

COMPLAINT HANDLING PROCEDURE OF DISTRIBUTION NESCO**(APPROVED BY OERC)**

1. This "Complaint Handling Procedure relating to Distribution Activity" (Complaint Handling Procedure, for short) is adopted by NESCO in pursuance of condition 19.2(b) of the Licence Conditions issued to the deemed Distribution Licensee vide Commission's order dt.27.10.2006 in Case No.21 of 2006 and approved by Orissa Electricity Regulatory Commission vide it's letter No.OERC/Engg/25/2006/2239 dt. 13.12.2007.

2. Nature of Complaints

The Consumer Complaints are categorised under nine heads as below:

1. Voltage Complaints
2. Interruption/failure of power supply
3. Scheduled shut-downs
4. Problems in metering
5. Billing disputes
6. Disconnection and reconnection of power supply
7. Delay in providing new connection
8. Transfer of ownership and conversion of service
9. Any other

3. Time Limit

A summary of time limits for rendering service to consumers in categories of complaint 1 to 9 are as follows:

Sl.No.	Type of Service	Time Limit for rendering the service	Compensation for not rendering service in time
1.	Low voltage	15 days in case of no expansion/upgradation of the network is involved, 120 days in case of upto 11 KV and 180 days in case of upto 33 KV, and in case due to transmission network, intimate to the consumer within 7 days about such reasons.	Rs.200/- in each case of default where no expansion of network is involved. (Automatic) and Rs.500/- in each case of default where upgradation of distribution network is involved. (Automatic)
2.	Restoration following Interruption/Failure of	(a)Normal fuse off: Replacement of fuses	Rs.100/- in each case of default (Automatic)

	power supply	<p>Cities and Towns - within 6 hrs. Rural Areas - 24 hrs.</p> <p>(b) Line Breakdowns: Cities and Towns - 12hrs. Rural Areas - 24 hrs.</p> <p>(c) Major Line Breakdowns: Cities and Towns - 24hrs. Rural Areas - 48 hrs.</p> <p>(d) Distribution transformer failure: Cities and Towns - 24hrs. Rural Areas - 48 hrs.</p>	<p>Rs.100/- in each case of default (to be claimed)</p> <p>Rs.200/- to each affected consumer. (to be claimed)</p>
3.	Duration of scheduled shutdown exceeding 12 hrs./day	<p>Interruption in power supply due to scheduled outages shall be notified at least 24 hrs. in advance and shall not exceed 12 hrs. in a day. The supply shall be restored by 6.00 P.M. during summer and 5 P.M. during winter.</p>	<p>Rs.200/- to each affected consumer (to be claimed)</p>
4.	<p>Metering problems</p> <p>a) Meter supplied by (The name of NESCO)</p>	<p>(i) NESCO shall check the correctness of the meter within 7 working days of receiving complaint, and shall replace the same within 30 days of receipt of the complaint if the meter belongs to NESCO/meter is burnt due to causes not attributable to the consumer.</p> <p>(ii) If the meter is burnt due to causes attributable to the consumer, replace the meter within 15 days of receiving the cost of the meter, if NESCO's meter.</p> <p>(iii) If the meter is slow, creeping or stuck up due to no fault of the consumer, replace the meter within 15 days of receiving the cost of the meter, if NESCO's</p>	<p>Rs.100/- in each case of default. (to be claimed)</p> <p>Rs.200/- in each case of default. (Automatic)</p> <p>Rs.100/- in each case of default. (Automatic)</p>

		meter.	
	b) Meter supplied by Consumer	<p>The consumer shall replace the meter in case of defects or loss being noticed within a period of 30 working days. Engineer is required to advise the consumer suitable for testing/repair/replacement within 7 working days of noticing the defect.</p> <p>Meter testing, if so desired by the consumer in NESCO's testing laboratory, is to be done within 15 days of deposit of fees by the consumer. Failure to rectify or replace the meter within above period shall result in disconnection after 7 clear days notice to the consumer. If delay is anticipated in replacement of defective/burnt meters due to non-availability of the meters with NESCO, the consumer may procure meters of one or the other makes approved by the Commission and also produce the purchase bill to the designated officers of NESCO. The consumer may also hand over the meter procured by him to the designated officer who will acknowledge the receipt of meter and arrange for testing, calibration and sealing of meter.</p>	
5.	Billing Disputes	30 days	Rs.50/- for each day of default (Automatic)
6.	Disconnection and Reconnection of power supply	4 working hours of receipt of production of proof of payment.	Rs.100/- for each day of default (Automatic)
7.	New connection -	Details as specified in OERC	

