

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI, SHIMLA-09.
No. CGRF/Complaint No. 1211/1/21/050

Complaint No.: - 1211/1/21/050

Date of Admission: - 17.02.2021

Quorum: - Dr. M.G Sharma, Chairman
Er. Vikas Gupta Member.
Sh. K.S Dhaulta Member

M/s Moti Ram Madhania,
R/o Madhan Cottage, Near Kali Mata Madir,
Dev Nagar, P.O. Kasumpti, Shimla-171009 (HP).

Complainant

V/s.

HPSEBL & Others.

Respondents

1. The Executive Director (Pers.),
HPSEBL, Vidyut Bhawan,
Shimla-171004.
2. The Superintending Engineer, (OP) Circle,
HPSEBL, Shimla H.P.
3. The Sr. Executive Engineer,
(Electrical) Division, HPSEBL, Shimla
Division No. 1, Distt. Shimla (HP).
4. The Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Khalini, Distt. Shimla (HP).

Respondents

Final hearing:-

26.08.2021

Present for:-

Complainant

1. None.

Respondent

1. Sh. Anil Kumar God, Advocate

Date of Decision: -

26.08.2021

ORDER

The Complainant is a domestic consumer of electricity resident of Madhan Cottage Dev Nagar, P.O Kasumpti Shimla HP Pin Code 171009 having two A/c No in his name, A/c No. (I) 1112104760 and A/c No. (II) 1112104780 on 18.01.2021 the Respondent HPSEBL issued an exorbitant bill amounting to Rs. 9803/- and Rs. 5660/- against A/c mentioned above.

Respondent HPSEBL has intimated that the official who was deputed for metering issuing of bills to the consumers has not issued bills on actual consumption and issued the bills at lower consumption since 01.09.2018 whereas the actual consumption on meter was more and have provided the detailed consumption against A/c No. 1112104780. The reply and detail provided by the Respondent HPSEBL is placed in the record file. This has resulted in accumulation of more units in the month of December 2020 reflected in the energy bill of January 2021.

On scrutiny the record provided by the Respondent as well as Complainant it has been noticed that due to issuing of less bill by the Board officials Since September 2018 till the date of issuing of bill amounting to Rs. 5660/- dated 18.01.2021 higher slab consumption have been inadvertently charged from the consumer which should not have been levied in actual. The Forum vide its interim order dated 24.03.2021 has instructed Respondent HPSEBL to bifurcate the bill on average basis since September 2018 Accordingly HPSEBL has made such bifurcation based on the average consumption of the consumer authenticated from his previous record. Meter working has never been challenged and according to HPSEBL it is still working well, there is no question of meter fault.

Now, based on this average consumption, the slab wise rebate have been provided to the consumer to the tune of Rs. 3112/-. Which will be provided to the complainant by the Respondent Board in the forthcoming energy bills. The action of Respondent HPSEBL seems to be correct and in accordance to tariff in force.

In the aforesaid lines of action respondent HPSEBL is advised to provide credit in similar manner against the consumer A/c No. 111210446. The sundry credit against both the accounts be provided to the complainant in forthcoming bills. Complaint is disposed off. The complaint is partially allowed in favour of complainant. The parties are left to bear their own costs. Announced before the parties at Shimla on 24.08.2021.

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 orders be supplied to both the parties.

Dated:- 26.08.2021

Place: - Shimla

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

Sd/-
(Vikas Gupta)
(Member)

Sd/-
(M.G Sharma)
Chairman

Notice

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.
No.CGRF/Complaint No. 1211/1/21/050

Registered

Dated:-

M/s Moti Ram Madhania,
R/o Madhan Cottage, Near Kali Mata Madir,
Dev Nagar, P.O. Kasumpti, Shimla-171009 (HP).

Complainant

V/s.

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Respondents

Complaint No. 1211/1/21/050

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(Electrical) Division, HPSEBL, Shimla
Division No. 1, Distt. Shimla (HP).
4. Assistant Executive Engineer,
Electrical Sub-Division HPSEBL,
Khalini, Distt. Shimla (HP).

Respondents

The Certified copy of final order dated 26.08.2021 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.