



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

REGISTERED OFFICE :- VIDYUT BHAWAN, HPSEBL, SHIMLA-171004 (H.P.)
CIN: U40109HP2009SGC031255, GST NO.: HPSEBL 02 AACCH4894EHZB
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Sales Circular No. 06 /2021

No. HPSEB Ltd./CE(Comm.)/S-4/Vol.-IV/2021- 7449-7538 Dated: 29-10-21

To

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

Sub. : - Sales Manual Instruction No. 24- recording of meter reading of different categories of consumers.

Sir,

It has been observed that the officers/officials authorized for Meter Readings for different categories of consumers are not maintaining the Meter Reading Book of the respective consumers with connected load above 20 kW as per delegation under Sales Manual Instruction No. 24. It is pertinent to mention here that monthly record of reading of such consumers needs to be maintained TOD register wise. The Meter Reading Book shall comprise of details of consumer, old reading (all TOD registers), new reading (all TOD registers), date of reading whether through MRI or AMR or Manual reading etc. The provisions are being misunderstood that the activity is to be done by the Sub-Division responsible for custody of maintaining the records of the consumers, generating and delivering the bills to the consumers. Such lackadaisical approach and misplaced understanding by the different officials/officers has defeated the very purpose of assigning the duty of Meter Reader for these high revenue consumers. The MRI is being got done through line staff and handed over to the Sub Division and the bill so generated is neither scrutinized nor any analysis of consumption variation are done. This hands off approach is not acceptable anymore.

In the recent past various incidences of wrong meter reading and bill generation resulting in financial loss to HPSEB Ltd., have come to the notice of higher authority of HPSEB Ltd. Further, in the absence of the maintenance of proper Meter Reading Book especially in case of two part tariff consumers, some of the cases in Ld. CGRF or Ld. Ombudsman are being decided against HPSEBL on account of failure in producing the documentary evidence by the field officers.

In view of above, it is once again clarified that the Sales Manual Instruction should not be misinterpreted to escape the duty and responsibility delegated to various field units for the functioning as Meter Reader. They should discharge their duty efficiently in the interest of organisation and to maintain proper record of meter reading in the Meter Reading Book for authentication and

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verification in future reading for all modes of meters i.e. Manual, MRI, AMR or Smart Meters. The Meter Reading Book be kept in safe custody and to be handed over to the next incumbent on transfer of charge.

Please be advised that it is implicit in these instructions that the energy consumption and load pattern would also be analysed on month to month basis by the officers for respective category they have been delegated for taking the meter reading. In case the instructions are not adhered to HPSEB Ltd. shall be left with no option but take suitable disciplinary action against the erring officer/official for any meter reading related dispute arisen at any stage.

The above instructions may be followed in letter and spirit.

Yours sincerely,


(Er. Ram Prakash)
Chief Engineer (Comm.),
HPSEB, Vidyut Bhawan,
Shimla-4.

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 Secretary, H.P. Electricity Ombudsman, Sharma Sadan, Behind Keonthal Commercial Complex, Khalini, Shimla-2.
4. The Secretary, Consumer Grievances Redressal Forum, Kasumpti, Shimla-9.
5. The Executive Director (Personnel), HPSEBL, Vidyut Bhawan, Shimla-4.
6. The Chief Accounts Officer, F&A Wing, HPSEBL, Vidyut Bhawan, Shimla-4.
7. The Chief Audit Officer, F&A wing, HPSEBL, Vidyut Bhawan, Shimla-4.
8. The Superintending Engineer (Enf. & EA)/ Superintending Engineer (Tariff & SERC) in this office.
9. The Superintending Engineer (IT) in this office to upload the same in the HPSEBL official website under Sales Circulars.
10. The Resident Audit Officer, HPSEBL, Shimla-4.
11. The Dy. Secretary (Law), HPSEBL, Shimla-3.
12. The Addl. Secretary-cum-PS/ Sr. PS to MD/ Directors for kind information of MD/ Directors..
13. Guard file.


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