

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION
SCO NO.220-221, SECTOR 34-A, CHANDIGARH

PUBLIC INTEREST BULLETIN

CONSUMERS' ELECTRICITY GRIEVANCES RESOLUTION SYSTEM AT A GLANCE

Punjab State Electricity Regulatory Commission has made Regulations giving directions to the Distribution Licensee (Punjab State Power Corporation Ltd.) for setting up of Consumers Grievances Redressal Fora as well as Institution of Ombudsman (Electricity) for redressal of grievances of consumers apart from establishment of Dispute Settlement Committees.

1. Dispute Settlement Committees (DSCs):

Dispute Settlement Committees at Zonal level (Zonal Dispute Settlement Committees i.e. North, South, West, Central and Border, here after referred as ZDSCs), Distribution Circle level (Circle Dispute Settlement Committees, here after referred as CDSCs) and Distribution Divisional level (Division Dispute Settlement Committees, here after referred as DDSCs) (Divisions under the Circles of Five zones), have been set up. These Dispute Settlement Committees are located at PSPCL offices viz.

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| A) All Chief Engineer/DS | (in case of ZDSCs at Patiala, Bathinda, Jalandhar, Ludhiana, Amritsar) |
| B) All Superintending Engineer/DS | (in case of CDSCs in all Districts) |
| C) All Sr. Executive Engineers/DS | (in case of DDSCs, all Distribution Divisions in Cities and Towns) |

- Dispute Settlement Committees of PSPCL are entrusted with the task of redressal of 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 etc.
- The Dispute Settlement Committees have the powers to redress electricity related disputes as per the following monetary limits.

i. Divisional Dispute Settlement Committee	upto Rs.50000/-
ii. Circle Dispute Settlement Committee	Rs.50000 to 2 lacs.
iii. Zonal Dispute Settlement Committee	Above Rs 2 lac to 5 lacs.

- In case the complainant is not satisfied with the response or service rendered by the Utility within the time frame stipulated in the Annexure-1 of the Supply code, the complainant has the right to approach the Divisional Dispute Settlement Committee (DDSC) for redressal of the complaint and he/she is entitled for compensation on account of failure on the part of PSPCL to meet the Standards of Performance. If a consumer is not satisfied with the decision of the Dispute Settlement Committee, he can approach the Consumer Grievances Redressal Forum as under:-

2. Consumer Grievances Redressal Forum(CGRF)

- Consumers can also approach CGRF directly without approaching the Divisional Dispute Settlements Committee or through GRMS portal available on PSPCL website(for non-monetary complaints) for the redressal of their grievances relating to any fault, imperfection, short coming, defect or deficiency in quality, nature and manner of service or performance in pursuance of a license, contract, agreement or under Electricity Supply Code or in relation to Standards of Performance specified by the Commission. The Fora entertain all the monetary/non-monetary complaints/grievance filed by the complainants. The consumer can take up any kind of grievance concerning electricity supply except the grievances arising on matters pertaining to open access granted under the Act. .

There are two Consumer Grievances Redressal FORA located at Patiala and Ludhiana as under:-

- (I) Consumer Grievance Redressal Forum(CGRF), P-1,White House at Rajpura Colony, P-1,White House at Rajpura Colony, Patiala, Contact No.0175-2215908, Email. No. ce.chairman.forum@gmail.com
- (II) Consumer Grievance Redressal Forum (CGRF), Kothi No.DS-1, Power Colony No.1,Kartar Singh Sarabha Nagar, PSPCL, Ludhiana. Contact No.0161-2971912, Email: secy.cgrfldh@gmail.com

3. Ombudsman:

- Any complainant, on non-redressal of his grievance by the CGRF, may himself or through his authorized representative make a representation in writing including through email or facsimile mode to the Ombudsman(Electricity) having

its office at Mohali. 66 Kv Grid Substation, Plot No. A-2, Industrial Area Phase-1, S.A.S, Nagar (Mohali) Phone 0172-2270234-235.

4. Setting up Centralized Customer Call Center by PSPCL for timely resolution of complaints

- 1912 centralised customer call centre has been rolled out all over Punjab for redressal of technical and commercial complaints of consumers.
- Social Media outreach on Twitter, Facebook and Email with a dedicated 24x7 Social Media Control Room is available as under:
 - [facebook.com/PSPCLPb](https://www.facebook.com/PSPCLPb)
 - twitter.com/PSPCLPb
 - 1912@PSPCL.in
- A What's App number +91-96461-06835 has also been started for complaint receiving by the dedicated 24x7 Social Media Control Room.

Secretary