

HPSEBL**CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009**

No.CGRF/Q.Return/2018-

Dated:-

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 Return(s) for the 1st quarter ending 31/03/2018 (1st January 2018 to 31st March, 2018).

Sir,

The Quarterly return(s) for the quarter ending 03/2018 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)
1.	Complaint(s) received and disposed off by the CGRF	Annexure-'A'
2.	Status of Complaint(s) pending more than six months	Annexure-'A-1'
3.	Status of Complaints pending more than three months & less than six months	Annexure-'A-2'
4.	Current file list as on 01.01.2018 to 31.03.2018.	ANNEXURE-A-3
5.	Month wise announced case w.e.f Jan. 2018, to March, 2018.	Annexure 'B'
6.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1
7.	Misc. Complaints received from Jan. 2018, to March, 2018.	Annexure 'C'

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-9

MONITORING REPORT FOR THE QUARTER ENDING 31.03.2018 (01.01.2018 to 31.03.2018) 1st quarter start from 1st Jan. 2018 to 31st March, 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	64
3.	No. of Grievances received during the quarter	13
4.	No. of Grievances disposed during the quarter	36
5.	No. of Grievances pending at the close of the quarter	41
6.	No. of Grievances pending which are older than two months	31
7.	No. of sittings of CGRFs in the quarter	9

Note:- C.G.R.F. monitoring report for the 1st quarter ending the March/2018 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 1st QUARTER 01.01.2018 to 31.03.2018.****ENDING 03/2018.(01.01.2018 to 31.03.2018).**

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.	-	-	-	1	11	-	1	13	
3.	Total Complaints (1+2)	-	-	-	2	36	-	16	54	
4.	Complaints attended during the quarter	-	-	-	1	11	-	1	13	
5.	Balance Complaints to be attended (3-4)	-	-	-	1	25	-	15	41	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	7	-	2	9	13 Nos. Complaints received during this quarter.
7.	Complaints pending for more than 6 months.	-	-	-	-	7	-	12	19	

NOTE:The present status for each complaint pending for more than six months has been furnished separately.

Certified that above return has been prepared on the basis of the records of this office & is correct.

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM, KASUMPTI, SHIMLA-9.**Present Status of complaints pending more than six months as on 31.03.2018.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1215/3/16/033	M/s Hotel Whistling Pine Resorts, (A unit of Bhagra Resorts Pvt. Ltd.) Sadhora, Mashobra, Tehsil and Distt. Shimla (HP)	Billing	21.07.2016	Next hearing fixed on dated 12.04.2018
2	1453/4/16/048	M/S Pamwi Tissue Ltd Vill Jharmajari P.O. Brotiwala, Tehsil Nalagarh Distt Solan.	Billing	08.12.2016	Next hearing fixed on dated 12.04.2018
3	1453/4/16/053	M/S Power Chem Plast Ltd., Village Kunjal,P.O Barotiwala, Tehsil Baddi, Distt Solan(H.P).	Other	20.12.2016	Next hearing fixed on dated 12.04.2018
4	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 12.04.2018
5	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 12.04.2018
6	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 12.04.2018
7	1453/2/17/028	M/S Kundlas Loh Udyog Vill.Balyana, Barotiwala.	IDC	18.5.2017	Next hearing fixed on dated 10.04.2018
8	1432/2/17/036	M/S Timco Steel Co. Village Dhana-Bagbania.P.O Manpur,Nalagarh.Distt Solan(H.P)	IDC	1.06.2017	Next hearing fixed on dated 12.04.2018
9	1453/2/17/040	M/S S.G.International,Plot No.47,Bhatoli Kalan,Baddi Distt.Solan(H.P)	IDC	14.06.2017	Next hearing fixed on dated 11.04.2018
10	1453/2/17/041	M/S S.G.International, Plot No.47,Bhatoli Kalan Baddi, Distt.Solan(H.P)	IDC	14.06.2017	Next hearing fixed on dated 11.04.2018
11	1453/2/17/042	M/s S.G.International, Plot No.47,Bhatoli Kalan Baddi, Distt.Solan(H.P)	Other	14.06.2017	Next hearing fixed on dated 11.04.2018
12	1453/3/17/058	Pioneer Pesticides Pvt.Ltd.,Plot No.115,HPSIDC,Industrial Area, Baddi, Distt.Solan(H.P)	Billing	25.09.2017	Next hearing fixed on dated 10.04.2018
13	R/A 1515/3/16/032 1515/3/17/057	M/S J.B.Rolling Mills Ltd. Trilokpur Road, Kala Amb.	Billing	25.09.2017	Next hearing fixed on dated

