

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Q. Return/2025-

Dated:-

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 2nd quarter ending 30.06.2025, (1st April 2025 to 30th June, 2025).

Sir,

The Quarterly return(s) for the quarter ending 30/06/ 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.

Sr. No.	Particulars	Annexure(s)	Page Nos.
1.	Monitoring Report 2 nd Quarter, 1 st April to 30 th June, 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 01.04.2025 to 30.06.2025.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 st April /2025, to 30 th June/2025.	Annexure 'B'	Page-7-8
7	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-9

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.

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

MONITORING REPORT FOR THE QUARTER ENDING 30.06.2024 (01.04.2025 to 30.06.2025) 2nd quarter start from April/2025 to June/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	7	-Do-
3.	No. of Grievances received during the quarter	10	-Do-
4.	No. of Grievances disposed during the quarter	7	-Do-
5.	No. of Grievances pending at the close of the quarter	10	-Do-
6.	No. of Grievances pending which are older than three months	1	-Do-
7.	No. of sittings of CGRFs in the quarter	7	-Do-

Note: - CGRF is monitoring report for the 2nd quarter start from 1st April 2025 to 30th June /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 2nd QUARTER 01.04.2025 to 30.06.2025.
ENDING 06/2025.

Sr. No	Complaint Status	NATURE OF COMPLAINTS								
		Delay in Effecting supply	Quality of Voltage	Interruptions	Metering Problems	Billing Problems	Tariff Problems	Others, IDC	Total	Remarks
1.	Complaints Pending at the end of the last quarter.	-	-	-	-	7	-	-	7	
2.	Complaints Received during the quarter.	-	-	-	-	10	-	-	10	
3.	Total Complaints (1+2)	-	-	-	-	17		-	17	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	7	-	-	7	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	10	-	-	10	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	1		-	1	Final Order is reserved on 27.06.2025
7.	Complaints pending for more than 6 months.	-	-	-	-	-	-	-	-	

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 2nd quarter total 10 Nos. of complaints have been received.

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

ANNEXURE –A-1

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM, KASUMPTI, SHIMLA-9.

Present Status of complaints pending more than six months as on 30.06.2025.

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 than six months as on 30/06/2025**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1414/202503/05	M/s P.K. Construction village- Diarighat, Vaknaghat, Tehsil Kandaghat, Distt. Solan (H. P.)	Billing	12.03.2025	Final Order is Reserved on 27.06.2025

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

ANNEXURE-A-3

Current file list as on 01.04.2025 to 30.06.2025, 2nd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint(Billing/Tariff/IDC/Others.	Date of receipt	Present Status/Remarks
1	1414/202503/05	M/s P.K. Construction village- Diarighat, Vaknaghat, Tehsil Kandaghat, Distt. Solan (H. P.)	Billing	12.03.2025	Final Order is reserved on 27.06.2025
2	1515/202504/08	M/s MAA Sarswati Education Trust, Sadhaura Road Kala Amb, Distt. Sirmour (HP).	Billing	21.04.2025	Final Order is reserved on 27.06.2025
3	1454/202505/09	M/s Emmbros Autocomp Ltd. Village Bhud, Nalagarh Road, Baddi, Distt. Solan (HP).	Billing	26.05.2025	Next Hearing date 22.07.2025
4	1454/202506/10	M/s Timco Steel Company, Village Bhatian, Nalagarh Distt. Solan HP.	Billing	28.05.2025	Next Hearing date 22.07.2025
5	1454/202506/11	M/s Vardhaman Ispat Udyog, Village Bathri, Tehsil Haroli, Near Tahliwala Distt. Una (HP).	Billing	09.06.2025	Next Hearing date 22.07.2025
6	1453/202506/13	M/s Purobien Life Sciences Plo No. 53 EPIP Phase-1 Jharmajri, Baddi Distt. Solan (HP).	Billing	19.06.2025	Next Hearing date 22.07.2025
7	1453/202506/14	M/s Medicef Pharma, Plot No.28-29 EPIP Phase-1, Jharmajri, Baddi, Distt. Solan (HP).	Billing	19.06.2025	Next Hearing date 22.07.2025
8	3324/202506/15	M/s Vardhman Ispat Udyog Village Bathri Tehsil Haroli, Near Tahliwala Distt	Billing	19.06.2025	Next Hearing date 22.07.2025
9	1453/202506/16	M/s Kundlas loh udyog Vill Balyana P.O Barotiwala Tehsil Baddi Distt Solan	Billing	21.06.2024	Next Hearing date 22.07.2025
10	3157/202506/17	M/s Goyal Furnace, Plot NO. 168,179,Industrial Area. Phase-III,Sansarpur Terrance, District Kangra, HP	Billing	24.06.2025	Next Hearing date 22.07.2025

