

**HPSEBL**

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

No.CGRF/Q.Return/2017-843-46

Dated:-04.10.2017

To

**The Secretary,  
Forum of Regulators (FOR),  
C/o Central Electricity Regulatory Commission (CERC),  
3<sup>rd</sup> & 4<sup>th</sup> floor, Chanderlok Building, 36, Jan path,  
New Delhi-110001.**

**Sub:- Consumers Grievances Redressal Return(s) for the quarter ending  
30/09/2017(1st July, 2017 to 30<sup>th</sup> September, 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.

<b>Sr. No.</b>	<b>Particulars</b>	<b>Annexure(s)</b>
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 01.07.2017 to 30.09.2017.	ANNEXURE-A-3
5.	Month wise announced case w.e.f July, 2017 to September, 2017.	Annexure 'B'
6.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure 'B'-1
7.	Misc. Complaints received from July, 2017 to September, 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 30.09.2017(01.07.2017 to 30.09.2017) 3<sup>rd</sup>**  
**quarter start from 1<sup>st</sup> July,2017 to 30<sup>th</sup> September, 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	64
3.	No. of Grievances received during the quarter	15
4.	No. of Grievances disposed during the quarter	13
5.	No. of Grievances pending at the close of the quarter	66
6.	No. of Grievances pending which are older than two months	58
7.	No. of sittings of CGRFs in the quarter	9

Note:- C.G.R.F. monitoring report for the 3<sup>rd</sup> quarter ending the September/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 3<sup>rd</sup> QUARTER 01.07.2017 to 30.09.2017.****ENDING 09/2017. (01.07.2017 to 30.09.2017)**

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.	-	-	-	2	27	3	32	64	
2.	Complaints Received during the quarter.	-	-	-	-	8	-	3+4	15	
3.	Total Complaints (1+2)	-	-	-	2	35	3	39	79	
4.	<b>Complaints attended during the quarter</b>	-	-	-	<b>1</b>	<b>8</b>	-	<b>2+2</b>	<b>13</b>	
5.	Balance Complaints to be attended (3-4)	-	-	-	1	27	3	35	66	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	1	6	-	3+15	25	15Nos. Complaints received during this quarter, 2 Nos. complaint disposed off and 13 Nos. Complaints are pending.
7.	Complaints pending for more than 6 months.	-	-	-	-	17	-	4+6	28	

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 30.09.2017**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
1.	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 25.10.2017
2.	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 24.10.2017
3.	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 26.10.2017
4.	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 24.10.2017
5.	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 24.10.2017
6.	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 26.10.2017
7.	1421/3/16/039	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt Solan (H.P).	Billing	30.9.2016	Next hearing fixed on dated 25.10.2017
8.	1421/3/16/040	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt	Billing	30.9.2016	Next hearing fixed on dated 25.10.2017
9.	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 25.10.2017
10.	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 25.10.2017
11.	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 25.10.2017
12.	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 25.10.2017
13.	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 25.10.2017
14.	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 24.10.2017
15.	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 24.10.2017
16.	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 25.10.2017
17.	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 25.10.2017
18.	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 26.10.2017

19.	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 24.10.2017
20.	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 24.10.2017
21.	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 24.10.2017
22.	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 24.10.2017
23.	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 25.10.2017
24.	2112/1/17/009	Mahalakshmi oil Mills, Vill & P.O.Gutkar Distt. Mandi.	Tariff	17.2.2017	Next hearing fixed on dated 26.10.2017
25.	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 24.10.2017
26.	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 26.10.2017
27.	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 26.10.2017
28.	1453/1/17/018	M/S Alaina health care Pvt.Ltd Baddi	Other	22.3.2017	Next hearing fixed on dated 25.10.2017

**Note:-** 1422/2/16/019,1454/2/14/020,1421/2/16/012,1233/1/17/001,1432/4/16/056,1515/3/16/032,1515/3/16/037, 1515/1/17/014,1454/1/16/003,1453/1/17/005,1515/1/17/019,R/A 1515/3/16/030 1515/3/17/055, R/A 1515/3/16/031,1515/3/17/056.

