



HIMACHAL PRADESH ELECTRICITY OMBUDSMAN
SHARMA SADAN, BEHIND KEONTHAL COMPLEX, SHIMLA-171002
Phone: 0177-2624525, email: ombudsmanelectricity.2014@gmail.com

In the matter of:

Sh Vasu Soni, S/O Sh Dev Dutt, VPO Rehan, Tehsil Nurpur, Distt Kangra HP-176022

Authorized Representative:

**Sh. Sandeep, S/O Sh Om Prakash, R/O House No.41, Laxmi Garden Colony, Village Dhaki,
Tehsil & Distt Pathankot** – Complainant

Vs

1. Executive Director (Personal), HPSEBL, Vidyut Bhawan, Shimla-HP-171004
2. Sr Executive Engineer (E), Electrical Division, HPSEB Ltd, Fatehpur, Tehsil Nurpur, Distt Kangra HP-176053
3. Assistant Executive Engineer (E), Electrical Sub-Division, HPSEB Ltd, Rehan, Distt Kangra HP -176022

- Respondents

Complaint No. 12/2020, Received on 10/01/2020

Decided on 07/09/2020

CORAM

K L Gupta
HP Electricity Ombudsman

Counsel for:

Complainant: Sh. Bhagwan Chand, Advocate & Sh. Vishal Kashyap, Advocate
Respondents No. 1,2 & 3: Mr Anil Kumar God, Advocate

Order

(Case previously heard on 25/07/2020, written arguments sought by 07/08/2020)

Although the case was last listed for 27/03/2020 but due to Covid-19 Pandemic lockdown enforced w.e. from 23/03/2020 onwards, the case could not be heard. The delay caused in deciding the case was beyond control. The case was finally listed for 25/07/2020 and the Complainant was directed to submit written proof of having deposited the disputed amount up to a level of 50% alongwith their written arguments by 07/08/2020. The Respondents were also directed to submit their written arguments by 07/08/2020. No further hearing in the case was done.



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A – Brief Facts of the case:

1. The Complainant, Sh Vasu Soni, S/O Sh Dev Dutt, VPO Rehan, Tehsil Nurpur, Distt Kangra HP-176022 through its authorized representative Sh. Sandeep, S/O Sh Om Prakash, R/O House No.41, Laxmi Garden Colony, Village Dhaki, Tehsil & Distt Pathankot (hereinafter referred as the Complainant) has moved an application under Section 28 (b) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 to quash and set aside the orders passed on dated 28/11/2019 by the Consumer Grievances Redressal Forum in Complaint No. 3243/04/18/070, dated 03/11/2018.

B – The Complainant's submissions:

1. The Complainant submitted that the total Connected Load of 92.487 kW alongwith Contract Demand of 115.609 kVA was sanctioned in his favour on Medium Supply vide office dated 11/04/2001 against account AA-1 (M/S). Since then the energy meter was installed in the premises of the Appellant and the Appellant is enjoying electricity till date.
2. The Complainant submits that so far as this office order is concerned, it is factually incorrect as the Appellant has not filled Contract Demand in A & A form. The A & A form and the office order issued by the Respondents itself is contrary to the factual position and is quite illegal and liable to be quashed and set aside.
3. The Complainant submitted that the Respondent No.2 issued demand notice dated 18/07/2018 regarding the sundry charges claimed to the tune of Rs. 2,79,200/- in respect of account number AA-1 (M/S) vide internal audit party jawali. Further, it has been explained by the Respondents No.2 in this notice that the aforesaid amount has been charged from the Appellant w.e.f. 01/08/2014 to 01/01/2017 due to the revision of tariff i.e. less demand charges recovered during the above mentioned period.
4. The Complainant further submits that he protested the demand notice dated 18/07/2018 vide reply dated 26/07/2018, 08/08/2018 and 13/08/2018. He demanded the MRI from the Respondents in order to know how the maximum recorded demand of 225.200 kVA against connected load of 92.490 kW was recorded. He submits that the notice dated 18/07/2018 is not acceptable to him since it has been wrongly calculated by the audit party. As a matter of fact the opinion of the audit party is not true and correct as the audit conducted by the audit party was without verifying his A & A from in a true and correct manner.



