

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION**  
**SCO 220-221, SECTOR-34-A, CHANDIGARH-160022**

**Office Order No. 380/PSERC**

**Dated: 17.12.2018**

A Cell for Consumer Advocacy headed by Dy. Director (M&F), Nodal Officer is constituted in the Commission's Office. The main scope, objectives and functions of the Cell is as under:

**Scope and Objectives :-**

1. Protect consumer interests by providing advice on the issues of grievances resolution related to reliability & quality of service, supply & billing etc.
2. Monitor notified performance standards followed by the DISCOM.
3. Provide advice to Complainants for representing their case before the DSC/CGRF/Ombudsman.
4. Act as a source of information dissemination to the consumers of electricity.

**Functions:-**

1. Facilitate the Redressal of consumers' Grievances by giving the consumers information on the avenues available for the same.
2. Generate awareness amongst consumers about their rights and duties.
3. Information dissemination to consumers
4. Bring out a newsletter for the benefit of the consumers.

**Constitution of the Consumer Advocacy Cell**

<b>Sr. No.</b>	<b>Name of the Members</b>	<b>Designation</b>	<b>Contact No.</b>	<b>Email ID</b>
1.	Dy. Director /M&F	Nodal Officer	172-5135519	dydirectormfpercchd@gmail.com
2.	Dy. Registrar	Legal Associate	8427577056	
3.	Staff Consultant / M&F	Logistic Support Associate	-	-
4.	Legal Expert	Legal Support Associate	To be co-opted from amongst eminent personalities/Advocates having expertise and experience in the field of consumer rights.	

**Note: Any other official member/supporting staff can be co-opted by the Commission.**

**Conduct of proceedings (meeting) of the Consumer Advocacy Cell (CAC):-**

The Committee shall meet atleast once in a quarter or at such intervals as laid down by the Commission. The meetings shall be held at the office premises of the Commission at Chandigarh or as decided by the Commission from time to time.

Electricity consumers may contact the concerned Officer, Dy. Director (M&F), Nodal Officer on his office phone no. 0172-5135519 and Email ID : [dydirectormfpercchd@gmail.com](mailto:dydirectormfpercchd@gmail.com).

**Secretary**