

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA-09
No. CGRF/Complaint No. 1453/1/20/005

Complaint No.: - 1453/1/20/005

Date of Admission: - 18.03.2020

Quorum: - Er. Sanjay Dewan, Chairman.
Sh. K.S Dhaulta, Member.

M/s Prime Steel Pvt. Ltd.
Village Bated, Baddi,
Barotiwala Road, Barotiwla,
Distt. Solan (HP).

Complainant

V/s.

HPSEBL & Others.

Respondents

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.

2. Assistant Executive Engineer,
Electrical Sub-Division-II HPSEBL,
Barotiwala, Distt. Solan (HP).

Respondents

Final hearing:-

20.08.2020

Present for:-

Complainant

1. Sh. Rakesh Bansal (Authorized Representative)

Respondent

1. Sh. Anil Kumar God, Advocate
2. Er. Robin Singh, XEN, Baddi
3. Er. Pratap Rana, SDO, Barotiwala

Date of Decision: -

20.08.2020

ORDER

1. The present complaint filed by the complainant regarding wrong billing on account of Highly Erratic Supply of power in the month of November, 2019. The Complainant is a large supply consumer with a contract Demand of 12700 KVA and getting supply at 132 KV from 132 KV Sub Station Barotiwala of the respondent through a independent 132 KV line purchased by the complainant along with the factory earlier known as Sri Rama Steels. The connection was reconnected on 1.11.2019 after the complainant bought the same from HPFC. Resultantly the complainant could not run his plant as his plant as is evident from the consumption data mentioned in the bill of November 2019. The complainant further submits that he is not liable to pay any demand charges for the month of November 2019 as there were frequent tripping on the 132 KV line which is also established from the communication of Assistant Executive Engineer to Sr. Executive Engineer Protection & Testing Division HPSEBL Solan dated 11.11.2019. The complainant seek relief for refund of demand charges along with interest.
2. The Respondent Board in reply submitted to the extent that the complainant consumer M/s Prime Steel purchased the assets/ property (including land, building, superstructure built upon and other installation erected thereupon of M/s Shri Rama Steel Ltd. Which is prior consumer of HPSEBL having account number LP-755 & permanently disconnected on dated 12.09.2013 due to default in making of payment) from HPFC . As per the agreement between M/s Prime Steel Pvt. Ltd. & HPFC. The complainant consumer M/s Prime Steel Pvt. Ltd. approached the respondent vide letter dated 25.3.2019 for release of power connection of load 19991.7 KW on the premises of M/S Shri Rama Steel. The respondent Board vide letter no. 215 dated 12.04.2019 requested to complainant consumer M/s Prime Steel Pvt. Ltd. to deposit outstanding amount of premises amounting to Rs. 6,40,10,439/-. The complainant consumer M/s Prime Steel Pvt. Ltd. Instead of depositing the outstanding amount, approached the ld. CGRF vide complaint no. 1453/03/19/018. The Ld. CGRF vide order in complaint no 1453/03/19/018 dated 23.10.2019 quashed & set-aside the notice for Rs. 6,40,10,439/- & also directed to release supply of electricity connection to the M/s Prime Steel Pvt. Ltd. After completion of all codal formalities. Accordingly the electricity supply to the M/s Prime Steel has been released vide SCO no. 0003606 dated 01/11/2019 in compliance to the Ld. CGRF order dated 23.10.2019. The Respondent Board has charged the demand charges on contract demand as per tariff orders, as maximum demand of M/s Prime

Steel recorded on energy meter was 9600 KVA (0.08X120, 000) on dated 23.11.2019 in the month of November, 2019 and accordingly the demand charged in the energy bill of consumer.

3. The Complainant in rebuttal states that the fact of disruption during the month of November, 2019 is not denied by the Respondent Board in reply specifically and the Demand Charges has been recovered from the complainant on full contract demand. The fact is also proved from the letter dated 11.11.2019 of Respondent Board referred above. The complainant has raised this issue with the Respondent Board vide letter dated 06.11.2019 and 13.11.2019 regarding frequent power tripping from grid line when consumer switch on the power load. The fault clearly lies in CT/ PT in Power House grid at the end of the respondents.
4. We have heard both the Parties and have gone through the case file carefully. After examination of complaint, it is observed that the fact of frequent tripping on the 132 KV line during the month of November, 2019 is established from the fact that the power supply position to the complainant remained erratic. The fact is corroborated further from the communication dated 11.11.2019 of the Assistant Executive Engineer, ES, 132 KV. Sub Division, HPSEBL, Barotiwala to The Sr. Executive Engineer, Protection & Testing Division, HPSEBL, Solan regarding tripping high set at the end of Respondent Board and sometimes at firm's end, when the firm switch on their power transformer. The fact is not denied by the Respondent Board that the complainant has brought these incidents of frequent tripping during the month of November, 2019, to the notice of the concerned authorities vide letter dated. 06.11.2019 & 13.11.2019.
5. The authorised representative of the Respondent Board was asked to produce the tripping data and the current supply during the month November, 2019. The said data was placed on record through the Sr. Executive Engineer, ES Division, HPSEBL, Nalagarh, today during the course of hearing. The examination of the said data clearly established that the tripping in supply to the consumer was recorded till 18.11.2019. Thereafter, the defect is stated to be removed at the end of Respondent Board and required supply of power as per demand was maintained after 19.11.2019 as recorded in the log sheet placed on record today.
6. The examination of facts on record clearly established that the complainant consumer was not liable to pay the Demand Charges during the period when the frequent tripping on 132 KV line has been recorded in the log sheet placed on record by the Respondent

Board. The Demand Charges for 1.11.2019 to 18.11.2019 are not justified to be recovered from the complainant consumer in view of the established facts that the power supply position to the complainant remained highly erratic in the month of November 2019 and as per the details of the log sheet. Thus, the consumer required to be compensated for the above said period by way of refund of Demand Charges by Respondent Board as per extant Regulations on the matter.

7. In view of the observations and discussions made here in above, the present complaint is decided in favour of the Complainant. The Respondent Board is directed to refund the demand charges paid by the complainant consumer during the period of 01.11.2019 to 18.11.2019 when the erratic power supply due to frequent tripping on 132 KV line due to faulty relay in HPSEBL Sub-Station is established from the above submissions and the log sheet placed on record of the M/s Prime Steel Pvt. Ltd. for the month of 01.11.2019 to 30.11.2019. The amount so calculated to be refunded by the Respondent Board by way of adjustment in the future energy/electricity bills of the consumer/complainant.
8. The parties are left to bear their own costs. Announced before the parties present at Kasumpti, Shimla on 20.08.2020.

The File be consigned to record room after due completion. A copy of the order be kept in safe custody of folder of orders. The certified copy of these order be supplied to both the parties.

Dated:-20.08.2020

Place:- Shimla

Sd/-
(K.S. Dhaulta)
Member

Sd/-
(Sanjay Dewan)
Chairman

Notice

Registered
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.
No.CGRF/Complaint No. 1453/1/20/005 **Dated:-**

M/s Prime Steel Pvt. Ltd.
Village Bated, Baddi,
Barotiwala Road, Barotiwla,
Distt. Solan (HP).

Complainant

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Respondents

Complaint No. 1453/1/20/005

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Electrical Sub-Division-II HPSEBL,
Barotiwala, Distt. Solan (HP).

Respondents

The Certified copy of final order dated 20.08.2020 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.