

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

**No. CGRF/Q. Return/2025-26-5-8**

**Dated:-05.04.2025**

To

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

**Sub:- Consumers Grievances Redressal Forum Return(s) for the 4<sup>th</sup> quarter ending 31.03.2025, (1<sup>st</sup> January 2025 to 31<sup>st</sup> March, 2025).**

Sir,

The Quarterly return(s) for the quarter ending 31/03/2025 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.

<b>Sr. No.</b>	<b>Particulars</b>	<b>Annexure(s)</b>	<b>Page Nos.</b>
1.	Monitoring Report 4 <sup>th</sup> Quarter, ( 1 <sup>st</sup> January to 31 <sup>st</sup> March, 2025)	-	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 01.01.2025 to 31.03.2025.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 <sup>st</sup> January to 31 <sup>st</sup> March, 2025	Annexure 'B'	Page-7-9
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 31.03.2025 (01.01.2025 to****31.03.2025) 4<sup>th</sup> quarter start from January/2025 to March/2025.**

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	21	
3.	No. of Grievances received during the quarter	07	
4.	No. of Grievances disposed during the quarter	21	
5.	No. of Grievances pending at the close of the quarter	07	
6.	No. of Grievances pending which are older than three months but less than 6 months	00	
7.	No. of sittings of CGRFs in the quarter	09	

Note: - CGRF monitoring report for the 4<sup>th</sup> quarter From 1<sup>st</sup> January to 31<sup>st</sup> March, 2025. 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 4<sup>th</sup> QUARTER 01.01.2025 to 31.03.2025.**

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.	-	-	-	-	21	-	-	21	
2.	Complaints Received during the quarter.	-	-	-	-	07	-	-	07	
3.	Total Complaints (1+2)	-	-	-	-	28	-	-	28	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	21	-	-	21	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	07	-	-	07	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	00		-	00	Complaint heard in Quorum of Independent Member on 28.11.2024 was reserved for final orders. However, due to sudden departure/relinquished of post by Independent Member on 04.12.2024, Final Orders could not be passed.
7.	Complaints pending for more than 6 months.	-	-	-	-	02	-	-	02	

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 4<sup>th</sup> 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 31.03.2025.**

<b>Sr. No</b>	<b>Complaint No.</b>	<b>Name of Complainant</b>	<b>Nature of complaint</b>	<b>Date of receipt</b>	<b>Present Status/Remarks</b>
1	3157/202407/19	M/s Classic Engineering Works,Plot No.104, Phase-III, Industrial Area, Sansarpur Terrace, Tehsil Jaswan, District Kangra (HP).	IDC/Arrears	24.07.2024	_____
2	3157/202407/20	M/s Classic Engineering Meter Works,Plot No.104, Phase-III, Industrial Area, Sansarpur Terrace, Tehsil Jaswan, District Kangra (HP).	MF/Arrears	24.07.2024	_____

**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 31/03/2025**

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

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

**ANNEXURE-A-3****Current filing list as on 01.01.2025 to 31.03.2025, 4<sup>th</sup> quarter.**

<b>Sr. No</b>	<b>Complaint No.</b>	<b>Name &amp; address of Complainant</b>	<b>Nature of complaint(Billing/Tariff/IDC/ Others.</b>	<b>Date of receipt</b>	<b>Present Status/Remarks</b>
1	1421/202502/01	M/s Milestone Gears Pvt. Ltd. Unit IX, Village Katha, P.O. Baddi, District Solan (HP).	Tariff/Rebate	22.02.2025	Next Hearing date 23.04.2025
2	1453/202503/02	M/s Kundlas Loh Udyog Village, Balyana,Buranwala,Near Hindustan Liver Ltd. P.O. Barotiwala Distt. Solan (HP).	Tariff/Govt. Subsidy	04.03.2024	Next Hearing date 23.04.2025
3	RC-1421/202503/03	M/s Micro Turners (Naryal Unit)Vill- Naryal, Parwanoo (H.P.)	Review	05.03.2025	Disposed/Dismissed
4	RC-1421/202503/04	M/s Ind –Sphinx pvt. Ltd. Unit B Taksal Raod Parwanoo	Review	05.03.2025	Disposed/Dismissed
5	1414/202503/05	M/s P.K. Construction village-Diarighat, Vaknaghat, Tehsil Kandaghat, Distt. Solan (H. P.)	Tariff/Category	12.03.2025	Next Hearing date 23.04.2025
6	1215/202503/06	M/s Bahra Creative Infrastructure Private Limited Mashobra, Purani Koti, distt.teh. Shimla H.P	Billing	18.03.2025	Next Hearing date 23.04.2025
7	1515/202503/07	Jay Aay Alloys Pvt. Ltd. Trilokpur Road Kala Amb, Distt. Sirmour (HP).	Tariff/Govt. Subsidy	27.03.2025	Next Hearing date 23.04.2025

