

The HPSEBL through its Chief Engineer (Comm.)

Suo-Motu Pet. No. 1 of 2023

25.04.2023

Present: Sh. Kamlesh Saklani, Authrised Represntative with Sh. Rakesh Kumar, SE (SERC/IT), HPSEBL.

DAILY ORDER

This Suo Moto Petition has been initiated by the Commission against the Chief Engineer (Comm.) HPSEBL for non-compliance of the directions issued by the Commission in respect of default in meeting the Performance Standards as per the HPERC (Distribution Performances Standards) Regulations, 2010 (under Supply Code 2009) as amended from time to time. As per the aforesaid Regulations, the HPSEBL has to cover atleast six Consumer related services out of the total specified in the Schedule by 30.09.2022. No road map/service has been provided we expect that atleast, the following six services should have been covered by the HPSEBL by now.

- (i) New Connection/Additional load
- (ii) PAC
- (iii) Change of Contract demand
- (iv) Disconnection/Reconnection
- (v) Change of category/Transfer of ownership
- (vi) Call Centre
 - First Response
 - Regisration of Consumer Calls

However, despite several directions, no compliance report has been filed. It appears that the HPSEBL is not paying attention to the directions issued by the Commission and thereby jeopardising the interest of the consumers. The Commission highly deprecates this practise.

Sh. Kamlesh Saklani, authorised representative for the HPSEBL seeks time that due to the voluminous record, the status report could not be filed in time. Last opportunity granted. Let status report be filed invariably within 2 weeks failing which the E.D. (Personnel) and the M.D. HPSEBL shall remain personally present before the Commission on 15.05.2023 at 11:00 AM.

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(Shashi Kant Joshi) (Yashwant Singh Chogal) (Devendra Kumar Sharma)
Member Member (Law) Chairman