		<p>Distribution (Condition of Supply) Code, 2004.</p> <p>For 230V / 400V supplies:-</p> <p>a) Low Tension (including Agriculture) Within 3 days of receipt of application, 3 clear days notice for inspection of premises & fixation of point of supply.</p> <p>b) Low tension (including Agriculture) estimated cost & security deposit charges to be intimated within one week after the point of supply is settled.</p> <p>For H.T. Supply up to 33 kV & EHT:-</p> <p>a)(i) Responding whether the connections feasible or not within 21 days.</p> <p>(ii) Within 60 working days of notifying feasibility of supply intimate the consumer estimate charges and time required for providing the new connection etc.</p> <p>b) EHT within 30 working days intimate consumer regarding feasibility.</p> <p>c) Total connections provided within the estimated time after deposit of estimated charges submission of test reports by consumers.</p> <p>Where no extension of distribution main or commissioning of new substation is required for effecting power supply, NESCO shall give supply within one month after receipt of the application.</p>	<p>Rs.100/- for each day of default (Automatic)</p>
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		<p>Where power supply requires extension of distribution mains but no requirement erecting and commissioning a new 33/11kv substation, the time frame within which supply of electricity is to be provided from date of payment of required Security Deposit is as under.</p> <p>i. Low tension (including agriculture) within 30 days.</p> <p>ii. H.T. (11kv) within 60 days</p> <p>iii. H.T. (33kv) within 90days.</p>	<p>Rs.100/- for each day of default (to be claimed)</p> <p>Rs.500/- for each day of default (to be claimed)</p> <p>Rs.500/- for each day of default (Automatic)</p>
8.	Transfer of ownership & conversion of services		
	a) Title transfer of ownership	a) 15 days from receipt of application along with requisite fee and documents.	Rs.100/- for each day of default (Automatic)
	b) Change of category	b) 15 days from receipt of application.	Rs.100/- for each day of default (Automatic)
	c) Conversion of LT single phase to LT 3 phase and vice versa.	c) 30 days from the date of payment of necessary charges by the consumer.	Rs.200/- for each day of default (Automatic)
	d) Conversion from LT to 11 kv and vice version.	d) 60 days from the date of payment of necessary charges by the consumer.	Rs.200/- for each day of default (Automatic)
	e) Conversion from LT to 33kv and vice versa.	e) 90 days from the date of payment of necessary charges by the consumer.	
9.	Any other	Complying to the statutory requirement, within a reasonable time, depending on the nature of the complaint.	

4. Procedure

4.1 Registration of Complaint

All complaints shall be registered in the Complaint Register at every fuse call centre as in Proforma at Annexure-1. Annual inspection of the same may be carried out by the Commission to verify that the above are maintained. In case of written complaints receipt should be issued as per proforma for registration. Any consumer can inspect the Complaint Register.

4.2 Interactive Voice Recording Statement (IVRS)

With regard to lodging of complaints in Fuse Call Centres mechanism may be installed for automatic registration for eg. through Interactive Voice Recording Statement (IVRS).

4.3 Complaint Tracking System

A complaint number should be provided and the consumer should be able to track the status of his complaint under that reference. Later on complaint tracking can be done through the website by further upgrading the system.

4.4 Call Centre

Call Centre with Customer Relations Management software for utilities may be adopted by NESCO as a long term solution.

