

*Guide to
Complaint Handling Procedure
and
Other Consumer issues*

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Introduction

The PSERC (Forum and Ombudsman) Regulations 2005 were notified under section 42 (5), 42 (6) and 42 (7) of the Electricity Act, 2003 (EA, 03) in accordance with which, PSEB (now PSPCL) has since set up the Consumer Grievance Redressal Forum. All appeals arising out of the orders of the DSC's under Consumer Complaint Handling Procedure will be heard by the Forum. Consumer can also approach Consumer Grievance Redressal Forum directly for the disputes covered under their jurisdiction. Ombudsman, Electricity has also been appointed to hear appeals against decisions of the Forum.

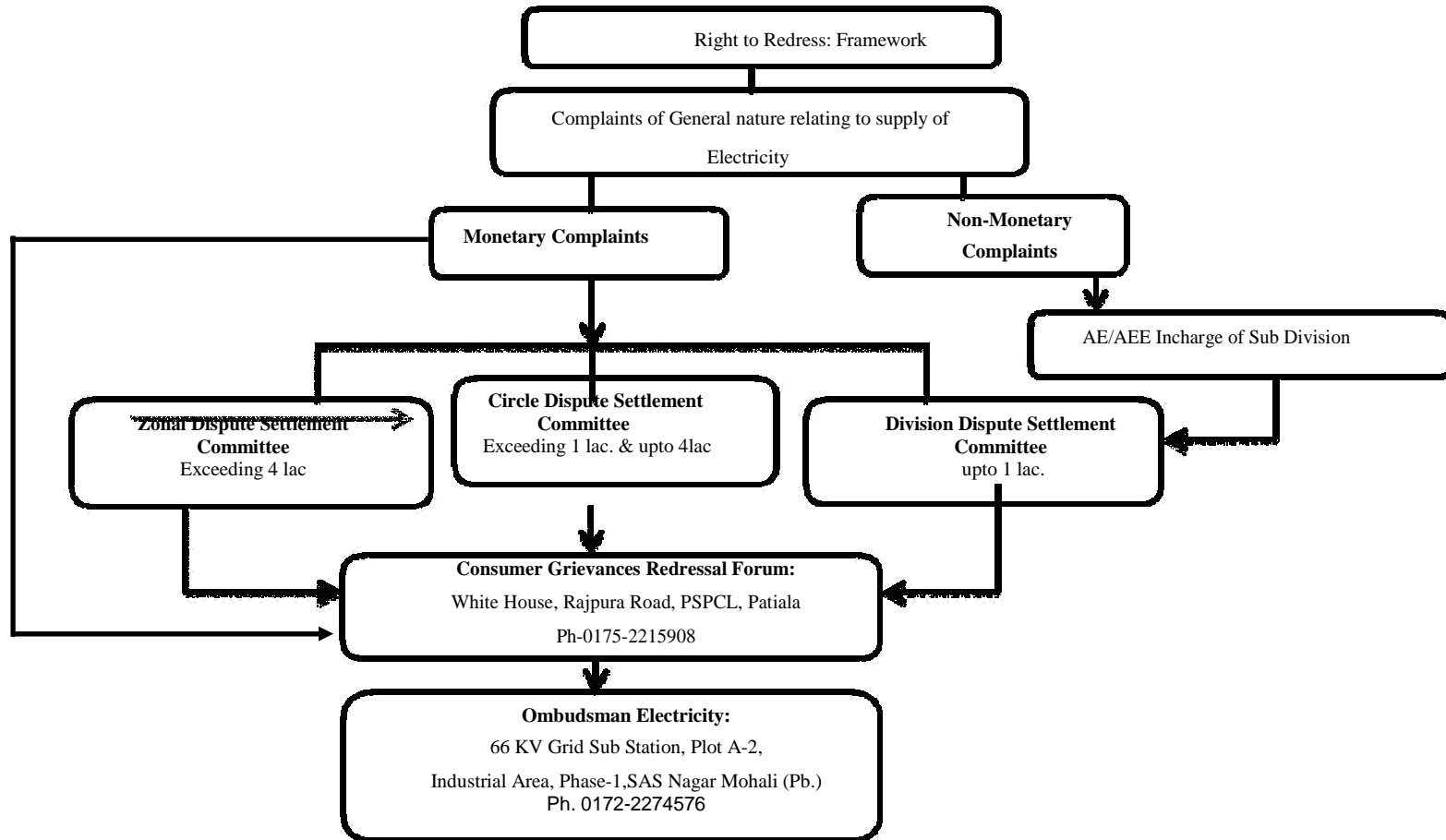
In order to deal with cases of unauthorized use of electricity under Section 126/127 of EA, 03, the Govt. of Punjab has notified Assessing and Appellate Authorities through Notifications dated January 7, 2005 and March 9, 2006 respectively. The State Govt. has, in its Notification dated January 21, 2005 designated Operation Officers, Enforcement Officers and Mobile Meter Testing Squad (MMTS) officers of the rank of Assistant Engineer/Assistant Executive Engineer/ Sr. XEN to function as Authorized Officers under section 135 of EA, 03. Cases involving theft of electricity covered under Sections 135 to 139 of EA, 03 are triable only by special courts established for this purpose in accordance with section 153 of EA, 03.

Section 152 of the EA, 03 permits one time compounding of an offence of theft of electricity by an officer authorized for this purpose by the State Govt. The Govt. of Punjab has since notified the Authorized Officers to compound an offence as well as compounding rates to be charged in its Notification No. 1/27/05 EB (PR) 2004 dated 22nd March, 2006. Section 152 (3) of EA, 03 further provides that compounding of an offence shall be deemed to amount to an acquittal within the meaning of Section 300 of the Code Criminal Procedure, 1973.

