

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 16th September, 2015

No. PSERC/Secy./Regu.107 Punjab State Electricity Regulatory Commission hereby approves the amendments in the Consumer Complaint Handling Procedure (CCHP) issued vide Notification No. PSERC/Secy./Regu. 88 dated 04.10.2013 for handling of consumer grievances relating to supply of electricity by the distribution licensee in a transparent and expeditious manner as envisaged in clause 4 & 5(2) of the PSERC (Forum & Ombudsman) Regulations, 2005, as amended from time to time.

1. Short Title and Commencement:

- (i) This procedure shall be called the "Consumer Complaint Handling Procedure (CCHP) 1st Amendment, 2015".
- (ii) These amendments in CCHP shall come into force on the date of their publication in the official gazette of the State.

2. Amendment to Clause 4(1)(ii): Circle Dispute Settlement Committee (CDSC)

The Clause 4(1)(ii) shall be substituted as under:

- a) Dy.CE/SE(DS) concerned Chairperson
- b) One officer from Accounts & Finance Member
cadre not below the rank of Dy.CAO/Dy.CA
or of equivalent status
- c) One officer from commercial wing not below Member
the rank of Addl.SE/Sr.Xen.
- d) Representative of Industry (to be nominated Nominated Member
by Director of Industries & Commerce, Punjab).
- e) One consumer representative nominated Nominated Member
by Deputy Commissioner/Divisional
Commissioner where circle comprises of more
than one district

3. Amendment to Clause 4(1)(iii): Divisional Dispute Settlement Committee (DDSC)

The Clause 4(1)(iii) shall be substituted as under:

- a) Addl.SE/Sr.Xen (DS) concerned Chairperson
- b) One officer from Accounts & Finance Member
cadre not below the rank of Accounts officer
- c) XEN/AEE/AE to be designated by SE(DS) Member
Circle from within the circle

- d) Two consumer representatives nominated by Deputy Commissioner/Divisional Commissioner where division comprises of more than one district Nominated Members

4. Amendment to Clause 6: Procedure for Redressal of Complaint(s)

The sub-clause 6(8) shall be substituted as under:

6(8) The quorum for ZDSCs/ CDSCs/ DDSCs shall be three members, out of which atleast two shall be members of the distribution licensee. In case of lack of consensus amongst the members of the Committee, decision shall be on the basis of majority decision (vote) of the members present. In case of equality of votes on any issue, Chairperson, in addition, shall have a casting vote.

For timely disposal of grievances:

- a) Committees shall hold hearings at least once in a month or more depending upon pendency of cases.
- b) The Chairperson of the Committee shall co-ordinate and specify days and time for hearings to ensure availability of officers of Commercial and Accounts wings.
- c) Agenda for hearings shall be prepared in advance and due intimation in this regard is to be sent to the aggrieved consumer as well as to the concerned office of the distribution licensee.
- d) No adjournment shall be ordinarily granted unless sufficient cause is shown and reasons for grant of adjournment have been recorded in writing by the Committee.
- e) Where the concerned officer/official of the distribution licensee or complainant (or its representative) fails to appear before the Committee on the date fixed for hearing on more than two occasions, the Committee may decide the grievance ex-parte.

BY ORDERS OF THE COMMISSION

SECRETARY