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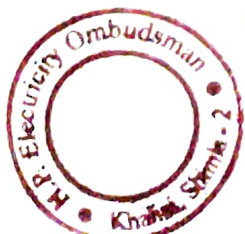


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5. The Complainant further submits that after sanctioning the load in his favour and thereafter installing the energy meter, no correspondence was ever made by the Respondents with respect of charging the less demand charges except claiming in demand notice dated 18/07/2018. However the Respondents have not made any explanation regarding the correspondence made by him with them.
6. The Complainant submits that the complaint was agitated before the Forum below but the Forum has not considered the arguments as well as his documents in a right and perspective manner and therefore dismissed the complaint. He preferred the present representation against the impugned order dated 28/11/2019 before this Hon'ble Court on the following amongst other grounds:

7. Grounds:

- a) The order passed by the Forum below is not a speaking order. The Forum below has considered the Contract Demand of the Appellant as 115.609 kVA on the basis of tariff order applicable w.e.f. 01/08/2014. The Ld. Forum below has given the reasoning as per the reply filed by the Respondents and as per the Contract Demand alleged to be sanctioned at 115.609 kVA and therefore the demand charges should be charged @ Rs 200 per kVA w.e.f. 01/08/2014 to 31/03/2016 instead of Rs 100 kVA per month and further @ Rs.250/- per kVA per month w.e.f 01/08/2014 to 31/07/2017 instead of Rs. 120/- per kVA per month actually charged from him and accordingly total differential amount which was less charged comes to Rs. 2,79,200/- which is correct and justified.
- b) The Complainant submitted that at the time of arguments the Forum was apprised by him that the Contract Demand was not filled and column of Contract Demand in A & A form is blank which means that no Contract Demand was ever sanctioned at 115.609 kVA in his favour and his Connected Load was sanctioned only at 92.487 kW. The office order issued by the Respondents is contrary to the factual position and is totally illegal and cannot be relied. As per instruction number 5 of Sales Manual, the point number 5.10.3 (1), where the Contract Demand has not been applied for or sanctioned, the corresponding limit to 90% of the Connected Load in kW converted into kVA by adopting power factor of 0.9 shall be deemed as the Contract Demand. In the present case also no Contract Demand was ever sanctioned in his favour in view of the A & A form, therefore, the 90% of the Connected Load in KW converted into kVA by deemed as his Contract Demand. The Forum has failed to adhere the provision of Sales Manual and passed totally wrong and illegal order dated 28/11/2019.



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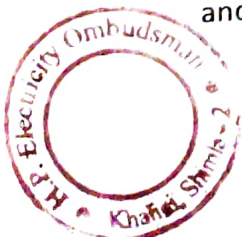


