



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. 20/2025

M/s Milestone Gears Pvt. Ltd. Unit- V, Plot No. 20-25, Sector-1, Parwanoo Distt. Solan, Himachal Pradesh- 173220.

Vs

- Complainant

1. The Executive Director (Personal), HPSEB Ltd, Vidyut Bhawan, Shimla- 171004
2. Sr. Executive Engineer, Electrical Division, HPSEBL, Parwanoo, Distt. Solan-173220(H.P)
3. Assistant Executive Engineer, Electrical Sub-Division, HPSEBL, Parwanoo, Distt. Solan-173220(H.P)

- Respondent

Dated: 16/06/2025

Present for:

The Complainant: -Sh. Rakesh Bansal, Authorized Representative

The Respondents: -Sh. Kamlesh Saklani, Under Sectt. Law

-Er. Vinut Bharadwaj, AE, ESD Parwanoo

Order (Last Heard 16/06/2025)

Case called, the matter was heard. The said complaint was filed under Regulation 28(1)(a), of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 in Complaint No. 1421/202502/01 on account of non-redressal of grievances within stipulated time as per prevalent Regulation, by the Consumer Grievance Redressal Forum at Kasumpti which was received and registered on 02/06/2025.

The Authorized Representative for Complainant at the very outset informed during admission hearing that the Id. CGRF had dismissed and disposed the said Complaint No. 1421/202502/01 vide order dt.04.06.2025 with the pretext that in terms of Regulation 19(a) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, the instant matter cannot run concurrently before two authorities and therefore the Forum cannot proceed in the matter. The said order was downloaded from site and taken on record for future reference.

After listening to both the parties, the matter was admitted to the extent of initiation of proceedings. The Respondent Board is directed to submit reply on or before 30.06.2025 with a copy of reply to the Complainant and Rejoinder if any, may be submitted by the Complainant immediately thereafter the submission of the reply by the Respondent Board. **The concerned Assistant Engineer is directed to appear in the court room along with the relevant record to avoid any misconception during the course of deliberations /arguments and to facilitate counsel thereof as high stake is involved. Any lapse shall attract onus on individual.**

Accordingly, the case is listed for final arguments on dated 07/07/2025 at 12:00 P.M or Immediately thereafter subject to the submission of above documents. The order is also placed at site as well as conveyed telephonically for the convenience of concerned.

Given under my hand and seal of this office.

No. HPEO/(Case No. 20 /2025)/2024-25- 602-05

[Signature]
Electricity Ombudsman

Dated: 16/06/2025