

Chapter-5 (Manual-4)

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 implementation thereof.

FORMULATION OF POLICY

5.1. Whether there is any provision to seek consultation participation of public or its representatives for formulation of policies? If there is please provide details of such policy in following format.

SR.No.	Subject / Topic	Is it mandatory to ensure public participation (Yes/No.)	Arrangements for seeking public participation
1.	Dispute Settlement, Review / Appeal against Supplementary Assessment Bills	In order to provide an inexpensive, expeditious & efficacious mechanism to the consumers to resolve the disputes, no. of committees at different levels have been constituted to settle the disputes. Consumers are given an opportunity to represent against the said Assessment, either in person or through his authorized representative to present his case before the Dispute Settlement Committee / Authority	Two or three representatives from the industry as recommended by Director of Industry and Commerce, Govt. of Punjab also participate in the committee meetings.

Chapter-5 (Manual-5)

ਪੰਜਾਬ ਰਾਜ ਬਿਜਲੀ ਬੋਰਡ
(ਦ: ਸ਼ਿਕਾਇਤ ਭਾਗ, ਪਟਿਆਲਾ)

ਵੱਲ,

ਸਾਰੇ ਇੰਜ:ਇੰਨ ਚੀਫ/ਮੁੱਖ ਇੰਜੀਨੀਅਰ,
ਡਿਸਟਰੀਬਿਊਸ਼ਨ ਜੋਨਜ਼,
ਪੰਜਾਬ ਰਾਜ ਬਿਜਲੀ ਬੋਰਡ।

ਮੀਮੋ ਨੰ: 70654/70659/ਜੀਆਰਵੀਸੀ/ਜੀ-10
ਮਿਤੀ : 30-05-2005

ਵਿਸ਼ਾ : ਸਰਕਲ ਪੱਧਰ ਤੇ ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਨ ਕਮੇਟੀ ਗਠਤ ਕਰਨ ਸਬੰਧੀ।

ਮਿਤੀ 25.5.2005 ਨੂੰ ਵੱਖ-ਵੱਖ ਕਿਸਾਨ ਜਥੇਬੰਦੀਆਂ ਵਲੋਂ ਚੇਅਰਮੈਨ ਸਾਹਿਬ ਨਾਲ ਮੀਟਿੰਗ ਕੀਤੀ ਗਈ ਅਤੇ ਆ ਰਹੇ ਝੋਨੇ ਦੇ ਸੀਜ਼ਨ ਵਿੱਚ ਪੇਸ਼ ਆਉਣ ਵਾਲੀਆਂ ਮੁਸ਼ਕਲਾਂ ਦੇ ਨਿਪਟਾਰੇ ਸਬੰਧੀ ਅਤੇ ਖਪਤਕਾਰਾਂ ਨੂੰ ਵਧੀਆ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਨ ਦੀ ਭਾਵਨਾ ਨੂੰ ਮੁੱਖ ਰੱਖਦੇ ਹੋਏ ਵਿਚਾਰ ਵਿਟਾਂਦਰਾ ਕੀਤਾ ਗਿਆ।

