

To

1) Chief Engineer/ SLDC,  
PSTCL, Patiala (Ablowal).

URGENT

2) Chief Engineer/ P&M,  
PSTCL, Ludhiana.

Memo No. 1841/42 /PB-64

Dated 15/2/21

Subject: Regarding Public Grievance System in PSTCL.

Reference: This office memo no. 1530/ 1534 dated 05.02.2021, CE/ P&M, PSTCL office memo no. 825 dated 29.01.2021, CE/ SLDC, PSTCL office email dated 01.01.2021, this office memo no. 14290/ 14293 dated 17.12.2020, CE/ P&M, PSTCL office memo no. 8755 dated 10.12.2020, this office memo no. 13301/ 13304 dated 25.11.2020, SE/ IT, PSTCL, Patiala office memo no. 772/ 776 dated 28.10.2020 & memo no. 751/ 754 dated 20.10.2020.

In context to the subject cited matter, after considering the inputs received from your good office vide letters under reference for authorizing one Nodal Officer for each and every district, out of the approved Proforma-B [List of Nodal officers at District level] in order to configure the digital portal for Punjab Govt.'s Public Grievance Redressal System for PSTCL, this office has taken up the matter with the respective IT wing of PSTCL and accordingly Login IDs- Usernames and Passwords of all the authorized digital Nodal Officers with District Level Jurisdiction has been created [copy of Login-IDs with details is hereby enclosed] at the website portal i.e. <http://governance.punjab.gov.in/login>

In view of the above, your good office is hereby requested to handover the Login-IDs, as per the attached list, to the respective Nodal officers under your jurisdiction for further necessary immediate action at their end, please. Further, the necessary directions may please be imparted by your good self to the respective Nodal Officers for the timely routine-based redressal of the grievances received on this newly configured digital portal of Punjab Govt.'s Public Grievance Redressal System for PSTCL.

DA/ As Above

Dy. CE/ HR & Admin.  
PSTCL, Patiala

In continuation to this office earlier memo no. 6763/ 6777 dated 13.07.2020, the list pertaining to the digital authorized Admin Secretary/ HoD/ Nodal officers at H.Q./ District Level for entire Punjab on behalf of PSTCL is hereby sent to your good office for kind information, please:-

- 1) Sr. PS to worthy CMD, PSTCL, Patiala.
- 2) Sr. PS to worthy Director/ Admin, PSTCL, Patiala.
- 3) Sr. PS to worthy Director/ Technical, PSTCL, Patiala.
- 4) Sr. PS to worthy Director/ F&C, PSTCL, Patiala.
- 5) Chief Engineer / HIS&D, PSTCL, Patiala.
- 6) Chief Engineer / TS, PSTCL, Patiala.
- 7) CAO, PSTCL, Patiala.
- 8) CFO, PSTCL, Patiala.
- 9) Company Secretary, PSTCL, Patiala.
- 10) SE/ IT, PSTCL, Patiala.
- 11) SE / Store & Disposal, PSTCL, Patiala.
- 12) Dy. Secretary / Establishment , PSTCL, Patiala.
- 13) Dy. Secretary / General, PSTCL, Patiala.
- 14) Sr. XEN / Training (P&R), PSTCL, Patiala.
- 15) Sr. XEN / Admin & Estate, PSTCL, Patiala.
- 16) Sr. XEN/ Personnel , PSTCL, Patiala.
- 17) Under Secretary/ Recruitment, PSTCL, Patiala.
- 18) Law Officer/ Grade-I, PSTCL, Patiala.

DA/ As Above

  
Dy. CE/ HR & Admin.  
PSTCL, Patiala

CC:-

- 1) Department of Governance Reforms (DGR) and Public Grievances (DGR&PG), Chandigarh.
- 2) Supdt. / Power (Energy Branch), Punjab Government, Chandigarh.

Administrator	User_Name	Name	Designation_Name	Mobile	District
Department of Power	DEPTPBTASEFDKER	Er. Jaswant Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646109205	Faridkot
Department of Power	DEPTPBTASELDER	Er. Ajaypal Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646118218	Ludhiana
Department of Power	DEPTPBTASEFGSER	Er. Nirmal Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646118220	Fatehgarh Sahib
Department of Power	DEPTPBTASEMKSER	Er. Narender Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646104472	Sri Muktsar Sahib
Department of Power	DEPTPBTASEFZRER	Er. Gagandeep Batra	ADDITIONAL SUPERINTENDING ENGINEER	9646118251	Ferozepur
Department of Power	DEPTPBTASESBSER	Er. Amit Sharma	ADDITIONAL SUPERINTENDING ENGINEER	9646118230	SBS Nagar
Department of Power	DEPTPBTASEKPTER	Er. Rupinderpal Singh Bhasin	ADDITIONAL SUPERINTENDING ENGINEER	9646118228	Kapurthala
Department of Power	DEPTPBTASEHSPER	Er. Jaswant Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646118229	Hoshiarpur
Department of Power	DEPTPBTASEPTKER	Er. Pardeep Kumar	ADDITIONAL SUPERINTENDING ENGINEER	9646118240	Pathankot
Department of Power	DEPTPBTASETRNER	Er. Navdeep Dhawan	ADDITIONAL SUPERINTENDING ENGINEER	9646118242	Tarn Taran
Department of Power	DEPTPBTASEGSPER	Er. Ravinder Kumar Chopra	ADDITIONAL SUPERINTENDING ENGINEER	9646118239	Gurdaspur
Department of Power	DEPTPBTASEMGAER	Er. Shellender Singh	ADDITIONAL SUPERINTENDING ENGINEER	9646118249	Moga

