

HPSEBL

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

No.CGRF/Q.Return/2020-21-

Dated:-

To

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

**Sub:- Consumers Grievances Redressal Forum Return(s) for the 4th quarter ending 31.12.2020, (1<sup>st</sup> Oct 2020 to 31<sup>st</sup> December, 2020).**

Sir,

The Quarterly return(s) for the quarter ending 12/2020 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 4 <sup>th</sup> Quarter, 1 <sup>st</sup> October 2020 to 31 <sup>st</sup> December 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 01.10.2020 to 31.12.2020.                                                          | Annexure-A-3   | Page-6     |
| 6.      | Month wise announced case w.e.f October 2020, to December 2020.                                            | Annexure 'B'   | Page-7     |
| 7.      | Units/Sub-Divisions wise Nature of Complaint(s)                                                            | Annexure'B'-1  | Page-8     |
| 8.      | Status of Misc. Complaints received/disposed off from October , 2020, to December 2020.                    | Annexure 'C'   | Page-09-11 |
| 9.      | Implementation of decisions of consumer grievances redressal Forum                                         | Annexure 'D'   | Page-12-13 |

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 31.12.2020 (01.10.2020 to 31.12.2020) 4<sup>th</sup> quarter start from 1<sup>st</sup> October 2020 to 31<sup>st</sup> December 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 | 13                             |         |
| 3.                             | No. of Grievances received during the quarter                  | 09                             |         |
| 4.                             | No. of Grievances disposed during the quarter                  | 01                             |         |
| 5.                             | No. of Grievances pending at the close of the quarter          | 21                             |         |
| 6.                             | No. of Grievances pending which are older than two months      | 12                             |         |
| 7.                             | No. of sittings of CGRFs in the quarter                        | 03                             |         |

Note:- CGRF monitoring report for the 4<sup>th</sup> quarter ending the December/2020 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 4<sup>th</sup> QUARTER 01.10.2020 to 31.12.2020.**  
**ENDING 12/2020.**

| 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.               | -                         | -                  | -             | -                 | 12               | -               | 01          | 13    |                                                                                                                                |
| 2.     | Complaints Received during the quarter.                          | -                         | -                  | -             | -                 | 08               | -               | 01          | 09    |                                                                                                                                |
| 3.     | Total Complaints (1+2)                                           | -                         | -                  | -             | -                 | 20               | -               | 02          | 22    |                                                                                                                                |
| 4.     | <b>Complaints attended/ disposed off during the quarter</b>      | -                         | -                  | -             | -                 | 01               | -               | -           | 01    |                                                                                                                                |
| 5.     | Balance Complaints to be attended (3-4)                          | -                         | -                  | -             | -                 | 19               | -               | 02          | 21    |                                                                                                                                |
| 6.     | Complaints pending for more than 3 months but less than 6 months | -                         | -                  | -             | -                 | 8                |                 | 01          | 09    | Complaints received during this quarter = 09 Nos. and 01 Nos. of complaints Disposed off and balanced complaints are = 21 Nos. |
| 7.     | Complaints pending for more than 6 months.                       | -                         | -                  | -             | -                 | 02               | -               | 01          | 03    |                                                                                                                                |

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 4<sup>th</sup> quarter total 09 Nos. of complaints have been received.

Sd/-  
**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 31.12.2020.**

| <b>Sr. No</b> | <b>Complaint No.</b> | <b>Name of Complainant</b>                                                                      | <b>Nature of complaint</b>    | <b>Date of receipt</b> | <b>Present Status/Remarks</b>          |
|---------------|----------------------|-------------------------------------------------------------------------------------------------|-------------------------------|------------------------|----------------------------------------|
| 1             | 1413/3/19/027        | Sh.Randeep Singh S/o Late<br>Sh.Satinder Singh r/o vill Molo<br>kalan P.O. Oachghat Distt.Solan | Billing                       | 6.08.2019              | Next hearing fixed on dated 22.01.2021 |
| 2.            | 1453/1/20/004        | M/S Hem kunt Icon & Steel Pvt.Ltd<br>Haripur road Barotiwala Distt. Solan                       | Billing<br>Recovery of arrear | 2.03.2020              | Next hearing fixed on dated 21.01.2021 |
| 3             | 1515/2/20/009        | M/S SMSN Continental Pvt.Ltd. Village<br>and P.O Kala Amb Distt. Sirmour(H.P)                   | Other                         | 29.06.2020             | Next hearing fixed on dated 20.01.2021 |

