

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No.CGRF/Q.Return/2021-22-212-15

Dated:-06.07.2021

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 30.06.2021, (1st April 2021 to 30 June, 2021).

Sir,

The Quarterly return(s) for the quarter ending 06/2021 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 2 nd Quarter, 1 st April 2021 to 30 th June 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-5-6
5.	Current file list as on 01.04.2021 to 30.06.2021.	Annexure-A-3	Page-7
6.	Month wise announced case w.e.f April 2021, to June 2021.	Annexure 'B'	Page-8-9
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-10
8.	Status of Misc. Complaints received/disposed off from January, 2021, to March 2021.	Annexure 'C'	Page-11-12
9.	Implementation of decisions of consumer grievances redressal Forum	Annexure 'D'	Page-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 30.06.2021(01.04.2021 to 30.06.2021) 2nd quarter start from 1st April 2021 to 30th June 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	27	
3.	No. of Grievances received during the quarter	02	
4.	No. of Grievances disposed during the quarter	06	
5.	No. of Grievances pending at the close of the quarter	23	
6.	No. of Grievances pending which are older than two months	22	
7.	No. of sittings of CGRFs in the quarter	06	

Note:- CGRF monitoring report for the 2nd quarter start from 1st April 2021 to 30th June 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 2nd QUARTER 01.04.2021 to 30.06.2021.
ENDING 06/2021.

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.	-	-	-	01	24	-	02	27	
2.	Complaints Received during the quarter.	-	-	-	-	01	-	01	02	
3.	Total Complaints (1+2)	-	-	-	01	25	-	03	29	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	04	-	02	06	
5.	Balance Complaints to be attended (3-4)	-	-	-	01	21	-	01	23	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	01	10		01	12	Complaints received during this quarter = 02 Nos. and 06 Nos. of complaints Disposed off and balanced complaints are = 23 Nos.
7.	Complaints pending for more than 6 months.	-	-	-	-	08	-	01	09	

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 02 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 30.06.2021.**

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 Village Bhathri Tehsil Haroli Distt. Una (H.P)	Billing	7.07.2020	Next hearing fixed on dated 22.07.21
2	1422/3/20/018	M/S Tashkent Stone Crusher Village Naraini Tehsil Kasauli Distt. Solan (H.P)	Billing	14.07.2020	Next hearing fixed on dated 23.07.21
3.	1444/3/20/019	M/S Ambuja Cements Ltd (Unit Suli & Rauri) Darlaghat Distt. Solan	Other	21.07.2020	Next hearing fixed on dated 23.07.21
4.	1521/3/20/034	M/S Kwaliti Food Products, Industrial Area Gondpur Tehsil Paonta Sahib Distt Sirmour(H.P	Billing Recovery of Arrear	16.09.2020	Next hearing fixed on dated 24.07.21
5.	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 24.07.21
6	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 23.07.21
7	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 24.07.21
8.	1423/4/20/038	M/S Shivalik Hotel Village Mando Matkanda Distt, Solan	Billing	3.11.2020	Next hearing fixed on dated 24.07.21
9.	3111/4/20/043	H.P. Tourism Department corp. Ltd. Ritz Annex Shimla-1	Billing	23.11.2020	Next hearing fixed on dated 24.07.21

**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 30.06.2021.

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 24.07.21
2	1421/1/21/046	M/S Plato Industries Ltd Plot No.4 sector Industrial Area Parwanoo	Billing	14.1.2021	Next hearing fixed on dated 23.07.21
3	1413/1/21/047	M/S Himalyan Plastices Ltd at Shed No.9 Industrial Estate Distt Solan (H.P)	Billing	14.1.2021	Next hearing fixed on dated 23.07.21
4	1211/1/21/048	Sh. Joginder Singh Ram Singh Thakur S/o L/Sh Ram Thakur R/o Padam Kunj Ground Floor Shimla-2	Billing	30.01.2021	Next hearing fixed on dated 23.07.21
5	1211/1/21/049	Sh.Subhash Chand S/o Bahadur Singh R/o Padam Kunj Basement Below Town & Country Shimla-2	Billibg	30.1.2021	Next hearing fixed on dated 23.07.21
6	1211/1/21/050	Sh. Moti Ram Madhania R/o Madan Cottage Near Kali Mata Mandir Dev Nagar	Billing	17.02.2021	Next hearing fixed on dated 23.07.21
7	1521/1/21/051	M/S Zeon life sciences Ltd Village Kunja Rampur road Paonta Sahib Distt Sirmour(H.P)	Metering	19.02.2021	Next hearing fixed on dated 22.07.21
8	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 24.07.21

9	1453/1/21/054	M/S Prime Steels Industries Pvt.Ltd Village Bated Barotiwala Distt. Solan(H.P)	IDC	24.02.2021	Next hearing fixed on dated 22.07.21
10	1211/01/21/055	Sanjay Sharma S/o Late Sh. Hem Raj R/o 3 rd Floor Rising star Resendecy Dev Nagar Shimla 9	Billing	17.03.21	Next hearing fixed on dated 24.07.21
11	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 24.07.21
12	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 23.07.21