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

**ANNEXURE-'B'.****CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.****Announced cases for 4<sup>th</sup> Quarter i.e. January/2025 to March/2025 (01.01.2025 to 31.03.2025).**

<b>Sr. No</b>	<b>Complaint No.</b>	<b>Complainant Name &amp; address /Name of Sub-Division</b>	<b>Status</b>	<b>Disputed Amount</b>	<b>Date of admission</b>	<b>Date of Decision.</b>	<b>Decision given in favour of Complainant/ Board. (Orders on www.hpsebl.com)</b>
1	1454/202406/17	M/s Milestone Gears Pvt. Ltd. Unit IX, Village Katha, P.O. Baddi, District Solan (HP).	Disposed	22,67,515/-	24.06.2024	28.02.2025	— —
2	1454/2024 04/06	M/s Divyadhan Consultants Pvt. Ltd., Vill- Kalyanpur, P.O. & Teh Baddi (H.P.)	Dismissed	39,68,302/-	20.04.2024	28.02.2025	Against Complainant
3	1454/202410/34	M/s Aqua Vitoe Laboratories Plot No.4 Vill Kunjhal Baddi (HP).	Disposed	59,66,613/-	30.10.2024	12.03.2025	— —
4	1454/2024 05/08	M/s Pinetree Packaging, Khasra No-685-690,692,696/1, Vill- Katha,Baddi, Distt-Solan, Pin Code-173205	Disposed	85,98,03/-	14.05.2024	12.03.2025	— —
5.	1515/2024 05/09	M/s Surya Textech, Vill- Rampur Jattan, Trilokpur Road, P.O.Kala Amb, Teh- Nahan, Distt-Sirmour, Pin Code-173030	Disposed	29,89,171/-	16.05.2024	12.03.2025	— —
6	RC-1421/202503/03	M/s Micro Turners (Naryal Unit)Vill- Naryal, Parwanoo (H.P.)	Dismissed	-	05.03.2025	12.03.2025	Renew Application by Complainant

7	RC-1421/202503/04	M/s Ind Sphnix pvt. Ltd. Unit B1Takshal Road Parwanoo Solan	Dismissed	-	05.03.2025	12.03.2025	Revised Application by Complainant
8	1413/202412/38	M/s Blessing Helath care Pvt. Ltd. Industrial Area Chambaghat Tehsil Solan Distt. Solan HP	Dismissed as non- maintainab le	-	30.12.2024	12.03.2025	— —
9	1453/2024 05/14	M/s MT Autocraft (BTW) Near Doon School, Haripur Road, Barotiwala, Distt- Solan	Dismissed	31,61,336/-	31.05.2024	21.01.2025	— —
10	1232/202410/33	M/s Indian Institute of Advanced Study Rashtrapati Niwas Shimla 171005	Mutually settled	-	28.10.2024	18.01.2025	— —
11	1521/202409/30	M/s Venkateshwara Ferro Alloys Pvt. Ltd.94 Industrial Area, Gondpur, Paonta Sahib, Distt. Sirmour (HP).	Dismissed	16,39,238/-	23.09.2024	21.01.2025	Against Complainant
12	1515/202412/37	M/s Raj Shree Fabric Unit II Village Rampur Jatan Trilokpur Road Kalaamb Tehsil Nahan Sirmour	Withdrawn	-	11.12.2024	21.01.2025	— —
13	1453/202409/29	M/s Milestone Gears Pvt. Ltd.Unit IX, Village Katha, P.O. Baddi, District Solan (HP).	Dismissed	6,84,307/-	20.09.2024	21.01.2025	Against Complainant
14	1451/2024 05/10	M/s Insignia Project, Vill- Tahliwala, Baddi, Distt-Solan, Pin Code-174101	Allowed	1,44,000/-	16.05.2024	06.02.2025	Complainant
15	1454/2024 06/16	M/s Fourm Propack Pvt. Ltd. vill-Katha, Baddi, Solan (H.P.)	Allowed`	24,46,875/-	18.06.2024	06.02.2025	Complainant



