

# FAQs

## Q 1. How to register for a New Connection?

Consumer may apply the connection at concerned Sub Divisional Office .

For 100 KW and above consumer can apply on line through Single window portal at PSPCL website.

## Q 2. In what conditions second electric connection can be given to separate dwelling?

Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.

## Q 3. What are the various reasons of meter change?

A Distribution Licensee can change the meter any time to ensure correct meter reading. Reasons of meter change may be any one of the following:

- ♣ Meter is burnt
- ♣ Meter is faulty
- ♣ Meter is damaged
- ♣ No display in the meter
- ♣ Suspected to be tampered

## Q 4. What should I do if I have a Billing complaint?

Consumer can approach at concerned Sub Divisional Office.

## Q 5. What are the timings of Cash Counters at Sub Divisional/Divisional Offices?

Our Cash Collection Counters at all Sub divisional offices are open from 9 a.m. to 3 p.m. from Monday to Friday of every week (except public holidays).

## Q 6. I have not received my Electricity Bill, How can I get my copy?

Consumer can get the Duplicate Bill from the concerned Sub Division . Bill can also be downloaded from PSPCL website.

## Q 7. Where can I send my complaints and suggestions?

You can contact Round the Clock Customer Service Centres Centralised Call Centres (dial 1912).

Or Give suggestions at Consumer grievance column at PSPCL Website.

## Q 8. What is Spot Billing?

The meter reader will visit your place, record the meter reading, and issue the bill using a hand-held computer.

**Q 9. What are the modes for on line payment?**

You can pay by Net Banking, Credit Card or Debit Card, RTGS, PayTm, Various wallets, BBPS.

**Q 10. How can I correct my address and spelling of my name?**

You need to give an application quoting your CA from the latest bill and the supporting documents regarding correction including your photo identity card to the concerned Sub division.

**Q 11. What is the address of PSPCL e-tendering website?**

<https://eproc.punjab.gov.in>

**Q 12. Which tenders can I see on PSPCL e-tendering website and which on normal PSPCL website?**

Tenders valuing above Rs. 5 Lac on e-tendering portal and below that value on normal PSPCL website.

**Q 13. What are the contact details of company persons dealing with e-tendering?**

<https://eproc.punjab.gov.in/nicgep/app?page=FrontEndContactUs&service=page>

**Q 14. Can I download tender specification without logging on to the e-tendering portal?**

Yes.

**Q 15. What are the charges for DSCs and registration on e-tendering portal?**

DSCs are to be arranged by PSPCL officers at HOD level and vendors are to arrange DSC on their own. Registration on e-tendering Portal is free of cost to both PSPCL officers and vendors .

**Q 16. Can I make advance payment against my bill?**

Yes. You can pay the advance payment of bill at below mentioned Link:

<https://billpayment.pspcl.in/pgBillPay.aspx?uc=BillPayAdvance>

**Q 17. Can I make part payment of my current bill?**

Yes, one can do the part payment of the bill at advance payment link on PSPCL's Official website.