



# JHARKHAND BIJLI VITRAN NIGAM LTD. (JBVNL)

(CIN: U40108JH2013SGC001702)

NIGAM HEADQUARTER.

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Office Order No. 913/

Date 10.05.2017

[File No: GM(R-APDRP)-896]

## MANUAL OF PRACTICES FOR HANDLING CONSUMERS' COMPLAINTS

In pursuance to regulations under Jharkhand State Right to Guarantee of Services (RTGS) Act, 2011; JSERC (Distribution Licensees' Standards of Performance) Regulations, 2015 & JSERC (Electricity Supply Code) Regulation 2015, JBVNL hereby adopts the manual of practice with regard to handling consumers' complaints as under:

### 1. Objective of Customer Care Center:

The objective of establishment of Customer Care Centre is catering and resolution of consumer requests /queries/ complaints and provide a centralized consumer friendly channel for receiving & resolving consumer requests / queries/ complaints, mainly related to Power interruption, Billing, Arrears, New Connection etc. As JBVNL is public utility, it is duty of JBVNL to have effective and efficient system on consumer grievance readdressal through Call Centre. A Call Centre is a support mechanism for JBVNL's valued consumers during their requirement or emergency and this is the motto of the Call Centre.

### 2. Channels for Lodging of Complaints:

There shall be following channels for lodging of complaints:

- i) At Centralized Customer Care Centre (CCC)@24 x 7 through centralized electricity complain number: "1912" And toll free number 1800-3456-570/ 1800-1238-745.
- ii) At JBVNL website <http://www.jbvnl.co.in> under Tab 'Complaints on Web',
- iii) Manual complaint either at Customer Care Centres or at respective Circle Offices.
- iv) Through Mukhiyamantri Jan-Samvad: Online complaint through web portal: [www.cmjansamvad.jharkhand.gov.in](http://www.cmjansamvad.jharkhand.gov.in) and manual complaint at Jan-Samvad office
- v) At Camp, which is organized time to time by concerned GM-cum-CE, Electric Supply Area; ESE-cum-CEO, Electric Supply Circle; EEE, Electric Supply Division; AEE, Electric Supply Sub-Division, JBVNL and date for camp is intimated through local newspaper/ public announcement.

### 3. Nature of Complaints:

Nature of Complaints received at Centralized Customer Care centre/ Circle offices / JBVNL Hqr. under customer related services are categorized as below:-

- i) Fused call
- ii) DTR burnt.
- iii) DTR replacement.
- iv) Meter related issue.
- v) 33/11 kV overhead conductor/ cable break down.
- vi) New connection
- vii) Correction of incorrect bills.
- viii) Electrical Approval.
- ix) Implemenation of distribution line.
- x) Issuance of the notice on the application of LT, HT and EHT connection.
- xi) LT service for installation and inspection.
- xii) Other than LT service for installation and inspection
- xiii) LT service with extension and installation of one phase and three phase.
- xiv) Sagging of wire/ conductor/ cable

