

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

No.CGRF/Q.Return/2018- 644-47

Dated:-04.07.2018

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 30/06/2018, (1st April 2018 to 30th June, 2018).

Sir,

The Quarterly return(s) for the quarter ending 06/2018 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 2018 to 30 th June 2018.	-	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 01.04.2018 to 30.06.2018.	ANNEXURE-A-3	Page 6-8
6.	Month wise announced case w.e.f April 2018, to June, 2018.	Annexure 'B'	Page 9-16
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-17
8.	Status of Misc. Complaints received/disposed off from April, 2018, to June, 2018.	Annexure 'C'	Page-1-9

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 30.06.2018 (01.04.2018 to 30.06.2018)
2nd quarter start from 1st April 2018 to 30th June, 2018.

Disposal of Grievances by CGRF		
1.	Name of CGRF	CGRF at Kasumpti Shimla-171009
2.	No. of Grievances outstanding at the close of previous quarter	41
3.	No. of Grievances received during the quarter	33
4.	No. of Grievances disposed during the quarter	44
5.	No. of Grievances pending at the close of the quarter	30
6.	No. of Grievances pending which are older than two months	11
7.	No. of sittings of CGRFs in the quarter	9+9=18

Note:- C.G.R.F. monitoring report for the 2nd quarter ending the June/2018 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 01.04.2018 to 30.06.2018.****ENDING 06/2018.(01.04.2018 to 30.06.2018).**

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.	-	-	-	1	25	-	15	41	
2.	Complaints Received during the quarter.	-	-	-	2	23	-	8	33	
3.	Total Complaints (1+2)	-	-	-	3	48	-	23	74	
4.	Complaints attended during the quarter	-	-	-	1	29	-	14	44	
5.	Balance Complaints to be attended (3-4)	-	-	-	2	19	-	9	30	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	1	1	-	-	2	26+7=33 Nos. Complaints received during this quarter.
7.	Complaints pending for more than 6 months.	-	-	-	-	3	-	3	6	

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 33 Nos. of complaints have been received, which includes 7 nos. complaints while resorted Mobile-Cum-Awareness camps across the State.

Sd/-

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

ANNEXURE –A-1

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM, KASUMPTI, SHIMLA-9.**Present Status of complaints pending more than six months as on 30.06.2018.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1454/1/17/003	M/S Naranjan Container Private Limited, Village Chakkan Road, Near Housing Board Colony, Phase I/II Baddi, Distt Solan(H.P).	Billing	19.1.2017	Next hearing fixed on dated 11.07.2018
2	1453/1/17/006	M/S Sarvotham Care work at Khasra No,739/11/2 Behind Nappa Paper Mill, Village Jharmajri, Pargana Dharampur Distt Solan(H.P).	Billing	4.2.2017	Next hearing fixed on dated 11.07.2018
3	1515/2/17/024	M/S Amba Metals, Plot No.6&6-A, Industrial Area, Phase-II, Kala Amb, Tehsil Nahani Distt.Sirmaur(H.P)	Other	1.5.2017	Next hearing fixed on dated 11.07.2018
4	1453/4/17/072	M/S A.G.Peripherals Plot No.55-56,Bhatoli Kalan, Baddi	Other	14.12.17	Next hearing fixed on dated 11.07.2018
5	1453/4/17/073	M/S A.G.Peripherals Plot No.55-56,Bhatoli Kalan, Baddi	Billing	14.12.17	Next hearing fixed on dated 11.07.2018
6	1453/4/17/074	M/S A.G.Peripherals Plot No.55-56,Bhatoli Kalan, Baddi	IDC	14.12.17	Next hearing fixed on dated 11.07.2018

Note:-

1413/1/18/075,RA1515/3/17/057,1515/3/16/032,1453/3/17/058,1414/4/17/065,1453/1/18/085,RA1515/4/17/060,1515/1/17/014,1515/3/17/053,1421/3/17/054,1521/1/18/086,1515/4/17/061,1515/4/17/062,1413/1/18/078,1431/1/18/087,1421/2/18/019RA1421/3/16/040,1421/2/18/020RA1421/3/16/039,1453/2/17/028,1453/3/17/046,1453/3/17/050,1453/2/17/040,1453/2/17/041,1453/4/16/053,1432/2/17/036,1134/1/18/082,1414/1/18/083,1453/4/16/048,1515/3/17/052,1215/3/16/033
RA1421/2/18/017,1421/2/17/044,14/21/2/18/06RA1421/4/16/052,RA/1421/2/18/015,
1421/3/17/045,1454/1/18/080,RA1421/2/18/018,1421/2/17/043,1431/1/18/081,1553/1/18/079,1453/2/17/042,1451/3/17/047,
1453/4/17/070,1421/1/18/076, 1233/4/17/071,1432/2/18/001,1421/02/18/007,1454/2/18/004,1453/2/18/002,1454/2/18/003

(44 Nos. complaints have been disposed off/decided) during 2nd quarter ending 30.06.2018.

