

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

No.CGRF/Q.Return/2017-

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 quarter ending
30/06/2017(2nd April, 2017 to 30th June 2017)**

Sir,

The Quarterly return(s) for the quarter ending 06/2016 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 01.04.2017 to 30.06.2017.	ANNEXURE-A-3
5.	Month wise announced case w.e.f April, 2017 to June, 2017.	Annexure 'B'
6.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1
7.	Misc. Complaints received from April, 2017 to June, 2017.	Annexure 'C'

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, Shimla-9 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-9

MONITORING REPORT FOR THE QUARTER ENDING 30.06.2017(01.04.2017 to 30.06.2017) 2nd
quarter start from April/2017 to 30 June/2017.

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	49
3.	No. of Grievances received during the quarter	25
4.	No. of Grievances disposed during the quarter	10
5.	No. of Grievances pending at the close of the quarter	64
6.	No. of Grievances pending which are older than two months	44
7.	No. of sittings of CGRFs in the quarter	14

Note:- C.G.R.F. monitoring report for the 2nd quarter ending the June/2017 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 01.04.2017 to 30.06.2017.****ENDING 06/2017.(01.04.2017 to 30.06.2017)**

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	30	3	15	49	
2.	Complaints Received during the quarter.	-	-	-	1	6	-	3+15	25	
3.	Total Complaints (1+2)	-	-	-	2	36	3	33	74	
4.	Complaints attended during the quarter	-	-	-	-	9	-	1	10	
5.	Balance Complaints to be attended (3-4)	-	-	-	2	27	3	32	64	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	1	7	1	2+1	12	25Nos. Complaints received during this quarter, No complaint disposed off and 25 Nos. Complaints are pending.
7.	Complaints pending for more than 6 months.	-	-	-	-	17	-	4+6	27	

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.