					10.04.2018
14	1421/3/17/054	Tafe Motors and Tractors Limited, Plot No.29-30 Sector II, Industrial Area. Parwanoo. Distt, Solan(H.P)	Other	30.08.2017	Next hearing fixed on dated 11.04.2018
15	1515/3/17/053	Shivom Cotspin Ltd., Trilokpur road Kheri Kala Amb	IDC	30.08.2017	Next hearing fixed on dated 11.04.2018
16	1515/3/17/052	J.B. Rolling Mills Ltd. Trilokpur road Kala-Amb, Distt Sirmour(H.P).	other	29.08.2017	Next hearing fixed on dated 10.04.2018
17	1453/3/17/050	Aqua Vitoe Laboratories, Plot No.28,EPIP Phase-I, Jhar Majri, Baddi, Distt. Solan(H.P)	Other/IDC	28.08.2017	Next hearing fixed on dated 11.04.2018
18	1451/3/17/047	M/S Him Teknoforge Ltd.Vill Kishanpura,P.O.Manpura Tehsil Nalagarh, Distt Solan(H.P)	IDC	26.07.2017	Next hearing fixed on dated 11.04.2018
19	1453/3/17/046	M/S Medicef Pharma, Plot N0.28, EPIP Phase-1, Jharmajri Baddi Distt Solan.	IDC	26.07.2017	Next hearing fixed on dated 11.04.2018

Note:-

1134/2/17/022,1421/1/17/011,3234/2/17/031,3234/2/17/029,1453/1/17/018,1421/1/17/008,3234/2/17/032,3234/2/17/030,2233/3/16/028,3214/4/16/054,1515/3/16/029,1453/4/17/068,1453/4/17/063,1421/3/17/045,1453/4/17/067,2225/2/17/020,1453/3/17/051,1432/2/17/34,1453/4/17/064,1421/3/16/039,1421/3/16/040,1515/3/17/059,1421/2/17/044,1421/2/17/043,1432/2/17/037,1432/2/17/025,1432/2/17/033,1421/4/16/052,1432/2/17/035,1121/4/16/049,1431/2/17/023,1515/4/17/066,1521/2/17/026,1515/3/17/048,1453/3/17/069,1413/2/17/021.

(36 Nos. complaints have been disposed off/dismissed) during quarter ending 31.03.2018.

**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 31.03.2018.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1515/1/17/014 R/A 1515/4/17/60	M/S. H.M Steel Ltd,Kala Amb Distt Sirmour. (H.P).	Billing	12.10.17	Next hearing fixed on dated 10.04.2018
2	1515/4/17/061	M/S H.M. Steel Ltd through Sh.Dharambir Authorized Signatory Industries Kala Amb Distt.Sirmour(H.P)	Billing	15.11.17	Next hearing fixed on dated 10.04.2018
3.	1515/4/17/062	M/S J.B. Rolling through Sanjay jain authorized signatory Industries Area, Kala- Amb Distt.Sirmour (H.P).	Billing	15.11.17	Next hearing fixed on dated 10.04.2018
4.	1453/4/17/070	Alliance Formulations Ltd.Plot No.30-32 EPIP-1 Baddi Distt Solan (H.P).	Billing	28.11.17	Next hearing fixed on dated 11.04.2018
5.	1233/4/17/071	M/S Elecmech Engineers, Civil Contractors and Builder.Pro.Sh.Rakesh Seth, Govt.Contractor, Oakwood Place, Jakhoo Shimla-1.	Billing	11.12.17	Next hearing fixed on dated 12.04.2018
6.	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 11.04.2018
7.	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 11.04.2018
8.	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 11.04.2018
9	1414/4/17/065	M/S Moksh guest House Vill.& P.O. Wagnaghat Distt Solan(H.P)	Billing	23.11.17	Next hearing fixed on dated 10.04.2018

