

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 Forum Return(s) for the 3rd quarter ending 30/09/2018, (1st July 2018 to 30th September, 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 3 rd Quarter, 1 st July 2018 to 30 th Sept. 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-5-6
5.	Current file list as on 01.07.2018 to 30.09.2018.	ANNEXURE-A-3	Page 7-8
6.	Month wise announced case w.e.f July 2018, to Sept, 2018.	Annexure 'B'	Page 9-12
7.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1	Page-13
8.	Status of Misc. Complaints received/disposed off from July, 2018, to Sept., 2018.	Annexure 'C'	Page-

DA:-As above.

Yours Faithfully,

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

Copy to:-

- 1 The Secretary, Himachal Pradesh .Electricity Regulatory Commission, Vidyut Aayog Bhawan, Block No.37, SDA Complex Shimla-9 along with above return(s) for kind information please.

DA:-As above

2. The Executive Director,(Pers.),HPSEBL, Vidyut Bhawan, Shimla-4 alongwith above return(s) for information please.

DA:-As above

3. The Electricity Ombudsman, Govt. of HP, Behind Keonthal Complex, Khallni, Shimla-2 alongwith above return(s) for information please.

DA:-As above.

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

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

**MONITORING REPORT FOR THE QUARTER ENDING 30.09.2018 (01.07.2018 to 30.09.2018) 3rd
quarter start from 1st July 2018 to 30th Sept., 2018.**

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	30	
3.	No. of Grievances received during the quarter	17	
4.	No. of Grievances disposed during the quarter	16+1=17	One No. complaint disposed off during Mobile-cum-Awareness camp at Nalagarh.
5.	No. of Grievances pending at the close of the quarter	30	
6.	No. of Grievances pending which are older than two months	19	
7.	No. of sittings of CGRFs in the quarter	9+2=11	2 sitting at Mobile Court at Nalagarh

Note:- CGRF monitoring report for the 3rd quarter ending the Sept./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 3rd QUARTER 01.07.2018 to 30.09.2018.
ENDING 09/2018.(01.07.2018 to 30.09.2018).**

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.	-	-	-	2	15	-	13	30	
2.	Complaints Received during the quarter.	-	-	-	1	7	-	9	17	
3.	Total Complaints (1+2)	-	-	-	3	22	-	22	47	
4.	Complaints attended during the quarter	-	-	-	1	10+1=11	-	5	17	One Complaint disposed off at Nalagarh during Mobile Camp.
5.	Balance Complaints to be attended (3-4)	-	-	-	2	11	-	17	30	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	1	8	-	5	14	17 Nos. Complaints received during this quarter.
7.	Complaints pending for more than 6 months.	-	-	-	-	1	-	-	1	

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 3rd quarter total 17 Nos. of complaints have been received.

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM, KASUMPTI, SHIMLA-9.**Present Status of complaints pending more than six months as on 30.09.2018.**

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 10.10.2018

Note:-

1515/2/17/024, 1453/1/17/006, 1421/18/077, 1233/2/18/014, 1453/4/17/072, 1421/1/18/084, 1454/3/1/043, 1453/4/17/074,
1453/4/17/073, 1432/2/18/008, 1452/2/18/032, 1431/2/18/035, 1431/3/18/046, 1434/2/18/022, 1434/2/18/023, 1421/2/18/031,
1453/2/18/005

(17 Nos. complaints have been disposed off/decided) during 3rd quarter ending 30.09.2018.

**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 30.09.2018.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1	1432/2/18/06	M/s Krishna Plastic Village Beli Dyar P.O Manpura Nalagarh Distt. Solan (HP)	IDC	24.04.2018	Next hearing fixed on dated 09.10.18
2	1431/2/18/021	M/S Zenith Internation vill. Brahman Beli P.O. Khera The. Nalagarh Distt.Solanl	IDC	03.05.2018	Next hearing fixed on dated 09.10.18
3	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 10.10.18
4	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 10.10.18
5	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 10.10.18
6	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 09.10.18
7	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 09.10.18
8	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 11.10.18
9	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 11.10.18
10	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 11.10.18

11	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 09.10.18
12	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 09.10.18
13	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 09.10.18
14	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 11.10.18

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

Current file list as on 01.07.2018 to 30.09.2018, 3rd.quarter.**ANNEXURE - A - 3**

