



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

Complaint No. 36/2025

In the matter of:

M/s Valco Industries Ltd. (Unit-II), Village Katha, P.O. Baddi District Solan-173205 (H.P)
– Complainant

Vs

- 1. Sr. Executive Engineer, Electrical Division, HPSEBL, Baddi Distt. Solan-173205(H.P)**
- 2. The Assistant Executive Engineer, Electrical Sub-Division, HPSEBL, Baddi , Distt. Solan-173205 (H.P)**

-Respondents

Dated: 11/11/2025

Present for:

The Complainant: -Sh. Manik Seithi , Advocate

The Respondents: -Sh. Rajesh Kashyap, Advocate

Order (Last heard-30/10/2025)

Case called, the matter was heard. The Authorized representative for Complainant informed through e-mail dt. 11/11/2025 his inability to attend the court due to unavoidable circumstances and in his place Id. Advocate Sh. Manik Sethi represented the Complainant.

The Id. Counsel for Respondents at the very outset prayed for dropping the name of Executive Director (Pers.), being a non-necessary party. After discussing the matter with the Id. Counsel for Complainant, prayer granted and hence forth in the instant case, the name of Executive Director (Personal) shall be considered deleted.

The Authorized Representative for Complainant submitted Rejoinder on the reply filed by the Respondents on the Application filed by the Complainant seeking condonation and the same was taken on record. Both the Id. counsel for Complainant and Id. counsel for Respondents were given due opportunity to argue on their respective contentions on seeking condonation in the said matter. The Id. counsel for Complainant put forth his arguments on the pretext that the Respondent did not quantify the demand since long and left an impression that it may or may not raise the differential demand which was also not even assessed by the Id. CGRF and gap of not quantifying the demand resulted in delay. However, the Respondents raised the demand in a very belated stage of Rs.2,19,348/- on dt. 10.09. 2025. The Id. counsel further asserted that this delay on the part of Respondents attributed to further extension in time of original compliance and with reference to the said date of 10.09.2025 after accounting for legitimate period of time allowed as per regulation, the delay falls within the permissible limits. The Id. counsel for Respondents however, put forth his counter arguments by saying that who stopped Complainant from not taking up the matter within the intervention period of delay. However, the Id. counsel for Complainant reiterated his stand with due assertion that delay on the part of Respondents for not quantifying the demand left apprehensions that the Respondents may or may not raise the demand.

After listening to both the parties on these affirmative averments at length, this authority is convinced to the extent that the delay for filing attributes to both, at their respective ends and leaves legitimate cause to look into the austerity of the prayer seeking condonation. Accordingly, in terms of powers vested with this authority under the Regulation 33(f) of of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013, the Application for condonation is allowed.



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The complainant has also filed an Application under Regulation 36(1) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 and prayed for ad-interim ex-parte stay for restraining the Respondent Board from disconnecting the electricity supply to the premises of the Complainant. In the public interest, prayer granted till pendency of matter with this authority

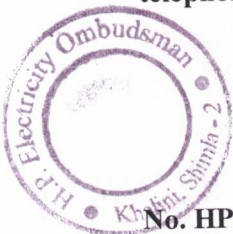
Subsequently, the issue related to submission of proof of having deposited 50% of the disputed amount with the Respondents was discussed in the court room wherein the Id. Counsel for Complainant placed his plea that since the amount was not assessed by the Id. CGRF, the same may be omitted. However, this authority is of the view that the Complainant must deposit at least 50% of the amount of demand raised by the Respondents on dt. 10.09.2025 and this action shall substantiate the healthy spirit of Complainant as asserted under para -3 of the Application for Ad-Interim Ex-Parte Stay as well as through Rejoinder under the heading “**Deposit Condition Met**” the relevant extract of which reads as “ *The Complainant has explicitly submitted in the Application for Ad-Interim Ex-Parte Stay(under Regulation 36) that the Complainant is prepared to deposit 50% of the disputed amount, as may be required under the regulations, to secure the stay. This offer fulfils the requirement of providing bonafide intent to adhere to Regulation 33(1)(g)*”

In view of above essence of feelings, the Complainant is directed to deposit 50% of the disputed amount within **weeks’ time from the date of issue of this order and submission of proof in the court in the next date of hearing**, being one of the mandatory conditions in terms of Regulation 33 (1)(g) of Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 **towards Limitation / pre-condition for entertaining the complaint.**

In terms of foregoing discussion, the matter is admitted to the extent of initiation of proceedings subject to fulfillment of above directives. The Respondent Board is directed to submit reply positively by 18/11/2025 and Rejoinder if any by the Complainant, thereafter.

The case is listed for final arguments on 27/11/2025 at 12 PM. or immediately thereafter subject to compliance of above directives. The order is also placed at site as well as conveyed telephonically for the convenience the of concerned.

Given under my hand and seal of this office.



No. HPEO/(Case No. 36/2025)/2024-25-1012-14


Electricity Ombudsman

Dated: 11/11/2025