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

Current file list as on 01.01.2018 to 31.03.2018, 1st 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.	1413/1/18/075	Mrs.Anita Bedi,(Centa Rosa Resort),Village Majhgaon, P.O Shamti Teh.& Distt Solan(H.P)	Billing	16.1.2018	Next hearing fixed on dated 10.04.2018
2.	1321/1/18/076	M/S Modulus Prefab Solutions, Village Naryal, Parwanoo, Distt.Solan(H.P)	Billing	18.1.2018	Next hearing fixed on dated 11.04.2018
3	1421/1/18/077	M/S Solchrome Pvt.Ltd-61 Sector-5 Parwanoo through Parmod Kumar Factory Manager	Metering	29.01.2018	Next hearing fixed on dated 11.04.2018
4.	1413/1/18/078	M/S Base Corp.Ltd Village Nagali.P.O.Oachghat Tehsil.& Distt Solan	Billing	2.02.2018	Next hearing fixed on dated 10.04.2018
5	1453/1/18/079	M/S Kundlas Loh Udyog Village, Balyana Baddi	Billing	15.02.2018	Next hearing fixed on dated 12.04.2018
6	1454/1/18/080	M/S Health Biotech Ltd.Nalagarh Road Baddi Mr.Manoj Aggarwal	Billing	15.02.2018	Next hearing fixed on dated 12.04.2018
7	1431/1/18/081	M/S Theon Pharmaceuticals Ltd,Village Sainj Majra Tehsil Nalagarh Distt Solan.	Billing	15.02.2018	Next hearing fixed on dated 12.04.2018
8	1134/1/18/082	M/S Dongah Geological Engineering India Pvt.Ltd. Through Sh.H.K.Sharma Advocate, Room No.1 Himgiri Niwas, Middle Bazar, Rampur Bushahar, Distt. Shimla (H.P).	IDC	21.02.2018	Next hearing fixed on dated 12.04.2018

9	1414/1/18/083	M/S Mahashe Resorts(P)Ltd The Mall Shimla , Eutoopia at NH.-22 Tehsil Kandaghat Distt Solan	Billing	22.2.2018	Next hearing fixed on dated 12.04.2018
10	1421/1/18/084	M/s Him Auto Products Pvt. Ltd. Plot No. 65, Sector-1, Parwanoo, Distt. Solan (HP).	Billing	6.03.2018	Next hearing fixed on dated 10.04.2018
11	1453/1/18/085	M/S Alliance formulations Ltd.Plot No.30.32 EPIP-I, Baddi Distt Solan	Billing	6.03.2018	Next hearing fixed on dated 10.04.2018
12.	1521/1/18/086	M/S Mahaan Naturals Village Kunja Rampur Ghat Paonta Sahib Distt Sirmour (H.P).	Billing	6.03.2018	Next hearing fixed on dated 10.04.2018
13	1431/1/18/087	M/S United Vanaspti (P) Ltd. SCO No.367—368, Sector 35-(B) Chandigarh 160022 through its Managing Director Sh.Shashi Bhushan Mehan.	Billing	14.03.2018	Next hearing fixed on dated 10.04.2018

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

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

Announced cases for 4th Quarter i.e. Jan. 2018 to March 2018 (01.01.2018 to 31.03.2018).

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	1134/2/17/022	M/S Dongh Geological Engineering India Pvt.Ltd.Through Sh.H.K.Sharma Advocate,Room No.1 Hingiri Niwas, Middle Bazar, Rampur Bushahar, Distt. Shimla(H.P)	IDC	Nil	6.04.2017	16.01.2018	The case is partially decided in favour of complainant/respondents.
2	1421/1/17/011	M/S Himalayan Vegefruit Ltd.Plot No.12A, Sector-3, Parwanoo, Teh. Kasauli Distt. Solan(H.P).	Billing	Rs.1,00,917	25.2.2017	18.01.2018	The complaint decided in favour of respondent of Board.
3	3234/2/17/031	R.M.Industries V.P.O. Surajpur, near Damtal,Teh.Indora Distt Kangra(H,P).	IDC	Nil	19.05.2017	19.01.2018	The case is partially decided in favour of complainant/respondents respectively.
4	3234/2/17/029	M/S Mahajan Conveyor Industries,32 to 35, Village Bain Attarian.P.O.Kandrori, Teh., Indora, Distt Kangra.(H.P.).	IDC	Rs.3,06,000	19.05.2017	19.01.2018	The case is partially decided in favour of complainant/respondents.
5.	1453/1/17/018	M/S Alaina Healthcare Pvt.Ltd, Khasra No.127-133, Baddi-	Other	Nil	22.03.2017	19.01.2018	The case is partially decided in favour of