4.5 Voltage Complaints

In case of poor voltage of power supply, the complaint should be lodged in NESCO's Fuse Call Centre or at any of the centralised complaint centres of the area giving name, address, consumer number of the complainant along with brief description of the problem faced. The complaint can be lodged either in writing or over telephone. NESCO shall intimate a complaint number after registering the complaint in every case. In the event of non-response or inadequate response by the Fuse Call Centre or in the centralised complaint centre within twenty four hrs. of lodging the complaint, consumers may lodge complaint with the SDO of the area for the redressal of the grievance. The complaint should be lodged with the SDO in writing in the format at Annexure-I. The receipt of the complaint shall be acknowledged by the SDO who shall resolve the complaint within a maximum period of fifteen days of receipt of complaint in case of low voltage due to local problem and 120 days/180days for 11 kV or 33 kV system due to deficiency in the system requiring upgradation of distribution lines, transformers or installation of capacitors. If it is beyond its control (i.e, due to transmission system) NESCO shall intimate the consumer of such reason within 7 days. Complaint to next higher level is to be made in Annexure-V format.

Sl.No.	Category of consumers	Where to lodge complaint	Next higher level
(1)	(2)	(3)	(4)
1.	All	S.D.O. Distribution/Asst. Manager (Commerce) of the area	Executive Engineer

4.6 Interruption / failure of power supply

In case of failure of power supply or interruption of power supply, consumer may lodge a complaint in NESCO's Fuse Call Centre of the area or any of centralised complaint centres giving the details of name, address, consumer number and brief description of the complaint. Consumer may lodge the complaint either in writing or over telephone. NESCO's Fuse Call Centre or centralised complaint centre shall register the complaint and shall intimate a complaint number in every case.

With regard to lodging of complaints in Fuse Call Centres mechanism may be installed for automatic registration for eg. through Interactive Voice Recording Statement as practiced by BSNL. A complaint number should be provided and consumer should be able to track status of his complaint under that reference. Later on complaint tracking can be done through the website by further upgrading the system. In case of written complaints receipt should be issued as per proforma for registration.

In the event of non-response or inadequate response by NESCO's Fuse Call Centre or any centralised complaint centre within four hrs., consumer may lodge complaint with the J.E. in charge of the area. The complaint to the J.E. should be made either in writing or by telephone, J.E. will register the complaint and intimate the complaint No. in every case the same day. The J.E. will rectify the fault within the time prescribed at item-2 of Clause 3 above. In case the complaint is not rectified within the stipulated period, consumer can lodge a complaint to the S.D.O. of the area in the format at Annexure-I in duplicate. The SDO shall acknowledge the complaint the same day. In case the complaint is not resolved within seven days by the SDO, consumer can complain to the officer of next higher level i.e. head of electricity supply division who will acknowledge the complaint the same day and resolve the complaint within seven days. Complaint to next higher level is to be made in Annexure-V format.

Sl.No.	Category of consumers	Where to lodge complaint	Next higher level	If not satisfied, next higher level
(1)	(2)	(3)	(4)	(5)
1.	All	J.E.	S.D.O. Distribution/Asst. Manager (Commerce) of the area	Executive Engineer

4.7 Scheduled shutdown / Load shedding

In case of frequent load shedding or scheduled shutdown (excluding statutory power cuts), more than 12 hrs. on any day, consumer can lodge the complaint in duplicate in the format given at Annexure-I, with the Executive Engineer of the concerned area. The Executive Engineer shall acknowledge the receipt of such complaints and arrange within 72 hours to prevent such recurrence. Complaint to next higher level is to be made in Annexure-V format.

Sl.No.	Category of consumers	Where to lodge complaint	Next higher level
(1)	(2)	(3)	(4)
1.	All	Executive Engineer	Superintending Engineer

4.8 Metering problems

On noticing improper functioning of the energy meter, consumer may lodge a complaint with the SDO of the area for 1 phase and Executive Engineer of the area for 3 phase in the format at Annexure- III in duplicate. The office of the SDO/Executive Engineer shall acknowledge the receipt of the complaint. Prescribed time limits for compliance are as per item 2 of Clause 3 above.

