



PUNJAB STATE POWER CORPORATION LIMITED
(Office of CE/Commercial, Patiala, Ph.No.0175-2214495)
Regd. Office- PSEB Head Office, The Mall, Patiala-147001

To

All EIC/CE/Dy. CE/SE (DS)
under PSPCL

Memo No. 997/1031/DD/SR-12

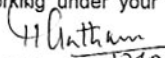
Dated: 13.7.2012

Sub:- Appeal against the decision of the Ombudsman by the PSPCL.

As per PSERC notification no. PSERC/Secy/Regu.19 dated 17/8/2005 circulated vide CC no. 27/2006 dated 6/6/2006, any consumer who is not satisfied with the decision of the Forum for Redressal of Grievances of Consumer can approach the higher authority i.e. Ombudsman. The decision of the Ombudsman is considered as final by the PSPCL, even if sometimes it feels that while taking decision in favour of the consumer Ombudsman has ignored/not considered the relevant facts of the case or has misinterpreted the instructions issued by the PSPCL.

In this regard, Opinion of the legal cell was sought to make it clear whether as per existing provisions of the complaint handling procedure, PSPCL has any option to file appeal before the PSERC/ Court against the decision of the Ombudsman. On this, legal cell opined that there is no provision in Complaint Handling Procedure which allows PSPCL to file appeal before PSERC/Court against the decision of the Ombudsman. However, if PSPCL wants to challenge the orders of Ombudsman in a particular case then a writ petition under extra ordinary writ jurisdiction of High Court can be filed.

It is requested that the above opinion of the legal cell may be brought to the notice of all the officers / subordinates concerned working under your control so that they may act accordingly.


CE/Commercial 17/12
PSPCL, Patiala.

CC

- 1) Director/Commercial, PSPCL, Patiala
- 2) Director/Distribution, PSPCL, Patiala
- 3) Dy. CE/Sales-II, PSPCL, Patiala
- 4) Dy. CE/Billing, PSPCL, Patiala
- 5) All ASE/Sr. Xen under commercial organization, PSPCL, Patiala