

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION
SCO NO. 220-221, SECTOR 34-A, CHANDIGARH

Petition No.62 of 2014
Date of hearing: 21.10.2014
Date of Order: 22.10.2014

In the matter of : Petition under clause 9 sub clause 1 of Code of Business (PSERC) against order of denial of new electricity connection by Assistant Executive Engineer, Sub-Division (Front end), Punjab State Power Corporation Limited, Patiala (NRS).

AND

In the matter of: Shri Jaspreet Singh, Nimikh Enclave, Village Jhill, Alipur Road, Patiala.

Versus

1. Punjab State Power Corporation Limited, Patiala
2. Assistant Executive Engineer, Sub-Division (Front end), Punjab State Power Corporation Limited, Patiala

Present: Smt.Romila Dubey, Chairperson
Shri Virinder Singh, Member
Shri Gurinder Jit Singh, Member

For petitioner: Shri Lalit Sood, Advocate

ORDER

The counsel of the petitioner was informed that the issue regarding release of electricity connection to the petitioner / applicant lies under the jurisdiction of the Forum for Redressal of Grievances of the Consumers, as per Punjab State Electricity Regulatory Commission (Forum and Ombudsman) Regulations, 2005. The counsel of the petitioner submitted that the petitioner has not been connected to the supply of electricity by the respondents, so the petitioner is not covered under the definition of consumer

and can not approach the 'Forum for Redressal of Grievances of the Consumers'. In this regard his attention was invited to Regulation 2 (f) of the PSERC (Forum and Ombudsman) Regulations, 2005, wherein 'Consumer' for the purpose of these Regulations shall be a consumer as defined under Sub-section (15) of Section 2 of the Act; and shall also include a person applying for new connection. Further the Commission vide notification dated the 4th October, 2013 has notified procedure called the 'Consumer Complaint Handling Procedure' (CCHP), sub-clause (4) of clause 4 of which specifies as under:-

“(4) Complaints other than those covered in (1) above such as delay in release of service connection, delay in issue of first bill / subsequent bill(s), defect(s) in meter / metering equipment (s), delay in replacement of defective/dead stop meter, failure of power supply, voltage variations, non-restoration of supply in case of interruption or outage/breakdown or disconnection even after payment of dues by the consumer and other miscellaneous default(s) will be disposed of primarily by the officer incharge of the sub-division. In case the complainant is not satisfied with the response or service is not rendered within the time frame stipulated in Annexure-1 of the Supply Code, the complainant shall have the right to approach the Divisional Dispute Settlement Committee for redressal of his complaint & also for payment of compensation on account of failure on the part of the Licensee to meet the Standards of Performance”.

Sub-clause (1) of clause 6 of the CCHP specifies as under:-

(1) The complaint received from the consumer / prospective consumer by the Nodal Officer of the concerned Dispute Settlement Committee, will be duly taken on record and entered in the "Data base" to be maintained by the Committee”.

Accordingly, the petitioner may file its case before appropriate Divisional Settlement Committee of PSPCL under sub clause (4) of clause 4 of 'Consumer Complaint Handling Procedure' notified by the Commission or may directly file a complaint before 'Forum for Redressal of Grievances of the Consumers' at Patiala for redressal of his grievance.

The petition is disposed of accordingly.

Sd/-
(Gurinder Jit Singh)
Member

Sd/-
(Virinder Singh)
Member

Sd/-
(Romila Dubey)
Chairperson

Chandigarh
Dated: 22.10.2014