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- c) The Complainant submits that the office order in which the Contract Demand has been sanctioned by the Respondents at 115.609 in favour of the Complainant alongwith Connected Load of 92.487 KW is factually incorrect. A & A form is the document of HPSEBL and is deposited at the time of applying the load in the office of the Respondents and therefore he can't temper with this record since it will be kept in the custody of the Respondent No. 2. The office order issued by the Respondents against him is totally illegal and liable to be quashed and set aside. The Ld. Forum below has not whisper regarding the office order in its order dated 28/11/2019 and also not appreciated how this Contract Demand was sanctioned in his favour whereas the column of Contract Demand in A & A form has been kept blank. The order passed by the forum is self-contradictory and is only passed by giving the benefit to the Respondents only.
- d) The Complainant further submits that the order of the Forum dated 28/11/2019 suffers material illegality and has not appreciated all the points raised by him during the course of arguments. The Ld. Forum only relied on the reply filed by the Respondents. Beside this the Ld. Forum has not tried to see the A & A form as pointed out by him at the time of arguments. As a matter of fact the order of the Forum has not passed detailed and speaking order. The Forum has not given any appreciation regarding the audit report. The audit report is itself wrong and incorrect. How the audit party came to the conclusion that the Contract Demand of 115.609 kVA was sanctioned vide office order dated 11/04/2001 in his favour. Whereas such type of document is not on the record lying with the Respondents and therefore the order passed by the Forum suffers material irregularity and deserve to be quashed and set aside.
- e) The Complainant submits that the audit party has also not considered the provisions of Sales Manual especially Instruction No. 5. It has been made clear that where the Contract Demand was not sanctioned in kVA in favour of Appellant in that eventuality 90% of the Connected Load multiply by the relevant factor 0.9 has to be considered as Contract Demand. The audit has not taken into consideration the provision of Sales Manual as well as tariff order and therefore the order passed by the Forum is totally illegal and deserve to be dismissed and set aside.

C – The Respondents Submissions:

1. The Respondents submits that the representation of the Appellant is not maintainable against the Respondents. They are acting on behalf of the HPSEBL as per the Electricity Act and Rules framed there under. The Appellant is also well aware about the said Act and rules.



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2. The Respondents submits that the Appellant has not locus standee to file any such representation against the Respondents. The Appellant has entered into an agreement with the HPSEBL at the time of sanctioning/ releasing of the electric connection to him, wherein he has agreed to comply with the conditions of the agreement and has agreed to pay the dues/ charges as per tariff. Rules and Regulations applicable time to time, hence the representation filed by the Appellant is liable to be dismissed.
3. The Respondents further submits that the Appellant is also estopped by his act and conduct from filling the present representation. The Appellant has objected to pay the amount of arrears, so assessed by the Internal audit Party and he has also sent the copy to Chief engineer (Commercial), but he has filed the complaint without waiting for the reply from the Respondents, as well as the Chief Engineer(Commercial). However, the Ld. CGRf, decided the complaint against the Appellant and passed a well-reasoned order dated 28/11/2019, wherein, the complaint filed by the Appellant stand rejected and matter is decided in favour of the Respondents/ Board.

Reply on Merit:

4. The Respondents submits that the Appellant has established industry in the year 2001, at that time Medium Supply Tariff Order was applicable to the industry of the Appellant.
5. The Respondents submits that the Contract Demand has been sanctioned for 115.609 kVA with sanction load of 92.487 kW. They further submits that at the time of sanction of connection, certain conditions were laid down in the Agreement and the Appellant agreed and conceded to them. Since the Appellant has applied for Medium Supply connection and it was provided to him at that relevant point of time and at that time Contract Demand has been sanctioned for 115.609 kVA with sanction load of 92.487 kW vide letter No. 255428/ 99-3755-56 dated 11/04/2001.
6. The Respondents submitted that the Contract Demand was sanctioned as detailed in para supra, but during the course of Internal audit of the Sub-Division, Rehan, arrears amounting to Rs. 2,79,200/- was assessed by the Internal Audit Party and vide letter No. RES/C-I/2018-260 dated 18/07/2018, information qua that was given to the Appellant along with detail of the arrears. They further submitted that since Demand Charge has been revised by the Board/ Respondents and increased to Rs. 200/- per month with effect from 01/08/2014 to 31/03/2016 and Rs. 250/- per month with effect from 01/04/2016 to till date. Whereas, the Respondents were charging Rs. 150/- per month on medium supply connection, however, later on the said electricity connection has been revised to large supply connection with effect from and 01/08/2014 by the Board/ Respondents. Since the Contract Demand of the Appellant had already been sanctioned more than 100 kVA, when the Contract Demand exceeds more than 100 kVA under



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present Rules, Tariff and present charges were worked out as per exceeded Contract Demand.