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 30.06.2018.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	1421/1/18/077	M/S Solchrome Pvt.Ltd-61 Sector-5 Parwanoo through Parmod Kumar Factory Manager	Metering	29.01.18	Next hearing fixed on dated 11.07.2018
2.	1421/1/18/084	M/s Him Auto Products Pvt. Ltd. Plot No. 65, Sector-1, Parwanoo, Distt. Solan (HP).	Billing	6.03.18	Next hearing fixed on dated 10.07.2018

Sd/-

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

Current file list as on 01.04.2018 to 30.06.2018, (2nd. quarter.)**ANNEXURE - A - 3**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Present Status/ Remarks
1.	1233/2/18/014	Sh.Sudershan Kumar Thakur S/o Sh.Dhian R/o Basement Floor Marbrough House Chotta Shimla	Change of name	09.04.2018	Next hearing fixed on dated 12.07.18
2.	1421/2/18/015 R/A 1421/3/17/045	MS. Ind-Sphinx Precision Ltd.(Unit-A) Plot No.28, Sector-5, Parwanoo, Distt. Solan(H.P)	Billing	13.04.2018	Disposed off 12.06.18
3.	1421/2/18/016R/A 1421/2/18/0052	M/S Global Industries, Plot No.39, Sector-1. Parwanoo, Distt. Solan(H.P)	Billing	13.04.2018	Disposed off 12.06.18
4	1421/2/18/017 R/A 1421/2/17/044	M/S Micro Turners (Naryal Unit), Village Naryal, Parwanoo, Distt. Solan (H.P)	Billing	13.04.2018	Disposed off 12.06.18
5.	1421/2/18/018R/A 1421/2/17/043	M/S Micro Turners(TDP) Plot No.31, Sector-5, Parwanoo, Distt. Solan(H.P)	Billing	13.04.2018	Disposed off 12.06.18
6	1421/2/18/019 R/A 1421/3/16/040	M/S Cosmo Ferrites Unit-II, Jabli, Parwanoo Distt. Solan(H.P)	Billing	13.04.2018	Disposed off 08.05.18
7	1421/2/18/020 R/A 1421/3/16/039	M/S Cosmo Ferrites Unit-I Jabli, Parwanoo, Distt. Solan (H.P).	Billing	13.04.2018	Disposed off 08.05.18
8	1431/2/18/021	M/S Zenith Internation vill. Brahman Beli P.O. Khera The. Nalagarh Distt.SolanI	IDC	03.05.2018	Next hearing fixed on dated 10.07.18
9.	1434/2/18/022	M/S Ultra Tech. Cement Ltd. Registered Office Maha Kali P.O. Khilliyan The. Nalagarh Distt. Solan	Billing	04.05.2018	Next hearing fixed on dated 10.07.18
10.	1434/2/18/023	M/S Ultra Tech. Cement Ltd P.O. Khilliyan The. Nalagarh Distt Solan	Billing	04.05.2018	Next hearing fixed on dated 10.07.18

11	1434/2/18/024	M/S Ultra Tech. Cement Ltd P.O. Khilliyen The. Nalagarh Distt Solan	Billing	04.05.2018	Next hearing fixed on dated 10.07.18
12	1434/2/18/025	M/S Ultra Tech. Cement Ltd P.O. Khilliyen Teh. Nalagarh Distt. Solan	Billing	04.05.2018	Next hearing fixed on dated 10.07.18
13.	1434/2/18/026	M/S Ultra Tech. Cement Ltd. P.O.Khilliyen The. Nalagarh Distt. Solan.	Billing	04.05.2018	Next hearing fixed on dated 10.07.18
14.	3321/2/18/027	M/S M.B.D. Printographices Pvt. Ltd. Ramnagar Indust.Area Gagret.Distt. Una(H.P)	IDC	09.05.2018	Next hearing fixed on dated 11.07.18
15	3321/2/18/028	M/S M.B.D. Printographices Pvt. Ltd. Ramnagar Indust.Area Gagret.Distt. Una(H.P)	Billing	09.05.2018	Next hearing fixed on dated 11.07.18
16	2421/2/18/029	M/S Kailash Education Trust Bani, The, Barsar Distt.Hamirpur(H.P)	Billing	10.05.2018	Next hearing fixed on dated 12.07.18
17	2421/2/18/030	M/S Kailash Education Society Bani, The.Barsar Distt. Hamirpur(H.P)	Billing	10.05.2018	Next hearing fixed on dated 12.07.18
18	1421/2/18/031	M/S Sunspark Industries Khasra No.477,479 Vill. Kamli Sector-6 Parwanoo	Billing	29.05.2018	Next hearing fixed on dated 12.07.18
19	1452/2/18/032	M/S Vishwa Karma Techno Forge Vill. Saini Majra The.Nalagarh through Mr. Dinesh Singal	Billing	30.05.2018	Next hearing fixed on dated 11.07.18
20	1413/2/18/033	M/S Vikas Benal S/o Shri Mohan Lal Benal, Proprietor of M/S Vikas Mushroom Farm Barog Tehsil & Distt. Solan (H.P).	Billing	01.06.2018	Next hearing fixed on dated 12.07.18
21	1421/2/18/034	M/S Cosmo Ferrities Ltd(Unit-II) P.O.Jabli Teh Distt Solan(H.P)	Metering	12.06.2018	Next hearing fixed on dated 10.07.18

22	1431/2/18/035	M/S Onkar Engine & Generator(P) Ltd.283 Maganpura Ropar road Nalagarh	IDC	12.06.2018	Next hearing fixed on dated 10.07.18
23	1432/2/18/036	M/S Shree Siddi Vinayak Forging Pvt. Ltd, Vill. Nangal Uparla Nalagarh	IDC	12.06.2018	Next hearing fixed on dated 10.07.18
24	1453/2/18/037	M/S Renny Steels Vill Kunjhal P.O. Barotiwala, Near inox Air-Products The.Baddi Distt. Solan(H.P)	IDC	13.06.2018	Next hearing fixed on dated 10.07.18
25	1215/2/18/038	M/S Hamalayan Fab care Vill.Kiar Koti Mashobra Tehsil & Distt Shimla(H.P)	Billing	25.06.2018	Next hearing fixed on dated 12.07.18
26	R/A 1432/2/18/001 Org. 1432/2/18/008	M/s Shree Siddi Vinayak, Tor Pvt. Ltd.	Billing	15.06.2018	Next hearing fixed on dated 12.07.2018

