

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

No.CGRF/Q.Return/2019- 1338-41

Dated:-04.01.2020

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 4th quarter ending 31/12/2019, (1st October 2019 to 31st December 2019).

Sir,

The Quarterly return(s) for the quarter ending 12/2019 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.
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8.	Status of Misc. Complaints received/disposed off from October, 2019, to December 2019.	Annexure 'C'	Page-15-20

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 31.12.2018 (01.10.2019 to 31.12.2019)
4th quarter start from 1st October 2019 to 31st December 2019.

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	45	
3.	No. of Grievances received during the quarter	18	
4.	No. of Grievances disposed during the quarter	30	
5.	No. of Grievances pending at the close of the quarter	33	
6.	No. of Grievances pending which are older than two months	23	
7.	No. of sittings of CGRFs in the quarter	9	

Note:- CGRF monitoring report for the 4th quarter ending the December/2019 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 4th QUARTER 01.10.2019 to 31.12.2019.
ENDING 12/2019.**

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.	-	-	-	-	31	-	14	45	
2.	Complaints Received during the quarter.	-	-	-	-	10	-	8	18	
3.	Total Complaints (1+2)	-	-	-	-	41	-	22	63	
4.	Complaints attended/ disposed off during the quarter	-	-	-	-	19	-	11	30	
5.	Balance Complaints to be attended (3-4)	-	-	-	-	22	-	11	33	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	8	-	4	12	18 Nos. Complaints received during this quarter, 2 Nos. complaint disposed off from received complaints now = 16 Nos.
7.	Complaints pending for more than 6 months.	-	-	-	-	4	-	1	5	

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 4th quarter total 18 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 31.12.2019.**

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.Soaln (H.P)	Billing	17.01.2019	Next hearing fixed on dated 21.01.20
2	R/A <u>1515/1/19/003</u> Org.1515405024	M/S Pashupati Spinning & Weaving Mills Kala Amb, Distt.Sirmour(H.P) Through its Authorised. Representative Sh.Rajesh Gupta	Billing	11.02.2019	Next hearing fixed on dated 22.01.20
3	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 22.01.20
4	1515/2/19/019	M/S SMSN Continantal Pvt.Ltd. Vill.P.O. Kala AmbMauza khri Tehsil Nahan Distt.Sirmour(H.P)	Other	4.06.2019	Next hearing fixed on dated 22.01.20
5	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 20.01.20

Note:-

1454/2/19/015,1432/2/19/022,1454/2/19/008,R.A.1453/3/19/023,Org.1453/2/19/037,1453/2/19/018,1413/2/19/014,1515/4/18/069,1414/2/19/016,1235/4/18/057,3321/2/19/021,1431/2/19/012,1134/1/19/004,3243/4/18/070,3243/4/18/076,3234/4/18/078,1421/3/19/028,1421/3/19/029,1421/3/19/030,1421/3/19/031,1421/3/19/032,1421/3/19/033,1421/3/19/034,1421/3/19/035,1421/3/19/036,1421/3/19/043,1421/3/19/037,1421/3/19/038,1453/4/19/059,1452/3/19/047,1452/4/19/055

(30 Nos. complaints have been disposed off/decided) during 4th quarter ending 31.12.2019.

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 31.12.2019.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	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 20.01.20
2	R/A1215/3/19/025 Org.1215/2/18/038 1215/4/18/075	M/S Himalya Fab Care village&P.O. office kiar-koti Tehsil &Distt.Shimla	Billing	26.07.2019	Next hearing fixed on dated 22.01.20
3	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 21.01.20
4	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 21.01.20
5	1421/3/19/039	Shree Siddhi Vinayak Tor, Pvt. Ltd. Village, Nangal Uperla, P.O. Nalagarh, Distt. Solan (HP)	Recovery of arrear Billing	26.08.2019	Next hearing fixed on dated 20.01.20
6	3234/3/19/040	Navin Steel Industries, Pvt. Ltd. VPO Damtal, Tehsil Indora, Distt. Kangra (HP).	Recovery of arrear Billing	27.08.2019	Next hearing fixed on dated 22.01.20
7	3234/3/19/041	I.D. Sood Ispat Pvt. Ltd. VPO, Kandrori, Tehsil Indora, Distt. Kangra (HP).	Recovery of arrear Billing	27.09.219	Next hearing fixed on dated 22.01.20
8	1454/3/19/042	M/S Prime Steel Ind. Pvt.Ltd.(Formerly 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 21.01.20
9	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 21.01.20
10	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 20.01.20

