

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
31/03/2017(1st January, 2017 to 31st March 2017)**

Sir,

The Quarterly return(s) for the quarter ending 03/2016 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 01.01.2017 to 31.03.2017.	ANNEXURE-A-3
5.	Month wise announced case w.e.f January, 2017 to March, 2017.	Annexure 'B'
6.	Units/Sub-Divisions wise Nature of Complaint(s)	Annexure'B'-1
7.	Misc. Complaints received from January, 2017 to March, 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 Ayog Bhawan , Block No. 37, Shimla-9 alongwith 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 31.03.2017(01.01.2017 to 31.03.2017) 1st quarter start from 1st January/2017 to 31 March/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	36
3.	No. of Grievances received during the quarter	19
4.	No. of Grievances disposed during the quarter	6
5.	No. of Grievances pending at the close of the quarter	49
6.	No. of Grievances pending which are older than two months	36
7.	No. of sittings of CGRFs in the quarter	16

Note:- C.G.R.F. monitoring report for the 1st quarter ending the March/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 1st QUARTER 01.01.2017 to 31.03.2017.****ENDING 03/2017.****(01.01.2017 to 31.03.2017)**

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.	-	-	-	-	24	2	10	36	
2.	Complaints Received during the quarter.	-	-	-	1	11	1	5+1	19	
3.	Total Complaints (1+2)	-	-	-	1	35	3	16	55	
4.	Complaints attended during the quarter	-	-	-	-	5	-	1	6	
5.	Balance Complaints to be attended (3-4)	-	-	-	1	30	3	15	49	
6.	Complaints pending for more than 3 months but less than 6 months	-	-	-	-	7	-	3+5	15	19 Nos. Complaints received during this quarter, 2 No. complaint disposed off and 17 Nos. Complaints are pending.
7.	Complaints pending for more than 6 months.	-	-	-	-	15	-	2	17	

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 31.03.2017**

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 19.04.2017
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 19.04.2017
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 13.06.2017
4.	1422/2/16/019	M/S. AGE (B/R (Air Force) Kasauli Distt. Solan (H.P.)	Billing	30/05/2016	Next hearing fixed on dated 13.06.2017
5.	1453/3/16/026	M/s Kundlas Loh Udyog Village Balyana P.O. Barotiwala, Tehsil Baddi Distt. Solan (HP)	Billing	11.07.2016	Next hearing fixed on dated 18.04.2017
6.	2225/3/16/027	M/s Chandel Flour Mills VPO Jhaabola Distt. Bilaspur (HP).	Billing	12.07.2016	Next hearing fixed on dated 18.04.2017
7.	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 18.04.2017
8.	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 18.04.2017
9.	1515/3/16/030	M/s JB. Rolling Mills Ltd. Trilok Pur Road, Kala Amb, Distt. Sirmour (HP).	Billing	19.07.2016	Next hearing fixed on dated 19.04.2017
10.	1515/3/16/031	M/s JB. Rolling Mills Ltd. Trilok Pur Road, Kala Amb, Distt. Sirmour (HP).	Billing	19.07.2016	Next hearing fixed on dated 19.04.2017
11.	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 19.04.2017
12.	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 17.05.2017
13.	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 18.04.2017
14.	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 19.04.2017
15.	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 17.05.2017
16.	1421/3/16/039	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt Solan (H.P).	Billing	30.9.2016	Next hearing fixed on dated 18.04.2017
17.	1421/3/16/040	M/S Cosmo Ferrites Ltd Jabli Parwanoo Distt	Billing	30.9.2016	Next hearing fixed on dated 18.04.2017

Note:-

2211/3/16/036, 3111/3/16/034, 1515/2/15/042, 2215/1/17/002, 1231/1/17/007, 1453/3/16/025

(6 Nos complaints have been disposed off/dismissed) during quarter ending 31.03.2017.