ਮਾਨਯੋਗ ਚੇਅਰਮੈਨ ਸਾਹਿਬ ਨੇ ਇਸ ਵਿਸ਼ੇ ਨੂੰ ਵਿਚਾਰਦੇ ਹੋਏ ਇਹ ਫੈਸਲਾ ਕੀਤਾ ਹੈ ਕਿ ਸਰਕਲ ਪੱਧਰ ਤੇ ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਨ ਕਮੇਟੀਆਂ ਦਾ ਗਠਨ ਕੀਤਾ ਜਾਵੇ ਅਤੇ ਇਸ ਵਿੱਚ ਵੱਖ-ਵੱਖ ਕਿਸਾਨ ਜਥੇਬੰਦੀਆਂ ਦੇ 3-4 ਨੁੰਮਾਇਦਿਆਂ ਨੂੰ ਪ੍ਰਤੀ-ਨਿਧਤਾ ਦਿੱਤੀ ਜਾਵੇ। ਇਹ ਕਮੇਟੀ ਮਹੀਨੇ ਵਿੱਚ ਇੱਕ ਮੀਟਿੰਗ ਉਪ ਮੁੱਖ ਇੰਜੀ:/ਨਿਗਰਾਨ ਇੰਜ: ਦੀ ਪ੍ਰਧਾਨਗੀ ਹੇਠ ਸਰਕਲ ਅਧੀਨ ਪੈਦੇਂ ਸਾਰੇ ਵਧੀਕ ਨਿਗਰਾਨ ਇੰਜ:/ਸੀਨੀਅਰ ਕਾਰਜਕਾਰੀ ਇੰਜ: ਨੂੰ ਬੁੱਲਾ ਕੇ ਖਪਤਕਾਰਾਂ ਦੀਆਂ ਪ੍ਰਾਪਤ ਸ਼ਿਕਾਇਤਾਂ ਦਾ ਸੁਚੱਜੇ ਢੰਗ ਨਾਲ ਵਿਸ਼ੇ ਉਤੇ ਲਾਗੂ ਹਦਾਇਤਾਂ ਨੂੰ ਮੁੱਖ ਰੱਖ ਕੇ ਨਿਪਟਾਰਾ ਕਰੇਗੀ ਅਤੇ ਮੀਟਿੰਗ ਵਿੱਚ ਪਹਿਲੀਆਂ ਆਈਆਂ ਸ਼ਿਕਾਇਤਾਂ ਦਾ ਰੀਵਿਓ (Review) ਕੀਤਾ ਜਾਵੇ ਅਤੇ ਇਸ ਸਬੰਧੀ ਪ੍ਰਾਪਤੀ ਅਤੇ ਬਕਾਇਆ ਸ਼ਿਕਾਇਤਾਂ ਦਾ ਵੇਰਵਾ ਸ਼ਿਕਾਇਤ ਭਾਗ ਨੂੰ ਤੁੰਰਤ ਭੇਜਿਆ ਜਾਵੇ।

ਇਨਾਂ ਹਦਾਇਤਾਂ ਦੀ ਇੰਨ-ਬਿੰਨ ਪਾਲਣਾ ਕੀਤੀ ਜਾਵੇ।

ਸਕੱਤਰ,
ਸਕੱਤਰ/ਪੰ:ਰਾ:ਬਿ:ਬੋ: ਪਟਿਆਲਾ।

ਪਿੱਠ ਅੰਕਣ ਨੰ: 70689/70708/ਜੀਆਰਵੀ/ਜੀ-10 ਮਿਤੀ : 30.05.2005

ਉਪਰੋਕਤ ਦਾ ਉਤਾਰਾ ਸਾਰੇ ਵਧੀਕ ਮੁੱਖ ਇੰਜ:/ਨਿਗਰਾਨ ਇੰਜ:/ਸੰਚਾਲਣ ਹਲਕਾ, ਪੰ:ਰਾ:ਬਿ:ਬੋ: ਨੂੰ ਸੂਚਨਾਂ ਅਤੇ ਹਦਾਇਤਾਂ ਦੀ ਇੰਨ-ਬਿੰਨ ਪਾਲਣਾ ਹਿੱਤ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ :

ਉਪ ਸਕੱਤਰ/ਸ਼ਿਕਾਇਤਾਂ ਤੇ ਭਲਾਈ,
ਵਾ: ਸਕੱਤਰ, ਪੰ:ਰਾ:ਬਿ:ਬੋ: ਪਟਿਆਲਾ।

PUNJAB STATE ELECTRICITY BOARD
(Grievances Section, The Mall, Patiala)

To

All the Engineer-In-Chief,
Chief Engineers,
and Head of the Department.

Memo No. 57055/57340/GRV/G-10
Dated : Patiala the, 27th April 2004

Subject : Complaints Handling – Expeditious investigation thereof.

1. There is general feeling amongst the consumers that the investigations of their complaints are not taken up in the right earnest, which thwarts the enthusiasm of the complainants, also breeds ground for malpractices/bring bad name to the Board and generate unnecessary work pendency.
2. Board being a Public Utility, the complaints from the consumers should not be treated with contempt. Rather the complaints should be treated as an essential feed back media and used as an implement for improvement in the conduct of the personnel as well as the quality of services. To inspire the confidence of the public/consumers, it is imperative that we may sincerely entertain the complaints of our consumers so as to win their loyalty and enhance customer's satisfaction, thereby refurbish the image of the Board in the eyes of the public.
3. At present when the complaints of the consumers are received at the Secretariat level, against the officers/officials, these are sent to your offices and/or to the Superintending Engineers for investigation and report. It has generally been observed that these complaints are passed on to the concerned Division/Sub Division and even to the individual Officers/Officials for their reply. The replies/explanations of the individual are treated as reports on the complaints and they are passed on to this office with the simple comments that your office agrees with the comments. In random cases where investigations are resorted to, there too the reports are found sketchy inasmuch as the supporting documents referred in the reports are not attached therewith.
4. Also the complainants are generally not heard except in those cases where the denial of the complaints has been managed/received and/or where the complainants are beyond contact. As a matter of principle, any investigation of public/consumer complaints is farce in the name of investigation unless the complainants are given opportunity to substantiate their allegations.
5. This issue was also discussed in the meeting taken by Secretary/Board with the S.E./HQs of the DS Zones and now it was decided as under :-
 - i) All the reports of the complaints should indicate the opportunity given to the complainants to substantiate the allegations, supported with document(s).