Administrator	User_Name	Name	Designation_Name	Mobile	District
Department of Power	DETPBTASEBTIER	Er. Bikermjit Singh	ADDITIONAL SUPERINTERNDING ENGINEER	9646118248	Bathinda
Department of Power	DETPBTASESNGER	Er. Balvir Singh	ADDITIONAL SUPERINTERNDING ENGINEER	9646124907	Sangrur
Department of Power	DETPBTASEBARER	Er. Jasvir Singh Dhiman	ADDITIONAL SUPERINTERNDING ENGINEER	9646118214	Barnala
Department of Power	DETPBTASERPRER	Er. Paramjit Singh	ADDITIONAL SUPERINTERNDING ENGINEER	9646118212	Ropar
Department of Power	DETPBTASESASER	Er. Sanjeev Kumar	ADDITIONAL SUPERINTERNDING ENGINEER	9646118215	SAS Nagar
Department of Power	DETPBTASEMNSER	Er. Balram Singh	ADDITIONAL SUPERINTERNDING ENGINEER	964618213	Mansa
Department of Power	DETPBTASEJALER	Er. Ajitpal Singh Multani	ADDITIONAL SUPERINTERNDING ENGINEER	9646118026	Jalandhar
Department of Power	DETPBTASEASRER	Er. Sartaj Singh	ADDITIONAL SUPERINTERNDING ENGINEER	9646118029	Amritsar
Department of Power	DETPBTASEPATER	Er. Harsimrandeep Singh Handa	ADDITIONAL SUPERINTERNDING ENGINEER	9646118022	Patiala

To

- 1) Chief Engineer/ P&M, PSTCL, Ludhiana.
- 2) Chief Engineer/ TS, PSTCL, Patiala.
- 3) Chief Engineer/ SLDC, PSTCL, Patiala.
- 4) Chief Financial Officer, PSTCL, Patiala.
- 5) CAO/F&A, PSTCL, Patiala.
- 6) Company Secretary. PSTCL, Patiala.

**URGENT**

Memo No. 6763/68 /PB-64


Dated 13/7/2020

Subject: Regarding Sign off for the information requested by DGR for the Public Grievance Redressal System.

In context to the subject cited matter, please find enclosed herewith copy of memo no. 6558 dated 10.07.2020; duly signed by worthy Director/Administration, PSTCL; vide which the requisite information in Proforma-A (State Level nodal officer for the department), Proforma-B (List of Nodal officers at District level and sub-division level) and Proforma-C (List of common grievance categories and sub-categories or suggestions pertaining to respective departments) has been sent to 'Department of Governance Reforms (DGR), Govt. of Punjab'. The copies of the above said approved information in the Proformas A, B & C are hereby attached for your kind information and accordingly your good self is hereby requested to impart the directions to the concerned nodal officers, under your jurisdiction as per the approved Proforma-B (copy attached), for acknowledging the same.

This is for kind information and ensuring the implementation of the same on the top-most priority, please.

DA/As Above

  
Dy. CE / HR & Admin.  
PSTCL, Patiala


Endst. No. 6769 /PB-64 Dated 13/7/2020

- 1) Copy of the above along with the copy of memo no. 6558 dated 10.07.2020 and Proformas A, B & C is hereby forwarded to SE/IT, PSTCL, Patiala for uploading the same on PSTCL website portal on the top-most priority.

2) Copy of the above along with the copy of memo no. 6558 dated 10.07.2020 and Proformas A, B & C is forwarded to following offices for kind information please:-

- 6770/77  
13/7/2020
- 1) Sr. PS to Hon'ble CMD, PSTCL, Patiala.
  - 2) Sr. PS to worthy Director/Admin. , PSTCL, Patiala.
  - 3) Sr. PS to worthy Director/Technical , PSTCL, Patiala
  - 4) PS to worthy EIC/H.I.S. & D., PSTCL, Patiala.
  - 5) SE/S&D, PSTCL, Patiala.
  - 6) Addl. SE/Training Cell, PSTCL, Patiala.
  - 7) Sr. XEN/Personnel, PSTCL, Patiala.
  - 8) Dy. Secretary / Estt., PSTCL, Patiala.