Sd/-
Secretary,
CGRF, HPSEBL,
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 30.06.2017**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	1454/2/14/020	Dr. Ready's Laboratories Ltd., Village Mauja Thana , Baddi Nalagarh road, Baddi, District solan (HP) ESD Baddi	Billing	06.06.2014	Next hearing fixed on dated 27.07.2017
2.	1454/1/16/003	M/s Ridhi Packages Pvt. Ltd, Plot No. 219, Industrial Area, Baddi, Distt. Solan, H.P. ESD Baddi	Others	07.01.2016	Next hearing fixed on dated 28.07.2017
3	1421/2/16/012	M/S. Prontos Pvt. Ltd. Plot No. 63-65, Sector-5 Parwanoo Tehsil Kasauli Distt. Solan (HP).	Billing	22/04/2016	Next hearing fixed on dated 26.07.2017
4.	1422/2/16/019	M/S. AGE (B/R (Air Force) Kasauli Distt. Solan (H.P.)	Billing	30/05/2016	Order reserved.
5.	1453/3/16/026	M/s Kundlas Loh Udyog Village Balyana P.O.Barotiwala, Teh. Baddi Distt.Solan (HP)	Billing	11.07.2016	Next hearing fixed on dated 26.07.2017
6.	2233/3/16/028	M/s Koyla Industries, Sh. Sunil Gupta Proprietor, 11-B Industrial Area Ratti Sundernagar Distt. Mandi (HP).	Billing	15.07.2016	Next hearing fixed on dated 26.07.2017
7.	1515/3/16/029	M/s JB. Rolling Mills Ltd. Trilok Pur Road, Kala Amb, Distt. Sirmour (HP).	Billing	19.07.2016	Next hearing fixed on dated 17.08.2017
8.	1515/3/16/032	M/s JB. Rolling Mills Ltd. Trilok Pur Road, Kala Amb, Distt.Sirmour (HP).	Billing	19.07.2016	Next hearing fixed on dated 27.07.2017
9.	1215/3/16/033	Hotel Whistling Pine Resorts, (A unit of Bhagra Resorts. Pvt. Ltd.), Sadhora, Mashobra, Tehsil & Distt. Shimla (HP).	Billing	21.07.2016	Next hearing fixed on dated 27.07.2017
10.	2313/3/16/035	M/S S.Kumar Vill Haat P.O Bajaura Tehsil and Distt Kullu(H.P).	Billing	23.8.2016	Next hearing fixed on dated 26.07.2017
11.	1515/3/16/037	M/S Virgo Aluminum Ltd Vill Rampur Jattan Nahan Road Kala Amb Distt Sirmour(H.P)	Refund	30.9.2016	Next hearing fixed on dated 27.07.2017
12.	R/A 1431/3/16/038 of Compt. 1431/4/15/092	M/S United Vanspti Nalagarh	Billing	30.9.2016	Next hearing fixed on dated 27.07.2017
13.	1421/3/16/039	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt Solan (H.P).	Billing	30.9.2016	Next hearing fixed on dated 25.07.2017
14.	1421/3/16/040	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt	Billing	30.9.2016	Next hearing fixed on dated 25.07.2017
15.	1421/4/16/041	M/S Global Industries, Plot No.-39, sector-I Parwanoo Distt Solan(H.P)	IDC	25.10.2016	Next hearing fixed on dated 25.7.2017
16.	1421/4/16/042	Micro Turners Plot No.35-D Sector-2 Parwanoo Distt Solan(H.P)	IDC	25.10.2016	Next hearing fixed on dated 25.7.2017
17.	1421/4/16/043	M/S Micro Turners(TDP) Plot No.31, Sector-5 Parwanoo Distt Solan(H.P)	IDC	25.10.2016	Next hearing fixed on dated 25.7.2017
18.	1421/4/16/044	M/S Micro Turners Village Naryal Payal, Parwanoo Distt Solan(H.P)	IDC	25.10.2016	Next hearing fixed on dated 25.7.2017
19.	1421/4/16/045	Ind-Sphinx Precision Ltd,(Unit-B)-I, Taksal Road,Kasauli Marg Distt Solan(H.P)	IDC	25.10.2016	Next hearing fixed on dated 25.7.2017
20.	1453/4/16/048	M/S Pamwi Tissue Ltd Vill Jharmajari P.O. Brotiwala, Tehsil Nalagarh Distt Solan.	Billing	8.12.2016	Next hearing fixed on dated 26.7.2017
21.	1121/4/16/049	Hotel Mahamaya, through its Proprietor, Jai Chand Shyam, S/O Late Sh. Karam Dass. Village & P.O Narkanda, Tehsil Kumarsain Distt Shimla(H.P)	Billing	17.12.2016	Next hearing fixed on dated 25.7.2017

22.	1421/4/16/050	M/S Jaison Engg. & Paint Industries Pvt.Ltd.Plot No. 19, Sector-1,Parwanoo	Billing	20.12.2016	Next hearing fixed on dated 26.7.2017
23.	1454/4/16/051	M/S Emmbros Auto-comp Ltd(Unit-III Village Katha, Baddi Distt. Solan(H.P)	Billing	20.12.2016	Next hearing fixed on dated 26.7.2017
24.	1421/4/16/052	M/S Global Industries, Plot No.39, sector-1 Parwanoo Distt. Solan(H.P)	other	20.12.2016	Next hearing fixed on dated 26.7.2017
25.	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 28.7.2017
26.	3214/4/16/054	Sh. Bishan Dass S/O Sh Rasila Ram, R/o Village Hatli P.O Dramman Tehsil Sihunta District Chamba (H.P)	Billing	27.12.2016	Next hearing fixed on dated 25.7.2017
27.	1432/4/16/056	M/S S.K. Industries, Village Paliwala, Tehsil Nalagarh Distt Solan(H.P)	others	29.12.2016	Next hearing fixed on dated 27.7.2017

Note:- 1421/4/16/046, 1421/1/17/012, 1421/1/17/013, 1421/1/17/016, 1421/4/16/055, 1232/1/17/015, 2225/3/16/027, 1515/3/16/030, 1515/3/16/031
1411/1/17/004

(10 Nos complaints have been disposed off/dismissed) during quarter ending 30.06.2017.

