



HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED
(A State Government Undertaking)

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No. HPSEBL/ CE (Comm.)/FRGC/Vol-44/2019-

19626-44

Dated: 16/03/2019

To

1. The Chief Engineers (Op.), South/ North/ Central Zone, HPSEBL, Shimla/ Dharamshala/ Mandi.
2. All the Dy.CEs/ SEs, Operation Circles/ES Circle under HPSEBL.

Subject:- Mobile Camp Court-cum-Awareness Camps.

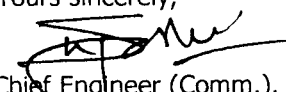
Sir,

Consumer Grievance Redressal Forum(CGRF) has been established under sub section 5 of section 42 of Electricity Act and is addressing various grievances/complaints of electricity consumers as per HPERC(Consumer Grievance Redressal Forum and Ombudsman) Regulations,2013 notified by Commission. HPERC has advised CGRF to conduct Mobile Courts-cum-Awareness Camps at different location to address the grievances of the electricity consumers as well as for awareness of the consumers about their rights and duties of licensee. CGRF is also organizing the mobile camp courts at various locations. In the recent communication from HPERC through DO letter from Chairman, HPERC, it has been advised to ensure the presence of SEs, XENs, AEs and JEs of the concerned areas, coordination with CGRF to issue press notes prior to date(s) and to invite participation of Panchayati Raj Institutions and Local Urban Bodies in these mobile camp courts. Keeping all these aspects in view, competent authority has approved the following:-

- 1) In order to ensure that maximum grievances are settled on the spot, it should be ensured that SEs(Op), Sr.E.E.(Operation Division), Sr.E.E.(ES Division), AEs and JEs of the concerned areas must be present in these camps with the relevant documents/record of the grievance(s) lodged by the consumer before CGRF.
- 2) It should be ensured by concerned SEs(Op), Circle to coordinate with CGRF to issue press notes prior to the date(s) of the mobile camps. Press notes must highlight the objective and importance of the mobile camps for the electricity consumers.
- 3) On finalisation of dates of mobile camps in the area, the concerned SE(Op), Circle should write to the heads of Panchayati Raj Institutions and Urban Local Bodies of that area where such mobile camps are being organised for participation in such mobile camp courts.

The above instructions may be followed in letter and spirit.

Yours sincerely,

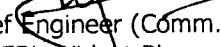

Chief Engineer (Comm.),
HPSEBL, Vidyut Bhawan,
Shimla-4

Copy forwarded to the following for information and necessary action please :-

1. The Secretary, HPERC, Vidyut Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla-9 with DO letter No. HPERC/HCD-12/CGRF/-3007 dated 25.02.2019.
 2. The Chairman, Consumer Grievances Redressal Forum, Kasumpti, Shimla-9 along with copy of DO letter No. HPERC/HCD-12/CGRF/-3007 dated 25.02.2019, letter No. HPERC/B(32)-3/2018-3210-36 dated 21.03.2018 vide which minutes of 14th State Advisory Committee were circulated and this office letter No. HPSEBL/CE(Comm.)/FRGC/Vol-41/2017-3381 dated 13.06.2017 for information and necessary action.
 3. The Superintending Engineer (IT) in this office to upload the same in the HPSEBL official website.
 4. Guard file.
- DA/ As above.

IT Cell HPSEBL V.B. Shimla-4

Sr. EE/AS (IT)
Sr. EE/AS (IT)
APS/Stone


Chief Engineer (Comm.),
HPSEBL, Vidyut Bhawan,
Shimla-4