- ii) The delayed report(s) should carry justification for the same.
- iii) Investigation process should be so quick that after receipt of the complaint(s), its report(s) should be finalized within a week and if not possible, in all eventualities, within a fortnight positively, to eliminate delay which breed motives/corruption. Delayed report(s) of the complaint(s) would be viewed in this spirit and failure on this account would find mention in the Annual Confidential Report(s) of concerned investigating/ supervising officers.
- iv) The complaint(s) relating to one Division, whether against the officer(s)/official(s), should be got investigated from the officer of the rank not less than the Divisional Officer, of the other Division and opportunity to both the parties should be given.
- v) The complaint(s) received with affidavit(s), where the field authorities feel that its investigation should be done by Vigilance Wing, the case(s) should be sent with full justification for that purpose.
- vi) After conclusion of the investigation the Controlling Authority should apprise the result of investigation/measures taken for the satisfaction of the complainant – consumer.

The above instructions may be implemented meticulously.

Bureau of Indian Standard have also codified instructions in its standard No. IS – 15400 : 2003, under the title "Complaints Handling – Guidance for Organizations". A copy of this standard is attached for general guidance while dealing with the complaints of the consumers.

Please acknowledge receipt of this communication.

encl : a.s.a.

(R.P. PANDOVE)
Director/Industrial Relations,
for Secretary/P.S.E.B., Patiala.

Endst No. 57341/57476/GRV/G-10

Dated : 27.04.2004

Copy of the above is forwarded to All Deputy Chief Engineer/Superintending Engineers/Directors in the PSEB.

(Dilbagh Singh),
Joint Secy./Grv. & Welfare,
for Secretary/P.S.E.B., Patiala.

PUNJAB STATE ELECY. BOARD
(GRIEVANCES SECTION, PATIALA)

Memo No. 70709/GRV/G-10

To

All Engineer-in-Chief/Chief Engineers,
Distribution Zones, Punjab State Electricity Board.

Dated : 30.05.2005

Subject : Proper maintenance and availability of the 'Complaint Register' at each complaint centre.

During the meeting held between different Kissan Unions and the Chairman PSEB on 25.05.2005, it has been pointed out that the "Complaint Registers" maintained at the Complaint Centres are not made available and thus the consumers find it difficult to lodge their complaint.

The above has been viewed very seriously by the Chairman and it has been desired that suitable instructions be issued to the field offices that the 'Complaint Register' shall be made available at all the Complaint Centres. The complaints either noted on phone or personally lodged by the consumers shall also be properly entered clearly indicating the Sr. No. and the time of the complaint in the "Complaint Register" by the official on duty immediately. The Sr. No. of the complaint shall be given to the complainant.

A due entry of the action taken on the recorded complaints shall be made in the Register. The Junior Engineer, incharge of the area shall ensure timely action on all such complaints and send daily report to the SDO.

In addition to the above a complaint book/suggestion register shall be maintained in the office of SDO, which shall be signed by the SDO daily.

The above instructions may please be brought to the notice of all the concerned for meticulous compliance.

SECRETARY,
Punjab State Elec. Board.

Endst No. 70714/71313/GRV/G-10

Dated : 30.05.2005

Copy of the above is forwarded to the following for information and ensuring meticulous and prompt compliance of the instructions by the operation S/Divisions.:

1. All Dy. Chief Engineers/S.Es. DS Circle, PSEB
2. All Addl. SEs/Sr. XENs, DS Divn, PSEB
- 3H All Sub Divisional Officers/DS, PSEB.

Dy. Secy./Grv. & Welfare,
for Secretary, PSEB, Patiala.