

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Q. Return/2023-24-3-6

Dated:-04.04.2023

To

**The Secretary,
 Forum of Regulators (FOR),
 C/o Central Electricity Regulatory Commission (CERC),
 3rd & 4th floor, Chanderlok Building, 36, Jan path,
 New Delhi-110001.**

Sub:- Consumers Grievances Redressal Forum Return(s) for the 1st quarter ending 31.03.2023, (1st January 2023 to 31st March, 2023).

Sir,

The Quarterly return(s) for the quarter ending 31/03/2023 in respect of this Forum are sent herewith on the prescribed format(s) as per details given below for favour of information and necessary action at your end please.

Sr. No.	Particulars	Annexure(s)	Page Nos.
1.	Monitoring Report 1st Quarter, 1 st January to 31 st March, 2023	-	Page-2
2.	Complaint(s) received and disposed off by the CGRF	Annexure-‘A’	Page-3
3.	Present Status of Complaint(s) pending more than six months	Annexure-‘A-1’	Page-4
4.	Present Status of Complaints pending more than three months & less than six months	Annexure-‘A-2’	Page-5
5.	Current file list as on 01.01.2023 to 31.03.2023.	Annexure-A-3	Page-6-7
6.	Month wise announced case w.e.f 1st January 2023, to March 2023.	Annexure ‘B’	Page-8-9
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-10
8.	Status of grievance of Redressal	Annexure III	Page 11

DA:-As above.

Yours Faithfully,
 Sd/-
**Secretary,
 CGRF, HPSEB Ltd.,
 Kasumpti, Shimla-9.**

Copy to:-

- 1 The Secretary, Himachal Pradesh Electricity Regulatory Commission, Vidyut Aayog Bhawan, Block No.37, SDA Complex Shimla-9 along with above return(s) for kind information please.

DA:-As above

2. The Executive Director,(Pers.),HPSEBL, Vidyut Bhawan, Shimla-4 alongwith above return(s) for information please.

DA:-As above

3. The Electricity Ombudsman, Govt. of HP, Behind Keonthal Complex, Khallni, Shimla-2 alongwith above return(s) for information please.

DA:-As above.

Sd/-
**Secretary,
 CGRF, HPSEB Ltd.
 Kasumpti, Shimla-9.**

HPSEBL**CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009**

MONITORING REPORT FOR THE QUARTER ENDING 31.03.2023 (01.01.2023 to 31.03.2023) 1st quarter start from January 2023 to March 2023.

Disposal of Grievances by CGRF			
1.	Name of CGRF	CGRF at Kasumpti Shimla-171009	Remarks
2.	No. of Grievances outstanding at the close of previous quarter	12	
3.	No. of Grievances received during the quarter	13	
4.	No. of Grievances disposed during the quarter	11	
5.	No. of Grievances pending at the close of the quarter	14	
6.	No. of Grievances pending which are older than two months	08	
7.	No. of sittings of CGRFs in the quarter	08	

Note: - CGRF is monitoring report for the 1st quarter start from 1st January 2023 to 31st March 2023.
Attached duly prepared on the prescribed Performa FORM-2 as per **Annexure-A**.

Sd/-
Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla-9.

FORM-2**ANNEXURE-‘A’****CONSUMER GRIEVANCES REDRESSAL MONITORING REPORT FOR THE 1st QUARTER 01.01.2023 to 31.03.2023.
ENDING 03/2023.**

Sr. No	Complaint Status	NATURE OF COMPLAINTS							Total	Remarks
		Delay in Effecting supply	Quality of Voltage	Interruptions	Metering Problems	Billing Problems	Tariff Problems	Others, IDC		
1.	Complaints Pending at the end of the last quarter.	-	-	-	-	12	-	-	12	
2.	Complaints Received during the quarter.	-	-	-	-	11	-	2	13	
3.	Total Complaints (1+2)	-	-	-	-	23	-	2	25	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	10	-	1	11	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	13	-	1	14	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	04		-	04	Complaints received during this quarter = 13 Nos. and 03 No of complaints Disposed off and balanced complaints are = Nos. 10
7.	Complaints pending for more than 6 months.	-	-	-	-	-	-	-	-	

NOTE: The present status for each complaint pending for more than six months has been furnished separately.

1. Certified that above return has been prepared on the basis of the records of this office & is correct.
2. Certified that during 1st quarter total 13 Nos. of complaints have been received.