7. The Respondents further submitted that the Appellant was sanctioned Contract Demand to 115.609 kVA, therefore the revised Tariff order is applicable with effect from 01/08/2014, the Appellant should pay the demand charge @ Rs. 200/- kVA per month with effect from 01/08/2014 to 31/03/2016 instead of Rs. 100/- kVA per month and further Rs. 250/- per kVA per month with effect from 01/04/2016 to till date instead of Rs. 150/- kVA per month, which was assessed to Rs. 2,79,400/- (*Actually it should be Rs 2,79,200/-*) which is correct and justified as per the revised tariff order and the Ld. CGRF below has rightly dismissed/ rejected the complaint of the Appellant, furthermore the Appellant filed the instant representation before this Hon'ble Appellate Forum just to linger on the payment of outstanding dues.
8. The Respondents submit that the maximum demand is measured as per recording of MRI Tamper Data report, which was 252.200 kVA on 19/06/2018 at 7.30 AM. Moreover, when supply was changed from Medium to large, the Respondents were duty bound to charge on the basis of the charges applicable in case of large supply demand. The Respondents have prepared the electrical bills as per the revised supply demand to forfeiting the claim of the Respondents, the billing parameter and billing data details as obtained from the record of MRI Tamper Data report, which show the value of 252.200 kVA on 19/06/2018 at 7.30 AM and thereafter from time to time, it is also submitted that Reading of the MRI Tamper Data report varies as per the consumption from time to time.
9. The Respondents submitted that however, no intimation was given to the Appellant, but when bill was given to the Appellant demanding the arrears of actual consumption charges, the Appellant enquired about the same and the Respondents vide letter dated 18/07/2018 intimated the Appellant along with complete details of the amount of arrears assessed by the Internal Audit Party. They submitted that the detail of this fact has already been given in proceeding paras which may kindly be read as part and parcel; to this para of the reply for the sake of brevity. The Appellant has only paid the regular bills and has not paid the arrears so far and filed this representation just to linger on the outstanding dues. The Appellant has filed the present representation without any cause of action.

Reply to the grounds:

10. The Respondents submitted that the Ld. Forum below has considered the Contract Demand of the Appellant as 115.609 kVA on the basis of the Tariff order applicable with effect from 01/08/2014 and It is wrong to suggest that no Contract Demand was ever sanctioned of 115.609 kVA in favour of the Appellant and such commercial load of the



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Appellant was sanctioned only at 92.487 KW. The Respondents submits that it is incorrect to say that the office order issued by them is contrary to the factual position and is totally illegal. They submitted that as per agreement executed by the Appellant with the Respondents, the Contract Demand was sanctioned at 115.609 kVA with Connected Load at 92.487 kW. Moreover, after execution of the application as well as agreement, both the parties have signed i.e. the Appellant and Respondents in presence of marginal witnesses and the Appellant must adhere the same.

