



**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. 09/2023**

**M/S Him Chem Private Limited, Village Khera, Baddi-Nalagarh Road, Nalagarh, District Solan,  
HP-174101**

**- Complainant**

**Vs**

- 1. Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla-171004**
  - 2. The Assistant Executive Engineer (E), Electrical Sub-Division-II, HPSEBL, Nalagarh, District Solan, , HP-174101**
  - 3. The Sr Executive Engineer, Electrical Division, HPSEB Ltd, Nalagarh, District Solan, HP-174101**
  - 4. The Sr Executive Engineer, Electrical System Division, HPSEB Ltd, Nalagarh, District Solan, HP-174101**
- Respondents**

**Interim Order**

M/S Him Chem Private Limited, Village Khera, Baddi-Nalagarh Road, Nalagarh, District Solan, HP-174101 has filed an application, received & registered on 17/04/2023, under provisions of Regulation 28 (1) (a) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 since the Consumer Grievance Redressal Forum at Kasumpti have failed to decide the matter within a period of 45 days as per provisions of the said Regulations. Copy of the Complaint has also been sent by post to the Respondents on 17/04/2023.

The Complainant had filed his Complaint initially at Consumer Grievance Redressal Forum at Kasumpti on 02/02/2023 and the hearings in the case were held on 15/02/2023, 03/03/2023, 15/03/2023 and lastly on 29/03/2023. The Respondents had failed to file their reply even after affording enough opportunity of four hearings in the case.

This Appellate Forum is convinced that the final decision has not been made by the Consumer Grievance Redressal Forum at Kasumpti within the period of 45 days specified in the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 and even the Respondent Board have not filed their reply up to last hearing. Thus, the filing of the Complaint under the provisions of Regulation 28 (1) (a) of the said regulations by the Complainant is within the provisions of the said provisions and maintainable in this Appellate Forum.

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. He has prayed for granting order for restraining the

*Kasumpti*  
*17/04/2023*



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Respondents from recovering and realizing the balance amount out of Rs 72,75,250/- in respect of demand notice dated 10/04/2017 fearing disconnection of electricity connection by the Respondents by taking coercive method for recovery of same.

Prayer granted. By the powers conferred under the provisions of Regulation 36 read with Regulation 33 (2) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, the recovery and realization of balance amount of Rs 72,75,250/- against demand notice dated 10/04/2017 is hereby stayed during the pendency of the present Complaint with this Appellate Forum and the Respondents are further directed not to take any coercive action to recover the same such as disconnection of electricity connection of the Complainant's premises.

The Respondents is directed to file their reply **duly supported by attested affidavit**, on or before 29/04/2023 positively. The Complainant may file his rejoinder by 04/05/2023. The case is further listed for hearing on 06/05/2023 at 12:00 PM or immediately thereafter.



Given under my hand and seal of this office.

No. HPEO/(Case No. 09/2023)/2023-24- 1021-25

*Leapt*  
17/04/2023  
Electricity Ombudsman  
Dated: 17/04/2023