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

ANNEXURE –A-2

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.	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 18.04.2017
2.	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 18.04.2017
3.	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 18.04.2017
4.	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 18.04.2017
5.	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 18.04.2017
6.	1421/4/16/046	M/S Prontos Pvt.Ltd., Plot No.63-65 sector-5, Parwanoo, Tehsil Kasauli,Distt.Solan (H.P)	Billing	29.11.2016	Next hearing fixed on dated 18.04.2017
7.	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 18.04.2017
8.	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 19.04.2017
9.	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 18.04.2017
10.	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 18.04.2017
11.	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 18.04.2017
12.	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 17.05.2017
13.	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 19.04.2017
14.	1421/4/16/055	M/S Prontos Pvt.Ltd. Plot No.63-65, Sector-5, Parwanoo Tehsil Kasauli Distt Solan(H.P)	Billing	29.12.2016	Next hearing fixed on dated 19.04.2017
15.	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 19.04.2017

Sd/-

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

Current file list as on 01.01.2017 to 31.03.2017 March. 1st 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	1233/1/17/001	M/S Subash Ahuja First Floor, Aroma Hotel, Shimla Distt Shimla.	Billing	17.1.2017	1 to 13
2.	2215/1/17/002	Smt.Uma Devi W/O Sh.Pyare Lal R/o Village Barog P.O.Deoli Tehsil Sadar,Distt.Bilaspur(H.P).	Other	18.1.2017	1 to10
3	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	1 to32
4	1411/1/17/004	Mohan Meaking Ltd, Solan Brewery, Tehsil & Distt Solan.(H.P)	Other	20.1.2017	1 to 7
5	1453/1/17/005	M/S KBM Food Products Baddi Vill. Juttiwala, Opp.Fire Station Baddi-Barotiwala Road, Baddi.	Metering	31.1.2017	1 to 15
6	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	1 to 110
7	1231/1/17/007	Dr.Piyare Lal Sood The Mall Shimla	other	15.2.2017	1 to14
8	1421/1/17/008	M/S Nu-Line Polymers(P) Ltd.Parwanoo Distt. Solan(H.P)	other	16.2.2017	1 to 13
9	2112/1/17/009	Mahalakshmi oil Mills, Vill & P.O.Gutkar Distt. Mandi.	Tariff	17.2.2017	1 to 37
10	1515/1/17/010	M/S Jay Aay Alloys, Ltd. Trilokpur Road,Kala-Amb. Distt. Sirmour (H.P)	Billing	17.2.2017	1 to 9
11	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	1 to 15
12	1421/1/17/012	M/S Prontos (P) Ktd,Plot No.63-65 Sector-5 Parwanoo.	Billing	15.03.2017	1 to 7
13	1421/1/17/013	M/S Prontos(P) Ktd,Plot No.63-65 Sector-5 Parwanoo	Billing	15.03.2017	1 to 7
14	1515/1/17/014	M/S H.M.Steel Ltd, Kala Amb Distt Sirmour.	Billing	15.03.2017	1 to 7
15	1232/1/17/015	Aslam Khan S/o Sh.Abdullah Khan R/o Mosque Annexe(Below Maszid) Boileauganj, Shimla.	Billing	16.3.2017	1 to 9
16	1421/1/17/016	M/S Prontos(P) Ltd Plot No.63-65 Parwanoo.	Billing	17.3.2017	1 to 13
17	2112/1/17/017	M/S Maha Laxmi Roller Floor Mills Gutkar Distt Mandi(H.P)	Billing	18.3.2017	1 to 95
18	1453/1/17/018	M/S Alaina health care Pvt.Ltd Baddi	Other	22.3.2017	1 to 18
19	1515/1/17/019	M/S H.M. Steel, Ltd, Trilokpur Road Kala Amb, Distt.Sirmour. (H.P)	IDC	25.3.2017	1 to 34

Sd/-

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

ANNEXURE-'B'**CONSUMERS GREIVANCES REDRASSAL FORUM, SDA COMPLEX ,KASUMPTI-SHIMLA-171009****Announced cases for 1st Quarter i.e. January 2017 to March 2017 (01.01.2017 to 31.03.2017)**