11	1241/3/19/046	M/S Mahamaya Infrastructure Pvt.Ltd, Hotal Bana Theog Distt. Shimla.	other	21.09.2019	Next hearing fixed on dated 20.01.20
12	1454/3/19/048	M/S Nasaka Engry systems Village Gullarwala P.O. Baddi	Billing	24.09.2019	Next hearing fixed on dated 20.01.20

Sd/-

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

Current file list as on 01.10.2019 to 31.12.2019, 4th Quarter.

ANNEXURE-A-3

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/ID C/ Others.	Date of receipt	Present Status/Remarks
1	1453/4/19/049	M/S Kundlas Loh Udyog village Balyana P.O. Barotiwala Tehsil Baddi Distt. Solan(H.P)	Other	4.10.2019	Next hearing fixed on dated 20.01.20
2	2414/4/19/050	Parveen Kumar S/o Amin Chand r/o Village Barbadar P.O. Chbutra Tehsil Sujanpur Distt Hamirpur(H.P	Billing	4.10.2019	Next hearing fixed on dated 22.01.20
3	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 22.01.20
4	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 22.01.20
5	1453/4/19/053	M/S Prime Steel (P) Ltd. Village Bated Baddi Barotiwala	Other	14.10.2019	Next hearing fixed on dated 21.01.20
6	R/A1232/4/19/054 Org.1232/2/19/010	Hotel Grand white ISBT Tutikandi Shimla(H.P)	Billing	24.10.2019	Next hearing fixed on dated 22.01.20
7	1452/4/19/055	Sanjay Singh S/o Sh.Mohan Singh Prop M/S Shiva Stone Crushar Village Gaura P.O. Kharadhatti Tehsil Arki Distt. Solan	Other	24.10.2019	Disposed off on dated 19.12.2019
8	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 21.01.20
9	1421/4/19/057	M/S KDDL Ltd. Plot No.-3 Sector-3 Parwanoo through Praveen Sabharwal Authorised	Billing	18.11.2019	Next hearing fixed on dated 21.01.20
10	1421/4/19/058	M/S Himachal Fine Blank Ltd Plot-3 Sector-3 Parwanoo Distt Solan(H.P)	Recovery of arrear Billing	18.11.2019	Next hearing fixed on dated 21.01.20
11	1453/4/19/059	M/S Prime Steel Industries Pvt.Ltd.(Formerly known as M/S A.M. Iron and Steel Rolling	IDC	25.11.2019	Disposed off on dated 18.12.2019

		Mills(P)Ltd at Village Bated Baddi Barotiwala Road Tehsil Baddi Distt. Solan(H.P)			
12	1421/4/19/060	M/S Modulus Spring Khasra No.422, Kasauli Road, Village Naryal Parwanoo Distt. Solan(H.P	Billing Recovery of arrear.	26.11.2019	Next hearing fixed on dated 20.01.20
13	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 21.01.20
14	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 20.01.20
15	<u>R/A</u> <u>1431/4/19/063</u> Org.1431/2/19/ 012	M/S Manjholi Stone Crushers, Village Berson, P.O. Manjholi Tehsil Nalagarh	Billing	17.12.2019	Next hearing fixed on dated 21.01.20
16	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 20.01.20
17	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 20.01.20
18	1432/4/19/066	M/S Sunox International VPO Panjhera Tehsil Nalagarh Distt.Solan	IDC	17.12.2019	Next hearing fixed on dated 20.01.20

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

ANNEXURE-‘B’-1**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 4th Quarter i.e. October 2019 to December 2019 (01.10.2019 to 31.12.2019).**