(13 Nos complaints have been disposed off/dismissed) during quarter ending 30.09.2017.

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 30.09.2017.**

Sr. No	Complaint No.	Name of Complainant	Nature of complaint	Date of receipt	Present Status/Remarks
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	Next hearing fixed on dated 24.10.2017
2	1413/2/17/021	M/S Base corporation Ltd, Village Nagali, P.O. Oachghat, Tehsil & Distt Solan(H.P).	Metering	6.4.2017	Next hearing fixed on dated 26.10.2017
3	1134/2/17/022	M/S Dongah Geological Engineering(India)(P) Ltd Jagatkhana.	IDC	19.4.2017	Next hearing fixed on dated 24.10.2017
4	1431/2/17/023	M/S S.K Mineral Village Jagatkhana Majholi The Nalagarh Distt Solan(H.P).	Billing	19.4.2017	Next hearing fixed on dated 24.10.2017
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	Next hearing fixed on dated 24.10.2017
6	1432/2/17/025	Raj Industries, Village Belideyore, Baddi Road, Nalagarh, Distt. Solan.	IDC	16.5.2017	Next hearing fixed on dated 26.10.2017
7	1521/2/17/026	Zone lifesciences, Ltd Village Kunja, Rampur Road, Paonta Sahib, Distt. Sirmour(H.P)	IDC	16,.5.2017	Next hearing fixed on dated 25.10.2017
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	Next hearing fixed on dated 25.10.2017
9	1453/2/17/028	M/S Kundlas Loh Udyog Vill.Balyana, Barotiwala.	IDC	18.5.2017	Next hearing fixed on dated 25.10.2017
10	3234/2/17/029	Mahajan conveyor Industries, 32 to 35 Village Bain Attarian, P.O.Kandorari, Indora, Distt.Kangra,	IDC	19.5.2017	Next hearing fixed on dated 24.10.2017
11	3234/2/17/030	Super Power Steel, V.P.O. Damtal, Indora, Distt, Kangra,(H.P).	IDC	19.5.2017	Next hearing fixed on dated 24.10.2017
12	3234/2/17/031	R.M. Industries Surajpur, Damtal, Distt. Kangra.	IDC	19.5.2017	Next hearing fixed on dated 24.10.2017
13	3234/2/17/032	R.M Products, V.P.O Surajpur, Distt. Kangra.	IDC	19.5.2017	Next hearing fixed on dated 24.10.2017
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	Next hearing fixed on dated 26.10.2017
15	1432/2/17/034	M/S Poly India Industries House No.-1046, Sector-4	other	1.06.2017	Next hearing fixed on

		Punchkula(Haryana)			dated 26.10.2017
16	1432/2/17/035	M/S Jindal Mectec Pvt.Ltd., Village Sauri,Swarghat Road, Nalagarh, Distt Solan(H.P)	IDC	1.06.2017	Next hearing fixed on dated 26.10.2017
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	Next hearing fixed on dated 26.10.2017
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	Next hearing fixed on dated 26.10.2017
19	1421/2/17/038	M/S Shivalik Industries,Plot No.14, Sector-2,Parwanoo, Distt Solan	IDC	14.06.2017	Next hearing fixed on dated 26.10.2017
20	1421/2/17/039	M/S Tangent Power,Plot No.21- 23,Sector-5 Parwanoo, Distt Solan.	IDC	14.06.2017	Next hearing fixed on dated 26.10.2017
21	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 26.10.2017
22	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 26.10.2017
23	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 26.10.2017
24.	1421/2/17/043	M/s Micro Turners (TPD), Plot No. 31, Sector-5, Parwanoo, Distt. Solan (H.P.).	Billing	29.06.2017	Next hearing fixed on dated 26.10.2017
25.	1421/2/17/044	M/s Micro Turners (Naryal Unit), Vill. Naryal Parwanoo, Distt. Solan (H.P.).	Billing	29.06.2017	Next hearing fixed on dated 26.10.2017

