



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. 03/2024

M/S Amba Shakti Ispat Ltd, Plot No. 6 and 6A, Industrial Area, Kala Amb, Distt. Sirmaur-173230.

-Appellant

Vs

- 1. Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla-171004**
- 2. The Sr Executive Engineer, Electrical Division, HPSEB Ltd, Nahan, District Sirmour, HP-173001**
- 3. The Assistant Executive Engineer (E), Electrical Sub-Division, HPSEBL, Kala Amb, District Sirmour, HP-173030**

- Respondent

Order.

1. M/S Amba Shakti Ispat Ltd, Plot No. 6 and 6A, Industrial Area, Kala Amb, Distt. Sirmaur-173230 have filed an Application under Regulation 28(1) (a) , received and registered on 14.08.2024 which is an indicative of non-redressal of grievances by Consumer Grievance Redressal Forum at Kasumpti Shimla-9 within the stipulated time period. This authority feels that the reasons of surpassing the time limit is attributable to extra ordinary reasons of nonfunctioning of the Forum, being the concerned officers underway legal training in compliance to the directions passed by the Hon'ble High Court in CMPMO No.449/2023 which is also mentioned by the complainant in para 1.4 of his representation and not on account of delay in adjudication process by individual.
2. Now, the Executive Director (Personnel), HPSEBL, Vidyut Bhawan, Shimla vide his office Order No 134/HPSEBL(SECTT)/2024 dt. 16.08.2024 and further endorsement No. HPSEBL(SECTT)/GE/101-11/2024: 26848-62 dt.16.08.2024, has imparted necessary directions to commence functioning of CGRF with immediate effect.
3. Consequent upon the functioning of Consumer Grievance Redressal Forum at Kasumpti henceforth, it shall be appreciable if in due cognizance to the



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hierarchical system of adjudication, alternative remedy which is now available be availed at first.

4. Also, Acknowledgement slip on the status of complaints filed before CGRF attached at page No.54 of the representation by the applicant, reveals that the matter is still lying with Consumer Grievance Redressal Forum at Kasumpti, pending adjudication due to unavoidable extra ordinary circumstances which is now operative after the issuance of above order dt. 16.08.2024 by ED HPSEBL Shimla and the status of the complaint as such also complies to the provisions of Regulation 33(1) (c) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013.
5. In view of above uncontrollable reasons, the representation filed by M/S Amba Shakti Ispat Ltd, Plot No. 6 and 6A, Industrial Area, Kala Amb, Distt. Sirmaur-173230 in the instant case No. 03/2024 is hereby disposed of with directions to Ld. Consumer Grievance Redressal Forum at Kasumpti to continue proceedings against the same Acknowledged status and decide the matter within stipulated period of time as per provisions, reckon from the date of commencement of functioning of CGRF.
6. The order is also placed at site for the convenience of reference.

Given under my hand and seal of this office.

Dated: 20/08/2024

Shimla

Electricity Ombudsman



