

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

**No. CGRF/Q. Return/2025-469-72**

**Dated:-05.01.2026**

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 31.12.2025, (1<sup>st</sup> October 2025 to 31<sup>st</sup> December, 2025).**

Sir,

The Quarterly return(s) for the quarter ending 31/12/ 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> October 2025 to 31 <sup>st</sup> December, 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 01.10.2025 to 31.12.2025.                                                          | Annexure-A-3       | Page-6           |
| 6.             | Month wise announced case w.e.f 1 <sup>st</sup> October /2025, to 31 <sup>st</sup> December /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.**

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

**MONITORING REPORT FOR THE QUARTER ENDING 31.12.2024 (01.10.2025 to 31.12.2025) 4<sup>th</sup> quarter start from October/2025 to December/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, (July to September). | 4                              | -Do-    |
| 3.                             | No. of Grievances received during the quarter (October to December)                  | 6                              | -Do-    |
| 4.                             | No. of Grievances disposed during the quarter (October to December)                  | 5                              | -Do-    |
| 5.                             | No. of Grievances pending at the close of the quarter (October to December)          | 5                              | -Do-    |
| 6.                             | No. of Grievances pending which are older than three months                          | 0                              | -Do-    |
| 7.                             | No. of sittings of CGRFs in the quarter                                              | 11                             | -Do-    |

Note: - CGRF is monitoring report for the 4<sup>th</sup> quarter start from 1<sup>st</sup> October 2025 to 31<sup>st</sup> December /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 01.10.2025 to 31.12.2025.**  
**ENDING 12/2025.**

| 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. (July to September)             | -                         | -                  | -             | -                 | 4                | -               | -           | 4     |         |
| 2.     | Complaints Received during the quarter. (October to December)                      | -                         | -                  | -             | -                 | 6                | -               | -           | 6     |         |
| 3.     | Total Complaints (1+2)                                                             | -                         | -                  | -             | -                 | 10               |                 | -           | 10    |         |
| 4.     | <b>Complaints attended/ disposed off during the quarter. (October to December)</b> | -                         | -                  | -             | -                 | 5                | -               | -           | 5     |         |
| 5.     | Balance Complaints to be attended (3-4)                                            | -                         | -                  | -             | -                 | 5                | -               | -           | 5     |         |
| 6.     | Complaints pending for more than 3 months but less than 6 months                   | -                         | -                  | -             | -                 | -                | -               | -           | -     |         |
| 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 4<sup>th</sup> quarter total 6 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 31.12.2025.**

| <b>Sr.<br/>No</b> | <b>Complaint No.</b> | <b>Name of Complainant</b> | <b>Nature of<br/>complaint</b> | <b>Date of<br/>receipt</b> | <b>Present<br/>Status/Remarks</b> |
|-------------------|----------------------|----------------------------|--------------------------------|----------------------------|-----------------------------------|
|                   |                      | -----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 31/12/2025**

| <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 file list as on 01.10.2025 to 31.12.2025, 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.            | 1453/202510/30       | M/s JSK International Village Gulluwala<br>Vardhman Budh Road PO Baddi Tehsil Baddi<br>Distt Solan HP      | Wrong Billing                                         | 24.10.2025             |                               |
| 2.            | 1451/202512/31       | M/s Winsome Textile Industries Ltd.<br><br>Unit –II Village Kaundi PO Thana Tehsil Baddi<br>Distt Solan HP | Wrong Billing                                         | 09.12.2025             |                               |
| 3.            | 1453/202512/32       | M/s Kundlas Loh Udyog Vill- Balyana Barotiwala<br>Tehsil Baddi Distt Solan HP                              | Wrong Billing                                         | 26.12.2025             |                               |
| 4.            | 1453/202512/33       | M/s Kundlas Loh Udyog Vill- Balyana Barotiwala<br>Tehsil Baddi Distt Solan HP                              | Wrong Billing                                         | 26.12.2025             |                               |
| 5.            | 3241/202512/34       | M/ Sunny Gramin Udyog village P.O Matlahar<br>Tehsil Jawali Distt. Kangra HP                               | Wrong Billing                                         | 26.12.2025             |                               |

**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. October /2025 to December /2025 (01.10.2025 to 31.12.2025).**

| <b>Sr. No</b> | <b>Complaint No.</b> | <b>Complainant Name &amp; address /Name of Sub-Division</b>                                                          | <b>Status</b> | <b>Disputed Amount (Rs.)</b> | <b>Date of admission</b> | <b>Date of Decision.</b> | <b>Decision given in favour of Complainant/ Board.</b> |
|---------------|----------------------|----------------------------------------------------------------------------------------------------------------------|---------------|------------------------------|--------------------------|--------------------------|--------------------------------------------------------|
| 1             | 1453/202508/26       | M/s. Tesna Tech Pvt. Ltd. Plot No.8,Ind, Area, Katha Bhatolikalan Baddi. Solan (HP).                                 | Dismissed     | Rs.84,69,377/-               | 21.08.2025               | 28.10.2025               | Dismissed                                              |
| 2             | 1432/202508/27       | M/s. Veer Plastics Pvt.Ltd. Vill Goel Jamala, Swarghat Road,Tehsil Nalagarh Solan (HP).                              | Dismissed     | -                            | 21.08.2025               | 28.10.2025               | Dismissed                                              |
| 3             | 3234/202508/25       | M/s. Orisa Metaliks Private Limited, Village and P O. Damtal Teh. Indora Distt. Kangra-176403(HP)                    | Dismissed     | Rs.1,56,85,212./-            | 28.10.2025               | 19.11.2025               | Dismissed                                              |
| 4             | 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(HP). | Dismissed     | -                            | 26.08.2025               | 26.11.2025               | Dismissed                                              |
| 5             | 1432/202510/29       | M/s. Claridge Moulded Fiber Ltd. Village Malkumazra P.O. Bhund Tehsil Nalagarh Dist. Solan (HP)                      | Dismissed     | Rs.7,52,250/-                | 16.10.2025               | 27.12.2025               | Dismissed                                              |

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

## ANNEXURE-‘B’-1

**Sub-Division wise Consumer’s Court Cases received for the 4<sup>th</sup> quarter October /2025 to December /2025) ending 31<sup>st</sup> 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 Baddi                              | --                         | --                 | --            | --                | 01               | --              | -          | 01        |
| 2.      | ESD Manpura                            | --                         | --                 | --            | --                | 01               | --              | -          | 01        |
| 3.      | ESD Barotiwala                         | --                         | --                 | --            | --                | 02               | --              | -          | 02        |
| 4.      | ESD Jawali                             | --                         | --                 | --            | --                | 01               | --              | -          | 01        |
| 5.      | ESD No. 2 Nalagarh                     |                            |                    |               |                   | 01               |                 |            | 01        |
|         | <b>Grand Total</b>                     | -                          | -                  | -             | -                 | <b>06</b>        | -               | -          | <b>06</b> |

Note: -6 Nos. Complaints received in regular Forum at Shimla.

Sd/-

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