

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No.CGRF/Q.Return/2019-20-

Dated:-

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 1st quarter ending 31/03/2020, (1st January 2020 to 31st March 2020).

Sir,

The Quarterly return(s) for the quarter ending 03/2020 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 1 st Quarter, 1 st January 2020 to 31 st March 2020.	-	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 01.01.2020 to 31.03.2020.	ANNEXURE-A-3	Page 6
6.	Month wise announced case w.e.f January 2020, to March 2020.	Annexure 'B'	Page 7-8
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-9
8.	Status of Misc. Complaints received/disposed off from January, 2020, to March 2020.	Annexure 'C'	Page-10-14

DA:-As above.

Yours Faithfully,

**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.

**Secretary,
CGRF, HPSEB Ltd.,
Kasumpti, Shimla-9.**

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

MONITORING REPORT FOR THE QUARTER ENDING 31.03.2020 (01.01.2020 to 31.03.2020)

1st quarter start from 1st January 2020 to 31st March 2020.

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	33	
3.	No. of Grievances received during the quarter	05	
4.	No. of Grievances disposed during the quarter	13	
5.	No. of Grievances pending at the close of the quarter	25	
6.	No. of Grievances pending which are older than two months	23	
7.	No. of sittings of CGRFs in the quarter	6	

Note:- CGRF monitoring report for the 1st quarter ending the January/2020 attached duly prepared on the prescribed Performa FORM-2 as per **Annexure-A**.

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

FORM-2**ANNEXURE-'A'**

**CONSUMER GRIEVANCES REDRESSAL MONITORING REPORT FOR THE 1st QUARTER 01.01.2020 to 31.03.2020.
ENDING 03/2020.**

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.	-	-	-	-	22	-	11	33	
2.	Complaints Received during the quarter.	-	-	-	-	3	-	2	05	
3.	Total Complaints (1+2)	-	-	-	-	25	-	13	38	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	10	-	03	13	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	15	-	10	25	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	07	-	03	10	05 Nos. Complaints received during this quarter = 05 Nos.
7.	Complaints pending for more than 6 months.	-	-	-	-	07	-	03	10	

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 05 Nos. of complaints have been received.

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

ANNEXURE –A-1

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM, KASUMPTI, SHIMLA-9.**Present Status of complaints pending more than six months as on 31.03.2020.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1421/1/19/002	M/S Prontos(P) Ltd Plot No.63-65 Sector-5 Parwanoo Tehsil Kasauli Distt.Solan (H.P)	Billing	17.01.2019	Next hearing fixed on dated 07.04.20
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 06.04.20
3	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 04.04.20
4	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 06.04.20
5	1453/3/19/026	M/S Prime Steel Industries Pvt. Ltd M/SAM Iron & steel Rolling Mills	Refund	6.08.2019	Next hearing fixed on dated 07.04.20
6	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 07.04.20
7	1454/3/19/042	M/S Prime Steel Ind. Pvt.Ltd.(Formelly 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 07.04.20
8	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 07.04.20
9	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 04.04.20
10	1241/3/19/046	M/S Mahamaya Infrastructure Pvt.Ltd, Hotal Bana Theog Distt. Shimla.	other	21.09.2019	Next hearing fixed on dated 04.04.20

Note:- R/A 1431/4/19/063 Org.1431/2/19/012, R/A.1515/1/19/003 Org.1515405024, 1431/3/19/039, 1454/3/19/048, 1515/2/19/019, R/A 1215/3/19/025 1215/2/18/038 1215/4/18/075, 1453/4/19/049, Org.1232/2/19/010 R/A 1232/4/19/054, 3234/3/19/041, 3234/3/19/040, 1421/4/19/057, 1421/4/19/058, 1421/4/19/060

(13 Nos. complaints have been disposed off/decided) during 1st quarter ending 31.03.2020.