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

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-9.

Present Status of complaints pending more than three months & less than six months as on 31.03.2017.

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	1233/1/17/001	M/S Subash Ahuja First Floor, Aroma Hotel, Shimla Distt Shimla.	Billing	17.1.2017	Next hearing fixed on dated 26.7.2017
2.	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 28.7.2017
3.	1453/1/17/005	M/S KBM Food Products Baddi Vill. Juttiwala, Opp.Fire Station Baddi-Barotiwala Road, Baddi.	Metering	31.1.2017	Next hearing fixed on dated 28.7.2017
4.	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 28.7.2017
5.	1421/1/17/008	M/S Nu-Line Polymers(P) Ltd.Parwanoo Distt. Solan(H.P)	other	16.2.2017	Next hearing fixed on dated 26.7.2017
6.	2112/1/17/009	Mahalakshmi oil Mills, Vill & P.O.Gutkar Distt. Mandi.	Tariff	17.2.2017	Next hearing fixed on dated 28.7.2017
7.	1515/1/17/010	M/S Jay Aay Alloys, Ltd. Trilokpur Road,Kala-Amb. Distt. Sirmour (H.P)	Billing	17.2.2017	Next hearing fixed on dated 25.7.2017
8.	1421/1/17/011	M/S Himalayan fruit Products, Plot No.12A, Sector-3, Parwanoo, Tehsil Kasauli Distt. Solan(H.P)	Billing	25.2.2017	Next hearing fixed on dated 26.7.2017
9.	1515/1/17/014	M/S H.M.Steel Ltd, Kala Amb Distt Sirmour.	Billing	15.03.2017	Next hearing fixed on dated 27.7.2017
10.	2112/1/17/017	M/S Maha Laxmi Roller Floor Mills Gutkar Distt Mandi(H.P)	Billing	18.3.2017	Next hearing fixed on dated 28.7.2017
11.	1453/1/17/018	M/S Alaina health care Pvt.Ltd Baddi	Other	22.3.2017	Next hearing fixed on dated 27.7.2017
12.	1515/1/17/019	M/S H.M. Steel, Ltd, Trilokpur Road Kala Amb, Distt.Sirmour. (H.P)	IDC	25.3.2017	Next hearing fixed on dated 27.7.2017

