



HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED
(A State Govt. undertaking)




आज़ादी का अमृत महोत्सव

Registered office : Vidyut Bhawan, HPSEBL, Shimla-171004(H.P)
GST No. : HPSEBL 02 AACCH4894EHZB
Telephone Number : 0177-2803600,2801675(Office), 2813563(Fax)

Corporate Identity Number : U40109HP2009SGC031255
Website address : www.hpseb.in
Email : md@hpseb.in & dirf@hpseb.in

(A State Government Undertaking)

“OFFICE ORDER”

Himachal Pradesh State Electricity Board Limited is pleased to approve launching of a Public Interaction Programme through different instruments of Public Interaction during the financial year 2022-2023 as under :-

Sr. No	Instrument of Public interaction.	Focus	Authority	Financial implication in (Rs.)	Monitoring authority center
1.	Print Media Under this activity, advertisements in the leading vernacular newspapers magazines, souvenirs by the Board/licensee will be issued on consumer right, consumers obligations, information related to tariff order/demand side management, energy saving, direction of Board/licensee and commission 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 office as per previous practice. In addition to advertisements in vernacular newspapers, souvenirs and magazines may be given.	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.	J.D(PR)	20,00,000/-	Executive Director (Pers.)

2	Social Media Social media has been included in the Public Interaction Programme being it is an effected media to penetrate information these days.	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.	J.D(PR)/ SE (IT)	5,00,000/-	Executive Director (Pers.)
3.	Electronic Media HPSEBL will continue to initiate the programme on Doordarshan , Radio, FM, private Channel and Cable network to educate the consumers on the complaint Redresal Mechanism, tariff rates, procedure for taking new connections, power availability certificates etc .The communication programmes, animated video and Jingles on Radio and spots on Doordarshan F.M/Private Channel, ,FB and Cable network are being Telecast/Broadcast to build knowledge of the people towards complaint Redresal Mechanism, energy conservation, safe usages etc. This media invoked a good response and assisted in the	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation,	J.D (PR)	20,00,000/-	Executive Director (Pers.)

	building of 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.) or DAVP rates.	National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.			
4.	<u>Energy Clubs</u> The awareness meetings will be organized in Schools, colleges and other educational institutes to create awareness about consumers right, obligations, information related to the tariff order, demand side management, energy conservation, direction of Board, commission or any other important consumers related issue because the schools and colleges have social backgrounds. These schools/colleges will be act under operation circle and the financial support to these schools /colleges will be given by the concerned circles during the awareness weeks . The activities by these clubs will be organized during the special week to be organized by the concerned circles. As per the HPERC 's directions aanganwari karyakartas will also involved for the awareness by organizing meetings in this regard in The joint Director PR will be the nodal officer of the activity.	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.	J.D(PR) Concerned Sr. Executive Engineer	---- Nil----	Executive Director (Pers.)

5.	<u>Urja Mela</u> As per practice adopted in the past, It is proposed that important State level and International level Melas be covered by the HPSEB Ltd. as Urja Melas exhibition during this year also. Urja Mela may be organized specially as a information management tactic. Exhibitions are proving the best way to share important information with the consumers. This activity will be performed by putting impressive exhibition representing issues like Commission 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 subjects like safety measures, information management to employees and General public.	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.	J.D(PR), concerned SE's (OP)/ Sr. XENs	25,00,000/-	Executive Director (Pers.)
6.	<u>Jan Sampark Gram Sabha Meetings.</u> To redress grievances of the consumers and to bring in awareness in them about initiatives undertaken by HPSEB Ltd in all the Gram Sabha Meetings HPSEB Ltd. officers/official will participate. By participating in these Gram Sabha, which presently are organized every quarter of financial year, the message of HPSEB Ltd. can easily be conveyed to the	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of	S.E's Concerned.	--Nil--	C.E's (OP)

	masses and on the other hand this exercise can be proved as a grievance Redresal activity. Only TA DA of the concerned officials are involved under this activity.	interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.			
7.	<u>Quarterly Consumer awareness Programme.</u> The consumer awareness programme will be carried out atleast once in every quarter in each electrical circle by involving gram panchayats and local bodies public representatives .It is clear that now after becoming HPSEBL, the HPSEBL company has been converted purely as consumer 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 may be organized for the Panchayats Pardhans, local bodies or their representatives 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	Consumer rights, obligation, Standard of performances including provisions of compensation , State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.	J.D (PR) /Concerned Sr. XEN	7,20,000/-	Executive Director (Pers.)