Sd/-
Secretary,
CGRF, HPSEBL,
Shimla-171009

ANNEXURE –A-1

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM,KASUMPTI,SHIMLA-9.

Present Status of complaints pending more than six months as on 31.03.2023.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
-	-	-	-	-	-

Sd/-
Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla-9.

ANNEXURE-A-2**CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.****Present status of complainants pending more than three months and less then six months as on 31.03.2023.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1142/4/22/34	Sh. Ved Parkash, S/o Sh. Bhader Ram, R/o V.P.O Sangla Distt. Kinnaur HP	Billing	20.12.2022	Next hearing fixed on dated 25.04.2023
2	1422/4/22/35	M/s Plato Industries Ltd.Plot No 4 Sector 3 Industrial Area Parwanoo Tehsil Kasuli & DistrictSolan (HP).	Billing	20.12.2022	Next hearing fixed on dated 25.04.2023
3	1421/4/22/37	M/s Swastik Ind. Plot No. 41-42 Sector-1, Parwanoo, District Solan (HP)	Billing	30.12.2022	Next hearing fixed on dated 25.04.2023
4	1524/4/22/38	M/s Himalyan International V.P.O. Missewala, Paonta Sahib, Distt. Sirmour (HP).	Billing	30.12.2022	Next hearing fixed on dated 26.04.2023

**Sd/-
Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla-9.**

ANNEXURE-A-3

Current file list as on 01.01.2023 to 31.03.2023, 1st quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	2224/1/23/01	M/s Vodafone Mobile service . C/o Sh. Saroj Parkash Village Luhnu PO Chandpur Sadar Bilaspur	Billing	03.01.2023	Next hearing fixed on dated 25.04.2023
2	1421/1/23/02	M/s Swastik Ind. Plot No. 41-42 Sec. 1 Parwanoo HP	Billing	12.01.2023	Next hearing fixed on dated 25.04.2023
3	1453/1/23/03	M/s AM Industries Plot No. 37 Jharmazri Solan HP	Billing	23.01.2023	Next hearing fixed on dated 26.04.2023
4	1421/1/23/04	M/ s Ind Sphinx Pricision Ltd. Takshal Road Kasuli Parwanoo	Billing	30.01.2023	Next hearing fixed on dated 25.04.2023
5	1453/3/23/05	M/s Kundlas Loh Udyog Village Balyana PO Barotiwala Distt. Solan HP	Billing	14.02.2023	Next hearing fixed on dated 26.04.2023
6	1421/1/23/06	M/ s Ind Sphinx Pricision Ltd. Takshal Road Kasuli Parwanoo	Other	14.02.2023	Disposed of 28.03.2023
7	1432/1/23/07	M/s Him Chem Pvt. LTd. Village Khera PO Baddi Nalagarh	IDC	15.02.2023	Next hearing fixed on dated 26.04.2023
8	1453/1/23/08	M/s Renny Steels Village Kunjhal Barotiwala Distt. Solan HP	Billing	20.02.2023	Next hearing fixed on dated 25.04.2023
9	1413/1/23/09	M/s Kailash Chand (L.R. Collage) Jabli Distt Solan HP	Billing	20.02.2023	Next hearing fixed on dated 25.04.2023
10	1453/3/23/10	M/s Renny Steels Village Kunjhal Barotiwala Distt. Solan HP	Billing	20.02.2023	Next hearing fixed on dated 26.04.2023
11	3325/2/22/16 R-3325/1/23/11	M/s Vardhman Ispat Udyog Ltd. Village Bathari Dist Una HP	Billing	22.02.2023	Disposed Off 29.03.2023

12	3232/4/20/041 3232/1/23/012	M/s HRA Paper Mills Pvt. LTd. Village Tibbi Mauja Khundia Indora Karngra	Billing	01.03.2023	Next hearing fixed on dated 25.04.2023
13	1453/1/23/013	M/s Hill view Resident Welfare Association Jharmazri Baddi	Billing	03.03.2023	Disposed Off 28.03.2023

**Sd/-
Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla**

ANNEXURE-‘B’-1.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.Announced cases for 1st Quarter i.e. January/2023 to March/2023 (01.01.2023 to 31.03.2023).

