

**COURT OF THE LOK PAL (OMBUDSMAN),
ELECTRICITY, PUNJAB,
PLOT NO. A-2, INDUSTRIAL AREA, PHASE-1,
S.A.S. NAGAR (MOHALI).**

**(Constituted under Sub Section (6) of Section 42 of
Electricity Act, 2003)**

APPEAL No. 07/2025

Before:

**Er. Anjuli Chandra,
Lokpal (Ombudsman), Electricity, Punjab.**

In the Matter of:

Sh. Vikash Kumar Chowdhary,
R/o B03/00311, Block-T,
Shivalik Vihar, VTC: Nayagaon,
Distt.-S.A.S. Nagar (Mohali).

...Appellant

Versus

Senior Executive Engineer,
DS Division (Special),
PSPCL, Mohali.

...Respondent

Order dated 17.04.2025

Present For:

- Appellant:
1. Sh. Vikash Kumar Chowdhary,
Appellant.
 2. Smt. Swaranjeet Kaur,
Appellant's Representative.
 3. Sh. Saroj Malakar,
Appellant's Counsel.

Respondent : Er. Taranjeet Singh,
Senior Executive Engineer,
DS Division (Special),
PSPCL, Mohali.

The Appellant had filed the Appeal before this Court on 09.04.2025. It was observed that the Appellant directly approached this Court before putting his grievance before the Appropriate Forum. Therefore, with a view to adjudicate the dispute, a pre-hearing was fixed in this Court on 17.04.2025 and intimation to this effect was sent to both the parties vide Memo nos. 230-231/OEP/Sh. Vikash Kumar Chowdhary dated 11.04.2025.

2. As scheduled, the hearing was held in this Court on 17.04.2025 and arguments of both the parties were heard. It is observed that the present dispute was a non-monetary dispute about non-release of domestic connection to the Appellant. The Appellant had applied for LT connection before the AE/ DS Subdivision, PSPCL, Mullapur under Senior Xen, DS Division (Special), PSPCL, Mohali, which was not released by PSPCL. This Court has relied on Regulation 2.8 of PSERC (Forum and Ombudsman) Regulations, 2016 which is reproduced as under:

“2.8 Non-monetary Complaints and Claim for compensation:

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 and other miscellaneous complaints relating to quality of supply/deficiencies in service will be disposed of primarily by the OEP

AE/AEE incharge of the sub-division or Sr.XEN/Spl Division, as the case may be.

In case the complainant is not satisfied with the response or service is not rendered within the time frame stipulated in Minimum Standards of Performance specified in Annexure-1 of the Supply Code, 2014 and /or is deficient or seeks payment of compensation on account of failure on the part of the Licensee to meet the Standards of Performance, he/she shall have the right to approach the Appropriate Forum for non-monetary complaints and/or to lodge claim for compensation as under;

All LT supply consumers/complainants-----Divisional Forum

All HT/EHT supply consumers/complainants-----Circle Forum.

Provided that the aggrieved consumer(s) may submit the claim for compensation to the Nodal Officer of the Divisional or Circle Forum, as the case may be, within one month from the date of cause of action.

Provided further that an aggrieved consumer(s), not satisfied with the resolution of his/her grievance and/or award of compensation by the Divisional or Circle Forum, may approach the Corporate Forum within 2 months of the receipt of order of the Divisional or Circle Forum.

Provided also that the claim for compensation on account of the failure of the distribution licensee to meet Standards of Performance specified by the Commission shall be in accordance with PSERC(Electricity Supply Code and Related Matters) Regulations, 2014, as amended from time to time.

Provided also that an aggrieved consumer(s), not satisfied with the resolution of his/her grievance and/or award of compensation by the Corporate Forum, may approach the Ombudsman within 30 days of the receipt of the order of Corporate Forum.

Provided also that the Appropriate Forum may, for reasons to be recorded in writing, entertain a complaint and/or claim for compensation which does not meet the aforesaid requirements in case of genuine difficulty.

Provided also that the Corporate Forum shall have the right to take up the matter suo-moto with respect to the electricity services provided by the distribution licensee if the same fulfils the requirements specified in sub-regulation (e) read with sub-regulation (g) of Regulation 1.5.”

3. On perusal of above Regulation, the present case is transferred to the Divisional Forum, DS Spl. Division, Mohali for the adjudication.
4. The case is closed.

April 17, 2024
S.A.S. Nagar (Mohali).

(ANJULI CHANDRA)
Lokpal (Ombudsman)
Electricity, Punjab.