DA/As Above (emailed)

  
Dy. CE/HR&Admin.  
PSTCL, Patiala

Government of Punjab

Department of Punjab State Transmission Corporation Limited

Address: Regd: PSEB Head Office (PTEC), The mall, Patiala-147001, Punjab  
Corporate identity number: U40109PB2010SGC033814

To

Department of Governance Reforms (DGR),

No.: 6558

Dated: 10/7/2020

Subject: Sign off for the information requested by DGR for the Public Grievance Redressal System.

This is to inform that the information requested by the DGR as per the below mentioned proformas has been furnished by the Department of PSTCL. We authorize the usage of this information for the Public Grievance Redressal System:

- 1 Proforma A- State Level nodal officer for the department (Deputy Director of above).
- 2 Proforma B- List of nodal officers at District Level and sub-division level.
- 3 Proforma C- List of common grievance categories and sub-categories or suggestions pertaining to respective departments.

Admin Secretary

(Signature)  
10/07/2020  
Dir./Admn.

(Handwritten signature)

Performa-A

Name of Admin Secretary at HQ Level	Designation	Mobile	Emp Code	Landline Number	Email Id
Sh. Sanjeev Kumar Sharma	Director/Administration, PSTCL, Patiala	95604-55460	500101	0175-2300327	dir-admin@pstcl.org

Name of HoD at HQ Level	Designation	Mobile	Emp Code	Landline Number	Email Id
Er. Paramjit Singh	Dy. CE/HR & Admin, PSTCL, Patiala	96461-18006	104495	0175-2970693	se-admin@pstcl.org

Name of Nodal officer at HQ Level (Dy. Director or above)	Designation	Mobile	Emp Code	Landline Number	Email Id
Er. Gurpreet Kaur	Sr.XEN/Admin & Estate, PSTCL, Patiala	96461-20655	108263	0175-2970693	srxen-admin@pstcl.org





**Performa-B**

Sr. No.	Name of District	Name of Nodal Officer with Distt. Level Jurisdiction	Designation	Mobile No	Emp. Code	Email ID
1.	Amritsar	Er. Gurcharan Singh Heer, P&M Division, Civil Lines, Amritsar	Addl.SE	96461-18236	104803	srxen-pm-asr@pstcl.org
		Er. Rahul Anand P&M Division, Verpal	Sr.XEN	96461-18237	108246	srxen-pm-verpal@pstcl.org
		Sartaj Singh Thind	Sr.Xen	96461-18029	107667	srxen-pm-coc-asr@pstcl.org
2.	Barnala	Er. Bikramjit Singh P&M Division, Bathinda	Addl.SE	96461-18248	105432	xen-pm-bti@pstcl.org
		Er. Jasvir Singh Dhiman P&M Division, Malerkotla	-do-	96461-18214	105422	srxen-pm-mlrk@pstcl.org
3.	Bathinda	Er. Bikramjit Singh P&M Division, Bathinda	-do-	96461-18248	105432	xen-pm-bti@pstcl.org
		Er. Fatehpal Singh P&M Division, Malout	-do-	96461-01806	105905	srxen-pm-malout@pstcl.org
		Agamdeep Singh Virk	AEE	96461-24487	501080	ae-pm-coc-bti@pstcl.org
4.	Faridkot	Er. Gangdeep Batra P&M Division, Ferozepur	Sr.XEN	96461-18251	107802	srxen-pm-fzr@pstcl.org
		Er. Ajay Kumar 400 KV P&M Division, Makhu	Addl.SE	96461-09205	106203	srxen-makhu@pstcl.org
5.	Fatehgarh Sahib	Er. Nirmal Singh P&M Division-1, Mandi Gobindgarh	Addl.SE	96461-18220	107257	srxen-pm-gobind1@pstcl.org
		Saurabh Gupta	AEE	96461-05039	501015	
6	Ferozepur	Er. Gangdeep Batra P&M Division, Ferozepur	Sr.XEN	96461-18251	107802	srxen-pm-fzr@pstcl.org
		Er. Ajay Kumar 400 KV P&M Division, Makhu	Addl.SE	96461-09205	106203	srxen-makhu@pstcl.org
7	Gurdaspur	Er. Rajwinder Singh P & M Division, Wadala Granthian	Addl.SE	96461-18239	107082	srxen-pm-wg@pstcl.org