Contd:-**Complaints received while holding of Mobile-Cum-Awareness Camps out of Shimla.**

27	1432/2/18/01	M/s Shree Sidhi Vinayak Tor Pvt. Ltd. Village Nangal Uparla, Nalagarh	Billing	23.04.2018	Disposed off on dated 25.04.2018
28	1453/2/18/02	M/s Kundlas Loh Udyog Village Balyana P.O. Barotiwala Tehsil Baddi Distt. Solan (HP)	Billing	23.04.2018	Disposed off on dated 14.06.2018
29	1454/2/18/03	M/s Tirupati Alluminum Ltd. HPSIDC, Plot No. 21 Baddi Tehsil Baddi Distt. Solan (HP)	Billing	24.04.2018	Disposed off on dated 14.06.2018
30	1454/2/18/04	M/s Sturdy Polymers Ltd. Plot No 21 HPSIDC, Baddi Distt. Solan (HP)	Metering	24.04.2018	Disposed off on dated 14.06.2018
31	1453/2/18/05	M/s Poly India Industries House No 1046, Sector -4 Punchkula	Billing	24.04.2018	Reply awaited
32.	1432/2/18/06	M/s Krishna Plastic Village Beli Dyar P.O Manpura Nalagarh Distt. Solan (HP)	IDC	24.04.2018	Reply awaited
33	1421/2/18/07	M/s R.S Polymers (Unit-II) plot No. 21-A Sector-I Parwanoo Tehsil Kasuali Distt. Solan (HP)	Other	25.04.2018	Disposed off on dated 06.06.2018

Note:-During the currency of 2nd quarter, out of total receipt of 33 Nos. complainants, 11 Nos. Complaints have been disposed off.

Sd/-

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

ANNEXURE-‘B’**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.**

Announced cases for 2nd Quarter i.e. April 2018 to June 2018 (01.04.2018 to 30.06.2018).

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	1413/1/18/075	M/S. Anita Bedi (Centa Rosa Resort. Village Majhgaon.P.O. Shanti Teh.& Distt. Solan(H.P).	Billing	-Nil-	16.01.2018	10.04.2018	The case is decided in favour of complainant.
2	R/A/1515/3/17/057. 1515/3/16/032	M/S. J.B. Rolling Mills Ltd. Trilokpur Road, Kala Amb Distt. Sirmour(H.P).	Billing	Rs.6,59,139/-	25.09.2017	10.04.2018	The case is decided against the review petitioner & in favour of respondent board.
3	1453/3/17/058	M/S. Pioneer Pesticide Pvt.Ltd. Plot No.115 HPSIDC, Industries Area, Baddi Distt.Solan(H.P).	Billing	Rs.1,46,748/-	25.09.2017	10.04.2018	The case is decided in favour of complainant.
4	1414/4/17/065	M/S. Moksh Guest House V.P.O. wagnaghat, Near J.P. University The.Kandaghat Distt.Solan(H.P).	Billing	Rs.4,43,337/-	23.11.2017	10.04.2018	The case is decided in favour of complainant.
5.	1453/1/18/085	M/S. Alliance Formulations Ltd. Plot No.30-31 EPIP Baddi Distt. Solan.	Billing	-Nil-	06.03.2018	10.04.2018	The case is decided in favour of complainant.

6	R/A 1515/4/17/060 1515/1/17/014	M/S. H.M. Steel Ltd, Kala Amb Distt. Sirmour (H.P).	Billing	Rs.19,56,718/ -	12.10.2017	10.04.2018	The case is decided in favour of complainant.
7.	1515/3/17/053	M/S. Shivom Cotspin Ltd. Tirlokpur Road,Kheri Kala Amb, Distt. Sirmour(H.P).	IDC	Rs.18,22,494/ -	30.08.2017	11.04.2018	The case decided partially in the favour of complainant partially in favour of Respondent Board.
8	1421/3/17/054	M/S. Tafe Motors and Tractors Ltd. Plot No.29-30, sector II, Industrial Area, Parwanoo, Distt. Solan(H.P).	Other	Rs.9,11,250/-	30.08.2017	11.04.2018	The case is decided in favour of complainant.
9	1521/1/18/086	M/S. Mahaan Naturals Village Kunja Rampurghat Paonta Sahib Distt Sirmour(H.P).	Billing	- Nil-	06.03.2018	08.05.2018	The case is disposed off accordingly partly in favour of the complainant & partly in favour of respondent.
10	1515/4/17/061	M/S. H.M Steel Ltd through Sh. Dharambir Singh Authorised Signatory Industrial Area Kala Amb.	Billing	Rs.45,35,085/ -	15.11.2017	08.05.2018	The case is decided in the favour of complainant and against the respondent Board.
11	1515/4/17/062	M/S J.B. Rolling thorough Sanjay Jain authorised Signatory Industrial Area, Kala Amb Distt.Sirmour(H.P)	Billing	Rs.1,13,96,741/	15.11.2017	08.05.2018	The case is decided in the favour of complainant and against the respondent Board.
12	1413/1/18/078	M/S Base Corp. Ltd Village Nagali P.O. Oachghat Teh & Distt.	Billing	Rs.2,14,161/-	2.02.2018	08.05.2018	The case is decided partly in favour of the complainant &