Sd/-

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

Current file list as on 01.04.2017 to 30.06.2017 April. 2nd 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	2225/2/17/020	M/s Chandel Flour Mill, Village & P.O Jhabola, Bilaspur, Tehsil Jhanduta, Distt, Bilaspur(H.P).	Billing	5.4.2017	1 to 10
2	1413/2/17/021	M/S Base corporation Ltd, Village Nagali, P.O. Oachghat, Tehsil & Distt Solan(H.P).	Metering	6.4.2017	1 to 27
3	1134/2/17/022	M/S Dongah Geological Engineering(India)(P) Ltd Jagatkhana.	IDC	19.4.2017	
4	1431/2/17/023	M/S S.K Mineral Village Jagatkhana Majholi The Nalagarh Distt Solan(H.P).	Billing	19.4.2017	1 to 15
5	1515/2/17/024	M/S Amba Metals, Plot No.6&6-A, Industrial Area, Phase-II, Kala Amb, Tehsil Nahan Distt.Sirmaur(H.P)	Other	1.5.2017	1 to 18
6	1432/2/17/025	Raj Industries, Village Belideyore, Baddi Road, Nalagarh, Distt. Solan.	IDC	16.5.2017	1 to 25
7	1521/2/17/026	Zone lifesciences, Ltd Village Kunja, Rampur Road, Paonta Sahib, Distt. Sirmour(H.P)	IDC	16,.5.2017	1 to 32
8.	1521/2/17/027	Hi- Maltomax Foods(a unit of Zone lifesciences, Ltd), Village Kunja, Rampur Road, Paonta Sahib, Distt. Sirmour(H.P).	Billing	16.5.2017	1 to 18
9	1453/2/17/028	M/S Kundlas Loh Udyog Vill.Balyana, Barotiwala.	IDC	18.5.2017	1 to 33
10	3234/2/17/029	Mahajan conveyor Industries, 32 to 35 Village Bain Attarian, P.O.Kandorari, Indora, Distt.Kangra,	IDC	19.5.2017	1 to 7
11	3234/2/17/030	Super Power Steel, V.P.O. Damtal, Indora, Distt, Kangra,(H.P).	IDC	19.5.2017	1 to 9
12	3234/2/17/031	R.M. Industries Surajpur, Damtal, Distt. Kangra.	IDC	19.5.2017	1 to 12
13	3234/2/17/032	R.M Products,V.P.O Surajpur, Distt. Kangra.	IDC	19.5.2017	1 to 8
14	1432/2/17/033	M/S Twilight Mercantiles Pvt.Ltd. Village Dhana-Bagbania, P.O.Manpura, Nalagarh, Distt. Solan(H.P)	IDC	1.06.2017	1 to 26
15	1432/2/17/034	M/S Poly India Industries House No.- 1046, Sector-4 PUNCHKULA(HARYANA)	other	1.06.2017	1 to 15
16	1432/2/17/035	M/S Jindal Mectec Pvt.Ltd., Village Sauri, Swarghat Road, Nalagarh, Distt Solan(H.P)	IDC	1.06.2017	1 to 32
17	1432/2/17/036	M/S Timco Steel Co. Village Dhana-Bagbania. P.O Manpur, Nalagarh. Distt Solan(H.P)	IDC	1.06.2017	1to 26.
18	1432/2/17/037	M/S Shree Siddi Vinayak Pvt.Ltd., Village Nagal uparla, P.O. Nangal, Nalagarh Distt Solan	IDC	1.06.2017	1to29
19	1421/2/17/038	M/S Sghivalik Industries, Plot No.14, Sector-2, Parwanoo, Distt Solan	IDC	14.06.2017	1 to 27
20	1421/2/17/039	M/S Tangent Power, Plot No.21-	IDC	14.06.2017	1 to 27

		23, Sector-5 Parwanoo, Distt Solan.			
21	1453/2/17/040	M/S S.G. International, Plot No.47, Bhatoli Kalan, Baddi Distt. Solan (H.P)	IDC	14.06.2017	1 to 24
22	1453/2/17/041	M/S S.G. International, Plot No.47, Bhatoli Kalan Baddi, Distt. Solan (H.P)	IDC	14.06.2017	1 to 29
23	1453/2/17/042	M/S S.G. International, Plot No.47, Bhatoli Kalan Baddi, Distt. Solan (H.P)	other	14.06.2017	1 to 16
24.	1421/2/17/043	M/s Micro Turners (TPD), Plot No. 31, Sector-5, Parwanoo, Distt. Solan (H.P.)	Billing	29.06.2017	1 to 13
25.	1421/2/17/044	M/s Micro Turners (Naryal Unit), Vill. Naryal Parwanoo, Distt. Solan (H.P.)	Billing	29.06.2017	1 to 13

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

ANNEXURE-'B'-1

CONSUMERS GREIVANCES REDRESSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009

Announced cases for 2nd Quarter i.e. April 2017 to June 2017 (01.4.2017 to 30.06.2017)

