

HPSEBL

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

No.CGRF/Q.Return/2019-758-61

Dated:-04.10.2019

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 3rd quarter
ending 30/09/2019, (1st July 2019 to 30th September, 2019).**

Sir,

The Quarterly return(s) for the quarter ending 09/2019 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 3 rd Quarter, 1 st July 2019 to 30 th Sept. 2019.	-	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-5-6
5.	Current file list as on 01.07.2019 to 30.09.2019.	ANNEXURE-A-3	Page 7-8
6.	Month wise announced case w.e.f July 2019, to Sept, 2019.	Annexure ‘B’	Page 9-12
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-13
8.	Status of Misc. Complaints received/disposed off from July, 2019, to Sept., 2019.	Annexure ‘C’	Page-14-22

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 30.09.2018 (01.07.2019 to 30.09.2019) 3rd quarter start from 1st July 2019 to 30th Sept., 2019.

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	41	
3.	No. of Grievances received during the quarter	26	
4.	No. of Grievances disposed during the quarter	22	
5.	No. of Grievances pending at the close of the quarter	45	
6.	No. of Grievances pending which are older than two months	22	
7.	No. of sittings of CGRFs in the quarter	9	

Note:- CGRF monitoring report for the 3rd quarter ending the Sept./2019 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 01.07.2019 to 30.09.2019.
ENDING 09/2019.(01.07.2019 to 30.09.2019).**

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.	-	-	-	-	20	-	21	41	
2.	Complaints Received during the quarter.	-	-	-	-	20	-	6	26	
3.	Total Complaints (1+2)	-	-	-	-	40	-	27	67	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	7	-	15	22	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	31	-	14	45	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	6	-	5	11	26 Nos. Complaints received during this quarter.
7.	Complaints pending for more than 6 months.	-	-	-	-	5	-	3	8	

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 26 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 30.09.2019.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1235/4/18/057	M/S Baljees Caters Pvt.Ltd.Fingask Estate Shimla(H.P) through M.D Mrs Renu Baljees W/o Sh.Harsh Baljees	Billing	4.10.2018	Next hearing fixed on dated 23.10.19
2	1515/4/18/069	M/S Gurind-Glass(P)Ltd.Vill.Johoran Trilokpur Road, Kala Amb	IDC	29.10.2018	Next hearing fixed on dated 23.10.19
3	3243/4/18/070	M/S Vasu Soni S/o Dev Dutt R/o VPO Rehan, Tehsil Nurpur Distt.Kangra	Billing	3.11.2018	Next hearing fixed on dated 24.10.19
4	3243/4/18/076	Sh.Sandeep S/o Sh. Om Parkash House No.41 Laxmi Village Garden Village Dhaki Rehan Distt.Kangra.	Billing	20.12.2018	Next hearing fixed on dated 24.10.19
5	3234/4/18/078	M/S Ajmer Singh, S/o Late Sh. Rattan Singh, R/o Sundernagar Pathankot (PB) Partner of M/s United Wire Village Lodhwan, The. Nurpur, Distt. Kangra (HP).	IDC	27.12.2018	Next hearing fixed on dated 24.10.19
6	1421/1/19/002	M/S Prontos(P) Ltd Plot No.63-65 Sector-5 Parwanoo Tehsil Kasauli Distt.Soln (H.P)	Billing	17.01.2019	Next hearing fixed on dated 23.10.19
7	R/A <u>1515/1/19/003</u> Org.1515405024	M/S Pashupati Spinning & Weaving Mills Kala Amb, Distt.Sirmour(H.P) Through its Authorised. Representative Sh.Rajesh Gupta	Billing	11.02.2019	Next hearing fixed on dated 24.10.19
8	1134/1/19/004	M/S Dongah Geological Engineering India Pvt.Ltd.Gurgoan Sohna Road through it's the Managing Director Mr.Kyong Jin Kin.	IDC	16.02.2019	Next hearing fixed on dated 24.10.19

Note:-

3321/3/18/050,3321/4/18/059,1432/2/18/006,1432/4/18/063,1453/4/18/064,1432/2/18/021,1454/3/18/055,1453/4/18/062,1454/4/18/060,1432/4/18/061,1453/4/18/065,1432/2/18/036,R.A.1432/4/18/073 Org.1432/4/18/071,R.A.1432/4/18/074 Org.1432/4/18/072,1451/3/18/056,1454/2/19/009,1521/1/19/006,1231/2/19/007,1232/2/19/010,1431/2/19/017,1413/2/19/013,1414/1/19/005

(22 Nos. complaints have been disposed off/decided) during 3rd quarter ending 30.09.2019.

