

## **COMPLAINT HANDLING PROCEDURES RELATING TO DISTRIBUTION AND RETAIL SUPPLY**

(APPROVED BY DERC ON 3rd JUNE 2003)

### **1. Introduction:**

This "Complaint Handling Procedure relating to Distribution and Retail Supply" as approved by the Delhi Electricity Regulatory Commission is hereby adopted by the licensee.

### **2. Nature of complaints:**

- No current/failure of power supply
- Voltage fluctuations
- Load shedding/scheduled outages
- Scheduled outages/ load shedding
- Metering Problems
- Billing Problems

### **3. Where to lodge Complaints:**

The contact telephone number(s) where consumers can lodge their complaints as also the name and contact telephone number of the Asst. Engineer concerned, who can be approached in case of delay in the redressal of complaint would be notified as under :

- By display/dissemination of the above information on separate handouts attached to the electricity bills from time to time
- By display of the above information at the Bill collection centres
- By Display on the company Website

### **4. No Current/failure of power supply**

Power supply in premises could fail due to one of the following reasons, which could be attributed to Distribution Companies (DISCOM):

- i. Fuse blown out tripping of MCB
- ii. Burnt meter
- iii. Service line broken
- iv. Service line snapped from pole
- v. Fault in distribution mains
- vi. Distribution transformer failed/burnt
- vii. HT mains failed
- viii. Problem in grid (33 kV or 66 kV) substation
- ix. Planned/scheduled/emergency Maintenance work.
- x. Load Shedding

► In case of failure or interruption of power supply, complaint can be lodged over the telephone to the Centralized Call Center of the

Licensee giving the details of name, address and brief nature of the complaint.

▶ “No supply” complaints received at the Centralized Call Center shall be immediately acknowledged by providing a unique complaint number to the complainant. The Centralized Call Center shall keep a detailed log of all complaints received in a database/ register.

▶ In case the Centralized Call Center is aware that the complaint is due to any of the reasons listed at (v)-(x) above, he shall inform the complainant the reason(s) for power failure and also indicate the approximate time required for restoration of power supply. Nevertheless, he shall register each complaint received and issue a unique complaint number for such complaints also.

▶ The Centralized Call Center shall communicate the complaint to the mobile service groups at the concerned Service Centers. The mobile service group would then proceed to the address provided by the complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint, the complaint-receiving center (No-current Complaint centre / Centralized Call Center) shall be informed of the status.

▶ In case, the cause of the complaint is more severe, due to any reason(s) listed at (v)-(x) above, the Mobile service group shall inform the nature of the fault and approximate time required for rectification to the complainant and also to the Centralized Call Center. He shall also inform the next higher authority to take appropriate action to deploy additional resources and materials to resolve the complaint.

▶ All complaints shall be monitored by the Centralized Call Center regarding resolution of the complaint within the stipulated time limit as given below:

<b>Nature of cause of power supply failure</b>	<b>Maximum Time Limit for restoration.</b>
Fuse blown out or MCB tripped	Within 3 hours Suburban – 8 hours
Service line broken Service line snapped from the pole	Within 6 hours Suburban – 12 hours

<p>Fault in distribution mains</p>	<p>Temporary Supply to be restored within 4 hours from alternate source, wherever feasible.</p> <p>Rectification of fault and thereafter Restoration of power supply within 12 hours</p>
<p>Distribution transformer failed/burnt</p>	<p>Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible</p> <p>Replacement of failed transformer within 48 hours</p>
<p>HT mains failed</p>	<p>Temporary restoration of power supply within 4 hours, wherever feasible.</p> <p>Rectification of fault within 12 hours</p>
<p>Problem in grid (33 kV or 66 kV) substation</p>	<p>Restoration of supply from alternate source, wherever feasible within 6 hours Roster load shedding may be carried out to avoid overloading of alternate source.</p> <p>Repair and restoration of supply within 48 hours</p>
<p>Failure of Power Transformer</p>	<p>Restoration of supply from alternate source, wherever feasible within 6 hours Roster load shedding may be carried out to avoid overloading of alternate source.</p> <p>Replacement action to be intimated to DERC within 72 hours</p>
<p>Burnt meter</p>	<p>Restoration of supply by bypassing the burnt meter within 6 hours</p>

	Replacement of burnt meter within 3 days
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▶ In case no information is received by the complaint-receiving center within the stipulated time given above, the Call Centre shall escalate the complaint to the concerned Executive Engineer.

