

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 31st August, 2018

No.PSERC/Secy./Regu.131 Punjab State Electricity Regulatory Commission approved the guidelines 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. This procedure called “Consumer Complaint Handling Procedure (CCHP)” was issued vide Notification No. PSERC/Secy./Regu. 88 dated 04.10.2013. The procedure was further amended vide Notification No. PSERC/Secy./Regu.107 dated 16.09.2015, Notification No. PSERC/Secy./Regu.115 dated 12.08.2016 and Notification No. PSERC/Secy./Regu.121 dated 14.06.2017. The Commission notified PSERC (Forum and Ombudsman) Regulations, 2016 vide notification no. PSERC/Secy./Regu./117 dated 26.12.2016 repealing PSERC (Forum and Ombudsman) Regulations, 2005, as amended from time to time. The Commission hereby approves further amendments in “Consumer Complaint Handling Procedure (CCHP)” as per regulation 2.22 of the PSERC (Forum and Ombudsman) Regulations, 2016.

1. Short Title and Commencement:

- (i) This procedure shall be called the “Consumer Complaint Handling Procedure (CCHP) 4th Amendment, 2018”.
- (ii) These amendments in CCHP shall come into force from the date of their publication in the official gazette of the State.

2. Amendment to Clause 4.2(i) of the CCHP

The clause 4.2(i) of the CCHP shall be substituted as under:

4.2(i) Zonal Dispute Settlement Committee (ZDSC)

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|----|--|---|-------------|
| a) | Chief Engineer/DS concerned | : | Chairperson |
| b) | One officer from Accounts & Finance cadre not below the rank of CAO/CA or of equivalent status | : | Member |
| c) | One officer of commercial wing not below the rank of Dy.CE/SE | : | Member |

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|----|---|---|---------------------|
| d) | Representative of industry
(to be nominated by Director of
Industry & Commerce, Punjab) | : | Nominated
Member |
| e) | Representative of the consumer
organization(s)

(to be nominated by the Divisional Commissioner in case where the Zone
comprises of more than one district or Deputy Commissioner where the Zone
comprises of one district only) | | Nominated
Member |

The Zonal Dispute Settlement Committee (ZDSC) will have the jurisdiction to dispose of the complaints involving monetary disputes of an amount exceeding Rs. Two Lac (Rs. 2,00,000/-) and upto Rs. Five Lac (Rs. 5,00,000/-) in each case. The cases involving monetary disputes of an amount exceeding Rs. Five Lac shall be handled by Forum for Redressal of Consumer grievances constituted under section 42(5) of the Act. Provided that the cases already registered with CGRF before date of notification of 4th amendment to CCHP shall continue to be dealt with by CGRF.

3. Amendment to Clause 4.2(ii) of the CCHP

The clause 4.2(ii) of the CCHP shall be substituted as under:

4.2(ii) Circle Dispute Settlement Committee (CDSC)

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|----|--|---|------------------|
| a) | Dy.Chief Engineer/Superintending
Engineer (DS) concerned. | : | Chairperson |
| b) | One officer from Accounts &
Finance Cadre not below the rank
of Dy.CAO/Dy.CA or of equivalent
status. | : | Member |
| c) | One officer from Commercial Wing
Not below the rank of Addl.SE
/Sr.Xen. | : | Member |
| d) | Representatives of Industry (to be
Nominated by Director, Department
of Industries and Commerce, Punjab). | : | Nominated Member |

The Circle Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes of an amount exceeding Rs. Fifty Thousand (Rs.50,000/-) and upto Rs. Two Lac (Rs. 2,00,000/-) in each case. Provided that the

cases already registered with ZDSC before date of notification of 4th amendment to CCHP shall continue to be dealt with by respective ZDSC, as the case may be.

4. Amendment to Clause 4.2(iii) of the CCHP

The clause 4.2(iii) of the CCHP shall be substituted as under:

4.2(iii) Divisional Dispute Settlement Committee (DDSC)

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

The Divisional Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes up to Rs. Fifty Thousand (Rs.50,000/-) in each case. Provided that the cases already registered with CDSCs before date of notification of 2nd amendment to CCHP shall continue to be dealt with by respective CDSCs.

BY ORDERS OF THE COMMISSION

SECRETARY