Complaint to the next higher level is to be made in Annexure-V format.

Sl.No.	Category of consumers	Where to lodge complaint	Next higher level
(1)	(2)	(3)	(4)
1.	1 Phase consumer	SDO/Asst. Manager (Com.)	Executive Engineer
2.	3 Phase consumer	Executive Engineer	Superintending Engineer

4.9 Discrepancies in bills

Complaint in respect of non-receipt of energy bills/receipt of erroneous bills shall be lodged by the consumer or by his authorized representative in writing, in duplicate in the proforma at Annexure-II with the SDO, Distribution / Assistant Manager (Commercial) of the area for domestic/commercial category and to E.E. for all other categories. Receipt of the complaint shall be acknowledged in all cases. In the event of dispute in the billed amount, the consumer may lodge a complaint before the designated officer and pay average of last 6 months consumption or billed amount whichever is less within the due date pending settlement of the dispute. NESCO shall resolve the dispute and communicate its decision with reasons to the consumers within a maximum period of 1 month, failing which the consumer can make a complaint to the officer mentioned at Col. No.3 in Table-1 below. If adequate response is not received within 7 days in case of domestic and commercial consumers and 15 days in all other cases, he may approach the next higher level (Col.4) indicated in the said table.

Table - 1

Sl.No.	Category of consumers	Where to lodge complaint	Next higher level
(1)	(2)	(3)	(4)
1.	Domestic/Commercial	S.D.O. Distribution/Asst. Manager (Commerce) of the area	Executive Engineer
2.	All other categories	Exec. Engineer	Superintending Engineer

The complaint may be made by the consumer or his authorized representative in writing in duplicate in the prescribed form at Annex-V.

Receipt of the complaint shall be acknowledged in all cases.

4.10 Disconnection and reconnection of power supply

The consumer may lodge the complaint in respect of disconnection and reconnection of power supply with the officers mentioned in column 2 of the Table-2. The complaint may be made by him or his authorized representative in duplicate in the format given at Annexure-II. Receipt of the complaint shall be acknowledged by NESCO and the complaint shall be resolved within 4 working hours of receipt of the proof of payment.

Table - 2

Sl.No.	Category of Consumers	Where to lodge complaint
(1)	(2)	(3)
1.	Domestic/Commercial	Executive Engineer
2.	All other categories	Superintending Engineer

Complaint to the next higher level is to be made in Annexure-V format.

4.11 New Connections

When the consumer does not get proper response within the time limit prescribed in the Orissa Electricity Regulatory Commission Distribution (Condition of Supply) Code, 2004 as enumerated at item 7 of clause-3, he may lodge a complaint with the official mentioned at column 3 of Table-3. If he does not get adequate response from the said officer within seven working days, he may contact the next higher officer mentioned at column 4 of Table-3. His complaint should be lodged in writing in the proforma at Annexure-IV.

Table - 3

Sl. No.	Type of new connections	Where to lodge complaint	Next higher level for complaint
(1)	(2)	(3)	(4)
1.	For domestic & commercial category of consumers and for loads upto 5KW for other category of consumers	Sub-Divisional Officer, who will forward the complaint with action taken report to E.E within 7 working days with his comments.	E.E.
2.	For loads more than 5 KW for all category of consumers other than domestic and commercial.	Executive Engineer, who will forward the complaint with action taken report to S.E. within 7 working days with his comments.	S.E

Complaint to the next higher level is to be made in Annexure-V format.

4.12 Transfer of ownership and conversion of services

When the consumer does get proper response within the time limit prescribed in the OERC Distribution (Conditions of Supply) Code, 2004, he may lodge a complaint with the official mentioned at Col.3 of Table-4 below. If he does not get adequate response from the said officer within 7 working days he may contact the next higher officer mentioned at Col.4 of Table-4. His complaint should be lodged in writing in the proforma at Annexure-IV.