▶ The escalation process shall be inbuilt within the system and the calls shall escalate automatically every two hours up to the level of GM (Operations) using the server-based system until the resolution of the complaint is logged. All complaint-handling officers shall be provided with mobile wireless based communication devices for the dissemination of complaint related information.

▶ The concerned authority would then appraise the call center about the resolution of complaint.

▶ In the event that the next higher authority is unavailable or is unable to resolve the problem within the stipulated time, the complaint will be escalated, through the proper channel, to the General Engineer (Operations).

▶ Daily MIS reports shall be provided to the CEO, the GM (Operations) and DGM / Chief Engineers (Distribution) giving the status of pending complaints. MIS reports, giving category-wise total number of complaints received and details of the complaints which could not be attended within the stipulated time, along with reasons thereof, shall be submitted to the Commission on quarterly basis.

## **5. Voltage Complaints**

▶ In the case of Low / High voltage, the complaint should be lodged at the Centralised Call Centre giving name, address of the complainant along with brief nature of the problem faced. The operator on duty shall register the complaint and intimate the complaint number in every case.

▶ The Centralized Call Centre shall communicate the complaint to the mobile service groups at the concerned Service Centres. The mobile service group would then proceed to the address provided by the complainant, investigate the cause of complaint and resolve the problem.

▶ In case problem is local e.g. due to loose connection of service line, the mobile group shall rectify the fault themselves. In case the voltage problem is due to some other reason(s), such as, deficiency in the system, the mobile group shall bring this to the notice of the Area Assistant Engineer.

▶ The Area Assistant Engineer shall ascertain if the problem can be rectified by changing the Tap position of the transformer, and if possible, he shall do so after getting the approval from the Executive Engineer. However, in case the Assistant Engineer find that problem is due to deficiency in the distribution system requiring up-gradation of distribution lines, transformers, capacitors etc., he shall inform the Executive Engineer for taking further necessary action.

▶ The voltage problem shall be resolved with the time limits specified in Table given below:

S.No.	Cause of Problem related to voltage variation	Time limit for the rendering service	Authorised Person	Next higher level for complaint
1	Local problem	Within 4 hours	Assistant Engineer	Executive Engineer
2	Tap of transformer	Within 3 days	Assistant Engineer	Executive Engineer
3	Repair of distribution line / transformer / capacitor	Within 60 days	Assistant Engineer	Executive Engineer
4	Installation & Up-gradation of HT / LT System	Within 180 days	Assistant Engineer	Executive Engineer

▶ The licensee shall submit quarterly MIS reports giving category-wise number of complaints received and the complaints, which could not be resolved within the stipulated time and reasons thereof.

#### **6. Scheduled outages/load shedding:**

▶ In case of frequent load shedding or scheduled outages (excluding statutory power cuts), amounting to more than 12 hours on any day, the complaint can be lodged with the Executive Engineer of the concerned area in the format given at Annexe. The Executive Engineer shall acknowledge the receipt of such complaint and arrange to prevent such recurrences.

