



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

REGISTERED OFFICE :- VIDYUT BHAWAN, HPSEBL, SHIMLA-171004 (H.P.)

CIN: U40109HP2009SGC031255

GST NO:02AACCH4894EHZB

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Office Order No. HPSEBL (SECTT.)/2022- 4-

Dated 13/5/2022

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.

In view of above provisions, the HPSEBL have constituted the following CGRFs as per directions of Hon'ble HPERC in respect of each Operation Circles: -

Jurisdiction Operation Circle	Members of Additional CGRF	
Shimla	i) SE (W) O/o CE (Op), South. HPSEBL, Shimla-4	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	ii) Attached Officer, O/o SE (Op), Circle, HPSEBL, Shimla-9.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), 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

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		remuneration.
	ii) Attached Officer, O/o SE(Op), Circle, HPSEBL, Solan.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), 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) Attached Officer, O/o SE(Op), Circle, HPSEBL, Nahan.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), 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) Attached Officer, O/o SE(Op), Circle, HPSEBL, Rampur.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) of Sub-regulation (1) of Regulation 7 of subject cited	Member (Remuneration and other expenses as may be determined by the Commission)

	regulations.	
	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) Attached Officer, O/o SE(Op), Circle, HPSEBL, Rohru.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Rohru shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Bilaspur	i) SE(M&T), Circle, HPSEBL, Bilaspur.	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	ii) Attached Officer, O/o SE(Op), Circle, HPSEBL, Bilaspur.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), 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) Attached Officer, O/o SE(Op), Circle, HPSEBL, Hamirpur.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Hamirpur shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Mandi	^{u) No CE (C2) Mandi.} i) SE(Op), Circle, HPSEBL, Kullu.	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	ii) Attached Officer, O/o SE(Op), Circle, HPSEBL, Mandi.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Mandi shall work also 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) Attached Officer, O/o SE(Op), Circle, HPSEBL, Kullu.	Member on Ex-officio basis without additional remuneration.

	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Kullu shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Kangra	i) SE(Op), Circle, HPSEBL, Hamirpur.	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	ii) Attached Officer, O/o SE(Op), Circle, HPSEBL, Kangra.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Kangra shall work also discharge the duties as Secretary of additional CGRF.	On Ex-officio basis without additional remuneration.
Una	v) SE(Op), Circle, HPSEBL, Kangra.	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	vi) Attached Officer, O/o SE(Op), Circle, HPSEBL, Una.	Member on Ex-officio basis without additional remuneration.
	vii) Independent Member- To be nominated by HPERC as per Clause (ii) of Sub-regulation (1) of Regulation 7 of subject cited regulations.	Member (Remuneration and other expenses as may be determined by the Commission)
	viii) Section Officer O/o SE(Op), Circle, Una shall work also discharge the duties as Secretary	On Ex-officio basis without additional remuneration.

	of additional CGRF.	
Dalhousie	i) SE (W), O/o CE(Op), North, HPSEBL, Dharamshala.	Member-cum-Chairman on Ex-officio basis without additional remuneration.
	ii) Attached Officer, O/o SE (Op), Circle, HPSEBL, Dalhousie.	Member on Ex-officio basis without additional remuneration.
	iii) Independent Member- To be nominated by HPERC as per Clause (ii) 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), Circle, Dalhousie shall work also 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.

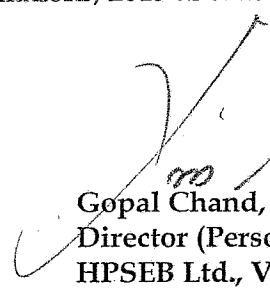
The head quarter of the additional Forums shall be at the headquarter of the respective Operation Circles. The Concerned SE (Op) of respective Circles shall arrange for Rooms and other staff for establishment of additional Forum at their circle among the existing staff and exiting accommodation.

The above, additional Forums shall follow the procedure for disposal of complaints /grievances as per Himachal Pradesh Electricity Regulatory Commission (Consumer

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Grievances Redressal Forum and Ombudsman) Regulations, 2013 as amended from time to time.

On behalf of HPSEBL authority.


Gopal Chand, IAS
Director (Personnel),
HPSEB Ltd., Vidyut
Bhawan, Shimla - 171004.

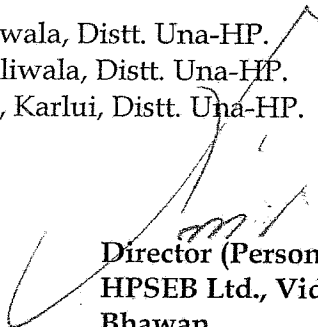
No. HPSEBL/SECTT/S&A/HPERC/2022-13590-624

Dated: 13-5-22

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.
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.