Sr. No	Complaint No.	Name & address of Complainant	Nature of complaint (Billing/ Tariff/IDC/ Others.	Date of receipt	Order Sheet / File Page No.
1	R/A1453/3/18/039, org.1453/1/18/079	M/S Kundlas Loh Udyog Vill.Balyam P.O. Barotiwala Tehsil.Baddi Distt.Solan(H.P)	IDC	03.07.2018	1 to 4
2	1431/3/18/040	M/S Hill Crest.Foods Vill.Bersan.P.O. Manjholi, Nalagarh through Mr.Praveen Diwan.	IDC	10.07.2018	1 to 18
3	1515/3/18/041	M/S Indkus Biotech India Kala Amb through Mr.Rajiv Bhatia	Billing	10.07.2018	1 to 17
4	1421/3/18/042	M/S Aryaman Soap Industry, Plot No.19.Sector-2,Parwanoo(H.P)	IDC	11.07.2018	1 to 14
5	1454/3/18/043	M/S Emmbros Auto comp Ltd unit-II Village Katha, Baddi,Distt.Solan(H.P)	Billing	11.07.2018	1 to 16
6	1453/3/18/044	M/S Jatinder Mittal, House No.399, Sector 30-A, Chandigarh,Pin-160030	Other	11.07.2018	1 to 22
7	1431/3/18/045	M/S Hill Crest Foods Village Bersan, P.O Manjholi, Nalagarh through Mr Yoginder Diwan.	Billing	02.08.2018	1 to 11
8	2233/3/18/046	Vinay Kumar S/o Late Sh.Pacnchhi Ram, Present R/o Village & P.O. Ner-Chowk Tehsil Balh Distt. Mandi(H.P)	Metering	10.08.2018	1 to 13
9	3321/3/18/047	M/S Luminous Power Technologies Pvt.Ltd.(GSSS-2) Ramnagar, Industries, Area Gagret Tehsil Amb Distt. Una through Mr. Rajesh Dhiman.	Billing	21.08.2018	1 to17
10	3321/3/18/048	M/S Luminous Power Technologies Pvt.Ltd.(GLP-I) Ramnagar Industries Area GagretTehsil Amb, through Mr.Rajesh Dhiman.	Billing	21.08.2018	1 to 17
11	3321/3/18/049	M/S Luminous Power Technologies Pvt.Ltd (GSSS-I) Ramnagar Industries Area Gagret Tehsil Amb Distt. Una through Rajesh Dhiman.	Billing	21.08.2018	1 to 17
12	3321/3/18/050	M/S Luminous Power Technologies Pvt.Ltd(GSSS-2) Ramnagar Industries Area Gagret Tehsil Amb	IDC	21.08.2018	1 to 35

		Distt. Una through Rajesh Dhiman.			
13	1432/3/18.052	M/S Clear Mipak packagind solutions Ltd Khasra No.544/151 Village Dhana Tehsil Nalagarh Distt. Solan.	Other	28.08.2018	1 to 25
14	1231/3/18/053	Sh. Arun Kumar S/o Khem Chand R/o139/1 Lower Bazar Shimla	Change of Category	30.08.2018	1 to 17
15	1414/3/18/054	Sh. Vineet kumar S/o Sh.Sushil Sharma R/o Village Shungal P.O.Kaithlighat Tehsil Kandaghat Distt Solan(H.P)	Billing	30.08.2018	1 to 22
16	1454/3/18/055	M/S Sturdy Industries Ltd. Vill.Bhatolikalan P.O. Baddi Distt Solan	IDC	25.09.2018	1 to19
17	1451/3/18/056	M/S Insignia Projects Village Tahliwala Tehsil Baddi Distt.Solan	IDC	25.09.2018	1 to 18

Note:-During the currency of 3rd quarter, out of total receipt of 17 Nos. complainants, 2 Nos. Complaints have been disposed off.

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

ANNEXURE-'B'-1**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 3rd Quarter i.e. July 2018 to September 2018 (01.07.2018 to 30.09.2018).**

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	1515/2/17/024	M/S Amba Metals Plot No &6-A, Industrial Area-Phase-II, Kala-Amb, Distt.Sirmour(H.P)	Other	1,11,56,403/-	1.05.2017	11.07.2018	The case is decided in favour of Complainant and against the Respondent Board.
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	17,50,500/-	4.02.2017	11.07.2018	The case is decided in favour of Complainant and against the Respondent Board.
3	1421/1/18/077	M/S Solchrome Pvt.Ltd.Plot No.61 Sector-5 Parwanoo through Mr.Parmod Kumar Factory Manager.	Metering	1,39,707/-	29.01.2018	11.07.2018	The case is decided partially in favour of Complainant and partially in favour of the Respondent Board.
4	1233/2/18/014	Sh.Sudershan Kumar, S/o Sh.Dhian Singh Thakur, R/o Basement Floor, Marlborough House, Up Mohal Chotta Shimla Khas, Teh. Shimla (U)	Billing	-Nil-	09.04.2018	12.07.2018	The case is decided in favour of Complainant and against the Respondent Board.

