

PUBLICATION OF INFORMATION (UPDATED AS ON 14.08.2023 IN RESPECT OF THE OFFICE / COURT OF OMBUDSMAN, ELECTRICITY, PUNJAB, S.A.S. NAGAR (MOHALI), UNDER SECTION 4 (b) OF RTI ACT-2005.

Manual- (i): The particulars of the institution, its functions and duties.

Particulars:

The office / court of the Ombudsman, Electricity Punjab came into existence vide Notification No. PSERC / JSF – 29 / 4523 dated 30.8.2006, issued by the Punjab State Electricity Regulatory Commission in compliance of Sub Section (6) of Section-42 of the Electricity Act,2003 read with PSERC (Forum & Ombudsman)-Regulations-2005. The office / court of Ombudsman was constituted to carry out the functions in terms of the provisions of Electricity Act- 2003 and PSERC (Forum & Ombudsman) Regulations-2005 amended vide PSERC (Forum & Ombudsman) Regulations-2016 (to be read with its 1st and 2nd amendments) for the settlement and redressal of the grievances of electricity consumers (not involved in the cases of theft or unauthorized use of electricity) with Appellate Jurisdiction.

Presently, the office / Court of the Ombudsman, Electricity, Punjab is situated at: 66 KV Grid Sub Station, Plot No: A-2, Industrial Area Phase-1, S.A.S. NAGAR (Mohali) Pin-160055 having its contact numbers: 0172-2270234, 0172-2274576.

Powers & Duties:

The Ombudsman shall consider the representations of the consumers consistent: with the provisions of the Act, Rules and Regulations made there under or general orders or directions given by the Government or the Commission before settling their grievances. The Ombudsman is vested with powers / duties as under:

- i) * To receive the representations from complainants aggrieved by any order of the Forum and to decide the issues involved therein in accordance with law/ rules/ regulations;
- * To exercise all Powers as are available to the Forum under the Regulations; and

- * Such other powers as may be entrusted by the Commission from time to time.
- ii) To exercise general powers of superintendence, control and conduct of business of the office.
- iii) To suggest to the Commission on matters pertaining to redressal of grievances of electricity consumers.
- v) To discharge such other functions, as may be assigned to it, by the Commission under the provisions of the Electricity Act-2003.

Manual – (ii): Functions and duties of the officers and employees of the organization.

AND

Manual – (iii): The procedure followed in the decision making process, including channels of supervision and accountability.

As on 15.09.2021, the details of officers in the office of Ombudsman comprises:-

1.	Ombudsman	= 1
2.	Technical Advisor	= 1
3.	Secretary	= 1

The Ombudsman is the head of the Institution and thus is vested with all/full powers for Administrative and financial control of the office in accordance with PSERC (Forum & Ombudsman) Regulations-2016 as amended from time to time.

The Secretary in the office of Ombudsman is the Controlling Officer and Drawing & Disbursing Officer (DDO). He exercises all such powers and functions as are assigned to him by the Ombudsman from time to time. Presently, the Secretary is performing the following functions / duties assigned to him:-

- **ADMINISTRATIVE**

The Secretary shall exercise all Administrative and Financial functions as assigned to a Controlling Officer (CO) for the superintendence and control of office and exercise powers accordingly.

- **FINANCIAL**

The Secretary shall exercise all duties/functions of DDOs and exercise all powers vested accordingly.

- **Filing and Hearing of Representation:**

The representations of the consumers, aggrieved by the decisions of the Forum (CCGRF) concerned, shall be dealt with under the provisions contained in PSERC (Forum and Ombudsman) Regulations-2016 to be read with amendments as detailed below:

- **FILING OF REPRESENTATION:**

3.16 Any complainant, aggrieved by orders of the Forum may himself or through his authorized representative make a representation in writing including through email 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.

3.17 The representation shall state clearly:

(i) the name/s and address of the consumer/s, service connection number, category, the name of the licensee's office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman.

(ii) the name of the Forum, date of order or decision of the Forum, as the case may be, along with a copy thereof.

3.18 No representation to the Ombudsman shall lie unless:

(i) The consumer had, before making a representation to the Ombudsman approached the Forum constituted under sub-section (5) of Section 42 of the Act, for redressal of his grievance;

(ii) The representation is made within 30 days from the date of receipt of the order of the Forum:

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.