		Barotiwala Road, Jharmajri, Baddi, Distt. Solan.(H.P).					complainant/respondent..
6	1421/1/17/008	M/S Nu-LinePolymers (Pvt.Ltd.Plot No.36-37 Sector-1 Parwa noo Distt Solan(H.P)	Other	Nil	16.2.2017	19.01.2018	The case is partially decided in favour of complainant/respondents.
7.	3234/2/17/032	M/S R.M.Products,V.P.O. Surajpur, near Damtal, Teh. Indora, Distt. Kangra(H.P).	IDC	Nil	19.05.2017	19.01.2018	The complaint decided in favour of respondent of Board.
8	3234/2/17/030	M/S Super Power Steel,V.P.O. Damtal Ten h.Indora, Distt Kangra	IDC	Nil	19.05.2017	19.01.2018	The complaint decided in favour of respondent of Board.
9	2233/3/16/028	M/S Koyla Industries, through Sh.Sunil Gupta, Proprietor, 11-B Industrial Area, Ratti, Sundernagar, Distt. Mandi(H.P)	Billing	Rs.1,36,879	15.07.2016	20.01.2018	The complaint decided in favour of respondent of Board.
10	3214/4/16/054	M/S Bishan Dass S/o Sh.Rasila Ram,R/o Village Hatli,P.O Dramman Teh. Sihunta, Distt. Chamba(H.P)	Billing	Nil	27.12.2016	20.01.2018	The case is decided in favour of the respondent Board and against the complainant.
11	1515/3/16/029	M/S J.B.Rolling Mills Ltd. Trilokpur Road, Kala Amb, Distt Sirmour(H.P)	Billing	Rs.5,33,170	19.07.2016	20.01.2018	The complaint decided in favour of respondent of Board.
12	1453/4/17/068	Alliance Formulations Limited, Plot No.30-31-32,EPIP-1, Baddi Distt Solan(H.P)	Billing	Nil	28.11.2017	7.03.2018	The Case is decided in favour of complainant.

13	1453/4/17/063	M/S Precitech Auto Ltd Khasra No.441, Vill.kunjhal P.o Barotiwala Distt Solan	Billing	Nil	22.11.2017	7.03.2018	The Case is decided in favour of Complainant.
14	1421/3/17/045	Ind.Sphinx Ltd.(Unit-A) Plot No.28, sector-5 Parwanoo Distt Solan	Billing	Rs.7,87,500	26.7.2017	7.03.2018	The Case is decided in favour of Complainant.
15	1453/4/17/067	Emm.Inc.Ltd, Plot No.3&5 EPIP-I Baddi Distt Solan(H.P)	Billing	Rs.28,528	28.11.2017	7.03.2018	The Case is decided in favour of Complainant.
16	2225/2/17/020	M/S Chandel flour Mill Vill.&P.O. Jhabola, Bilaspur Distt.Bilaspur(H.P)	Billing	Rs.3,53,568	5.4.2017	7.03.2018	The Case is decided in favour of Complainant.
17	1453/3/17/051	M/S Hotel Jyoti Opp. Havells India Ltd. Sai Road Baddi Distt solan.	Billing	Rs.20,72,404	28.8.2017	7.03.2018	The Case is decided in favour of Complainant.
18	1432/2/17/034	M/S Poly India Industries H.No.1046 Sector-4 Punchkula Haryana)	Other	Nil	1.06.2017	7.03.2018	The Case is decided in favour of Complainant.
19	1453/4/17/064	Emm.Tech Auto Ltd. Plot No.113 B, EPIP-I, Baddi Distt. Solan	Billing	Nil	22.11.2018	7.03.2018	The Case is decided in favour of Complainant.
20	1421/3/16/039	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt Solan.	Billing	Rs.1,63,209	30.9.2016	7.03.2018	The Case is decided in favour of Complainant.
21	1421/3/16/040	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt Solan.	Billing	Rs.1,25,495	30.9.2016	7.03.2018	The Case is decided in favour of Complainant.
22	1421/2/17/044	M/S Micro Turner(TPD) Village Naryal Parwanoo Distt.Solan.	Billing	Nil	29.06.2017	8.03.2018	The case is decided in favour of complainant and against the respondent Board.

