

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No.CGRF/Q.Return/2021-22-575-78

Dated:-04.10.21

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 30.09.2021, (1st July 2021 to 30 September, 2021).

Sir,

The Quarterly return(s) for the quarter ending 09/2021 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 2021 to 30 th September 2021.	-	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 01.07.2021 to 30.09.2021.	Annexure-A-3	Page-6-7
6.	Month wise announced case w.e.f July 2021, to September 2021.	Annexure 'B'	Page-8-10
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-11
8.	Status of Misc. Complaints received/disposed off from July, 2021, to September 2021.	Annexure 'C'	Page-12-14
9.	Implementation of decisions of consumer grievances redressal Forum	Annexure 'D'	Page-15-17

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 30.09.2021(01.07.2021 to 30.09.2021) 3rd quarter start from 1st July 2021 to 30th September 2021.

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	23	
3.	No. of Grievances received during the quarter	21	
4.	No. of Grievances disposed during the quarter	17	
5.	No. of Grievances pending at the close of the quarter	27	
6.	No. of Grievances pending which are older than two months	13	
7.	No. of sittings of CGRFs in the quarter	10	

Note:- CGRF monitoring report for the 3rd quarter start from 1st July 2021 to 30th September 2021. 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 01.07.2021 to 30.09.2021.
ENDING 09/2021.

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.	-	-	-	01	21	-	01	23	
2.	Complaints Received during the quarter.	-	-	-	-	18	-	03	21	
3.	Total Complaints (1+2)	-	-	-	01	39	-	04	44	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	14	-	03	17	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	26	-	01	27	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	04		-	04	Complaints received during this quarter = 21 Nos. and 03 Nos. of complaints Disposed off and balanced complaints are = 18 Nos.
7.	Complaints pending for more than 6 months.	-	-	-	-	05	-	-	05	

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 03 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 30.09.2021.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1422/3/20/018	M/S Tashkent Stone Crushar Village Naraini Tehsil Kasauli Distt. Solan (H.P)	Billing	14.07.2020	Next hearing fixed on dated 28.10.21
2	1521/3/20/034	M/S Kwalitiy Food Products, Industrial Area Gondpur Tehsil Paonta Sahib Distt Sirmour(H.P	Billing Recovery of Arrear	16.09.2020	Next hearing fixed on dated 26.10.21
3	1521/3/20/035	M/S Upkar Pharmaceutical Plot No.101 Industrial Area, Gondpur Tehsil Paonta Sahib Distt. Sirmour(H.P	Billing Recovery of Arrear	16.09.2020	Next hearing fixed on dated 26.10.21
4	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 26.10.21
5	1423/4/20/038	M/S Shivalik Hotel Village Mando Matkanda Distt, Solan	Billing	3.11.2020	Next hearing fixed on dated 26.10.21

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 & less than six months as on 30.09.2021.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1533/1/21/045	M/S Sky Mushroom, Dilman its Proprietor Navdeep Singh Sohal son of Sh.Baldev Singh Sohal r/o of House No1 Block-L Bhai randhir Singh Nagar Ludhiana (PB) Presently R/o Sh.Vijay Kumar R/o SukhiJohri,Near Petrol Pump,P.O Dharampur Tehsil Kasauli Distt. Solan(H.P)	Billing	5.01.2021	Next hearing fixed on dated 28.10.21
2	1233/1/21/052	M/S Sh Sanjay Thakur S/o Sh Raghu Nath Singh Thakur Proprietor of Marina Hotel Shimla-1	Billing	19.02.2021	Next hearing fixed on dated 28.10.21
3	1423/1/21/056	M/s Missus More Resort Pvt. Ltd Mando matkanda Dharmpur kasuli Distt Solan	Billing	18.03.21	Next hearing fixed on dated 27.10.21
4	1413/1/21/057	Sh. Vinod kumar Thakur S/o sh. Sukh Ram R/o Village PO Chambaghat Distt. Solan	Billing	19.03.21	Next hearing fixed on dated 27.10.21