**Sd/-**  
**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 &amp; less than six months as on 31.12.2020.

| Sr. No | Complaint No.  | Name of Complainant                                                                                           | Nature of complaint              | Date of receipt | Present Status/Remarks                 |
|--------|----------------|---------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------|----------------------------------------|
| 1      | 3325/3/20/011  | M/S Vardhman Ispat Udyot<br>Village Bhathri Tehsil Haroli<br>Distt. Una (H.P)                                 | Billing                          | 7.07.2020       | Next hearing fixed on dated 20.01.2021 |
| 2      | 14563/3/20/015 | M/S Kundlas Loh Udyog<br>Village Balyana P.O.<br>Barotiwala Tehsil Baddi<br>Distt. Solan(H.P)                 | Billing                          | 13.07.2020      | Next hearing fixed on dated 20.01.2021 |
| 3      | 1422/3/20/018  | M/S Tashkent Stone Crushar<br>Village Naraini Tehsil<br>Kasauli Distt. Solan (H.P)                            | Billing                          | 14.07.2020      | Next hearing fixed on dated 21.01.2021 |
| 4      | 1444/3/20/019  | M/S Ambuja Cements Ltd<br>(Unit Suli & Rauri) Darlaghat<br>Distt. Solan                                       | Other                            | 21.07.2020      | Next hearing fixed on dated 21.01.2021 |
| 5      | 1431/3/20/020  | M/S Asian Concretes &<br>Cements Pvt..Ltd Village<br>Katha, Baddi through<br>Mr.Arvind Raman<br>Distt.Solan   | Billing                          | 27.07.2020      | Next hearing fixed on dated 20.01.2021 |
| 6      | 1421/3/20.022  | M/S Manjushree Pvt.Ltd, Plot<br>No.32 Sector-5 Parwanoo.                                                      | Billing                          | 27.07.2020      | Next hearing fixed on dated 20.01.2021 |
| 7      | 1454/3/20/033  | Emmbros Auto Motives<br>Pvt.Ltd Village Katha Baddi                                                           | Billing                          | 29.08.2020      | Next hearing fixed on dated 20.01.2021 |
| 8      | 1521/3/20/034  | M/S Kwaliti Food Products,<br>Industrial Area Gondpur<br>Tehsil Paonta Sahib Distt<br>Sirmour(H.P             | Billing<br>Recovery of<br>Arrear | 16.09.2020      | Next hearing fixed on dated 22.01.2021 |
| 9      | 1521/3/20/035  | M/S Upkar Pharmaceutical<br>Plot No.101 Industrial Area,<br>Gondpur Tehsil Paonta Sahib<br>Distt. Sirmour(H.P | Billing<br>Recovery of<br>Arrear | 16.09.2020      | Next hearing fixed on dated 22.01.2021 |

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

ANNEXURE-A-3**Current file list as on 01.10.2020 to 31.12.2020, 4<sup>th</sup> Quarter.**

| <b>Sr. No</b> | <b>Complaint No.</b> | <b>Name &amp; address of Complainant</b>                                                                                            | <b>Nature of complaint (Billing/ Tariff/IDC/ Others.</b> | <b>Date of receipt</b> | <b>Present Status/Remarks</b>        |
|---------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------|--------------------------------------|
| 1             | 1421/4/20/036        | M/S AB tool Pvt.Ltd Regd. Office at Plots 7&8 Sector-3 Parwanoo                                                                     | Billing                                                  | 3.11.2020              | Next hearing fixed on dated 22.01.21 |
| 2             | 1423/4/20/037        | M/S New Hotel Shivalik village mando matkanda P.O Dharampur Distt. Solan(H.P)                                                       | Billing                                                  | 3.11.2020              | Next hearing fixed on dated 22.01.21 |
| 3             | 1423/4/20/038        | M/S Shivalik Hotel Village Mando Matkanda Distt, Solan                                                                              | Billing                                                  | 3.11.2020              | Next hearing fixed on dated 22.01.21 |
| 04            | 1525/4/20/039        | M/S Hiral Foods(P) Ltd.through its Representative Mr.Hitesh Kr.village Salwala P.O Gorhuwala Tehsil Paonta Sahib Distt.Surmour(H.P) | Billing                                                  | 3.11.2020              | Next hearing fixed on dated 21.01.21 |
| 05            | 1511/4/20/040        | M/S Sun Pharmaceutical Industries Ltd M/s Ranbaxy Lab Village Ganguwala Distt Sirmour(H.P)                                          | Billing Refund                                           | 11.11.2020             | Next hearing fixed on dated 21.01.21 |
| 06            | 3232/4/20/041        | M/S HRA Paper Mills Pvt.Ltd star Complex Basti Adda Jalandhar                                                                       | IDC                                                      | 17.11.2020             | Next hearing fixed on dated 21.01.21 |
| 07            | 1421/4/20/042        | Pawan Sons Enterprises Plot No.6 Industries Area Sector-2 Parwanoo                                                                  | Billing                                                  | 17.11.2020             | Next hearing fixed on dated 21.01.21 |
| 08            | 3111/4/20/043        | H.P. Tourism Department corp. Ltd. Ritz Annex Shimla-1                                                                              | Billing                                                  | 23.11.2020             | Next hearing fixed on dated 22.01.21 |
| 09            | 1232/4/20/044        | Neeru Sharma w/o Sh Bhupinder Sharma R/o Rishikesh Sadan Shanti Kutiya Chakkar Shimla-5                                             | Billing                                                  | 22.12.2020             | Next hearing fixed on dated 22.01.21 |