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

ANNEXURE –A-2

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

Present Status of complaints pending more than three months & less than six months as on 30.09.2019.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1454/2/19/008	M/S Emmbros Auto Camp Ltd Vill.katha Baddi Through Mr.Harish Mehta S/o Sh.T^D.Mehta	Billing	10.04.2019	Next hearing fixed on dated 22.10.19
2	1515/2/19/011	J.B Rolling Mills Ltd, Trilokpur Road Kala Amb, Tehsil Nahan, Distt.Sirmour	Billing	11.04.2019	Next hearing fixed on dated 24.10.19
3	1431/2/19/012	M/S Manjholi Stone Crushers vill.Berson P.O. Manjholi The.Nalagarh Distt.Solan through Proprietor Smt Madhuri Saino	Billing	1.05.2019	Next hearing fixed on dated 23.10.19
4	1413/2/19/014	M/S Base Corp. Ltd vill.Nagali P.O Oachghat, Tehsil & Distt. Solan through its Authorised Sh.S.K Shrivastava	Billing	13.05.2019	Next hearing fixed on dated 23.10.19
5	1454/2/19/015	M/S Milestone Gears(P) Ltd.(unit-VIII) Baddi Barotiwala Road Jhadmajri Baddi	Other	14.05.2019	Next hearing fixed on dated 22.10.19
6	1414/2/19/016	M/S Andaz Resort(P) Ltd. Vill Kaithlighat Tehsil Kandaghat Distt.Solan through its M.D Smt.Joyti Kaushik	Billing	17.05.2019	Next hearing fixed on dated 23.10.19
7	1453/2/19/018	M/S Prime Steel Industes Pvt.Ltd Formerly Known as M/S A.M.Iron & Steel Rolling Mills(P) Ltd.	Other	28.05.2019	Next hearing fixed on dated 23.10.19
8	1515/2/19/019	M/S SMSN Continantal Pvt.Ltd. Vill.P.O. Kala AmbMauza khri Tehsil Nahan Distt.Sirmour(H.P)	Other	4.06.2019	Next hearing fixed on dated 24.10.19
9	1453/2/19/020	M/S Kundlas Loh Udyog Village Balyana P.O. Barotiwala Tehsil Baddi Distt.Solan(H.P	Billing	19.06.2019	Next hearing fixed on dated 22.10.19
10	3321/2/19/021	MBD Printographices Pvt.Ltd. Ram Nagar Industrial Area, Gagret, Tehsil Amb Distt. Una	IDC	19.06.2019	Next hearing fixed on dated 22.10.19

		(H.P)			
11	1432/2/19/022	M/S Vardhman Polytex Ltd. Village Nagal Nihla/Uperla Swarghat road Tehsil Nalagarh Distt Solan(H.P)	IDC	19.06.2019	Next hearing fixed on dated 22.10.19

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

Current file list as on 01.07.2019 to 30.09.2019, 3rd.quarter.

