

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Q. Return/2025-359-62

Dated:-04.10.2025

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 3rd quarter ending 30.09.2025, (1st July 2025 to 30th September, 2025).

Sir,

The Quarterly return(s) for the quarter ending 30/09/ 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 3rd Quarter, 1 st July to 30 th September, 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 01.07.2025 to 30.09.2025.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 st July /2025, to 30 th September/2025.	Annexure 'B'	Page-7-9
7	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	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.

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

MONITORING REPORT FOR THE QUARTER ENDING 30.09.2025 (01.07.2025 to 30.09.2025) 3rd quarter start from July/2025 to September/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	10	
3.	No. of Grievances received during the quarter	11	
4.	No. of Grievances disposed during the quarter	17	
5.	No. of Grievances pending at the close of the quarter	04	
6.	No. of Grievances pending which are older than three months	0	
7.	No. of sittings of CGRFs in the quarter	10	

Note: - CGRF is monitoring report for the 3rd quarter start from 1st July 2025 to 30th September /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 3rd QUARTER 01.07.2025 to 30.09.2025.
ENDING 09/2025.

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.	-	-	-	-	-	-	-	10	-
2.	Complaints Received during the quarter.	-	-	-	1	-	7	3	11	-
3.	Total Complaints (1+2)	-	-	-	-	-		-	21	-
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	-	-	-	17	-
5.	Balance Complaints to be attended (3-4)	-	-	-	-	-	-	-	4	-
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	-	-	-	0	-
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 3rd quarter total 11 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 30.09.2025.

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 then six months as on 30/09/2025**

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

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

Current file list as on 01.07.2025 to 30.09.2025, 3rd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint(Billing/Tariff/IDC/Others.	Date of receipt	Present Status/Remarks
1	RC-3157/202507/18	M/s HPSEBL & Ors. Vs Classic Engineer Works Sansarpur Distt. Kangra	Review Application	04.07.2025	Disposed/Dismissed
2	1431/202507/19	M/sPooja Cotspintltd.villSallewal The. Nalagarh, District Solan (HP).	Tariff	15.07.2025	Disposed/Dismissed
3	1431/202507/20	M/s G.C. Fibers Ltd.villSallewal The. Nalagarh, District Solan (HP).	Tariff	15.07.2025	Disposed/Dismissed
4	2214/202507/21	M/s Suraj Fabrics Industries Ltd. Patch No. 03 &04, Phase II, Industrial Area, Gwaltai distt, Bilaspur 174201	Tariff	18.07.2025	Disposed/Dismissed
5	2214/202507/22	M/s Himachal Aluminum & Conductors. Village Mohtli Tehsil IndoraDistt. Kangra HP 176403	Tariff	21.07.2025	Disposed/Partially allowed
6	2214/202507/23	M/s Partap Industrial Products Conductors. Village Mohtli Tehsil Indora Distt. Kangra HP 176403	IDC	21.07.2025	Disposed/Dismissed
7	3234/202507/24	M/s United Wire Products Willage Lodhwan The, Nurpur Distt. Kangra HP 176403	Tariff	21.07.2025	Disposed/Partially allowed
8	3234/202508/25	M/s Orisa metaliks Private Limited, Village and PO. Damtal teh. Indora Distt. Kangra HP 176403	-	19.08.2025	On admission Hearing
9	1453/202508/26	M/s Tesna Tech Pvt. Ltd. Plot No. 8, Ind, Area, Katha Bhatoli kalan Baddi. Solan HP	Tariff	21.08.2025	For pronouncement of order on 28.10.2025
10	1432/202508/27	M/s Veer Plastics Pvt. Ltd. Vill Goel Jamala, Swarghat Road, tehesil Nalagarh Solan	Tariff	21.08.2025	For pronouncement of order on 28.10.2025
11	1213/202508/28	M/s Nidesh Gupta S\o Sh. J.L. Gupta R/o Village Chhankar P.O Janedghat Sub-Tehsil Junga Distt. Shimla-171218	Metering	26.8.2025	At Rejoinder Stage

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

ANNEXURE-‘B’.