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

ANNEXURE-A-3**Current file list as on 01.07.2021 to 30.09.2021, 3rd Quarter.**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	1432/3/21/03	M/S Krishana Plastic Industries vill Beli Dyar Nalagarh.	Rs.6,79,680 Billing	06. 7.2021	Disposed of
2	1431/3/21/04	M/S Saini Stone VPO Manjholi Tehsil Nalagarh Distt Solan(H.P)	Billing Rs.6,86,499	15. 7.2021	Next hearing fixed on dated 27.10.21
3	1521/3/21/05	M/S Solvpet Plot No.9 Industries Area Gandpur Tehsil Paonta Distt Sirmour	Billing Rs.6,11,981	24. 7.2021	Next hearing fixed on dated 26.10.21
4	1421/3/21/06	M/S Manjushree Plastic Pvt.Ltd. Plot No.32 Sector-5 Parwanoo	IDC	24. 7.2021	Disposed of
5	1432/3/21/07	M/S Sunox Intdernational V&P.O Panjhera Tehsil Nalagarh Distt Solan	Other	24.7.2021	Next hearing fixed on dated 26.10.21
6	1212/3/21/08	Sh. Yash Pal Sh. Rakash Kumar &Ashok Kumar (Partner) Shivom Industries Shoghi. V.P.O Shoghi Distt. Shimla.	Billing	27.7.2021	Next hearing fixed on dated 28.10.21
7	2315/3/21/09	Karam Singh S/o Sh. Bhagat Ram & Inder Singh R/o VPO Gahidhar Tehsil Banjar Distt.Kullu(H.P)	Rs.155,239/- Billing	29.7.2021	Next hearing fixed on dated 27.10.21
8	1211/3/21/010	Sh. Shiv Ram R/o Shiva Cottage near Horticulture nursery Rajhana road New Shimla.	Rs.48,382 Billing	3.8.2021	Next hearing fixed on dated 27.10.21
9	1431/3/21/011	M/S R.S.Green Infra Pvt.Ltd Village Bir Plassi P.O.Manjholi Tehsil Nalagarh Distt.solan(H.P)	Rs.12,85,875/- Billing	16. 8.2021	Next hearing fixed on dated 27.10.21
10	1414/3/21/012	Sh.Rakesh Ahuja S/o Late Sh.Madan Lal village Kalla Paughat Tehsil Kandaghat Distt. Solan(H.P)	Billing	16. 8.2021	Disposed of
11	1114/3/21/013	M/S Ashwani Sood S/o Late Sh.Om Parkesh VPO Nogli Tehsil Rampur Distt. Shimla.	Billing Rs.70,478/-	17. 8.2021	Next hearing fixed on dated 28.10.21
12	1114/3/21/014	M/S Ashwani Sood S/o Late Sh.Om Parkesh VPO Nogli Tehsil	Billing	17. 8.2021	Next hearing fixed

		Rampur Distt. Shimla.	Rs.46,576		on dated 28.10.21
13	1114/3/21/015	M/S Ashwani Sood S/o Late Sh.Om Parkesh VPO Nogli Tehsil Rampur Distt. Shimla.	Billing	17. 8.2021	Next hearing fixed on dated 28.10.21
14	1211/3/21/016	Smt.Neelam D/o Late Sh.Kirpa Ram R/o Moti Bhawan Dev Nagar Kasumpti, Shimla-9.	Billing	28. 8.2021	Next hearing fixed on dated 27.10.21
15	R/A 1511/3/21/017 Org.1511/4/20/040	M/S Sun Pharmaceutical Industries Ltd Village Ganguwala Paonta Sahib Distt. Sirmour(H.P)	IDC	06. 9.2021	Next hearing fixed on dated 27.10.21
16	1234/3/21/018	Sh. Rakesh Kumar S/o Late Sh.Nanak Chand R/o 3 rd floor New Nanak Niwas Bharari Shimla171003	Billing	06. 9.2021	Next hearing fixed on dated 28.10.21
17	1453/3/21/019	M/S Prime Steel Industries Pvt.Ltd village Bated Barotiwala.	Billing	17. 9.2021	Next hearing fixed on dated 26.10.21
18	1211/3/21/020	Sh. D.R Chandel Block No-44 Set No.-834 type-IV New Shimla (H.P)	Billing	16. 9.2021	Next hearing fixed on dated 26.10.21
19	2415/3/21/021	Smt. Sneha Lata Sharma W/o Sh. Salig Ram Sharma R/o word-I House No-157 Tehsil & Distt. Hamirpur (H.P).	Billing	21. 9.2021	Next hearing fixed on dated 27.10.21
20	1421/3/21/022	M/S Ind- Sphinx Precision Ltd (Unit-B)-1 Taksal road Parwanoo Distt. Solan*(H.P)	Billing Refund of ED	24.9.2021	Next hearing fixed on dated 26.10.21
21	1451/3/21/023	M/s Jai Bhawani, Inds, Village Chahal Majra, Nalagarh, Baddi, Distt. Solan (HP)	Billing	28.09.2021	Next hearing fixed on dated 27.10.21

