



HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED
(A STATE GOVERNMENT UNDERTAKING)

Registered Office: Vidyut Bhawan, HPSEBL, Shimla-4 (H.P.)
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Office Order No. HPSEBL (SECTT.)/2024- /

Dated 4/1/2025

OFFICE ORDER

HPERC vide Notification No. HPERC-(H)(1)-1/2012 dated 20.01.2022 published in Rajpatra HP on 27.01.2022 has notified the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) (Second Amendment) Regulations, 2022. First proviso to sub-regulation (2) of Regulation 5 of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman), 2013 as amended from time to time provides for establishment of at least one additional Forum for each operation circles under HPSEB Ltd.

That in line with the provisions of HPERC notification the CGRF at operation circle level were notified vide Office order no. HPSEBL/(SECTT.)/2022-4 dated 13.05.2022 and further endorsement no. HPSEBL/SECTT/S&A/HPERC/2022-13590-624 dated 13.05.2022.

That GoHP, Department of MPP & Power vide notification no. MPP-F(10)-32/2023 dated 13.12.2023, notified new Operation Zone CE(OP) at Hamirpur Zone by upgrading and diverting one post of Superintending Engineer(E) as (M & T) Circle, as Chief Engineer (E) from Circle, Bilaspur, the GoHP, notification was circulated vide ED (Pers.) Office Order no. 36/ HPSEBL (SECTT.)/2023 dated 18.12.2023 and endorsement no. HPSEBL (SECTT.)/HRD/2-12/2023-67084-264 dated 18-12-2023.

That vide Office order no. 29 / HPSEBL(SECTT.)/ HRD/2024 dated 16.10.2024 and further endorsement no. HPSEBL (SECTT.)/HRD /2-12/2024-43252-502 dated 16-10-2024, 7 posts of Superintending Engineers (Works) were abolished & 6 posts of Sr. Executive Engineers (Comm. & Works) were diverted as Sr. Executive Engineer (Works) from Superintending Engineer (OP) office to Chief Engineer(OP), Chief Engineer (ES) & Chief Engineer (Generation) and post 6 posts of Sr. Executive Engineers (Comm. & Works) were abolished in SE(OP) Circles, HPSEBL.

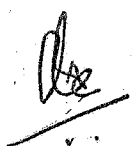
That GoHP, Department of MPP & Power vide notification no. MPP-F(10)-32/2023 dated 01.10.2024, notified new Operation Circle at Dehra by diversion from SE P & T, Circle, HPSEBL, Hamirpur which was further circulated vide ED (Pers.) office order no. 28/ HPSEBL(SECTT.)/ 2024 dated 8-10-2024 and endorsement no. HPSEBL (SECTT.)/HRD/2-12/2024-41156-41336 dated 08-10-2024.

In view of above and in supersession to Office order no. HPSEBL/(SECTT.)/2022-4 dated 13.05.2022 and further endorsement no. HPSEBL/SECTT/S&A /HPERC/2022-13590-624 dated 13.05.2022, the HPSEBL have re-constituted the

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following CGRFs in line with directions of Hon'ble HPERC, in respect of each Operation Circles: -

Jurisdiction Operation Circle	Members of Additional CGRF	
Shimla	i) SE (OP), Circle, HPSEBL, Rohru.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) City Electrical Division, HPSEBL Shimla.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Shimla, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Solan	i) SE (OP), Circle, HPSEBL, Nahan.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Solan.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Solan, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Nahan	i) SE(OP), Circle, HPSEBL, Solan.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Nahan.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Nahan, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Rampur	i) SE(OP), Circle, HPSEBL, Shimla.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Rampur.	Member on Ex-officio basis without additional remuneration.



Jurisdiction Operation Circle	Members of Additional CGRF	
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Rampur, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Rohru	i) SE(OP), Circle, HPSEBL, Rampur.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Rohru.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Rohru, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Bilaspur	i) SE(OP), Circle, HPSEBL, Hamirpur.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Bilaspur.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Bilaspur, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Hamirpur	i) SE(OP), Circle, HPSEBL, Bilaspur.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Hamirpur.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Circle, Hamirpur, shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Mandi	i) SE(OP), Circle, HPSEBL, Kullu.	Member-cum-Chairman on Ex officio basis without additional remuneration.

Jurisdiction Operation Circle	Members of Additional CGRF	
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Mandi	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC.	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Mandi, shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Kullu	i) SE(OP), Circle, HPSEBL, Mandi.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Kullu.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Kullu, shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Kangra	i) SE(OP), Circle, HPSEBL, Dalhousie.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Kangra.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Kangra, shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Una	i) SE(OP), Circle, HPSEBL, Dehra.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL Una.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Una shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.