		Distt.Shimla (H.P).					
5	1453/4/17/072	M/S A.G Peripherals, Plot No.55-56, Bhatoli Kalan Baddi Distt.solan	Other	-Nil-	14.12.2017	28.08.2018	The case is decided in favour of Complainant and against the Respondent Board.
6	1421/1/18/084	M/S Him Auto Products Pvt.Ltd. Plot No.65, Sector-1 Parwanoo, Distt.Solan(H.P)	Billing	-Nil-	6.03.2018	28.08.2018	The case is decided in favour of Complainant and against the Respondent Board.
7	1454/3/18/043	M/S Emmbros Autocomp Ltd. Unit- II Village Katha Baddi Distt.Solan(H.P)	Billing	-Nil-	11.07.2018	29.08.2018	The case is neither in the favour of Complainant nor in the favour of Respondent Board.
8	1453/4/17/073	M/S A.G Peripherals Plot No.55-56, Bhotoli Kalan Baddi Distt Solan	Billing	-Nil-	14.12.2017	30.08.2018	The case is partially decided in favour of Complainant and partially in favour of the Respondent Board.
9	1453/4/17/074	M/S A.G Peripherals Plot No.55-56, Bhotoli Kalan Baddi Distt Solan	IDC	-Nil-	14.12.2017	30.08.2018	The case is decided in favour of Complainant and against the Respondent Board.
10	1432/2/18/008	M/S Shree Siddi Vinayak Tor Pvt. Ltd. Village Nangal uperla P.O. Nangal.Teh. Nalagarh Distt. Solan	Billing	-Nil-	15.06.2018	19.09.2018	The case is decided in favour of the Respondent i.e Shree siddi vinayak.

11	1452/2/18/023	M/S Vishwakarma Techno Forge, Village Saini Majra, Tehsil Nalagarh, Distt. Solan(H.P)	Billing	Rs.7,69,211/-	30.05.2018	25.09.2018	The Complaint is decided partially in favour of Respondent Board and partially in favour of Complaint.
12	1431/2/18/035	M/S Onkar Engine & Generator(P) Limited,283,Maganpura, Ropar Nalagarh Road. Nalagarh	IDC	Rs.4,60,000/-	12.06.2018	25.09.2018	The case is decided in favour of Complainant and against the Respondent Board.
13	1431/3/18/040	M/S Hill Crest Foods Village Bersan, P.O. Manjholi,Ropar Nalagarh Road, Nalagarh, Distt. Solan(H.P)	IDC	-Nil-	10.07.2018	25.09.2018	The case is decided in favour of Complainant and against the Respondent Board.
14	1434/2/18/022	M/S Ultra Tech.Cement Ltd.P.O.Khilliyan, Tehsil Nalagarh. Distt. Solan(H.P).	Billing	Rs.87,52,546/-	4.05.2018	26.09.2018	The case is decided in favour of Complainant and against the Respondent Board.
15	1434/2/18/023	Ultra Tech.Cement Ltd. P.O.Khilliyan,Tehsil Nalagarh, Distt.Solan(H.P)	Billing	Rs.4,39,929/-	4.05.2018	26.09.2018	The case is decided in favour of Complainant and against the Respondent Board.
16	1421/2/18/031	M/S Sunspark Industries, Khasra No.477,479 &480,Village Kamali, sector-6, Parwanoo, Tehsil Kasauli, Distt.Solan(H.P).	Billing	Rs.3,09,011/-	29.05.2018	27.09.2018	The case is decided in favour of Complainant and against the Respondent Board.

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

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
17	1453/2/18/05	M/S Poly India Industries House No.1046, Sector-4, Panchkulla, Haryana.	Other	Nil	24.04.2018	29.08.2018	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's Court Cases received for the 3rd quarter July/2018 to Sept./2018) ending 30th Sept., 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	Interruptions	Metering Problems	Billing Problems	Tariff Problems	Others, IDC	
1.	ESD Parwanoo	--	--	--	--	--	--	02	02
2.	ESD Shimla-1	--	--	--	--	01	--	01	02
3.	ESD No-1 Nalagarh	--	--	--	--	01	--	--	01
4.	ESD Barotiwala	--	--	--	--	--	--	01	01
5.	ESD Nalagarh-2	--	--	--	--	01	--	--	01
6.	ESD Gagret	--	--	--	--	03	--	01	04
7.	ESD Baddi	--	--	--	--	01	--	01	02
8.	ESD Kandaghat	--	--	--	--	01	--	--	01
9.	ESD Manpura	--	--	--	--	--	--	01	01
10.	ESD Ner Chowk	--	--	--	01	--	--	--	01
11.	ESD Kala Amb	--	--	--	--	01	--	--	01
	Grand Total	--	--	--	01	9	--	07	17

Note:- 17 Nos.complaints received in regular Forum at Shimla.

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

