

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

No. CGRF/Q. Return/2023-24-173-76

Dated:-04.07.2023

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 30.06.2023, (1st April 2023 to 30th June, 2023).

Sir,

The Quarterly return(s) for the quarter ending 30/06/ 2023 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, 2023	-	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 01.04.2023 to 30.06.2023.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f 1st April 2023, to June 2023.	Annexure ‘B’	Page-7-8
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-09
8.	Status of grievance of Redressal	Annexure III	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.**

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

MONITORING REPORT FOR THE QUARTER ENDING 30.06.2023 (01.04.2023 to 30.06.2023) 2nd quarter start from April 2023 to June 2023.

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	14	
3.	No. of Grievances received during the quarter	5	
4.	No. of Grievances disposed during the quarter	13	
5.	No. of Grievances pending at the close of the quarter	6	
6.	No. of Grievances pending which are older than two months	03	
7.	No. of sittings of CGRFs in the quarter	06	

Note: - CGRF is monitoring report for the 2nd quarter start from 1st April 2023 to 30th June 2023. 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 01.04.2023 to 30.06.2023.
ENDING 06/2023.**

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.	-	-	-	-	14	-	-	14	
2.	Complaints Received during the quarter.	-	-	-	-	04	-	01	05	
3.	Total Complaints (1+2)	-	-	-	-	18		01	19	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	13	-	-	13	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	05	-	1	06	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	02		-	02	Complaints received during this quarter = 05 Nos. and 13 No of complaints Disposed off
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 2nd quarter total 5 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 30.06.2023.

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-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 30.06.2023.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1413/1/23/09	M/s Kailash Chand (L.R. Collage) Jabli Distt. Solan HP	Billing	20.02.2023	Next hearing fixed on dated 18.07.2023
2	1421/1/23/02	M/s Swastik Ind. Plot No. 41-42 Sec. 1 Parwanoo HP	Billing	12.01.2023	Next hearing fixed on dated 18.07.2023

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

ANNEXURE-A-3

Current file list as on 01.04.2023 to 30.06.2023, 2nd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	3131/2/23/14	Mr. Dinesh Bu tail S.o sh kunj bihare M.s infinite sports club & tea garden resort palmpur	Billing	10.04.2023	Next hearing fixed on dated 18.07.2023
2	1431/2/23/15	M/s Sarsa Stone Crusher vill besan po manjholi tehsil Nalagarh Distt Solan	Billing	06.05.2023	Next hearing fixed on dated 18.07.2023
3	1453/2/23/16	M/s Arush industries Jharmazri Baddi Distt. Solan	Billing	24.05.2023	Disposed off
4	1453/2/23/17	M/s Arush industries Jharmazri Baddi Distt. Solan	Security	24.05.2023	Next hearing fixed on dated 18.07.2023
5	1515/2/23/15	Ms Shree Parvati steel and alloys village kheri trilokpur road kala amb sirmour	Billing	22.06.2023	Next hearing fixed on dated 18.07.2023

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

ANNEXURE-‘B’-1.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.**Announced cases for 2nd Quarter i.e. April/2023 to June/2023 (01.04.2023 to 30.06.2023).**

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	1453/1/23/03	M/s AM Industries Plot No. 37 Jharmazri Solan HP	Billing	8,75,572/-	26.01.2023	26.04.2023	The Case is decided in favour of Respondent
2	1142/4/22/34	Sh. Ved Parkash, S/o Sh. Bhader Ram, R/o V.P.O Sangla Distt. Kinnaur HP	Billing	2,70,035/-	09.12.2022	25.04.2023	The Case is decided in favour of Complainant
3	2224/1/23/01	M/s Vodafone Mobile service . C/o Sh. Saroj Parkash Village Luhnu PO Chandpur Sadar Bilaspur	Billing	-	03.01.2023	25.04.2023	The Case is forwarded to additional Forum M&T Circle Bilaspur
4	3232/4/20/041 3232/1/23/012	M/s HRA Paper Mills Pvt. LTd. Village Tibbi Mauja Khundia Indora Karngra	Billing	57,95,250/-	03.03.2023	25.04.2023	The Case is decided in favour of Complainant
5	1432/1/23/07	M/s Him Chem Pvt. LTd. Village Khera PO Baddi Nalagarh	Billing	2,18,830/-	15.02.2023	26.04.2023	Dismissed
6	1453/1/23/08	M/s Renny Steels Village Kunjhal Barotiwala Distt. Solan HP	Billing	9,2372,139/-	20.02.2023	09.05.2023	Dismissed
7	1453/1/23/10	M/s Renny Steels Village Kunjhal Barotiwala Distt. Solan HP	Billing	9,2372,139/-	20.02.2023	09.05.2023	Dismissed

8	1453/3/23/05	M/s Kundlas Loh Udyog Village Balyana PO Barotiwala Distt. Solan HP	Billing	-	14.02.2023	09.05.2023	The Case is disposed and settled between the parties
9	1422/4/22/35	M/s Plato Industries Ltd. Plot No 4 Sector 3 Industrial Area Parwanoo Tehsil Kasuli & District Solan (HP).	Billing	-	20.12.2022	24.05.2023	The Case is disposed and settled between the parties
10	1421/4/22/37	M/s Swastik Ind. Plot No. 41-42 Sector-1, Parwanoo, District Solan (HP)	Billing	11,25,000/-	30.12.2022	24.05.2023	Dismissed
11	1453/2/23/16	M/s Arush industries Jharmazri Baddi Distt. Solan	Billing	-	22.05.2023	20.06.2023	Dismissed
12	1421/1/23/04	M/ s Ind Sphinx Pricision Ltd. Takshal Road Kasuli Parwanoo	Billing	2,70,000/-	31.01.2023	20.06.2023	The Case is decided in favour of Respondent
13	1524/4/22/38	M/s Himalyan International V.P.O. Misewala, Paonta Sahib, Distt. Sirmour (HP).	Billing	2,70,314/-	30.12.2022	30.06.2023	The Case is decided in favour of Partially y Respondent and Partially Complainant.

Sd/-

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

Sub-Division wise Consumer's Court Cases received for the 2nd quarter April/2023 to June/2023) 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 Palmpur	--	--	--	--	01	--	-	01
2	ESD- Nalagarh	--	--	--	--	01	--	-	01
3	ESD Baddi	--	--	--	--	01	--	01	02
4	ESD Kalaamb	--	--	--	--	01	-	-	01
	Grand Total	-	-	-	-	04	-	01	05

Note: -5 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 2023-24****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.	-	-	-	14	-	-	14
2.	Grievances received during this quarter	-	-	-	04	-	01	05
3.	Total Grievances (1+2)	-	-	-	18	-	01	19
4.	Grievances attended during this quarter	-	-	-	12	-	01	13
5.	Balance grievances to be attended (3-4)	-	-	-	06	-	-	06
6.	Grievances successfully redressed during this quarter	-	-	-	13	-	-	13
7.	Grievances in the process of Redressal	-	-	-	06	-	-	06
8.	Grievances escalated to Ombudsman	-	-	-	03	-	-	03

Sd/-
Secretary,
CGRE, HPSEBL,
Shimla-171009.