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	1421/4/16/046	M/S Prontos(P)Ltd Plot No.63-65 Sector-5 Parwanoo	Billing	35,58,768	29.11.2016	18.4.2017	The complaint is dismissed as the complainants failed to deposit Rs.12,00,000/- as directed by this Forum dated 20.12.2016. The case is decided against the complainant.
2	1421/1/17/012	M/S Prontos(P) Plot NO.63-65 Sector-5 Parwanoo	Billing	Nil	15.3.2017	17.5.2017	The case is decided neither in favour of the complainant(s) nor in favour of the respondents.
3.	1421/1/17/013	M/S Prontos(P) Plot NO.63-65 Sector-5 Parwanoo	Billing	Nil	15.3.2017	17.5.2017	The case is decided neither in favour of the complainant(s) nor in favour of the respondents.
4	1421/1/17/016	M/S Prontos Pvt.Ltd., Plot No.63-65, Sector-5,Parwanoo, teh.Kasauli Distt Solan.	Billing	Rs.3,78,000/-	17.3.2017	18.5.2017	The case is neither decided in favour of the complainant(s) nor in favour of the respondents.
5	1421/4/16/055	The Prontos Pvt.Ltd. Plot No.63-65, Sector-5,Parwanoo Teh Kasauli, Distt.Solan	Billing	Rs.68,26,912	29.12.2016	18.5.2017	The case is neither decided in favour of the complainant(s) nor in favour of the respondents.

6	1232/1/17/015	Aslam Khan S/o Abdullah Khan, R/o Mosque Annexe(Below Maszid) Boileauganj	Billing	Rs.20,712/-	16.3.2017	23.5.2017	The case is decided in favour of the complainant.
7	2225/3/16/027	M/S Chandel Flour Mill, Village & P.O.Jhabola, Bilaspur.Tehsil Jhanduta Distt Bilaspur(H.P)	Billing	Rs.1,36,871	12.7.2016	03.06.2017	The case is decided in favour of the respondents.
8	1515/3/16/030	M/S JB Rolling Mills Ltd trilolpur road kala Amb,Distt Sirmour	Billing	19,06,015	19.7.2016	03.06.2017	The case is decided in favour of the respondents.
9	1515/3/16/031	M/S JB Rolling Mills Ltd., Plot No.4 Industrial Area, trilokpur Road Kala Amb, Distt Sirmour.(H.P)	Billing	Rs.12,50,530	19.7.2016	03.06.2017	The case is decided in favour of the respondents.
10	1411/1/17/004	Mohan Meaking Ltd, Solan Brewery, Tehsil & Distt Solan.(H.P)	Other	Nil	20.1.2017	29.06.2017	The case is already decided in favour of respondents.

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

Annexure-'B-1'

Sub-Division wise Consumer Court Cases for the 2nd quarter January/2017 to March/2017) ending March, 2017 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	--	--	--	--	02	--	02	04
2.	ESD Solan No.III	--	--	--	01	--	--	--	01
3.	ESD Barotiwala	--	--	--	--	--	--	04	04
4.	ESD Jagad Khana	--	--	--	--	--	--	01	01
5.	ESD Kala-Amb	--	--	--	--	--	--	01	01
6.	ESD No.II Nalagarh	--	--	--	--	02	--	05	07
7.	ESD Paonta Sahib	--	--	--	--	01	--	01	02
8.	ESD Damtal					--	--	04	04
9.	ESD Talai, Distt. Bilaspur					01		--	01
	Grand Total	--	--	--	01	06	--	18	25

Sd/-
Secretary
CGRF, HPSEBL,
Kasumpti, Shimla

ANNEXURE 'C'

HPSEBL

CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

Return showing the status of Misc. Complaints of 2nd quarter i.e. April/2017 to June/2017 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. Pawan Kumar S/o Late Sh. Pritam Chandel inhabitant of Vill. & P.O. Maranda Near Eye Hospital Marendra Palampur Distt. Kangra.	Application for conversion of 11 KV H.T. Line into HT Cable and change of pole dimension off.	<u>35/16.11.2016</u>	1. S.E. (OP) Circle Kangra (HP).	Reply awaited	FRGC/Misc-Comp/2016-1255-56 dated 17.11.2016 -do- 1375-76 dated 16.12.16 -do-1870-72 dated 4.2.2017 -do-2052-53 dated 22.03.2017 -do-113-16 dated 15.05.2017 -do-294-96 dated 14.06.2017 -do-379-80 dated 04.07.2017
2.	Sh. Nikka Ram,S/o Late Sh. Nanku Ram Complainant, resident of VPO Baroti, Tehsil Sundernagar, Distt. Mandi (H.P.)	Change of Pole or to increase its height at appropriate level.	<u>1/03.01.2017</u>	1. The Superintending Engineer,(Op.) Circle, HPSEBL, Bilaspur. 2. The Sr. Executive Engineer, Electrical Division, HPSEBL, Sundernager 3. The Assistant Engineer, Electrical Sub-Division, HPSEBL, Slapper at Kanga.	Disposed off	
3.	Sh. Amar Nath Aggarwal, Amrawati apartment,	Bill No. 111263956507 A/c No. SUBM-200004.	<u>2/04.01.2017</u>	1. The Superintending Engineer,(OP) Circle, HPSEBL,Distt. Solan (HP).	Reply awaited	FRGC/Misc.Comp/2016-17/1753-56 dated 6.01.2017 -do-1668-71 dated