11. The Respondents submits that the office order in which the Contract Demand has been sanctioned by the Respondents as 115.609kVA in favour of the Appellant along with connected load of 92.487 kW as per the detail of the machinery along with demand has been given to the Appellant by the Respondents at the time of execution of the Agreement, so at this stage, the Appellant cannot say that the Contract Demand has been sanctioned by the Respondents 115.609 kVA in favour of the Appellant along with connected load of 92.487 kW is incorrect. It is submitted that as per the form A & A deposited at the time of applying the load in the office of the Respondents and as per the submitting/ depositing of documents, the Respondents sanctioned the load and no any kind of tamper of same was done as same is kept in the custody of the Respondent No. 2. It is incorrect to suggest that the office order issued by the Respondents against the Appellant is totally illegal and liable to be quashed / set aside.
12. The Respondents submitted that as per the reply as well as arguments of both the parties before the Ld. Forum who has passed the order and stated that as per the schedule of Tariff applicable with effect from 01/08/2014 and industrial consumer with Contract Demand exceeding 100 kVA is to be covered under large industrial power supply. The Appellant was sanctioned Contract Demand as 115.609 kVA, therefore the tariff order is applicable with effect from 01/08/2014 and the Appellant should pay the demand charges @ Rs. 200/- per month per kVA with from 01/08/2014 to 31/03/2016 instead of Rs. 100/-kVA per month and further @ Rs. 250/- per kVA with effect from 01/04/2016 to 31/01/2017 instead of Rs. 120/- kVA per month which were inadvertently actually charged from the Appellant and accordingly total differential amount, which was less charged comes to Rs. 2,79,200/-. It is incorrect to suggest that Contract Demand was sanctioned in favour of the Appellant, whereas column of Contract Demand in A & A form has been kept blank. It is submitted that no column of the contract was kept blank as mentioned in the ground. It is submitted that the Ld. Forum below has rightly rejected the complaint of the Appellant.
13. The Respondents further submitted that the audit party has considered the provision of Sales Manual and letter issued by the Board/ Respondents must be adhered accordingly. The rates of Demand varied from time to time and consumer must follow the same. They



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submitted that the load and Contract Demand was already sanctioned as per form A & A, which has been filled up by the Appellant.

14. The Respondents further submitted that the Appellant has not mentioned that on what date he has filed the application for obtaining the copy of the order of the Ld. Forum and only has mentioned that date the copy of order received from the Ld. Forum. Thus, the Appellant has not filed the representation well within time.

D - Written Argument by the Complainant:

1. The Complainant submits that the connected load 92.487 kW was sanctioned in his favour on the medium supply. Since then the energy meter was installed in the premises of the Appellant and consequently the Appellant is enjoying electricity till date. As office order issued by the Respondents to the Appellant is factually incorrect as per A & A form the column of contract demand has not been filled. Copy of A & A form is appended with the representation by Annexure A-2 which clearly shows that the department have committed error while issuing office order vide Annexure A-1 to the Appellant.
2. The Complainant submits that the Respondents No 2 issued demand notice dated 18/07/2018 regarding sundry charges for the period 01/08/2014 to 01/02/2017 is due to the revision of tariff that is less demand charges recovered during the mentioned above. This demand is appended herewith as Annexure A-3.
3. The Complainant submits that against the aforesaid demand, the Appellant filed complaint before the Chairman Grievance Redressal Forum Shimla vide Complaint No. 3243/4/18/070 and which was accordingly decided against the Appellant and in favour of the Respondents. The Forum observed that the industrial consumer with Contract Demand exceeding 100 kVA is to be covered in large industrial power supply. The Appellant was sanctioned Contract Demand at 115.609 kVA, therefore, as per the Tariff order Applicable w.e.f. 01/08/2014, to 31/03/2016 instead of Rs. 100 kVA per month and further @ Rs. 250/- per kVA per month w.e.f. 01/04/2016 to 31/01/2017 instead of Rs. 120 per kVA per month actually charged from the Complainant and accordingly the total differential amount which was correct and justified.
4. The Complainant submits that he preferred present representation before this Hon'ble authority by assailing the order of Forum dated 28/11/2019.
5. The basic point in controversy in the present case is that whether the Forum has rightly considered the Contract Demand 115.609 in favour of Appellant or not. The detail explanation on this point given below by the Appellant.