ANNEXURE-A-3

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	<u>R/A</u> <u>1453/3/19/023</u> Org.14 53/2/18/037	M/S Renny Steels Village Kunjhal Post.Office Barotiwala Near Inox Air Poducts Tehsil Baddi Distt.Solan(H.P)	Other	24.07.2019	Next hearing fixed on dated 22.10.19
2	1215/3/19/024	Rupa Verma W/o Sh.S.D.Verma R/o Verma Niwas Mashobra Distt.Shimla(H.P)	Billing	24.7.2019	Next hearing fixed on dated 22.10.19
3	R/A1215/3/19/025 Org.1215/2/18/038 1215/4/18/075	M/S Himalya Fab Care village&P.O. office kiar-koti Tehsil &Distt.Shimla	Billing	26.07.2019	Next hearing fixed on dated 24.10.19
4	1453/3/19/026	M/S Prime Steel Industries Pvt. Ltd M/SAM Iron & steel Roliling Mills	Refund	6.08.2019	Next hearing fixed on dated 23.10.19
5	1413/3/19/027	Sh.Randeep Singh S/o Late Sh.Satinder Singh r/o vill Molo kalan P.O. Oachghat Distt.Solan	Billing	6.08.2019	Next hearing fixed on dated 23.10.19
6	1421/3/19/028	M/S Chemiplast Industries Plot No.55-57 Sector-1 Parwanoo	Recover of arrear Billing Rs.3,53,672/-	9.08.2019	Next hearing fixed on dated 22.10.19
7	1421/3/19/029	M/S Sheetal Industries Pvt.Ltd Plot No.56 Sector-1 Parwanoo	Rs.3,77,517/- Recovery of arrear Billing	9.08.2019	Next hearing fixed on dated 22.10.19
8	1421/3/19/30	M/S M/S Ajanta Enterprires village khadeen kamli Road Parwanoo Distt.Solan	Recovery of arrear Billing	13.08.2019	Next hearing fixed on dated 22.10.19
9	1421/3/19/31	M/S Ajanta Food Plot No.22 Sector II Parwanoo Distt.Solan (H.P)	Recovery of arrear Billing	13.08.2019	Next hearing fixed on dated 22.10.19
10	1421/3/19/032	Sochi Exports Ltd. Plot No. 28 Industrial Area, Sector-2, Parwanoo, District Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 22.10.19
11	1421/3/19/033	Indoplast Pvt. Ltd. Plot No.45 Sect. 5 Parwanoo, Distt. Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 22.10.19
12	1421/3/19/034	Aarkay Plastic films, Plot No. 15C, Sector-2, Parwanoo, Distt. Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 23.10.19
13	1421/3/19/035	Astro Auto Industries, Industrial shed No. 9-10 Sector-2, Parwanoo, Distt. Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 23.10.19

14	1421/3/19/036	Aarra Plastics Pvt. Ltd. Plot No.15B, Sector-2, Parwanoo, Distt. Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 23.10.19
15.	1421/3/19/037	Mahasu Industries, Plot No. 35A, Sector-2 Parwanoo, Distt. Solan (HP).	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 23.10.19
16	1421/3/19/038	Radiant Polymers, Plot No.8 HPSSIEC Complex, Sector-2, Parwanoo, Distt. Solan (HP).	IDC	26.08.2019	Next hearing fixed on dated 23.10.19
17	1421/3/19/039	Shree Siddhi Vinayak Tor, Pvt. Ltd. Village, Nangal Uperla, P.O. Nalagarh, Distt. Solan (HP)	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 22.10.19
18	3234/3/19/040	Navin Steel Industries, Pvt. Ltd. VPO Damtal, Tehsil Indora, Distt. Kangra (HP).	Recovery of arrear Billing	27.08.2019	Next hearing fixed on dated 24.10.19
19	3234/3/19/041	I.D. Sood Ispat Pvt. Ltd. VPO, Kandrori, Tehsil Indora, Distt. Kangra (HP).	Recovery of arrear Billing	27.09.219	Next hearing fixed on dated 24.10.19
20	1454/3/19/042	M/S Prime Steel Ind. Pvt.Ltd.(Formerly Known as MS A.M Iron and Steel Rolling Mills Pvt.Ltd Office at Amleh road Opposite Aman Gas Agency Mandi Gobindgarh Distt. Fathehgarh Sahib 147301(PB).	Other	02.09.2019	Next hearing fixed on dated 23.10.19
21	1421/3/19/043	Palkit Indust. Plot No.11 A Sector-2 Kasauli Road Parwanoo Distt. Solan(H.P)	Recovery of arrear Billing	1.07.2019	Next hearing fixed on dated 22.10.19
22	1454/3/19/044	M/S Dr.Reddya Lab.Ltd. Village Khal.P.O. Bhud Baddi Nalagarh Road, Distt. Solan(H.P)	IDC	12.09.2019	Next hearing fixed on dated 23.10.19
23	1453/3/19/045	M/S M T Autocraft Near Deon School Village Barotiwala Through Sh.Anil Sehgal	Billing	21.09.2019	Next hearing fixed on dated 22.10.19
24	1241/3/19/046	M/S Mahamaya Infrastructure Pvt.Ltd, Hotal Bana Theog Distt. Shimla.	other	21.09.2019	Next hearing fixed on dated 22.10.19
25	1452/3/19/047	Sanjay Singh S/o Sh.Mohan Singh R/o Village Banwan P.O. Kakarhati The. Arki Distt. Solan(H.P).	Other	23.09.2019	Next hearing fixed on dated 24.10.19
26	1454/3/19/048	M/S Nasaka Engry systems Village Gullarwala P.O. Baddi	Billing	24.09.2019	Next hearing fixed on dated 22.10.19

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

ANNEXURE-‘B’

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.
Announced cases for 3rd Quarter i.e. July 2019 to September 2019 (01.07.2019 to 30.09.2019).

