

Himachal Pradesh State Electricity Board Limited

"A State Government Undertaking"



Registered Office	Vidyut Bhawan, HPSEBL, Shimla-171004(H.P)
Number (CIN)	U40109HP2009SGC031255
GST No.	HPSEBL 02 AACCH4894EHZB
Telephone No.	0177-2656485 (Landline & Fax)
Website Address	www.hpseb.in
Email	seit@hpseb.in

No. HPSEBL/CE(P&M.)/Billing Issues/MISC/2023-24 10085/7 Date: 17/03/2026

To

The Assistant Engineer (E),
Electrical Subdivision,
HPSEB Ltd. Amb.

Subject: Authorization for Grant of Late Payment Surcharge (LPS) Credit to Con. ID 100012000223 namely Himachal Textile Limited.

Reference is invited to the enclosed consumer representation regarding the subject cited above, wherein it has been stated that the consumer has made a payment of ₹51,17,187/- against Consumer ID 100012000223 on 16.02.2026 towards the electricity bill for the month of February 2026 through electronic mode (RTGS/NEFT). However, the payment was rejected on the same day and the amount was credited back to the consumer's bank account. Now, Consumer is requesting for credit/waiver of Late Payment Surcharge (LPS) in the said consumer account through sundry adjustment.

In this regard, it is intimated that the payments made by the consumer vide Consumer ID 100012000223 amounting to Rs. 51, 17, 187 /- on 16.02.2026 were rejected from the SAP IS-U Billing System due to Duplicate Transaction id error in the ISU Billing payment table. The logs of consumer payment shared by M/s TCS through email are enclosed herewith as Annexure "A" for reference.

In light of the above, it is therefore requested to kindly do the needful after completing all codal formalities at your end please.

Regards,

(Er. Ajay Thakur)

Superintending Engineer (IT)
HPSEB Ltd., Vidyut Bhawan,
Shimla - 171004.

DA: As above

Copy to following:

1. The Chief Engineer (OP), Kangra Zone, HPSEB Ltd., Shimla for information please.
2. The Superintending Engineer, Operation Circle, HPSEB Ltd., Una for information please.
3. The Sr. Executive Engineer, Electrical Division, HPSEB Ltd., Amb for information please.
4. Sh. Sambit, M/s TCS, Project Incharge (SAP-ISU/CRM), M/s TCS, Conference Hall, F&A Building, Shimla-171004 for information and immediate necessary action to resolve online payment issues conveyed multiple times.

Superintending Engineer (IT)
HPSEB Ltd., Vidyut Bhawan,
Shimla - 171004.

HIMACHAL TEXTILE PARK LIMITED

REGD. OFFICE : ATHMAH ROAD, V.P.O. AMB, TEHSIL AMB, DISTT. UNA,
HIMACHAL PRADESH - 177 203

HTPL/Ref. No. 11

Date 11-03-2026

To
The Superintending Engineer
Himachal Pradesh State Electricity Board Ltd.
Una (H.P.)

Subject: Request for Waiver of Late Payment Surcharge

Respected Sir,

With reference to the electricity bill for the month of February 2026 of our unit M/s Himachal Textiles Park Ltd. (Consumer ID: 100012000223), it is submitted that a late payment surcharge has been added to the bill.

In this regard, we would like to inform you that the payment was initiated within the due time from our bank account. However, due to a technical server issue, the payment was reversed twice in our company account by the bank. Because of this unforeseen technical problem, the payment was credited to the Electricity Board account with a delay of one day.

Payment was reverse in our bank account in late night. Next day we will try again in morning transfer the payment but payment was again returned in our account. Further we have discussed with department on this matter and they communicate us due to some technical server issue in our HPSEB portal and advice to transfer the payment in our other shared account.

The bank statement reflecting the transaction and reversal entries is attached herewith for your kind perusal and verification.

In view of the above genuine reason, we humbly request you to kindly waive off the late payment surcharge added to the bill.

We shall be grateful for your kind consideration.

Thanking you.