	.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 once in a year with the maximum participation of public representatives The Joint Director PR will be the nodal officer for the purpose. The participants may be facilitated with at least high tea and lunch.. Pamphlets, posters, banners will be displayed on the important subjects or concepts representing issues like consumer right. Obligations, information related to the tariff order, demand side management energy conservation, direction of Board, Commission etc. or any other important consumer related issues. Lunch & Tea @Rs.300/-per person. Representatives about 50 Nos. in a quarter per circle. No. of Circle=12 No. No. of representatives=200 (4 quarters) Lunch & Tea @Rs.300/-per person. 12x200x300= Rs.7,20,000/.				
8.	<u>Energy & Awareness week</u> On the one hand while employees will be sensitized about their duties on the other hand consumers organization including domestic, industries, commercial will be sensitized on consumer based issues .This week will be performed by executing awareness activities like rallies, speeches completion , presentation etc.	Consumers are not aware of the schemes. Consumer awareness programme be carried out at least once in every quarter in each Circle. Consumer rights, obligation, Standard of performances	J.D (PR) ./Concerned S.E/Sr. XEN	6,00,000/-	Executive Director (Pers.)

	under operation the circles. 12 Nos. Circle@ Rs.50,000/- 12x 50,000= Rs.6,00,000/-	including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB Ltd., any other issue relating to Consumer interest/quarries/ problems.			
9	<u>Division based in house training for attitudinal change in the field staff</u> It is proposed that to bring about an attitudinal change in the field staff who are directly in contact with electricity consumers to respond courteously to consumers complaints and other information in all 58 Nos. operation electrical Divisions under HPSEB Ltd may be covered by organizing training meeting/workshop. This year field staff will be sensitized on the working culture and other necessary information in respect of HPSEBL. The high tea will be served through head contingency for organization of meeting.	Consumer rights, obligation, Standard of performances including provisions of compensation ,State level CGRF including additional forums at circle level , information related to tariff order, Facilities for senior citizens and physically challenged citizens ,ease of doing business ,payment of interest on security. public and employee safety including National electricity Policy, Theft of electricity ,Energy Conservation, National tariff Policy, Directions of Commission and Licensee/ HPSEB	J.D (PR) /Concerned /Sr. XEN	-Nil-	Executive Director (Pers.)

		Ltd., any other issue relating to Consumer interest/quarries/problems.			
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(Say Rs. 83,20,000/- Eighty three lac twenty thousand)only

(Manoj Kumar)
Executive Director (Prs.)
HPSEB Ltd. Vidyut Bhawan,
Shimla-171004

No.HPSEBL (Sectt.)/HPERC/PIP/2022-23-

Copy forwarded to:-

1. All the Chief Engineers in HPSEB Ltd.
2. The Chief Accounts Officer, F&A Wing HPSEB Ltd. Shimla-4.
3. All the Superintending Engineers (Operation) Circle, HPSEB Ltd.
- ✓ 4. The Superintending Engineers (IT) Cell, HPSEB Ltd. Shimla-4 for uploading the same on the web site of the HPSEB Ltd.
5. All Sr. Executive Engineers, Electrical Divisions in HPSEB Ltd. They are requested to circulate the copy of this office order further to concerned Electrical Sub-Divisions for executing activities at their end as per office order.
6. The Addl. Director (PR), HPSEB Ltd. Shimla-4 for necessary action please.
7. All the Addl. Secretary/Deputy Secretaries/Under Secretaries/Section Officers in Board's Sectt.
8. Deputy Director (Per.) in HPSEB Ltd.
9. The Sr./Spl.PS/PS to Chairman cum Managing Director/Directors of HPSEB Ltd.

(Manoj Kumar)
Executive Director (Prs.)
HPSEB Ltd. Vidyut Bhawan,
Shimla-171004