CONSUMERS GREIVANCES REDRESSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.**Announced cases for 3rd Quarter i.e. July/2025 to September/2025 (01.07.2025 to 30.09.2025).**

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	RC-3157/202507/18	M/s HPSEBL & Ors. Vs Classic Engineer Works Sansarpur Distt. Kangra	Dismissed	-	04.07.2025	22.07.2025	Dismissed
2	1515/202504/08	M/s MAA Sarswati Education Trust, Sadhaura Road Kala Amb, Distt. Sirmour (HP).	Dismissed	26,93,174/-	21.04.2025	22.07.2025	Dismissed
3	1414/202503/05	M/s P.K. Construction village-Diarighat, Vaknaghat, Tehsil Kandaghat, Distt. Solan (H. P.)	Dismissed	9,89,424/-	12.03.2025	22.07.2025	Dismissed
4	3324/202506/11	M/s Vardhman Ispat Udyog Village Bathri Tehsil Haroli, Near Tahliwala Distt Una HP	Dismissed	-	09.06.2025	26.07.2025	Dismissed
5	3324/202506/15	M/s Vardhman Ispat Udyog Village Bathri Tehsil Haroli, Near Tahliwala Distt Una HP	Dismissed	59,18,400/-	19.06.2025	26.07.2025	Dismissed
6	1453/202506/14	M/s Medicef Pharma, Plot No.28-29 EPIP Phase-1, Jharmajri, Baddi, Distt. Solan (HP).	Dismissed	24,47,314.35/-	27.06.2025	20.08.2025	Dismissed

7	1454/202505/09	M/s Emmbros Autocomp Ltd.Village Bhud, Nalagarh Road,Baddi, Distt. Solan (HP).	Dismissed	13,30,937.55/-	04.06.2025	20.08.2025	Dismissed
8	1454/202506/10	M/s Timco Steel Company,Village Bhatian, Nalagarh Distt.Solan HP.	Dismissed	1,16,10,994/-	04.06.2025	20.08.2025	Dismissed
9	1453/202506/13	M/s Purobien Life Sciences PloNo. 53 EPIP Phase-1 Jharmajri,Baddi Distt. Solan (HP).	Dismissed	15,06,693.31/-	27.06.2025	20.08.2025	Dismissed
10	3157/202506/17	M/s Goyal Furnace, Plot NO.168,179, Industrial Area.Phase-III,Sansarpur Terrance,District Kangra, HP	Dismissed	14,49,0000/-	24.06.2025	03.09.2025	Dismissed
11	1453/202506/16	M/s Kundlas loh udyogVill Balyana P.O BarotiwalaTehsil Baddi Distt Solan	Dismissed	1,78,11,164/-	21.06.2025	04.09.2025	Dismissed
12	1431/202507/20	M/s G.C. Fibers ltd.vill Sallewalth. Nalagarh, District Solan(HP).	Dismissed	56,02,207.71/-	15.07.2025	18.09.2025	Dismissed
13	1431/202507/19	M/s Pooja Cotspin ltd.villSallewalth. Nalagarh, District Solan (HP).	Dismissed	38,92,558.73/-	15.07.2025	18.09.2025	Dismissed
14	2214/202507/21	M/s Suraj Fabrics Ind. Ltd.Phase-11 Ind. Area Gualthai Dist- Bilaspur (HP).	Dismissed	1,18,92,0,91/-	18.07.2025	26.09.2025	Dismissed
15	2214/202507/23	M/s Partap Industrial Products	Dismissed	12,67,350/-	21.07.2025	26.09.2025	Dismissed

		Conductors. Village Mohtli Tehsil Indora Distt. Kangra HP 176403					
16	2214/202507/22	M/s Himachal Aluminum & Conductors. Village Mohtli Tehsil IndoraDistt. Kangra HP 176403	Partly Allowed	26,11,87.93/-	21.07.2025	26.09.2025	Dismissed
17	3234/202507/24	M/s United Wire Products Willage Lodhwan The, Nurpur Distt. Kangra HP 176403	Partly Allowed	5,16,606.64/-	21.07.2025	26.09.2025	Dismissed

Sd/-

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

ANNEXURE-‘B’-1

Sub-Division wise Consumer’s Court Cases received for the 3rd quarter July/2025 to September/2025) 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 Sasarpur	--	--	--	--	-	--	1	01
3	ESD Barotiwala	--	--	--	--	-	1	-	01
4	ESD Junga	--	--	--	01	-	--	-	01
5	ESD Nalagarh	--	--	--	--	-	03	-	03
7	ESD Bilaspur	--	--	--	--	-	01	-	01
8	ESD Damtal	--	--	--	--	-	02	02	04
	Grand Total	-	-	-	01	-	07	03	11

Note: -11 Nos. Complaints received in regular Forum at Shimla.

Sd/-

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