Sr. No	Complaint No.	Complainant Name & address /Name of Sub-Division	Status	Disputed Amount	Date of admission.	Date of Decision.	Decision given in favour of Complainant/ Board.
1	3234/3/22/28	M/s ID Sood Ispat Pvt. Ltd. Village PO Kandrouri Distt Kangra	Billing	65,81,612/-	31.08.2022	09.01.2023	Dismissed
2	1522/2/22/12	M/s ATC Infrastructure Pvt Ltd Tambi Talyana Distt Sirmour	Billing	12,83,629/-	18.04.2022	15.02.2023	The Case is decided in favour of Respondent
3	1515/3/22/21	M/s HM Steel Village Kheri Trilokpur Road Kalaamb	Billing	76,22,567/-	14.07.2022	15.02.2023	The Case is decided in favour of Respondent
4	1515/4/22/31	M/s J. B Rolling Mills Village Kheri Kala amb	Billing	9,20,46,325/-	30.11.2022	3.3.2023	The Case is decided in favour of Respondent
5	1515/3/22/26	M/s Param Industries Village Johron Trilok pur Road Kala amb	Billing	2,18,830/-	28.07.2022	03.03.2023	The Case is decided in favour of Complainant
6	1413/3/22/30	M/s Jm Labortiries R/O Village Banot Deothi Tehsil Solan	Billing	42,45,039/-	30.09.2022	03.03.2023	The Case is decided in favour of Respondent
7	1453/4/22/33	M/s Reliable Int. Sh. Sumit Prop. Plot No 38 A 34 B thana Baddi Distt Solan HP	Billing	4,25,786/-	02.11.2022	14.03.2023	The Case is decided in favour of Complainant

8	1421/3/23/06	M/s Ind Sphinx takshal Road Solan HP	Other	-	14.02.2023	28.03.2023	The Case is withdrawn.
9	1453/3/23/13	M/s Hill View welfare association baddi Distt Solan HP	Billing	-	3.3.2023	28.03.2023	The Case is withdrawn
10	1413/4/22/36	M/s Kusum Gupta & Associates Vill Nagli Ochghat Distt Solan HP	Billing	29,70,629/-	20.12.2022	29.03.2023	The Case is decided in partially in favour of Complainant
11	3325/2/22/16 3325/1/23/11	M/s Vardhman Village Barhari Tehsil Haroli Near Tahliwala Distt Una HP	Billing	-	22.02.2023	29.03.2023	Dismissed

Sd/-

Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla-9.

Sub-Division wise Consumer's Court Cases received for the 1st quarter January/2023 to March/2023) ending 31st March in r/o CGRF, HPSEBL, Kasumpti Shimla-9.

Sr. No.	Name of Elect. Sub-Division. of HPSEBL	NATURE OF COMPLAINTS							Total
		Delay in effecting Supply.	Quality of Voltage	Interruptions	Metering Problems	Billing Problems	Tariff Problems	Others IDC	
1	ESD Kandraur	--	--	--	--	01	--	-	01
2	ESD- Parwanoo	--	--	--	--	02	--	01	03
3	ESD Barotiwala	--	--	--	--	05	--	-	05
4	ESD Nalagarh	--	--	--	--	01	-	-	01
5	ESD Tahliwala	--	--	--	--	01	--	--	01
6	ESD Indora	--	--	--	--	01	--	--	01
7	ESD Solan					01	--	--	01
	Grand Total	-	-	-	-	12	-	01	13

Note: -13 Nos. Complaints received in regular Forum at Shimla.

Sd/-
Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla-9.

ANNEXURE-III**QUARTERLY REPORTING BY FORUM****Quarter: 1st - Financial Year 2023-24****1. Status of grievance Redressal**

Sr. No	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problem	Quality of Service	Other, IDC	Total
1.	Grievances pending at the end of previous quarter.	-	-	-	12	-	-	12
2.	Grievances received during this quarter	-	-	-	11	-	2	13
3.	Total Grievances (1+2)	-	-	-	23	-	2	25
4.	Grievances attended during this quarter	-	-	-	10	-	1	11
5.	Balance grievances to be attended (3-4)	-	-	-	13	-	1	14
6.	Grievances successfully redressed during this quarter	-	-	-	11	-	-	11
7.	Grievances in the process of Redressal	-	-	-	13	-	1	14
8.	Grievances escalated to Ombudsman	-	-	-	5	-	-	5

Sd/-
Secretary,
CGRF, HPSEBL,
Shimla-171009.