

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.

No. CGRF/Q. Return/2026-27-145-48

Dated:- 04/07/2026

To

**The Secretary,
 Forum of Regulators (FOR),
 C/o Central Electricity Regulatory Commission (CERC),
 3rd & 4th floor, Chanderlok Building, 36, Jan path,
 New Delhi-110001.**

Sub:- Consumers Grievances Redressal Forum Return(s) for the 2nd quarter ending 30.06.2026, (1st April 2026 to 30th June, 2026).

Sir,

The Quarterly return(s) for the quarter ending 30.06.2026 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 , 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 01.04.2026 to 30.06.2026.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1 st April/2026, to June/2026.	Annexure ‘B’	Page-7
7	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-8
8	Status of grievance of Redressal	Annexure III	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 along with above return(s) for information and necessary action. Compliance report in respect of matters decided by Fprum in favour of complainant is still awaited which may be expedited.

DA:-As above

3. The Electricity Ombudsman, Govt. of HP, Behind Keonthal Complex, Khallni, Shimla-2 along with 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 30.06.2026 (01.04.2026 to 30.06.2026) 2nd quarter start from April /2026 to June/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	04	
3.	No. of Grievances received during the quarter	08	
4.	No. of Grievances disposed during the quarter	03	
5.	No. of Grievances pending at the close of the quarter	09	
6.	No. of Grievances pending which are older than six months	01	
7.	No. of sittings of CGRFs in the quarter	07	

Note: - CGRF is monitoring report for the 2nd quarter start from 1st April 2026 to 30th June /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 2nd QUARTER 01.04.2026 to 30.06.2026.
ENDING 06/2024.**

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.	-	-	-	-	4	-	-	4	
2.	Complaints Received during the quarter.	-	-	-	-	7	1	-	8	
3.	Total Complaints (1+2)	-	-	-	-	12	-	-	12	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	3	-	-	3	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	7	1	-	8	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	-	-	-	-	Complaints received during this quarter = 8 Nos. and 3 Nos. of complaints Disposed off
7.	Complaints pending for more than 6 months.	-	-	-	-	1	-	-	1	

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 8 Nos. of complaints have been received.

Sd/-
Secretary,
CGRF, HPSEBL,
Shimla-171009

ANNEXURE –A-1

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM,KASUMPTI,SHIMLA-9.**Present Status of complaints pending more than six months as on 30.06.2026.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	3241/202512/34	M/s Sunny Gramin Udyog, Village Dhan, PO Matlahar, Tehsil Jawali, Distt. Kangra.(HP).	Billing	20.12.2025	Next date of hearing on dated- 18/07/2026

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 30.06.2026.**

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

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

ANNEXURE-A-3

Current file list as on 01.04.2026 to 30.06.2026, 2nd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1.	1521/202605/05	M/s ABCI Infrastructure National Highway 707 Paonta Sahib Sirmour (HP) 173025.	Tariff	08.05.2026	Next date of hearing on dated-18/07/2026
2.	1453/202606/08	M/s Kundlas loh udyog Vill. Buranwala P.O Barotiwala Tehsil Baddi Distt Solan (HP).	Wrong Billing	19.06.2026	Next date of hearing on dated-18/07/2026
3.	1414/202606/09	M/s P.K. Construction, Village Diarighat, Vaknaghat, Tehsil Kandaghat, District Solan, (HP).	Wrong Billing	25.06.2026	Next date of hearing on dated-18/07/2026
4.	1453/202606/07	M/s Prime Steel Industries Pvt. Ltd., Village Bated, Baddi Road, Barotiwala, Distt. Solan (HP)174103.	Wrong Billing	19.06.2026	Next date of hearing on dated-18/07/2026
5.	1423/202606/10	M/s Kool Pack & Allied Industries, Dharampur, District, Solan Pin-173211. (HP).	Wrong Billing	30.06.2026	Next date of hearing on dated-10/07/2026
6.	1453/202604/03	M/s Prime Steel Industries Pvt. Ltd. Village Bated Baddi Road Barotiwala Distt. Solan HP.	Wrong Billing	20.04.2026	Reserved
7.	1453/202604/04	M/s Zedco Plastico LLP Khasra No. 530 Village Tipra Barotiwala. 174103 (HP).	Wrong Billing	29.04.2026	Reserved
8.	1241/202606/06	M/s Mahasu Peak Resort & Recreations Pvt. Ltd. Village Gallu, P.O. Fagu, Tehsil Theog, District Shimla (HP) 171201.	Sundry Charges	18.05.2026	Reserved

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

ANNEXURE-‘B’.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.

Announced cases for 2nd Quarter i.e. April/2026 to June/2026 (01.04.2026 to 30.06.2026).

Sr. No	Complaint No.	Complainant Name & address /Name of Sub-Division	Status	Disputed Amount	Date of admission.	Date of Decision.	Decision given in favour of Complainant/ Board.
1.	1444/2026/03/02	M/s Ambuja Cement Ltd. (Unit Suli & Rauri) Darlaghat Tehsil Arki Distt. Solan HP .	Disposed off	20,00,000.00	02.03.2026	24.06.2026	The Case is withdrawn.
2.	1453/202512/32	M/s Kundlas loh udyog Vill. Balyana P.O. Barotiwala Tehsil Baddi Distt Solan. (HP).	Disposed off	40,39200.00	26.12.2025	24.06.2026	The Case is dismissed
3.	1453/202512/33	M/s Kundlas loh udyog, Vill. Balyana P.O. Barotiwala Tehsil Baddi Distt Solan. (HP).	Disposed off	40,00,000.00	26.12.2025	24.06.2026	The Case is dismissed

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

ANNEXURE- 'B'-1

Sub-Division wise Consumer's Court Cases received for the 2nd quarter April/2026 to June/2026) 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 Paonta Sahib, Sirmour	--	--	--	--	01	--	--	01
2.	ESD Kadaghat, Solan	--	--	--	--	01	--	--	01
3.	ESD Barotiwala, Solan	--	--	--	--	04	--	--	04
4.	ESD Dharampur, Solan	--	--	--	--	01	--	--	01
5.	ESD Theog, Shimla	--	--	--	--	01	--	-	01
6.	ESD Jawali, Kangra	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	--	09	--	--	09

Note: - 8 Nos. Complaints received in regular Forum at Shimla.

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

ANNEXURE-III**QUARTERLY REPORTING BY FORUM****Quarter: 2nd Financial Year 2026-27****1. Status of grievance Redressal**

Sr. No	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problem	Quality of Service	Other, IDC	Total
1.	Grievances pending at the end of previous quarter.	-	-	-	04	-	-	04
2.	Grievances received during this quarter	-	-	-	08	-	-	08
3.	Total Grievances (1+2)	-	-	-	12	-	-	12
4.	Grievances attended during this quarter	-	-	-	03	-	-	03
5.	Balance grievances to be attended (3-4)	-	-	-	09	-	-	09
6.	Grievances successfully redressed during this quarter	-	-	-	03	-	-	03
7.	Grievances in the process of Redressal	-	-	-	09	-	-	09
8.	Grievances escalated to Ombudsman	-	-	-	00	-	-	00

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