23	1421/2/17/043	M/S Micro Turners TPD Plot No.31 sector-5.Parwanoo Distt. Solan.	Billing	Nil	29.06.2017	8.03.2018	The case is decided in favour of complainant and against the respondent Board.
24	1432/2/17/037	M/S Shree Sidhivinak Pvt.Ltd. Vill.Nagal uparla P.O. Nagal Nalagarh Distt.Solan	IDC	Rs.28,20,000	1.06.2017	8.03.2018	The case is decided in the favour of respondent board and against the complainant.
25	1432/2/17/025	M/S Raj Industries Vill Belideyore Baddi Road Nalagarh. Distt.Solan	IDc	Rs.26,60,000	16.05.2016	8.03.2018	The case is decided partially in favour of complainant and partially in favour of respondent board.
26	1432/2/17/033	M/S Twilight Merchants Pvt.Ltd Village Dhana Bagbania P.O. Manpura Nalagarh Distt Solan	Billing	Rs.11,94,150	1.06.2017	8.03.2018	The case is decided in favour of respondent board and against the complainant.
27	1421/4/16/052	m/S Global Indust.Plot No.39 sector-I Parwanoo Distt. Solan	Other	Rs.6,00,000	20.12.2016	8.03.2018	The case is decided in favour of complainant & against the respondent Board.
28	1432/2/17/035	M/S Jindal Mectec Pvt.Ltd.Vill.Sauri Swarghat Road Nalagarh Distt. Solan	IDC	Rs.6,04,800	1.06.2017	8.03.2018	The case is decided in favour of respondent board & against the complainant.
29	1515/3/17/059	M/S Amba Metal Ltd Plot No.6&6A Industrial Area-II Kala Amb. Distt Sirmour(H.P)	Billing	Rs.13,88,415	25.09.2017	9.03.2018	The Case is decided in favour of Complainant.
30	1121/4/16/049	Hotel Mahamaya through its proprietor, Jai Chand Shyam, S/o Late Sh.Karam Dass Village & P.O.	Billing	Rs.2,96,635	17.12.2016	14.03.2018	The Case is decided in favour of Complainant.

		Narkanda, Tehsil Kumarsain Distt Shimla(H.P)					
31	1431/2/17/023	M/S. S.K.Mineral, Village Jagatkhana, Majhoki Tehsil Nalagarh Distt Solan	Billing	Nil	19.4.2017	14.03.2018	The case is decided in favour of complainant and against the respondent board.
32	1515/4/17/066	M/S Virgo Aluminum Ltd village Rampur Jattan Nahan Road Kala Amb. Distt. Sirmour(H.P)	Billing	Rs.56,66,869	23.11.2017	14.03.2018	The case is decided in favour of complainant and against the respondent board.
33	1521/2/17/026	M/S Zone life Sciences Ltd Village Kunja Rampur road Paonta Sahib, Distt. Sirmour(H.P)	IDC	Nil	16.5.2017	15.03.2018	The case is decided against the complainant and in favour of respondent board.
34	1515/3/17/048	M/S Laxmi Fibers, Village Kheri, P.O.Kala Amb, Tehsil Nahan, Distt. Sirmour(H.P)	Billing	Nil	27.07.2017	15.03.2018	The case is decided in favour of respondent board and against the complainant.
35	1453/4/17/069	Alliance Products Ltd. Plot No.13 A EPIP-I Baddi, Distt.Solan(H.P)	Billing	Nil	28.11.2017	15.03.2018	The case is decided in favour of complainant and against the respondent board.
36	1413/2/17/021	M/S Base Corporation Ltd, Village Nagali.P.O.Oachghat Tehsil & Distt.Solan(H.P)	Metering	Rs.36,69,000	6.04.2017	16.03.2018	The case is decided in favour of complainant and against the respondent board.

Secretary,
CGRF, HPSEBL
Kasumpti, Shimla-9.

Annexure-'B-1'

Sub-Division wise Consumer Court Cases for the 1st quarter Jan./2018 to March/2018) ending March,2018 in r/o CGRF, HPSEBL, Kasumpti Shimla-9.