		Solan(H.P)					partly in favour of respondent Board.
13	1431/1/18/087	M/S United Vanaspati(P) Ltd SCO No.367-368, Sectot-35-B Chandigarh 160022 through its Managing Directir Sh.Shashi Bhushan Mohan	Billing	-Nil-	14.03.2018	08.05.2018	The case may be sent to the commission as per section 142 of electricity act.
14	1421/2/18/019 R/A 1421/3/16/040	M/S Cosmos Ferrites unit-II Jabli Parwanoo Distt Solan (H.P).	Billing	Rs.1,25,495/-	13.04.2018	08.05.2018	The case is decided in favour of complainant.
15	1421/2/18/020 R/A 1421/3/16/039	M/S Cosmos Ferrities unit-I Jabli Parwanoo Distt Solan(H.P)	Billing	Rs.1,63,209	13.04.2018	08.05.2018	The case is decided in favour of complainant.
16	1453/2/17/028	M/S Kundlas Loh Udyog, Village Balyana. P.O. Barotiwala, Teh Baddi Distt. Solan.	IDC	-Nil-	18.05.2017	08.05.2018	The order is passed partially in favour of complainant and partially in favour of respondent Board.
17	1451/3/17/046	M/S Medicef Pharma Plot No.28, EPIP Phase-I Jharmajri Baddi, Distt. Solan(H.P).	IDC	Rs.22,23,398/-	26.07.2017	09.05.2018	The case is decided partially in the favour of the consumer and partially in favour of Respondent.

18	1453/3/17/050	M/S Aqua vitoe Laboratories Plot No.4 Village Kunjhal Near Jharmajri, Baddi Distt.Solan(H.P).	IDC	-Nil-	28.08.2017	09.05.2018	The case is decided partially in the favour of the consumer and partially in favour of Respondent.
19	1453/2/17/040	M/S S.G.International Plot No.47, Bhatoli Kalan, Baddi Distt. Solan(H.P).	IDC	-Nil-	14.06.2017	09.05.2018	The case is disposed off accordingly partly in favour of the complainant and partly in favour of the respondent.
20	1453/2/17041	M/S S.G.International Plot No.47, Bhatoli Kalan, Baddi Distt. Solan(H.P)	IDC	-Nil-	14.06.2017	09.05.2018	The case is decided in the favour of complainant and against the Respondent Board.
21	1453/4/16/053	M/S Power Chem Plast Ltd Village Kunjal P.O. Barotiwala Teh.Baddi Distt. Solan(H.P)	Other	Rs.1,11,00,000/-	21.12.2016	10.05.2018	The case is decided in the favour of consumer & against the respondent of the Board.
22	1432/2/17/036	M/S Timco Steel Co.Village Dhanabag bania P.O.Manpura Nalagarh Distt. Solan(H.P)	IDC	Rs.42,70,800/-	01.06.2017	10.05.2018	The case is dismissed as the case is pending in the Hon'ble Highcourt.
23	1134/1/18/082	M/S Dongah Geological Engineering India Pvt., Ltd. through Sh.H.K Sharma Advocate Room No.I	IDC	-Nil-	21.02.2018	10.05.2018	The case is decided in the favour of respondent Board

		Himgiri Niwas Middle Bazar Rampur Bushahar Distt. Shimla(H.P)					and against the complainant.
24	1414/1/18/083	M/S Eutopia at NH-22-Waknaghat Teh. Kandaghat Distt Solan(H.P) unit of M/S Mahashe Resorts Pvt.Ltd. H.O.-18 The Mall Shimla	Billing	Rs.4,64,097/-	22.02.2018	10.05.2018	The case is decided partially in favour of the respondent Board and Partially in favour of the complainant.
25	1453/4/16/048	M/S Pamwi Tissue Limited, Village Jharmajri, Post Office Barotiwala, Tehsil Nalagarh Distt. Solan(H.P)	Billing	Rs.24,38,062/-	8.12.2016	10.05.2018	The case is decided partially in the favour of the consumer and partially in favour of Respondent.
26	1515/3/17/052	M/S J.B Rolling Mills Ltd., Trilokpur Road Kala-Amb, Distt. Sirmour(H.P)	Billing	Rs.1,61,875/-	29.08.2017	8.05.2018	The case is decided partially in the favour of the consumer and partially in favour of Respondent.
27	1215/3/16/033	M/S Hotel Whistling Pine Resorts.(A.unit of Bhagra Resorts, Pvt.Ltd).Sadhora,Mashobra, Tehsil & Distt.Shimla(H.P)	Billing	Rs.3,38,448/-	21.07.2016	10.05.2018	The case is decided partially in the favour of the consumer and partially in favour of Respondent.
28	1421/2/18/017 R/A1421/2/17/ 044	M/S Micro Turners(Naryal Unit), Village Naryal, Parwanoo, Distt.Solan.(H.P)	Billing	-Nil-	13.04.2018	12.06.2018	The complaint is decided in the favour of the consumer, & respondent.

29	1421/2/18/016 R/A 1421/4/16/052 .	M/S Global Industries, Plot No.39, Sector-1, Parwanoo, Distt.Solan	Other	Rs.6,00,000/-	13.4.2018	12.06.2018	The case is decided in favour of complainant & against the respondent Board.
30	RA/1421/2/18/ 015. Org.Compt.142 1/3/17/045	M/S Ind-Sphinx Precision Ltd(Unit- A), Plot No.28, Sector-5, Parwanoo, Distt.Solan(H.P)	Billing	Rs.1,98,985/-	13.4.2018	12.06.2018	The case is decided in favour of complainant & against the respondent Board.
31	1454/1/18/080	M/S Health Biotech Limited, Nalagarh Road,Baddi, Distt. Solan	Billing	Rs.12,13,921/-	15.02.2018	12.06.2018	The order passed partially in favour of Respondent Board and partially in favour of Complainant.
32	R/A 1421/2/18/018 Org.Compt.No. 1421/2/17/043 .	M/S Micro Turners(TDP) Plot No.31,Sector-5,Parwanoo, Distt.Solan(H.P)	Billing	-Nil-	13.04.2018	12.06.2018	The case is decided in favour of complainant and against the respondent Board.
33	1431/1/18/081	M/S Theon Pharmaceuticals Limited, Village Saini Majra, Tehsil Nalagarh, Distt. Solan(H.P)	Billing	Rs.62,15,763	15.02.2018	12.06.2018	The case is decided partially in favour of Complainant and partially in favour of the Respondent Board.
34	1453/1/18/079	M/S Kundlas Loh Udyog, Village	Billing	Rs.22,09,981/-	15.02.2018	12.06.2018	The case is decided in favour of