	M/s Amravati Associates Pvt. Ltd. Industrial Area, Phase-I Panchkula			2.The Sr. Executive Engineer (E) Division HPSEBL, Baddi 3.The Assistant Engineer (E) Sub-Division, HPSEBL, Baddi,		30.01.2017 -do-2098-01 dated 25.03.2017 -do-366-69 dated 04.07.2017
4.	Sh. Anil Kumar S/o Sh. Inderjeet R/o Village Thund, P.O. Janedhghat, (Chayal), Tehsil Kandaghat, Distt. Solan H.P.	Failure of electricity supply in the premises of Sh. Anil Kumar, S/o Sh. Inderjeet, R/o Village Thund, P.O. Janedhghat, (Chayal), Tehsil Kandaghat, Distt. Solan H.P.	<u>3/28.01.2017</u>	1. The Sr. Executive Engineer, Electrical Division,HPSEBL, Solan, Distt. Solan (HP). 2. The Assistant Engineer, Electrical Sub-Division, HPSEBL, Kandaghat	Reply awaited	FRGC/Misc.Comp/2016-17-1665-67 dated 30.01.2017 -do-2095-97 dated 25.3.2017 -do-374-76 dated 4.7.2017
5.	Sh. Sandeep Kumar Gupta C/o Sh. V.P. Gupta, H.No. LIG 23-24, Near Gole Market, Sector-1, Parwanoo, Distt. Solan, H.P.	Wrong Assessment of Consumption by Audit period 05/2014 to 03/2015.	<u>4/02.02.2017</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	Settled	
6.	Sh. Sumit Macchan VPO Kutara, Tehsil Rohru, Distt. Shimla	Complaint regarding proper billing of new electric meter installed at the premises of Sh. Sumit Macchan VPO Kutara, Tehsil Rohru, Distt. Shimla.	<u>6/07.02.2017</u>	1. The Superintending Engineer,(Op.) Circle, HPSEBL,Rohru, Distt. Shimla (HP). 2. The Sr. Executive Engineer, Electrical Division, Rohru, Tehsil Rohru, Distt. Shimla (H.P.)	Settled	
7.	Sh. Balwinder Singh, Near Power House Saproon, Distt. Solan (H.P.)	Shifting of electrical pole at least one meter away or any other place that installed near to	<u>7/08.02.2017</u>	1. The Sr. Executive Engineer,Electrical Division, HPSEBL, Solan, Distt. Solan(H.P.)	Reply awaited	CGRF/Misc.Comp./2016-17-1929-31 dated 25.02.2017 -do-2106-08 dated 25.3.2017 -do-376-78 dated 04.07.2017