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

**Current file list as on 01.07.2017 to 30.09.2017, 3rd quarter.**

**ANNEXURE - A - 3**

<b>Sr. No</b>	<b>Complaint No.</b>	<b>Name &amp; address of Complainant</b>	<b>Nature of complaint (Billing/Tariff/IDC/ Others.</b>	<b>Date of receipt</b>	<b>Present Status/Remarks</b>
1	1421/3/17/045	M/S Ind-Sphinx precisions Ltd.(Unit-A) Plot No.28,Sector-5, Parwanoo, Distt Solan.(H.P).	Billing	26.7.2017	Next hearing fixed on dated 25.10.2017
2	1453/3/17/046	M/S Medicef Pharma, Plot N0.28, EPIP Phase-1, Jharmajri Baddi Distt Solan.	IDC	26.7.2017	Next hearing fixed on dated 26.10.2017
3	1451/3/17/047	M/S Him Teknoforge Ltd.Vill Kishanpura,P.O.Manpura Tehsil Nalagarh, Distt Solan(H.P)	IDC	26.7.2017	Next hearing fixed on dated 25.10.2017
4.	1515/3/17/048	M/S Laxmi Fibers Vill.Kheri P.O Kala Amb Teh.Nahan Distt Sirmour, (H.P)	Billing	27.7.2017	Next hearing fixed on dated 24.10.2017
5	3212/3/17/049	Sh.Mulakh Raj S/o Sh.Narsi Ram VPO Raipur Teh.Chuwari Distt Chamba(H.P)	other	28.7.2017	Order reserve
6	1453/3/17/050	Aqua Vitoe Laboratories, Plot No.28,EPIP Phase-I, Jhar Majri, Baddi, Distt. Solan(H.P)	Other/IDC	28.8.2017	Next hearing fixed on dated 25.10.2017
7	1454/3/17/051	Hotel Jyoti Opp.Havells India Ltd.Road, Baddi Distt. Solan	Billing	28.8.2017	Next hearing fixed on dated 25.10.2017
8	1515/3/17/052	J.B. Rolling Mills Ltd. Trilokpur road Kala-Amb, Distt Sirmour(H.P)	other	29.8.2017	Next hearing fixed on dated 24.10.2017
9	1515/3/17/053	Shivom Cotspin Ltd., Trilokpur road Kheri Kala Amb	IDC	30.8.2017	Next hearing fixed on dated 26.10.2017
10	1421/3/17/054	Tafe Motors and Tractors Limited, Plot No.29-30 Sector II, Industrial Area. Parwanoo. Distt, Solan(H.P)	Other	30.8.2017	Next hearing fixed on dated 26.10.2017
11	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 24.10.2017
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 24.10.2017
13	1515/3/17/059	M/S Amba Metals Limited, Plot No.6 & 6-A, Industrial Area-II, Kala- Amb Distt.Sirmour(H.P)	Billing	25.09.2017	Next hearing fixed on dated 24.10.2017

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



**ANNEXURE-'B'****CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009.****Announced cases for 3rd Quarter i.e. July 2017 to Sept. 2017 (01.7.2017 to 30.09.2017).**

