, 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.	23.5.2018	In the O/o the Sr. XEN, Elect. Division,HPSEBL, Paonta-Sahib under Operation Circle,HPSEBL,Nahan (At Divisional Office, Paonta-Sahib).	The Sr. Executive Engineer, Electrical Division, HPSEBL, Paonta-Sahib should co-ordinate and make all necessary arrangements on this

Dr Pawan (H-4)

QMS

Etz Devendra

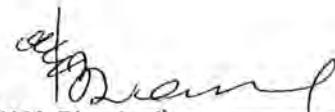
Dr Swendu JAG 14/5

			account.
2.	24.5.2018	In the O/o the Assistant Executive Engineer Elect. S/Division, HPSEBL, Kala-Amb (At S/Divisional Office, KalaAmb).	The Sr. Executive Engineer, Electrical Division, HPSEBL, Nahan/ AEE, ESD, Kala-Amb for information. They should co-ordinate and make all necessary arrangements on this account.

With a view to successful organization of second consecutive interactive-session on consumers' protection and holding of Mobile Court -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.

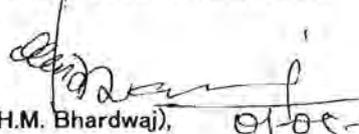
  
(H.M. Bhardwaj)  
Secretary, CGRF 01-05-2018  
Kasumpti, Shimla-9

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

1. The Secretary, HPERC, Aayog Bhawan, SDA Complex Block No.37, Kasumpti, Shimla-9.
2. The Executive Director (Pers.), HPSEBL, Vidyut Bhawan, Shimla-4. It is pointed out that this Forum had started its Ist. Mobile Court-cum-Awareness Camps w.e.f. 23.4.2018 to 25.4.2018, especially in the industrial belt at Nalagarh, Baddi & Parwanoo. Despite timely information with regard to organize such Mobile Courts-Cum-Awareness Camps to her office and its quarters concerned, neither any directives at the level of HPSEBL to its subordinate offices 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 at the very state, 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 matter may kindly be looked into at her personal level and impart suitable directions in this regards to the Deputy Director (PR) HPSEBL Shimla-4.
3. The Chief Engineer (OP) South, HPSEBL, Vidyut Bhawan, Shimla.
- ✓ 4. The Superintending Engineer (IT), HPSEBL, Vidyut Bhawan, Shimla-4, He is requested kindly to upload the above programme in the site of www.hpsebl.com.
5. The Superintending Engineer (OP) Circle, HPSEBL, Nahan.
6. The Dy. Director (Public Relation) in HPSEBL, Vidyut Bhawan, Shimla-4. He is requested that wide publicity of proposed second consecutive Mobile Court-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 should be aware of on this account.

7. The Addl. SEs. /Sr. XENs/AEEs/AEs, under Operation Circle, HPSEBL, Paonta Sahib/ Nahan. 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.
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 Satish Goel, President, Chamber of Commerce, Goundpur, Industrial Area, Paonta Sahib, District, Sirmour (H.P).
13. Shri Rakesh Bansal, Sr. Vice President, Parwanoo Industries Association, Opp. SWCA, Industries Deptt. Sec.-I, Parwanoo.
14. Shri Umesh Garg, President, Kala Amb. Chamber of Commerce, Kala Amb, District Sirmour (H.P).
15. The Chairman, Zila Parishad, District Sirmour, Headquarters at Nahan(H.P.)
16. The Nalagarh Industries Association, C/o Member Secretary, SWCA, Nalagarh, Distt. Solan, H.P.-174101.
17. The Resident Engineer, Giri Power House Division, HPSEBL, Girnagar for his information. He is requested to reserve the complete sets of Board's Rest House at Girnager w.e.f. 22.05.2018 to 25.5.2018 in the name of the Chairman, CGRF, Kasumpti, Shimla-9 in order to accommodate the officers/ officials of the Forum.
18. Notice Board in this Forum.

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

01-05-2018