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	3321/3/18/050	Lumonpous Power Technologies Pvt.Ltd.(GSSS)-2 Ram Nagar Insutrial Area Gagret, Tehsil Amb, Distt.Una	IDC	-Nil-	5.10.2019	24.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
2	3321/4/18/059	M/SMBD Printographics Pvt.Ltd Ram Nagar, Industries Area,Gagret,Tehsil Amb Distt.Una	IDC	Nil-	5.10.2018	24.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
3	1432/4/18/06	M/S Krishna Plastic Industries	IDC	Nil	24.04.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
4	1432/4/18/063	M/S Zenith International Village Brahman Beili P.O. Khera Nalagarh Distt.Solan	IDC	Nil	5.10.2019	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
5	1453/4/18/064	M/S A.G.Peripherals Plot No..55-56 Bhatoli Kalan Baddi Distt.Solan	IDC	Nil	5.10.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
6	1432/2/18/021	M/S Zenith Internationql Village Brahman Beli,P.O.Khera Nalagarh,	IDC	Rs.6,47,876	3.05.2018	25.07.2019	The case is decided partially in favour of the Complainant and

		Distt. Solan					partially in favour of Respondent Board.
7	1454/3/18	M/S Sturdy Industries Ltd.Village Bhatolikalan P.O.Baddi,Tehsil Baddo,Distt.Solan.	IDC	Nil	25.09.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
8	1453/4/18/062	M/S S.G Internation Plot No.47,Bhatoli Kalan Baddi,Distt.Solan	IDC	Nil	5.10.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
9	1453/4/18/062	M/S J.S.K International Village Gullarwala, Vardhman Bhund Road Baddi Distt.Solan	IDC	Nil-	5.10.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
10	1432/4.18/061	M/S Krishna Plastic Industries Village Belidyoy.P.O. Manpura Nalagarh.Distt.Solan	IDC	Nil	5.10.2019	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
11	1453/4/18/065	M/S JSK Electricals Pvt.Ltd Plot No.42 &1/2 of 43, EPIP Phase-1 Jharmajri, Baddi Distt.Solan	IDC	Nil	5.10.2019	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
12	1432/2/18/036	M/S Shree Siddi Vinayak Forging Pvt.Ltd. Village Nangal Uparla.P.O.Nangal Nalagarh Distt.Solan (HP).	IDC	Rs.2,51,60,659/-	12.06.2018	25.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
13	1432/4/18/073 Org.1432/4/18/07	M/S Karan Ploly Pack Veer Plastic Ltd at Village Geol jamala Nalagarh, Distt. Solan (HP).	Billing	Rs.14,81.250/-	1.12.2018	26.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent

	1						Board.
14	1432/4/18/074 Org.1432/4/18/07 2	M/S Karan Synthetic Pvt.Ltd(Now Knowan as unit No.5 of Veer plastic Ltd) Located at village Goel Jamala Nalagarh, Distt.Solan (H.P).	Billing	Rs.39,20,800/-	1.12.2018	26.07.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
15	1451/3/18/056	M/s Insignia Projects, Village Tahliwala, Tehsil Baddi, Distt. Solan (HP).	IDC	Nil	25.09.2019	28.08.2019	The case is decided partially in favour of the Complainant and partially in favour of Respondent Board.
16	1454/2/19/009	M/s Emmbros Autocomp Ltd. Village Katha, Baddi, Distt. Solan (HP)	Billing	Nil	10.09.2019	28.08.2019	The case is decided in favour of Complainant and against the Respondent Board.
17	1521/1/19/006	B.R. Food and Health Village Nawada, Rampur Raod, Paonta Sahib, Distt. Sirmour (HP).	IDC	Nil	27.03.2019	28.08.2019	The case is decided in favour of the Respondent Board and against the Complainant/ Consumer.
18	1231/12/19/007	Shimla Roller Flour Mills, Below Old Bus Stand, Tehsil & Distt. Shimla (HP).	IDC	Nil	10.04.2019	28.08.2019	The case is decided in favour of Complainant and against the Respondent Board.
19	1232/2/19/010	Hotel Grand White, Below ISBT, Tutikandi, Tehsil & Distt. Shimla (HP).	Billing	Nil	11.04.2019	29.08.2019	The case is decided in favour of Respondent Board and against the Complainant/ Consumer.
20	1431/2/19/017	M/S Pidilite Industries Ltd. Khasra No.3,4,6,&18 village Mussewal,Ropar Road,Tehsil Nalagarh, Distt. Solan(H.P)	Billing	17,92,425/-	28.05.2019	24.09.2019	The case is decided in favour of Complainant and against the Respondent Board.
21	1413/2/19/013	Sh. Ghanshyam Chauhan S/o Saligarm Chauhan, Ramankunj, near Hfcl Company, Chambaghat Tehsil and Distt.	Billing	Nil-	8.05.2019	25.09.2019	The case is decided in favour of Respondent Board and against the Complainant.