In order to provide an inexpensive, expeditious and efficacious mechanism to resolve the differences and disputes between PSPCL and consumers, Consumer Complaint Handling Procedure (CCHP) has been approved by PSERC vide its notification no. PSERC/Secy / Regu./88 dated 4/10/13, circulated by PSPCL vide commercial circular no. 47/2013 dated 30/10/13. 1st amendment to CCHP was issued vide its notification no. PSERC/Secy / Regu./107 dated 16/9/15, circulated by PSPCL vide commercial circular no. 41/2015 dated 9/10/15. This procedure establishes Dispute Settlement Committees (DSC's) at Zonal/ Circle/Divisional level (ZDSC, CDSC and DDSC) for redressal of consumer grievances. -

This Guide highlights the important features and relevant details of the Consumer Complaint Handling Procedure and Govt. Notifications issued with a view to operationalizing the interface of electricity entities set up under EA, 2003 with the consumer. PSERC orders, commercial circulars of PSPCL as well as notifications issued by GOP are /will be available on their web-site.

PUNJAB STATE POWER CORPORATION LIMITED



For details refer Right to Redress Mechanism At page 5 &6

RIGHT TO REDRESS: Mechanism

Mechanism for Redressal of Consumer Grievances under the Electricity Act 2003 in the State of Punjab effective from 4 October, 2013

Under what category does your case fall?	Who to approach
<p style="text-align: center;">Complaints of General Nature Non-Monetary Complaints</p> <p>Such as delay in release of service connection, delay in issue of first bill/ subsequent bills, defect(s) in meter/metering equipment(s), delay in replacement of defective/ dead stop meters, non-restoration of supply in case of interruption or outage/breakdown or disconnection and other miscellaneous defaults.</p>	<p style="text-align: center;">AE/ AEE incharge of the Sub-Division.</p> <p>In case the complainant is not satisfied with the response or there is no response, the complainant will have the right to approach the Divisional Dispute Settlement Committee.</p>
<p style="text-align: center;">Monetary Complaints</p> <p>Complaints involving following monetary disputes due to</p> <ul style="list-style-type: none"> - wrong billing - application of wrong tariff - difference in application/calculation of service connection charges /general charges, - difference in security against consumption, - defective metering and/or CT/PT errors, - levy of voltage surcharge, - supplementary billing or any other charges except those arising on matters pertaining to Open Access granted under EA-2003 and Sections 126, 127, 135 to 140, 142, 143, 146, 152 & 161 of the Act, <p>This list is not exhaustive and CCHP 2013 may be seen.</p>	<p style="text-align: center;">Divisional Dispute Settlement Committee (DDSC)</p> <p>Complaints involving disputed amount upto Rs 1 lacs in each case.</p>
	<p style="text-align: center;">Circle Dispute Settlement Committee (CDSC)</p> <p>Complaints involving disputed amount exceeding Rs.1 lac and upto Rs. 4 Lacs.in each case.</p>
	<p style="text-align: center;">Zonal Dispute Settlement Committee (ZDSC)</p> <p>Complaints involving disputed amount exceeding Rs 4 Lacs in each case.</p>
<p style="text-align: center;">Consumer Grievance Redressal Forum</p> <p>Consumer can approach forum directly within two year of the date of cause of action for complaints involving any disputed amount.</p>	

NOTE: Dispute settlement committee and forum will decide the case within 90 days and 60 days respectively of filing of complaint. However, in case grievance is related to non-supply, connection or disconnection of supply, Forum shall pass the order within 30 days of the filing of the grievance.

RIGHT TO REDRESS: Mechanism

FORUM AND OMBUDSMAN							
At second instance	Forum and Ombudsman Regulations Gazette notification dt. Sept 9, 2005 read with sections 42(5) 42(6) and 42(7) of EA 2003						
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Nature of Case</th> <th style="text-align: center;">Where to appeal</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Appellate Remedy</td> <td> Consumer Grievance Redressal Forum Forum stands constituted vide PSEB(now PSPCL) - O/O No 739/BEG dt 22-9-06 </td> </tr> <tr> <td style="text-align: center;">General Complaints</td> <td> Ombudsman, Electricity, Punjab Appointment notified as per PSERC Forum and Ombudsman Regulations dt. Sept 9, 2005. </td> </tr> </tbody> </table>	Nature of Case	Where to appeal	Appellate Remedy	Consumer Grievance Redressal Forum Forum stands constituted vide PSEB(now PSPCL) - O/O No 739/BEG dt 22-9-06	General Complaints	Ombudsman, Electricity, Punjab Appointment notified as per PSERC Forum and Ombudsman Regulations dt. Sept 9, 2005.
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PROCEDURE FOR LODGING COMPLAINTS

- (1)
 - (i) The aggrieved consumer shall submit his complaint to the Nodal Officer of the appropriate Committee, clearly stating ;
 - a) the name and address of the consumer, consumer account number, telephone/mobile number and email address, if any ;
 - b) the name of the distribution licensee's office viz sub-division to which the complaint pertains ;
 - c) brief description of the complaint alongwith copies of the relevant supporting documents, if any ;
 - d) the relief prayed for ;
 - e) that the same complaint is not pending or already decided by any other court, authority, or forum.
 - (ii) The Committee may seek any additional information and details from the complainant.
 - (iii) Before submitting a complaint involving monetary dispute, the consumer shall be required to deposit following amount pending disposal of any dispute between him and the distribution licensee and attach a copy of the receipt with the complaint:
 - a) **Disputed current electricity bill amount (covered under Reg.35 of Supply Code):** payment as per Regulation 35.1 of Supply Code Regulations, as amended from time to time.
 - b) **Cases Other than that covered under (a) above:** 20% of the disputed amount other than the current bill amount.
- (2) Complaints relating to interruption/failure of power supply shall be lodged by the consumers at the respective designated complaint centres of the distribution licensee either in person or over the telephone. The same will be entered in a data base to be maintained at the complaint centres by an authorized official of the distribution licensee who will give the complaint number to the complainant.
- (3) Other complaints of general nature shall be made in writing to the officer incharge of the sub - division in the format placed at page-8.

