

PUBLICATION OF INFORMATION (UPDATED AS ON 28.02.2017 IN RESPECT OF THE OFFICE / COURT OF OMBUDSMAN, ELECTRICITY PUNJAB, S.A.S. NAGAR (MOHALI), UNDER SECTION 4 (b) OF RTI ACT-2005.

Manual- (i): The particulars of the organization, its functions and duties.

Particulars:

The office / court of the Ombudsman, Electricity Punjab came into existence vide notification No. PSERC / JSF – 29 / 4523 dated 30.8.2006 issued by Punjab State Electricity Regulatory Commission in compliance of Sub Section (6) of Section-42 of the Electricity Act,2003 read with PSERC (Forum & Ombudsman)-Regulations-2005. The office / court of Ombudsman has been enacted to carry out the functions entrusted to him under the provisions of Electricity Act- 2003 and PSERC (Forum & Ombudsman) Regulations-2005 read with PSERC (Forum & Ombudsman) Regulations-2016 for the settlement and redressal of the grievances of electricity consumers in accordance with the Consumer Complaint Handling Procedure as approved by the Commission which do not cover the cases involving theft of energy or its unauthorized use.

Presently, the office / court of Ombudsman, Electricity Punjab is situated at: 66 KV Grid Sub Station, Plot No: A-2, Industrial Area Phase-1, S.A.S. NAGAR (Mohali) Pin-160055 having its contact numbers : 0172-2270234, 0172-2270235, Phone / Fax No: 0172-2274576.

Powers & Duties:

The Ombudsman shall consider the representation of the consumers consistent: with the provisions of the Act, Rules and Regulations made there under or general orders or directions given by the Government or the Commission before settling their grievances. The Ombudsman is having powers / duties as under:

- i) * To receive the representations from complainants aggrieved by any order of the Forum and to decide the issues involved therein in accordance with law.
- * To exercise all Powers as are available to the Forum under these Regulations; and

- * Such other powers as may be entrusted by the Commission from time to time.
- ii) To exercise general powers of superintendence, control and conduct of business of the office.
- iii) To suggest to the Commission on matters pertaining to redressal of grievances of electricity consumers.
- iv) To issue such orders, instructions or directions to the Forum for the performance of its functions under these Regulations, as he may deem fit after hearing the Forum or any other interested party, if any.
- v) To discharge such other functions, as may be assigned to it, by the Commission under the provisions of Electricity Supply Act-2003.

Manual – (ii): Powers and duties of the officers and employees of the organization.

AND

Manual – (iii): The procedure followed in the decision making process, including channels of supervision and accountability.

As on **28.02.2017**, the detail of officers in the office of Ombudsman is as under:-

1.	Ombudsman	= 1
2.	Technical Advisor	= 1
3.	Secretary	= 1

The Ombudsman is the Chairperson and Chief Executive of the Organization and thus is holder of all / full powers for Administrative and Financial control of the organization in accordance with PSERC (Forum & Ombudsman) Regulations-2005.

The Secretary to the office of Ombudsman is Controlling Officer and DDO of the organization. He exercises all such powers and functions as are assigned to him by the Ombudsman from time to time. Presently, the Secretary is performing the following functions / powers delegated to him:-

- **ADMINISTRATIVE POWERS.**

The Secretary shall exercise all Administrative and Financial powers as available to a Controlling Officer (CO) for the superintendence and control of office.

- **FINANCIAL POWERS**

The Secretary shall exercise all powers as vested with other DDOs.

- **POWERS FOR REGISTRATION OF GRIEVANCE PETITIONS:**

The procedure followed for registration and disposal of grievance petitions received in the office of Ombudsman, Electricity Punjab, is as follows:-

1. To receive all complaints / grievance petitions.
2. The grievance petitions will be checked to ascertain, whether the petition is a fit case for registration in accordance with the provisions of regulation 18 (3) (i) to (iii) of PSERC (Forum & Ombudsman) Regulations-2005.
3. The petitions, which are inconsistent with the provisions of regulation 18 (3) will be sent back by Secretary without assigning any registration number. In case, if there is any inconsistency under regulation 18 (3) (ii) being the petition barred by time, the Secretary will register it, if an application for condonation of delay is attached to the petition.
4. No register-able petition shall be rejected or refused by the Secretary at his own level without affording the petitioner an opportunity to be heard by the Ombudsman.
5. After registration of Grievance Petition, the Secretary on behalf of Ombudsman, within 7 days, shall call for records relating to the petition from the concerned Forum as required under regulation 19 (1). Simultaneously Secretary will forward a copy of the grievance petition to the concerned Divisional Officer of the licensee to offer comments / point-wise reply within the prescribed time limit by exercising powers on behalf of Ombudsman under regulation 17 (i) read with regulation 17 (4) and 19 (3).
6. In case of non-receipt of records from the Forum or comments / reply from Licensee, the Secretary may issue reminders or DO letters under his signature to the concerned Authorities / parties.

In case of exceptional delay, the Secretary may issue notice to the concerned Forum / Licensee for fixation of petition for hearing as ex-party and may put up the case to Ombudsman to impose costs on the delinquent officers of the Licensee under the provisions of Regulation 19 (1) (A) of PSERC (Forum & Ombudsman) Regulations-2005 .