16	1431/202409/27	M/s Magbro Health Care Pvt. Ltd. Village Messa Tibba Nalagarh Solan	Dismissed	20,93,499/-	05.9.2024	06.2.2025	Against Complainant
17	1414/202407/18	M/s Mahindra Holiday & Resorts, India Ltd. Deon Chowk, Tehsil Kandaghat, District Solan (HP).	Partly Allowed	6,49,036/-	20.07.2024	28.03.2025	— —
18	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	Partly Allowed	13,47,721/-	28.08.2024	28.03.2025	— —
19	1131/202407/21	M/s Satluj Jal Vidyut Nigam Limited (SJVN), SJVN, Rampur HPS Electricity Supply & Security Division Banyal, P.O. Koyal, Tehsil Nirmand, District, Kullu (H.P.)	Dismissed	2,29,68,548 /-	30.07.2024	28.03.2025	Against Complainant
20	1454/2024 04/05	M/s Valco Industries Ltd. (Unit-II) Vill-Katha, P.O. Baddi, Distt—Solan.	Partly Allowed	6,75,000/-	01.04.2024	28.03.2025	— —
21	1454/202411/35	M/s Timex Group India Ltd. Plot No. 10 Ind Area Katha Badd, Distt Solan HP-173205	Dismissed as non-maintainable	-	14.11.2024	28.03.2025	— —

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

**ANNEXURE-‘B’-1**

**Sub-Division wise Consumer’s Court Cases received for the 4<sup>th</sup> quarter January/2025 to March/2025) ending 31<sup>st</sup> March in r/o CGRF, HPSEBL, Kasumpti Shimla-9.**

<b>Sr. No.</b>	<b>Name of Elect. Sub-Division. of HPSEBL</b>	<b>NATURE OF COMPLAINTS</b>							<b>Total</b>
		<b>Delay in effecting Supply.</b>	<b>Quality of Voltage</b>	<b>Interruptions</b>	<b>Metering Problems</b>	<b>Billing Problems</b>	<b>Tariff Problems</b>	<b>Others IDC</b>	
1	ESD Parwanoo	--	--	--	--	03	--	-	03
2	ESD Barotiwala	--	--	--	--	01	--	-	01
3	ESD Kandaghat	--	--	--	--	01	-	-	01
4	ESD Mashobra	--	--	--	--	01	-	-	01
5	ESD Kala Amb	--	--	--	--	01	-	-	01
	<b>Grand Total</b>	-	-	-	-	<b>07</b>	-	-	<b>07</b>

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

Sd/-

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

**ANNEXURE-III****QUARTERLY REPORTING BY FORUM****Quarter: 4<sup>th</sup> Financial Year 2025-26****1. Status of grievance Redressal**

<b>Sr. No</b>	<b>Parameters</b>	<b>Delay in restoring supply</b>	<b>Quality of Supply</b>	<b>Meter Problems</b>	<b>Billing Problem</b>	<b>Quality of Service</b>	<b>Other, IDC</b>	<b>Total</b>
1.	Grievances pending at the end of previous quarter.	-	-	-	21	-	-	21
2.	Grievances received during this quarter	-	-	-	07	-	-	07
3.	Total Grievances (1+2)	-	-	-	28	-	-	28
4.	Grievances attended during this quarter	-	-	-	21	-	-	21
5.	Balance grievances to be attended (3-4)	-	-	-	07	-	-	07
6.	Grievances successfully redressed during this quarter	-	-	-	21	-	-	21
7.	Grievances in the process of Redressal	-	-	-	07	-	-	07
8.	Grievances escalated to Ombudsman	-	-	-	10	-	-	10

**Sd/-**

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