<b>Sr No</b>	<b>Complaint No</b>	<b>Complainant Name &amp; address /Name of Sub-Division</b>	<b>Status</b>	<b>Disputed Amount</b>	<b>Date of admission.</b>	<b>Date of Decision</b>	<b>Decision given in favour of Complainant/ Board</b>
1	1422/2/16/019	M/S AGE B/R(Air Force).Kasauli, Distt. Solan	Billing	<b>Rs.27,39,610</b>	30.5.2016	1.7.2017	The case is decided in favour of the both the respondents and the complainants.
2	1454/2/14/020	Dr.Reddy laboratories Ltd. Vill.Mauja Thana Baddi Nalagarh Baddi	Billing	<b>Rs.49,25,814</b>	6.6.2014	27.7.2017	The case is decided neither in favour of the complainants nor in favour of the respondents.
3.	1421/2/16/012	M/S Pronts Pvt.Ltd.Plot No.63-65 Sector-5 Parwanoo Teh Kasuali Distt Solan	Billing	<b>Rs.36,27,212</b>	22.4.2016	27.7.2017	The case is decided neither in favour of the complainants nor in favour of the respondents.
4	1233/1/17/001	Subahas Ahuja Frist Floor Aroma Hotel Shimla-2	Billing	<b>Rs.3,338</b>	17.1.2017	27.7.2017	The case is decided neither in favour of the respondents nor in favour of the complaints.
5	1432/4/16/056	M/S. S.K.Industries Village Paliwala, Tehsil Nalagarh, Distt.Solan.	Other	<b>Nil-</b>	29.12.2016	29.7.2017	The case is decided in favour of the Respondents.
6	1515/3/16/032	M/S J.B Rolling Mills Ltd, Trilokpur Road Kala Amb	Billing	<b>Rs.6,59,139</b>	19.7.2016	31.7.2017	The case is decided in favour of the Respondents.
7	1515/3/16/037	M/S Virgo Aluminum Jattan Nahan Road Kala Amb Distt Solan	Other	<b>Rs.57,31,870</b>	30.9.2016	31.7.2017	The case is decided in favour of the Respondents.
8	1515/1/17/014	M/S H.M Steel Ltd,Kala-Amb Distt Sirmour(H.P)	Billing	<b>Rs.1,95,69,718</b>	15.3.2017	29.8.2017	The Case is decided neither in favour of the complainants nor in favour of the respondents.
9	1454/1/16/003	Riddhi Packages Pvt.Ltd Plot No.219,Ind.Area. Baddi.Distt.Solan(H.P)	IDC	<b>Rs.2414,618</b>	7.1.2016	8.9.2017	The case is decided in favour of the respondents.

10	1453/1/17/005	KBM Food Product. Vill.Juttiwala,Opp.Fire Station Baddi-Barotiwala Road Baddi Distt Solan	Metering	<b>Rs.160,638</b>	31.1.2017	8.09.2017	The case is decided in favour of the respondents.
11.	1515/1/17/019	M/S H.M.Steel Ltd.Trilokpur Road,Kala Amb Distt. Sirmour(H.P)	IDC	<b>Nil</b>	25.3.2017	8.09.2017	The case is decided partly in favour of the complainants and partly in favour of the respondents.
12	R/A 1515/3/16/030 1515/3/17/055	M/S J.B Rolling Mills Ltd, Trilokpur road, Kala Amb Distt.Sirmour(H.P)	Billing	<b>Rs.19,06,015</b>	06.09.17	25.9.2017	The review application is rejected.
13.	R/A 1515/3/16/031 1515/3/17/056	M/S J.B.Rolling Mills Ltd. Plot No.4.Industrial Area, Trilokpur Road, Kala-Amb.	Billing	<b>Rs.12,50,530</b>	6.09.2017	25.09.2017	The review application is rejected.

Sd/-

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

Annexure-'B-1'

**Sub-Division wise Consumer Court Cases for the 3<sup>rd</sup> quarter July/2017 to September/2017) ending September, 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	--	--	--	--	01	--	01	02
3.	ESD Barotiwala	--	--	--	--	--	--	02	02
5.	ESD Kala-Amb	--	--	--	--	06	--	01	07
6.	ESD Manpura	--	--	--	--	--	--	01	01
8.	ESD Baddi					02	--	--	02
9.	ESD Chuari					--	--	01	01
	<b>Grand Total</b>	--	--	--	--	<b>09</b>	--	<b>06</b>	<b>15</b>

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

**HPSEBL**

**ANNEXURE 'C'**

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

**Return showing the status of Misc. Complaints of 3<sup>rd</sup> quarter i.e. July/2017 to September/2017 in respect of CGRF, Kasumpti, Shimla-9.**

<b>Sr. No.</b>	<b>Name of Complainants (s)/address</b>	<b>Subject of complaints</b>	<b>Complaint No. and Date</b>	<b>To whom send for Redressal</b>	<b>Status of the complaints</b>	<b>Remarks if any FRGC/Misc.Comp.</b>
1.	Sh. Pawan Kumar S/o Late Sh. Pritam Chandel inhabitant of Vill. & P.O. Maranda Near Eye Hospital Marenda 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).	Disposed off	
2.	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
3.	Sh. Anil Kumar S/o Sh. Inderjeet R/o Village Thund, P.O. Janedhghat, (Chayal),	Failure of electricity supply in the premises of Sh. Anil Kumar, S/o Sh. Inderjeet, R/o	<u>3/28.01.2017</u>	1. The Sr. Executive Engineer, Electrical Division,HPSEBL, Solan, Distt. Solan (HP). 2. The Assistant Engineer,	Disposed off	