7. The Secretary shall fix grievance petition's for hearing in serial-tem to their registration number and convey the petitioners and respondents regarding the date and time of hearing with directions to them to remain present in the court at the given date and time. In case any petition is registered on the directions of any Court of Law for deciding the matter within some stipulated time frame, the Secretary may fix any such petition out of turn to comply with such directions of the Hon'ble Court of law.
- 8 The Secretary is also responsible:
- To assist the Ombudsman to conduct Court proceedings.
 - To record proceedings and place a copy thereof in concerned case files.
 - To authenticate the facts and figures of the concerned case as recorded in the orders passed by the Ombudsman.
 - _ To dispatch certified copies, under his signatures, to the petitioners / defendants or other concerned Authorities of the licensee for implementation of the decisions / orders within a mandatory period of 30 days.

Manual – (iv): The norms set by the Ombudsman for the discharge of its functions

The office / court of Ombudsman, Electricity Punjab is functioning and discharging its duties in accordance with the provisions made by the Commission vide Punjab State Electricity Regulatory Commission (Forum & Ombudsman) Regulations, 2005 and other guidelines issued thereafter from time to time.

Manual – (v): The rules, regulations, instructions, manuals and records, held by the Ombudsman or under its control or used by its employees for discharging its functions.

RULES AND REGULATIONS:-

Sr. No.	Nomenclature	Published by:
1	Sales Regulations – 1999	Punjab State Electricity Board
2	Conditions of Supply-1999	Punjab State Electricity Board
3	Electricity Act – 2003	Central Govt.
4	Compilation of Regulations under Electricity Act-2003	Punjab State Electricity Regulatory Commission
5	Electricity Supply Regulations – 2005	Punjab State Electricity Regulatory Commission

6.	P S E R C (Forum and Ombudsman) Regulations, 2005 & 2016 - With all up-to-date amendments	Punjab State Electricity Regulatory Commission
7	Electricity Supply Code and Related Matters Regulations – 2007	Punjab State Electricity Regulatory Commission
8	Consumer Charter	Punjab State Electricity Regulatory Commission
9.	Conditions of Supply - 2010	Punjab State Electricity Regulatory Commission
10.	Electricity Supply Instructions Manual -2010	Punjab State Power Corpn. Ltd.
11	Tariff Orders for the years: 2002-03 to 2013-14	Punjab State Electricity Regulatory Commission
12.	Commercial Circulars & P R Circulars from 1992 to 2014	Punjab State Electricity Board / Punjab State Power Corpn. Ltd
13	Electricity Supply Code and Related Matters Regulations – 2014	Punjab State Electricity Regulatory Commission

RECORDS: -

The Secretary is the custodian of all records of the petitions filed before the Ombudsman, pleadings of the parties, proceedings held during hearing and orders passed thereon etc. etc.

All reference books such as Civil Service Rules, Main Service Rules, TA Regulations, Medical Attendance Rules, Revised Pay Scale Regulations, Accounting Policies and Manuals, Finance Circulars, Accounting and other Administrative Records are also kept by the Secretary.

Manual – (vi): A statement of the categories of documents that are held by it or under its control

The documents held in the office of the Ombudsman are as under:-

Description of Documents	Officer under whose control, the documents are held
All relevant Rules and Regulations framed by the Punjab Government, PSERC and the erstwhile Punjab State Electricity Board now known as Punjab Power Corporation Ltd; Records of the petitions filed before the Ombudsman, pleadings of the parties / proceedings conducted in the Court and orders passed thereon; All accounting records & service records of employees relating to DDO section AND all administrative records.	Secretary

Manual – (vii): The particulars of any arrangement that exists for consultation with, or representation by the members of the public in relation to the formulation of its policy or administration thereof.

The office / Court of Ombudsman is not authorized to frame any public or administrative policy, therefore, no such arrangement has been framed or is in existence.

Manual – (viii): Statement of the Boards, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those Boards, Councils, Committees and other bodies are open to the public, or the minutes of such meeting are accessible for public.

This manual is not applicable in the case of this office; as such no Board, Council, Committee or other body has been constituted for advice purposes.

Manual – (ix): Directory of officers and employees of the office of Ombudsman.

The directory of the officers and employees working in the office of Ombudsman as on **28.02.2017** is as under: –

(1) NAME & ADDRESS OF OFFICE:

OMBUDSMAN, ELECTRICITY PUNJAB,
66 KV SUB STATION,
PLOT NO: A-2, INDUSTRIAL AREA PHASE-1,
S.A.S. NAGAR (MOHALI) - 160055

TELEPHONE NO: 0172 – 2270234, 0172 – 2270235

PHONE / FAX 0172 – 2274576

MOBILE NO: 9646119577 (Holder: PS to Ombudsman)

Email: oep.mohali@gmail.com

Website: www.pserc.nic.in

Link: Ombudsman Dairy

(2) NAME, DESIGNATION AND ADDRESS OF OFFICERS:

Sr. No.	Name of officer	Designation	Address	Tel Office	Mobile No:
1.	Sh. Mohinder Singh	Ombudsman	H. No: 3055 Sector – 71, Mohali	2270235	9646119574
2.	Er. Pritpal Singh	Tech. Advisor	House No: E-6 / 104, GH 79, Sector 20, Panchkula	2274576	9646108415
3.	Sh. S. C. Singla	Secretary	3092 / 40-D Chandigarh	2270234	9646119576

Manual – (x): The monthly remuneration received by each of its officers and employees including the system of compensation as provided in its Regulations.

