



HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED

(A State Govt. undertaking)

Registered office

Vidyut Bhawan, HPSEBL, Shimla-171004

Corporate Identity Number

U40109HP2009SGC031255

GST No.

HPSEBL 02 AACCH4894EHZB

Telephone Number

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OFFICE ORDER

In supersession of this office order dated 11.06.2024 endorsed vide No.HPSEBL(SECTT)/HPERC/PIP/2024-10684-10904 dated 11.06.2024 & in pursuance to Himachal Pradesh Electricity Regulatory Commission letter No.HPERC-I(1)-3/2023-1695 dated 02.09.2024, Himachal Pradesh State Electricity Board Limited is pleased to approve launching of revised Public Interaction Programme through different instruments of Public Interaction during the Financial Year 2024-25 as under:

Sr. No	Instrument of Public Interaction	Focus	Authority	Financial implication in Rs.	Monitoring authority center
1	<u>Print Media</u> Under this activity, advertisements in the leading vernacular newspapers magazines, souvenirs by the Board/licensee will be issued on consumer rights, consumer obligations, information related to tariff order/demand side management, energy saving, awareness, direction of Board/licensee and commission, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc. through print media. PR office of the Board is already handling the issue of advertisements and in this case also, work will be executed by the PR Cell as per previous practice.	Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/problems.	PRO	5,00,000/-	Executive Director (Pers.)

2	<u>Social Media</u> Social media has been included in the Public Interaction Programme being it is an effective media to penetrate information these days.	Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/problems.	PRO/ SE(IT)	2,60,000/-	Executive Director (Pers.)
3.	<u>Electronic Media</u> HPSEBL will continue to initiate the programme on Doordarshan, Radio, FM, private Channels, Cable network & audio-video advertisement at the ST Bus Stands to educate the consumers on the complaint Redressal Mechanism, tariff rates, procedure for taking new connections, power availability certificates etc. The communication programme like Jingles on Radio and spots on Doordarshan. F.M/Private Channel and Cable network are being Telecast/ Broadcast to build knowledge of the people towards complaint Redressal Mechanism, energy conservation, safe	Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further	PRO	5,00,000/-	Executive Director (Pers.)

	<p>usages etc. This media invoked a good response and assisted in the building the image of the organization. Local cable network and private channels & scrolling will be covered strictly on/ HP Govt. approved rates (Deptt. of IPR HP Govt.) DAVP rates</p>	<p>consumer can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/ problems.</p>			
4.	<p><u>Energy Clubs</u></p> <p>The awareness meetings will be organized in Schools, colleges and other educational institutes. At least one educational institute will be taken for awareness under each Operation Circles, Electrical Division during the year 2024-25 to create awareness about consumer rights, obligations, information related to the tariff order, demand side management, energy conservation, direction of Board, commission, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email etc or any other important consumers related issue because the schools and colleges have social backgrounds. The Public Relations Officer will be the nodal officer for the activity.</p>	<p>Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/ problems.</p>	<p>PRO Concerned Sr.XEN</p>	<p>-NIL-</p>	<p>Executive Director (Pers.)</p>
5.	<p><u>Urja Mela</u></p> <p>As per practice adopted in the past, it is proposed that State level and International level Melas be covered by the HPSEBL as Urja Melas exhibition during this year also. Urja Mela may be organized specially as an information management tactic. Exhibitions are proving to be the best way to share important</p>	<p>Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal</p>	<p>PRO Concerned SE's(Op)/ Sr.XENs</p>	<p>27,00,000/-</p>	<p>Executive Director (Pers.)</p>

	<p>information with the consumers. This activity will be performed by putting impressive exhibition representing issues like consumer rights. Obligations, information related to the tariff order, demand side management energy conservation, direction of Board, Commission etc. grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email etc or any other important consumer related issues. The works related to making films, documentaries, printing of pamphlets and other photographs along with any expenditure in respect of publicity will be covered under this activity. The codal formalities will be made by the concerned Sr. Executive Engineer/Addl. Superintending Engineer of the concerned Electrical Division for organizing the Urja mela & for sanction actual expenditure will be put up through concerned Chief Engineers. Special Trainings are also included under this head on subjects like safety measures, information management to employees and General public.</p>	Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/ problems.			
6.	<p><u>Jan Sampark Gram Sabha Meeting</u></p> <p>To redress grievances of the consumers and to bring in awareness in them about initiatives being undertaken by HPSEB Ltd in all the Gram Sabha Meetings HPSEB Ltd. officers/ official will participate. By participating in Gram Sabhas, which presently are organized every quarter of financial year, the message of HPSEB Ltd. can easily</p>	All issue relating to consumers interest/queries/ problem.	SE's concerned	Nil	CE's(Op)

	be conveyed to the masses and on the other hand this exercise can prove as a grievance redressal activity.				
7.	<p><u>Quarterly Consumer Awareness Programme</u></p> <p>The consumer awareness programme will be out atleast once in every quarter in each Electrical Operation Circle by involving gram panchayats and local bodies/ public representatives. It is clear that after becoming HPSEBL, the HPSEBL company has been converted purely as consumers based company. Now every consumer should be equipped with right and latest information on important subjects. Without the participation of the consumers, HPSEBL cannot achieve its goals of financial viability as well as satisfaction criteria. It is a fact that information system in urban area is stronger than rural areas and so for rural areas a different information system is required to be made more strengthened alongwith urban area. In view of this, it is proposed that in each operation circle level workshops are made organized for the Panchayats Pardhans, local bodies or their representative's atleast once in every quarter. In which Panchyats and local representatives may be aware about the schemes or general information related to electricity supply along with publicity of special campaigns or grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email etc and further consumers can approach the CGRF/</p>	<p>Consumer rights, obligations, information related to tariff order, National electricity policy, Energy conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/ problems.</p>	PRO/ Concerned SE's	5,40,000/-	Executive Director (Pers.)