		Balyana P.O. Barotiwala, Tehsil Baddi Distt Solan(H.P)					complainant and against the respondent Board.
35	1453/2/17/042	M/S .S.G. International, Plot No.47, Bhatoli Kalan, Baddi, Distt. Solan(H.P)	Other	-Nil-	14.06.2017	13.06.2018	The case is decided in favour of complainant and against the respondent Board.
36	1451/3/17/047	M/S Him Teknoforge Ltd. Village Kishanpura, P.O. Manpura, Tehsil Nalagarh, Distt. Solan(H.P)	IDC	Rs.48,46,200/-	26.07.2017	13.06.2018	The case is decided in favour of complainant and against the respondent Board.
37	1453/4/17/070	M/S Alliance Formulations Limited, Plot No.30-31-32, EPIP-1 Baddi, Distt. Solan(H.P)	Billing	-Nil-	28.11.2017	13.06.2018	The case is decided in favour of Respondent Board and against the Complainant.
38	1421/1/18/076	M/S Modulus Prefab Solutions, Village Naryal, Parwanoo, Distt.Solan (H.P)	Billing	-Nil-	18.01.2018	13.06.2018	The case is decided in the favour of the Complainant and against the Respondent Board.
39	1233/4/17/071	M/S Elecmech Engineers, Civil Contractors and Builder, Pro.Sh.Rakesh Seth, Govt. Contractor, Oakwood Place, Jakhoo Shimla-1	Billing	Rs.2,56,557/-	11.12.2017	14.06.2018	The case is decided partly in the favour of Complainant and partly in the favour of Respondent Board.

Complaints disposed-off while holding of Mobile-Cum-Awareness Camps out of Shimla

40	1432/2/18/01	M/s Shree Sidhi Vinayak Tor Pvt. Ltd. Village Nangal Uparla, Nalagarh	Billing	Rs. 37,50,210/-	23.04.2018	25.04.2018	The Case is decided in favour of complainant and against the Respondent Board.
41	1453/2/18/02	M/s Kundlas Loh Udyog Village Balyana P.O. Barotiwala Tehsil Baddi Distt. Solan (HP)	Billing	Nil	24.04.2018	14.06.2018	The Case is decided in favour of Complainant and against the Respondent Board
42	1454/2/18/03	M/s Tirupati Alluminum Ltd. HPSIDC, Plot No. 21 Baddi Tehsil Baddi Distt. Solan (HP)	Billing	Rs. 3,36,750/-	24.04.2018	14.06.2018	The Case is decided in favour of Complainant and against the Respondent Board
43	1454/2/18/04	M/s Sturdy Polymers Ltd. Plot No 21 HPSIDC, Baddi Distt. Solan (HP)	Metering	Rs. 3,29,000/-	24.04.2018	14.06.2018	The Case is decided in favour of Complainant and against the Respondent Board
44	1421/2/18/07	M/s R.S Polymers (Unit-II) plot No. 21-A Sector-1 Parwanoo Tehsil Kasuali Distt. Solan (HP)	Other	Nil	25.04.2018	06.06.2018	The Case is decided in favour of Complainant and against the Respondent Board

Note:- 39 Nos complaints disposed off in the regular Forum at Shimla and rest of 5 Nos complaints disposed off while -in holds Mobile-court out of Shimla.

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

Annexure-'B-1'

Sub-Division wise Consumer's Court Cases received for the 2nd quarter April/2018 to June/2018) ending 30th June, 2018 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	--	--	--	01	06	--	02	09
2.	ESD Solan No.3	--	--	--	--	01	--	--	01
3.	ESD Mashobra	--	--	--	--	01	--	--	01
4.	ESD Goela	--	--	--	--	01	--	--	01
5.	ESD No-2 Nalagarh	--	--	--	--	02	--	02	04
6.	ESD Barotiwala	--	--	--	--	02	--	02	04
7.	ESD Nalagarh-1	--	--	--	--	--	--	01	01
8.	ESD Chotta Shimla	--	--	--	--	01	--	--	01
9.	ESD Jaghon Nalagarh	--	--	--	--	05	--	--	05
10	ESD Gagret	--	--	--	--	01	--	01	02
11	ESD Barsar	--	--	--	--	02	--	--	02
12	ESD Baddi	--	--	--	01	01	--	--	02
	Grand Total	--	--	--	02	23	--	08	33

Note:- 26 Nos.complaints received in regular Forum at Shimla and 7 Nos complaints received while –in holds Mobile Court out of Shimla, which aggregates total 33 Nos complaints.

Sd/-

**Secretary,
CGRF, HPSEBL,
Kasumpti, Shimla**

HPSEBL

ANNEXURE 'C'

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-09.