**Secretary,
CGRF, 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 31.03.2020.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	2414/4/19/050	Parveen Kumar S/o Amin Chand r/o Village Barbadar P.O. Chbutra Tehsil Sujanpur Distt Hamirpur(H.P)	Billing	4.10.2019	Next hearing fixed on dated 06.04.20
2	2233/4/19/051	M/S Koyla Industrial Sh.Sunil Gupta Proprietor of firm-11-B Industrial Area Ratti Sundernagar Mandi(H.P)	Billing	14.10.2019	Next hearing fixed on dated 06.04.20
3	2233/4/19/052	M/S Aditya Industrial through Sh. Sunil Gupta Plot No.21 Industrial Area Ratti Sundernagar Distt. Mandi(H.P)	Billing	14.10.2019	Next hearing fixed on dated 06.04.20
4	1453/4/19/053	M/S Prime Steel (P) Ltd. Village Bated Baddi Barotiwala	Other	14.10.2019	Next hearing fixed on dated 07.04.20
5	1413/4/19/056	Sh.Vikas Benal S/o Sh. Mohan Lal Proprietor of M/S Vikas Mushroom Farm Barog Tehsil Distt Solan(H.P)	Billing	5.11.2019	Next hearing fixed on dated 07.04.20
6	1421/4/19/061	M/S Kundan Precision Components Pvt. Ltd, Plot No.-9-A Sector-II Parwanoo Distt. Solan (H.P)	IDC	4.12.2019	Next hearing fixed on dated 06.04.20
7	1421/4/19/062	M/S Luxmi Industries shed No.24, Sector-2 Parwanoo through Ram Yash Kushwaha Authorised	Billing Recovery of arrear.	11.12.2019	Next hearing fixed on dated 04.04.20
8	1432/4/19/064	M/S Sunxx Internation VPO Panjhera Tehsil Nalagarh Distt. Solan(H.P)	Other	17.12.2019	Next hearing fixed on dated 04.04.20
9	1421/4/19/065	M/S Milestone Gear(P) Ltd.(unit-V) Plot No.20-24 sector-I Parwanoo	IDC	17.12.2019	Next hearing fixed on dated 04.04.20
10	1432/4/19/066	M/S Sunox International VPO Panjhera Tehsil Nalagarh Distt.Solan	IDC	17.12.2019	Next hearing fixed on dated 04.04.20

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

Current file list as on 01.01.2020 to 31.03.2020, 1st 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	1432/1/20/001	M/S Sunox International village & P.O Punhera Tehsil Nalagarh Distt. Solan(H.P).	Other	13.01.2020	Next hearing fixed on dated 04.04.20
2	1421/1/20/002	M/S Quality Packages Near Micro Turner Village Naryal Parwanoo Through Sh.Verun Verma	Other	13.01.2020	Next hearing fixed on dated 06.04.20
3	1421/1/20/003	M/S Plato Industries Ltd. Plot No.10 Sector-3 Industrial Area Parwanoo Distt. Solan (H.P).	Billing	16.01.2020	Next hearing fixed on dated 07.04.20
4	1453/1/20/004	M/S Hem kunt Icon & Steel Pvt.Ltd Haripur road Barotiwala Distt. Solan	Billing Recovery of arrear	2.03.2020	Next hearing fixed on dated 06.04.20
5	1453/1/20/005	M/S Prime Steels Pvt.Ltd Bated Barotiwala Distt. Solan(H.P)	Billing	18.03.2020	Next hearing fixed on dated 07.04.20

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

ANNEXURE-'B'-1**CONSUMERS GREIVANCES REDRESSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 1st Quarter i.e. January 2020 to March 2020 (01.01.2020 to 31.03.2020).**