4. **Registration of Complaints/ Grievances and their Handling Procedure:**

- 4.1 Centralized Customer Care Centre (CCC) is established at JBVNL Data Center, Kusai Colony, Ranchi running in three shifts [ 06 AM – 02 PM (Morning Shift), 02 PM – 10 PM (Evening Shift) and 10 PM – 06 AM (Night Shift)]. Thus the Call Centre works round the clock (24 x 7) with the minimum manpower resource, considering emergency and crunch situations.
- 4.2 Two (02) nos. CCC Executives are stationed at Nigam HQ, Ranchi and Fifteen (15) nos. CCC Executives (01 executive each at each Circle Office) across 15 Circle Offices (Chaibasa, Jamshedpur, Dhanbad, Chas, Hazaribagh, Ramgarh, Giridih, Koderma, Dumka, Gumla, Sahibgunj, Ranchi, Daltongunj, Garhwa and Deoghar). The deputed Executives will be the Single Point of Contact (SPOC) for their region and would co-ordinate & follow up with the JBVNL officials on timely manner to close the complaints received for their regions on regular basis.
- 4.3 The complaints/ grievances received at CCC will be first handled by welcome note as Johar Jharkhand then the call will directly connect to the CCC Executive and the process of call registration initiated by the system and enters the correct details like consumer 'K No.' and nature of complaint. The call shall be registered and shown in the panel of call Centre executives at CCC. A Unique Complaint Number (UCN) shall be communicated back to consumer for future reference. The call shall then be automatically transferred to respective Section/ Sub-Division/ Division / Circle Office. The call shall be simultaneously displayed at respective offices and disposed off on rectification by maintenance staff at their level and follow-up by the deputed CCC executive at circle level. The CCC executive at different circle level will update about the complaint status to Centralized Customer Care Center at Data Center, Kusai Colony.
- 4.4 In case consumer does not have 'K No.' handy and consumer wishes to communicate directly with Call Centre executives to register his complaint/ grievance, then request to provide their consumer number and CCC executive will enter the details based on input from consumers and the complaints grievances shall be registered. A Unique Complaint Number (UCN) shall be communicated back to consumer by call Centre executives. The complaint/ grievance shall be transferred to respective office under JBVNL by Call Centre Executives and it may be follow-up by CCC Executives deputed at circle offices.
- 4.5 Consumers can also register their complaints through JBVNL's website <http://www.jbvn.co.in> There is separate "complaints" tab and consumers can register once by providing their details. Also on logging in, bill portal they will be able to see their current bill, all previous as well as current payments and technical details. The complaint grievances received through website of JBVNL is directly reflected in the CCC application and is handled by Call Centre executives for redressal.
- 4.6 The complaints registered at Sections and/ or Sub-Divisions shall be passed on to maintenance staff by the concerned officer/ official promptly. After rectification, the status shall be conveyed back to CCC executives at circle and then to consumer. In rural areas, the complaints will be transferred to the 'section office' and then to maintenance staff/ line. The complaints shall be rectified within the time schedule as specified in the Schedule under RTGS, which is enclosed herewith as ***Annexure -A (Jharkhand Rajya Sewa Dene Ki Guarantee Act, 2011 can be downloaded from <http://jhr2.nic.in/rtgs>).***
- 4.7 Complaints regarding replacement of failed Distribution Transformers, Complaints about meter testing & checking for the correctness of Meters, Consumers Defective/ Stopped/ Burnt Meter/ Metering equipment replacement, Shifting of meters/ service lines,

Poles, Period of Scheduled outages, Voltage problems, Change in contract demand, Complaints about consumer bills, New Connections/ additional load, Transfer of Ownership and change of category, Disconnection/ Re-connection of supply, Temporary supply of Power registered at Sub-Divisions shall be processed at Sub Division level and instruction to carry out the job shall be passed on to the JEE in charge of the Section for the execution of the activity by the maintenance staff promptly. However, the complaints registered at CCC after 05:00 PM shall be passed on to respective Sub-Division by 10:00 AM on next working day.

