

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No. CGRF/Q. Return/2026-6-9

Dated:07-04.2026

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 1st quarter ending 31.03.2026, (1st January to 31st March, 2026).

Sir,

The Quarterly return(s) for the quarter ending 31/03/2026 in respect of this Forum are sent herewith on the prescribed format(s) as per details given below for favor of information and necessary action at your end please.

Sr. No.	Particulars	Annexure(s)	Page Nos.
1.	Monitoring Report 1 st Quarter, 1 st January to 31 st March, 2026	-	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 01.01.2026 to 31.03.2026.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 st January /2026, to 31 st March /2026.	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 31.03.2026 (01.01.2026 to 31.03.2026) 1st quarter start from January/2026 to March/2026.

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, (October to December).	5	
3.	No. of Grievances received during the quarter (January to March)	2	
4.	No. of Grievances disposed during the quarter (January to March)	3	
5.	No. of Grievances pending at the close of the quarter (January to March)	4	
6.	No. of Grievances pending which are older than three months	3	
7.	No. of sittings of CGRFs in the quarter	07	

Note: - CGRF is monitoring report for the 1st quarter start from 1st January 2026 to 31st March/2026. 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 1st QUARTER 01.01.2026 to 31.03.2026.
ENDING 03/2026.

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. (October to December).	-	-	-	-	5	-	-	5	
2.	Complaints Received during the quarter. (January to March)	-	-	-	-	2	-	-	2	
3.	Total Complaints (1+2)	-	-	-	-	07		-	07	
4.	Complaints attended/ disposed off during the quarter. (January to March)	-	-	-	-	3	-	-	3	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	04	-	-	4	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	03	-	-	03	
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 1st quarter total 2 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 31.03.2026.**

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 31/032026**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
	1453/202512/32	M/s Kundlas Loh Udyog Vill- Balyana Barotiwala Tehsil Baddi Distt Solan HP	Wrong Billing	26.12.2025	Order Reserved
	1453/202512/33	M/s Kundlas Loh Udyog Vill- Balyana Barotiwala Tehsil Baddi Distt Solan HP	Wrong Billing	26.12.2025	Order Reserved
	3241/202512/34	M/ Sunny Gramin Udyog village P.O Matlahar Tehsil Jawali Distt. Kangra HP	Wrong Billing	26.12.2025	List on 21.04.2026

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

ANNEXURE-A-3

Current file list as on 01.01.2026 to 31.03.2026, 1th quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint(Billing/Tariff/IDC/Others.	Date of receipt	Present Status/Remarks
1.	1216/202601/01	Sh. Manish Sharma S/o Sh. J.R. Sharma R/o Village Agwahi, P.O. Shoghi Tehsil and District Shimla, H.P	Wrong Billing	01.01.2026	Disposed of
2.	1444/202603/02	M/s Ambuja Cement Ltd. (Unit Suli & Rauri) Darlaghat Tehsil Arki Dist. Solan H.P 171102	Wrong Billing	02.03.2026	List on 21.04.2026.

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

ANNEXURE-‘B’.**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.****Announced cases for 1st Quarter i.e. January/2026 to March/2026 (01.01.2026 to 31.03.2026).**

Sr. No	Complaint No.	Complainant Name & address /Name of Sub-Division	Status	Disputed Amount (Rs.)	Date of admission	Date of Decision.	Decision given in favor of Complainant/ Board.
1	1453/202510/30	M/s JSK International Village Gulluwala Vardhman Budh Road PO Baddi Tehsil Baddi Distt Solan HP	Dismissed	5,71,412/-	24.10.2025	24.02.2026	Dismissed
2	1451/202512/31	M/s Winsome Textile Industries Ltd. Unit –II Village Kaundi PO Thana Tehsil Baddi Distt Solan HP	Disposed of	2,35,314/-	09.12.2025	26.02.2026	Disposed of
3	1216/202601/01	Sh. Manish Sharma S/o Sh. J.R. Sharma R/o Village Agwahi, P.O. Shoghi Tehsil and District Shimla, H.P	Dismissed	-	01.01.2026	31.03.2026	Dismissed

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

ANNEXURE-‘B’-1

Sub-Division wise Consumer’s Court Cases received for the 1st quarter January /2026 to March /2026) ending 31st March 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 Darlaghat	--	--	--	--	01	--	-	01
2.	ESD Totu	--	--	--	--	01	--	-	01
	Grand Total	-	-	-	-	02	-	-	02

Note: -2 Nos. Complaints received in regular Forum at Shimla.

Sd/-

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