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	<u>R/A 1431/4/19/063</u> Org.1431/2/19/012	M/S Manjholi Stone Crushers, Village Berson P.O. Manjholi, Tehsil Nalagarh, Distt.Solan(H.P)	Billing	Nil	17.12.2019	21.01.2020	The case is dismissed.
2	<u>R/A.1515/1/19/003</u> Org.1515405024	M/S Pashupati Spinning & Weaving Mills Kala Amb, Distt.Sirmour(H.P	Billing	Nil	11.2.2019	22.01.2020	The case is decided in favour of Respondent Board and against the Complainant.
3	1431/3/19/039	M/S Shree Siddi Vinayak tor Pvt.Ltd. Village Nangal Uparla, P.O Nangal Nalagarh Distt. Solan(H.P).	IDC	Nil	26.8.2019	18.02.2020	The case is dismissed.
4.	1454/3/19/048	M/S Nasaka Energy Systens, village Gullarwala, P.O. Baddi, Distt.Solan(H.P)	Billing	Nil	24.09.2019	18.02.2020	The case is dismissed.
5	1515/2/19/019	M/S SMSN Continantal Pvt.Ltd. Village & P.O Kala Amb Mauza Kheri, Tehsil Nahan Distt. Sirmour.(H..P)	Other	Nil	4.06.2019	19.02.2020	The case is decided in favour of Respondent Board and against the complainant.
6	<u>R/A 1215/3/19/025</u> <u>1215/2/18/038</u>	M/S Himalayan Fab Care, Village & P.O Kiar Koti, Tehsil & Distt. Sirmour H.P).	Billing	Nil	26.07.2019	19.02.2020	The case is in favour of Review Respondent.

	<u>1215/4/18/075</u>						
7	1453/4/19/049	M/S Kundlas Loh Udyog Village Balyana. P.O. Barotiwala, Tehsil Baddi, Distt. Solan(H.P)	Other	Nil	4.10.2019	18.03.2020	The case is decided in favour of the Respondent Board and against the Complainant.
8	<u>Org.1232/2/19/010</u> R/A 1232/4/19/054	M/S Hotel Grand White Below ISBT, Tutikandi, Shinmla-171001.	Billing	Nil	24.10.2019.	18.03.2020	The case is decided in favour of the Respondent Board and against the Complainant.
9.	3234/3/19/041	M/S I.D Sood Ispat Pvt.Ltd VPO Kandrori, Tehsil Indora, Distt.Kangra(H.P)	Billing	Nil	27.08.2019	18.03.2020	The case is decided partially in favour of the complainant Respondent Board.
10	3234/3/19/040	M/S Navin Steel Industries Pvt.Ltd VPO Damtal Tehsil Indora, Distt.Kangra(H.P)	Billing	Nil	27.08.2019	18.03.2020	The case is decided partially in favour of the complainant Respondent Board.
11	1421/4/19/057	KDDL Ltd Plot No.3 Sector-3 Parwanoo Distt. Solan(H.P)	Billing	Nil	18.11.2019	18.03.2020	The case is decided in favour of Complainant and against the Respondent Board
12	1421/4/19/058	M/S Himachal Fine Blank Plot No.3 Sector-3 Parwanoo Distt.Solan(H.P)	Billing	Nil	26.11.2019	18.03.2020	The case is decided in favour of Complainant and against the Respondent Board.
13	1421/4/19/060	Modulus Spring Khasra No.422, Kasauli Road village Naryal Parwanoo Distt. Solan(H.P)	Billing	Nil	26.11.2019	18.03.2020	The case is decided in favour of Complainant and against the Respondent Board.

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

Sub-Division wise Consumer's Court Cases received for the 1st quarter January/2020 to March/2020) ending 31st March 2020 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 No-2 Nalagarh	--	--	--	--	-	--	01	01
2.	ESD Parwanoo	--	--	--	--	01	--	01	02
3.	ESD Barotiwala	--	--	--	--	02	--	-	02
	Grand Total	--	--	--	--	03	--	02	05

Note:- 05 Nos. Complaints received in regular Forum at Shimla.

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

ANNEXURE 'C'

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.

