



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

In the matter of:

**Complaint No. 05/2023**

**Sh. Sunil Kumar Thakur, S/o Sh. Jagdish Thakur, r/o Village Shangti, PO Summerhill, District Shimla HP-171005**  
**- Complainant**

**Vs**

- 1. The Superintending Engineer (Op) Circle, HPSEB Ltd, Kasumpti, Shimla-171009**
- 2. The Sr Executive Engineer, City Electrical Division, HPSEB Ltd, Shimla, District Shimla, HP-171001**
- 3. The Sr Executive Engineer, FSU-2, HPSEB Ltd, (O/O Chief Engineer (Commercial) ), Shimla, HP-171004**
- 4. The Assistant Engineer, Electrical Sub-Division, HPSEB Ltd, Boileauganj, Shimla-171005**  
**- Respondents**

**Interim Order**

Sh. Sunil Kumar Thakur, S/o Sh. Jagdish Thakur, r/o Village Shangti, PO Summerhill, District Shimla HP-171005 have filed an application under provisions of Regulation 28 of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 against the orders passed by the Additional Consumer Grievance Redressal Forum at Shimla on 30/01/2023 in Complaint No. 1302/4/22/03, dated 27/12/2022.

The Complainant have also filed an application under the provisions of Regulation 36 of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 wherein he has stated that after dismissal of his Complaint on 30/01/2023 due to his non-appearance, the Respondents, without any fresh notice have disconnected supply to 21 electricity meters of his premises where around 15 families reside. He has prayed that during the pendency of his Complaint, the electricity supply to said meters may be continued in the interest of justice and fair play which have been disconnected on 24/02/2023.

This Appellate Forum is convinced that without giving any fresh notice after dismissal of his Complaint by Additional Consumer Grievance Redressal Forum at Shimla on non-appearance of the Complainant, the disconnections done by Respondent No. 4 on 24/02/2023 has been done without following the proper procedure as per provisions of Himachal Pradesh Electricity Supply Code 2009. Therefore, vide powers vested in undersigned under provisions of Regulations 36 read with Regulation 33 (2) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, prayer of the Complainant is granted.

*Supdt*  
*25/02/2023*



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The Respondents are directed to immediately restore the electricity connections to the above premises and further report compliance duly supported by attested affidavit on or before 04/03/2023 positively failing which the action as per provisions 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 shall be initiated.

Further, the Complainant have not attached proof of having deposited the 50% of disputed amount alongwith the Complaint in line with provisions under Regulation 33 (1) (g) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013. The Complainant is directed to submit proof of having deposited 50% of the disputed amount with the Distribution Licensee on or before 04/03/2023 positively. The case shall be listed thereafter.



Given under my hand and seal of this office.

No. HPEO/(Case No. 05/2023)/2022-23- 544-48

*Leupth*  
25/02/2023  
Electricity Ombudsman  
Dated: 25/02/2023