		new power house saproon, Solan in the month of 3/2014.		2. The Superintending Engineer, (Op.) Circle, HPSEBL, Solan, Distt. Solan		
8.	Smt Meera Devi W/o Sh. Gian Prakash Sharma, Thakur Niwas Ghunahatti, Shimla	Discrimination in releasing electricity connection in the name of Meera Devi W/o Sh. Gian Prakesh.	<u>9/07.03.2017</u>	1. Superintending Engineer (Op.) Circle, HPSEBL Kasumpti. 2. Sr. Executive Engineer, Rural(E) Division HPSEBL, Sunni. 3. Assistant Engineer ESD HPSEBL, Dhami, Distt. Shimla	Reply awaited	CGRF/Misc.Comp./2017-18-1976-79 dated 07.03.2017 -do-2109-12 dated 25.3.2017 -do-370-73 dated 04.07.2017
9.	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.	Reply awaited	CGRF/Misc.Comp./2017-18-2088-90 dated 25.03.2017 -do-236-37 dated 31.5.17 -do-381-83 dated 4.7.2017
10.	Smt. Bimla Devi, W/o Sh. Biri Singh, R/o Village Bardi Party, P.O. Bardi, Tehsil Ghumarwin, Distt. Bilaspur (H.P.)	Shifting of L.T. Pole existed adjacent to the house 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. Bilaspur.	Reply awaited	CGRF/Misc.Comp./2017-18-2118-20 dated 28.03.2017 -do-101-04 dated 9.5.2017 -do-363-65 dated 04.07.2017
11.	Er. S.K. Sachdeva, Retd., Friends Colony, Chambaghat, Solan Distt. Solan Pin Code 173212	Erroneous billing by the Electricity Machines used by HPSEBL.	<u>12/15.04.2017</u>	1. The Superintending Engineer, (OP) Circle, HPSEBL, Solan (HP).	Reply awaited	CGRF/Misc.Comp./2017-18-34-35 dated 11.04.2017 -do-400-01 dated 5.7.2017
12.	Sh. Sourbh Sharma, S/o Sh. Rajesh Kumar Sharma, Indane Cottage, Kanyal Road	Complaint regarding using of energy to running the guest	<u>13/22.04.2017</u>	1. The Superintending Engineer, (Op.) Circle, HPSEBL, Kullu, Distt. Kullu (H.P.). 2. The Sr. Executive Engineer,	Reply awaited	CGRF/Misc.Comp./2017-18-79-81 dated 26.04.2017 -do-397-99 dated 5.6.2017 -do-421-23 dated 5.7.2017

	Simsa, Tehsil Manali, Distt. Kullu (H.P.)	house from domestic meter.		Electrical Division, HPSEBL, Manali, Distt. Kullu(H.P.)		
13.	Sh. Santosh Kumar son of Sh. Milkhi Ram, R/o Village Palakh, P.O. Bhogerwan, Tehsil Indora, Distt. Kangra, H.P.	Application under RTI Act 2005 preferred by Sh. Santosh Kumar.	<u>14/4.5.2017</u>	1.The Assistant Engineer, Electrical Sub-Division, HPSEBL Rey, Tehsil Jawali, Distt. Kangra. Pin Code:- 176401. 2.The Sr. Executive Engineer, Electrical Division, HPSEBL, Jawali, Distt. Kangra, H.P.	Reply awaited	CGRF/Misc.Comp./2017-18-394-96 dated 4..2017 -do-394-96 dated 4.7.2017
14.	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, Shimla-2	Reply awaited	CGRF/Misc.Comp./2017-18-124-26 dated 16.5.2017 -do-391-93 dated 4.7.2017
15.	Sh. Sumit Machhan (Raj Yashwant), R/o VPO Kutara, Tehsil Rohru, Distt. Shimla (H.P.)	Complaint regarding electricity bill payable in instalments.	<u>16/16.5.2017</u>	1.The Executive Engineer, Electrical Division, HPSEBL, Rohru, Distt. Shimla (H.P.) 2. The Assistant Engineer, Electrical Sub-Division, HPSEBL, Rohru	Reply awaited	CGRF/Misc.Comp./2017-18-220-22 dated 25.5.2017 -do-404-06 dated 5.7.2017
16.	Sh. Sumit Machhan (Prithvi Raj Machhan), R/o VPO Kutara, Tehsil Rohru, Distt. Shimla (H.P.)	Complaint regarding wrong meter reading against K.No. 11400038/1141116886.	<u>17/16.5.2017</u>	The Assistant Executive 1. The 1.Assistant Executive Engineer,Electrical Division, HPSEBL, Rohru, Distt. Shimla (H.P.)	Reply awaited	CGRF/Misc.Comp./2017-18-223-25 dated 25.5.2017 -do-418-20 dated 5.7.2017

