

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Q. Return/2024-559-62

Dated:-10.01.2025

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 4th quarter ending 31.12.2024, (1st October 2024 to 31st December, 2024).

Sir,

The Quarterly return(s) for the quarter ending 31/12/2024 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 4 th Quarter, 1 st October to 31 st December, 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
5.	Current file list as on 01.10.2024 to 31.12.2024.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 st October to 31 st December, 2024	Annexure ‘B’	Page-7-8
7	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-9
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 31.12.2024 (01.10.2024 to****31.12.2024) 4th quarter start from October/2024 to December/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	25	5 No Complaints which were heard in Quorum of Independent Member and who's orders were to be pronounced on 18.12.2024 could not be pronounced and remain pending due to sudden departure and non rejoining by the said Independent Member. These shall be reheard after appointment and joining by new Independent Member.
3.	No. of Grievances received during the quarter	07	
4.	No. of Grievances disposed during the quarter	11	
5.	No. of Grievances pending at the close of the quarter	21	
6.	No. of Grievances pending which are older than three months but less than 6 months	08	
7.	No. of sittings of CGRFs in the quarter	11	

Note: - CGRF monitoring report for the 4th quarter From 1st October to 31st December, 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 4th QUARTER 01.10.2024 to 31.12.2024.
ENDING 12/2024.

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.	-	-	-	-	25	-	-	25	
2.	Complaints Received during the quarter.	-	-	-	-	07	-	-	07	
3.	Total Complaints (1+2)	-	-	-	-	32		-	32	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	11	-	-	11	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	21	-	-	21	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	08		-	08	
7.	Complaints pending for more than 6 months.	-	-	-	-	08	-	-	08	

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 4th quarter total 07 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 31.12.2024.**

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	Complaint which was heard in Quorum of Independent Member and whose order was to be pronounced on 18.12.2024 could not be pronounced and remain pending due to sudden departure and non rejoining by the said Independent Member. These shall be reheard after appointment and joining by new Independent Member.
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 08.01.2025
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 08.01.2025
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 08.01.2025
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 08.01.2024
6	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 08.01.2025
7	1454/2024 06/16	M/s Fourm Propack Pvt. Ltd. vill-Katha, Baddi, Solan (H.P.)	Billing	18-06-2024	Next hearing fixed on dated 08.01.2025
8	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 08.01.2025

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 31/12/2024**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	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	Complaint which was heard heard in Quorum of Independent Member and whose order was to be pronounced on 18.12.2024 could not be pronounced and remain pending due to sudden departure and non rejoining by the said Independent Member. These shall be reheard after appointment and joining by new Independent Member
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	-do-
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	-do-
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	-do-
5	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 08.01.2025
6	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 21.01.2025
7	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 08.01.2025
8	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 08.01.2025

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

ANNEXURE-A-3**Current file list as on 01.10.2024 to 31.12.2024, 4th quarter.**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint(Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	1521/202410/32	M/s Regency Carbidge Pvt. Ltd. gondpur Industrial area Paonta Sahib Distt Shimla	Wrong Billing	15.10.2024	Disposed of
2	1232/202410/33	M/s Indian Institute of Advanced Study Rashtrapati Niwas Shimla 171005	Other	28.10.2024	Next Hearing date 08.01.2025
3	1454/202410/34	M/s Aqua Vitoe Laboratories Plot No.4 Vill Kunjhal Baddi (HP).	Wrong Billing	30.10.2024	Next Hearing date 08.01.2025
4	1454/202411/35	M/s Timex Group India Ltd. Plot No. 10 Ind Area Katha Badd, Distt Solan HP-173205	Wrong Billing	14.11.2024	Next Hearing date 08.01.2025
5	4000/202412/36	M/s Snow dew Hydro Electrical Power Project Pvt. Ltd.	Other	9.12.2024	Disposed of
6	1515/202412/37	M/s Raj Shree Fabric Unit II Village Rampur Jatan Trilokpur Road Kalaamb Tehsil Nahan Sirmour	IDC	11.12.2024	Next Hearing date 08.01.2025
7	1413/202412/38	M/s Blessing Helath care Pvt. Ltd. Industrial Area Chambaghat Tehsil Solan Distt. Solan HP	Wrong Billing	30.12.2024	Next Hearing date 08.01.2025

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

ANNEXURE-'B'.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.Announced cases for 4th Quarter i.e. October/2024 to December/2024 (01.10.2024 to 31.12.2024).