Return showing the status of Misc. Complaints of 2nd quarter i.e. April/2018 to June/2018 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 FRGC/Misc.Comp.
1.	Sh. Amar Nath Aggarwal, Amrawati apartment, M/s Amravati Associates Pvt. Ltd. Industrial Area, Phase-I Panchkula.	Bill No. 111263956507 A/c No. SUBM-200004.	<u>2/04.01.2017</u>	1. The Superintending Engineer,(OP) Circle, HPSEBL,Distt. Solan (HP). 2.The Sr. Executive Engineer (E) Division HPSEBL, Baddi 3.The Assistant Engineer (E) Sub-Division, HPSEBL, Baddi,	Reply awaited	FRGC/Misc.Comp/2016-17/1753-56 dated 6.01.2017 -do-1668-71 dated 30.01.2017 -do-2098-01 dated 25.03.2017 -do-366-69 dated 04.07.2017 -do-522-26 dated 24.07.2017 -do-651-55 dated 22.08.2017 -do-1682-84 dated 13.12.17 -do-2104-07 dated 15.2.2018
2	Sh. Onkar Nath, S/o Sh. Tulsi Ram, Village Dakari, P.O. & Teh.	Complaint against HPSEB Ltd. Ghumarwin for	<u>23/5.6.2017</u>	1.The Chief Engineer,(Op.) Central Zone,Mandi, Distt. Mandi (H.P.)	Reply awaited	CGRF/Misc.Comp./2017-18-329-331 dated 19.06.2017 -do-407-09 dated 5.7.2017

	Ghumarwin, Distt. Bilaspur (H.P.)	endangering lives of my family by lying 3 phase LT line just over/adjacent to the projection of my house.		2. The Executive Director (Pers.), HPSEBL, Vidyut Bhawan, Shimla-4		-do-633-36 dated 19.08.2017 -do-763-65 dated 16.09.2017 -do-1050-52 dated 22-11-17 -do-1721-23 dated 16-12-17 -do-1788-90 dated 22.12.17 -do-2122-25 dated 16.02.18
3	M/s Ashok Furniture Pvt. Ltd. Ram Nagar Mandi (HP)	Sundry Charges	<u>29/04/07/17</u>	1. S.E. (OP) Circle Mandi	Disposed off	
4	Sh. S.S. Suri, Anco 362/1 Nehru Marg, Civil Lines Jhansi-284001.	Regarding excess of energy bill against Meter A/c No.K-1122302518	<u>35/01.10.17</u>	1. S.E. (OP) Circle Solan. 2. Sr.XEN Solan (HP) 3. A.E. Sub-Divn. Dharmpur	Disposed off	
5	Sh. Amar Singh S/o Sh. Bhagat Ram R/o Village Bhanach P.O. Jhacch Teh. Chachiot Distt. Mandi (HP) 175039	Regarding change of damage wooden poles.	<u>36/1.10.17</u>	1. Sr. Xen (E) Div. Gohar Mandi 2. SE(OP) circle Mandi.	Reply awaited	CGRF/Misc.Comp./2017-18-874-76 dated 17.10.2017 -do-1809-11 dt.01.01.18 -do- 985-86 dated 6.11.17 -do-11-13 dated 30.04.18
6	Sh. Nand Lal Sharma R/o V.P.O Bathri near Patna Morh Teh. Dalhousie Distt. Chamba	Regarding shifting of high voltage line crossing over my house at VPO Bathri Teh. Dalhousie	<u>38/12.10.2017</u>	1.C.E (Comm) Shimla-4	Reply awaited	CGRF/Misc.Comp./2017-18-963-64 dated 28.10.17 -do- 1035-37 dated 18.11.17 -do-1820-22 dt.01.01.18 -do-21.23 dated 03.04.18 -do-413-15 dated 13.05.2018 -do-428-32 dated 01.06.2018 -do-619-23 dated 30.06.2018
7	Sh. Amar Singh S/o Sh.	Regarding change of	<u>40/20.10.17</u>	1. Sr. Xen (E) Div. Gohar Mandi	Reply	CGRF/Misc.Comp./2017-18-

	Bhagat Ram R/o Village Bhanach P.O. Jhacch Teh. Chachiot Distt. Mandi (HP) 175039	damage wooden poles.		2. SE(OP) circle Mandi.	awaited	874-76 dated 17.10.2017 -do-1809-11 dt.01.01.18 -do- 985-86 dated 6.11.17 -do-11-13 dated 30.04.18
8	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	Reply awaited	CGRF/Misc.Comp./2017-18- 1751-55 dated 18.12.17 -do-1857-61 dated 11.1.18 -do-16-20 dated 03.04.18
9	Sh. S.D Vaidya near Hotel Parkview, Bijani Mandi	Request for the shifting of L.T pole or to increase the height of pole	<u>43/18.12.17</u>	1.C.E.(OP) CZ Mandi 2.S.E. (OP) Circle Mandi 3.Sh. S.D Vaidya near Hotel park view Bijani Mandi	Reply awaited	CGRF/Misc.Comp./2017-18- 1785-87 dated 21.12.17 -do-1853-56 dated 11.1.18 -do-2591-92 dated 24.03.18 -do-177-78 dated 25.04.18
10	Sh. B.M. Nanta R/o Village Shilli Kayan P.O. Deot, Tehsil Chopad Distt. Shimla (HP)	Faulty LT Line causing danger to human life and safety.	<u>1/13/2/18</u>	1. XEN. ED Chopal 2. S.E. (OP) Circle Rohru 3. Complainant	Disposed off	
11	Sh. Bupender Singh Panwar S/o Late Sh. Krishan Chand, Panwar Lodge Shimla Manali Road, Totu Shimla (HP)	Change of name and extension of load against meter bearing A/c No.YR-61C	<u>3/24/2/18</u>	1. C.E. (OP) Soth Shimla 2. S.E. (OP) Circle Shimla 3. XEN Shimla Divn No. 1 4. A.E. S/D Jutogh	Disposed off	
12	Sh. Chaman Lal Prop. Of M/s Energy Aqua Plot No. 8 Sector-2	Levy sundry charges in the energy bill against A/c No.	<u>4/27/02/2018</u>	1 Sr. XEN (E) Divn. Parwanoo 2. AEE (E) Division Parwanoo	Reply awaited	CGRF/ Misc – Comp/2017- 18-2186-88 dated 27.02.2018 -do 42-44 dated 06.04.2018

