

CHAPTER -10

CONSUMER COMPLAINT

10 General

10.1 Complaint in respect of new connections, meter reading and billing, electric supply failures and other matters relating to supply of electric power services shall be handled by **MEPCO** expeditiously. In order to redress consumer complains, Consumer Service Centers shall be approached for all types of complaints to be lodged by the consumer. Additionally, one Window Operations are established in the **MEPCO** offices wherein all types of complaints are received from the consumers who are given acknowledgement of the same with definite dates for their replies according to time frame of handling and redressal of such complaints.

MEPCO shall handle a complaint in accordance with the procedure as laid down in this chapter.

10.2 COMPLAINT REGARDING NEW CONNECTIONS

Compliant in respect of now availability of application and power Supply contract (A&PSC) and other material, delay in issuance of Demand Notice etc. shall be attended properly and connections given as per procedure and time schedule laid down in relevant chapter(s).

10.3 COMPLAINTS REGARDING BILLING

- (a) Common billing complaints including but not limited to the following shall be entertained for redressal / reply within the time as given below
- i) Errors in bills arising from wrong meter readings, wrong calculation of charges, etc (within 7 days from the receipt of complaint).
 - ii) Tariff Changes. (Within 30 days from the receipt complaint)
 - iii) Defective meters (within 2 billing cycles for meters changed under defective code).
 - iv) Wrong application of surcharge, e.g. late receipt of bank scrolls or loss of a scroll (within 3 days of receipt of complaint).
 - v) Adjustment arising on various matters including extension of due date and waiver of surcharge (within 03 days from the receipt of complaint).
 - vi) Generally, the data for bills preparation is not sent in time to the **MEPCO** Computer Center. This has consequential effects and in turn consumer bills are delayed as they do not get SEVEN clear days for payment of bills. In such cases the officers of **MEPCO** can extend the date in accordance with powers delegated to them.
 - vii) Bills calculated on an average basis are usually on the higher side which need reconsideration and correction from the next higher authority (within 15 days from the receipt of complaint).
 - viii) Detection bills are prepared on the basis and for a period not acceptable to the consumers (if referred to **MEPCO** decision within 15 days from the date of receipt of request).

- ix) Detection bills issued on mere assumptions or reasons which cannot be attributed to consumers involvement in illegal act/ theft of energy (if referred to **MEPCO** decision within 7 days from the date of receipt of the complaint).
- x) Wrong billing due to wrong meter reading (within 3 days from receipt of complaint)
- xi) Delay in issue of 1st Bill against New Connections (Maximum of Two billing cycles). The consumer should receive his 1st bill within 2 months of the date of connection. The bill should have appropriate slab for the period. If delivered later, it should have appropriate slab corresponding to the number of months for which the accumulated reading bill delivered).
- xii) Inclusion of paid amounts in next month bills. Revenue Officers (ROs) as well Bank Managers, In charge Post Office where the last bills were paid are competent to amend the bills (same day) upon production of previous paid bill.
- xiii) Arithmetical Errors: ROs and SDOs are both competent to correct such bills forth with upon receipt of the complaint.
- xiv) Late delivery of Bills: As printed on the reverse of the monthly bills, in such cases the officer of **MEPCO** can extend the date in accordance with powers delegated to them.
- xv) Issuance of Duplicate Bill: SDOs and ROs and In-charge Customer Service Centers are competent to issue the duplicate bills. (Same day). Consumers having internet facility can also download their electricity bill from the **MEPCO**'s web site.
- xvi) Change of Tariff: Decisions are taken by Executive Engineers (XENs) in cases of tariffs A1 and A2. In all other cases next higher load sanctioning authorities are competent to change the tariff. (Within 30 days from the date of receipt of complaint).
- xvii) Late intimation of input date after the implementation of Meter Change Orders (MCO), delayed implementation of MCOs even after replacement of meters (Suitable number of installments to pay the outstanding amounts are allowed by the load sanctioning authority proportionate to the delay).

- (b) All the above complaints regarding billing shall be registered in the Sub-Divisional Office or Consumer Service Center or One Window Operation in **MEPCO** offices wherein dates for their rectification shall be given to the complainants as per procedure and time frame for handling and redressal of complaints. All these complaints shall also be monitored by **MEPCO** Complaint Cells.