	Tehsil Kandaghat, Distt. Solan H.P.	Village Thund, P.O. Janedhghat, (Chayal), Tehsil Kandaghat, Distt. Solan H.P.		Electrical Sub-Division, HPSEBL, Kandaghat		
4.	Sh. Balwinder Singh, Near Power House Saproom, Distt. Solan (H.P.)	Shifting of electrical pole at least one meter away or any other place that installed near to new powe house saproom, Solan in the month of 3/2014.	<u>7/08.02.2017</u>	1. The Sr. Executive Engineer,Electrical Division, HPSEBL, Solan, Distt. Solan(H.P.) 2. The Superintending Engineer, (Op.) Circle, HPSEBL, Solan, Distt. Solan	Disposed off	
5.	Smt Meera Devi W/o Sh. Gian Prakash Sharma, Thakur Niwas Ghunahatti, Shimla	Discrimination in realeasing electricity connection in the name of Meera Devi W/o Sh. Gian Prakesh.	<u>9/07.03.2017</u>	1. Superintending Engnieer (Op.) Circle, HPSEBL Kasumpti. 2. Sr. Executive Engineer, Rural(E) Division HPSEBL, Sunni. 3. Assistant Engineer ESD HPSEBL, Dhami, Distt. Shimla	Disposed off	
6.	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 -do-656-60 dated 22.08.2017
7.	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 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. 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 -do-512-15 dated 21.07.2017 -do-614-18 dated 17.08.2017 -do-766-68 dated 18.09.2017
8.	Er. S.K. Sachdeva, Retd., Friends Colony,	Erroneous billing by the Electricity	<u>12/15.04.2017</u>	1.The Superintending Engineer,(OP) Circle, HPSEBL,	Disposed off	

	Chambaghat, Solan Distt. Solan Pin Code	Machines used by HPSEBL.		Solan (HP).		
9.	Sh. Sourbh Sharma, S/o Sh. Rajesh Kumar Sharma, Indane Cottage, Kanyal Road Simsa, Tehsil Manali, Distt. Kullu (H.P.)	Complaint regarding using of energy to running the guest house from domestic meter.	<u>13/22.04.2017</u>	1.The Superintending Engineer,(Op.) Circle, HPSEBL, Kullu, Distt. Kullu (H.P.). 2.The Sr. Executive Engineer, Electrical Division, HPSEBL, Manali, Distt. Kullu(H.P.)	Disposed off	
10.	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.	Disposed off	
11.	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 -do-498-501 dated 19.7.2017 -do-640-43 dated 21.08.2017
12.	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	Disposed off	
13.	Sh. Sumit Machhan (Prithvi Raj Machhan),	Complaint regarding worn meter reading	<u>17/16.5.2017</u>	The Assistant Executive 1. The 1.Assistant Executive	Disposed off	

	R/o VPO Kutara, Tehsil Rohru, Distt. Shimla (H.P.)	against K.No. 11400038/1141116886.		Engineer,Electrical Division, HPSEBL, Rohru, Distt. Shimla (H.P.) 2. The Sr. Executive Engineer, Electrical Division, HPSEBL, Rohru		
14.	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	Disposed off	
15.	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.	Disposed off	
16.	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.).	Disposed off	
17.	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 -do-490-91 dated 18.07.2017 -do-669-72 dated 24.08.2017
18.	Sh. Onkar Nath, S/o Sh.	Complaint against	<u>23/5.6.2017</u>	1.The Chief Engineer,(Op.)	Reply	CGRF/Misc.Comp./2017-18-