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

ANNEXURE-A-3**Current file list as on 01.04.2021 to 30.06.2021, 2nd Quarter.**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Present Status/Remarks
1	3234/2/21/01	I.D.Sood Ispat Ltd Vill.&P.O. Kandori Tehsil Indora Distt Kangra	IDC	7.04.2021	Next hearing fixed on dated 23.07.21
2	2216/2/21/02	M/S Aggarwal Steel Industries Pvt.Ltd Distt Bilaspur(H.P)	Billing	2.06.2021	Next hearing fixed on dated 22.07.21

Sd/-

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

ANNEXURE-‘B’-1**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 2nd Quarter i.e. April 2021 to June 2021 (01.04.2021 to 30.06.2021).**

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	1515/4/20/009	M/S SMSN continental(P) Ltd Village & P.O Kala Amb Mauza Kheri Tehsil- Nahan Distt.Sirmour(H.P) Through Vineet Bansal, Director	Other	39,05,735/-	29.6.2020	19.04.2021	The case is Dismissed.
2	1232/4/20/044	Smt Neeru Sharma W/o Sh.Bhupinder, R/o Rishikesh Sadan Shanti Kutia Chakkar Shimla Distt. Shimla(H.P)	Billing	1,64,245/-	22.12.2020	19.04.2021	The case is decided in favour of complainant.
3	1421/3/20/022	M/S Manjushree Plastics Pvt.Ltd Plot No.32 Sector-5 Parwanoo Distt. Solan(H.P)	Billing	-Nil-	27. 07.2020	21.06.2021	The case is decided in favour of complainant.
4	1525/4/20/039	M/S Hiral Foods Pvt.Ltd. C/o Khasra No.270/150/2/1 Village Salwala.P.O Gorakhuwala Tehsil Paonta Sahib, Distt.Sirmour(H.P)	Billing	-Nil-	3.11.2020	22.06.2021	The case is dismissed.

5	1453/1/20/004	M/S Hemkunt Iron &Steel Pvt.Ltd. Haripur Road Barotiwala, Distt. Solan(H.P)	Billing	Rs.9.16,326/-	2.03.2020	22.06.2021	The case is decided partially in favour of complainant.
6	1511/4/20/040	M/S Sun Pharmaceutical Industries Ltd Village Ganguwala, Paonta Sahib Distt Sirmour(H.P)173025	IDC	Rs.1,62,06,000/-	11.11.2020	22.06.2021	The case is decided in favour of complainant.

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

Sub-Division wise Consumer's Court Cases received for the 2nd quarter April /2021 to June/2021) 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	
2.	ESD Damtal	--	--	--	--	-	--	01	01
4.	ESD Kot	--	--	--	--	01	--	-	01
	Grand Total	--	--	--	-	01	--	01	02

Note: -02 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 2nd quarter i.e. April 2021 to June/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. Prem Raj Sharma S/o Sh. Kundan Lal Sharma Resident of Sharma niwas Kundan cottage sanjauli Shimla	Regarding Replacement of Electricity pole	03/20/8/20	1. Sr. Xen ED No 1 Shimla 2. A.E. ESD Mashobra 3. S.E. OP Circle shimla 3. Complainant	Disposed off	
2	Sh. N.R Negi Chandel Niwas VPO & Tehsil Chopal Distt. Shimla171211	Regarding Installation of 15KV 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
3	Smt. Sabita Chauhan R/o Mehta Colony Flat No04 Set No 4 Ground Floor Vill Anji Vikas Nagar Shimla9	Regarding Shifting of Service Wire	07/05/12/20	1. Sr. Xen ED No.1 Shimla 2. A.E. ESD Khalini 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Disposed off	
4	Sh. Bahadur Singh Chhinta S/o Late Sh. Sahi Ram Chhinta Village & PO Charna Tehsil Nauradhar Distt. Sirmour	Regarding replacement of Rcc Pole to safe side	10/22/02/21	1. Sr. Xen ED Rajgarh Distt.Sirmour 2. A.E. ESD Chharna Distt. Sirmour 3. S.E. OP Circle Nahan 3. Complainant	Disposed off	
5	Sh. Rajinder Sharma	Regarding Electric Meter	11/16/03/21	1. Sr. Xen ED No1 Shimla	Disposed off	

	Flat No1 Block 6 Sector 5 New Shimla	con Id 100001197373		2. A.E. ESD Khalini 3. S.E. OP Circle Kasumpti Shimla 3. Complainant		
6	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	Reply awaited	CGRF/Misc. Complaint/2020- 21 -17-20 dated 12.04.21 -do- 139-41 dated 07.06.21
7.	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
8.	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	Reply awaited	CGRF/Misc. Complaint/2020- 21 -135-38 dated 05.06.21

**Sd/-
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 1st quarter ending 31.03.2021</u>	<u>Total No. of Complaints received during 2nd Qtr. (04-21 to 06/2021)</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	03	08	04	04	-

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