



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. 21/2023

M/S Vodafone Mobile Services Limited C/O Shri Suraj Prakash Son of Sh. Joginder Singh Chandel, resident of village Luhnu, P.O. Chandpur, Tehsil Sadar, Distt. Bilaspur, H.P. 174004
-Complainant

Vs

1. **Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla-171004**
2. **The Assistant Executive Engineer (E), Electrical Sub-Division, HPSEBL, Kandrou, Distt. Bilaspur, HP-174004**
- Respondents

Dated: 30/10/2023 at 12:00 PM

Present for:

The Complainant: Sh. O. C. Sharma, Advocate

The Respondents: Sh. Rajesh Kashyap, Advocate
Sh. Ravinder Kumar, AE

Order

(Last heard on 28/09/2023)

Case called, heard both the parties. The Respondent Board submitted the reply on 09/10/2023 in compliance to this court dt. 28/09/2023. However, the Respondent Board under para-4 of his reply mentioned that the complaint under Regulation 33(f) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2013 is time barred which was contrary to the consensus arrived at after listening to both the parties during hearing on dt. 28/09/2023 and agreed categorically by the counsel for Respondent Board and allowed condonation of delay in filing the said representation. The matter was again discussed and the Respondent Board conformed contentions on earlier averments on the issue of condonation of delay, allowed. After deliberations by the counsel for the Respondent, the submissions under para-4 were overruled. The complaint may submit rejoinder within weeks' time positively.

The case is listed for Arguments on dated 30/10/2023 at 12:00 PM or Immediately thereafter.

Given under my hand and seal of this office.

Electricity Ombudsman
Dated: 16/10/2023

No. HPEO/(Case No. 21/2023)/2023-24-1666-68