(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.

(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.

(v) The Ombudsman may reject the representation at any stage if it appears to him that the representation is:

a) Frivolous, vexatious, malafide;

b) Without any sufficient cause; 4

c) There is no prima facie loss or damage or inconvenience caused to the Complainant;

Provided that the decision of the Ombudsman in this regard shall be final and binding on the Complainant and the Distribution Licensee.

Provided further that no representation shall be rejected in respect of sub-clauses (a), (b) and (c) unless the Complainant has been given an opportunity of being heard.

- **HEARING OF REPRESENTATION:**

3.19 The Ombudsman shall, within seven days of registration of a representation, call for the relevant record from the concerned Forum which will forward such record within seven days from the date of receipt of notice from the Ombudsman.

3.20 The Ombudsman may, at the same time, also call for a written statement/parawise comments of the Licensee on the representation. The Licensee will furnish the written statement/parawise comments within ten days from the date of receipt of such letter. Any other document required and called for by the Ombudsman will also be furnished by the Licensee/ consumer within the stipulated period.

In case the Licensee fails to furnish the written statement/parawise comments within the stipulated period, the Ombudsman may impose costs as are considered reasonable and sufficient. The concerned consumer may also be liable for similar action in the event of failure to furnish any additional document called for by the Ombudsman.

3.21 The Ombudsman may hear the parties and may direct the parties to submit written statements of submissions in the matter.

3.22 No adjournment shall ordinarily be granted by the Ombudsman unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Ombudsman.

Manual – (iv): The norms set by the Ombudsman for the discharge of its functions

The office / court of Ombudsman, Electricity Punjab is functioning and discharging its duties in accordance with the provisions made by the Commission vide Punjab State Electricity Regulatory Commission (Forum & Ombudsman) Regulations, 2016 as amended from time to time and other guidelines issued thereafter from time to time.

Manual – (v): The rules, regulations, instructions, manuals and records, held by the Ombudsman or under its control or used by its employees for discharging its functions.

RULES AND REGULATIONS:-

Sr. No.	Nomenclature	Published by:
1	Electricity Act – 2003	Government of India
2	Compilation Of Regulations under Electricity Act-2003	Punjab State Electricity Regulatory Commission
3	PSERC (Forum and Ombudsman) Regulations-2016 - With all up-to-date amendments	Punjab State Electricity Regulatory Commission
4	Electricity Supply Code and Related Matters Regulations – 2014	Punjab State Electricity Regulatory Commission
5	Consumer Charter	Punjab State Electricity Regulatory Commission
6	Electricity Supply Instructions Manual –updated upto 30.06.2018	Punjab State Power Corpn. Ltd.
7	Tariff Orders for the years: 2002-03 to 2022-23	Punjab State Electricity Regulatory Commission

RECORDS: -

The Secretary is the custodian of all records of the Appeals filed before the Ombudsman, pleadings of the parties, proceedings held during hearing and orders passed thereon etc.

All reference books such as Civil Service Rules, Main Service Rules, TA Regulations, Medical Attendance Rules, Revised Pay Scale Regulations, Accounting Policies and Manuals, Finance Circulars, Accounting and other Administrative Records are also kept by the Secretary.

Manual – (vi): A statement of the categories of documents that are held by it or under its control

The documents held in the office of the Ombudsman are as under:-

Description of Documents	Officer under whose control, the documents are held
All relevant Rules and Regulations framed by the Punjab Government, PSERC and the erstwhile Punjab State Electricity Board now known as Punjab Power Corporation Ltd; Records of the petitions filed before the Ombudsman, pleadings of the parties / proceedings conducted in the Court and orders passed thereon; All accounting records & service records of employees relating to DDO Section and all administrative records.	Secretary

Manual – (vii): The particulars of any arrangement that exists for consultation with, or representation by the members of the public in relation to the formulation of its policy or administration thereof.

The office / Court of Ombudsman is not authorized to frame any public or administrative policy, therefore, no such arrangement has been framed or is in existence.

Manual – (viii): Statement of the Boards, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those Boards, Councils, Committees and other bodies are open to the public, or the minutes of such meeting are accessible for public.