		Solan(H.P)					
22	1414/1/19/005	Sh. Diwakar Dutt Modgil, S/o of Late Sh.Shivnam V.P.O. Wagnaghat Tehsial Kandaghat Distt. Solan(H.P)	Billing	Rs,8,46,512/-	25.03.2019	25.09.2019	The case is decided in favour of Complainant and against the Respondent Board.

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

ANNEXURE-B-1

Sub-Division wise Consumer's Court Cases received for the 3rd quarter July/2019 to Sept./2019) ending 30th Sept., 2019 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	Interru p-tions	Meterin g Problem s	Billing Problem s	Tariff Problem s	Others , IDC	
1.	ESD Parwanoo	--	--	--	--	12	--	--	12
2.	ESD No-1 Nalagarh	--	--	--	--	--	--	01	01
3.	ESD Barotiwala	--	--	--	--	02	--	01	03
4.	ESD Baddi	--	--	--	--	01	--	02	03
5.	ESD Damtal	--	--	--	--	02	--	--	02
6.	ESD Goela	--	--	--	--	--	--	01	01
7.	ESD Theog	--	--	--	--	--	--	01	01
8.	ESD Mashobra	--	--	--	--	02	--	--	02
9.	ESD No.III Solan	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	--	20	--	06	26

Note:- 26 Nos. Complaints received in regular Forum at Shimla.

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

ANNEXURE 'C'

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

Return showing the status of Misc. Complaints of 3rd quarter i.e. July/2019 to September/2019 in respect of CGRF, Kasumpti, Shimla-9.

Sr. No.	Name of Complainants (s)/address	Subject of complaints	Complaint No. and Date	To whom send for Redressal	Status of the complaints	Remarks if any CGRF/Misc.Comp.
1.	Sh. Amar Nath Aggarwal, Amrawati apartment, M/s Amravati Associates Pvt. Ltd. Industrial Area, Phase-I Panchkula.	Bill No. 111263956507 A/c No. SUBM-200004.	<u>2/04.01.2017</u>	1. The Superintending Engineer,(OP) Circle, HPSEBL, Distt. Solan (HP). 2.The Sr. Executive Engineer (E) Division HPSEBL, Baddi 3.The Assistant Engineer (E) Sub-Division, HPSEBL, Baddi,	Disposed off	
2	Smt. Himi Devi Pradhan Gram Panchayat Bidla P.O Shakra Tehsil Karsog Distt. Mandi.	Regarding providing of new transformer due to low voltage in village telehan Tehsil Karsog Distt. Mandi	<u>42/15.12.17</u>	1.C.E (OP) Central Zone Mandi 2.C.E (Comm) 3.SE (OP) Circle Bilaspur 4.Sr. Xen Karsog Mandi	Reply awaited	CGRF/Misc.Comp./2017-18-1751-55 dated 18.12.17 -do-1857-61 dated 11.1.18 -do-16-20 dated 03.04.18 -do-1469-85 dated 21.11.18 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
3	M/s Bahara Infra Unit Pvt. Ltd. Mashobra	Request for restoration of electric supply of Bahara Tourism Pvt. Ltd.	<u>16/16/7/18</u>	1 Sr. Xen ED No1 Kasumpti 2 Dy. Chief Engineer (OP) Circle Kasumpti Shimla 3 AE (E) S/ Div Mashobra 4 Complainant	Disposed off	

