



CONSUMERS' GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-9
No.CGRF/Quarterly Return/2019-20: 395 Dated:24.07.2019
To

The Secretary,
HP. Electricity Regulatory Commission,
Vidyut Aayog Bhawan, SDA Complex Block No.37,
Kasumpti, Shimla-9,

Subject:- Yearly Report containing General Activities of the Forum.

Sir,

I have been directed to enclose herewith the requisite report, on the captioned subject on the format as asked by your office for favour of information and taking further necessary action at your end please.

DA: - As above.

Yours faithfully,

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

Annexure-A-I

Performa indicating disposal of Grievances by the CGRF during financial year 2018-19.

(A) Regular complaints

Sr. No.	Complaint Status	No. of Complaints
1.	Complaints pending as on 31.03.2018	41
2.	Complaints received during FY 2018-19 (01.04.2018 to 31.03.2019)	78
3.	Complaints disposal off during FY 2018-19	87
4.	Complaints pending at the end of FY 2018-19 ending 31 st March 2019	32

(B) Misc. Complaints

Sr. No.	Complaint Status	No. of Complaints
1.	Complaints pending as on 31.03.2018	18
2.	Complaints received during FY 2018-19 (01.04.2018 to 31.03.2019)	50
3.	Complaints disposal off during FY 2018-19	43
4.	Complaints pending at the end of FY 2018-19 ending 31 st March 2019	25

DA:- Quarter wise break-up attached.

Name of Officers of the Forum during the FY 2018-19:-

Sr. No.	Name of the Post	Name of Officer(s)	Period
1.	Chairman	i) Er. V.K. Sharma. ii) Er. S.K. Thakur.	01.04.2018 to 15.01.2019 28.01.2019 to continue
2.	Member-I	i) Er. Rajiv Gupta.	01.04.2018 to continue
3.	Member-II (Independent Member)	i) Sh. Rajender Singh, IAS (Retd.).	01.04.2018 to continue
4.	Secretary	Sh. Hira Mani Bhardwaj.	01.04.2018 to 31.03.2019

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

PART-I.

Quarters wise break-up of Complaint(s) received/disposed-off and pending in respect of CGRF, Kasumpti Shimla-9.
(Regular Hearings)

Particulars	Complaints Pending as on 31.03.2019	Complaints received during FY 2018-19	Complaints disposed off during FY 2018-19	Complaints pending at the end of FY 2018-19 ending 31st March 2019
Opening Balance	41	-	-	-
2 nd Quarter (01.04.2018-30.06.2018)	-	33	44	-
3 rd Quarter (01.07.2018-30.09.2018)	-	17	17	-
4 th Quarter (01.10.2018-31.12.2018)	-	22	23	-
1 st Quarter (01.01.2019-31.03.2019)	-	06	03	-
Grand Total	41	78	87	32

PART-II.

Quarters wise break-up of Complaints received/disposed off and pending Complaints in respect of CGRF, Kasumpti Shimla-9. (Miscellaneous nature of Complaints)

Particulars	Complaints Pending as on 31.03.2018	Complaints received during FY 2018-19	Complaints disposed off during FY 2018-19	Complaints pending at the end of FY 2018-19 ending 31st March 2019
Opening Balance	18	-	-	-
2 nd Quarter (01.04.2018-30.06.2018)	-	17	10	-
3 rd Quarter (01.07.2018-30.09.2018)	-	10	16	-
4 th Quarter (01.10.2018-31.12.2018)	-	17	15	-
1 st Quarter (01.01.2018-31.03.2018)	-	06	02	-
Grand Total	18	50	43	25

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

1. Reporting Requirements:-

In terms of Regulations-29(3), the Forum shall, within 45 days of the close of the financial year to which it relates, also furnish a yearly report containing a general review of the activities of the Forum during the financial year to the licensee, which are as under:-

So far as the activities / progress of the CGRF during the financial year-2018-19 are concerned, it is submitted there were total no 41 complaints already pending ending 31.3.2018. During the financial year, total 78 No. complaints were received. Out of which, 87 complaints disposed off and rest of 32 complaints are pending ending 31.3.2019. Besides 43 complaints of miscellaneous nature have been decided and rest of 25 complaints pending for want of replies/ settlement by the Licensee (**Annexure A-I**).

For the sake of disposal of these cases pending adjudication/ consideration before the Ld. Forum, these are being decided / disposed off within the timelines set-out under the Regulations. However, strict directions, during the course of hearings have been passed to the complainants/ respondents for filing its replies/ rejoinders in a time bound manners. The pendency as shown in the **Annexure-A-1** was neither deliberate nor intentional, but sometime caused due to non-appearance of complainants/ respondents Board or sometimes seeking adjournments by them.

In addition to above, quarterly returns as per the standard proforma prescribed by the Regulator are being sent invariably to the Secretary, Forum of Regulators, New Delhi with its copies endorsed to your good office, the Ld. Ombudsman and Licensee as well.

2. Total No. sitting of CGRF/ Mobile-Cum-Awareness Camps out of Shimla:-

It is submitted that during the financial year, total no. of 41 sitting arranged by this Ld. Forum and during the course of these sittings, 119 no. complaints heard and out of which, 87 no. complaints disposed off and rest of 32 no. complaints are pending for want of replies of the Licensee(Respondent Board).

3.. Monitoring of 24x7 Customer Care-cum Call Centre of HPSEBL, Shimla.

It is submitted that being the Nodal officer of the **24X7 Customer Care-Cum-Call Centre at Shimla-1**, this Forum monitored the complaints lodged with the said call centre. During the financial year-2018-19, there were 155 complaints already pending ending 31.3.2018 and 7185 complaints lodged with the call centre, which accumulated to 7340 complaints. Out of which, 7170 complaints resolved by the licensee and rest of 170 complaints are pending for its settlement with the licensee. In view of this pendency, suitable directions have been imparted from time to time to the licensee for its immediate clearance.

4. Attended 15th Meeting of HPERC – State Advisory Committee (SAC) on 23rd March, 2019 at Hotel Holiday Home, Shimla.

On the directions of Hon'ble HPERC, this Ld. Forum attended the 15th Meeting of HPERC- State Advisory Committee (SAC) on 23rd March, 2019 at Hotel Holiday Home, Shimla and submitted the Agenda wise replies / activities by furnishing power point slides (Projector slides) of the Ld. Forum therein..

5. Compliance of the order of Forum:

In terms of **Regulations-27(2)**, in case of non-compliance of order of the Forum, the matter is being taken up with the higher authorities of the Licensee for compliance, but the licensee has not shown any keen interest to comply with the directions of this Ld. Forum.

6. Compliance of the orders of the Ld. Ombudsman, Hon'ble Courts/ High Court of H.P.

In certain cases the files/ records of this Ld. Forum is being summoned by the Appellate Courts, especially in the matter of decided cases requisitioned by the Ld. Ombudsman, Hon'ble HPERC, Hon'ble Courts and even Hon'ble High Court of Himachal Pradesh and its requisite records is being maintained properly and produced by this Forum from time to time without any fail. Needless to mention here that whatever the cases filed by the appellants before the Appellate Authorities / Courts, it is submitted that majority of cases so decided by this Ld. Forum have been upheld by the various courts, which is a matter of admiration.

DA:- As above.

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