

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.
No. CGRF/Q. Return/2026-27-338-41
Dated: - 05.10.2026

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 30.09.2026, (1st July 2026 to 30th September, 2026).

Sir,

The Quarterly return(s) for the quarter ending 30.09.2026 in respect of this Forum are sent herewith on the prescribed format(s) as per details given below for favor of information and necessary action at your end please.

Sr. No.	Particulars	Annexure(s)	Page Nos.
1.	Monitoring Report 3rd Quarter, 1 st July to 30 th September, 2026	-	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 01.07.2026 to 30.09.2026.	Annexure-A-3	Page-6
6.	Month wise announced case w.e.f. 1 st July/2026, to September/2026.	Annexure ‘B’	Page-7-8
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure‘B’-1	Page-9
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 along with above return(s) for information and necessary action. Compliance report in respect of matters decided by Fprum in favour of complainant is still awaited which may be expedited.

DA:-As above

3. The Electricity Ombudsman, Govt. of HP, Behind Keonthal Complex, Khallni, Shimla-2 along with 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 30.09.2026 (01.07.2026 to 30.09.2026) 3rd quarter start from July /2026 to September/2026.

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	09	
3.	No. of Grievances received during the quarter	06	
4.	No. of Grievances disposed during the quarter	12	
5.	No. of Grievances pending at the close of the quarter	03	
6.	No. of Grievances pending which are older than six months	0	
7.	No. of sittings of CGRFs in the quarter	09	

Note: - CGRF is monitoring report for the 3rd quarter start from 1st July 2026 to 30th September /2026. 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 01.07.2026 to 30.09.2026.
ENDING 09/2024.

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.	-	-	-	-	8	1	-	9	
2.	Complaints Received during the quarter.	-	-	-	-	6	-	-	6	
3.	Total Complaints (1+2)	-	-	-	-	15	-	-	15	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	12	-	-	12	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	03	-	-	03	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	-	-	-	-	
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 3rd quarter total 6 Nos. of complaints have been received.

Sd/-

**Secretary,
CGRE, 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 30.09.2026.**

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 30.09.2026.**

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-3

Current file list as on 01.07.2026 to 30.09.2026, 3rd quarter.

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1.	1431/202607/11	M/s Jiyana Industries Pvt. Ltd. Plot No. 5 & 6 Ind. Area Mandyarpur, Kirpalpur Nalagarh 174101	Wrong Billing	20.07.2026	Disposed of
2.	1453/202608/12	M/s Kundlas Loh Udyog, Village Buranwala, P.O. Barotiwaladistrict Solan (HP). 174103	Wrong Billing	11.08.2026	Order Reserved
3.	1454/202608/13	M/s J.S.K. International, Village Gullarwala, Verdhman Budh Road, P.O. Baddi, District Solan (HP). 173205	Wrong Billing	11.08.2026	Next date of hearing on dated- 07/10/2026
4.	3325/202608/15	Vardhman Ispat Udyog, VPO Bathri, Tehsil Haroli, Near Tahliwal, Distt. Una (HP)	Wrong Billing	11.08.2026	Withdrawn
5.	1421/202608/14	M/s Parwanoo Industries Association, Plot No.4 A Sector-2, Parwanoo, District Solan (HP). 173320	Wrong Billing	11.08.2026	Dispose of
6.	1515/202609/16	M/s N.G. Polymers, Village Ogli, Nahn Road, Tehsil Nahan, District Sirmour, (HP).	Wrong Billing	29.09.2026	Next date of hearing on dated- 07/10/2026

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

ANNEXURE-‘B’.

CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX KASUMPTI SHIMLA-171009.**Announced cases for 3rd Quarter i.e. July/2026 to September/2026 (01.07.2026 to 30.09.2026).**