4	Sh. Balwinder Singh Near Power House Saproon Solan	Shifting of electric pole at least one meter away or any other place that installed near/ adjoin to my house near new power house saproon at solan in the M/o March 2014	<u>17/30/7/18</u>	1 Sr. Xen ED Solan 2 Chief Engineer (OP) South Shimla 3 SE (OP) Circle Solan 4 Complainant	Disposed off	
5	Sh. Jai Singh S/o Late Sh. Maan Singh R/o Vill Khanog PO Galaang Tehsil & Distt Solan	Electrification of left out house under special component plan or capex plan of any other ongoing schemes as special case	<u>19/08/8/18</u>	1 SE (OP) Circle Solan 2 Sr. Xen (E) Division Solan 3 Complainant	Disposed off	
6.	Sh. Dev Raj Sharma, S/o Sh. Annant Ram Sharma, R/o Village Kotho, P.O. Shamti Tehsil & Distt. Solan (HP)	Shifting of overhead 11KV HT Line crossing over the house of Sh. Dev Raj Sharma	<u>23/20/10/18</u>	1 SE (OP) Circle Solan 2. Sr. XEN (E) Division Solan 3 AE ESD NO III Solan 4 Complainant	Disposed off	
7	Sh. Jeet Ram Panwar, Village Bagh, P.O. Summerhill, Tehsil & Distt. Shimla (HP)	Complaint for not issuing the regular monthly electricity bill against meter account No.5001460429 by electrical Sub-Division Khalini	<u>26/17/11/18</u>	1. AE ESD Khalini Shimla 2. Complainant	Disposed off	
8	Sh. Salig Ram Chauhan, S/o Sh. Neem	Re-Organisation of Existing LT Line From	<u>29/27/11/18</u>	1 Chief Engineer O.P. CZ Mandi	Disposed off	

	Chand, Village Jankhuni, P.O. Bagsed, Tehsil Karsog Distt. Mandi (HP)	25KVA, 22/04KV Sub Station Jaankhuni		2.SE (OP) Circle Bilaspur 3. XEN (E) Division Karsog 4 AE ESD Churag Mandi 5 Complainant		
9	Sh. Devi Saran, R/o Village Mohla (Bragta) Gram Panchayat Haraboi, Tehsil Nihri, Distt. Mandi (HP)	Regarding installation of new transform	<u>30/27/11/18</u>	1 Chief Engineer O.P. CZ Mandi 2.SE (OP) Circle Bilaspur 3. XEN (E) Division Karsog 4 AE ESD Churag Mandi 5 Complainant	Disposed off	
10	Sh. Puran Chand S/o Dagi Ram, Village Mansa P.O. Tehsil Chachiot Dist. Mandi (HP)	Shifting Electricity Pole to a appropriate place.	<u>32/10/12/18</u>	1 Chief Engineer O.P. CZ Mandi 2.SE (OP) Circle Bilaspur 3. Sr. XEN (E) Division Gohar 4 AE ESD Churag Mandi 5 Complainant	Reply awaited	CGRF/Misc.Comp./2018-19-1650-54 dated 10.12.2018 -do- 261-277 dated 14.06.2019 -do- 729-744 dated 27-09-19
11	Sh. Jyoti Swaroop Dutt, Gopi Cottage Kasumpti Shimla-9. (HP)	Installation of transformer at Kasumpti Behind PNB Kasumpti	<u>33/10/12/10</u>	1 SE (OP) Circle Kasumpti 2. XEN (E) Division City Electrical Shimla 3 AE ESD Chotta Shimla Shimla 4 Complainant	Disposed off	
12	Sh. Pinjar Singh S/o Sunku Ram, Village Jong, P.O. Mehendi Tesil Karsog Distt. Mandi (HP)	Providing of Guarding underneath of HT line near the house of Sh. Pinjar Singh	<u>34/26/12/18</u>	1 SE (OP) Circle Bilaspur 2. XEN (E) Division Karsog 3 AE ESD Seri Mandi 4 Complainant	Disposed off	
13	Sh. Dinesh Malhotra, IAS Set. No.21, Type-6	Wrong billing of consumer ID.	<u>35/27/12/18</u>	1 SE (OP) Circle Kasumpti 2. XEN (E) Division No-II	Disposed off	

