

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

No. CGRF/Q. Return/2024-350-53

Dated:-08.10.2024

To

**The Secretary,
Forum of Regulators (FOR),
C/o Central Electricity Regulatory Commission (CERC),
8th floor, Tower-B, World Trade Centre, Nauroji Nagar
New Delhi-110029, Tel:011-20904363.**

Sub:- Consumers Grievances Redressal Forum Return(s) for the 3rd quarter ending 30.09.2024, (1st July 2024 to 30th September, 2024).

Sir,

The Quarterly return(s) for the quarter ending 30/09/ 2024 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, 2024	-	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-5-6
5.	Current file list as on 01.07.2024 to 30.09.2024.	Annexure-A-3	Page-7-8
6.	Month wise announced case w.e.f 1 st July to 30 th September, 2024	Annexure ‘B’	Page-9-10
7	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-11
8	Status of grievance of Redressal	Annexure III	Page 12

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 30.09.2024 (01.06.2024 to 30.09.2024) 3rd quarter start from July/2024 to September/2024.

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	18	Pursuant to orders/ judgment passed by the Hon'ble High Court of Himachal Pradesh on 27.03.2024 in CMP No.449 of 2023, the statutory functions of the Forum were suspended. Vide HPSEBL office order No.134/ HPSEBL(SECTT) /2024 Dated 16.08.2024, Chairman and Member of CGRF were directed to continue with posts with immediate effect and accordingly CGRF resumed its statutory functions and held its first proceeding in matters/ complaints on 02.09.2024.
3.	No. of Grievances received during the quarter	14	
4.	No. of Grievances disposed during the quarter	7	
5.	No. of Grievances pending at the close of the quarter	25	
6.	No. of Grievances pending which are older than three months but less than 6 months	11	
7.	No. of sittings of CGRFs in the quarter	06	

Note: - CGRF monitoring report for the 3rd quarter From 1st July to 30th September, 2024. 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 01.06.2024 to 30.09.2024.
ENDING 09/2024.**

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.	-	-	-	-	18	-	-	18	Pursuant to orders/ judgment passed by the Hon’ble High Court of Himachal Pradesh on 27.03.2024 in CMP No.449 of 2023, the statutory functions of the Forum were suspended. Vide HPSEBL office order No.134/ HPSEBL(SECTT) /2024 Dated 16.08.2024, Chairman and Member of CGRF were directed to continue with posts with immediate effect and accordingly CGRF resumed its statutory functions and held its first proceeding in matters/ complaints on 02.09.2024.
2.	Complaints Received during the quarter.	-	-	-	-	14	-	-	14	
3.	Total Complaints (1+2)	-	-	-	-	32		-	32	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	07	-	-	07	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	25	-	-	25	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	11		-	11	
7.	Complaints pending for more than 6 months.	-	-	-	-	0	-	-	0	

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 14 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 30.09.2024.**

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

**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 30/09/2024**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1454/2024 04/05	M/s Valco Industries Ltd. (Unit-II) Vill-Katha, P.O. Baddi, Distt—Solan.	Billing	01/04.2024	Next hearing fixed on dated 21.10.2024
2	1454/2024 04/06	M/s Divyadhan Consultants Pvt. Ltd., Vill- Kalyanpur, P.O. & Teh Baddi (H.P.)	Billing	29-04.2024	Next hearing fixed on dated 21.10.2024
3	1454/2024 05/08	M/s Pinetree Packaging, Khasra No-685-690,692,696/1, Vill-Katha,Baddi, Distt-Solan, Pin Code-173205	Billing	14-05-2024	Next hearing fixed on dated 21.10.2024
4	1515/2024 05/09	M/s Surya Textech, Vill-Rampur Jattan, Trilokpur Road, P.O.Kala Amb, Teh-Nahan, Distt-Sirmour, Pin Code-173030	Billing	16-05-2024	Next hearing fixed on dated 21.10.2024
5	1451/2024 05/10	M/s Insignia Project, Vill-Tahliwala, Baddi, Distt-Solan, Pin Code-174101	Billing	16/05/2024	Next hearing fixed on dated 09.10.2024
6	1421/2024 05/11	M/s Ind Sphinx Precision Ltd., Unit- B1, Taksal Road, kasauli Marg Parwanoo, H.P.	Billing	24-05-2024	Next hearing fixed on dated 21.10.2024
7	1421/2024 05/12	M/s MT Autocraft (Unit6) Vill-Naryal , Parwanoo, H.P.	Billing	31-05-2024	Next hearing fixed on dated 21.10.2024

