

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA-9
No. CGRF/Complaint No. 1521/1/21/051 **Dated:-**

Complaint No.: - 1521/1/21/051
Date of Admission: - 19.02.2021
Quorum: - Dr. M.G. Sharma, Chairman.
Er. Vikas Gupta, Member.
Sh. K.S Dhaulta, Member.

M/s Zeon Lifesciences Ltd.
Village Kunja, Rampur Road,
Paonta Sahib, Distt Sirmour (HP).

Complainant

V/s.

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
2. Sr. Executive Engineer,
(Electrical) Division, HPSEBL,
Paonta Sahib, Distt. Sirmour (HP).
3. Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Paonta Sahib, Distt. Sirmour (HP).

Respondents

Final hearing:-

24.09.2021

Present for:-

Complainant	1. Rakesh Bansal, Authorized Representative
Respondent	1. Sh. Anil Kumar God, Advocate 2. Er. Mukesh, A.E. Paonta Sahib

Date of Decision: -

24.09.21

ORDER

1. The briefly stated facts of the case are that the complainant has preferred the present complaint to seek relief on following courts:-
2. i) To order the Respondents to get the meter and the CT PT tested by their M & T department , and to ascertain the nature of defect and then raise their claim, if any, if and only if the actual readings cannot be retrieved from the meter removed from the premises of the Complainant , assumed to be defective. The Respondent also be directed to share the testing report with the complainant;
ii) To direct the respondents to overhaul the account of the Complainant on the basis of actual average consumption for the period following the replacement with a new CTPT and meter i.e 17.10.2020 or on the bases of applicable rules and regulations rather than hypothetically arriving at a consumption, once it is established that the meter remained defective for certain period of time;
iii) To direct the respondent to refund the energy charges charged in excess to complainant;
iv) To order payment of interest @ 15% simple interest on the amounts recovered in excess as per Clause 5.7.3 of Supply Code, 2009.
v) Cost of the complaint amounting to Rs. 50,000/-.
3. The matter was listed for final hearing. The Respondents were directed re-look/ review the bills raised for the period for which the meter was defective, since the same has been generated by the software which appears to be on higher side. The representative of the Board agreed to relook the same and to share and submit the total revised bill statement with Forum, as well as, with the consumer within two weeks of the directions passed by this Forum on 26.08.2021.
4. The parties filed reply and rejoinder thereof. We have heard the argument today. The Respondent Board in compliance of the previous order of the Forum submitted the

statement placed on record as Annexure R-1 regarding refund of excess energy charges on the basis of average energy consumption charges for the period 01.04.2020 to 17.10.2020. The copy of the same was provided to the Complainant. The Ld. Counsel for Complainant agreed with the calculation sheet prepared for the period 01.11.2020 to 17.11.2020 which is as per the average for the bill of 11/2020. The Respondent Board, as per the calculation sheet prepared, after the overhauling consumer account, has submitted that a refund of Rs.5,02,411/- is to be given to the Complainant.

5. The issue of interest as claimed is found not to be tenable in view of mutual settlement placed on record today which redress the grievance of the Complainant effectively. Now after above referred mutual conciliation, nothing is left to be adjudicated in the matter. Accordingly the instant complaint is disposed of. The Respondent Board is directed to ensure the refund of above stated amount by way of adjustment in the future energy bills of the Complainant.
6. In view of the observations made here-in-above, and statement Annexure R-1, the complaint is allowed accordingly, to the extent to refund the amount of Rs. 5,02,411/- as calculated and agreed to by the parties, within a period of one month from today, failing which interest as applicable under rule 5.7.3 of the Supply Code, 2009 shall be applicable on the refund amount, till the refund is made to the Complainant. In the aforesaid terms, the present complaint stand disposed of. Announced in the presence of the Parties at Shimla on 24.09.2021. The parties are left to bear their own costs.

The file is consigned to the record along with original copy of the order. The certified copy of order be kept in safe custody in the folder of order. Certified copies of this order be supplied to all parties.

Place: - Shimla

Dated: -24.09.21

-Sd-
(K.S.Dhaulta)
(Member)

-Sd-
(Vikas Gupta)
(Members)

-Sd-
(M.G. Sharma)
(Chairman)

Notice

Registered
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.
No.CGRF/Complaint No. 1521/1/21/051 **Dated:-**

M/s Zeon Lifesciences Ltd.
Village Kunja, Rampur Road,
Paonta Sahib, Distt Sirmour (HP).

Complainant

V/s.

HPSEBL & Others.

Respondents

Complaint No. 1521/1/21/051

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
2. Sr. Executive Engineer,
(Electrical) Division, HPSEBL,
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3. Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Paonta Sahib, Distt. Sirmour (HP).

Respondents

The Certified copy of final order dated 24.09.2021 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.