

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 14th June, 2017

No. PSERC/Secy./Regu. 121 Punjab State Electricity Regulatory Commission approved the guidelines for handling of consumer grievances relating to supply of electricity by the distribution licensee in a transparent and expeditious manner as envisaged in clause 4 & 5(2) of the PSERC (Forum & Ombudsman) Regulations, 2005, as amended from time to time. This procedure called “Consumer Complaint Handling Procedure (CCHP)” was issued vide Notification No. PSERC/Secy./Regu. 88 dated 04.10.2013. The procedure was further amended vide Notification No. PSERC/Secy./Regu.107 dated 16.09.2015 and Notification No. PSERC/Secy./Regu.115 dated 12.08.2016. The Commission notified PSERC (Forum and Ombudsman) Regulations, 2016 vide notification no. PSERC/Secy./Regu./117 dated 26.12.2016 repealing PSERC (Forum and Ombudsman) Regulations, 2005, as amended from time to time. The Commission hereby approves further amendments in “Consumer Complaint Handling Procedure (CCHP)” as per regulation 2.22 of the PSERC (Forum and Ombudsman) Regulations, 2016.

1. Short Title and Commencement:

- (i) This procedure shall be called the “Consumer Complaint Handling Procedure (CCHP) 3rd Amendment, 2017”.
- (ii) These amendments in CCHP shall come into force from the date of their publication in the official gazette of the State.

2. Amendment to Clause 4.2(ii) of the CCHP

The clause 4.2(ii) shall be substituted as under:

4.2(ii) Circle Dispute Settlement Committee (CDSC)

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| a) | Dy.Chief Engineer/Superintending Engineer (DS) concerned. | : Chairperson |
| b) | One officer from Accounts & Finance Cadre not below the rank of Dy.CAO/Dy.CA or of equivalent status. | : Member |
| c) | One officer from Commercial Wing Not below the rank of Addl.SE /Sr.Xen. | : Member |

- d) Representatives of Industry (to be : Nominated Member
Nominated by Director, Department
of Industries and Commerce, Punjab).

The Circle Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes of an amount exceeding Rs. Twenty Five Thousand and upto Rs. One lac in each case. Provided that the cases already registered with CDSCs before date of notification of 2nd amendment to CCHP shall continue to be dealt with by respective CDSCs.

3. Amendment to Clause 4.2(iii) of the CCHP

The clause 4.2(iii) shall be substituted as under:

4.2(iii) Divisional Dispute Settlement Committee (DDSC)

- a) Addl.SE/Sr.XEN (DS) concerned : Chairperson
- b) One officer from Accounts & : Member
Finance Cadre not below the rank
of Accounts Officer.
- c) XEN/AEE/AE to be designated by : Member
SE (DS) Circle from within the
Circle.

The Divisional Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes up to Rs. Twenty Five Thousand (₹25000/-) in each case. Provided that the cases already registered with DDSCs before date of notification of 2nd amendment to CCHP shall continue to be dealt with by respective DDSCs.

(4) Amendment to Clause 6(8): Procedure for Redressal of Complaint(s)

The sub-clause 6(8) shall be substituted as under:

- 6(8) The quorum for ZDSCs shall be three members, out of which atleast two shall be members of the distribution licensee. The quorum for CDSCs/DDSCs shall be atleast two members of the distribution licensee. All the decisions shall be taken on the basis of majority of the members present and voting. In case of equality of votes on any issue, the Chairperson shall, in addition, have a casting vote.

For timely disposal of grievances:

- a) Committees shall hold hearings at least once in a month or more depending upon pendency of cases.
- b) The Chairperson of the Committee shall co-ordinate and specify days and time for hearings to ensure availability of officers of Commercial and Accounts wings.
- c) Agenda for hearings shall be prepared in advance and due intimation in this regard to be sent to the aggrieved consumer as well as to the concerned office of the distribution licensee.
- d) No adjournment shall be ordinarily granted unless sufficient cause is shown and reasons for grant of adjournment have been recorded in writing by the Committee.
- e) Where the concerned officer/official of the distribution licensee or complainant (or its representative) fails to appear before the Committee on the date fixed for hearing on more than two occasions, the Committee may decide the grievance ex-parte.

BY ORDERS OF THE COMMISSION

Sd/-

SECRETARY