



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

Registered Office : Vidyut Bhawan, HPSEBL, Shimla-171004 (H.P.)  
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No. HPSEBL/ CE (Comm.)/S-4/Vol- /2020- 1197-1266 Dated: 4<sup>6</sup>/<sub>21</sub>

To

1. The Chief Engineers (Op.), South/ North/ Central Zone, HPSEBL, Shimla/ Dharamshala/ Mandi.
2. All the Dy.CEs/ SEs, Operation Circles under HPSEBL.
3. All the Addl. SEs/ Sr. Executive Engineers, Operation, Electrical Divisions under HPSEBL.

**Subject:- Business Reforms Action Plan under Ease of Doing Business- Application for electricity connection through online mode thereof.**

Sir,

This is with reference to the Sales Circular No. 2 of 2020 issued vide this office letter No. HPSEBL/CE(Comm.)/S-4/Vol-IV/2020-21-12528-628 dated 13.01.2021 vide all the applications for new connection and PAC applications are made mandatorily through online made with the provision that in case the consumer visits the sub-divisions with hard copy of application form, the sub-division is required to fill the form on behalf of consumer initially and upload the scanned copy of the application and requisite documents. This direction was in line with the Electricity (Rights of Consumers) Rules, 2020, notified by Govt. of India on 31.12.2020.


During feedback process of Ease of Doing Business it has been observed that not only very few consumers are going in for online applications but also the sub-divisions are accepting applications through offline mode only which is violative of the Sales Circular issued by HPSEBL. This has adversely affected the rating of HP under Ease of Doing Business.

The urgency and gravity of the matter was discussed with CEs(Op) and SEs(Op) through VC on 02.06.2021. It was appraised that to make the online application mandatory, the applications through offline mode shall be discontinued w.e.f. 7.06.2021. The necessary arrangement of internet connectivity with minimum cost implications and scanning shall be made by the field units in order to scan and upload the consumer applications and related documents received in the Sub-Division. In case of any assistance, the field units may contact the following for IT assistance:-

- 1) Sh. Praveen Dhiman, TCS: 9816829780
- 2) Sh. Ravi, TCS: 7018079922
- 3) Sh. Vinay Sharma, JE(IT): 9459871756; seit@hpseb.in.

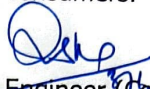
The other provisions of Sales Circular may be followed in letter and spirit. It is also emphasized that wide publicity of this facility for online applications for new connection be made in your jurisdiction to afford the general public to avail this facility.

Yours sincerely,

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

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Copy to the SE(IT) in this office for information and necessary action in this regard. The facility of offline application entry in the sub-division may be disabled w.e.f. 7.06.2021. The concerned IT Technical team may be directed to assist the field units in case of any problem in application filling and documents uploading. The general guidelines for application submission and documents upload procedure may also be prepared as PDF/Video file for ready reference to field units and consumers.

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