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- i) As per the office order dated 11/04/2001, Annexure A-1 is totally illegal document issued by the Respondents to the Appellant and therefore it cannot be considered as correct. Moreover the Respondents has not filed any documentary proof which can succeed that this office order has been rightly issued and the Contract Demand was sanctioned as 115.609 kVA was alleged to be sanctioned to the Appellant. This document proves itself wrong and illegal as per the A & A form filed by the Appellant along with this representation as Annexure A-2. As a matter of fact this is an official document and the Appellant cannot manufacture such time of document from his own. Therefore in view of this A & A form issued by the Respondent is self-contradictory and contrary to the factual position and therefore this document quit illegal and as such liable to be quash and set aside. As per the observation of the Forum as mentioned above, the Contract Demand of the Appellant has been wrongly considered above 100 kVA is totally unbelievable and without any logic. The amount which has been alleged to be levied against the Appellant to the tune of Rs. 2,79,200/- is totally illegal unjustified and against the provision of law. It is pertinent to mention here that this amount has been levied against the Appellant at the instance of Audit. It is the duty of the Respondents to inform to the Appellant from time to time levying the demand charges but the Respondents remained mute spectator and it is quite negligent act on the part of the Respondents. The Appellant cannot penalized for the wrong committed by Respondents.
- ii) The Complainant submits that as per the Sales Manual issued by the HPSEBL and the point no 5.10.3 (1) of the Sales Manual where the Contract Demand has not been applied for or sanctioned, the corresponding limit to 90% of the Connected Load in kW converted into kVA by adopting power factor of 0.9 shall be deemed as the Contract Demand. As per this provision the Contract Demand of the Appellant will come below 100 and therefore the Appellant will not be covered large industrial power supply. Since as per A & A form the Contract Demand of the Appellant was neither filled nor sanctioned in favour of the Appellant and therefore the order passed by the Forum in which the Forum has considered the Contract Demand as 115.609 kVA is totally illegal, unjustified and against the provisions of the Law. The order of the Forum is totally without any reasoning and basis and therefore it is liable to quash and set aside as per the provision of Sale Manual. It is important to mention here that the Respondents have failed to reply the provision the Sales Manual in their reply which mean that as per the provision of the Sale Manual are applicable in the present case. The Respondents have also failed to reply regarding the A & A form which has been annexed by the Appellant along with this representation. The A & A form which has been appended by the Appellant true and correct to the very knowledge of the Respondents. A & A form has been rightly sanctioned to the Appellant by the Respondents.



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E – Written arguments by the Respondents:

1. The Respondents has reiterated their reply submitted earlier in written arguments.

F – CGRF Orders:

1. We have heard the Counsels for both the parties and have gone through the case file carefully. The complainant has failed to lead any evidence to counter the above provisions of the schedule of tariff. The Forum is, therefore, of the opinion that the sanctioned Contract Demand is more than 100 kVA, and the complainant is liable to pay as per the schedule to tariff applicable. The Complaint is therefore, rejected and matter is decided in favour of the Respondent Board.

G – Analysis of the Complaint”:

1. The case file has also been requisitioned from Consumer Grievances Redressal Forum and has been gone through.
2. The A & A form submitted by the Complainant with his application at **Annexure-2** is for M/S Brij Sons Wire Products Rehan for a Connected Load of 97.127 kW. The A & A Form of M/S Vasu Soni is not available with his representation. The A & A Form is also not attached by the Complainant while filing the case at Consumer Grievances Redressal Forum.
3. The office order issued by Sr Executive Engineer Jawali is for sanction of Load attached at **Annexure-1** and is in the name of M/S Vasu Soni with Connected Load of 92.487 kW and Contract Demand of 115.609 kVA.
4. The Complainant has been sanctioned a Connected Load of 92.487 kW with 115.609 kVA Contract Demand vide office orders dated 11/04/2001 and has been categories under Medium Supply category.
5. The fact has come to light only when the Audit of ESD Rehan was carried out in the year 2017. Earlier the Complainant was kept in Medium Supply category. The Audit party suggested to change the category of the Complainant from Medium to Large Industrial Supply category since his Contract Demand was above 100 kVA and recover the charges accordingly.
6. Prior or tariff order applicable w.e. from dated 01/08/2014, there was no categorization of the Consumers based on Contract Demand in kVA and consumers were categorized



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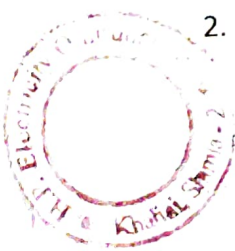
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based on sanctioned Connected Load in kW. Since prior to 01/08/2014, the Complainant's load was 92.487 kW, he was covered under Medium Supply category.

