

CONSUMER GRIEVANCES REDRESSAL FORUM, SHIMLA

Complaint No. 1241/202606/06

M/s Mahasu Peak Resorts & Recreations Pvt. Ltd.

...Complainant

Versus

Himachal Pradesh State Electricity Board Ltd. and Others

...Respondents

BRIEF FACTS OF THE CASE

The complaint has been filed under Regulation 17 of the HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013 by Sh. Sushil Malik, Authorized Director of M/s Mahasu Peak Resorts & Recreations Pvt. Ltd.

1. The complainant is running a resort under the name and style of M/s Mahasu Peak Resorts & Recreations Pvt. Ltd. at Village Gallu, P.O. Fagu, Tehsil Theog, District Shimla, Himachal Pradesh, and has been availing electricity supply from the respondents, i.e. HPSEBL, the Distribution Licensee, since the year 2002–2003 under Consumer ID No. 100009000208.
2. The present complaint has been filed against the arbitrary, illegal, and unexplained demand of Rs. 5,57,056/- raised by the respondents under the head “Sundry Charges” in Electricity Bill No. 170001202226 dated 05.02.2026. A copy of the said bill is annexed herewith as **Annexure C-1**.
3. The complainant is aggrieved by the action of the respondents in raising the impugned sundry demand for past months.
4. The complainant is further aggrieved by the inaction of the respondents, despite the submission of a detailed representation dated 19.02.2026 seeking clarification and rectification of the impugned demand. The respondents have failed to respond, thereby reflecting non-application of mind and arbitrary exercise of power.

PRAAYER

The complainant has prayed that this Hon’ble Forum may be pleased to:

- a). Quash and set aside the arbitrary demand of Rs. 5,57,056/- raised under the head “Sundry Charges” in Electricity Bill No. 170001202226 dated 05.02.2026;
- b) Direct the respondents to issue fresh and corrected electricity bills after excluding the illegal sundry charges and any consequential surcharge/penalty;
- c) Direct the respondents not to disconnect the electricity supply of the complainant on the basis of the disputed demand during the pendency of the present complaint;.
- d). Direct adjustment/refund of any excess amount recovered from the complainant, along with applicable interest;

e). Pass any other order(s) as this Hon'ble Forum may deem fit and proper in the interest of justice.

PROCEEDINGS

The complainant deposited one-third of the disputed amount with the respondents.

The respondents were directed on 09.06.2026 to file their reply to the complaint.

On 24.06.26 the respondents submitted that the impugned demand notice shall be withdrawn and amount deposited by the complainant toward the 1/3rd disputed amount shall be refunded.

ORDER

1. The complaint has been filed under Regulation 17 of the HPERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013.
2. However, on 30.06.2026, the Assistant Engineer, ESD Theog, produced documents regarding withdrawal of the sundry demand and refund of the deposited one-third disputed amount.
3. The complainant submitted that the grievances raised in the complaint have been redressed by the respondents, and he is satisfied with the action taken by the respondents and that he no longer wishes to pursue the matter.
4. The aforesaid letter/office order No. 280-83 dated 27.06.2026 is taken on record.
5. In view of the above, the complaint is dismissed and disposed of accordingly.
6. The order is announced in open Forum before the parties present today, i.e. 10.07.2026, at Shimla.
7. The parties are left to bear their own costs. The Registry of the Forum is directed to supply certified copies of this order to the parties.
8. The complaint, along with this order, be consigned to the record room for safe custody.

Date:10.07.2026

Place: Shimla

Sd/-
Madan Lal Dhiman
(Member)

Sd/-
Harinder Kumar Thakur
(Chairman)

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA-9.

No. CGRF/Complaint No. 1241/202606/06

Dated:-

Complaint No.: - 1241/202606/06
Date of Admission: - 18.05.2026
Quorum: - Er. Harinder Thakur, Chairman.
Er. Madan Dhiman, Member.
Er. Pankaj Kumar, Member.

M/s Mahasu Peak Resort & Recreations Pvt. Ltd.
Village Gallu, P.O. Fagu, Tehsil Theog,
District Shimla (HP) 171201.

Complainant

V/s.

1. The Sr. Executive Engineer,
Electrical Division, Shimla, HPSEBL,
District Shimla-171009 (HP).
2. The Assistant Executive Engineer
Electrical Sub-Divison,
HPSEBL, Theog
Distt. Shimla (HP). 171201

Respondents

Complaint Regarding: -
Final hearing: -

30/06/2026

Present for:-

Complainant	1. Sh. Sameer Chandel Adv vice of Sh. Inder Singh Chandel Adv.
Respondent	1. Sh. Rajesh Kashyap, Advocate. 2. Sh. Kamlesh Saklani, Deputy Secretary Law 3. Er. Sahshkant, A.E. Theog

Date of Decision: -

10.07.2026

Notice

Registered

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Complaint No. 1241/202606/06

Dated:-

M/s Mahasu Peak Resort & Recreations Pvt. Ltd.
Village Gallu, P.O. Fagu, Tehsil Theog,
District Shimla (HP) 171201.

Complainant

V/s.

HPSEBL & Others.

Respondents

Complaint No. 1241/202606/06

1. The Sr. Executive Engineer,
Electrical Division, HPSEBL,
District Shimla-171009 (HP).
2. The Assistant Executive Engineer
Electrical Sub-Divison,
HPSEBL, Theog
Distt. Shimla (HP). 171201

Respondents

The Certified copy of final order dated 10.07.2026 passed by the Hon'ble Forum in the aforesaid complaint is enclosed find herewith for further necessary action at your end please. The compliance be reported/ intimated within one month after the receipt of order in the office.

DA:-As above.

Secretary,
Consumers Grievances Redressal Forum,
HPSEBL, Kasumpti Shimla-9.