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	2211/3/16/036	Inderjit S/o Sh. Lekh Ram,R/o Village & P.O Barmana, Tehsil Sadar Distt Bilaspur(H.P)	Billing,	Rs.2,40,151	27.8.2016	19.1.2017	The case is decided partly in favour of the complainant and partly in favour of the respondents.
2	3111/3/16/034	M/S Adroit Infratech Pvt.Ltd, Khaniyara Road Kotwali Bazar, Dharamshala, Distt Kangra(H.P)	Billing	Rs.4,90,000	12.8.2016	19.1.2017	The case is neither decided in favour of the complainant nor in favour of the respondents.
3.	1515/2/15/042	M/S Systole Remedies Pvt.Ltd.Village Ogli, Kala Amb, Tehsil Nahani Distt Sirmour(H.P)	Billing	Rs.3,51,374	26.06.2015	19.1.2017	The case is neither decided in favour of the complainant nor in favour of the respondents.
4	2215/1/17/002	Smt Uma Devi, W/o Sh.Pyare Lal, R/o Village Barog, P.O. Deoli Tehsil Sadar, Distt. Bilaspur(H.P)	Other	-	18.1.2017	18.2.2017	The case is decided in favour of the complainant.
5	1231/1/17/007	Dr.Pyare Lal Sud 43. The Mall Shimla-1	Billing	-	15.2.2017	20.3.2017	The case is decided in favour of the respondents
6	1453/3/16/025	M/S Kudlas Loh Udyog Vill Balyana P.O. Barotiwal	Billing	Rs.2,07,314/-	11.7.2016	21.3.2017	The case is decided partly in favour of the complaint and party in favour of the respondents.

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

Annexure-'B-1'**Sub-Division wise Consumers' Complaints/Cases for the 1st 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	--	--	--	--	04	--	01	05
2.	ESD Boileauganj	--	--	--	--	01	--	--	01
3.	ESD Barotiwala	--	--	--	01	01	--	--	02
4.	ESD Baddi	--	--	--	--	01	--	01	02
5.	ESD Kala-Amb	--	--	--	--	02	--	01	03
6.	ESD –II Mandi	--	--	--	--	01	01	--	02
7.	ESD Ridge	--	--	--	--	--	--	01	01
8.	ESD Chhota Shimla					01			01
9.	ESD Namhol, Distt. Bilaspur							01	01
10.	ESD No.I, Solan							01	01
	Grand Total	--	--	--	01	11	01	06	19

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 1st quarter i.e. January/2017 to March/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. Ved Raj Gupta C-3 2 nd Floor Buttermere Estate Summer Hill, Shimla-5	Complaint Regarding abnormal electricity bill dated 11.04.2015 in r/o A/c No. DMS 1001230 (2, Tennis Court Summer Hill, Shimla-5.	<u>20/29.05.2015</u>	1.A.E. (E) S/D Boileauganj. 2.Sr. XEN City Disn, Shimla- 1.	Settled	
2.	Dr. Namrata Sandal, Sr. M.O. AHC, Palwara, Distt. Kangra (H.P.)	Shifting of electricity line	29/03.09.2016	1.Sr. XEN E/Divn, HPSEBL, Dharamshala, Distt. Kangra. 2.C.E. (Op.) North, HPSEBL, Dharamshala, Distt. Kangra. 3.S.E. HPSEBL, Kangra.	Disposed off	
3.	Smt. Santu Devi Thakur Building, Totu, Shimla-11	Over billing of meter A/c No. T-2000389	33/05.11.2016	1.AE(E) S/D Jutogh. 2.Sr. XEN (E) Division No.1, Shimla-9	Disposed off	
4.	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).	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