	Tulsi Ram, Village Dakari, P.O. & Teh. Ghumarwin, Distt. Bilaspur (H.P.)	HPSEB Ltd. Ghumarwin for endangering lives of my family by lying 3 phase LT line just over/adjacent to the projection of my house.		Central Zone, Mandi, Distt. Mandi (H.P.) 2. The Executive Director (Pers.), HPSEBL, Vidyut Bhawan, Shimla-4	awaited	329-331 dated 19.06.2017 -do-407-09 dated 5.7.2017 -do-633-36 dated 19.08.2017 -do-763-65 dated 16.09.2017
19	Sh. B.R. Dogra R/o Vasu Kunj Enginer Ghar, Sanjauli Shimla	Telephonically complaint on dated 04.07.17 replacement of service wires loading to the building namely Vasu Kunj.	<u>24/05.07.17</u>	1. S.E. (OP) Circle Shimla-9 2. Sr. XEN City Car Parking Shimla-1 3. A.E. Sanjauli Shimla-6	Disposed off	
20	Sh. S.R.Sharma, Janak Raj Sharma, No.5 U.F. Mall Road Shimla-1	Regarding dispute in electricity bill against meter A/C No. NV 12000096 K.No. 1111306969	<u>25/05.07.17</u>		Disposed off	
21.	Sh. Ravi Prakash S/o Late Sant Ram Vill. Bajrah P.O. Badhani, Tehsil Bhoranj, Distt. Hamirpur (HP)	Request for change of inter Sub-Division electrical Supply line to family of village Bajroh providing of regular supply	<u>26/08.07.17</u>	1. S.E. (Comm) Shimla-4 2. S.E. (OP) Circle Hamirpur	Reply awaited	CGRF/Misc-Comp./2017-18-484-86 dated 18.07.17 -do- 661-64 dated 24.08.17
22.	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	Reply awaited	CGRF/Misc-Comp/2017-18-502-05 dated 20.07.17 -do-644-47 dated 21.08.17
23.	Sh. P.L. Kumar Retired	Redress of grievances	<u>28/28.07.17</u>	Retired in org. to the	Disposed	



	H.No. L/G-16 Sector-3 Parwanoo-173220 (HP).	thereof		complainant due to complainant is not supported by any energy bills.	off	
24.	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 admitted	CGRF/Misc.Comp./2017-18-595-96 dated 05.08.17 -do-675-76 dated 24.08.17
25.	The Headmistress GMS Ruldu Bhatta Ward No. Shimla.	Reg. installation of electricity in G.M.S. Ruldu Bhatta. Ward No.2 Shimla-2.	<u>30/18.09.17</u>	1. S.E. (OP) Circle Shimla. 2. Sr. XEN City (E) Division Shimla.	Disposed off	
26.	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.	Reply awaited	CGRF/Misc.Comp/2017-18-772-75 dated 20.09.17 -do- 832-33 dated 29.09.17
27.	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 No.1.	Reply awaited	CGRF/Misc.Comp./2017-18-784-87 dated 25.09.17
28.	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	Reply awaited	CGRF/Misc.Comp./2017-18-823-25 dated 29.09.17.
29.	1. Sh. Daulat Ram S/o Sh. Khem Raj, R/o Village 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.	Reply awaited	CGRF/Misc.Comp./2017-18-827-31 dated 29.09.2017.

	2. Smt. Tara Devi, W/o Sh. Sangat Ram, Vill. Chatal, P.O. Summa Kothi, Tehsil Karsog, Distt. Mandi (HP).			Khem Raj 5. Smt. Tara Tedi W/o Sangat Ram, Vill. Chatal, P.O. Summa Kothi, Karsog, Distt. Mandi		
--	--	--	--	--	--	--

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

## HPSEBL

### CONSUMERS GRIEVANCES REDRESSAL FORUM AT KASUMPTI SHIMLA-171009

#### ABSTRACT OF 3rd QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from 2nd quarter ending 31/06/2017</u>	<u>Total No. of Complaints received during 3rd Qtr. (7/2017-9/2017)</u>	<u>Cumulative complaints</u>	<u>Total No. of Complaints disposed off during 3rd Qtr.</u>	<u>Total No. of Complaints pending ending 3rd Qtr.</u>	<u>Remarks if any</u>
18 Nos.	11Nos.	29	16	13	-

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