## **7. Metering Problems**

(i) Where meter has been provided by the Licensee

▶ As per Section 26 of the Indian Electricity Act 1910, the responsibility of installing a standard meter on demand and its maintenance is that of the licensee and hence, the Licensee is required to check the meter for proper functioning at regular intervals. However, if a consumer has reasons to believe that the meter is not functioning properly, he may file application for the testing of his meter together with meter testing fee as applicable with the Asst. Engineer of the area. The Asst. Engineer would attend to the complaint as per provisions laid down in Commission's Performance Standards (Metering & Billing) Regulations (M&B Regulations) as below:

▶ Within 7 days of filing the application together with the testing fee, a tested check meter would be installed in series with the existing meter. If after a reasonable period of time which would not be less than 7 days, the existing meter is found to be slow or fast beyond the permissible limits, then the same would be removed leaving the check meter in its place for future metering. The account of the consumer would be adjusted suitably as per the provisions of the Performance Standards (Metering & Billing) Regulations and the testing fee deposited by the consumer would be refunded. However, if the existing meter is found to be correct, the same would be left in place and the testing fee would be forfeited.

(ii) Where meter has been provided by the Consumer

▶ If the meter is the property of the consumer and its testing with the above procedure indicates the need for its replacement, then the Licensee shall leave the test meter at the premises of the consumer. If the consumer wishes to put his meter again he shall inform the licensee for installation. For the period the licensee's meter remains at the consumer's premises, he would pay the meter rental and usual charges as applicable. However, if the Consumer does not put his meter within a period of 1 month, and the cost of the meter shall be recovered from the consumer and meter will be left at the consumer's premises for all future billings.

▶ In case the problem is not resolved within the time specified, the consumer may lodge the complaint with the Executive Engineer concerned in the format given at Annexe. The Executive Engineer

shall acknowledge the complaint and take remedial action without any delay.

▶ The licensee shall submit quarterly MIS report giving category wise number of the complaints received number of meters tested and number of meters found to be defective

### **8 Billing Problems**

▶ Performance Standards (Metering & Billing) Regulations have already been notified on 19th August 2003 and amended from time to time.

▶ The procedure for resolution of complaints relating to billing has been laid in the said regulations. The complaints shall be lodged with the Asst. Engineer for resolution as per the procedure laid down. The Appellate Authority in such matters shall be the Executive Engineer.

### **9 Periodic Inspection by next higher authority**

▶ A database comprising the complaints lodged by various categories of consumers, type of complaint, period of redressal etc shall be maintained by the Licensee. The complaint register maintained at the complaint centre/office will be inspected by the next supervisory authorities every month that will record his views regarding the adequacy of the measures taken and the response time.

### **10 Petition before DERC for grievance redressal**

▶ It is the obligation on the Licensee to respond to a consumer's complaint in a timely and effective manner as laid down above. However, if the consumer is not satisfied with the action taken by the Licensee (up to the General Manager level), he may make a complaint to the Delhi Electricity Regulatory Commission in accordance with Commission's Grievance Handling Procedure.

*Note: These procedures would be effective from the 1st of July 2003 and would be valid till further orders.*

**Annexeure**

### Performa for Complaints

**1. Name of the complainant :**

2. Address of the complainant :
3. Telephone No., if any of the complainant :
4. Consumer account Number (Optional) :
5. Brief description of the complaint :

Date :

\_\_\_\_\_  
(Signature of Applicant)

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**Acknowledgement to be handed over to the consumer**

1. Complaint reference No. :  
(To be given by Licensee)
2. Complaint received on date :
3. Complaint received by :  
(Name & Designation)

\_\_\_\_\_  
(Signature)

 TOP

**NDPL**

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Power supply in premises could fail due to one of the following reasons, which could be attributed to Distribution Companies (DISCOM):

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- 2. Address of the complainant :**
- 3. Telephone No., if any of the complainant :**
- 4. Consumer account Number (Optional) :**
- 5. Brief description of the complaint :**

**Date :**

\_\_\_\_\_  
**(Signature of Applicant)**

-----Tear at this line-----

#### **Acknowledgement to be handed over to the consumer**

- 1. Complaint reference No. :  
(To be given by Licensee)**
- 2. Complaint received on date :**

**3. Complaint received by :**  
**(Name & Designation)**

\_\_\_\_\_  
**(Signature)**