Time Frame for the redressal of each category of the above complaint is given in the various Chapters of this Manual and above also. A performance appraisal of all such complaints shall be carried out at the end of each financial year of the **MEPCO**. The consumers are encouraged to approach NEPRA in case their complaints are not handled by the **MEPCO** according to this Manual.

10.4 COMPLAINTS REGARDING FAILURE OF ELECTRIC SUPPLY

- (a) Common complaints regarding failure of electric supply are mentioned as below:
- i) Individual complaints of consumers regarding failure/fluctuation of supply voltage other complaints of technical nature which can be rectified locally.
 - ii) Collective complaint due to fault on 11-KV feeder.
 - iii) Collective complaints due to fuse blown up on 11-KV side of distribution transformer.
 - iv) Collective complaints due to damage of distribution transformer.
 - v) Frequent Tripping of 11-KV feeder.
 - vi) Touching of branches of trees with the 11-KV/LT conductors.
 - vii) Defect in 11KV/LT jumpers, insulation, etc.
 - viii) Entangling of string used for kite flying with 11-KV / LT Lines
 - ix) Leakage of current in poles / structures / other equipment installed on the system.
 - x) Low Voltage at consumer's premises.
 - xi) Fluctuations in the system due to deposit on joints of copper / aluminum conductor.
 - xii) Substandard quality of supply / maintenance.
 - xiii) Any other technical complaint.
 - xiv) For technical complaints, the time frame is specified in the NEPRA Performance Standards (Distribution) Rules, 2005. Abstract of the standards are given in Annexure – I of this Manual.
 - xv) The complaints shall normally be attended to in the following order of priority:
 - xvi) Attend leakage of current immediately on receipt of such complaints.
 - xvii) Attend collective complaints of consumer.
 - xviii) In case of damage of transformer, this should be replaced with trolley mounted transformer if available in the sub division or after arranging from some other sub division to meet with the emergency till proper transformer is arranged for replacement.
 - xix) Trimming of braches of trees touching the electric lines as well as other preventive maintenance work shall be carried out in order to avoid unnecessary tripping/ damage to electric installations as per well advertised programme.
 - i) Attend individual complaints of consumers.
 - ii) The complaints regarding low voltage at consumer's premises shall be investigated by sub –Divisional Officer and remedial measures taken so as to improve the voltage thereby reducing the chances of damage to electric gadgets of the consumers.
 - iii) The complaints regarding sub-standard quality of supply shall also be investigated by the Sub-Divisional Officer and remedial measures adopted so as to improve the same.

- (b) At the end of each shift in the complaint office an abstract shall be prepared as follows:
- i) Number of complaints received
 - ii) Number of complaint attended.
 - iii) Number of complaints lying un attended with Sr. Nos. and reasons.
- (c) The **MEPCO** shall have independent Complaint Offices to attend such complaints. These complaint offices shall work on 24-hours basis even during holidays. The working of these complaint offices is to be supervised by higher officers as well as **MEPCO**'s Complaint Cells
- (d) **SPECIAL ARRANGEMENTS FOR HANDLING SPECIAL REQUESTS FROM ELDERLY AND HANDICAPPED CONSUMERS.**
MEPCO shall make special arrangements for handling requests from elderly and handicapped consumers with regard to consumer related issue.
- (e) **DEVELOPMENT OF WEBSITE FOR CONSUMERS SERVICES**
The **MEPCO** shall develop a Website for Consumer Service. The consumer service can also be part of the **MEPCO** main Website. The site shall contain following information / facilities:
- i) Consumer billing status
 - ii) Consumers billing record / historical data:
 - iii) Distribution Code, NEPRA Eligibility Criteria, NEPRA Performance Standards (Distribution) Rules, 2005 and Consumer Service Manual.
 - iv) Tariff information
 - v) Network information in GIS Format, indicating the loading of feeders:
 - vi) Payment of bills through credit cards, if possible and
 - vii) All kinds of forms required by a consumer.
- (f) The manual shall contain the telephone numbers of all the important officers of the **MEPCO** and the complaint centers. The **MEPCO** shall also place a soft copy of approved manual on its website for down loading.