

HPSEBL

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CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No.CGRF/Q.Return/2020-21-161-64

Dated:-06.07.2020

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 2nd quarter ending 30/06/2020, (1st April 2020 to 30th June, 2020).

Sir,

The Quarterly return(s) for the quarter ending 06/2020 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 2nd Quarter, 1 st April 2020 to 30 th June 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-5-6
5.	Current file list as on 01.04.2020 to 30.06.2020.	ANNEXURE-A-3	Page 7-8
6.	Month wise announced case w.e.f April 2020, to June 2020.	Annexure 'B'	Page 9-13
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-14
8.	Status of Misc. Complaints received/disposed off from April , 2020, to June 2020.	Annexure 'C'	Page-15-

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 30.06.2020 (01.04.2020 to 30.06.2020)
2nd quarter start from 1st April 2020 to 30th June 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	25	
3.	No. of Grievances received during the quarter	04	
4.	No. of Grievances disposed during the quarter	-	
5.	No. of Grievances pending at the close of the quarter	29	
6.	No. of Grievances pending which are older than two months	25	
7.	No. of sittings of CGRFs in the quarter	3	

Note:- CGRF monitoring report for the 2nd quarter ending the June/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 2nd QUARTER 01.04.2020 to 30.06.2020.
ENDING 06/2020.**

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.	-	-	-	-	15	-	10	25	
2.	Complaints Received during the quarter.	-	-	-	-	1	-	3	04	
3.	Total Complaints (1+2)	-	-	-	-	16	-	13	29	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	-	-	-	-	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	16	-	13	29	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	03		02	05	.Complaints received during this quarter = 04 Nos.
7.	Complaints pending for more than 6 months.	-	-	-	-	12	-	08	20	

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 2nd quarter total 04 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 30.06.2020.**

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 15.07.2020
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 14.07.2020
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 13.07.2020
5	1453/3/19/026	M/S Prime Steel Industries Pvt. Ltd M/SAM Iron & steel Roliling Mills	Refund	6.08.2019	Next hearing fixed on dated 15.07.2020
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 15.07.2020
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 15.07.2020
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 15.07.2020
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 13.07.2020
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 13.07.20
11	2414/4/19/050	Parveen Kumar S/o Amin Chand r/o Village Barbadar P.O. Chbutra Tehsil Sujampur Distt Hamirpur(H.P	Billing	4.10.2019	Next hearing fixed on dated 14.07.20
12	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 14.07.2020
13	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 14.07.2020
14	1453/4/19/053	M/S Prime Steel (P) Ltd. Village Bated Baddi Barotiwala	Other	14.10.2019	Next hearing fixed on dated 15.07.2020
15	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 15.07.2020
16	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 13.07.2020

17	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 13.07.2020
18	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 13.07.2020
19	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 13.07.2020
20	1432/4/19/066	M/S Sunox International VPO Panjhera Tehsil Nalagarh Distt.Solan	IDC	17.12.2019	Next hearing fixed on dated 13.07.2020

**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 30.06.2020.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	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 13.07.2020
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 13.07.2020
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 15.07.2020
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 14.07.2020
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 15.07.2020

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

ANNEXURE - A - 3**Current file list as on 01.04.2020 to 30.06.2020, 2nd Quarter.**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	3334/2/20/006	M/S Tilak Raj Sharma S/o Late Sh. Chandu Lal Sharma R/o Vill Moin P.O Bharwin The. Dehra Distt. Kangra(H.P)	Other	25.06.2020	Next hearing fixed on dated 14.07.2020
2	1432/2/20/007	M/S Lakhwinder Stone Crusher Village Mahadev P.O. Bhogpur The. Nalagarh Distt. Solan(H.P)	Other	29.06.2020	Next hearing fixed on dated 15.07.2020
3	1453/2/20/008	M/S Kundlas Loh Udyog Village Balyana P.O. Barotiwala The. Baddi Distt. Solan(H.P)	Billing	29.06.2020	Next hearing fixed on dated 13.07.2020
4	1515/2/20/2020	M/S SMSN Continental Pvt.Ltd. Village and P.O Kala Amb Distt. Sirmour(H.P)	Other	29.06.2020	Next hearing fixed on dated 13.07.2020

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

ANNEXURE-‘B’-1**CONSUMERS GREIVANCES REDRESSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 2nd Quarter i.e. April 2020 to June 2020 (01.04.2020 to 30.06.2020).**

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
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Note:- The regular seating's of the Forum could not take place during the month of April 2020 and May 2020 due to lock down in the country and this state (COVID -19). However the seatings during the month of June 2020 were held on dated 15th, 16th, 17th, June. As such no case could be decided during the quarter.

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

Sub-Division wise Consumer's Court Cases received for the 2nd quarter April/2020 to June/2020) ending 30th June 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 Bharwin	--	--	--	--	-	--	01	01
3.	ESD Barotiwala	--	--	--	--	01	--	-	01
4.	ESD Kala amb	--	--	--	--	--	--	01	01
	Grand Total	--	--	--	--	01	--	03	04

Note:- 04Nos. 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 2nd quarter i.e. April/2020 to June/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. 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 -do- 91-92 dated 13.06.20
2.	Sh, Anil Sharma So Sh. Roshan Lal Sharma C/o Rajnish Sharma Uma Sadan below goel apartment Parimahahal 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	Disposed Off	CGRF/Misc. Complaint/2020- 1440-42 dated 12.02.2020
3	Sh. Het Ram Thakur Near PWD Rest house sunni Tehsil Shimla Distt. Shimla	Application for Shifting of HT Line	04/03/03/20	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 -do- 123-24 dated

						23.06.20
4	Sh. Sumit Shetty Prop of M/s Reliable Enterprises Plot No 38A & B Thana Baddi Distt. Solan	Application for Refund of excess Charges	05/07/03/20	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 -do- 125-27 dated 23.06.20
5	Sh. Arun Kumar 13 Patrkhar Vihar Kachi Ghati Shimla HP	Applicatiion for Billing Charges for Meter No. 1112219289	06/04/03/20	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Totu 3. Complainant	Disposed Off	
6.	Sh. Tulsi Ram Gupta Ram Chowk Karsog Distt Mandi	Regarding Electricity Bill	01/23/05/20	1. Sr. Xen ED Karsog 2. A.E. ESD Karsog 3. S.E. OP Circle Bilaspur 3. Complainant	Replay awaited	CGRF/Misc. Complaint/2020-119- 22 dated 23.06.2020
7	Sh. Ashwani kumar Phase III Second Floor Both Well Lodge near IGMC Shimla	Regarding Excess Bills thereof	02/26/06/20	1. Sr. Xen City ED Shimla 2. A.E. ESD Sanjauli 3. S.E. OP Circle Kasumpti 3. Complainant	Replay awaited	CGRF/Misc. Complaint/2020-137- 140 dated 27.06.2020

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

ABSTRACT OF 2nd QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from Ist quarter ending 31/03/20</u>	<u>Total No. of Complaints received during 2nd Qtr. (04-2020 to 06/2020)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 2nd Qtr.</u>	<u>Total No. of Complaints pending ending 2nd Qtr.</u>	<u>Remarks if any</u>
05	02	07	02	05	-

Secretary,
CGRF,HPSEBL,
Kasumpti Shimla-9.