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	1521/202410/32	M/s Regency Carbids Pvt. Ltd. 19, Gondpur, Industrial Area, Paonta Sahib, Distt. Sirmour (HP).	Withdrawn	-	15.10.2024	22.10.2024	Withdrawn
2	1426208019 (1432/202409/31)	M/s Claridge Moulded fiber Ltd.Cillage Malkumajra Tehsil Nalagarh, District Solan (HP).	Disposed of	30,09,000/-	28.09.2024	06.11.2024	In favour of Complainant
3	1421/2024 05/11	M/s Ind Sphinx Precision Ltd., Unit- B1, Taksal Road, kasauli Marg Parwanoo, H.P.	Dismissed	26,41,184/-	24.05.2024	27.11.2024	Dismissed
4	1421/2024 05/12	M/s MT Autocraft (Unit6) Vill-Naryal , Parwanoo, H.P.	Dismissed	1,81,460/-	31.05.2024	27.11.2024	Dismissed
5	1421/2024 05/13	M/s Micro Turners (Naryal Unit)Vill- Naryal, Parwanoo (H.P.)	Disposed of	11,44,394/-	31.05.2024	27.11.2024	Partially allowed
6	1421/202408/22	M/s A.B. Tools Pvt. Ltd.Plots 7 and 8, Sector-3,Parwanoo, Tehsil Kasauli,District Solan (HP).	Disposed of	24,97,720/-	08.08.2024	27.11.2024	In favour of Complainant

7	1521/202409/28	M/s Regency Carbids Pvt. Ltd. 19, Gondpur, Industrial Area, Paonta Sahib, Distt. Sirmour (HP).	Dismissed	38,78,861/-	16.09.2024	18.12.2024	Dismissed
8	4000/202412/36	M/s Snow Dew Hydro Electric Power Project Pvt, Ltd. Dhanotu PO Mahadev Tehsil Sunder Nagar HP	Dismissed	-	09.12.2024	19.12.2024	Dismissed
9	1515/202408/23	M/s Orison Pharma International Village Khari Mauza ogli Sadhaura Road Kala Amb Tehsil Nahan Distt Sirmour HP	Withdrawn	-	28.08.2024	30.12.2024	Withdrawn
10	1515/202408/24	M/s Rica Enterprises, Village Khari Mauza ogli Sahjaura Road Kala Amb Distt Sirmour HP	Withdrawn	-	28.08.2024	30.12.2024	Withdrawn
11	1515/202408/26	M/s Aqua Parental Village Khari Mauza Ogli Sahgaura Road Kala Amb Tehsil Nahan Distt Sirmour	Withdrawn	-	28.08.2024	30.12.2024	Withdrawn

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

ANNEXURE-'B'-1

Sub-Division wise Consumer's Court Cases received for the 4th quarter October/2024 to December/2024) ending 31st December 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 Kala Amb	--	--	--	--	01	--	-	01
2	ESD Barotiwala	--	--	--	--	01	--	-	01
3	ESD Chambaghat	--	--	--	--	01	-	-	01
4	ESD Baddi	--	--	--	--	01	-	-	01
5	ESD Boileuganj	--	--	--	--	01	-	-	01
6	ESD Paonta sahib	-	-	-	-	01	-	-	01
7	ESD Sunder Nagar							01	01
	Grand Total	-	-	-	-	06	-	01	07

Note: -07 Nos. Complaints received in regular Forum at Shimla.

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

ANNEXURE-III**QUARTERLY REPORTING BY FORUM****Quarter: 4th 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.	-	-	-	25	-	-	25
2.	Grievances received during this quarter	-	-	-	07	-	-	07
3.	Total Grievances (1+2)	-	-	-	32	-	-	32
4.	Grievances attended during this quarter	-	-	-	11	-	-	11
5.	Balance grievances to be attended (3-4)	-	-	-	21	-	-	21
6.	Grievances successfully redressed during this quarter	-	-	-	11	-	-	11
7.	Grievances in the process of Redressal	-	-	-	21	-	-	21
8.	Grievances escalated to Ombudsman	-	-	-	05	-	-	05

Sd/-

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