

Redressal of Consumers' Grievances

By

Ombudsman, Electricity, Punjab

(F.A.Qs regarding procedure for filing Appeals)

Question	Answer:
1: What is the procedure for redressal of grievances of electricity consumers?	The procedure for redressal of grievances of electricity consumers is given in PSERC (Forum & Ombudsman) Regulations, 2016 to be read with amendments. 1 st & 2 nd amendments have been notified by PSERC in respect of these regulations.
2: Where is the location of Corporate Forums?	<ol style="list-style-type: none"> 1. Corporate Consumer Grievances Redressal Forum, P-1, White House, Rajpura Colony Road, PSPCL, Patiala. 2. Corporate Consumer Grievances Redressal Forum, 220 kV Sub-Station, Ferozepur Road, Opposite Verka Milk Plant, PSPCL, Ludhiana.
3: What is the Jurisdiction of Corporate Forums at Patiala & Ludhiana?	<ol style="list-style-type: none"> 1. Corporate CGRF, Patiala has jurisdiction of all DS offices of PSPCL under South, West Zones and DS Circle, Khanna of DS Central Zone. 2. Corporate CGRF, Ludhiana has Jurisdiction of all DS offices under Central(except DS circle, Khanna), North and border zones.
4: Who can file an Appeal before the Ombudsman?	Any complainant aggrieved by orders of the Corporate Forum may prefer a representation or file an Appeal before the Ombudsman in writing, duly supported with all the required documents. The Ombudsman is the Competent Authority to entertain Appeals against the orders of Corporate Forums without any monetary limit.

<p>5:What does the Ombudsman do and what are his/her powers and duties?</p>	<p>The Ombudsman considers the representations of the consumers consistent with the provisions of the Act, Rules and PSERC (Forum & Ombudsman) Regulations, 2016 as amended from time to time or general orders or directions given by the Government or the Commission in this regard before settling their grievances.</p> <p>The Ombudsman has following powers/duties:</p> <ul style="list-style-type: none"> • To receive the representations from complainants aggrieved by any order of the Corporate Forums; • To exercise all the powers as per PSERC (Forum & Ombudsman) Regulations, 2016 and such other powers as may be entrusted by the Commission from time to time. • To exercise general powers of superintendence, control over his/her office and conduct of business of the office. • To suggest to the Commission on matters pertaining to redressal of grievances of the consumers. • The Ombudsman will pass an award as early as possible but in any case, within 45 days from the date of receipt of a representation. The complaints/grievances by Senior Citizens, physically challenged or persons suffering from serious ailments shall be disposed of on priority. • The order / award of Ombudsman is final & binding on both parties. • The Licensee will comply with the award/order within 21 days of the date of receipt. Non-compliance of the award/ order within the stipulated period shall be treated as violation of the Regulations and shall be liable for appropriate action by the Commission under the provisions of the Act. Such violation, if any, may be brought to the notice of the Ombudsman by the consumer. • In case of non-compliance of the order of the Forums, the aggrieved consumer may approach the Ombudsman who will provide the consumer as well as the Licensee an opportunity of being heard. On the report of the Ombudsman, the Commission may initiate proceedings under Section 142 of the Act for violation of the Regulations framed by the Commission. • In case of non-compliance of the Order of the Ombudsman, the aggrieved consumer may approach the Ombudsman who will provide the consumer as well as the Licensee an opportunity of being heard. A report will, thereafter, be sent to the Commission within 30 days from the date of such hearing. On consideration of the report of the Ombudsman, the Commission will take further action including that under Section 142 of the Electricity Act-2003 as it may deem fit.
<p>6: Where is the office/court of Ombudsman situated and what are its Contact numbers?</p>	<p>The office/court of Ombudsman is located at 66 KV Grid Sub Station, Plot No: A-2, Industrial Area Phase-1, S.A.S. Nagar (Mohali) - 160055.</p> <p>Land line: 0172- 2270234, 0172- 2270235</p> <p>Tele-Fax: 0172- 2274576</p> <p>Designated Officers and their contact numbers:</p>

	Sr. No.	Name of Officer	Designation	Contact Number
	1.	Er. Gurinder Jit Singh	Ombudsman	0172-2270235
	2.	Er. Sanjeev Kumar	Technical Advisor	9646199500
	3.	Sh. Mandeep Singh	Secretary	9876102274
7:What are the conditions for filing Appeals before the Ombudsman?	<p>Any complainant, aggrieved by the order of the Corporate Forum may himself or through his authorized representative make a representation in writing including through e-mail or facsimile mode to the Ombudsman. The representation of the complainant shall be acknowledged within 3 days of its receipt clearly indicating the date of receipt & unique case number assigned to it.</p> <p>3.18 No representation to the Ombudsman shall lie unless :</p> <p>(i) The consumer had, before making a representation to the Ombudsman approached the Corporate Forum constituted under sub-section (5) of Section 42 of the Act, for redressal of his grievance;</p> <p>(ii) The representation is made within 30 days from the date of receipt of the order of the Forum:</p> <p>Provided that the Ombudsman may entertain a representation beyond 30 days on sufficient cause being shown by the complainant that he/she had reasons for not filing the representation within the aforesaid period of 30 days.</p> <p>(iii) The person filing the representation makes a deposit of 40% (forty per cent) of the amount assessed by the Forum (inclusive of amount already deposited on this account), with the Licensee, through any approved mode of payment specified in Regulation 31.5 of the Supply Code, 2014, as amended from time to time, and submit documentary evidence of such deposit.</p> <p>(iv) The representation by the Complainant, in respect of the same grievance, is not pending in any proceedings before any court, tribunal or arbitrator or any other authority; a decree or award or a final order has not been passed by any such court, tribunal, arbitrator or authority.</p> <p>(v) The Ombudsman may reject the representation at any stage if it appears to him that the representation is:</p> <p>a) Frivolous, vexatious, malafide;</p> <p>b) Without any sufficient cause'</p> <p>c) There is no prima facie loss or damage or inconvenience caused to the Complainant;</p>			
8:What is the procedure for filing Appeal / representation before the Ombudsman?	<p>The representation/ Appeal may be filed before the Ombudsman, in quadruplicate, duly indexed and page numbered, supported with the relevant documents/ certified copies in the prescribed format.</p> <p>The Secretary is authorized to receive all Appeals on behalf of Ombudsman.</p>			

	<p>Appeal and other documents are to be submitted in quadruplicate in the following sequence:</p> <ul style="list-style-type: none"> i) Format(available on website of pserc.gov.in under 'Ombudsman') ii) Vakalatnama(available on website of pserc.gov.in under 'Ombudsman') to represent the case on behalf of Appellant. iii) Index showing all enclosures page-wise. iv) Details of representation / Grounds of Appeal / Prayer v) Legible copy of decision of Corporate Consumer Grievances Redressal Forum under challenge in Appeal. vi) Legible copies of other supporting documents / Regulations / Commercial Circulars or other materials to be brought on record in proper sequence in accordance with details of representation / Grounds of Appeal. vii) Documentary Evidence of deposit of 40% (forty per cent) of the amount assessed by the Corporate Forum (inclusive of amount already deposited on this account), with the Licensee.
<p>9: Where does the Appeal lie against the decision of the Ombudsman?</p>	<p>No party (consumer/licensee) can file an Appeal before the Commission against the order passed by the Ombudsman. However, this is without prejudice to the rights of the complainant and the licensee to seek appropriate remedy against the order passed by the Ombudsman before appropriate bodies.</p>