Table - 4

Sl. No.	Type of new connections	Where to lodge complaint	Next higher level for complaint
(1)	(2)	(3)	(4)
1.	Domestic/General Purpose	Sub-Divisional Officer, who will forward the complaint with action taken report to Executive Engineer within 7 working days with his comments.	Executive Engineer
2.	All other category	Executive Engineer, who will forward the complaint with action taken report to Superintending Engineer within 7 working days with his comments.	Superintending Engineer

Complaint to the next higher level is to be made in Annexure-V format.

4.13 Any other complaint

For any other complaint, the consumer may approach the Executive Engineer of the area in writing with acknowledgment due. The Executive Engineer shall resolve the complaint within a reasonable time complying to the statutory requirements. If the consumer is aggrieved by the action/lack of action of the Executive Engineer, he may lodge complaint in writing with acknowledgment due before the Superintending Engineer of the area, who shall resolve the complaint within a reasonable time complying to the statutory requirements.

5. Complaint before the Grievance Redressal Forum (GRF)

A complainant aggrieved by any action or lack of action by the Engineer under the OERC Distribution (Conditions of Supply) Code, 2004/OERC (NESCO's Standards of Performance) Regulations, 2004/the provisions of this Complaint Handling Procedure, may file a complaint before the concerned GRF for redressal of his grievances after expiry of 15 days from the time limit fixed by NESCO. The said complaint shall be in writing and the GRF may not insist any format for such filing. At present, the GRFs are working in the following areas with the area of jurisdiction as detailed below:

Table -5

Sl. No.	Name of the Forum	Place	Area of jurisdiction
1	GRF, Balasore	Near Kalimandir, Vivekananda Marg, Balasore	Balasore, Mayurbhanj, Bhadrak
2	GRF, Jajpur Road	Dhabalagiri, Vyasaganagar, Jajpur Road	Jajpur Road, Keonjhar

The GRF shall decide the complaint expeditiously and shall communicate its decision to the Complainant within a period not exceeding 45 days of receipt of the complaint.

6. Complaint before the Ombudsman

Any consumer aggrieved by the non-redressal of the grievance by the Forum, may make a representation to the Ombudsman within 30 days from the date of the decision of the Forum or within 30 days from the date of expiry of the period within which the Forum was required to take decision and communicate the same to the complainant.

Provided that the Ombudsman may entertain consumer representations, after expiry of the said period of thirty days if the Ombudsman is satisfied that there was sufficient cause for not filing it within that period.

7. Compliance to GRF & Ombudsman's direction

The Engineer/field office of NESCO shall duly comply to the directions/orders of the GRF & Ombudsman.

8. Weekly Grievances Day

All field officials of NESCO shall observe a weekly grievances day with prior notification in public media, on which the consumer grievances will be heard and disposed of.

Annexure-I

**PROFORMA FOR LODGING COMPLAINT
FOR LOW VOLTAGE / INTERRUPTION / FAILURE OF POWER SUPPLY**

Consumer No.....

Complaint Ref. No.....
(To be given by NESCO)

1. Name and full address of the complainant.
2. Brief description of complaint.
3. Date of complaint.
4. Date/Time since which the original complaint at fuse call centre is pending.
5. Any other information

SIGNATURE OF THE COMPLAINANT.

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

**ACKNOWLEDGEMENT TO BE FILLED BY NESCO AND HANDED OVER TO
THE CONSUMER**

Date:.....

1. Complaint Reference No. (To be given by NESCO)
2. Consumer No..... Name:
3. Received on date
4. Complaint received by
5. Brief detail of complaint
6. Target date to resolve

SIGNATURE OF AUTHORISED OFFICER

Designation :

Seal

(For further assistance quote your complaint reference number)

Annexure-II

PROFORMA FOR LODGING COMPLAINT ON BILLS, DISCONNECTION AND RECONNECTION OF POWER SUPPLY

Part - A

NESCO Copy

Please complete Part - A and C of this form and hand it over to the Sub-Divisional Officer who will give your complaint a reference no. and a target date for resolving the complaint before signing and returning Part-C to you.

