



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

In the matter of:

Complaint No. 08/2022

M/S HRA Paper Mills Pvt Ltd, Village Tibbi, Mauja Khundia, Hadbast No. 42, Tehsil Indora, District Kangra HP-176401
- Complainant

Vs

1. Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla-171004
2. The Chief Engineer (Op) North, HPSEB Ltd., Dharamshala, District Kangra HP-176215
3. The Sr Executive Engineer, Electrical Division, HPSEB Ltd, Fetehpur, District Kangra, HP-176053
4. The Assistant Executive Engineer (E), Electrical Sub-Division, HPSEBL, Indora, District Kangra, HP-176402

- Respondents

Date: 27/08/2022 (12:00 PM)

Present for:

The Complainant: Sh. Atul Jhingan Advocate, Sh. Sahil Advocate, Sh. B P Sharma Manager

The Respondents: Sh. Anil Kumar God Advocate, Sh. Kamlesh Saklani Law Officer, Er. Ajay Kumar Assistant Executive Engineer Indora, Sh. Ravi Dass Sr Asstt

Order
(Last heard on 12/08/2022)

Case called, both parties were heard. Since the case pertains to dismissal of the Complaint by the Consumer Grievance Redressal Forum on mere citing of wrong provisions of Regulations by the Complainant and also without hearing the Complainant, the Counsel for the Complainant argued that the case has to be referred back to the Forum for decision on merit. The Counsel for the Respondents also agreed with the contention of the Counsel for the Complainant that the case can't be dismissed mere on citing wrong provisions of the Regulations.

The case is remanded back to the Consumer Grievance Redressal Forum with directions to revive the case No. 3232/4/20/041, dated 17/11/2020 orders on which were passed by them on 25/03/2021 and entertain the same under appropriate Regulations and procedure and decide the same further on merits of the case. With these directions, the appeal No. 08/2022 filed by M/S HRA Paper Mills Pvt Ltd, Village Tibbi, Mauja Khundia, Hadbast No. 42, Tehsil Indora, District Kangra HP-176401 is hereby disposed off.



Given under my hand and seal of this office.

Leup to
27/08/2022
Electricity Ombudsman
Dated: 27/08/2022

No. HPEO/(Case No. 08/2022)/2021-22-320-24,