	IAS officers colony Kasumpti Shimla-9 (HP).	No.100001136267		Kasumpti 3 AE ESD Kasumpti Shimla Shimla 4 Complainant		
14	Sh. Dalip Chand R/o Kotla Kala Una (HP)	Acceptance of energy bills payment in equal installment.	5/19/6/18	1. S.E. (OP) Circle Una 2. A. S.E. E.D. Una 3. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB- Una 2018-42-45 dated 19.06.2018 -do-1469-85 dated 21.11.18 -do- 261-277 dated 14.06.2019 -do- 729-744 dated 27-09-19
15	Sh. Ram Kishan Singh S/o Sh. Ram Lal Mohalla, Golcha Una (HP).	Releasing of three phase electricity complaint of Una Hamirpur Road near savidha place Una	7/19/6/18	1. S.E. (OP) Circle Una 2. Addl. S.E. E.D. Una 3. A.E. ESD Mehatpur 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB- Una 2018-50-53 dated 19.06.2018 -do- 656-59 dated 07.07.2018 -do-1469-85 dated 21.11.18 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
16	Sh. Bhagat Ram Dutt And Others (Complainants) R/o Village Kathiari, Tehsil Amb, Distt. Una (HP)	Shifting of overhead line crossing upon on the private land of Sh. Bhagat Ram Dutt and Others	9/20/6/18	1. S.E. (OP) Circle Una 2. Sr. XEN. E.D. Amb 3. A.E. ESD Amb 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB- Amb 2018-58-61 dated 20.06.2018 -do-1469-85 dated 21.11.18 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
17	Secretary Gram Panchayat Chamukha,	Regarding Low Voltage Problem	15/19/11/18	1.Sr. Xen ED Sundernagar 2. S.E. (OP) Circle Bilaspur	Reply awaited	No. CGRF/Camp Nalagarh /Misc. Comp/2018-19-86-90

	Vikas Khand Sundernagar, Distt. Mandi (HP).			3. Complainant		dated 22.11.2018 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
18	Smt. Raj Kumari, Village Bharwan, P.O. & Tehsil Sunni, Distt. Mandi (HP).	Regarding shifting of electric pole.	16/19/11/18	1.Sr. Xen ED Sundernagar 2. S.E. (OP) Circle Bilaspur 3. Complainant	Disposed off	
19	Todar Ram, S/o Sh. Indar, Village Neri, P.O. & Tehsil Sundernagar, Distt. Mandi (HP).	Regarding Low Voltage Problem	17/19/11/18	1.Sr. Xen ED Sundernagar 2. S.E. (OP) Circle Bilaspur 3. Complainant	Reply awaited	No. CGRF/Camp Nalagarh /Misc. Comp/2018-19-86-90 dated 22.11.2018 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
20	Sh. Bhupinder Kumar Thakur S/o Late Shri Ram R/o Vill Gulhan P.O Kaleena Tehsil Theog Distt. Shimla	Fluctuation in voltae at Vill Gulhan PO Kaland Tehsil Theog Distt Shimla due to Exclusive load at ESD matiyana	1/19/3/19	1. S.E. (OP) Circle kasumpti 2. Sr. XEN. E.D. Theog 3. A.E. ESD Matiyana 4. complainant	Reply awaited	No. CGRF//Misc. Comp/2018-19-2056-60 dated 19.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
21	Sh. Rajesh Thanaal S/o Late Sh. D.N. Thanaal R/o Malyana Near Shiv Mandir	Replacement of Electrical Pole erected upon land adjacent to my house near shiv mandir malyana	2/28/3/19	1. S.E. (OP) Circle kasumpti 2. Sr. XEN. E.D. No II 3. A.E. ESD Malyana 4. complainant	Reply awaited	No. CGRF//Misc. Comp/2018-19-2069-72 dated 28.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
22	Sh. Dinesh Malhotra IAS R/o Set No 19 Type Vi IAS officer colony kasumpti Shimla	Overcharging of electricity meter consumer Id No 100001136267 request to charge the meter	3/25/2/19	1.Sr. Xen ED No II Kasumpti 2. S.E. (OP) Circle Kasumpti 3. Complainant	Disposed off	