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	1454/2/19/015	M/S Milestone Gears(P) Ltd (Unit-VIII) Baddi Barotiwala	Other	-Nil-	14.05.2019	22.10.2019	The case is decided in favour of complainant and against the Respondent Board.
2	1432/2/19/022	Vardhaman Polytex Ltd, Vill Nangal/uperla Swarghat Road The.Nalagarh Distt. Solan	IDC	-Nil-	19.06.2019	22.10.2019	The case is decided partially in favour of the complainant Respondent Board.
3	1454/2/19/008	M/S Emmbros Autocomp Ltd Vill.Katha Baddi Distt Solan	Billing	-Nil-	10.4.2019	22.10.2019	The case is decided in favour of Respondent of Board.
4.	<u>R/A1453/3/19/023</u> <u>Org.1453/2/18/037</u>	M/S Renney Steels vill.Kunjhal P.O.Barotiwala The. Baddi Distt.Solan	Other	-Nil-	24.7.2019	22.10.2019	The case is decided in favour of Review Respondent and against the review applicant.
5	1453/2/19/018	M/S Prime Steel Industries Pvt. Ltd.(Formerly Known as M/S A.M.Iron steel Rolling Mills Pvt.Ltd. Vill. Bated Baddi Barotiwala Road Barotiwala Teh Baddi Distt. Solan	Other	-Nil-	28.05.2019	23.10.2019	The case is decided in favour of Complainant and against the Respondent Board.

6	1413/2/19/014	M/S Base Corporation Ltd Village Nagali P.O. Oachghat Tehsil and Distt Solan	Billing	Rs.3,17,326/-	13.05.2019	23.10.2019	The case is decided in favour of Respondent Board and against the Complainant.
7	1515/4/18/069	M/S Gurind Glass (P) Ltd. Village Johoron, Trilokpur, road Kala Amb Tehsil Nahan Distt. Sirmour	IDC	-Nil-	29.10.2018	23.10.2019	The case is decided partially in favour of the complainant Respondent Board.
8	1414/2/19/016	M/S Andaz Resort Pvt. Ltd Village Kaithlight Tehsil Kandaghat Distt. Solan	Billing	Rs.3,15,776	17.05.2019	23.10.2019	The case is decided in favour of Complainant and against the Respondent Board.
9.	1235/4/18/057	M/S Baljees Caters Pvt.Ltd Fingask Estate Shimla Tehsil & Distt. Shimla	Billing	Rs.14.75 Lac.	04.10.2018	23.10.2019	The case is decided in favour of Complainant and against the Respondent Board.
10	3321/2/19/021	M/S MBD Printographics Pvt.Ltd. Ram Nagar, Industrial Area, Gagret, Tehsil Amb, Distt. Una(H.P)	IDC	- Nil-	19.06.2019	26.11.2019	The case is decided in favour of Respondent Board and against the Complainant.
11	1431/2/19/012	M/S Manjholi Stone Crushers, Village Berson, P.O.Manjholi, Tehsil Nalagarh Distt.Solan (H.P).	Billing	Rs.97,315/-	1.05.2019	27.11.2019	The case is decided in favour of Respondent Board and against the Complainant.
12	1134/1/19/004	M/S Dongah Geological Engineering India Pvt.Ltd.329 B 3 rd Floor,SPAZEDGE, sec.-47,Gurgaon Sohna Road,Gurgaon(Haryanas)PiN-122002 Through its the Managing Director, Mr Kyoung Jin-Kim	IDC	Rs.4,47,000/-	16.02.2019	28.11.2019	The case is decided partially in favour of the complainant Respondent Board

13	3243/4/18/070	M/S Vasu Soni,S/o Dev Dutt,R/o VOP Rehan,Tehsil Nurpur, Distt.Kangra(H.P)	Billing	Rs.2,79,200/-	3.11.2018	28.11.2019	The case is decided in favour of Respondent Board & against the complainant.
14	3243//4/18/076	Sh. Sandeep S/o Sh. Parkash House No.41. Laxmi Garden Colny, Village Dhaki, Tehsil & Distt Pathankot(PB)	Billing	Rs.1,52,655/-	1.05.2019	28.11.2019	The case is decided in favour of Respondent Board & against the Complainant.
15	3234/4/18/078	Sh.Ajmer Singh S/o Late Sh.Rattan Singh R/o Surdernagar Pathankot (PB) M/S United wire Products Village Lodhwan, Tehsil Nurpur, Distt. Kangra(H.P)	IDC	-Nil-	27.12.2018	28.11.2019	The case is partially decided in favour of Respondent & Parially in favour of complainant.
16	1421/3/19/028	Chemiplast Industries, Plot No.55.57, Industrial Area, Sector-1, Parwanoo, Distt. Solan(H.P)	Billing recovery of arrear	Rs.3,53,672/-	9.08.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
17	1421/3/19/029	Sheetal Industrial Pvt.Ltd.Plot No.56 Sector-I Parwanoo	Billing	Rs.3,77,517	9.08.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
18	1421/3/19/030	Ajanta Enterpries Village Khadeen Kamli road Parwanoo Distt Solan	Billing recovery of arrear	Nil	13.08.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
19	1421/3/19/031	M/S Ajanta Food Plot No.22 Sector-II Parwanoo Distt. Solan	Recovery of arrear Billing	Nil	13.8.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.