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

**ANNEXURE-‘B’-1****CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 4<sup>th</sup> Quarter i.e. Oct 2020 to December 2020 (01.10.2020 to 31.12.2020).**

| <b>Sr<br/>N<br/>o</b> | <b>Complaint No</b> | <b>Complainant Name &amp; address<br/>/Name of Sub-Division</b>                           | <b>Status</b> | <b>Disputed<br/>Amount</b> | <b>Date of<br/>admission.</b> | <b>Date of<br/>Decision</b> | <b>Decision given in favour of<br/>Complainant/ Board</b> |
|-----------------------|---------------------|-------------------------------------------------------------------------------------------|---------------|----------------------------|-------------------------------|-----------------------------|-----------------------------------------------------------|
| 1                     | 3234/3/20/023       | M/S I.D. Sood Ispat Ltd. Village &<br>P.O. Kandrori Tehsil Indora Distt.<br>Kangra (H.P). | Billing       | <b>71,98,972/-</b>         | 27.07.2020                    | 7.10.2020                   | The case is decided in favour<br>complainant.             |

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

**Sub-Division wise Consumer's Court Cases received for the 4<sup>th</sup> quarter October /2020 to December/2020) ending 31<sup>st</sup> December 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 |           |
| 2.      | ESD Dharmpur                           | --                         | --                 | --            | --                | 02               | --              | -            | 02        |
| 4.      | ESD Puruwala                           | --                         | --                 | --            | --                | 01               | --              | -            | 01        |
| 5.      | ESD Nahan                              | --                         | --                 | --            | --                | 01               | --              | -            | 01        |
| 7       | ESD Indora                             | --                         | --                 | --            | --                | -                | --              | 01           | 01        |
| 8       | ESD Dharamshala                        | --                         | --                 | --            | --                | 01               | --              | -            | 01        |
| 9       | ESD Boileauganj                        | --                         | --                 | --            | --                | 01               | --              | -            | 01        |
| 10      | <b>ESD Parwanoo</b>                    | --                         | --                 | --            | --                | 02               | --              | -            | 02        |
|         | <b>Grand Total</b>                     | --                         | --                 | --            | --                | <b>08</b>        | --              | <b>01</b>    | <b>09</b> |

Note: - 09 Nos. Complaints received in regular Forum at Shimla.

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

## ANNEXURE 'C'

**CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.**

**Return showing the status of Misc. Complaints of 4<sup>th</sup> quarter i.e. October/2020 to December/2020 in respect of CGRF, Kasumpti, Shimla-9.**