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

ANNEXURE-‘B’-1**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 3rd Quarter i.e. July 2021 to September 2021 (01.07.2021 to 30.09.2021).**

Sr N o	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	1211/1/21/055	M/S Sanjeev Sharma S/o Late Hans Raj Sharma R/o 3 rd Floor Rising Star. Residency Dev Nagar Shimla-09(H.P)	Billing	Rs.24,571/-	17.03.2021	24..7.2021	The case is dismissed.
2	1444/3/20/019	M/S Ambuja Cements Ltd. (Unit Suli & Rauri) Darlaghat Tehsil Arki Distt. Solan(H.P)	other	-Nil-	21.7.2020	31.7.2021	The case is decided in favour of Respondent Board.
3	1421/4/20.036	M/S A.B Tools Pvt.Ltd.Plots 7 &8 Sector 3 Parwanoo Distt. Solan	Billing	Rs.26,30,731/-	3.11.2020	24.8.2021	The case is decided partially in favour of complainant.
4	1211/1/21/049	M/S Sh.Subhash Chand R/o Padam Kunj Basement Below town & country Planning Office Devnagar Kasumpti Shimla-9	Billing	Rs.5, 765.-	30-01.2021	24.08.2021	The case is decided partially in favour of complainant.
5	1211/1/21/048	M/S Sh Joginder singh &Ram Singh Thakur S/o Late Padam Kunj Basement Devnagar Kasumpti Shimla-9	Billing	Rs.31,462	30.01.2021	24.8.2021	The case is decided partially in favour of complainant.

6	3234/2/21/01	M/S I.D.Sood Ltd Village &P.O Kandrori Tshsil Indora Distt. Kangra(H.P)	IDC	Rs.9,99,112/-	7.04.2021	24.08.2021	The case is decided in favour of complainant.
7	1421/3/21/06	M/S Manjushree Plastic Pvt.Ltd. Plot No.32 Sector-5 Parwanoo Distt Solan(H.P)	IDC	-Nil-	24.07.2021	26.08,2021	The case is decided in favour of complainant.
8	1211/1/21/050	M/S Moti Ram Madhan R/o Madhan Cottage Near Kali Mata Mandir Devnagar P.O Kasumpti Shimla-9	Billing	Rs.9803/-	17.02.2021	26.08.2021	The case is decided partially in favour of complainant.
9	1432/3/21/03	M/S Krishana Plastic Industries Village Dyor P.O. Manpura Nalagarh Distt. Solan	Billing	Rs.6,79,680/	6.07.2021	26.08.2021	The case is decided in favour of complainant.
10	1421/1/21/046	M/S Plato Industries Ltd Plot No.4 sector-3 Industrial Area Parwanoo Distt. Solan	Billing Security Deposit	Rs.11,75,975	14.01.2021	22.9.2021	The case is decided partially in favour of complainant.
11	1413/1/21/047	M/S Himalayan Plastices Ltd Shed No.9-10 Industries Estate Chambaghat Tehsil & Distt. Solan(H.P)	Billing	Nil	14.1.2021	21.9.2021	The case is decided partially in favour of complainant.
12	3111/4/20/043	Himachal Pradesh Tourism Development Corporation Ltd. Ritz annexe. The Mall Shimla-1	Billing	Rs.2,70,823/-	23.11.2020	22.09.2021	The Case is decided in favour of complainant.