Return showing the status of Misc. Complaints of 1st quarter i.e. January/2020 to March/2020 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. Puran Chand S/o Dagi Ram, Village Mansa P.O. Tehsil Chachiot Dist. Mandi (HP)	Shifting of 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	Disposed Off	-
2	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	Disposed Off	-
3	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	Disposed Off	-
4	Sumeet kumar S/o	Exorbitant energy	6/28/3/19	1.Sr. Xen ED Paonta	Disposed Off	-

	sh. Amar Singh R/o Vill Kando PO Kanda Bhatnol Tehsil Shillai Distt. Sirmour	bill complaint thereof		2.S.E. (OP) Circle Nahan 3. A.E. ESD Shillai 3. Complainant		
5	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	Disposed Off	-
6	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	Disposed Off	-
7	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	Disposed Off	-
8	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	Disposed Off	-
9	Smt. Sushma Sharma W/o Sh. Raj kumar Sharma Mohalla Dhagu Ward No. 9 P.O Teshsil Sujampur	Application for disconnection of meter	10/20/12/19	1. A.E. ESD Sujampur 2. Complainant	Disposed Off	-

	Distt. Hamirpur HP					
10	Sh. Sher Singh Ward No1 Riwalsar Sub Tehsil Mandi Distt. Mani HP	Shifting of Electricity Line which is crossing just 4 Ft. over the roof of my house.	11/26/12/19	1. Sr. Xen ED Mandi 2. A.E. ESD Riwalsar 3. S.E. OP Circle Mandi. 3. Complainant	Disposed Off	-
11	Sh. Deepak Verma S/o Sh. Inder Singh R/o Verma Cottage, Botlewell Estate Near Govt. Degree Collage Sanjauli Road Shimla (HP)	Application for changing the name of the meters	12/26/12/19	1. Sr. Xen City ED Shimla 2. A.E. ESD Sanjauli 3. S.E. OP Circle Kasumpti. 3. Complainant	Disposed Off	-
12.	Superintendent of Police Shimla HP	Application for wave of surcharge	01/20/01/20	1. Sr. Xen City ED Shimla 2. A.E. ESD Sanjauli 3. S.E. OP Circle Kasumpti. 3. Complainant	Disposed Off	-
13.	Sh. Jai Chand S/o Sh. Geeta Ram, vill Deshai Po Rauri Tehsil & Distt. Shimla HP	Application for Replacement of LT Line	02/30/01/20	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Jutogh 3. S.E. OP Circle Kasumpti. 3. Complainant	Reply awaited	No.CGRF/Misc. Complaint/2020- 1416-18 dated 01.02.2020
14.	Sh, Anil Sharma So Sh. Roshan Lal Sharma C/o Rajnish Sharma Uma Sadan below goel apartment Parimahal Shimla	Application for over Billing	03/03/02/20	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Kasumpti 3. S.E. OP Circle Kasumpti. 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 1440-42 dated 12.02.2020

15	Sh. Het Ram Thakur Near PWD Rest house sunni Tehsil Shimla Distt. Shimla	Application for Shifting of HT Line	04/03/2020	1. Sr. Xen ED Sunni 2. A.E. ESD Sunni 3. S.E. OP Circle Kasumpti. 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 1597-1600 dated 06.03.2020
16	Sh. Sumit Shetty Prop of M/s Reliable Enterprises Plot No 38A & B Thana Baddi Distt. Solan	Application for Refund of excess Charges	05/07/2020	1. Sr. Xen ED Baddi 2. A.E. ESD Barotiwala 3. S.E. OP Circle Solan 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 1601-04 dated 07.03.2020
17	Sh. Arun Kumar 13 Patrkhar Vihar Kachi Ghati Shimla HP	Application for Billing Charges for Meter No. 1112219289	06/04/2020	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Totu 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 1605-07 dated 12.03.2020

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

ABSTRACT OF 1st QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 4th quarter ending 31/12/19</u>	<u>Total No. of Complaints received during 1st Qtr. (01-2020 to 03/2020)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 1st Qtr.</u>	<u>Total No. of Complaints pending ending 1st Qtr.</u>	<u>Remarks if any</u>
11	06	17	12	05	-

Secretary,
CGRF,HPSEBL,
Kasumpti Shimla-9.