



CONSUMERS' GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-9

No.CGRF/Quarterly Return/2025-26- 4 Dated:-05.04.2025

To

**The Secretary,
HP. Electricity Regulatory Commissioner,
Vidyut Aayog Bhawan, SDA Complex Block No.37,
Kasumpti, Shimla-171009,**

Subject:- Annual Report for the financial year 2024-25

Sir,

Enclosed please find herewith the requisite report, on the captioned subject on the prescribed format. This is for information and taking further necessary action at your end please.

DA: - As above.

Yours faithfully,

Sd/-

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

Annexure-A-I

Performa indicating disposal of Grievances by the CGRF during financial year 2024-25.

(A) Regular complaints

| Sr. No. | Complaint Status | No. of Complaints |
|----------------|--|--------------------------|
| 1. | Complaints pending as on 31.03.2024 | 05 |
| 2. | Complaints received during FY 2024-25 (01.04.2024 to 31.03.2025) | 41 |
| 3. | Complaints disposal off during FY 2024-25 | 39 |
| 4. | Complaints pending at the end of FY 2024-25 ending 31 st March 2025 | 07 |

Note:- Statutory Function of the Forum was suspended by Hon'ble HP High Court Order dated 27.03.2024 and therefore compliance direction by the Hon'ble High Court, Forum assumed its functions with effect from 03.09.2024 (i.e. after 5 months).

DA:- Quarter wise break-up attached.

Name of Officers of the Forum during the FY 2024-25:-

| Sr. No. | Name of the Post | Name of Officer(s) | Period |
|----------------|-------------------------|---------------------------|------------------------|
| 1. | Chairman | i.) Er. Tushar Gupta | 02.04.2022 to continue |
| 2. | Member-I | i) Er. Vikas Gupta. | 03.11.2020 to continue |

| | | | |
|----|--------------------------------------|--------------------------|--------------------------|
| | | | |
| 3. | Member-II (Independent Member) | i) Sh. A.K Sharma | 21.07.2023 to 04.12.2024 |
| 4. | Secretary | Sh. Ram Parkash Sharma . | 07.03.2024 to Continue |

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

PART-I.

Quarters wise break-up of Complaint(s) received/disposed-off and pending in respect of CGRF, Kasumpti Shimla-9.
(Regular Hearings)

| Particulars | Complaints Pending as on 31.03.2024 | Complaints received during FY 2024-25 | Complaints disposed off during FY 2024-25 | Complaints pending at the end of FY 2024-25 ending 31st March 2025 |
|--|---|--|--|--|
| Opening Balance | 05 | - | - | - |
| 1 st Quarter (01.04.2024– 30.06.2024) | - | 13 | 00 | - |
| 2 nd Quarter (01.07.2024-30.09.2024) | - | 14 | 07 | - |
| 3 rd Quarter (01.10.2024-31.12.2024) | - | 07 | 11 | - |
| 4 th Quarter (01.01.2025-31.03.2025) | - | 07 | 21 | - |
| Grand Total | 05 | 41 | 39 | 07 |

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

1. Reporting Requirements:-

Statutory Function of the Forum was suspended by Hon'ble HP High Court Order dated 27.03.2024 and therefore compliance direction by the Hon'ble High Court, Forum assumed its functions with effect from 03.09.2024 (i.e. after 5 months).

So far as the activities / progress of the CGRF during the financial year-2024-25 are concerned, it is submitted there were total no 5 complaints already pending ending 31.3.2024. During the financial year, total 41 No. complaints were received. Out of which, 39 complaints disposed off and rest of 7 complaints are pending ending 31.03.2025

For the sake of disposal of these cases pending adjudication/ consideration before the Ld. Forum, these are being decided / disposed off within the timelines set-out under the Regulations. However, strict directions, during the course of hearings have been passed to the

complainants/ respondents for filing its replies/ rejoinders in a time bound manners. The pendency as shown in the **Annexure-A-1** was neither deliberate nor intentional, but sometime caused due to non-appearance of complainants/ respondents Board or sometimes seeking adjournments by them.

In addition to above, quarterly returns as per the standard Performa prescribed by the Regulator are being sent invariably to the Secretary, Forum of Regulators, New Delhi with its copies endorsed to your good office, the Ld. Ombudsman and Licensee as well.

2. Total No. sitting of CGRF/ Mobile-Cum-Awareness Camps out of Shimla:-

It is submitted that during the financial year, total no. of 26 sitting arranged by this Ld. Forum and during the course of these sittings, 46 no. complaints heard and out of which, 39 no. complaints disposed off and rest of 7 no. complaints are pending for want of replies of the Licensee(Respondent Board).

3. Compliance of the orders of the Ld. Ombudsman, Hon'ble Courts/ High Court of H.P.

In certain cases the files/ records of this Ld. Forum is being summoned by the Appellate Courts, especially in the matter of decided cases requisitioned by the Ld. Ombudsman, and Hon'ble High Court of Himachal Pradesh and its requisite records is being maintained properly and produced by this Forum when needed. Needless to mention here that whatever the cases filed by the appellants before the Appellate Authorities / Courts, it is submitted that majority of cases so decided by this Ld. Forum have been upheld.

DA:- As above.

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