



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: 30/04/2022 (12:00 PM)

Present for:

The Complainant: Sh. Sunil Kumar Advocate

The Respondents: Sh. Anil K God Advocate, Er. Vikas Gupta Sr Executive Engineer (E) ED Parwanoo, Er. Rajinder Kumar Assistant Engineer ESD Dharampur

Order
(Last heard on 08/04/2022)

Case called both parties were heard. Regarding directions to submit proof of having deposited amount equal to the level of 50% of disputed amount, the Counsel for the Complainant submitted that they have already deposited the same and details of which is also included in the orders of the Consumer Grievance Redressal Forum dated 15/11/2021 at para 20 & 22 of the orders. The Respondents however submitted a copy of the statement wherein the disputed amount as on March 2021 before PDCO was Rs 2,63,909/- and against which the Complainant had deposited 30% with them on direction of the Forum amounting to Rs 88,000/- in the month of April 2021, the fact is also corroborated with the Interim Order passed by Forum on 18/03/2021 to do the same.

Thus, the Complainant is again directed to deposit an amount equivalent to 50% of the disputed amount with the Respondents within a period of seven days from the date of issue of this order in line with provisions under Regulation 33 (1) (g) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 and submit proof for same on or before 07/05/2022 failing which this court will not hear the matter further.



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

On reconnection, the Respondents submitted that since there is some issue with their ISU billing software and they can't reconnect the supply to the Complainant after PDCO without completing the formalities for new connection. The Respondents also submitted a copy of the letter written for legal opinion on reconnection. This court understands the issue and directs that Complainant to complete the formalities as for new connection for release of connection to them since PDCO have already been affected. In case the decision in this instant case is in Complainant's favour, this court will decide at that time regarding the charges paid by the Complainant for new connection.

The Respondents also submitted that as per statement submitted by them, the Complainant have also not paid regular energy bills since April 2021 onwards till February 2022 when PDCO was again affected. Both parties are hereby directed reconcile the account of the Complainant and settle the issue at their end within a period of three weeks i.e. latest by 21/05/2022 and submit the report for same on the next date of hearing.

The case is further listed for arguments, subject to submission of proof of having deposited 50% of the disputed amount with the Respondents, on 28/05/2022 at 12:00 PM or immediately thereafter.

Given under my hand and seal of this office.



No. HPEO/(Case No. 03/2022)/2021-22 59-63

Leipt
30/04/2022
Electricity Ombudsman
Dated: 30/04/2022