

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 6th December, 2011

No. PSERC/Secy/Regu. 62 – In exercise of powers conferred by sub-section (5) and (6) of Section 42 read with Section 181 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling the Commission in this behalf, the Punjab State Electricity Regulatory Commission hereby makes the following Regulations to amend the “Punjab State Electricity Regulatory Commission (Forum and Ombudsman) Regulations, 2005” namely ;

1. Short Title and Commencement:

- (1) These Regulations shall be called the Punjab State Electricity Regulatory Commission (Forum and Ombudsman) (Third Amendment) Regulations, 2011.
- (2) These Regulations shall come into force on the date of their publication in the official gazette of the State.

2. In Reg. 3 of the main Regulations, for sub-para c) below sub-clause (3) (iv) following shall be substituted:-

- c) He will be paid such remuneration as may be fixed by the Commission. In addition, he will be entitled to office facilities, casual leave/ extra ordinary leave and TA/DA as admissible to Grade-I officers of the State Government. The expenditure on this account will be borne by the Licensee.

3. In Reg. 6 of the main Regulations, a new sub-clause (6) shall be added therein:-

- (6) The grievances shall be prioritized for redressal based on the following priority order:
 - a) Non-Supply
 - b) Connection
 - c) Disconnection of supply
 - d) Meter-related issues

- e) Billing-related issues
- f) Other issues

In case of grievances related to non-supply, connection or disconnection of supply, the Forum shall pass the order within 30 days of the filing of the grievance.

4. In Reg. 7 of the main Regulations, under sub-clause (6), new para A) shall be added therein:-

A) The Forum may direct the Licensee to undertake an inspection with regard to the grievance, as may be required for expeditious redressal. The Forum may also engage a third party (other than the Licensee) at the instance and request of the Complainant, to undertake inspection and obtain an independent report. The Forum shall record the reasons for the need for such third-party inspection, which should generally be resorted to rarely and keeping in view the special circumstances of a case.

The expenses of such third-party inspection shall be payable by the Complainant and got deposited in advance.

5. In Reg. 13 of the main Regulations, for sub-clause (4), following shall be substituted:-

(4) The Ombudsman shall be paid remuneration as may be determined by the Commission. The Ombudsman shall also be entitled to office facilities, casual leave/ extra ordinary leave & TA/DA as admissible to Grade-1 officers of the State Government.

By Order of the Commission

**Sd/-
(P.S.JINDAL)
Secretary to the Commission**