Yours faithfully,

For Himachal Textiles Park Limited


Authorised Signatory

CC:- Executive Engineer

CC:- Assistant Engineer

Re: Regarding failure of payment through RTGS Himachal textile

Danish Gaur [danish.gaur@tcs.com]

Sent: Tuesday, March 17, 2026 12:29 PM

To: Vinay Sharma

Cc: Ajay Ahitan; HPSEB Support Grp [hpseb.support@tcs.com]

TCS Confidential

TCS Confidential

Dear Vinay Sir,

As per the log screenshot attached to this email, the **transaction ID** sent by HDFC is already present in our system with **Paytm**; hence, the payment has been **rejected** for this consumer. This payment pertains to **16/02/2026**.

Request => conId : 100012000223 | invId : 130001193719 | locCode : 2431 | locDesc : AMB SUB-DIVISION | txnId : 16022600590 | amnt : 5117187.00 | paydate : 16.02.2026 | uniqueId (generated) : HR20260216214006100012000223

Tables Size : 1

Matched row with invId and conId : 0

tId, invId and conId combination Miss Matched, tId is present against different inv and conId. return REJECT

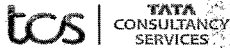
Response => REJECT

Thanks & Regards

Danish Gaur

Tata Consultancy Services

www.tcs.com



From: Danish Gaur <danish.gaur@tcs.com>

Sent: Tuesday, March 17, 2026 11:42 AM

To: Vinay Sharma <vinay.sharma@hpseb.in>

Cc: Ajay Ahitan <ajayahitan@hpseb.in>; HPSEB Support Grp <hpseb.support@tcs.com>

Subject: Re: Regarding failure of payment through RTGS Himachal textile

TCS Confidential

Dear Vinay Sir,

As per the log screenshot attached to this email, the consumer is **not** a Government consumer. The due amount is **Rs. 5,182,307.00**, and the amount paid is **Rs. 5,117,187.00**. This payment pertains to **17/02/2026**.

Consumer ID : 100012000223 TransactionAmount : 5117187.00

ZDUE_AMOUNT ==> 5182307.00

TransactionAmount>0 Not Government 1

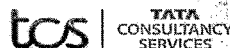
REJECT

Thanks & Regards

Danish Gaur

Tata Consultancy Services

www.tcs.com



From: Danish Gaur <danish.gaur@tcs.com>

Sent: Tuesday, March 17, 2026 11:38 AM

To: vinay sharma <vinaysharmahpsebl@gmail.com>

Cc: Vinay Sharma <vinay.sharma@hpseb.in>; Ajay Ahitan <hpseblajayahitan@gmail.com>; HPSEB Support Grp <hpseb.support@tcs.com>

Subject: Re: Regarding failure of payment through RTGS Himachal textile

TCS Confidential

Dear Vinay Sir,

As per the log screenshot attached to this email, the consumer is **not** a Government consumer. The due amount is **Rs. 5,182,307.00**, and the amount paid is **Rs. 5,117,187.00**. This payment pertains to **17/02/2026**.

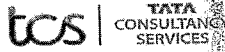
Consumer ID : 10001200223 TransactionAmount : 5117187.00
ZDUE_AMOUNT ==> 5182307.00
TransactionAmount>0' Not: Government 1
REJECT

Thanks & Regards

Danish Gaur

Tata Consultancy Services

www.tcs.com



From: vinay sharma <vinaysharmahpsebl@gmail.com>
Sent: Tuesday, March 17, 2026 11:21 AM
To: Danish Gaur <danish.gaur@tcs.com>
Cc: Vinay Sharma <vinay.sharma@hpseb.in>; Ajay Ahitan <hpseblajayahitan@gmail.com>
Subject: Regarding failure of payment through RTGS Himachal textile

External Email: Be cautious while opening any links or attachments.

Dear Danish ,

Kindly find the attached letter regarding failure of online payment made by consumer. please check the payment logs and share the reason for rejection

Notice: The information contained in this e-mail message and/or attachments to it may contain confidential or privileged information. If you are not the intended recipient, any dissemination, use, review, distribution, printing or copying of the information contained in this e-mail message and/or attachments to it are strictly prohibited. If you have received this communication in error, please notify us by reply e-mail or telephone and immediately and permanently delete the message and any attachments. Thank you

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This message has been analyzed by Deep Discovery Email Inspector..