Sr. No.	Name of Elect.SubDivision. 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	02	--	--	03
2.	ESD Barotiwala	--	--	--	--	02	--	--	02
3.	ESD Paonta Sahib	--	--	--	--	01	--	--	01
4.	ESD Kanda Ghat	--	--	--	--	01	--	--	01
5.	ESD Solan No.3	--	--	--	--	02	--	--	02
6.	ESD Baddi	--	--	--	--	01	--	--	01
7.	ESD Jagadkhana	--	--	--	--	--	--	01	01
8.	ESD No-1 Nalagarh	--	--	--	--	01	--	--	01
9.	ESD Nalagarh	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	--	12	--	01	13

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

HPSEBL**ANNEXURE 'C'****CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009.**

Return showing the status of Misc. Complaints of 1st quarter i.e. Jan/2018 to March/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-2104-7 dated 15.02.2018
2.	Sh. Durga Singh & Various Signatories R/o Lambidhar, P.O. Kathog Tehsil Theog, Distt. Shimla, H.P.	Complaint regarding change of wooden pole.	<u>10/09.03.2017</u>	1. Sr. Executive Engineer, HPSEBL, Theog. 2. Superintending Engineer, (Op.) Circle HPSEBL, Shimla-9.	Disposed off	
3.	Smt. Bimla Devi, W/o Sh. Biri Singh, R/o Village Bardi Party, P.O. Bardi, Tehsil	Shifting of L.T. Pole existed adjacent to the housed of Smt. Bimla Devi (Complainant)	<u>11/23.03.2017</u>	1. Sr. Executive Engineer, HPSEBL, Bilaspur, H.P. 2. Assistant Engineer, ESD, HPSEBL Kandrou, Distt.	Disposed off	

	Ghumarwin, Distt. Bilaspur (H.P.)			Bilaspur.		
4.	Smt Raj Kaur, Complainant, R/o Greendale Building, Near Portmore Girls Sr. Secondary School, Shimla-1	Shifting of L.T. Line steel tubular pole	<u>15/16.5.2017</u>	1.The Sr. Executive Engineer, City Electrical Division, M.C. Car Parking,HPSEBL, Shimla-1. 2. The Assistant Engineer, Chotta Shimla, Electrical Sub-Division, HPSEBL, Charlivilla-2.	Disposed off	
5.	Sh. Onkar Nath, S/o Sh. Tulsi Ram, Village Dakari, P.O. & Teh. Ghumarwin, Distt. Bilaspur (H.P.)	Complaint against HPSEB Ltd. Ghumarwin for endangering lives of my family by lying 3 phase LT line just over/adjacent to the projection of my house.	<u>23/5.6.2017</u>	1.The Chief Engineer,(Op.) Central Zone,Mandi, Distt. Mandi (H.P.) 2. The Executive Director (Pers.), HPSEBL, Vidyut Bhawan, Shimla-4	Reply awaited	CGRF/Misc.Comp./2017-18-329-331 dated 19.06.2017 -do-407-09 dated 5.7.2017 -do-633-36 dated19.08.2017 -do-763-65 dated 16.09.2017 -do-1050-52 dated 22-11-17 -do-1721-23 dated 16-12-17 -do-2122-25 dated 16.02.18
6.	Smt. Shakuntla Panwar R/o House No.22 Ward No.5 Nagar Panchayat Sunni, Distt. Shimla (HP).	Reg. Non Redressal of grievances against wrong/presumptive billing by (E) Sub-Division Sunni/ placement of disputed amount to another A/c with threat of disconnection.	<u>27/11.07.17</u>	1. S.E. (OP) Circle Kasumpti Shimla-9 2. Sr. XEN Rural E.D. Sunni. 3. A.E. Sunni alongwith complaint	Disposed off	
7.	M/s Ashok Furniture Pvt. Ltd. Ram Nagar Mandi (HP).	Sundry Charges	<u>29/04.07.17</u>	1. S.E. (OP) Circle Mandi.	Reply awaited	CGRF/Misc.Comp./2017-18-595-96 dated 05.08.17 -do-675-76 dated 24.08.17 -do-1826-27 dated 1-1-18 -do-08-09 dated 03.04.2018

