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

Office Order

In supersession to sales circulars 4/2000 dated 13.04.2000 & 15/2002 dated 19/10/2002, vide which the "Dispute Settlement Committees" to settle the consumer grievances at various levels was constituted, it has been approved by the Competent Authority to wind up the dispute settlement committees at Board level, Zonal level and Circle level, in view of constitution of Consumer Grievance Redressal Forum (CGRF) as per Electricity Act, 2003. However the Dispute Settlement Committees at Divisional level and Sub-Divisional level are reconstituted as here-under:

I) Divisional Level Dispute Settlement Committee:-

1 ASE/Sr. Executive Engineer (Op) other than the concerned Division to be nominated by the Dy. C.E. /S.E (Op) of the concerned circle.
2 Superintendent (Accounts) of the Member concerned Division.
3 A.E.E/A.E of the concerned Sub-Division Convener and Presenting officer

This committee shall be empowered to decide the cases of the disputed amount up to Rs. 10,000/-

II) Sub-Divisional Level Dispute Settlement Committee:-

1 A.E.E /A.E. (Op) other than the concerned Sub-Division to be nominated by the ASE/Sr. E.E of the concerned Division.
2 Sr. Assistant (Comm.) of the concerned Sub-division.
3 A.A.E/J.E. of the concerned Section. Convener and Presenting officer.

This committee shall be empowered to decide the cases of the dispute at Section level and disputed amount up to Rs. 5,000/-

Note: - The convenor and presenting officer will not be the member of committee.

The consumer has, however, option to approach the above committees or approach directly to Consumer Grievance Redressal Forum (CGRF).

The representation can be preferred with in 30 days of issuance of bill/notice or decision under clause No. 5.7 of H.P. electricity Supply Code, 2009 and its amendments. The committees will decide the dispute with in a period of three months.
The Headquarter of the Dispute Settlement Committees shall be at the place where chairman of the committee is stationed.

The award announced by the committee shall be out of the purview of the audit.

**Appellate Authority:**

The Appellate Authority to review the award/decision of the concerned Dispute Settlement Committee in case the consumer is not satisfied with the award/decision shall be Divisional level Committee in case of Sub-Divisional level committee and against the award/decision of Divisional level Committee shall be FRGC. The appeal may be preferred with in a period of 30 days from the date of award/decision by the Dispute Settlement Committees.

The order for each Dispute Settlement Committees at Divisional level and Sub-Divisional level shall be issued separately by the Dy. CE (Op)/SE (Op) and ASE/Sr. E.E., ED respectively within 30 days of this notification.

**In view of winding up of internal Dispute Settlement committees at Circle level, Zone level and Board level, the cases lying pending before these committees be decided within a period of two months and after a period of two months the committees will cease to function.**

The Sales Manual Instruction no. 168 may be considered amended as above.

This bears the approval of Whole Time Directors, HPSEBL.

(Er. Mahesh Sirkek)
Chief Engineer (Comm.),
HPSEB, Vidyut Bhawan, Shimla-4
Phone: 0177-2656624
Email: cecomm@hpseb.in

No HPSEBL/CEComm./COMM/S-4/Vol-III/2015-16- 8556-8673 dated 22.9.2015

Copy for information and necessary action is forwarded to:
1. The Principal Secretary (MPP & Power), H.P. Govt., Shimla-1.
2. The Executive Director (Tech), HPERC, Keonthal Commercial Complex, Khalini, Shimla-2, w.r.t meeting held on 21.07.2015.
3. The Electricity Ombudsman, Sharma Sadan, Khalini, Shimla-171002
5. The Chief Engineer (Op), South/North/Central Zone at HPSEBL Shimla/Dharamshala/Mandi.
6. The Chief Engineer (MM)/CE(ES)/CE(Generation) at HPSEBL Shimla/Hamirpur/Sundernagar.
7. The Executive Director (Pers), HPSEB Ltd., Vidyut Bhawan, Shimla-4.
8. The Chief Accounts Officer, F&A Wing, HPSEB Ltd, Vidyut Bhawan, Shimla-4.
9. The Chief Audit Officer, F&A Wing, HPSEB Ltd, Vidyut Bhawan, Shimla-4.

Contd...3/-
10. The Superintending Engineer (IT), HPSEBL, Shimla-4 to upload in the HPSEBL official website.
11. All the Dy. CE(Op)/SE(Op) in HPSEBL. They are requested to constitute the divisional level committees for each Division under their jurisdiction and issue order within one month positively under intimation to this office.
12. All the Dy. CE/SE(Works) of CE(OP) South/North/ CZ at HPSEBL Shimla/Dharamshala/Mandi.
13. Dy. CE/S.E. PHT (Design), HPSEBL, Sundernagar/ SE Sub-station(Design), HPSEBL Hamirpur.
14. All the ASE/SR. E.E, Electrical Divisions in HPSEBL. They are requested to constitute the sub-divisional level committees for each sub-division under their jurisdiction and issue order within one month positively under intimation to this office.
15. All Attached officer/Sr. E. E(Comm.) of Operations circles in HPSEBL.
16. The Joint Secretary (law), HPSEBL, Shimla-1.
17. The Resident Audit Officer, HPSEB Ltd., Shimla-4.
18. The Addl. Secy-Cum-PS/ Sr. PS to CMD/ Directors for the kind information of MD/ Directors.
21. Kala Amb Chamber of Commerce and Industries (KACCI), Trilokpur Road, Distt.Sirmour-HP.
24. Nalagarh Industries Association, C/o Member Secretary, SWCA, Nalagarh, Distt. Solan-HP-174101.
25. Steel Manufacturers' Association, Trilokpur Road, Kala Amb, Distt. Sirmour-HP-173030
27. Haroli Block Industrial Association, Tahliwala, Distt. Una-HP.
29. Amb Sub-Division Industries Association, Kariuli, Distt. Una-HP.
30. The Guard File.

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