13	1414/3/21/012	M/S Rakesh Ahuja Madan Lal Village Kotla Paughat Tehsil Kandaghat Distt. Solan(H.P)	Billing	Rs.5,00,00/-	16.08.2021	23.09.2021	The case is dismissed & withdrawn.
14	1521/1/21/051	M/s Zeon lifesciences Ltd Village Kunja Rampur Paonta Sahib Distt Sirmour (H.P)	Metering	Rs.502,511/-	19.02.2021	24.09.2021	The case is decided in favour complainant.
15	2216/2/21/02	M/S Aggarwal Steel Industrial Pvt.Ltd. Patch No.1 Phase-2 Ind. Area Gwalthi Distt Bilaspur(H.P)	Billing	Nil-	2.06.2021	24.09.2021	The case is Dismissed & withdrawn.
16	1453/1/21/054	M/S Prime Steel Industries Pvt.Ltd. Village Bated, Baddi-Barotiwala Distt.Solan(H.P)	IDC	-Nil-	24.02.2021	24.09.2021	The case is Dismissed & withdrawn.
17	3325/3/20/011	M/S Vardhman Ispat Udyog Village Bathri, Tehsil Haroli Near Tahliwala Distt Una(H.)	Billing	Rs.13,27,000/-	7.07.2021	24.09.2021	The case is decided in favour complainant.

Sd/-

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

Sub-Division wise Consumer's Court Cases received for the 3rd quarter July/2021 to September/2021) ending 30th September 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 Nalagarh-2	--	--	--	--	01	--	01	02
2	ESD Nalagarh-1	--	--	--	--	02	--	--	02
3	ESD Paonta	--	--	--	--	01	--	--	01
4	ESD Parwanoo	--	--	--	--	01	--	01	02
5	ESD Jutogh	--	--	--	--	01	--	--	01
6	ESD Banjar	--	--	--	--	01	--	--	01
7	ESD Khalini	--	--	--	--	03	--	--	03
8	ESD Kandaghat	--	--	--	--	01	--	--	01
9	ESD Taklech	--	--	--	--	03	--	--	03
10	ESD Nahan	--	--	--	--	--	--	01	01
11	ESD Sanjauli	--	--	--	--	01	--	--	01
12	ESD Tauni Devi	--	--	--	--	01	--	--	01
13	ESD Barotiwala	--	--	--	--	01	--	--	01
14	ESD Manpura	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	-	18	--	03	21

Note: -21 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 3rd quarter i.e. July/2021 to September/2021 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. N.R Negi Chandel Niwas VPO & Tehsil Chopal Distt. Shimla171211	Regarding Installation of 66 KV Sub Station	05/10/11/20	1. C.E OP South Shimla 2. S.E OP Circle Shimla 3. XEN Chopal 4. A.E ESD Chopa 5. C.E ES Hamirpurl 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020-1007-11 dated 11.11.20 -do- 1108-11 dated 14.12.20 -do-1437-40 dated 18.02.21 -do- 1523-26 dated 17.03.21 -do-11-12 dated 08.04.21 -do-185-87 dated 26.06.21 -do-300-01 dated 29.07.21
2	Smt. Reeta Ashirwad bhawan chester hill road vair khas solan	Regarding installation of energy meter	12/06/04/21	1. Sr. Xen ED Solan 2. A.E. ESD No1 Solan 3. S.E. OP Circle Solan 3. Complainant	Disposed off	
3.	Sh. Gaurav Chandel balaji bhawan ist floor lower shiv nagar Shimla-9	Regarding exorbitant electricity bill	13/06/04/21	1. Sr. Xen ED No1 Shimla 2. A.E. ESD No khalini 3. S.E. OP Circle Kasumpti shimla 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020-21 -21-24 dated 12.04.21 -do- 171-73 dated 25.06.21 -do-360-62 dated 11.08.21
4.	Sh. Sukhdyal singh S/o sh shakti chand house no 33A ananta homes bhambri enclave near gurukul school gazipur road zirkipur distt mohali	Regarding request for correction of electricity bill	14/12/05/21	1. Sr. Xen ED Shahpur 2. A.E. ESD Rayat kangra 3. S.E. OP Circle Kangra 3. Complainant	Disposed off	

5	Sh. Ramesh Kumar Verma Vill shillri /mania po mehli tehsil Shimla	Regarding Replacement of electricity pole	15/12/7/21	1. Sr. Xen ED No2 Shimla 2. A.E. ESD Kasumpti shimla 3. S.E. OP Circle Shimla 3. Complainant	Disposed off	
6	Pradhan gram Panchayat Mehli	Regarding Eretic power supply to village mehli	16/16/7/21	1.CE OP South Shimla-4 2. Sr. Xen ED No2 Shimla 3. A.E. ESD Kasumpti 4. S.E. OP Circle Kasumpti shimla 5 Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 21 -246-50 dated 16.07.21 -do- 397-99 dated 23.08.21
7	Er. C . l kapoor Manager Om essence india plot no21 ind area phase 1 mandi hp	Regarding problem due to HT line crossing over the Industrie	17/17/8/21	1. Sr. Xen ED Mandi 2. A.E. ESD No2 Mandi 3. Complainant	Reply awaited	CGRF/Misc. Complaint/2020- 21 – 400-02 dated 23.08.21 -do- 519-21 dated 25.09.21
8	Sh. Kushal Sharma Xen Himuda R/o Set No 5 Block No A-1 Knowlswood Shimla-2	Regarding Discripency in electricity bill	18/02/8/21	1. Sr. Xen City ED Shimla 2. A.E. ESD Chota shimla 3. S.E. OP Circle shimla 3. Complainant	Disposed off	