8	1421/2024 05/13	M/s Micro Turners (Naryal Unit)Vill- Naryal, Parwanoo (H.P.)	Billing	31-05-2024	Next hearing fixed on dated 21.10.2024
9	1453/2024 05/14	M/s MT Autocraft (BTW) Near Doon School, Haripur Road, Barotiwala, Distt- Solan	Billing	31-05-2024	Next hearing fixed on dated 21.10.2024
10	1454/2024 06/16	M/s Eourm Propack Pvt. Ltd. vill-Katha, Baddi, Solan (H.P.)	Billing	18-06-2024	Next hearing fixed on dated 21.10.2024
11	1454/2024 06/17	M/s Milestone Gears Pvt., Ltd., Unit IX, Vill- Katha, P.O. Baddi, Distt-Solan, (H.P.)	Billing	24-06-2024	Next hearing fixed on dated 21.10.2024

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

ANNEXURE-A-3**Current file list as on 01.06.2024 to 30.09.2024, 3rd quarter.**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint(Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	1414/202407/18	M/s Mahindra Holiday & Resorts,India Ltd. Deon Chowk, Tehsil Kandaghat,District Solan (HP).	Wrong Billing	20.07.2024	Next hearing fixed on dated 21.10.2024
2	3157/202407/19	M/s Classic Engineering Works,Plot No.104, Phase-III, Industrial Area, Sansarpur Terrace, Tehsil Jaswan, District Kangra (HP).	Wrong Billing	24.07.2024	Next hearing fixed on dated 09.10.2024
3	3157/202407/20	M/s Classic Engineering Works,Plot No.104, Phase-III, Industrial Area, Sansarpur Terrace, Tehsil Jaswan, District Kangra (HP).	Wrong Billing	24.07.2024	Next hearing fixed on dated 09.10.2024
4	1131/202407/21	M/s Satluj Jal Vidyut Nigam Limited (SJVNL),SJVNL, Rampur HPS Electricity Supply & Security Division Banyal, P.O. Koyal, Tehsil Nirmand, District, Kullu (H.P.)	Wrong Billing	30.07.2024	Next hearing fixed on dated 21.10.2024
5	1421/202408/22	M/s A.B. Tools Pvt. Ltd.Plots 7 and 8, Sector-3,Parwanoo, Tehsil Kasauli,District Solan (HP).	Wrong Billing	08.08.2024	Next hearing fixed on dated 21.10.2024
6	1515/202408/23	M/s Orison Pharma International Village Khari Mauza ogli Sadhaura Road Kala Amb Tehsil Nahan Distt Sirmour HP	Wrong Billing	28.08.2024	Next hearing fixed on dated 09.10.2024
7	1515/202408/24	M/s Rica Enterprises, Village Khari Mauza ogli Sahjaura Road Kala Amb Distt Sirmour HP	Wrong Billing	28.08.2024	Next hearing fixed on dated 22.10.2024
8	1515/202408/25	M/s Varav Biogenesis Pvt. Ltd. Plot No. 3A Industrial Area Village Johron Trilokpur Road Kala Amb Tehsil Nahan Distt Sirmour HP	Wrong Billing	28.08.2024	Next hearing fixed on dated 21.10.2024