FORMAT FOR LODGING COMPLAINTS OF GENERAL NATURE

1. Name of the complainant
2. Full address with telephone number, if any
3. Consumer A/c No.
4. Brief description of the complaint

Date :
Place:

Signatures of the complainant

Acknowledgement

1. Complaint Receipt No.
2. Date of receipt
3. By whom received
(Name & Designation)

Signatures of the authorized official of the licens

CASES INVOLVING UNAUTHORIZED USE OF ELECTRICITY

<p>Cases pertaining to Unauthorized Use</p> <p>As per Section 126(6) (b) of Electricity Act, Unauthorised use of electricity means use of electricity.</p> <ol style="list-style-type: none"> i) by any artificial means ; or ii) by a means not authorized by concerned person or authority or Licensee; or iii) through a tampered meter; or iv) for the purpose other than for which the usage of electricity was authorized ; or v) for the premises or areas other than those for which the supply of electricity was authorized 	<p>Assessing Officers</p> <p>Electricity Charges payable on account of unauthorised use of electricity are to be computed by Assessing Officers as per section 126 of EA 2003 notified by GOP as detailed at Page 10.</p> <p>Assessment in case of unauthorised use of electricity shall be made as per procedure laid down in Annexure-8 of Supply Code.</p>	<p>Appellate Authority</p> <p>In case consumer/person aggrieved by the final order made under Section 126 of EA,2003, he can prefer an appeal to an Appellate Authority notified by GOP under section 127 of EA 2003 within thirty days of the said order.</p> <p>Appeal is admitted if half of the assessed amount is deposited u/s 127(2) of EA 2003</p> <p>All decisions of Appellate authority are final as per Section 127(4) of EA 2003.</p>
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Note: U/s 145 of EA 2003, no Civil Court shall have jurisdiction to entertain any suit or proceeding in respect of any matter which an Assessing Officer referred to in S -126 or an Appellate authority referred to in S -127 is empowered by or under this Act to determine.

CASES INVOLVING THEFT OF ELECTRICITY

<p>Cases pertaining to Theft of Electricity</p> <p>As per Section 135 of Electricity Act, Theft of Electricity means person who dishonestly:-</p> <ol style="list-style-type: none"> (a) taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee or supplier as the case may be; or (b) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or (c) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity or as to interfere with the proper or accurate metering of electricity; or (d) uses electricity through a tampered meter; or (e) uses electricity for the purpose other than for which the usage of electricity was authorised. 	<p>Authorised Officers empowered to enter, inspect & search premises or to effect seizure</p> <p>Operation Officers, Enforcement Officers and MMTS' officers notified as Authorized Officers u/s 135(2) of EA 2003 by Govt. of Punjab (Details at page-10).</p> <p>Authorized officers shall assess the charges payable by the consumer/person benefited by theft of electricity as per procedure laid down in Annexure-8 of Supply Code and deliver the assessment order to the consumer within 24 hours of theft of electricity having been established.</p> <p>Supply to a consumer/person is to be disconnected immediately if theft of electricity against him is prima facie established.</p> <p>A written complaint shall be filed by the authorized officer with the police station within 24 hours from the time of disconnection.</p>	<p>Trial and Compounding Special Courts</p> <ul style="list-style-type: none"> • Every Offence punishable u/s 135 to 139 of the EA 2003 shall be triable only by the Special Courts within whose jurisdiction such offences have been committed. • Courts of Additional Session Judge have been set up as Special Courts by the Punjab Govt U/s 153 of EA 2003, for trying such offences including determination of criminal liability u/s 135 and civil liability u/s 154. • U/s 152(3) Of EA 2003, an officer empowered in this behalf may determine and direct payment of a sum of money by way of one time compounding of an offence .Compounding will be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal Procedure 1973. <p>The compounding of an offence shall be allowed only once for any person or consumer.</p> <p>Compounding Rates and Compounding charges at rates notified by GoP.</p> <p>Officers authorized to compound offence and the rates chargeable as per Section 152 (1) of EA 2003, have been notified by the Govt. of Punjab (details at page-11).</p>
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Rights pertaining to Section 42 (8) of the Electricity Act 2003: The provisions of S 42(5), 42(6) and 42(7) of EA 2003 shall be without prejudice to right which the consumer may have apart from the rights conferred upon him by those sub-sections.

RELEVANT GOVERNMENT OF PUNJAB NOTIFICATIONS

1. Assessing Officers under section 126 of EA 2003 and, Appellate Authorities for deciding appeals under section 127 of EA 2003, designated by the Government of Punjab

Category of Consumers	Assessing Officers	Appellate Authority
	Assessing Officers designated under section 126 of The Electricity Act, 2003 notified in GoP Gazette notification 1/ 60/03 -EB (PR)/ 1186 dated 7.1.2005	Appellate Authorities designated in GoP notification 1/13/04- EB (PR) 161 dated 9 -03-2006 for deciding appeals under section 127 of EA 2003 against the order under section 126
1. All HT consumers above 1 MW load	CEs/Distribution of respective Zone	Divisional Commissioners in whose jurisdiction the concerned premises is located
2. All HT consumers upto 1 MW load	SE/Dy. CEs/Distribution of the respective circle.	
3. All LT Industrial consumers	Sr. Executive Engineers/ Addl. SEs /Distribution of the respective division.	Addl. Dy. Commissioners (General) in whose jurisdiction the concerned premises is located.
4. All other LT consumers	Assistant Engineer/ Assistant Executive Engineers/ Executive Engineers of respective Distribution sub-division.	Sub-Divisional Magistrates in whose jurisdiction the concerned premises is located

2. Designation of Authorized Officers u/s 135(2) of EA 2003 in GOP Gazette Notification No 1/13/04-EB(PR)/23 dt 21 Jan 2005.

The following Officers of PSPCL are Authorized Officers u/s 135 (2) of EA, 2003 to enter a consumer premises for checking / inspection within their respective jurisdictions.

