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

In the matter of:

Complaint No. 03/2022

**M/S Missus More Resort Pvt Ltd., Mando-Matkanda, Dharampur, Tehsil Kasauli, District Solan,
HP- 173209**
- Complainant

Vs

1. Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla-171004
2. The Superintending Engineer, Operation Circle, HPSEB Ltd, Solan, HP-173212
3. The Sr Executive Engineer, Electrical Division, HPSEB Ltd, Parwanoo, District Solan, HP-173220
4. The Assistant Executive Engineer (E), Electrical Sub-Division, HPSEBL, Dharampur, Tehsil Kasauli, District Solan, HP-173209

- Respondents

Date: 08/04/2022 (12:00 PM)

Present for:

The Complainant: None

The Respondents: Sh. Anil K God Advocate

Order

Case called. The Counsel for the Respondents informed that he has been provided only a copy of the reply and no brief and status of the case/ directions has been provided to him. The casual attitude of the Respondents in the current case is very serious. In the Interim Order dated 11/03/2022, the specific directions were issued to restore the electricity connection of the Complainant within a period of 7 days. The Respondents have failed to adhere to that direction also which is clear violation of the directions issued by the Electricity Ombudsman in line with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013.

They have also submitted in their reply that the Electricity Ombudsman vide ex-parte Interim Order dated 08/03/2022 passed directions to restore the electricity connection. Further, in their reply, the Respondents have already decided the case themselves and refused to restore the electricity connection to the Complainant even after specific directions to do so. The Electricity Ombudsman have full authority to pass any directions under the provisions of Regulation 36 (1) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 read with provisos and to question the authority of the Electricity Ombudsman shows the attitude of the replying Respondents.

Re



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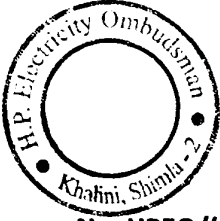
As informed to the Counsel for the Respondents, a separate communication to the Managing Director, HPSEB Ltd with copy to the Himachal Pradesh Electricity Regulatory Commission shall be issued for such kind of attitude of the field officers of the Distribution Licensee.

The Respondents are again directed to restore the electricity connection to the Complainant within a period of 10 days from the date of issue of this order failing which the matter shall be reported to the Hon'ble Commission for violation of directions under Regulation 37 (6) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 for appropriate action by the Commission under the provisions of the Electricity Act, 2003.

Further, the Complainant have not presented the proof in respect of depositing an amount equivalent to 50% of the amount assessed by the Consumer Grievance Redressal Forum in their orders with the Distribution Licensee in line with provisions of Regulation 33 (1) (g) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013. They are directed to submit proof for same on or before 22/04/2022 positively.

The Respondent No. 3 & 4 are further directed to remain present physically on the next date of hearing. The Complainant may file his rejoinder, if any, by 22/04/2022.

The case is further listed for arguments on 30/04/2022 at 12:00 PM or immediately thereafter.



Given under my hand and seal of this office.

No. HPEO/(Case No. 03/2022)/2021-22/28-32

Lepta
08/04/2022
Electricity Ombudsman
Dated: 08/04/2022

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