

PUBLIC NOTICE

The electricity consumers in the State of Punjab, through this Notice, are informed that they can file their complaints with the Dispute Settlement Committees (DSCs) constituted at Divisional/ Circle/ Zonal level by Punjab State Power Corporation Limited (PSPCL). In case the aggrieved consumer is not satisfied with the decision of the DSCs he /she can file an appeal with the Consumer Grievances Redressal Forum (CGRF). However, the complainant also has the right to approach the Forum directly in respect of matters falling under its jurisdiction. Appeals to the Ombudsman Electricity, Punjab, Mohali can also be filed by the aggrieved consumer against the decision of the CGRF. A procedure for filing appeal to the Ombudsman is available on our website “pserc.nic.in” under sub-head “ombudsman diary” for guidance of the electricity consumers.