



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

Registered Office: Vidyut Bhawan, HPSEBL, Shimla-4 (H.P.)
CIN: U40109HP2009SGC031255
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No. HPSEBL/ CE (Comm.)/SERC-15/2024-24- **2972-3297** Dated: .09.2024 **1-10-2024**

To

1. The Chief Engineers (Op.), HPSEBL, Shimla/ Dharamshala/ Mandi/Hamirpur Zone.
2. The Chief Engineer(P&M), HPSEBL, Shimla-4.
3. All the Dy.CEs/ SEs, Operation Circles under HPSEBL.
3. The SE(IT), HPSEBL, Shimla-4 for implementation of Mobile App and Co-ordination with Field units for Technical Assistance.
4. All the Addl. SEs/ Sr. Executive Engineers, Operation, Electrical Divisions under HPSEBL.
5. All A.E.E.s/ A.E.s, Operation, Sub-Divisions under HPSEBL.

Subject:- Survey of Domestic Consumers and Hotels through Mobile App to avail the electricity subsidy being provided by HP Govt.


Sir,

I have been directed to intimate that as per direction of H.P. Govt. the survey of the domestic and hotels is to be done through Mobile App developed by Department of Digital Technology and Governance (earlier DIT). The Mobile App will be shared by IT Cell through suitable means with the field units. The Survey is to be done by the Bill Distributors and the user ID and Password has been created for the bill distributors. The detailed process to be followed through mobile app is enclosed with this letter. It has been desired to complete the survey by the end of October,2024 with the billing of the consumers. The AE/AEEs of Electrical Sub-Division shall be Nodal Officers for implementation of HPSEBL Consumer Survey at field level

It is also intimated that the issues of availability of Smart Phone may be handled by the respective field offices. However, fixed amount of Rs. 461/- for each bill distributor for internet data pack and processing has been approved by the Competent Authority for conducting the survey of the domestic consumers and hotels.

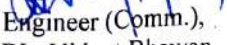
The progress of the Survey will be monitored on daily basis by HP Govt. as well as HPSEBL Management and it is, therefore, requested to issue necessary instructions to the field units under your control to implement the Survey in letter and spirit.

Yours faithfully,


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

Copy forwarded to the following for information please :-

1. The Principal Secretary/Secretary (MPP & Power) to the Govt. of H.P., Shimla-2.
2. The Secretary, HPERC, Vidyut Aayog Bhawan, Block No. 37, SDA Complex, Shimla-9.
3. The Director, Department of Digital Technology and Governance, IT Bhawan, Mehli, Shimla-171009-HP.
4. The Executive Director (Personnel), HPSEBL, Vidyut Bhawan, Shimla-4.
5. The Chief Accounts Officer, F&A Wing, HPSEBL, Vidyut Bhawan, Shimla-4.
6. The Chief Audit Officer, F&A wing, HPSEBL, Vidyut Bhawan, Shimla-4.
7. The Superintending Engineer (IT) to upload the same in the HPSEBL official website.
8. The Addl. Secretary-cum-PS/ Sr. PS to MD/ Directors for kind information of MD/ Directors.


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

Standard Operating Procedure for HPSEBL Consumer Meter Survey to avail Electricity Subsidy

1. This Survey is conducted door to door and digitally collection of Aadhaar/Ration Card details from Electricity Consumers of HPSEBL.
2. The Android Mobile Application "HPSEBL Consumer Survey" is developed by DDTG, Govt. of HP for conducting the survey of HPSEBL consumers.
3. The Bill distributors of HPSEBL will use this Mobile Application for conducting this survey through Smartphone's.
4. The unique Login Id & Password of Consumer Survey Mobile Application will be provided to each Bill distributor for conducting the survey of HPSEBL consumers.
5. The Survey will be conducted for the Domestic consumers and Hotel consumers of HPSEBL.
6. The Bill distributors will ensure the door-to- door survey and each consumer details(Building/Meter/ Aadhaar eKYC) punching into this Survey Application.
7. The Survey captures the details like building premises detail, detail of each meter and eKYC of consumer through Aadhaar authentication.
8. The Field units ensure the 100% completion of this survey with October month Billing schedule.
9. The AE/AEEs of Electrical Sub-Division shall be Nodal Officers for implementation of HPSEBL Consumer Survey at field level.