8.	Sh. Suresh Kumar S/o Jogi Ram, R/o Ward No.10, Guruwala, Tehsil Paonta Sahib Distt. Sirmour (HP).	Complaint regarding using of energy of welding works in the peak load hours.	<u>31/19.09.17</u>	1. S.E. (OP) Circle Nahan. 2. Sr. XEN Paonta Sahib. 3. C.E. (Comm.) Shimla-4.	Disposed off	
9.	Sh. B.R. Dogra R/o Vasu Kunj, Engine Ghar, Sanjauli Shimla-6.	Erroneous Bills.	<u>32/21.09.17</u>	1. A.E. (E) Sub-Division Dhalli. 2. S.E. (OP) Circle Kasumpti Shimla-9. 3. Sr. XEN Shimla Division No1	Disposed off	
10.	Sh. Desh Raj, Village Banuti, P.O. Totu, Distt. Shimla-11	Domestic electricity bill is increasing continue from july 2017 to Sep. 2017 due to wrong metering load capacity in r/o A/c No.D/C-1000213 Banuti application therof.	<u>33/16.09.17</u>	1. Sr. XEN Shimla (E) Division No.1 Kasumpti Shimla. 2. A.E. Jutogh	Disposed off	
11.	1. Sh. Daulat Ram S/o Sh. Khem Raj, R/o Village Chatal, P.O. Summa Kothi, Tehsil Karsog, Distt. Mandi (HP). 2. Smt. Tara Devi, W/o Sh. Sangat Ram, Vill. Chatal, P.O. Summa Kothi, Tehsil Karsog, Distt. Mandi (HP).	Regarding electrification of left out houses.	<u>34/29.09.17</u>	1. Sr. XEN Karsog Distt. Mandi 2. C.E. (OP) CZ, Mandi 3. A.E. (E) Sub-Divn. HPSEBL, Seri, Teh. Karsog Distt. Mandi 4. Sh. Daulat Ram, S/o Sh. Khem Raj 5. Smt. Tara Tedi W/o Sangat Ram, Vill. Chatal, P.O. Summa Kothi, Karsog, Distt. Mandi	Disposed off	
12.	Sh. S.S. Suri, Anco	Regarding excess of	<u>35/01.10.17</u>	1. S.E. (OP) Circle Solan.	Reply	CGRF/Misc.Comp./2017-18-

	362/1 Nehru Marg, Civil Lines Jhansi- 284001.	energy bill against Meter A/c No.K- 1122302518		2. Sr.XEN Solan (HP) 3. A.E. Sub-Divn. Dharmpur	awaited	870-73 dated 17.10.2017 -do-1812-15 dt.01.01.18 -do-06-07 dated 03.04.18
13.	Sh. Aman 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-11-13 dt.03.04.18
14.	Sh. Joginder Lal S/o Late Sh. Bhagat Ram House No. 1/1A Gagret Khas Near Panchyat Ghar Gagret	Regarding removal of elect wire passing through middle of my plot No. 1527/1 at Ram Nagar Gagret S/Tehsil Gagret at Kaloh Distt	<u>37/2.10.17</u>	1.C.E (Comm) Shimla-4 2.C.E (OP) North Dharmshala	Disposed off	
15.	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 dt.03.04.18
16.	Sh. Amar Singh S/o Sh. Bhagat Ram inhabitant of village Bhanch P.O Jhach Tehsil Chachiot	Regarding change of damaged wooden pole	<u>40/20.10.2017</u>	1.Sr. Xen Gohar Mandi. 2.S.E (OP) Circle Mandi.	Reply awaited	CGRF/Misc.Comp./2017-18- 874-76 dated 17.10.17 -do-985-86 dated 06.11.2017
17.	Sh. Chaman Lal Chauhan S/o Late Sh. Breshthu Ram R/O Village Gallu (Shahrori) P.O Chaba Teh Sunni Distt Shimla	Regarding electrification of left out house of Sh. Chaman Lal	<u>41/12.12.17</u>	1.S.E Kasumpti Shimla. 2.Xen Shimla Rural (E) Div. Sunni. 3.A.E Shimla (E) Sub/Div Sunni	Reply awaited	CGRF/Misc.Comp./2017-18- 1699-1704 dated 14.12.17 -do- 1776-81 dated 21.12.17 -do-2725-30 dt.16.03.18