| <b>Sr. No.</b> | <b>Name of Complainants (s)/address</b>                                                                           | <b>Subject of complaints</b>                 | <b>Complaint No. and Date</b> | <b>To whom send for Redressal</b>                                                            | <b>Status of the complaints</b> | <b>Remarks if any CGRF/Misc.Comp.</b>                                                                                                                                                |
|----------------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------------------------------|----------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1              | Sh. Het Ram Thakur<br>near PWD Rest house<br>sunni Tehsil Shimla<br>Distt. Shimla                                 | Application for Shifting<br>of HT Line       | 04/03/03/20                   | 1. Sr. Xen ED Sunni<br>2. A.E. ESD Sunni<br>3. S.E. OP Circle Kasumpti.<br>3. Complainant    | <b>Disposed off</b>             |                                                                                                                                                                                      |
| 2              | Sh. Sumit Shetty Prop<br>of M/s Reliable<br>Enterprises Plot No<br>38A & B Thana Baddi<br>Distt. Solan            | Application for Refund<br>of excess Charges  | 05/07/03/20                   | 1. Sr. Xen ED Baddi<br>2. A.E. ESD Barotiwala<br>3. S.E. OP Circle Solan<br>3. Complainant   | <b>Disposed off</b>             |                                                                                                                                                                                      |
| 3              | Sh. Tulsi Ram Gupta<br>Ram Chowk Karsog<br>Distt Mandi                                                            | Regarding Electricity<br>Bill                | 01/23/05/20                   | 1. Sr. Xen ED Karsog<br>2. A.E. ESD Karsog<br>3. S.E. OP Circle Bilaspur<br>3. Complainant   | Replay awaited                  | CGRF/Misc.<br>Complaint/2020-119-22<br>dated 23.06.2020<br>-do-2020-485-87-2020-<br>do-485-87 dated<br>24.08.2020<br>-do- 841-43- dated<br>15.10.20<br>-do-1081-83 dated<br>28.11.20 |
| 4              | Sh. Prem Raj Sharma<br>S/o Sh. Kundan Lal<br>Sharma Resident of<br>Sharma niwas Kundan<br>cottage sanjauli Shimla | Regarding Replacement<br>of Electricity pole | 03/20/8/20                    | 1. Sr. Xen ED Ghumarwin<br>2. A.E. ESD Talai<br>3. S.E. OP Circle Bilaspur<br>3. Complainant | Reply awaited                   | CGRF/Misc.<br>Complaint/2020-514-517<br>dated 28.08.20<br>-do-846-48 dated 17.10.20                                                                                                  |

|   |                                                                                                                |                                                |             |                                                                                                           |                     |                                                                                          |
|---|----------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------|
| 5 | Geeta Ram,<br>Representative of<br>Village Padechi Sheel,<br>Junga Sub-Tehsil,<br>Junga, Distrcit Shimla       | Regarding Removal of<br>LT line from the trees | 04/27/09/20 | 1. Sr. Xen ED No.1 Shimla<br>2. A.E. ESD Junga<br>3. S.E. OP Circle Kasumpti Shimla<br>3. Complainant     | <b>Disposed off</b> |                                                                                          |
| 6 | Sh. N.R Negi Chandel<br>Niwas VPO & Tehsil<br>Chopal Distt.<br>Shimla171211                                    | Regarding Installation of<br>15KV Sub Station  | 05/10/11/20 | 1. C.E OP South Shimla<br>2. S.E OP Circle Shimla<br>3. XEN Chopal<br>4. A.E ESD Chopal<br>3. Complainant | Reply awaited       | CGRF/Misc.<br>Complaint/2020-1007-11<br>dated 11.11.20<br>-do- 1108-11 dated<br>14.12.20 |
| 7 | Pradhan Yuvak Mandal<br>Mehli                                                                                  | Regarding Shifting Of<br>LT Line               | 06/03/12/20 | 1. Sr. Xen ED No.2 Shimla<br>2. A.E. ESD Kasumpti<br>3. S.E. OP Circle Kasumpti Shimla<br>3. Complainant  | Reply awaited       | CGRF/Misc.<br>Complaint/2020-1096-99<br>dated 08.12.20<br>-do- 1204-06 dated<br>31.12.20 |
| 8 | Smt. Sabita Chauhan<br>R/o Mehta Colony Flat<br>No04 Set No 4 Ground<br>Floor Vill Anji Vikas<br>Nagar Shimla9 | Regarding Shifting of<br>Service Wire          | 07/05/12/20 | 1. Sr. Xen ED No.1 Shimla<br>2. A.E. ESD Khalini<br>3. S.E. OP Circle Kasumpti Shimla<br>3. Complainant   | Reply awaited       | CGRF/Misc.<br>Complaint/2020-1100-03<br>dated 08.12.20                                   |

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

## HPSEBL

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

#### ABSTRACT OF 4<sup>th</sup> QUARTER MISC. COMPLAINTS

| <u>Total Nos. of<br/>complaint<br/>pending from 3<sup>rd</sup><br/>quarter ending<br/>30/09/20</u> | <u>Total No. of<br/>Complaints received<br/>during 4<sup>th</sup> Qtr.<br/>(10-2020 to 12/2020)</u> | <u>Cumulative<br/>complaints</u> | <u>Total No. of<br/>Complaints<br/>disposed off during<br/>4<sup>th</sup> Qtr.</u> | <u>Total No. of Complaints<br/>pending ending 4<sup>th</sup> Qtr.</u> | <u>Remarks if any</u> |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------|
| 05                                                                                                 | 03                                                                                                  | 08                               | 03                                                                                 | 05                                                                    | -                     |