20	1421/3/19/032	M/S Sochi Exports Ltd Plot No.28 Industrial Area Sector-2 Parwanoo Distt. Solan(H.P)	Recovery of Arrear Billing	Nil	14.08.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
21	1421/3/19/033	Indoplast Pvt.Ltd Plot No.45 Sector-5 Parwanoo Distt. Solan(H.P)	Billing	Nil	14.08.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
22	1421/3/19/043	Palkit Industrial Plot No.11 A Sector- 2 Kasauli road Parwanoo Distt. Solan(H.P)	Billing	Nil	7.07.2019	17.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
23	1421/3/19/034	M/S Aarkay Plastic Films Plot No.15 C Sector-2 Parwanoo Distt. Solan	Billing	Nil	26.08.2019	18.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
24	1421/3/19/035	M/S Astro Auto Industries, Industrial Shed No.9-10, sector-2 Parwanoo, Distt. Solan(H.P)	Billing	Nil	26.08.2019	18.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
25	1421/3/19/036	M/S Aasra Plastics Pvt.Ltd Plot No. 15 (B) Sector-2, Parwanoo Distt. Solan(H.P)	Billing	Nil	26.8.2019	18.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
26	1421/3/19/037	M/S Mahasu Industries Plot No.35 (A) Sector-2 Parwanoo, Distt. Solan(H.P)	Billing	Nil	26.08.2019	18.12.2019	The case is decided in favour of Complainant and against the Respondent Board.
27	1421/3/19/038	M/S Radiant Polymers Plot No.8 HPSSIEC Complex Sector-2 Parwanoo	Billing	Nil	26.08.2019	18.12.2019	The case is decided in favour of Complainant and against the

		Distt. Solan(H.P)					Respondent Board.
28	1453/4/19/059	M/S Prime Steel Industries Pvt.Ltd as M/S A.M.Icon and Steel Rolling Mill (P) Village Bated Baddi Barotiwala Distt. Solan	IDC	Rs.2,52,69,000/-	25.11.2019	18.12.2019	The case is not decided in favour of either of the parties.
29	1452/3/19/047	Sh. Sanjay Singh S/o Sh. Mohan Singh, R/o Village Banwan, P.O Kakarhati, Tehsil Arki, Distt. Solan(H.P)	Other	Rs.2,17,089	23.09.2019	19.12.2019	The case is Dismissed as withdrwan
30	1452/4/19/055	Sh.Sanjay Singh S/o Sh. Mohan Singh Prop. Of Shiva Stone Crusher, Village Gaura, P.O. Kharadhatti, Tehsil Arki Distt. Solan	Other	Nil	24.10.2019	19.12.2019	The case is Dismissed as withdrwan

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

Sub-Division wise Consumer's Court Cases received for the 4th quarter October/2019 to December/2019) ending 31st December 2019 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	Interrup-tions	Metering Problems	Billing Problems	Tariff Problems	Others, IDC	
1.	ESD Parwanoo	--	--	--	--	4	--	02	06
2.	ESD No-1 Nalagarh	--	--	--	--	01	--	--	01
3.	ESD Barotiwala	--	--	--	--	--	--	03	03
4.	ESD Goela	--	--	--	--	--	--	01	01
5	ESD Ner Chowk	--	--	--	--	02	--	--	02
6.	ESD Boileauganj	--	--	--	--	01	--	--	01
7.	ESD Nalagarh Divn.No. 2	--	--	--	--	--	--	02	02
8.	ESD Solan Sub-Division No.III	--	--	--	--	01	--	--	01
9	ESD Sujanpur	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	--	10	--	08	18

Note:- 18 Nos. Complaints received in regular Forum at Shimla, 2 Nos Complaint Disposed off out of 18 Nos. received compt.

