

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

**Relaxation in clause 6(9) of Consumer Complaint Handling  
Procedure (CCHP)**

Present: Sh. D.S. Bains Chairman  
Sh. S.S.Sarna Member

**ORDER**

The Commission approved the procedure namely Consumer Complaint Handling Procedure (CCHP) for handling of consumer grievances relating to supply of electricity by the distribution licensee in an expeditious manner vide Memo No. PSERC/JF-33/3385 dated 28.06.2006. As per this procedure, two public representatives were nominated for Zonal Dispute Settlement Committee (ZDSC) and one for Circle Dispute Settlement Committee (CDSC) but no public representative was nominated in Divisional Dispute Settlement Committee (DDSC). As per clause 6(9) of CCHP, these nominated members were not entitled to any travelling expenses for attending the meetings. Further, clause 6(11) provides that DSCs will continue to function if no member is nominated by the concerned authorities or in case the nominated member fails to attend the meeting. This Consumer Complaint Handling Procedure was repealed and amended Consumer Complaint Handling Procedure was approved and notified by the Commission vide notification No. PSERC/Secy./Regu.88 dated 04.10.2013 and was further amended vide 1<sup>st</sup> amendment to CCHP dated 16.09.2016 to include one more public representative in CDSC and two in DDSC. However the same provisions of clause 6(9) & 6(11) as mentioned above have been allowed to continue.

To make this procedure more transparent, consumer friendly and to enforce Standards of Performance by the distribution licensee, the Commission has approved the Consumer Complaint Handling Procedure (CCHP) 2<sup>nd</sup> amendment vide notification No.PSERC/Secy./Regu.115 dated 12.08.2016 vide which the role/functions and composition of Dispute Settlement Committees (DSCs) have been altered by amending clause 4 of CCHP. In the amended dispensation, one of the public representatives shall be nominated as Chairperson of the DSC and shall perform all the functions assigned to the head of the committee. However, clause 6(9) has not been amended resulting in this dichotomy.

PSPCL vide Chief Engineer/Commercial, PSPCL Memo No. 633 dated 20.09.2016 has requested for providing vehicles to Chairpersons of Circle Level Dispute Settlement Committees (CDSC) being appointed as per Consumer Complaint Handling Procedure (CCHP) 2<sup>nd</sup> amendment, 2016 by relaxing/reviewing the clause 6(9) of the Consumer Complaint Handling Procedure. In the note of Chief Engineer/DS (West), PSPCL, Bathinda, appended to the above mentioned letter, it has been mentioned that Sri Muktsar Sahib Distribution Circle has 6 number divisional offices and for speedy redressal of consumer complaints, it is necessary to provide vehicle to the Chairperson for discharge of duty and this position has been endorsed by the Director/Distribution, PSPCL. Since in the earlier setup, these CDSCs were headed/manned by the officers of the licensee who are entitled to official vehicles/travelling allowance etc., so no problem was faced in holding the meetings for expeditious disposal of consumer complaints.

Keeping in view the recommendations of PSPCL, the role/functions/jurisdiction of Chairpersons of the Circle Dispute Level Committees (CDSC) and for ensuring speedy redressal of consumer grievances, the Commission using its powers conferred under regulations 68 to 71 of PSERC (Conduct of Business) Regulations, 2005 to relax or modify and review its Order to remove any difficulty in implementation of any order/procedure or issue practice directions, as the case may be, approves relaxation to clause 6(9) of CCHP in public interest to the following extent:

*“the distribution licensee may extend such logistic support to the Chairpersons of Circle Dispute Settlement Committee, as deemed fit, which may be essential for the discharge of his/her functions as envisaged in the CCHP”.*

The above mentioned relaxation shall be exercised only with the prior approval of CMD/PSPCL or such higher authority, as may be decided by the distribution licensee.

Sd/-

**(S.S.Sarna)**

Member

Chandigarh

Date: 03.10.2016

Sd/-

**(D.S. Bains)**

Chairman