Complaint Reference No.: _____(To be given by NESCO) Date_____

Consumer No. _____ Consumer Name & Address_____

Details of complaint _____

Consumer Signature_____

Date of complaint received_____

Target date to resolve_____

Part - B

For NESCO's Use Only

J.E assigned to investigate Date _____

Verification report of findings to be submitted on or before Date _____

J.A assigned to investigate Date _____

Report of findings after ledger verification to be submitted, on or before Date _____

Date report received from Junior Engineer by SDO(C) Date _____

Date report received from Junior Accountant by SDO(C) Date _____

Action taken by

SDO(C)_____

Date of action taken by SDO(C) _____

Date on which response given to consumer _____ Written/Verbal*

Comments by consumer (if any)_____ *Delete as appropriate

**Signature
SDO(C)**

Part - C

Consumer Copy

Complaint Reference No. _____ (to be given by NESCO) Date _____

Consumer Number _____ Consumer Name _____

Address _____

Details of
complaint _____

Date complaint received _____ Target date to resolve _____

Complaint received by _____ SDO(C)

SIGNATURE OF AUTHORISED OFFICER

Designation:

Seal:

(For further assistance quote your complaint reference number)

Annexure-III

PROFORMA FOR LODGING COMPLAINT ON METERING OF POWER SUPPLY

CONSUMER NO _____ Complaint Reference No. _____ (To be given by NESCO)

1. Name and full address of the complaint
2. Brief description of complaint:
3. Date of complaint
4. Does the meter belong to NESCO: YES/NO
5. Is a new meter made available for replacement by the complainant: YES/NO
6. Any other information

(Signature of the Complainant)

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

**ACKNOWLEDGEMENT TO BE FILLED BY NESCO AND
HANDED OVER TO THE CONSUMER**

1. Complaint reference No _____ Date: _____
(To be given by NESCO)
2. Consumer No.....Name:
3. Received on date
4. Complaint received by
5. Brief detail of the complaint
6. Target date to resolve

SIGNATURE OF AUTHORISED OFFICER

Designation :

Seal

(For further assistance quote your complaint reference number):

Annexure-IV

FORM FOR COMPLAINT OF NEW CONNECTIONS /TRANSFER OF OWNERSHIP/CONVERSION OF SERVICE

Complaint Ref. No.....
(To be given by NESCO)

1. Name of the applicant and address of the premises for which power supply has been applied for.
2. Date of application for power supply along with necessary documents.
3. Load and purpose for which power supply is required/*application is given.*
4. Money receipt No., date and amount for deposit of estimated amount & Security Deposit.
5. Details of complaint.
6. Date of lodging the complaint

SIGNATURE OF APPLICANT.

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

ACKNOWLEDGEMENT TO BE FILLED BY NESCO AND HANDED OVER TO THE APPLICANT

Date

1. Complaint reference No.
(To be given by NESCO)
2. Applicant's Name
3. Received on date
4. Complaint received by
5. Brief detail of the complaint
6. Target date to resolve

SIGNATURE OF AUTHORISED OFFICER

Designation :

Seal :

(For further assistance quote your complaint reference number)

Annexure-V

**PROFORMA FOR LODGING COMPLAINTS TO THE NEXT
DESIGNATED HIGHER AUTHORITY**

Consumer No.....

**Complaint Ref. No.....
(To be given by NESCO)**

1. Name and full address of the complainant.
2. Copies of the previous complaints filed with SDO/EE etc. with copies of the reply received, if any.
3. Date since which the complaint is pending.
4. Brief description of the present complaint.
5. Date of complaint lodged.

SIGNATURE OF APPLICANT

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

**ACKNOWLEDGEMENT TO BE FILLED BY NESCO AND HANDED OVER TO
THE CONSUMER**

Date_____

ZONE_____

1. Complaint reference No. (To be given by NESCO)
2. Received on date
3. Complaint received by

SIGNATURE OF AUTHORISED OFFICER

Designation :

Seal :

(For further assistance quote your complaint reference number)