#### **4.8 Manual Complaints Procedure:**

- 4.8.1 The consumer complaints can be lodged during working hours in writing at sub-division/ division office/ section office and telephonic complaints may be registered only in circle office through CCC executives deputed at circle office.
  - 4.8.2 All Chief Engineer, Nigam HQ/ All GM-cum-CE, Electric Supply Areas/ All ESE-cum-CEO, Electric Supply Circles are required to forward consumer complaints received in their office to concerned Nodal Officer, who will ensure that these complaints are also registered in system through CCC Module.
  - 4.8.3 The CCC Executives will forward the complaint to the concerned officer with a intimation to Nodal Officer and will follow up the complaints till its closure.
- 4.9 The complaints so received at offices of JBVNL and at circle office through CCC executives deputed at different circle office shall be transferred to respective distribution area (section). Consumers can also lodge complaints at respective section offices in writing.
- 4.10 Complaints in respect of other problems shall be lodged by the consumers in the respective Sub-Division Office/ Division Office/ Circle Office/ C.E.'s Office as detailed here in after.
- 4.11 In the rural areas, the registered complaints shall be transferred to sections for further rectification.
- 4.12 In urban areas, consumer shall directly lodge their complaints in writing to Division office/ circle office or CE office.
- 4.13 The toll free number and complaint telephone number (if any) and contact details of the concerned officers/ officials shall be displayed at each Complaint Centres.
- 4.14 The complaints/ grievances of following categories shall be registered only in Sub Divisions or at higher offices:-
- 4.14.1 Damaged & Failed Distribution Transformers,
  - 4.14.2 Replacement of damaged service line/wire,
  - 4.14.3 Complaints about meter testing & checking for correctness of Meters,
  - 4.14.4 Consumers Defective/ Stopped/ Burnt Meter/ metering equipment replacement,
  - 4.14.5 Shifting of meters/ service lines,
  - 4.14.6 Period of Scheduled outages,
  - 4.14.7 Voltage problems,
  - 4.14.8 Change in contract demand,
  - 4.14.9 Complaints about consumer bills, New Connections/ additional load,
  - 4.14.10 Transfer of Ownership and change of category,
  - 4.14.11 Disconnection/ Re-connection of supply,
  - 4.14.12 Temporary supply of Power

**5. Mukhyamantri Jan-Sambad:**

Mukhyamantri Jansamvad Portal ([www.cmjansamvad.jharkhand.gov.in](http://www.cmjansamvad.jharkhand.gov.in)) has been established by Jharkhand Govt. with a provision to enter the grievances/ demands on the web portal by the public and online monitoring/ redressal of these grievances. User ID's & Password of all concerned in operation wings as well as in management have been created and conveyed for day to day monitoring/ redressal of grievances/ demands entered by general public/consumers on jansamvad Portal of Jharkhand Govt. The necessary publicity to this scheme of JBVNL has been provided and shall be further made by mukhyamantri Jansamvad cell of JBVNL. Any consumer can enter his complaint through jansamvad portal, GoJ and shall be dealt with by the concerned officer.

Complaints may be lodged as under:

- i) By dialing telephonic no. 181
- ii) Manual complaints lodged at office of mukhyamantri Jansamvad, IT Building (Suchna Bhawan), Kanke Road;
- iii) Through online.

**Note:** From the portal complainant may check the status of their complaint registered by providing the input either through registered mobile No. or through AADHAR No.

**6. Dispute Settlement Mechanism:**

JBVNL has assigned concerned EEE/ ESE (Supply) under their jurisdiction for Dispute Settlement to redress the consumer grievances at Electric Supply Circle and Electric Supply Area level. The consumers can file their grievances regarding incorrect bill/ disputed bills before the concerned officer as below:-

**6.1 Division Level Dispute Settlement:** EEE (S) is empowered to decide the cases of disputed bills below 100 kva load other than HT consumers

**6.2 Circle Level Dispute Settlement:** ESE (S) is empowered to decide the cases of disputed bills of HT consumers (100 kva & above load). There is also a provision to file an appeal to the Forum for Redressal of Grievances of Consumers, in case the consumer is not satisfied with the decision of Dispute Settlement

**7. Forum for Redressal of Grievances of Consumers:**

**7.1** In accordance with Section 42(5) of the Electricity Act, 2003, JBVNL had constituted the Forum for redressal of grievances of consumers as per regulation notified and guidelines issued by the Jharkhand State Electricity Regulatory Commission (JSERC). Address of CONSUMER GRIEVANCE REDRESSAL FORUM

- (i) RANCHI-VUSNF, Artisan Hostel no.3, Dhurwa,
- (ii) HAZARIBAGH-Devangna Chowk Near Korra Chowk, Hazaribagh- 825301
- (iii) DUMKA- Electric Supply Area office, Dumka
- (iv) MEDNINAGAR- Electric Supply Area office, Medningar
- (v) JAMSHEDPUR- P.O-Karandih, P.S-Parsudih, Singhbhum East, Jamshedpur- 831002

**7.2** Any consumer who is aggrieved by non-redressal of his grievances by the distribution licensee or who is not satisfied by the redressal of grievance by the distribution licensee can approach this Forum.