	Parwanoo Kasauli Distt. Solan (HP)	1122PDS14000087 in the name of M/s energy Aqua		3. Sh. Chaman Lal		
13	Sh. Karam Singh R/o Vill PO & Tehsil Rajgarh , Distt. Sirmour (HP)	Complaint regarding theft of energy at village Kaloth, Tehsil Rajgarh Distt Sirmour (HP), Enquiry from flying squad thereof	<u>5/01/03/2018</u>	1 C.E. (Comm.) Shimla-4 2 Sh. Karam Singh	Reply awaited	CGRF/Misc -Comp/2017- 182202-03 dated 03.03.18 -do- 40-41 dated 06.04.18
14	Sh. Mast Ram Potan Village P.O. Tharoch Tehsil Chopal, Distt. Shimla	Complainant Regarding excess energy bill against energy meter A/c No.CHR-I	<u>6/12/3/18</u>	1. S.E. (OP) Circle rohru. 2. Sr. XEN Chopal 3. AEE S/d Nerwa Distt. Shimla 4. Complainant	Disposed off	
15	Sh. Kewal Ram Sharma R/o Village Sari, P.O. Dhadi Rawat Tehsil Jubbal Distt. Shimla (HP)	Application Regarding excess billing of electricity	<u>7/19/03/2018</u>	1. S.E. (OP) Circle Rohru 2. Complainant	Disposed off	
16	Liaq Ram Himral (Comp.) R/o VPO Himri, Tehsil Sunni Bhajji, Distt. Shimla	Prov. Of electricity supply to village jungle Himri (Backward Panchayat) in Thesil Sunni Distt. Shimla (HP).	<u>8/22/3/2018</u>	1. E.C. (OP) South Shimla 2. E.D. (Pers.) Shimla-4 3. S.E. (OP) Circle Kasumpti 4. Sr. XEN Shimla Rural E/D. 5. A.E. S/D Jalog	Reply Awaited	CGRF/Misc.Comp/2018- 2583-88 dated 23.03.18 Reminder No.65-69 dated 10.06.2018
17	Mr. Kishori Lal Ward No. 1 (Back side of HRTC office) Joginder Nagar Distt. Mandi (HP)	Remove my domestic meter A/c No.JB- 1000384 K. No.1312102282 and adjust my electricity bill	<u>9/26/03/2018</u>	1. C.E. (OP) C.Z HPSEBL Mandi (HP)	Reply awaited	CGRF/Misc-Comp./2018- 2595-97 dated 28.03.2018

		of Feb 2018 on the basis of average bill.				
18	Sh. Amar Singh S/o Sh. Bhagat Ram R/o Village Bhanach P.O. Jhacch Teh. Chachiot Distt. Mandi (HP) 175039	Regarding change of damage wooden poles.	<u>36/1.10.17</u>	1. Sr. Xen (E) Div. Gohar Mandi 2. SE(OP) circle Mandi.	Disposed off	Deleted being double entry
19	Chairman MIT Group of Institutions Bani, (Complainant) Tehsil Barsar, Distt. Hamirpur (HP).	Grievance regarding electricity bill against consumer Id. 100009000240 A/c No.RKB-IC-CSBA (Kailash Education Society) & Id 100009000241 A/c No. PKG	<u>10/20/4/18</u>	1. S.E. (OP) Circle Hamirpur. 2. Sr. XEN (E) Divin. Barsar, Distt. Hamirpur 3. A.E. Barsar 4. Complainant.	Reply awaited	CGRF/Misc.Comp./2017-18-161-64 dated 20.04.2018
20	Sh. Shayam Lal S/o Sh. Late Sh. Dila Ram. Village Thalu, P.O. Sunni Karsog, Distt. Mandi (HP).	Excessive/Presumption Bill against A/c No. 5-40D installed in the name of my father late Sh. Dila Ram, Village Thali, P.O. Sunni, Tehsil Karsog Distt. Mandi (HP).	<u>11/21/4/18</u>	1. S.E. (OP) Circle Shimla-9. 2. Sr. XEN Shimla rural (E) Divn. Sunni. 3. A.E. Sunni 4. Complainant	Reply awaited	CGRF/Misc.Comp./2018-169-72 dated 23.04.18 Reminder issued Dy. C.E. CGRF/Misc/Comp.201-3 dated 11.05.2018.
21	Sh. Mohan Lal S/o Late Sh. Sai Ram Residence of Village Charna P.O. Charna, Tehsil Nohradhar, Distt.	Electrification of left out house in r/o Sh. Mohan Lal Late S/o Sh. Sai Ram, residence of Village Charna, Tehsil	<u>12/7/5/18</u>	1. Sr. XEN E.D. Rajgarh, Sirmour 2. A.E. E.S.D. Charna 3. Sh. Mohan Lal, V.P.O.	Reply awaited	CGRF/Misc/Comp./ 2018-256-58 dated 07.05.2018.