Sr. No.	Category of Connection	Authorized Officer
1)	i. All Domestic / Non - Residential Connection / AP, SP and Medium / Large/ Bulk up to 500 KW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
	ii. Large and bulk supply beyond 500 KW and railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction)
2)	Medium supply/large supply and bulk supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen (within his jurisdiction)

RELEVANT GOVERNMENT OF PUNJAB NOTIFICATIONS

4. Officers authorized to compound an offence and rates chargeable have been notified in Govt. of Punjab Notification No.1/27/05 EB(PR)/204 dt 22 March 2006 are as follows :-

(i) Officers authorized to compound offence :

S. No.	Category of Service	Officers Authorized for Compounding
1)	a) All LT & HT Domestic, Bulk Supply, Industrial Small Power , Agricultural and NRS Connections	Superintending Engineer/Distribution of the respective Zone
2)	All MS & LS Industrial Connections	Chief Engineer/Distribution of the respective zone.

(ii) Rates of compounding an offence :

Sr.No.	Category of Service	Rate for compounding to be collected
1)	INDUSTRIAL (a) Small Power (b) Medium Supply (c) Large Supply (i) General (ii) Power Intensive	Rs.10,000/- per KW of sanctioned load Rs.10,000/- per KW of sanctioned load Rs.10,000/- per KW of sanctioned load or Rs.10,000/- per KVA of Contract Demand whichever is higher
2)	Commercial	Rs.5,000/- per KW of sanctioned load
3)	Agriculture Supply	Rs.2,000/- per BHP of sanctioned load
4)	Other Services Domestic & Bulk Supply	Rs.3,000/- per KW of sanctioned load

OMBUDSMAN AND FORUM

Ombudsman Electricity:	66 KV Grid Sub Station, Plot A-2, Industrial Area, Phase-1, SAS Nagar Mohali (Pb.) Ph. 0172-2274576
Secretary cum- A.O. Office of Ombudsman	Shri SC Singla M-96461-19576 0172-2270234
Chairman Consumer Grievance Redressal Forum Shakti Sadan, PSPCL, Patiala	White House, Rajpura Road, PSPCL, Patiala Ph-0175-2215908
Secretary	M-96461-22972

Dispute settlement Committees (Zonal, Circle and Divisional)

North Zone Dispute Settlement Committee

Chairman	CE/Op. North, PSPCL, Jalandhar 0181-2222286,2225782 96461-16900, Fax-181-2235108						
Nodal Officer	Dy. CE/Hq-cum-Admn. O/O CE/Op (North), PSPCL, Jalandhar (O) 0181-2225752 96461-06022, Fax-2235108						
	Jalandhar CDSC	East Comm. Div, Jal DDSC	Model Town Comm. Divn. DDSC	Phagwara DDSC			
Chairman	SE/Op, PSPCL, Jalandhar 0181-2225847 96461-16004 Fax 2225615	Addl. SE/Op (East) Div. PSPCL Jalandhar 0181-2211552 96461-16011	Sr.Xen. Model Town Divn. Jalandhar 0181-2463860 96461-16012	Sr.Xen. Phagwara Divn. Phagwara 01824-271370 96461-16015			
Nodal Officer	Sr.Xen, Op Circle, PSPCL, Jalandhar 0181-2235615 96461-16010	Divn. Supdt. East Divn ,PSPCL Jalandhar 0181-2611552	Divl. Supdt. Model Town, Divn. Jalandhar 0181-2463860	Divnl. Supdt. Phagwara 01824-271370			
	Kapurthala CDSC	Kapurthala city DDSC	Kapurthala Suburban DDSC	Nakodar City DDSC	Nakodar Suburban DDSC	Kartarpur DDSC	
Chairman	Dy.C.E.(DS), Circle Kpt. 01822-233772 96461-16005 Fax 01822-232625	Addl. SE/Ds/City Divi. Kapurthala 01822-232495 96461-16017	Sr.Xen/DS(s) Divn. Kapurthala 01822-232491 96461-16018	Addl.S.E./DS, City Divn. Nakodar 01821-220046 96461-16019	Sr.Xen/DS(S) Divn. Nakodar 01821-220246 96461-16020	Sr.Xen/DS, kartarpur 0181-2782198 96461-16021	
Nodal Officer	Sr.Xen/Tech o/o Dy.C.E./DS, Kapurthala 01822-232625 M-96461-19674	Addl. SE/Ds/City Divi. Kapurthala 01822-232495	Divnl. Supdt. (S) Divi. Kapurthala 01822-232491	Divnl. Supdt. city Divn. Nakodar 01821-220246	Divisional Supdt. (S) Divn. Nakodar 01821-220246	Divisional Supdt. Kartarpur Divn. 0181-2782198	
	Nawanshahar CDSC	Nawanshahar DDSC	Banga DDSC	Garhshanker DDSC	Goraya, DDSC		
Chairman	Dy.CE/Op.Nawanshahar 01823-222038 Fax: 01823-227835 96461-16007	Addl. SE/Op. Divn. Nawanshahar 01823-220490 96461-16030	Addl. SE/Op. Divn. Banga 01823-260040 96461-16031	Sr.Xen/Op.Divn. Garshanker 01884-282398 96461-16032	Addl. SE/Op.Divn. Goraya 01826-263007 96461-16033		
Nodal Officer	Addl. SE/Op. Divn. Nawanshahar 01823-220490	Divnl. Supdt. Op. Divn. Nawanshahar 01883-220490	Divnl. Supdt /Op. Divn. Banga 01823-260040	Divnl. Supdt /Op.Divn. Garshanker 01884-282398	Divnl. Supdt /Op.Divn. Goraya 01826-263007		
	Hoshiarpur CDSC	Hoshiarpur City DDSC	Hoshiarpur S/U DDSC	Dasuya, DDSC	Mukerian DDSC	Bhogpur DDSC	Mahilpur DDSC
Chairman	Dy.CE. Op. Circle, Hoshiarpur 01882-250327 96461-16006	Sr.Xen, City Divn., H/pur 01882-250328 96461-16023	Sr.Xen. S/U Divn., H/pur 01882-250332 96461-16024	Sr.Xen, PSPCL, Dasuya 01883-285037 96461-16025	Addl. SE ,Mukerian 01883-263007 96461-16026	Sr.Xen, Bhogpur 0181-2722079 96461-16027	Sr.Xen, Mahilpur 01884-245272 96461-16028
Nodal Officer	Addl. SE/Tech. Op. Circle, H/Pur 01882-252933 96461-16022	Divnl. Supdt. City Divn. H/pur 01882-250328	Divnl. Supdt. S/U Divn. H/pur 01882-250332	Divnl. Supdt. Divn. Dasuya 01883-285037	Divnl. Supdt. Mukerian Divn. 01883-244183	Divnl. Supdt. Bhogpur Divn. 0181-2722079	Divnl. Supdt. Mahilpur Divn. 01884-45272