8	Hoshiarpur	Er. Jaswant Singh P & M Division, Dasuya	Addl. SE	96461-18229	106587	srxen-pm-dasuya@pstcl.org
		Er. Amit Sharma P & M Division Mahilpur	Addl. SE	96461-18230	105831	srxen-pm-mahilp@pstcl.org
9	Jalandhar	Er. Ravi kumar P & M Jamsheer	Sr. XEN	96461-18227	108295	srxen-pm-jamsheer@pstcl.org
		Er. Amit Bhatti 400 K/V S/S Nakodar	Sr. Xen	96461-02978	107627	nakodar400kv@gmail.com
10	Kapurthala	Ajitpal Singh Multani	Addl. SE	96461-18026	105857	srxen-pm-tc-jld@pstcl.org
		Er. Rupinder pal Singh P & M Division, Kapurthala	Addl. SE	96461-18228	106674	srxen-pm-kapurth@pstcl.org
11.	Ludhiana	Er. Harpreet Singh P & M Division, Dhandari Kalan	Sr. XEN	96461-18380	108231	xenpmdhandarikalan@yahoo.in
		Er. Sahil Kumar Singla P & M Division, Jagraon	Sr. XEN	96461-18219	107660	xenpstcljagraon@gmail.com
		Er. Ajaypal Singh P & M Division, Lalton Kalan	Addl. SE	96461-18218	107056	srxenpmlaltonkalan@gmail.com
		Sukhbir Singh	Sr. XEN	96461-18028		Srxen-pm-coc-ldh@pstcl.org
12.	Mansa	Er. Balram Singh P & M Division, patran	Addl. SE	96461-18213	105830	srxen-pm-patran@pstcl.org
13.	Moga	Er. Shellender singh P & M Division, Moga	Sr. XEN	96461-18249	107755	srxen-pm-moga@pstcl.org
		Vivek Kumar	AEE	96461-21901	501029	
14.	Sri. Mukatsar Sahib	Er. Sharnjit singh P & M Division, Mukatsar	Addl. SE	96461-18250	106003	muktsarxenpm@gmail.com
		Er. Narinder Singh 400 KV S/S, Goniana (Mukatsar)	Sr. XEN	96461-04472	107626	srxen400kvmkt@pstcl.org
15.	Pathankot	Er. Pardeep Kumar P & M Division, Sarna	Sr. XEN	96461-18240	107514	srxen-pm-sarna@pstcl.org
		Mehar Singh	AEE	96461-21443	108315	aee-pm-coc-sarna@pstcl.org
16	Patiala	Harsimrandeep Singh Handa	Sr. Xen	96461-18022	108228	srxen-sldc1@pstcl.org
17	Rupnagar	Er. Paramjit Singh P&M Division, Ropar	Addl. SE	96461-18212	108010	srxen-pm-ropar@pstcl.org
		Er. Swarn Singh	AE	96461-06533	110243	ae-pm-coc-rop@pstcl.org

18	SAS Nagar	Er. Akash Mittal P&M Division, Mohali	Addl.SE	96461-18215	105265	pmxenmohali@gmail.com
19	Sangrur	Er. Jasvir Singh Dhiman P&M Division, Malerkotla	Addl.SE	96461-18214	105422	srxen-pm-mlrk@pstcl.org
		Er. Balbir Singh Hari 400 KV S/S Dhuri (Bhalwan)	Addl.SE	96461-24907	107870	srxen-pm-dhuri@pstcl.org
20	SBS Nagar	Er. Amit Sharma P & M Division Mahilpur	Addl.SE	96461-18230	105831	srxen-pm-mahilp@pstcl.org
21	Tarn Taran	Er. Navdeep Dhawan P&M Division, Patti	Sr.XEN	96461-18242	108256	srxen-pm-patti@pstcl.org

Performa-C

Name of Department		Punjab State Transmission Corporation Limited	
Sr. No.	Complaint Category	List Complaint Sub-category	State Level/ District Level
1	Non Payment/Delay in Retirement benefits	(i) Due to any absent/irregular period/service (ii) Retirement benefits got delayed due to VRS (iii) In case of any pending disciplinary proceedings (iv) In case of any sudden fatality etc (v) In case of delay in processing the pension papers by respective office	District Level
2	Regarding passing of high voltage lines over residential accomodations	(i) Erection of high voltage lines prior to construction of residential colony (ii) Due to long erection time, high speed winds, turbulent weather etc	District Level
3	Corruption complaints	a) Bribe demand for executing some service b) Procurement cases	District Level
4	Regarding delay in promotions	(i) Vacancy issues (ii) Delay due to administrative issues	State Level
5	Request regarding transfers	(i) Family Problems (ii) Health issues	District Level
6	Harassment complaints	(i) Any mental torture by concerned higher officer (ii) Heavy workload	District Level