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 4th quarter i.e. October/2019 to December/2019 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.	Smt. Himi Devi Pradhan Gram Panchayat Bidla P.O Shakra Tehsil Karsog Distt. Mandi.	Regarding providing of new transformer due to low voltage in village telehan Tehsil Karsog Distt. Mandi	<u>42/15.12.17</u>	1.C.E (OP) Central Zone Mandi 2.C.E (Comm) 3.SE (OP) Circle Bilaspur 4.Sr. Xen Karsog Mandi	Disposed off	
2	Sh. Puran Chand S/o Dagi Ram, Village Mansa P.O. Tehsil Chachiot Dist. Mandi (HP)	Shifting of Electricity Pole to a appropriate place.	<u>32/10/12/18</u>	1 Chief Engineer O.P. CZ Mandi 2.SE (OP) Circle Bilaspur 3. Sr. XEN (E) Division Gohar 4 AE ESD Churag Mandi 5 Complainant	Reply awaited	CGRF/Misc.Comp./2018-19-1650-54 dated 10.12.2018 -do- 261-277 dated 14.06.2019 -do- 729-744 dated 27-09-19 -do-1304-17 dated 31.12.19
3	Sh. Dalip Chand R/o Kotla Kala Una (HP)	Acceptance of energy bills payment in equal installment.	5/19/6/18	1. S.E. (OP) Circle Una 2. A. S.E. E.D. Una 3. Complainant	Disposed off	
4	Sh. Ram Kishan	Releasing of three	7/19/6/18	1. S.E. (OP) Circle Una	Disposed off	

	Singh S/o Sh. Ram Lal Mohalla, Golcha Una (HP).	phase electricity complaint of Una Hamirpur Road near savidha place Una		2. Addl. S.E. E.D. Una 3. A.E. ESD Mehatpur 4. Complainant		
5	Sh. Bhagat Ram Dutt And Others (Complainants) R/o Village Kathiari, Tehsil Amb, Distt. Una (HP)	Shifting of overhead line crossing upon on the private land of Sh. Bhagat Ram Dutt and Others	9/20/6/18	1. S.E. (OP) Circle Una 2. Sr. XEN. E.D. Amb 3. A.E. ESD Amb 4. Complainant	Disposed off	
6	Secretary Gram Panchayat Chamukha, Vikas Khand Sundernagar, Distt. Mandi (HP).	Regarding Low Voltage Problem	15/19/11/18	1.Sr. Xen ED Sundernagar 2. S.E. (OP) Circle Bilaspur 3. Complainant	Disposed off	
7	Todar Ram, S/o Sh. Indar, Village Neri, P.O. & Tehsil Sundernagar, Distt. Mandi (HP).	Regarding Low Voltage Problem	17/19/11/18	1.Sr. Xen ED Sundernagar 2. S.E. (OP) Circle Bilaspur 3. Complainant	Disposed off	
8	Sh. Bhupinder Kumar Thakur S/o Late Shri Ram R/o Vill Gulhan P.O Kaleena Tehsil Theog Distt. Shimla	Fluctuation in voltae at Vill Gulhan PO Kaland Tehsil Theog Distt Shimla due to Exclusive load at ESD matiyana	1/19/3/19	1. S.E. (OP) Circle kasumpti 2. Sr. XEN. E.D. Theog 3. A.E. ESD Matiyana 4. complainant	Reply awaited	No. CGRF//Misc. Comp/2018-19-2056-60 dated 19.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27-09-19 -do-1304-17 dated 31.12.19
9	Sh. Rajesh Thanaal S/o Late Sh. D.N.	Replacement of Electrical Pole erected	2/28/3/19	1. S.E. (OP) Circle kasumpti 2. Sr. XEN. E.D. No II	Reply awaited	No. CGRF//Misc. Comp/2018-19-2069-