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

ANNEXURE-‘B’.**CONSUMERS GREIVANCES REDRESSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.****Announced cases for 2nd Quarter i.e. April/2025 to June/2025 (01.04.2025 to 30.06.2025).**

Sr. No	Complaint No.	Complainant Name & address /Name of Sub-Division	Status	Disputed Amount (Rs.)	Date of admission	Date of Decision.	Decision given in favour of Complainant/ Board.
1	3151/202407/19	M/s Classic Engineering Wires Plot No. 104, Phase-III, Industrial Area, Sansarpur, Tehsil Jaswan, Distt. Kangra (HP).	Disposed off	10.75L	24.07.2024	04.06.2025	Allowed
2	3151/202407/20	M/s Classic Engineering Wires Plot No. 104, Phase-III, Industrial Area, Sansarpur, Tehsil Jaswan, Distt. Kangra (HP).	Disposed off	29.41L	24.07.2024	04.06.2025	Partially allowed
3	1421/202502/01	M/s Milestone Gears Pvt. Ltd. Unit-V, Plot No.20,25 Sector-1 Parwanoo, District Solan (HP).	Dismissed	16.94L	22.02.2025	04.06.2025	Dismissed
4	1215/202503/06	M/s Bahara Creative Infrastructure Pvt. Ltd. Mashobra, Purani Kothi, Tehsil and Distt. Shimla (HP).	Dismissed	-----	18.03.2025	04.06.2025	Dismissed
5	1453/202503/02	M/s Kundlas Loh Udyog, Village Balyana, Barotiwala, Near Hindjstan Liver Ltd. P.O. Barotieala Distt. Solan H.P.	Withdrawn	-----	04.03.2025	18.06.2025	Withdrawn
6	1515/202503/07	M/S Jay Aay Alloys Pvt. Ltd. Trilokpur Road Kala Amb, Distt. Sirmour (HP).	Dismissed	-----	27.03.2025	27.06.2025	Dismissed
7	Rc1453/202506/12	M/s Milestone Gears Pvt. Ltd. Unit-IV, Village Katha, P.O. Barotiwala, District Solan (HP).	Dismissed	-----	18.06.2025	27.06.2025	Dismissed

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

ANNEXURE-‘B’-1

Sub-Division wise Consumer’s Court Cases received for the 2nd quarter April/2025 to June/2025) 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 Baddi	--	--	--	--	02	--	-	02
2	ESD Kala Amb	--	--	--	--	01	--	-	01
3	ESD Barotiwala	--	--	--	--	02	--	-	02
4	ESD Tahliwal	--	--	--	--	01	--	-	01
5	ESD Nalagarh	--	--	--	--	01	--	-	01
6	ESD Haroli	--	--	--	--	01	--	-	01
7	ESD Sansarpur	--	--	--	--	01	--	-	01
8	ESD Kandaghat	--	--	--	--	01	--	-	01
Grand Total		-	-	-	-	10	-	-	10

Note: -10 Nos. Complaints received in regular Forum at Shimla.

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