Jurisdiction Operation Circle	Members of Additional CGRF	
Dalhousie	i) SE(OP), Circle, HPSEBL, Kangra.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Dalhousie.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- As notified by HPERC	Member (Remuneration and other expenses as already notified by the HPERC).
	iv) Section Officer O/o SE (OP), Dalhousie shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Dehra	i) SE(OP), Circle, HPSEBL, Una.	Member-cum-Chairman on Ex officio basis without additional remuneration.
	ii) Sr. Xen (OP) Electrical Division, HPSEBL, Dehra.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To nominated by HPERC as per Clause (i) of Sub-regulation (1) of Regulation 7 of subject cited regulations.	Member (Remuneration and other expenses as may be determined by the Commission)
	iv) Section Officer O/o SE (OP), Dehra, shall work discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.

The jurisdiction of the above additional Forums at Circle level shall be as under:-

- i) In case of the consumers covered under single part retail tariff- all types of complaints, whether monetary or nonmonetary ; and
- ii) In case of the consumers covered under two part retail tariff – all types of complaints whether monetary or non monetary, where the following conditions are met –
 - a) The amount of dispute / claim does not exceed two lakh in each case; and
 - b) The standard supply voltage does not exceed 22kV:

The complaints not falling under the jurisdiction of the above additional Forums, established as per Sub-regulation (2) of Regulation 5, shall continue to fall under the jurisdiction of Forum established under Sub-regulation (1) of Regulation 5 situated at Shimla.

The head quarter of the additional Forums shall be at the headquarter of the respective Operation Circles. The Concerned SE (Op) of respective Circles shall arrange for Rooms and other staff for establishment of additional Forum at their circle among the existing staff and exiting accommodation.



The above, additional Forums shall follow the procedure for disposal of complaints /grievances as per Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 as amended from time to time.

On behalf of HPSEBL authority.



Anurag Chander Sharma, IAS
Director (Personnel),
HPSEB Ltd., Vidyut Bhawan,
Shimla - 171004.

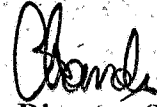
No. HPSEBL/SECTT/S&A/HPERC/2024- 62848-84

Dated: 4-1-25

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

1. The Addl. Chief Secretary/ Principal Secretary (MPP & Power) to the Govt. of H.P., Shimla-2.
2. The Secretary, HPERC, Aayog Bhawan, Block No. 37, SDA Complex, Kasumpti, Shimla-9, with a request to notify the Independent Member for Dehra Circle.
3. The Chief Electrical Inspector, H.P. Govt., Block No. 29, SDA Complex, Shimla-171009.
4. The Secretary, H.P. Electricity Ombudsman, Sharma Sadan, Behind Keonthal Commercial Complex, Khalini, Shimla-2.
5. The Secretary, Consumer Grievances Redressal Forum, Kasumpti, Shimla-9.
6. The Executive Director (Personnel), HPSEBL, Vidyut Bhawan, Shimla-4.
7. The Chief Accounts Officer, F&A Wing, HPSEBL, Vidyut Bhawan, Shimla-4.
8. The Chief Audit Officer, F&A wing, HPSEBL, Vidyut Bhawan, Shimla-4.
9. The Superintending Engineer (Enf. & EA)/ Superintending Engineer (Tariff & SERC) in this office.
- ✓ 10. The Superintending Engineer (IT) in this office to upload the same in the HPSEBL official website.
11. The Resident Audit Officer, HPSEBL, Shimla-4.
12. The Dy. Secretary (Law), HPSEBL, Shimla-3.
13. The Addl. Secretary-cum-PS/ Sr. PS to MD/ Directors for kind information of MD/ Directors.
14. The BBN Industries Association(BBNIA), C/o Single Window Clearance Agency, Industrial Area Baddi, Distt. Solan, H.P.
15. Parwanoo Industries Association, HPCED Building, Deptt. of Industries Complex, Sector-1, Parwanoo, Distt. Solan.
16. Kala Amb Chamber of Commerce and Industries(KACCI), Trilokpur Road, Distt. Sirmour-HP.
17. Himachal Chamber of Commerce & Industry, C/o Goel Diesel Service, Bhuppur, Paonta Sahib, Distt. Sirmour-HP-173025.
18. District Industries Association, Una, Himachal Pradesh, 94, Industrial Area, Mehatpur, Distt. Una-174315.
19. Nalagarh Industries Association, C/o Member Secretary, SWCA, Nalagarh, Distt. Solan-HP-174101.
20. Steel Manufacturers' Association, Trilokpur Road, Kala Amb, Distt. Sirmour-HP-173030

21. Mehatpur Industries Association, C/o Spatia Chemicals, 76-77, Industrial Area, Mehatpur, Distt. Una-HP.
22. Haroli Block Industrial Association, Tahliwala, Distt. Una-HP.
23. Bathu -Bathri Industries Association, Tahliwala, Distt. Una-HP.
24. Amb Sub-Division Industries Association, Karlui, Distt. Una-HP.
25. Guard file.



**Director (Personnel),
HPSEB Ltd., Vidyut Bhawan,
Shimla - 171004.**