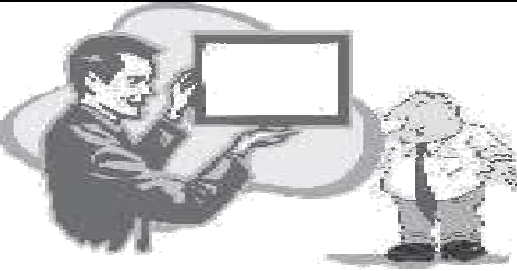
South Zone Dispute Settlement Committee

Chairman	EIC Op. South, Shakti Vihar, PSPCL, Patiala 96461-01200, 0175-2215160 0175-2211424 Fax						
Nodal Officer	SE/HQ/Admn., Op. South, Shakti Vihar, PSPCL, Patiala 96461-01218, 0175-2301543 0175-2211424 fax						
	Patiala CDSC	Patiala East DDSC	Patiala West DDSC	Patiala S/U. DDSC	Rajpura, DDSC	Nabha, DDSC	Samana, DDSC
Chairman	Dy.CE/Op. Circle, PTA PSPCL, Patiala 96461-01201 Fax. 0175-2214937	Addl. SE/Op. Divn. East, PSPCL, Patiala 96461-11070 0175-2214941	Addl. SE/Op. Divn. West, PSPCL, Patiala 96461-11109 0175-2214943	Addl. SE/Op. Divn. S/U, PSPCL, Patiala 96461-10011 0175-2214939	Addl. SE/Op. Divn. PSPCL, Rajpura 96461-10015 01762-224201	Addl. SE/Op. Divn. PSPCL, Nabha 96461-10012 01765-220611	Addl. SE/Op. Divn. PSPCL, Samana 96461-10013 01764-220458
Nodal Officer	Addl. SE/Tech, Op. Circle, PSPCL, Patiala 96461-10963	Divnl. Supdt. East Divn. Patiala 0175-2214941	Divnl. Supdt. West Divn. Patiala 0175-2214943	Divnl. Supdt. S/U, Divn. Patiala 0175-2214939	Divnl. Supdt. Op. Divn., Divn. Rajpura 01762-224201	Divnl. Supdt. Op., Divn. Nabha 01765-220611	Divnl. Supdt. Op., Divn. Samana 01764-220458
	Sangrur CDSC	Sangrur, DDSC	City Sunam, DDSC	S/U, lehra gagga, DDSC	Patran DDSC	Dirba DDSC	
Chairman	Dy.CE/Op. Circle. PSPCL, Sangrur 96461-01204 Fax. 01672-231537	Addl. SE/Op. Divn. PSPCL, Sangrur 96461-10018 01672-234131	Addl. SE/Op. Divn. PSPCL, City Sunam 96461-11119 01676-220229	Addl. SE/S/U, Op. Divn. PSPCL, Sunam 96461-10020 01676-222274	Sr XEN, OP Div, Patran 96461-11084 01764-242632	Addl. SE/ Op. Divn Dirba 96461-10021 01676-243245	
Nodal Officer	Sr. Xen, Tech. Op. Circle, PSPCL, Sangrur 96461-10017	Divinl. Supdt. Op. Divn. Sangrur 01672-234131	Divinl. Supdt. Op. City Divn. Sunam 01676-220229	Divinl. Supdt. Op. Divn. S/U, Sunam 01676-222274	Divnl Supdt Op Div Patran 01764-242632	Divinl. Supdt. Op. Divn. Dirba 01676-243245	
	Ropar, CDSC	Ropar, DDSC	Samrala, DDSC	Kharar, DDSC	Anandpur Sahib DDSC		
Chairman	SE, Op. Circle, PSPCL, Ropar 96461-10005 01881-223009	Addl. SE, Op. Divn. PSPCL, Ropar 96461-10027 01881-222259	Addl. SE, Op. Divn. PSPCL, Samrala 96461-10030 01628-266155	Addl. SE/Op. Divn. PSPCL, Kharar 96461-10028 0160-2280360	Addl. SE, Op. Divn. PSPCL, Anandpur Sahib 96461-11079 01887-232058		
Nodal Officer	Sr. Xen/Tech. Op. Circle, Mohali 96461-10026	Divnl. Supdt. Op. Divn. Ropar 01881-222259	Divnl. Supdt. Op. Divn. Samrala 01628-266155	Divnl. Supdt. Op. Divn. Kharar 0160-2280360	Divnl. Supdt. Op. Divn. Anandpur Sahib 01887-232058		
	Mohali CDSC	Spl. Mohali DDSC	Zirakpur DDSC	Lalru DDSC	Consumer Services		
Chairman	Dy.CE, Op. Circle, PSPCL, Mohali 96461-10006 Fax. 0172-2237990	Addl. SE/Op, Divn. Mohali 96461-10032 0172-2225885	Addl. SE/Op. Divn., Zirakpur 96461-10033 01762-295229	Addl. SE/Op., PSPCL, Lalru 96461-10034 0171-275910			
Nodal Officer	Sr. Xen/Tech. Op. Circle, Mohali 96461-10026	Divnl. Supdt., Op. Divn., Spl. Mohali 0172-2225885	Divnl. Supdt. Op. Divn. Zirakpur 01762-295229	Divnl. Supdt. Op. Divn. Lalru 0171-275910			
	Barnala CDSC	Dhuri, DDSC	Malerkotla DDSC	City Barnala DDSC	S/U Barnala, DDSC		
Chairman	Dy. CE, Op. Circle Barnala 96461-21699 01679-239788	Addl. SE/Op. Divn. Dhuri 96461-10022 01675-223012	ASE Op Div. Malerkotla, 96461-11133 01675-253281	Addl. SE/Op. Divn. City Barnala 96461-10024 01679-230554	Addl. SE/Op. S/U. Divn. Barnala 96461-10025 01679-232745		
Nodal Officer	Sr. Xen/Tech. Op. Circle, PSPCL Barnala 01679-239788	Divinl. Supdt. Op. Divn. Dhuri 01675-223012	Divn Supdt. Op Div Malerkotla 01675-253281	Divinl. Supdt. Op. Divn. City Barnala 01679-230554	Divinl. Supdt. Op. Divn. S/U. Barnala 01679-232745		

