

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 12th August, 2016

No. PSERC/Secy./Regu. 115 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 and was further amended vide Notification No. PSERC/Secy./Regu.107 dated 16.09.2015. To make this procedure more transparent, consumer friendly and to enforce strict compliance to Standard of Performance by the distribution licensee, the Commission hereby approves further amendments in “Consumer Complaint Handling Procedure (CCHP)”.

1. Short Title and Commencement:

- (i) This procedure shall be called the “Consumer Complaint Handling Procedure (CCHP) 2nd Amendment, 2016”.
- (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 of the CCHP

The clause 4 shall be substituted as under:

4. Dispute Settlement Committees

- 4.1 Complaints of general nature such as delay in release of service connection, delay in issue of first bill/subsequent bills, defects in meter/metering equipments, delay in replacement of defective/dead stop meters, failure of power supply, voltage variations, non-restoration of supply in case of interruption or outage/breakdown or disconnection or even after payment of dues by the consumer and other miscellaneous defaults will be disposed of primarily by the AE/AEE incharge of the sub-division. In case the complainant is not satisfied with the response or service is not rendered within the time frame stipulated in Annexure-1 of the Supply Code, the complainant shall have the right to approach the Divisional Dispute Settlement Committee (DDSC) for redressal of his complaint & also for payment of

compensation on account of failure on the part of the Licensee to meet the Standards of Performance.

Provided that the consumer shall have the right to approach the Forum for redressal of grievances of consumer constituted under section 42(5) of the Act directly without approaching the DDSC.

- 4.2 Complaints relating to the supply of electricity by distribution licensee involving monetary disputes arising due to wrong billing, application of wrong tariff or difference of service connection charges/general charges or security (consumption), overhauling of account due to defective/inaccurate metering, levy of voltage surcharge, billing of supplementary amount or any other charges except those arising on matters pertaining to Open Access granted under the Electricity Act, 2003 and Sections 126, 127, 135 to 140, 142, 143, 146, 152 and 161 of the Act will be disposed of by the following Dispute Settlement Committees (DSCs) constituted by the distribution licensee in accordance with the guidelines provided in CCHP.

Provided that the consumer shall have the right to approach the Forum for redressal of grievances of consumer constituted under section 42(5) of the Act directly without approaching these DSCs.

(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 |
| 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. One lac and upto Rs. Two lac in each case. The cases involving monetary disputes of an amount exceeding Rs. Two 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 ZDSCs before date of notification of 2nd amendment to CCHP shall continue to be dealt with by respective ZDSCs.

(ii) Circle Dispute Settlement Committee (CDSC)

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| a) | Dy.CE/SE(DS) concerned | Member Secretary |
| 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) | Two persons as nominee from various sections of the society to be nominated by Deputy Commissioner (D.C) concerned | Members |

The Circle Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes of an amount exceeding Rs. Twenty Five Thousand and upto Rs. One lac 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.

NOTE:

1. The Chairperson of CDSC shall be from (d) above to be appointed by Deputy Commissioner concerned.
2. Chairperson & Member of CDSC nominated by D.C shall be governed by following terms and conditions:
 - (i) He/She must be having adequate experience of consumer/public affairs or law or may be associated with a NGO
 - (ii) He/She shall have working knowledge of Punjabi
 - (iii) He/She shall not have been in the employment of the distribution licensee

- (iv) He/She will hold office for a maximum period of two years subject to overall age limit of 65 years.
 - (v) The services can be terminated without assigning any reason by D.C concerned by giving one month notice by either party.
 - (vi) The nominated members of CDSC shall confine their role to resolving consumer grievances as per the functions and the monetary limits provided in the CCHP. If the nominated member acts beyond the powers and the functions assigned to him as per CCHP, he shall be liable to be dismissed by the Commission without any notice.
3. The CDSCs shall hold meetings in some centrally located place of the town where consumers who need assistance for resolution of their grievances, can approach the committee easily. This meeting place should NOT be a part of any complex under the administrative control of PSPCL/PSTCL.

(iii) Divisional Dispute Settlement Committee (DDSC)

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| a) | Addl.SE/Sr.Xen (DS) concerned | Member Secretary |
| 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 |
| d) | Two persons as nominee from various sections
of the society to be nominated by Deputy
Commissioner concerned | Members |

The Divisional Dispute Settlement Committee will have the jurisdiction to dispose of the complaints involving monetary disputes up to Rs. Twenty Five Thousand (Rs. 25000/-) in each case. Provided that the cases already registered with DDSCs before date of notification of 2nd amendment to CCHP shall continue to be dealt with by respective DDSCs.

NOTE:

1. The Chairperson of DDSC shall be from (d) above to be appointed by Deputy Commissioner concerned.
2. Chairperson & Member of DDSC nominated by D.C shall be governed by following terms and conditions:

- (i) He/She must be having adequate experience of consumer/public affairs or law or may be associated with a NGO.
 - (ii) He/She shall have working knowledge of Punjabi
 - (iii) He/She shall not have been in the employment of the distribution licensee
 - (iv) He/She will hold office for a maximum period of two years subject to overall age limit of 65 years.
 - (v) The services can be terminated without assigning any reason by D.C concerned by giving one month notice by either party.
 - (vi) The nominated members of DDSC shall confine their role to resolving consumer grievances as per the functions and the monetary limits provided in the CCHP. If the nominated member acts beyond the powers and the functions assigned to him as per CCHP, he shall be liable to be dismissed by the Commission without any notice.
3. The DDSCs shall hold meetings in some centrally located place of the town where consumers who need assistance for resolution of their grievances, can approach the committee easily. This meeting place should NOT be a part of the complex under the administrative control of PSPCL/PSTCL
- 4.3 The distribution licensee may appoint a Presenting Officer for each of these Committees.
- 4.4 Each Committee will be serviced by a Nodal Officer to be so designated. The Committee may authorize the Presenting Officer to act as a Nodal Officer.

(B) Amendment to Clause 6(8): 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. All decisions shall be taken unanimously. In case of lack of consensus, the matter shall be treated as a 'Complaint' and referred to Forum for Redressal of Grievances of consumers constituted under PSERC (Forum & Ombudsman) Regulations, 2005, as amended from time to time, within the meaning of regulation 2 (e) of these regulations.

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 Member Secretary of the Committee shall co-ordinate and specify days and time for hearings with the consent of Chairperson 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 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