				2. The Sr. Executive Engineer, Electrical Division, HPSEBL, Rohru		
17.	Shri Anil Kumar, Complainant R/o Village Banni, P.O. Bhapral, Sub-Tehsil Bharari, Distt. Bilaspur (HP)	विद्युत तार जोडने हेतू प्रार्थना पत्र।	<u>18/17.5.2017</u>	1.The Sr. Executive Engineer, Electrical Division,HPSEBL, Ghumarwin. 2.The Superintending Engineer (Op.) Circle, HPSEBL, Bilaspur	Reply awaited	CGRF/Misc.Comp./2017-18-281-83 dated 08.06.2017 -do-388-90 dated 4.7.2017
18.	Sh. Pradeep Kumar Kaushal, complainant resident of Village Doverkhan, P.O. Bara, Tehsil Nadaun, Distt. Hamirpur (HP),	Regarding objection on installation of commercial meter.	<u>19/20.05.2017</u>	1.The Chief Engineer (Commercial),HPSEBL, Vidyut Bhawan,Shimla-171004.	Reply awaited	CGRF/Misc.Comp./2017-18-286-87 dated 08.06.2017. -do-402-03 dated 5.7.2017
19.	Sh. Kashmir Singh Jaswal, Pandol Road Baijnath, Distt. Kangra (H.P.)	Application for electricity connection.	<u>20/31.05.2017</u>	1.The Sr. Executive Engineer, Electrical Division,HPSEBL, Baijnath, Distt. Kangra (H.P.).	Reply awaited	CGRF/Misc.Comp./2017-18-284-85 dated 08.06.2017 -do-384-85 dated 4.7.2017
20.	Sh. Hemkund Sharma, S/o Late Sh. Tek Chand, R/o Village Kinder, P.O. Behali, Tehsil Nihari, Distt. Mandi (H.P.)	Installation of Single Phase L.T. Steel Tubular Pole.	<u>21/25.5.2017</u>	1.The Sr. Executive Engineer, Electrical Division, HPSEBL, Karsog. 2.The Assistant Engineer, Electrical Sub-Division, HPSEBL, Churag. 3.The Executive Director (Pers.), HPSEBL, Vidyut Bhawan Shimla-4 4.The Chief Engineer (Central Zone), HPSEBL, Mandi	Settled	

				5.The Superintending Engineer (Op.), HPSEBL Bilaspur, Distt. Bilaspur		
21.	Sh. Narender Kumar, S/o Shri Tara Chand, Village Bragal, P.O. Baragaon, Tehsil Kumarsain, Distt. Shimla, H.P.	Providing of single Phase L.T. Line and electrification of left out house of Sh. Narender Kumar, S/o Shri Tara Chand, Village Bragal, P.O. Baragaon, Tehsil Kumarsain, Distt. Shimla, H.P.	<u>22/1.6.2017</u>	1.The Sr. Executive Engineer, Electrical Division, HPSEBL, Kumarsain, Distt. Shimla. 2.The Chief Engineer (OP) South, HPSEBL, Shimla-4 3.The Superintending Engineer (Op.) Circle, HPSEBL, Rampur	Reply awaited	CGRF/Misc.Comp./2017-18-298-301 dated 14.06.2017 -do-421-24 dated 5.7.2017
22.	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

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

HPSEBL
CONSUMERS GRIEVANCES REDRESSAL FORUM OF AT KASUMPTI SHIMLA-171009

ABSTRACT OF 2nd QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 1st quarter ending 31/03/2017</u>	<u>Total No. of Complaints received during 2nd Qtr. (4/2017-6/2017)</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>
10 Nos.	12 Nos.	22	4	18	-

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