West Zone Dispute Settlement Committee

Chairman	CE/OP.(West Zone) PSPCL, Bathinda 96461-14502, 0164-2270011 Fax 0164-2273495						
Nodal Officer	SE,HQ-cum-Admn., West Zone, PSPCL, Bathinda 96461-14503, 0164-2270667						
	Muktsar, CDSC	Muktsar DDSC	Malout, DDSC	Abohar DDSC	Fazilka, DDSC	Badal, DDSC	Gidderbaha, DDSC
Chairman	Dy.CE, Op. Circle, PSPCL, Muktsar 96461-14507 01633-261467 (Fax)	Sr. Xen, Op.Divn. PSPCL, Muktsar 96461-14529 01633-262383	Sr. Xen, Op.Divn. PSPCL, Malour 96461-14530 01637-262406	Sr. Xen, Op.Divn. PSPCL, Abohar 96461-14531 01634-220946	Sr.Xen, Op.Divn. PSPCL, Fazilka 96461-14533 01638-263408	Sr. Xen, Op.Divn. PSPCL, Badal 96461-14534 01637-244486	Sr. Xen, Op.Divn. PSPCL,Gidderbaha 96461-15550 01637-230113
Nodal Officer	Sr.Xen, Tech, DS Circle, PSPCL, Muktsar 96461-14528	Divinl. Supdt. Op. Divn. PSPCL, Muktsar 01633-262383	Divinl. Supdt. Op. Divn. PSPCL, Malour 01637-262406	Divinl. Supdt. Op. Divn. PSPCL, Abohar 01634-220946	Divinl. Supdt. Op. Divn. PSPCL, Fazilka 01638-263408	Divinl. Supdt. Op. Divn. PSPCL, Badal 01637-244486	Divinl. Supdt. Op. Divn. PSPCL, Gidderbahar 01637-230113
	Ferozepur CDSC	Ferozepur City DDSC	Ferozepur S/U, DDSC	Zira DDSC	Jallalabad, DDSC	RIGHT CONSUMER RIGHTS-UN	
Chairman	SE, Op./ Circle, PSPCL Ferozepur 96461-14506 01632-242282 (Fax)	Sr.Xen./ Op. City Divn. Ferozepur 96461-14524 01632-246153	Sr.Xen, Op. S/U Divn. Ferozepur 96461-14525 01632-246148	Sr.Xen, Op. Divn. Zira 96461-14526 01682-250302	Sr.Xen, Op. Divn. Jallalabad 96461-14527 01638-250990	Right to satisfaction of Basic Needs Right to Safety Right to be Informed Right to Choose Right to be heard Right to Redress Right to Consumer Right to Healthy & Sustainable Environment	
Nodal Officer	Sr.Xen, Tech. Op. Circle, PSPCL, Ferozepur 96461-14523	Divnl. Supdt. City Divn. Ferozepur 01632-246153	Divnl. Supdt. S/U, Divn. Ferozepur 01632-246148	Divnl. Supdt. .Op. Divn. Zira 01682-250302	Divnl. Supdt. Divn. Jallalabad 01638-250990		
	Faridkot DDSC	Faridkot DDSC	Kotkapura DDSC	Moga City DDSC	Moga S/U DDSC	Bagha Purana, DDSC	
	SE, Op. Circle, PSPCL, Faridkot 96461-14505 01639-251023 (fax)	Sr.Xen, Op. Divn. PSPCL, Faridkot 96461-14518 01639-250253	Sr.Xen, Op. Divn. PSPCL, Kotkapura 96461-14519 01633-220231	Sr.Xen, Op. Divn. City PSPCL, MOGA 96461-14520 01636-222337	Sr.Xen, Op. Divn. PSPCL,S/U Moga 96461-14521 01636-222359	Sr.Xen, Op. Divn. PSPCL, Bagha Puran 96461-14522 01636-240216	
	Sr.Xen, Tech. Op. Circle, PSPCL, Faridkot 96461-14517	Divnl. Supdt. Op. Divn. PSPCL, Faridkot 01639-250253	Divnl. Supdt. Op. Divn. PSPCL ,Kotkapura 01633-220231	Divnl. Supdt. Op. Divn., City PSPCL, Moga 01636-222337	Divnl. Supdt. Op. Divn. S/U, PSPCL, Moga 01636-222359	Divnl. Supdt. Op. Divn. PSPCL, Bagha Purana 01636-240216	
	Bathidna, CDSC	Bathidna, DDSC	Rampura, DDSC	Bhagta, DDSC	Maur DDSC	Mansa, DDSC	Budhlada DDSC
Chairman	Dy.CE, Op. Circle, PSPCL, Bathinda 96461-14504 0164-2274474	Addl.SE., Op. Divn. PSPCL, Bathinda 96461-14511 0164-2270915	Addl. SE., Op. Divn. PSPCL, Rampura 96461-14512 01651-227600	Addl.SE., Op.Divn. PSPCL, Bhagta 96461-14516 01651--258942	Addl.SE., Op.Divn. PSPCL, Maur 96461-14515 01655-230159	Addl.SE., Op. Divn. PSPCL, Mansa 96461-14514 01652-232035	Addl.SE., Op. Divn. PSPCL, Budhlada 96461-14513 01652-253992
Nodal Officer	Sr.Xen, Tech. Op. Circle, Bathinda 96461-14509	Divnl. Supdt. Op. Divn. PSPCL, Bathinda 0164-2270915	Divnl. Supdt. Op. Divn. Rampura 01651-227600	Divnl. Supdt. Op. Divn., Bhagta 01651-258942	Divnl. Supdt. Op. Divn. Maur 01655-230159	Divnl. Supdt. Op. Divn. Mansa 01652-232035	Divnl. Supdt. Op. Divn. Budhlada 01652-253992