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

**Annexure 'D'****FORMAT FOR REPORTING IMPLEMENTATION OF DECISIONS OF CONSUMER GRIEVANCES REDRESSAL FORUM**

| Format for Reporting Compliance of the Decision of CGRF by the Licensee |                |                                                     |                                        |                                |                                                |                                            |                                        |                               |                                                                                                  |                                                       |                                                                 |                                                        |                                                                 |                                                                                                                                 |
|-------------------------------------------------------------------------|----------------|-----------------------------------------------------|----------------------------------------|--------------------------------|------------------------------------------------|--------------------------------------------|----------------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Sr No.                                                                  | Complaint No.  | Name of Complainant & Address                       | Nature of complaint with Brief Details | Date of Admission of Complaint | Disputed claims of the Complainant<br>(in Rs.) | Date of Decision with direction to parties | No. of days taken for disposal of case | Settlement Amount<br>(In Rs.) | Compliance period as specified in regulation 27(1) of HPER C (CGR F & Ombudsman) Regulation 2013 | Compliance status (Partially/Full y/not complied with | Whether compliance date extended at the request of the licensee | Actual date of compliance of the Forum by the licensee | Follow action taken by the Forum for compliance of its decision | Whether orders of the Forum Challenged in Ombudsman of High court if so date of filling the case before ombudsman of High court |
| 1                                                                       | 2225/2/17/020  | M/s Chandel Flour Mill V/s HPSEBL, ESD Talai.       | CWP outstanding Amt.                   | 5.4.2017                       | 870773/-                                       | 7.3.2018                                   | 333 days                               | 870773/-                      | 27 days                                                                                          | Not complied                                          | No                                                              | 7.3.2018                                               | No                                                              | Yes, Challenged in High Court Shimla vide case No.943/2018.                                                                     |
| 2                                                                       | 2233/4/19/051  | M/s Koyla Industries V/s HPSEBL ESD,Nerchowk Mandi. | Energy Bill.                           | 14.10.2019                     | 4412567/-                                      | 14.7.2020                                  | 261 dys                                | 297725/-                      | 27days                                                                                           | Case withdrawn                                        | No                                                              | Dismissed                                              | No                                                              | Yes,Challenged in an Ombudsman of High Court.                                                                                   |
| 3                                                                       | 2233/4/19/052. | M/s Aditya Industries V/s                           | Energy Bill                            | 14.10.2020                     | 297725/-                                       | 14.10.2020                                 | 261 days                               | 297725/-                      | 27 days                                                                                          | Case withdrawn                                        | No                                                              | Dismissed                                              | No                                                              | Yes,Challenged in an Ombudsman of High Court.                                                                                   |

|   |                    |                                                      |                                                                          |            |                |                                                                                                                                                                                      |              |                |            |                    |    |           |    |                                                                                                                                                                |
|---|--------------------|------------------------------------------------------|--------------------------------------------------------------------------|------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------|------------|--------------------|----|-----------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                    | HPSEBL,<br>ESD,<br>Nerchowk<br>Mandi.                |                                                                          |            |                |                                                                                                                                                                                      |              |                |            |                    |    |           |    |                                                                                                                                                                |
| 4 | 2211/4/13/0<br>30  | M/s ACC<br>Cement V/s<br>HPSEBL.                     | Demand<br>charges<br>arrear for<br>the<br>period<br>7/2015 to<br>1/2009. | 11.10.2013 | 26399705/<br>- | 22.8.2015<br>in favour<br>of<br>complaina<br>nt.                                                                                                                                     | 680<br>days. | 14300000/<br>- | 27<br>days | Not complied       | No | -         | No | Yes,Challenged in<br>High Court Shimla<br>vide CWP.1415 of<br>216 on dt.8.1.2016.                                                                              |
| 5 | 2216/1/14/0<br>05. | M/s Suraj<br>Fabrics<br>Industries<br>V/s.HPSEB<br>L | IDC<br>charges                                                           | 29.1.2014  | 12770090/<br>- | The case<br>neither<br>decided in<br>favour of<br>the<br>complaina<br>nt not in<br>favour of<br>responde<br>nts. The<br>responde<br>nts are free<br>to take<br>action as<br>per law. | 208<br>days  | 12770090/<br>- | 27<br>days | Fully<br>complied. | No | 23.8.2014 | No | Yes, as the<br>complainant did<br>not paid the IDC<br>charges so<br>HPSEBL further<br>appealed in High<br>Court Shimla vide<br>CS-5 No.5/2016<br>dt.4.12.2015. |

Sd/-

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