9	1515/202408/26	M/s Aqua Parental Village Khari Mauza Ogli Sahgaura Road Kala Amb Tehsil Nahan Distt Sirmour	Wrong Billing	28.08.2024	Next hearing fixed on dated 09.10.2024
10	1431/202409/27	M/s Magbro Health Care Pvt. Ltd. Village Messa Tibba Nalagarh Solan	Wrong Billing	05.09.2024	Next hearing fixed on dated 09.10.2024
11	1521/202409/28	M/s Regency Carbids Pvt. Ltd. 19, Gondpur, Industrial Area, Paonta Sahib, Distt. Sirmour (HP).	Wrong Billing	16.09.2024	Next hearing fixed on dated 21.10.2024
12	1453/202409/29	M/s Milestone Gears Pvt. Ltd. Unit IX, Village Katha, P.O. Baddi, District Solan (HP).	Wrong Billing	20.09.2024	Next hearing fixed on dated 21.10.2024
13	1521/202409/30	M/s Venkateshwara Ferro Alloys Pvt. Ltd. 94 Industrial Area, Gondpur, Paonta Sahib, Distt. Sirmour (HP).	Wrong Billing	23.09.2024	Next hearing fixed on dated 21.10.2024
14	1426208019 (1432/202409/31)	M/s Claridge Moulded fiber Ltd. Cillage Malkumajra Tehsil Nalagarh, District Solan (HP).	Wrong Billing	24.09.2024	Next hearing fixed on dated 21.10.2024

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/2024 to September/2024 (01.06.2024 to 30.09.2024).**

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	1515/2024 04/07	M/s Amba Shakti Ispat Ltd., Plot No-6 and 6A Industrial area, Kala Amb, Distt-Sirmour, Pin code-173030	Dismissed	-	29-04-2024	03.09.2024	- outside Forum’ jurisdiction
2	1451/2024 06/15	M/s Indorma Industries Ltd. Plot No-10, vill-Lodhi Majra, Nalagarh, Solan (H.P.)	Dismissed	-	06.06.2024	03.09.2024	- outside Forum’ jurisdiction
3	1453/3/23/19	M/s Kundlas Loh Udyog, Balyana, Barotiwala, Distt. Solan (HP)	Disposed off	Rs. 1,78,11,164/-	17.07.2023	05.09.2024	Partially settled by the respondent HPSEBL, other issues/ disputes were found inadmissible.
4	1413/202310/32	M/s Kailash Chand (LR Collage) Village Jabli, (Kyar) P.O. Oachghat, Tehsil and	Disposed off	Rs. 63.73.077/-	30.10.2023	24.09.2024	Complaint is partially allowed

		District Solan (HP).					
5	2216/202308/22	M/s Aggarwal Steel Pvt. Ltd. Phase –II Ind. Area Gowalthai Distt. Bilaspur	Disposed off	Rs. 8,31,991/-	08.08.2023	24.09.2024	Complaint is partially allowed
6	1523/202401/01	M/s Cement Corporation of India Sirmour (HP).	Disposed off	Rs. 43,20,000/-	12.01.2024	30.09.2024	Complaint dismissed
7	3334/202311/34	M/s A&A Cement Company, Industrial Area, Jeetpur Bheri, Tehsil Ghanari Distt. Una (HP)	Disposed off	Rs. 14,32,879/-	28.11.2023	30.09.2024	Complaint is partially allowed

Sd/-

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

ANNEXURE-‘B’-1

Sub-Division wise Consumer’s Court Cases received for the 3rd quarter July/2024 to September/2024) ending 30th September 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 Nalagarh	--	--	--	--	02	--	-	02
2	ESD Kala Amb	--	--	--	--	04	--	-	04
3	ESD Barotiwala	--	--	--	--	01	--	-	01
4	ESD Parwanoo	--	--	--	--	01	-	-	01
5	ESD Sansarpur	--	--	--	--	02	-	-	02
6	ESD Kandghat	--	--	--	--	01	-	-	01
7	ESD Kullu	--	--	--	--	01	-	-	01
8	ESD Paonta sahib	-	-	-	-	02	-	-	02
	Grand Total	-	-	-	-	14	-	-	14

Note: -14 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 2024-25****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.	-	-	-	18	-	-	18
2.	Grievances received during this quarter	-	-	-	14	-	-	14
3.	Total Grievances (1+2)	-	-	-	32	-	-	32
4.	Grievances attended during this quarter	-	-	-	07	-	-	07
5.	Balance grievances to be attended (3-4)	-	-	-	25	-	-	25
6.	Grievances successfully redressed during this quarter	-	-	-	07	-	-	07
7.	Grievances in the process of Redressal	-	-	-	25	-	-	25
8.	Grievances escalated to Ombudsman	-	-	-	02	-	-	02

Sd/-

**Secretary,
CGRF, HPSEBL,
Shimla-171009.**