7. In tariff order applicable w.e. from 01/08/2014, the kVA based category was introduced first time and the Complainant's electricity connection should have been changed to Large Industrial Power Supply from the effective date of 01/08/2014 onwards and the charges accordingly should be applied based on Large Industrial Power Supply category.
8. The Clause 5.10.3 (i) states that "Where the Contract Demand has not been applied for or sanctioned, the limit corresponding to 90% of the Connected Load (in kW) converted into kVA by adopting power factor of 0.9 shall be deemed as the Contract Demand."
9. In absence of A&A form, it is not clear that what Contract Demand has been applied for by the Complainant. But the Contract Demand has been sanctioned in the order dated 11/04/2001 as 115.609 kVA. This fact has never been contested by the Complainant since 2001. He has only contested this fact at the time of appeal against the orders issued by the Consumer Grievances Redressal Forum on dated 28/11/2019 and issuance of demand charges for under recovery.
10. The MRI report for June 2018 suggests that the Complainant has used Contract Demand of 252.2 kVA. Similarly used Contract Demand as 100.3 kVA on 03/03/2018, 101.2 kVA on 18/10/2017, 100 kVA on 18/01/2018, 101.2 kVA on 12/11/2017 & 101.2 kVA on 12/12/2017. The MRI data appears to have been supplied to the Complainant.
11. The Complainant has relied upon the fact that he has never filled the Contract Demand in A & A Form and as per Clause 5.10.3 (i) of the Sales Manual, his Contract Demand should be calculated by applying a power factor of 0.9 on his Connected Load. But the clause 5.10.3 (i) of Sales Manual states that "Where the Contract Demand has not been applied for or sanctioned,...." and in that case the Contract Demand of 115.609 kVA sanctioned by Sr Executive Engineer, Electrical Division, Jawali on dated 11/04/2001 shall be operative which fact he has missed.

H – Issues: From the above discussions, the following issues emerges:

1. **Issue No. 1:** Whether his Contract Demand is at 115.609 kVA or should be calculated in line with Clause 5.10.3 (i) of the Sales Manual?
2. **Issues No. 2:** Whether the orders passed by the Consumer Grievances Redressal Forum on dated 28/11/2019 in Complaint No. 3243/4/18/070, dated 03/11/2018 are correct?



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I - Findings on the Issues:

Issues No. 1:

1. From the above analysis it is very much clear that for all purpose his Contract Demand shall be 115.609 kVA unless reduced or enhanced in between or later and his electricity connection shall be categorized as Large Industrial Power Supply category having Contract Demand more than 100 kVA w.e. from 01/08/2014 onwards and all the charges shall be applicable based on Large Industrial Supply Category from that date.

Issue No. 2:

1. From the above analysis and outcome of issue No. 1, it is evident that the orders passed by the Consumer Grievances Redressal Forum on dated 28/11/2019 in Complaint No. 3243/4/18/070, dated 03/11/2018 are correct.

J – Order:

1. The orders issued by the Consumer Grievances Redressal Forum on dated 28/11/2019 in Complaint No. 3243/4/18/070, dated 03/11/2018 are upheld.
2. The Respondents are hereby directed to recover the amount on account of application of revised tariff based on Large Industrial Power Supply category in line with relevant Rules, Codes and Regulations and update the same w.e. from 01/08/2014 onwards.
3. The amount deposited by the Complainant with the Respondent No. 3 up to 50% of the disputed amount, if any may be adjusted accordingly.
4. The Complaint is accordingly dismissed without any cost.
5. The Respondents are directed to report Compliance within a period of 21 days.

Issued under my hand and seal of the Office.



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