	Sirmour (HP).	Nohradhar Distt, Sirmour (HP).		Charna, Distt. Simour (Complainant).		
22	Sh. Dalip Singh S/o Sh. Dasia Ram. R/o P.O. Barog, Tehsil Sangrah, Distt. Sirmour (HP)	Presumptive bill conducting of spot billing of Village Kotwar, P.O. Barag, Tehsil Sangrah, Distt. Sirmour (HP)	<u>13/19/5/18</u>	1. Sr. XEN, HPSEBL, Nahan. 2. A.E. ESD HPSEBL, Dadahu 3. Complainant	Reply Awaited	CGRF/Misc/Comp./2018-388-91 dated 22.05.2018
23	Er. D.K. Sood (XEN Retd.) R/o House No.46 Ward No. 2 New Friends Eucolave Near LMS School Kalahli, P.O. Bhuntar, Distt. Kullu (HP)	Shifting of Steel Tubular Electric Pole.	<u>14/4/6/18</u>	1. C.E. (OP) C.Z. Mandi 2. S.E. (OP) Circle Kullu 3. Complainant	Reply Awaited	CGRF/Misc. Comp. 2018-19-439-42 dated 04.06.2018 CGRF/Misc/Comp./2018-19-628-30 dated 30.06.2018
24	Sh. Om Prakash S/o Late Shri Shiv Ram, Village Bharghan, P.O. Mandholghat, Tehsil Sunni, Distt. Shimla (HP)	Regarding shifting/replace of LT line passing over in my domestic house as Village Bharghan	<u>15/11/6/18</u>	1. Dy. C.E. (OP) Circle Shimla-9 2. XEN (E) Division Sunni 3. A.E. Electrical Sub-Division Sunni 4. Complainant	Reply awaited	CGRF/Misc.Comp./2018-19-511-14 dated 13.06.2018

Misc. Complainants received while in holding of Mobile-cum-Awareness Camp out of Shimla.

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.
25	Sh. Ashwani Guleria	Frequent Power failure	1/23/4/18	1. Sr. XEN (E) Divn.	Settled	

	Auth. Sign. M/s Khurana Oleo Chemicals MRZ Honda Building GT Road Amritsar	and un-scheduled power shutdown from HPSEBL		HPSEBL, Nalagarh 2. A.E. ESD No. 1 HPSEBL, Nalagarh		
26.	M/s Twilight Litika Pharma Ltd. Baghania, Village Dhana P.O. Manpura Tehsil Baddi, Distt. Solan (HP).	Refund of power factor surcharge tariff	2/23/4/18	1. Sr. XEN Nalagarh. 2. A.E. ESD No-2 Nalagarh	Settled	
27	Sh. Suresh Kumar H.No. 990/05 Near AVN School Naya Bazaar Nahan (HP)	Wrong levy of sundry charges in the energy bill bearing account No. BUE 21000065 Rectification thereof.	3/23/5/18	1. Sr. XEN Paonta Sahib. 2. A.E. ESD HPSEBL, Badripur	Settled	
28	The Secretary Jug Jyoti Sewa Samiti, Ward No. 3 Chureshwar Coloney Badripur Paonda Sahib Sirmour (HP)	Regarding irregularity in laying of earth line in the existing line passed away from ward no.3 Chureshwar Coloney Badripur	4/23/5/18	1. Sr. XEN Paonta Sahib. 2. A.E. ESD HPSEBL, Badripur	Reply awaited	No. CGRF/Misc. Comp./CB- Paonta Sahib/2018-35-41 dated 23.05.2018
29	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	Reply awaited	No. CGRF/Misc.Comp./CB- Una 2018-42-45 dated 19.06.2018
30.	Dr. Pawan Kumar S/o Sh. Tirath Ram, Vill. Bangarh, P.O. Jakhera, W.No. 3 Tehsil and Distt. Una (HP)	Shifting of overhead line	6/19/6/18	1. S.E. (OP) Circle Una 2. Addl. S.E. E.D. Una 3. A.E. ESD Mehatpur 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB- Una 2018-46-49 dated 19.06.2018
31	Sh. Ram Kishan Singh	Releasing of three phase	7/19/6/18	1. S.E. (OP) Circle Una	Reply	No. CGRF/Misc.Comp./CB-

	S/o Sh. Ram Lal Mohalla, Golcha Una (HP).	electricity complaint of Una Hamirpur Road near savidha place Una		2. Addl. S.E. E.D. Una 3. A.E. ESD Mehatpur 4. Complainant	awaited	Una 2018-50-53 dated 19.06.2018
32.	Tersem Chand (retd. Naib Tehsildar) R/o Kuthera Ward No. 7 Una Road Amb (HP)	Complaint regarding low voltage problem	8/19/6/18	1. S.E. (OP) Circle Una 2. Sr. XEN. E.D. Amb 3. A.E. ESD Una 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB-Amb 2018-54-57 dated 20.06.2018
33.	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	Reply awaited	No. CGRF/Misc.Comp./CB-Amb 2018-58-61 dated 20.06.2018
34.	Sh. Tara Chand (Complainant) S/o Sh. Jaswant Rai R/o Village Lohara Tehsil Amb, Distt. UNA (HP)	Request for the connection order	10/21/6/18	1. S.E. (OP) Circle Una 2. Addl. S.E. E.D. Amb 3. A.E. ESD Bharwain 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB-Gagret 2018-61-65 dated 21.06.2018
35.	Sh. Ranvir Singh Rana (Retd. DFO) S/o Sh. Lachmi Dass R/o V.P.O. Panjavar, Tehsil Haroli, Distt Una (HP).	Non installation of three phase electric connection meter.	11/22/6/18	1. S.E. (OP) Circle Una 2. Addl. S.E. E.D. Amb 3. A.E. ESD Khad 4. Complainant	Reply awaited	No. CGRF/Misc.Comp./CB-Taliwala/2018-66-69 dated 22.06.2018

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 31/03/2018</u>	<u>Total No. of Complaints received during 2nd Qtr. (04/2018-06/2018)</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>
18	17	35	10	25	

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