

**HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED**

(A State Govt. Undertaking)



Registered Office- Vidyut Bhawan, HPSEBL, Shimla-171004 (H.P.)  
Number (CIN) U40109HP2009SGC031255  
GST No. HPSEBL 02 AACCH4894EHZB  
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No: HPSEBL(Sectt.) 407-10(Misc.)-Vol-XV-2025-26-95990-92

Dated:- 28-03-26

To

The Chief Engineer (SP),  
HPSEBL, Shimla.

The Chief Engineer (Comm.),  
HPSEBL, Shimla.

Sub: - Installation of Smart Electric Meters- Regarding Clarification of the points  
in the minds of consumers.


Sir,

Enclosed, please find, a copy of letter No. HPSEB-PWA-Corr-Board/2026-54-55 dated 15.03.2026 from the Secretary General, HPSEB Pensioners Welfare Association H.Q. at Solan, Himachal Pradesh on the subject cited matter, the contents of which are self explanatory.

It is requested to look into the matter and necessary action be initiated accordingly. The comments in the matter be furnished to this office by 06.04.2026, so that the higher authorities could be apprised accordingly.


DA: As above.

Yours faithfully,

  
(Er. Shamsheer Singh Negi),  
Chief Engineer (P&M)  
HPSEBL, Vidyut Bhawan  
Shimla-171004.  
Email: [cepmhpsebl@gmail.com](mailto:cepmhpsebl@gmail.com)

✓ Copy to the Superintending Engineer (IT), HPSEBL, Shimla for kind information and necessary action please.

DA: As above.

  
Chief Engineer (P&M)  
HPSEBL, Vidyut Bhawan  
Shimla-171004.  
Email: [cepmhpsebl@gmail.com](mailto:cepmhpsebl@gmail.com)

**HPSEB PENSIONERS WELFARE ASSOCIATION (STATE BODY)**

Founded on 05/05/2006

**H.Q. at Solan**

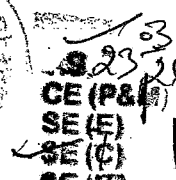
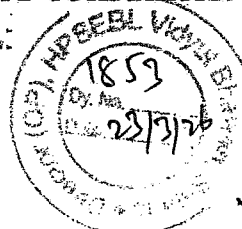
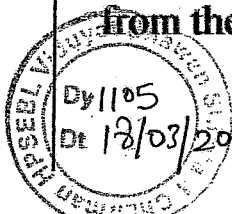
(Regd. &amp; Recognised)

Association Mail : hpsebpensionerssolan@yahoo.in We are available on Facebook Website : http://www/hpsebpensioners.com

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Mob. : 94187 33139**Er. S.K. SONI**President  
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Parwanoo-173220**Er. D.S. DHATWALIA**Sr. Vice President  
Mob.: 94180 31402**P.L. GUPTA**Secretary General  
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P.K. Singhal, Sirmaur Distt. - 89884 36602**Chief Advisor:****M.L. Vashisht - 94180 94328****Advisors:****S.D. Rattan -94180 01953****K.D. Sharma -94184 53916****Addl. Secretary General:****J.P. Sharma - 82195 21149****Finance Secretary :****K.R. Gupta -94181 53543****Press Secretary :****Laxmi Raman Sharma -94187 23566****Organising Secretary:****Anil Batra -70180 25855****Executive Members :****From District Units****Solan** D.P. Gupta  
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G. SecretaryMukesh Bedi  
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G. SecretaryH.S. Chauhan - 94180 43973  
President (Dalhousie)**No. HPSEB-PWA-Corr-Board/2026-54-55****Dated: 15-03-2026****To:****The Chairman  
HPSEBL  
Vidyut Bhawan,  
SHIMLA-17004****Subject: Installation of Smart Electric Meters- Reg.  
Clarification of the points in the minds of  
consumers.****Respected Chairman Sir,**

I am advised by the Association to write to the Board on behalf of the consumers of the state to address the apprehensions and opposition surrounding the installation of smart electric meters in domestic premises. Since we the HPSEBL Pensioners are also consumers, first need to understand vividly on the subject then can tell other consumers who expect from us clarity on the issue.

While the initiative to modernize the metering system as per center policy is commendable. There is dire need to create awareness in the public before taking initiating the process of installation of Smart Meters in state. Anyhow, yet there remain concerns of consumers. which require clarification from the HPSEBL:



Handwritten notes and signatures including 'An', '24/3', 'M', 'Small', 'Sr. pruc.', and '11'.

1. ✓ Whether the installation of the Smart meter is mandatory or at the choice of the consumer? Please refer such clause(s) to clarify.
2. ✓ As we understand, the installation of smart meters will not require upfront payment from domestic consumers, as the cost of meter is to be borne by HPSEBL and recoverable through tariff, however it requires clarification and transparency.
3. ✓ Since the approval of Tariff is the responsibility of the HPERC, and in case upfront payment is to be recovered through Tariff, as such, whether the Tariff has been approved accordingly by the HPERC?
4. ✓ Since the meter cost is to be recovered through Tariff, in the event a meter becomes defective and gives higher consumption (resulting in hefty bills), burnt, or goes out of order after installation, HPSEBL must ensure action to replace meter free of charge, and should not be charged arbitrarily unless tampering or deliberate damage is proven.
5. Whether the Meter Testing laboratories of the Board are equipped with in order to test and check Smart Meters? Alternatively, what system the Board evolved to check/test mechanically/technically the damaged meters to prove the tempering or deliberate damage of meter. Since, the cost of the meter would be very high, thus the consumers may not be charged deliberately/unreasonably by the HPSEBL Sub-Divisions and may have to face cumbersome procedure for redressal of his sufferings.
6. Consumers retain the right to accurate billing, data privacy, and grievance redressal through established forums, which needs to be ensured.

7. What about the services to be rendered regarding smart meters to the consumers who do not possess Smart phones? And what mechanism is proposed to be evolved by the HPSEBL?


We request HPSEBL to issue a clear public communication on each point including not covered above to reassure consumers on these points of fare deal so as to avoid any doubt and apprehensions. This will help build trust and ensure smooth implementation of the smart meter programme across Himachal Pradesh.

sincerely Yours,

  
Secretary General

Copy to:

The Secretary MPP& Pawar Power, to the Government  
H.P. Shimla-17002

  
Secretary General