	<p>Ombudsman etc. In addition to this we may penetrate the information about the general rights and duties of the consumers so that in this field alternative goal of satisfaction may be achieved. Each operation circle will have to organize this workshop in every quarter in a year with the maximum participation of public representatives The Public Relations Officer will be the nodal officer for the purpose. The participants may be facilitated with at least tea and lunch. Pamphlets, posters, banners will be displayed on the important subjects or concepts representing issues like consumer rights. Obligations, information related to the tariff order, demand side management energy conservation, direction of Board, Commission, redress grievance etc. or any other important consumer related issues. Lunch & Tea @Rs.300/-per person.</p> <p>Representatives about 50 Nos. in a quarter per Circle. No. of Circle = 12 No. No. of representatives = 150 This FY for 3 quarters i.e July to September, October to December, January to March) Lunch & Tea @ Rs. 300/-per person. $12 \times 150 \times 300 =$ Rs. 5,40,000/-</p>				
8.	<p><u>Quarterly Safety Awareness Programme.</u></p> <p>To organize the safety awareness in each circle to create awareness about precautions against lightening, what to do if someone is struck by lightning, first aid for victims of lightening/electrical shock/electrocution, to educate/promote "electrical</p>	<p>All issues related to Safety awareness about electrical accidents/electrical fire & precautions against lightening, /electrical shock/ electrocution etc & to educate/promote "electrical safety</p>	<p>concerned SEs</p>	<p>-Nil-</p>	<p>CE(P&M)</p>

	<p>safety practices, electrical safety precautions etc” as well as use of safety gears among the field staff of HPSEBL while carrying out the maintenance work, attending faults etc or working on HT/LT line pole or close proximity of GO switch blades while doing work on feeder/DTR so that mishap could be avoided, minimized the chance of any accident due to flow of leakage current via poles, transformers etc and directed to patrol the lines falling under the jurisdiction of AEs/JEs to identifying whether or not any building being constructed close to lines or tree has fallen beneath or close to lines etc.</p>	practices/ precautions etc”			
9	<p>To celebrate consumer & energy awareness week/safety awareness week.</p> <p>To organize the consumer & energy awareness week/day in each circle to create awareness about consumer related information, latest policies and programmes of the board alongwith safety awareness programmes to promote the use of safety gears among the field staff to avoid the accidents occurring while working on HT/LT line pole or close proximity of GO switch blades while doing work on feeder/DTR.</p>	<p>To initiate consumer awareness campaigns regularly consumer rights , obligations, information related to tariff, Govt.policy etc, and issues related to Safety awareness about electrical accidents/electrical fire & precautions against lightening, /electrical shock/ electrocution etc & to educate/promote “electrical safety practices/ precautions etc”</p>	PRO/ Concerned SEs	-Nil-	Executive Director (Pers.)
10	<p><u>Division based in house information management meeting.</u></p> <p>It is proposed that to bring about latest information management in staff and officers of the Board Ltd in respect of programmes, concepts, aims, objectives</p>	<p>Consumer rights, obligations, information related to tariff order, National electricity policy, Energy</p>	PRO/ concerned Sr.XEN	-Nil_	Executive Director (Pers.)

and theme of the Board mainly related to consumer issues at least one meeting during the year 2024-25 will be organized in each operation Division under HPSEB Ltd. It will be a sort of training meeting/information workshop to update the officers and officials of the board on the policies aims and objective of the Board. Before any electrical consumer our staff should be equipped with right information about the latest policies and programmes of the Board. Field and office staff both will be covered under this activity. All the officers officials will be sensitized on the working culture, consumers related information, latest policies and programmes of the board alongwith other necessary information in respect of HPSEBL. The PRO will be the nodal officer.	conservation, National tariff policy, energy saving, Safety measures, grievance Redressal Mechanisms-where consumers can know how to file complaints & contact the officers, if their grievances are not redressed through customer care centres, websites, email, etc and further consumers can approach the CGRF/ Ombudsman etc., Directions of Commission and licensee/HPSEBL, any other issue related to consumer interest/queries/problems.			
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Say Rs.45,00,000/- (Rs. Forty five lacs) only.

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Executive Director (Pers.)
H.P State Electy. Board Ltd.,
Vidyut Bhawan, Shimla-4.

No.HPSEBL (SECTT)/HPERC/PIP/2024:41865 -

Dated:- 9/10/24
42045

Copy forwarded to:

1. All the CEs/SEs in HPSEBL.
2. The Chief Accounts officer, F&A Wing, HPSEBL, Shimla.
- ✓ 3. The SE(IT) Cell, HPSEBL, Shimla for uploading the same on the web site of HPSEBL.
4. All the Sr. Executive Engineers, Electrical Divisions in HPSEBL. They are requested to circulate the copy of this office order further to concerned Electrical Sub Divisions for executive activities at their end as per office order.
5. Company Secretary of HPSEBL w.r.t. agenda item No.153.01 endorsed vide U.O.Note No.HPSEBL/SECTT/CS/153-2024-25-297 dated 03.10.2024.
6. All the Deputy Secretaries/Under Secretaries/Section Officer in Board's Sectt.
7. The Spl./Sr.PS/PS to Chairman/Managing Director/Directors of HPSEBL.
8. The Public Relations Officer, HPSEBL, Shimla-4 for necessary action please.

Executive Director (Pers.)
H.P State Electy. Board Ltd.,
Vidyut Bhawan, Shimla-4.