

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.No.
CGRF/Q. Return/2023-24-247-50 **Dated:-11.10.2023**

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 3rd quarter ending 30.07.2023, (1st July 2023 to 30th September, 2023).

Sir,

The Quarterly return(s) for the quarter ending 30/09/ 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 3 rd Quarter, 1 st July to 30 th September, 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 01.07.2023 to 30.09.2023.	Annexure-A-3	Page-6-7
6.	Month wise announced case w.e.f 1st July 2023, to September 2023.	Annexure ‘B’	Page-8
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-09
8.	Status of grievance of Redressal	Annexure III	Page 10

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 30.09.2023 (01.07.2023 to 30.09.2023) 3rd quarter start from July 2023 to September 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	06	
3.	No. of Grievances received during the quarter	13	
4.	No. of Grievances disposed during the quarter	04	
5.	No. of Grievances pending at the close of the quarter	15	
6.	No. of Grievances pending which are older than three months	03	
7.	No. of sittings of CGRFs in the quarter	05	

Note: - CGRF is monitoring report for the 3rd quarter start from 1st July 2023 to 30th September 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 3rd QUARTER 01.07.2023 to 30.09.2023.
ENDING 09/2023.

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.	-	-	-	-	06	-	-	06	
2.	Complaints Received during the quarter.	-	-	-	-	13	-	-	13	
3.	Total Complaints (1+2)	-	-	-	-	19		-	19	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	04	-	-	04	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	15	-	-	15	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	03		-	03	Complaints received during this quarter = 13 Nos. and 04 No of complaints Disposed off
7.	Complaints pending for more than 6 months.	-	-	-	-	01	-	-	01	

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 3rd 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 30.09.2023.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	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 10.10.23

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 30.09.2023.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1431/2/23/15	M/s Sarsa Stone Crusher vill besan po manjholi tehsil Nalagarh Distt Solan	Billing	06.05.2023	Next hearing fixed on dated 10.10.2023
2	1453/2/23/17	M/s Arush industries Jharmazri Baddi Distt. Solan	Billing	24.05.2023	Next hearing fixed on dated 10.10.2023
3.	1515/2/23/18	Ms Shree Parvati steel and alloys village kheri trilokpur road kala amb sirmour	Billing	22.06.2023	Next hearing fixed on dated 10.10.2023

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

ANNEXURE-A-3

Current file list as on 01.07.2023 to 30.09.2023, 3rd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	1453/3/23/19	M/s Kundlas Loh Udyog, Balyana, Barotiwal , Solan, H.P.	Billing	17.07.2023	Next hearing fixed on dated 10.10.2023
2	1422/202307/20	Ms Morepen Laboratories Ltd.(Unit-II). VPO Masulkhana, Tehsil, Kasauli, District Solan (HP).	Billing	23.07.2023	Next hearing fixed on dated 10.10.2023
3	1454/202308/21	M/s Emmbros Autocomp Ltd.(Unit-III) Village Katha, Baddi, Solan HP	Billing	08.08.2023	Next hearing fixed on dated 11.10.2023
4	2216/202308/22	M/s Aggrawal Steels Pvt. Ltd. Patch NO. 1&2 Phase II, Industrial Area Gowalthai Distt. Bilaspur (HP)	Billing	08.08.2023	Next hearing fixed on dated 11.10.2023
5	2216/202308/23	M/s Aggrawal Steels Pvt. Ltd. Patch NO. 1&2 Phase II, Industrial Area Gowalthai Distt. Bilaspur (HP)	Billing	08.08.2023	Disposed off
6.	1432/202308/24	M/s Shree Siddi Vinayak, Forging Pvt. Ltd. Village Nangal Uparal Nalagarh (HP)	Billing	08.08.2023	Next hearing fixed on dated 11.10.2023
7.	1454/202308/25	M/s Emmbros Autocomp Ltd.(Unit-Empower) Village Katha, Baddi, Solan HP	Billing	11.08.2023	Disposed off
8.	1454/202308/26	M/s Emmbros Autocomp Ltd.(Unit-Empower) Village Katha, Baddi, Solan HP	Billing	11.08.2023	Next hearing fixed on dated 11.10.2023
9.	1432/202308/27	M/s Him Chem Private Ltd. Vill Khera. Nalagarh Po Baddi solan HP	Billing	22.08.2023	Next hearing fixed on dated 11.10.2023
10	3325/202308/28	M/s Vardhman Ispat udyog vill Bathri The Haroli Near Tahliveala Nist. Una HP	Billing	25.08.2023	Next hearing fixed on dated 11.10.2023

11	1521/202308/29	M/s Gill Enterprises Near HRTC Bus Stand Paonta Sahib Sirmour HP	Billing	29.08.2023	Next hearing fixed on dated 10.10.2023
12	1515/202308/30	Ms Shree Parvati Steel and Alloys, Village Kheri, Trilokpur Road ,Kala Amb Distt. Sirmour H.P	Billing	31.08.2023	Next hearing fixed on dated 10.10.2023
13.	1453/202309/31	M/s Arush Industries Jharmajri, Baddi Dist. Solan (HP)	Billing	23.09.2023	Next hearing fixed on dated 11.10.2023

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

ANNEXURE-'B'.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.Announced cases for 3rd Quarter i.e. July/2023 to September/2023 (01.07.2023 to 30.09.2023).

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.	3131/2/23/14	M/s Dinesh Butail. Ininitea SportsClub.& Tea Garden Resort, BundlaTea Estate, Chopati, Palampur, HP	Billing	-	10.04.2023	04.08.2023	The Case is decided in favour of Respondent
1	1413/1/23/09	Kailash Chand (L R College) vill.Jabli (Kayar) PO. Ochaghat, Solan(HP)	Billing	43,01,696	20.02.2023	05.09.2023	The Case is decided in favour of Complainant
2	1454/202308/25	M/s Emmbros Autocomp Ltd.(Unit-Export) Village Katha, Baddi, Solan HP	Billing	1,50,000/-	11.08.2023	05.09.2023	Withdrawn
4	2216/202308/23	M/s Aggrawal Steels Pvt. Ltd.Patch NO. 1&2 Phase II, IndustrialArea Gowalthai Distt. Bilaspur(HP)	Billing	-	08.08.2023	05.09.2023	Dismissed

Sd/-

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

ANNEXURE-'B'-1

Sub-Division wise Consumer's Court Cases received for the 3rd quarter July/2023 to September/2023) ending 30th June 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 Barotiwala	--	--	--	--	02	--	-	02
2	ESD- kasauli	--	--	--	--	01	--	-	01
3	ESD Baddi	--	--	--	--	03	--	-	03
4	ESD kot	--	--	--	--	02	-	-	02
5.	ESD Nalagarh	-	-	-	-	02	-	-	02
6.	ESD Thaliwala	-	-	-	-	01	-	-	01
7.	ESD Paonta Sahib	-	-	-	-	01	-	-	01
8.	ESD Kalaamb	-	-	-	-	01	--	-	01
Grand Total		-	-	-	-	13	-	-	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: 3rd - 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.	-	-	-	06	-	-	06
2.	Grievances received during this quarter	-	-	-	13	-	-	13
3.	Total Grievances (1+2)	-	-	-	19	-	-	19
4.	Grievances attended during this quarter	-	-	-	04	-	-	04
5.	Balance grievances to be attended (3-4)	-	-	-	15	-	-	15
6.	Grievances successfully redressed during this quarter	-	-	-	04	-	-	04
7.	Grievances in the process of Redressal	-	-	-	15	-	-	15
8.	Grievances escalated to Ombudsman	-	-	-	-	-	-	-

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