18.	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-16-20 dt.03.04.18
19.	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-2591-92 dt.24.03.18
20.	Sh. B.M. Nanta Shili Kalyan, P.O. Deot, Tehsil Chopal, Distt. Shimla (HP)	Faulty LT lines causing danger to human life safety	<u>1/13/02/2018</u>	1. Sr. XEN Chopal, Distt. Shimla (HP) 2. S.E. (OP) Circle Rohru 3. B.M. Nanta Chopal	Reply awaited	CGRF/Misc-Comp./2017-18- 2101-03 dt.15.02.18 -do-2192-94 dt.1.3.18 -do-25-27 dt 04.04.18
21	Sh. Mansa Ram K No.1121302478 R/o Vill. Ber-Gaon, P.O. Chambaghat Distt. Solan (HP)	Excess amount of Rs.7230/- bill No.11127611358	<u>2/16/02/2018</u>	1. S.E. (OP) Circle Solan 2. Sr. XEN Solan 3. Sh. Mansa Ram	Disposed off	CGRF/Misc-Comp/2017-18- 2147-49 dt.20.02.2018
22.	Sh. Bhpinder Singh Panwar S/o Sh. Krishan Chand Panwar Lodge Shimla Manali Road Totu Shimla (HP).	Change of name of extension of load against meter bearing A/c No. YR-61C	<u>3/24.02.2018</u>	1. C.E. (OP) South Shimla 2. S.E. (OP) Circle Kasumpti 3.Sr. XEN Shimla Divn. No.1 4. A.E. Sub-Divn Jutogh	Reply awaited	CGRF/Misc-Compl/2017-18- 2174-78 dt.24.02.2018 -do-2204-08 dt.03.03.18 -do-2711-15 dt14.03.18
23.	Sh. Chaman Lal Prop. Of M/s Energy Aqua Plot No.8 Sector-2 Parwanoo Teh. Kasauli Distt. Solan (HP)	Levy sundry charges in the energy bill against A/c No.1122PDS14000087 in the name of M/s energy Aqua	<u>4/27/02/2018</u>	1. Sr. XEN (E) Divn. Parwanoo 2. AEE (E) Division Parwanoo 3. Sh. Chaman Lal	Reply awaited	CGRF/Misc-Compl/2017-18- 2186-88 dt.27.02.2018

24.	Sh.Karam Singh R/o V P O & 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-Compl/2017-182202-03 dt. 03.03.2018
25.	Sh. Mast Ram Patan Village P.O. Tharoch, Tehsil Chopal, Distt. Shimla-171210	Complaint regarding excess energy bill energy meter A/c No. CHR-I	<u>6/12/03/2018</u>	1. S.E. (OP) Circle Rohru. 2. Sr. XEN Chopal. 3. AEE S/D Nerwa Distt. Shimla	Reply awaited	CGRF/Misc-Compl/2017-18-2707-10 dt.14.03.2018
26.	Sh. Kewal Ram Sharma R/o Village Sari, P.O. Dhadi Rawat, Tehsil Jubbal, Distt. Shimla	Application regarding excess billing of electricity.	<u>7/19/03/2018</u>	1. S.E. (OP) Circle Rohru 2. Sh. Kewal Ram Sharma	Reply awaited	CGRF/Misc-Compl/2017-18-2593-94 dt.24.03.2018
27.	Sh. Liaq Ram Himral (Comp.) R/o V P O Himri, Tehsil Sunni, Bhajji, Distt. Shimla (HP)	Prov of electricity supply to village jungle Himri (Backward Panchyat) in Tehsil Sunni Distt. Shimla HP	<u>8/22/03/2018</u>	1. E.C. (OP) South Shimla-4. 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-Compl/2018-2583-88 dt.23.03.18
28.	Mr. Krishal Lal Ward No.I (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 of Feb 2018 on the basis of average bill.	<u>9/26/03/2018</u>	1. C.E. (OP) C.Z. HPSEBL Mandi (HP)	Reply awaited	CGRF/Misc-Compl/2018-2595-97 dt.28.03.2018

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

ABSTRACT OF 1st QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 4th quarter ending 31/12/2017</u>	<u>Total No. of Complaints received during 1st Qtr. (01/2018-03/2018)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 1st Qtr.</u>	<u>Total No. of Complaints pending ending 1st Qtr.</u>	<u>Remarks if any</u>
19 Nos.	9 Nos.	28 Nos.	10 Nos.	18 Nos.	

Secretary,
CGRF, HPSEBL,
Kasumpti Shimla-9