This manual is not applicable in the case of this office; as such no Board, Council, Committee or other body has been constituted for advice purposes.

Manual– (ix): Directory of officers and employees of the office of Ombudsman.

The directory of the officers and employees working in the office of Ombudsman as on 15.09.2021 is as under: –

(1) NAME & ADDRESS OF OFFICE:

OMBUDSMAN, ELECTRICITY,
PUNJAB, 66 KV SUB STATION,
PLOT NO: A-2, INDUSTRIAL AREA PHASE-1,
S.A.S. NAGAR (MOHALI) - 160055

TELEPHONE NO: 0172 – 2270234

PHONE NO: 0172 – 2274576

MOBILE NO: 9646111144 (Holder: PS to Ombudsman)

Email: oep.mohali@gmail.com

Website: www.pserc.gov.in

Link: Ombudsman

(2) NAME, DESIGNATION AND CONTACT NUMBER OF THE OFFICERS:

Sr. No.	Name of officer	Designation	Tel Office	Mobile No:
1.	Er. Anjuli Chandra	Ombudsman	2274576	9312212314
2.	Er. Sanjeev Kumar	Technical Advisor	2270234	9646199500
3.	Sh. Mandeep Singh	Secretary	2270234	9876102274

Manual – (x): The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made.

There is no organization under the control of Ombudsman, Electricity, Punjab and there is no scheme or project associated or floated by it.

The annual budget is prepared by the office of Ombudsman and is approved by the Commission in accordance with the provisions of Regulation 3.14 of PSERC (Forum & Ombudsman) Regulations-2016. The Ombudsman is vested with full powers to incur expenditure within the approved budget grant. Funds for all expenses, to be made by the office of Ombudsman, are arranged by the Commission in the 1st instance and got reimbursed from the Licensee thereafter. The account of all expenses in the shape of Trial Balance is sent, at the close of every month, to the Licensee for inclusion of expenses in its Balance Sheet.

Manual – (xi): The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.

The office of Ombudsman does not execute any subsidy programmes.

Manual – (xii): Details in respect of the Information, available to or held by it, reduced in an electronic form.

All orders/ awards passed by the Ombudsman are uploaded on the Commission's website "pserc.gov.in > Ombudsman". Besides this these are also available with the Secretary in the office.

Manual –(xiii): The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

All orders / awards passed by the Ombudsman are uploaded on the Commission's website "pserc.gov.in > Ombudsman" from where any of order / award can be downloaded.

Records of the proceedings are open as a matter of right to the inspection of the parties or their authorized representatives at any time either during pendency of the proceedings or after the orders are passed subject to terms fixed by the Ombudsman in regard to time, place and manner of inspection and payment of fee.

All persons are entitled to obtain certified copies of the orders /awards and as well as proceedings recorded during hearing, other documentary evidences brought on record during hearing by both parties or any other papers and parts of the records available in the case file of the office of Ombudsman, subject to his entitlement and payment of requisite fee under RTI Act-2005.

Manual – (xiv): The names, designation and other particulars of the Public Information Officer and Appellate Authority.

The following officers are designated as PIO and Appellate Authority, in terms of the provisions of RTI Act – 2005.

1. PUBLIC INFORMATION OFFICER (PIO)

Sh. Mandeep Singh, Secretary,
Office of Ombudsman, Electricity,
Punjab, 66 KV Grid Sub Station, Plot No:
A-2, Industrial Area Phase-1,
S.A.S.Nagar (Mohali)
Phone: 0172-2270234 Mobile: 9876102274

2. APPELLATE AUTHORITY (AA)

Er. Sanjeev Kumar
Technical Advisor,
Office of Ombudsman, Electricity Punjab,
66 KV Grid Sub Station, Plot No: A-2,
Industrial Area Phase-1,
S.A.S.Nagar (Mohali)
Phone: 0172-2274576 Mobile: 9646199500

3. Nomenclature of the accounts in which the application fee is to be deposited / credited.

Bank Account Details:
Indian Overseas Bank
Sec. 32, Chandigarh.
Account No.: 143001000004228
IFSC code: IOBA0001430

Manual-(xvi): Such other information as may be prescribed.

-Nil-