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA -171009.

ABSTRACT OF 3rd QUARTER MISC. COMPLAINTS

<u>Total Nos. of complaint pending from 3rd quarter ending 30.09.2021</u>	<u>Total No. of Complaints received during 3rd Qtr. (07-21 to 09/2021)</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>
04	04	08	04	04	-

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 (in Rs.)	Date of Decision with direction to parties	No. of days taken for disposal of case	Settlement Amount (In Rs.)	Compliance period as specified in regulation 27(1) of HPERC (CGRF & Ombudsman) Regulation 2013	Compliance status (Partially/Fully/not complied with)	Whether compliance date extended at the request of the licensee	Actual date of compliance of decision 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 filing the case before ombudsman of High court
1	Org 1232/2/19/010	Ms.Hotel Grand white Below Tutikandi shimla	Applying multiplier factor 5 instead of 1	24.10.19	4,93,986	18.03.20	-	493986	21	Fully	No	-	-	No
2	1215/3/19/024	M.s Rupa verma niwas mashobra shimla	Comp.u/s 16.17.18 under consumer grievances redresser regulation 2013	24.07.19	67.062.00	14.07.20	230	67062	21	Fully	No	05.03.21	-	No
3	1215/2/18/038 RA	Ms Himalyan Fab Care Vill PO Kiar Koti Shimla	Review petition	26.07.19	5,27,152	19.02.20	359	527152	21	-	No	26.06.20	-	Yes the order passed by the Honble CGRF on 19.6.19 and

	1215/4/18/075													19.02.20 has challenged before the Honble high court vide 29136
4	1241/3/19/046	Ms Mahamaya infrastructure Basa Theog Shimla	Complaint against audit para by RAO	21.09.19	1747128	13.07.20	9 months 22 days	2446401	21	-	no	07.01.21	-	Challenged in ombudsman on 11.08.20 and decided on 15.10.2020
5	1453/4/19/049	M/s Kundlas Loh Udyog Barotiwala /Name of Sub-Division-ESD Barotiwala/Name of Division-ED Baddi/Circle-Solan	IDC	04.10.2019	-	18.03.2020 complaint can be filed before us on a subject that has already been adjudicated and decided by the Id. Ombudsman. Therefore, the present complaint is rejected for want of jurisdiction.	-	-	21 days	Fully	No	Full amount has already been recovered before challenging the complaint in Id. CGRF	No	Challenged in Id ombudsman in case no. 20/2020. Where in Id. Ombudsman quash the order of CGRF.
6.	1453/3/19/045	M/s MT Autocraft /Name of Sub-Division-ESD Barotiwala/Name of	Billing dispute	21.09.2019	-	18.08.2020, complaint is found to be not maintainable and being	-	-	21 days	Fully	No	Full amount has already been recovered before challenging the complaint in	No	Challenged in Id ombudsman in case no. 35/2020. Where in Id. Ombudsman quash the order of CGRF.

		Division-ED Baddi/Circle- Solan				devoid of any substance and merit and disallowed accordingl y.						ld. CGRF		
7.	1454/3/19/0 44	M/s Dr. Reddy Labs /Name of Sub- Division- ESD Baddi/Name of Division- ED Baddi/Circle- Solan	IDC	12.09.2019	1895370	20.08.202 0 Complaint disposed of being barred by the principles of re- judicata.	-	-	21 days	Fully	No	Notice stands served to the consumer	No	-

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

Note:- The requisite information is still awaited from the field units despite issuance of repeated reminder from this Forum letter Nos. CGRF/NCO/ 504-12 dated 21.09.2021, Copy already endorsed to your good office . Besides this the correspondence with the individual is in progress.