23	Sh. Vikram Singh Sehgal S/o Late Sh. Chain singh sehgal R/o Vill ser gaon PO Chambaghat distt. Solan	Not getting electricity bills for ID 100001137634 from last three months in the name of sh. Vikram singh	4/5/2/19	1. S.E. (OP) Circle Solan 2. Sr. XEN. E.D. Solan 3. complainant	Disposed off	
24	Sh. Lalit Kumar complaint R/o Vill Alsindi Majhru Tehsil Karsog Distt. Mandi	Deployment of an employee regarding collection of bills	5/19/3/19	1.Sr. Xen ED Karsog 2. CE OP CZ Mandi 3.S.E. (OP) Circle Bilaspur 3. Complainant	Disposed off	
25	Sumeet kumar S/o sh. Amar Singh R/o Vill Kando PO Kanda Bhatnol Tehsil Shillai Distt. Sirmour	Exorbitant energy bill complaint thereof	6/28/3/19	1.Sr. Xen ED Paonta 2.S.E. (OP) Circle Nahan 3. A.E. ESD Shillai 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2018-19-2099-2103 dated 29.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19
26	Sh. B.M Nanta Nanta Destination , Sector-1 New Shimla	Non conversion of electricity connection from commercial to domestic consumer ID 1000903339 A/c no. 111212164	1/9/4/19	1A.E ESD Khalini 2 S.E. (OP) Circle Kasumpti 3.Xen ED No1 Kasumpti-9 3. Complainant	Disposed off	
27	Sh. Gian Chand Chauhan C/o Kalra Commercial complex The Mall Shimla	Non Releasing of electric meter connection in kalra commercial cimplex the mall Shimla by the XEN Ridge ED Shimla-1	2/29/4/19	1A.E ESD Ridge the mall shimla 2 S.E. (OP) Circle Kasumpti 3.Xen city division Shimla 3. Complainant	Disposed off	

29	Sh. Avjot Singh Bahri C/o M/s Bahri Agro Vill. Rampurghat Paonta Sahib Distt. Sirmour (HP)	Installation of electricity bill against A/c No. 100011001457 of M/s Bahri Agro vill. Rampurghat Paonta Sahib Distt. Sirmour (HP)	4/3/6/19	1A.E ESD HPSEBL Paonta Sahib Distt. Sirmour 2.S.E. (OP) Circle Nahan 3Sr. .Xen ED Paonta Sahib 4. Complainant	Disposed off	
30	Sh. Hari Ram S/o Sh. Ram singh vill & PO Haripur dhar Distt. Sirmour	Regarding Change of LT Line	1/2/7/19	1A.E ESD HPSEBL Panog 2.S.E. (OP) Circle Nahan 3Sr. .Xen ED Rajgarh 4. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-343-46 dated 02.07.19 do- 729-744 dated 27-09-19
31	Seal Universal Plant 38 EPIP Phase Ist Jaharmajri Baddi Distt. Solan	Arbitration and due and just settlement in the matter of our disconnected industrial power connection with the HPSEBL for our industrial unit.	2/12/7/19	1.Sr. Xen ED Baddi 2. A.E. ESD Barotiwala 3. Complainant	Disposed off	
32.	Narsigh Dass S/o sh. Tulsi Ram Vill & PO Ghadri Distt. Shimla HP	Arrange of Sundry charges	3/2/8/19	1.Sr. Xen ED Sunni 2. A.E. ESD Jalog 3.S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-494-97 dated 02.08.2019 do- 729-744 dated 27-09-19
33.	Naib Subedar Mohan Chauhan (Retd.) Village Kishore (Jatheri) PO Deha Tehsil Theog Distt. Shimla	Problem of low voltage & replacement of Rotten wooden pole	5/26/8/19	1. Sr. Xen ED Theog 2. A.E. ESD Sainj 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-745-48 dated 27.09.2019

34.	Randhir Chaudhry House No 149 Tank Road solan HP	Removal of shifting of High Tension wire from plot no 149 tank road solan	6/26/8//19	1. Sr. Xen ED Solan 2. A.E. ESD No1 soaln 3. S.E. OP Circle Solan 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-749-52 dated 27.09.2019
35	Kangra Culture & Welfare Socity office Block 58 Sector 2 New Shimla`	Regarding wrong application of tariff	7/26/8/19	1. Sr. Xen ED No1 Kasumpti 2. A.E. ESD Kahlini Shimla 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-638-41 dated 04.09.2019
36	B.R Jagotra Vill Banooti PO Rauri Totu Shimla	Regarding wrong application of tariff	8/30/8/19	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Jatogh 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-642-45 dated 04.09.2019
37	Sh. Panna Lal Sharma Set No. 12 Type III Block No. B. Parimahal Shimla-9	Bill against A/c no. 1113390006/ consumer ID 100001425563	9/29/9/19	1. Sr. Xen ED NoII Shimla 2. A.E. ESD Kasumpti 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-707-10 dated 24.09.2019

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

ABSTRACT OF 2nd QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 2nd quarter ending 30/6/2019</u>	<u>Total No. of Complaints received during 3rd Qtr. (07-2019 to 09/2019)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 3rd Qtr.</u>	<u>Total No. of Complaints pending ending 3rd Qtr.</u>	<u>Remarks if any</u>
28	08	36	19	17	-

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