Border Zone Dispute Settlement Committee

Chairman	CE, Op., PSPCL, Ajnala Road, Opposite Air Force Office, Amritsar 0183-2222065, 96461-13001 Fax: 2562602							
Nodal Officer	SE HQ-cum-Admn., PSPCL, Border Zone, Amritsar 0183-2212425, 96461-13003							
	Amritsar, City, CDSC	Indl. Comm. Divn. Amritsar, DDSC	Civil Lines, Comm. Divn., Amritsar, DDSC					
Chairman	Dy.CE, Op., City Circle, Hall Gate, ASR 0183-2545882 96461-13004	Addl.SE, Op., Indl. Divn., Hall Gate, ASR. 0183-2557009 96461-13010	Sr.Xen, Op. Civil Lines Divn., Hall Gate, Amritsar 0183-2548156 96461-14499					
Nodal Officer	AEE, Tech., City Circle, Hall Gate, Amritsar 0183-2545882 96461-13050	Divnl. Supdt. Indl. Divn. Hall Gate, ASR 0183-2557009	Divnl. Supdt. Civil Lines Divn., Hall Gate, Amritsar 0183-2548156					
	Amritsar S/U, CDSC	East Divn. Amritsar, DDSC	West Divn. Amritsar, DDSC	S/U, Divn., Amritsar, DDSC	Ajnala Divn., DDSC	Jandiala Divn. DDSC		
Chairman	SE, Op, S/U Circle, 4- Maqbool Road, Amritsar 0183-2504669 96461-13005	Addl.SE, Op., East Division, Batala Road 0183-2263382 96461-13009	Sr.Xen, Op. West Division, Opp .OCM, Chheharta 0183-2258718 96461-13019	Divnl. Supdt, S/U Divn. 135,Hukam Singh Road, Amritsar 0183-2272337 96461-13017	Sr.Xen. Op. PSPCL, Ajnala Divn. Ajnala 01858-221052 96461-13018	Sr.Xen. Op. PSPCL, Jandiala Divn. GT Road, Jandiala 0183-2432167 96461-13020		
Nodal Officer	Xen/Tech, S/U circle 4-Maqbool Road, ASR 0183-2508556 96461-13038 0183-2504669	Divnl Supdt, East Division, Batala Road, Amritsar 0183-2263382	Divnl. Supdt. West Divn. Opposite OCM, Chheharta 0183-2258718 98722-62838	Divnl. Supdt, S/U Divn. 135, Hukam Singh Road, Amritsar 0183-2272337	Divnl Supdt ,Ajnala, Divn. PSPCL, Ajnala 01858-221052	Divnl Supdt ,PSPCL, Jandiala Divn. GT Road, Jandiala 0183-2432167		
	Gurdaspur, CDSC	City Divn. Batala, DDSC	S/U Divn. Batala, DDSC	Dhariwal Divn. DDSC	Gurdaspur Divn. DDSC	City Pathankot, Divn. DDSC	S/U Pathankot, DDSC	Quadian DDSC
Chairman	SE,OP., Old Jail Road, Gurdaspur 01874-245464 96461-13007	Sr.Xen. Op. Divn. City, PSPCL, Batala 01871-242106 96461-13033	Sr.Xen. Op. Divn. S/U, PSPCL, Batala 01871-241220 96461-13034	Sr.Xen. Op. Divn. PSPCL, Dhariwal 01874-275194 96461-13031	Addl.SE, Op. Divn. PSPCL, Gurdaspur 01874-245468 96461-13028	Addl.SE, Op. Divn. City, Pathankot 0186-2220212 96461-13029	Sr.Xen. Op. Divn. S/U, Pathankot 0186-2221548 96461-13030	Sr XEN OP Div Quadian 01872-223147 96461-14987
Nodal Officer	Xen. Tech. Old Jail Road, Gurdaspur 01874-245464 96461-13027	Divnl. Supdt. City Divn. Batala 01871-242106	Divnl. Supdt. S/U Divn. Batala 01871-241220	Divnl. Supdt. PSPCL, Divn. Dhariwal 01874-275194	Divnl. Supdt Gurdaspur 01874-245468	Divnl. Supdt. City Divn., Pathankot 0186-2220212	Divnl. Supdt. S/U Divn. Pathankot 0186-2221548	Div Supdt Op Div Quadian 01872-223147
	Taran-Taran, CDSC	Rayya Divn. Beas, DDSC	City Divn. Tarn Taran, DDSC	S/U Divn. Tarn Taran, DDSC	Patti Divn. DDSC	Bhikhiwind Divn. DDSC		
Chairman	Dy.CE, Op. Circle, Taran Taran 01852-225844 96461-13006	Addl.SE,Rayya Divn., PSPCL, Beas 01851-214200 96461-13025	Addl.SE, City Divn., PSPCL, Tarn Taran 01852-222977 96461-13022	Sr.Xen. S/U Divn. PSPCL, Tarn Taran 01852-222548 96461-13023	Sr.Xen. Op. Divn. PSPCL, Patti 01852-244956 96461-13024	Sr.Xen. Op. Divn. PSPCL, Bhikhiwind 01851-272146 96461-13026		
Nodal Officer	Xen. Tech. Circle, Taran Taran. 01852-222403 96461-13021	Divnl. Supdt. Rayya Divn. Beas 01851-214200	Divnl. Supdt. City Divn. Tarn Taran 01852-222977	Divnl. Supdt. S/U, Divn. Tarn Taran 01852-222548	Divnl. Supdt. PSPCL, Patti 01852-244956	Divnl. Supdt. PSPCL, Bhikhiwind 01851-272146		