The remuneration received by the officers and staff for the month of **February 2017** is given as hereunder:-

Sr. No.	Name of officer / official	Designation	Pay Scale	Amount
1.	Sh. Mohinder Singh	Ombudsman	Consolidated	100000
2.	Er.	Tech. Advisor	Consolidated	60000
3.	Sh. S. C. Singla	Secretary	16650 - 39100 + GP Rs.6850	40000 On contract
4.	Sh. N. S. Nagra	Pvt. Secretary	10900-34800 + GP Rs.5750	35000 On contract
5.	Sh. Harnek Singh	Sr. Asstt.	Consolidated	25000
6.	Sh. Vijay Kumar	SSSG	10900-34800 + GP Rs. 4950	20000 On contract
7.	Sh. Suresh Kumar	AJE	Consolidated	20000
8.	Sh. Sheetla Parsad	Peon	5100-10680 + GP Rs. 1950	At DC rates On contract
9.	Sh. Narinder Singh	Peon	5100-10680 + GP Rs. 1950	At DC rates On contract

10.	Sh. Sunil Kumar	Sweeper	5100-10680 + GP Rs. 1950	At DC rates On contract
11.	Sh. Netar Parsad	Chowkidar	5100-10680 + GP Rs. 1950	At DC rates On contract
12	Sh. Soni Kumar	Peon	5100-10680 + GP Rs. 1950	At DC rates On contract

Manual – (xi): The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made.

There is no organization under the control of Ombudsman, Electricity Punjab and there is no scheme or project associated or floated by it.

The annual budget is prepared by the office of Ombudsman and is approved by the Commission in accordance with the provisions of Regulation 16 (2) of PSERC (Forum & Ombudsman) Regulations-2005. The Ombudsman is vested with full powers to incur expenditure within the approved budget grant. Funds for all expenses, to be made by the office of Ombudsman, are arranged by the Commission in the 1st instance and got reimbursed from the Licensee thereafter. The account of all expenses in the shape of Trial Balance is sent, at the close of every month, to the Licensee for inclusion of expenses in his Balance Sheet.

Manual – (xii): The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.

The office of Ombudsman does not execute any subsidy programmes.

Manual – (xiii): Particulars of recipients of concessions, permits or authorizations granted by it

The office of Ombudsman does not grant concessions, permits or authorizations. It only adjudicates the petitions filed by electricity consumers in accordance with the provisions of Regulation – 18 of PSERC (Forum & Ombudsman) Regulations-2005.

Manual – (xiv): Details in respect of the Information, available to or held by it, reduced in an electronic form.

All orders / awards passed by the Ombudsman are posted on the Commission's website "pserc.nic.in > Ombudsman Dairy". Besides this these are also available with the Secretary in the office.

Manual – (xv): The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

All orders / awards passed by the Ombudsman are posted on the Commission's website "pserc.nic.in > Ombudsman Dairy" from where any of order / award can be downloaded.

Records of the proceedings are open as a matter of right to the inspection of the parties or their authorized representatives at any time either during pendency of the proceedings or after the orders are passed subject to terms fixed by the Ombudsman in regard to time, place and manner of inspection and payment of fee.

All persons are entitled to obtain certified copies of the orders /awards and as well as proceedings recorded during hearing, other documentary evidences brought on record during hearing by both parties or any other papers and parts of the records available in the case file of the office of Ombudsman, subject to his entitlement and payment of requisite fee under RTI Act-2005.

Manual – (xvi): The names, designation and other particulars of the Public Information Officer and Appellate Authority.

The following officers are designated as PIO and Appellate Authority, in terms of the provisions of RTI Act – 2005.

1. PUBLIC INFORMATION OFFICER (PIO)

Sh. S. C. Singla, Secretary,
Office of Ombudsman, Electricity Punjab,
66 KV Grid Sub Station, Plot No: A-2,
Industrial Area Phase-1,
AJITGARH (MOHALI)
Phone: 0172-2270234 Mobile: 9646119576

2. APPELLATE AUTHORITY (AA)

Er., Pritpal Singh
Technical Advisor,
Office of Ombudsman, Electricity Punjab,
66 KV Grid Sub Station, Plot No: A-2,
Industrial Area Phase-1,
AJITGARH (MOHALI)
Phone: 0172-2274576 Mobile: 9646108415

3. Nomenclature of the accounts in which the application fee is to be deposited / credited

Bank Account Details:
Indian Overseas Bank
Sec. 32, Chandigarh.
Account No.: 143001000004228
IFSC code: IOBA0001430

Manual – (xvii): Such other information as may be prescribed.

-Nil-