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.	1241/202606/06	M/s Mahasu Peak Resort & Recreations Pvt. Ltd. Village Gallu, P.O. Fagu, Tehsil Theog, District Shimla (HP) 171201.	Disposed off	5,57,056.00	19.09.2026	10.07.2026	The Case is dismissed
2.	1453/202604/04	M/s Zedco Plastico LLP Khasra No. 530 Village Tipra Barotiwala. 174103 (HP).	Disposed off	N.A.	27.04.2026	18.07.2026	The Case is dismissed
3.	1453/202604/03	M/s Prime Steel Industries Pvt. Ltd. Village Bated Baddi Road Barotiwala Distt. Solan HP.	Disposed off	4,55,374.27	20.04.2026	18.07.2026	The Case is dismissed
4.	1453/202606/07	M/s Prime Steel Industries Pvt. Ltd., Village Bated, Baddi Road, Barotiwala, Distt. Solan (HP)174103.	Disposed off	1,14,04,094.03	20.05.2026	29.07.2026	The Case is dismissed
5.	1453/202606/08	M/s Kundlas loh udyog Vill. Buranwala P.O Barotiwala Tehsil Baddi Distt Solan (HP).	Disposed off	90,21,061.70	18.06.2026	29.07.2026	The Case is dismissed
6.	3241/202512/34	M/s Sunny Gramin Udyog, Village Dhan, PO Matlahar, Tehsil Jawali, Distt. Kangra.,	Disposed off	17,86,477.00	26.12.2025	06.08.2026	Disposed off
7.	1521/202605/05	M/s ABCI Infrastructure National Highway 707 Paonta Sahib Sirmour (HP) 173025.	Disposed off	24,04,850.00	12.05.2026	18.08.2026	Partly Allowed

8.	1423/202606/10	M/s Kool Pack & Allied Industries, Dharampur, District, Solan Pin-173211. (HP).	Disposed off	6,53,980.92	30.06.2026	01.09.2026	Disposed off
9.	1414/202606/09	M/s P.K. Construction, Village Diarighat, Vaknaghat, Tehsil Kandaghat, District Solan, (HP).	Disposed off	9,89,425.00	25.06.2026	01.09.2026	Disposed off
10.	3325/202608/15	Vardhman Ispat Udyog, VPO Bathri, Tehsil Haroli, Near Tahliwal, Distt. Una (HP)	Disposed off	2,78,69,000.00	11.08.2026	01.09.2026	Withdrawn
11.	1431/202607/11	M/s Jiyana Industries Pvt. Ltd. Plot No. 5 & 6 Ind. Area Mandyarpur, Kirpalpur Nalagarh 174101	Disposed off	7,87,919.36	20.07.2026	16.09.2026	Disposed off
12.	1421/202608/14	M/s Parwanoo Industries Association, Plot No.4 A Sector-2, Parwanoo, District Solan (HP). 173320	Disposed off	N.A.	11.08.2026	23.09.2026	Disposed off

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

ANNEXURE- 'B'-1

Sub-Division wise Consumer's Court Cases received for the 3rd quarter July/2026 to September/2026) ending 30th September in r/o CGRF, HPSEBL, Kasumpti Shimla-9.

		NATURE OF COMPLAINTS							
Sr. No.	Name of Elect. Sub-Division. of HPSEBL	Delay in effecting Supply.	Quality of Voltage	Interruptions	Metering Problems	Billing Problems	Tariff Problems	Others IDC	Total
1.	ESD Nalagarh No.1 Solan	--	--	--	--	01	--	--	01
2.	ESD Barotiwala, Solan	--	--	--	--	01	--	--	01
3.	ESD Baddi, Solan	--	--	--	--	01	--	--	01
4.	ESD Parwanoo Solan	--	--	--	--	01	--	-	01
5.	ESD Tahliwal Una	--	--	--	--	01	--	--	01
6.	ESD Kala Amb Sirmour					01			01
	Grand Total	--	--	--	--	06	--	--	06

Note: - 6 Nos. Complaints received in regular Forum at Shimla.

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

ANNEXURE-III**QUARTERLY REPORTING BY FORUM****Quarter: 3rd Financial Year 2026-27****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.	-	-	-	09	-	-	09
2.	Grievances received during this quarter	-	-	-	06	-	-	06
3.	Total Grievances (1+2)	-	-	-	15	-	-	15
4.	Grievances attended during this quarter	-	-	-	12			12
5.	Balance grievances to be attended (3-4)	-	-	-	03	-	-	03
6.	Grievances successfully redressed during this quarter	-	-	-	12	-	-	12
7.	Grievances in the process of Redressal	-	-	-	03	-	-	03
8	Grievances escalated to Ombudsman	-	-	-	00	-	-	00

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