5.	Sh. Sandeep Kumar R/o HIMUDA colony flower Dele Chotta Shimla-2. (HP).	Regarding grievances against enhancement of electricity bills	<u>36/22.11.2016</u>	1. S.E. (OP) Circle Shimla-9 2.XEN City/AE(E) S/D Chotta Shimla.	Settled	
6.	Sh. Mohinder Thakur Vice President Gram Panchayat Thalli, Tehsil Karsog Distt. Mandi (HP).	Regarding installation of 63 KVA, 22/0.4 KV transformer Ghanger-II in Gram Panchayat Thalli for improving the low voltage problem.	<u>37/09.12.2016</u>	1. S.E. (OP) Circle Shimla-9. 2. E.D. (Pers.) Shimla-4 3. C.E. (OP) South Shimla-4 4. Sr. XEN Shimla Rural (E) Division Sunni. 5. Complainant.	Disposed off	
7.	Sh. Parkash Chauhan, S/o Sant Ram Chauhan, Distt. Sirmour (HP) 173104.	Theft of Electricity	<u>38/14.12.2016</u>	1. Er. Mahesh Sirkek Chief Engineer (Comm.) Shimla-4 2. Sh. Prakash Chauhan	Disposed off	
8.	Smt. Uma Devi W/o Sh. Pyare Lal R/o Village Barog P.O. Deoli, Tehsil Sadar, Distt. Bilaspur (HP).	Sanction of connected load 18.5 KW to run the (Attachakki) mini Floor Mill at Village Barog P.O. Deoli, Tehsil Sadar Bilaspur (HP).	<u>39/15.12.2016</u>	1. S.E. (OP) Circle Bilaspur. 2. C.E. (OP) C.Z. Mandi. 3. Smt. Uma Devi.	Settled	
9.	Sh. B.R. Shadaik, C/o C.R. Tanwar Santosh Bhawan, Dev Nagar, Shimla-9.	Non-Crediting of an amount to the tune of Rs.233/- towards consumer A/c No. DN- 1000232-D having K.No. 1112104271.	<u>40/19.12.2016</u>	1. A.E. S/D Boileauganj. 2. A.E. Sub-Division Khalini. 3. Sh. B.R. Shadaik	Disposed off	
10.	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 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	Reply awaited	FRGC/Misc.Comp/2016-17- 1749-52 dated 06.01.2017 -do-1844-47 dated 23.01.2017 -do-1980-82 dated 08.03.2017

				3. The Assistant Engineer, Electrical Sub-Division, HPSEBL, Slapper at Kangu		-do-2102-05 dated 25.03.2017
11.	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
12.	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 25.03.2017
13.	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	Reply awaited	CGRF/Misc.Comp./2016-17-1865-68 dated 03.02.2017 -do-1986-88 dated 08.03.2017 -do-2091-94 dated 25.03.2017
14.	Sh. Joginder Singh S/o Late Sh. Sunder Singh, Village & P.O. Bhawai, Tehsil Sangrah, Distt. Sirmour (H.P.)	Failure of electricity supply against energy meter A/c No. BK-81 installed in the name of Sh. Sunder Singh restoration of supply.	<u>5/07.02.2017</u>	1.The Sr. Executive Engineer,Electrical Division , HPSEBL,Rajgarh, Distt. Sirmour (HP). 2. The Assistant Executive Engineer, Electrical Sub-	Settled	CGRF/Misc.Comp./2017-18-1882-84 dated 08.02.2017 -do-2082-84 dated 25.03.2017

				Division, HPSEBL Charna, Tehsil Sangrah, Distt. Sirmour (H.P.)		
15.	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.)	Reply awaited	CGRF/Misc.Comp./2017-18-1932-34 dated 25.02.2017 -do-2079-81 dated 25.03.2017
16.	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 new powe house saproon, 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	Reply awaited	CGRF/Misc.Comp./2016-17-1929-31 dated 25.02.2017 -do-2106-08 dated 25.03.2017
17.	Smt. Shanti Devi Cowshed Road, Near Gurudwara, Bus Stand, Shimla-1	Change of defective/broken service wire leading to the house of Smt. Shanti Devi, r/o Cowshed Road, Near Gurudwara, Bus Stand, Shimla-1.	<u>8/06.03.2017</u>	1. Executive Engineer, Electrical Sub-Division, HPSEBL, M.C. Car Parking Shimla-1. 2. The Sr. Executive Engineers, City Electrical Division, HPSEBL, M.C. Car Parking, Shimla-1	Settled	
18.	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 Enigneer (Op.) Circle, HPSEBL Kasumpti. 2. Sr. Executive Engineer, Rural(E) Division HPSEBL,	Reply awaited	CGRF/Misc.Comp./2017-18-1976-79 dated 07.03.2017 -do-2109-12 dated 25.03.2017

				Sunni. 3. Assistant Engineer ESD HPSEBL, Dhami, Distt. Shimla		
19.	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
20.	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

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

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

ABSTRACT OF 1st QUARTER MISC.COMPLAINTS

<u>Total Nos. of complaint pending from previous year-2016.</u>	<u>Total No. of Complaints received during 1st Qtr. (1/2017-3/2017)</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>
9 Nos.	11 Nos.	20	10	10	-

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