Central Zone Dispute Settlement Committee

Chairman	CE, Op. ,PSPCL, Central Zone, Ludhiana 96461-11501, 0161-2455001 0161-2451491(Fax)					
Nodal Officer	Dy.CE/HQ, Central Zone, PSPCL, Ludhiana 96461-01113, 0161-2455576					
	West Circle, LDH CDSC	Janta Nagar, DDSC	Estate Divn. DDSC	Model Town, DDSC	City West, DDSC	Agar Nagar, DDSC
Chairman	SE, Op. West Circle, PSPCL, Ludhiana 96461-01163 0161-2455000	Sr.Xen. Op. Janta Nagar Spl. Divn., Ludhiana 96461-11526 0161-2490974	Addl.SE, Op. Estate Spl. Divn., PSPCL, Ludhiana 96461-14441 0161-2511233	Sr.Xen. Op. Spl. Divn., Model Town, Ludhiana 96461-11620 0161-2450926	Sr.Xen. Op City West Spl. Divn., PSPCL, Ludhiana 96461-11528 0161-2448349	Sr.Xen. Op. Spl. Divn., Agar Nagar, Ludhiana 96461-11525 0161-2454046
Nodal Officer	Sr.Xen. W&I, West Circle, PSPCL, Ludhiana 96461-11523 0161-2457274	Divnl. Supdt. Janta Nagar Spl. Divn. PSPCL, Ludhiana 0161-2490974	Divnl. Supdt. Estate Spl. Divn. PSPCL, Ludhiana 0161-2511233	Divn. Supdt. Spl. Divn. PSPCL, Model Town, Ludhiana 0161-2450926	Divnl. Supdt. Spl. Divn City West., PSPCL, Ludhiana 0161-2448349	Divnl. Supdt. Spl. Divn. PSPCL, Agar Nagar, Ludhiana 0161-2454046
	S/U Circle, LDH CDSC	Lalton Kalan, DDSC	Jagraon DDSC	Adda Dakha, DDSC	Raikot DDSC	Ahmedgarh DDSC
Chairman	Dy.CE S/U, Circle, LDH 96461-24689 0161-2455453 Fax: 0161-2456203	Addl. SE, Op. S/U Divn. PSPCL, Lalton Kalan 96461-11518 0161-2806062	Sr.Xen. Op. Divn., PSPCL, Jagraon 96461-11519 01624-223261	Sr.Xen. Op. Divn., PSPCL, Adda Dakha 96461-14096 0161-2878159	Sr.Xen. Op. Divn., PSPCL, Raikot 96461-11521 01624-264652	Sr.Xen. Op. Divn., Ahmedgarh 96461-14099 01675-240493
Nodal Officer	Sr.Xen. Tech. Op. S/U Circle, Ludhiana 96461-14094 0161-2456203	Divnl. Supdt. Op. S/U Divn. Lalton Kalan 0161-2806062	Divnl. Supdt. Op. Divn. PSPCL, Jagraon, 01624-223261	Divnl. Supdt. Op. Divn. PSPCL, Adda Dakha 0161-2878159	Divnl. Supdt. Op. Divn. PSPCL, Raikot 01624-264652	Divnl. Supdt. Op. Divn. PSPCL, Ahmedgarh 01675-240493
	City East LDH, CDSC	City Central LDH, DDSC	CMC . LDH,DDSC	Focal Point, LDH, DDSC	Sunder Nagar, Ldh, DDSC	
Chairman	Dy.CE. Op. City East Circle, Ludhiana 96461-01333 Fax: 0161-2450369	Sr. Xen. Op. City Central, PSPCL, Ludhiana 96461-11532 0161-2744403	Sr. Xen. Op. CMC, PSPCL, Ludhiana 96461-11530 0161-2220443	Sr. Xen. Op. Focal Point, PSPCL, Ludhiana 96461-11533 0161-2673982	Sr. Xen. Op. Sunder Nagar, PSPCL, Ludhiana 96461-11531 0161-2630080	
Nodal Officer	Sr.Xen. Tech. City East Circle, Ludhiana 96461-11529 0161-2450689	Divnl. Supdt. City Central Divn. PSPCL, Ludhiana 0161-2744403	Divnl. Supdt. CMC Divn. PSPCL, Ludhiana 0161-2220443	Divnl. Supdt. Focal Point. Divn. PSPCL Ludhiana 0161-2673982	Divnl. Supdt. Sunder Nagar. Divn. PSPCL Ludhiana 0161-2630080	
	Khanna, CDSC	Gobindgarh, DDSC	Sirhind, DDSC	Khanna, DDSC	Amloh, DDSC	Doraha, DDSC
Chairman	Dy. CE, Op. Circle, PSPCL, Khanna 96461-11505 01628-226098	Addl. SE, Op. Divn. PSPCL, Gobindgarh 96461-11512 01765-255088	Sr. Xen. Op. Divn. PSPCL, Sirhind 96461-11515 01763-229288	Sr. Xen. Op. Divn. PSPCL Khanna 96461-11514 01628-225471	Sr. Xen. Op. Divn. PSPCL, Amloh 96461-11516 01765-230289	Sr. Xen. Op. Divn. PSPCL, Doraha 96461-13786 01621-257056
Nodal Officer	Sr. Xen. Tech. Op. Circle, Khanna 96461-13230 01628-225029	Divnl. Supdt. Op. Divn., Gobindgarh 01765-255088	Divnl. Supdt. Op. Divn., Sirhind 01763-229288	Divnl. Supdt. Op. Divn., Khanna 01628-225471	Divnl. Supdt. Op. Divn., Amloh 01765-230289	Divnl. Supdt. Op. Divn., Doraha 01621-257056

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