	Thanaal R/o Malyana Near Shiv Mandir	upon land adjacent to my house near shiv mandir malyana		3. A.E. ESD Malyana 4. complainant		72 dated 28.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27- 09-19 -do-1304-17 dated 31.12.19
10	Sumeet kumar S/o sh. Amar Singh R/o Vill Kando PO Kanda Bhatnol Tehsil Shillai Distt. Sirmour	Exorbitant energy bill complaint thereof	6/28/3/19	1.Sr. Xen ED Paonta 2.S.E. (OP) Circle Nahan 3. A.E. ESD Shillai 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2018-19-2099- 2103 dated 29.03.2019 -do- 261-277 dated 14.06.19 -do- 729-744 dated 27- 09-19 -do-1304-17 dated 31.12.19
11	Sh. Hari Ram S/o Sh. Ram singh vill & PO Haripur dhar Distt. Sirmour	Regarding Change of LT Line	1/2/7/19	1A.E ESD HPSEBL Panog 2.S.E. (OP) Circle Nahan 3Sr. .Xen ED Rajgarh 4. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-343-46 dated 02.07.19 do- 729-744 dated 27- 09-19 -do-1304-17 dated 31.12.19
12.	Narsigh Dass S/o sh. Tulsi Ram Vill & PO Ghadri Distt. Shimla HP	Arrange of Sundry charges	3/2/8/19	1.Sr. Xen ED Sunni 2. A.E. ESD Jalog 3.S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-494-97 dated 02.08.2019 do- 729-744 dated 27- 09-19 -do-1304-17 dated 31.12.19

13.	Naib Subedar Mohan Chauhan (Retd.) Village Kishore (Jatheri) PO Deha Tehsil Theog Distt. Shimla	Problem of low voltage & replacement of Rotten wooden pole	5/26/8/19	1. Sr. Xen ED Theog 2. A.E. ESD Sainj 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Disposed off	
14.	Randhir Chaudhry House No 149 Tank Road solan HP	Removal of shifting of High Tension wire from plot no 149 tank road solan	6/26/8//19	1. Sr. Xen ED Solan 2. A.E. ESD No1 soaln 3. S.E. OP Circle Solan 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-749-52 dated 27.09.19 -do-826- dated 21.10.19 -do-1304-17 dated 31.12.19
15	Kangra Culture & Welfare Socity office Block 58 Sector 2 New Shimla`	Regarding wrong application of tariff	7/26/8/19	1. Sr. Xen ED No1 Kasumpti 2. A.E. ESD Kahlini Shimla 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Disposed off	
16	B.R Jagotra Vill Banooti PO Rauri Totu Shimla	Regarding wrong application of tariff	8/30/8/19	1. Sr. Xen ED No1 Shimla 2. A.E. ESD Jatogh 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Disposed off	
17	Sh. Panna Lal Sharma Set No. 12 Type III Block No. B. Parimahal Shimla-9	Bill against A/c no. 1113390006/ consumer ID 100001425563	9/29/9/19	1. Sr. Xen ED NoII Shimla 2. A.E. ESD Kasumpti 3. S.E. OP Circle Kasumpti Shimla 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-707-10 dated 24.09.2019 do-1304-17 dated 31.12.19
18	Smt. Sushma Sharma	Application for	10/20/12/19	1. A.E. ESD Sujanpur	Reply awaited	No. CGRF//Misc.

	W/o Sh. Raj kumar Sharma Mohalla Dhagu Ward No. 9 P.O Teshsil Sujanpur Distt. Hamirpur HP	disconnection of meter		2. Complainant		Comp/2019-20-1274- 75 dated 30.12.2019
19	Sh. Sher Singh Ward No1 Riwalsar Sub Tehsil Mandi Distt. Mani HP	Shifting of Electricity Line which is crossing just 4 Ft. over the roof of my house.	11/26/12/19	1. Sr. Xen ED Mandi 2. A.E. ESD Riwalsar 3. S.E. OP Circle Mandi. 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-1322- 25 dated 31.12.19
20	Sh. Deepak Verma S/o Sh. Inder Singh R/o Verma Cottage, Botlewell Estate Near Govt. Degree Collage Sanjauli Road Shimla (HP)	Application for changing the name of the meters	12/26/12/19	1. Sr. Xen City ED Shimla 2. A.E. ESD Sanjauli 3. S.E. OP Circle Kasumpti. 3. Complainant	Reply awaited	No. CGRF//Misc. Comp/2019-20-1319- 21 dated 31.12.19

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.

ABSTRACT OF 4th QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 3rd quarter ending 30/09/19</u>	<u>Total No. of Complaints received during 4th Qtr. (10-2019 to 12/2019)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 4th Qtr.</u>	<u>Total No. of Complaints pending ending 4th Qtr.</u>	<u>Remarks if any</u>
17	03	20	09	11	-

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