**7.3 Time Limit For Rectification and Resumption of Services:** A summary of time limits for rendering services to the consumers' categories, nature of complaints / Type of service, Primary responsibility centres where complaint has to be lodged and attended, next higher

authority leveling case of non-redressal of complaint is as per the Right to Guarantee of Services (RTGS) Act. 2011

**8. Procedure in Case of Non-Response or Inadequate Response at the Primary Responsibility Center:**

**8.1** In the event of non-response or inadequate response by primary responsibility centre of the JBVNL within the time period prescribed for rendering the service, the consumer may lodge complaint with the next higher authorities for this purpose. The receipt of the complaint will be acknowledged and the concerned authority shall resolve the complaint.

**8.2** The timing for the purpose of standard of performance of complaints lodged with higher authorities will be reckoned from time of registration of complaint with their office and complaints shall be lodged between office hour only. The complaints lodged after 16.00 hours will be carried over to next day, if the same cannot be attended on that day itself.

**9. Review and Monitoring:** In order to ensure implementation of above stipulation, the following monitoring procedure shall be adopted.

**9.1** The consumer Grievance/ Complaint Register shall be maintained by all designated officer.

**9.2** The register shall be reviewed by the AEE(s) ones in a week / Executive Engineer(s) once in fortnight/ ESE(s)/GM-cum- CE (S) once in a month.

**9.3** The register shall be reviewed by senior officer of JBVNL during inspection to their subordinate office.

**9.4** The time limit prescribed for attending to each type of grievances shall be strictly adhered to as indicated earlier. Wherever any complaint refer to more than one type of grievance, the designated officer shall attend the complaint pertaining to him and also sent a copy of the complaint to the other concerned officer for redressal.

**9.5 Regular Camp on the Outside of Office:** In order to redress the grievances of the consumer the making & keeping regular camp at various levels is proposed as under:-

- At Electric Supply Sub-Division Level - One a week
- At Electric Supply Division Level - Once a fortnight
- At Electric Supply Circle/ Area level - Once a month

**\*Note:** Days and timings of camping will be notified by the the concerned Area Boar/Electric Supply Office, JBVNL on uniform or demand basis for all offices throughout the State. CAMP schedule shall be displayed outside the room of the officer concerned. The aim of such camp is to avoid communication gap and make the public service more transparent. Through these meeting JBVNL apprise the consumers of their constraint in fulfilling their requests. They will also be requested to register their complaints at appropriate level and in the event of delays in response, to report the same to next higher level who will act and redress the same.

**10.** The following shall be available at primary responsibility centres for perusal of the consumers.

- 10.1** Complaint Handling Manual
- 10.2** Approved Tariff Schedule
- 10.3** Prescribed proformas
- 10.4** List of officers with contact numbers for redressal of complaints.
- 10.5** Complaint register

**11. Force Majeure Conditions:**

The complaint handling and redressal standards relating to distribution and supply of power shall remain suspended during Force majeure condition such as war, mutiny civil commotion, riot,

flood cyclone, lightening, earthquake, and strike lock out, fire affecting installation and activities or other forces or causes beyond the control of the JBVNL.

12. JSERC (Distribution Licensees' Standards of Performance) Regulations, 2015 lay down the guidelines to maintain distribution system parameters within the permissible limits. This Regulation is published in the Jharkhand State Gazette vide Notification No. 46 [No. 659 Ranchi, Wednesday 09<sup>th</sup> September, 2015] which is enclosed herewith as Annexure-C (which can also be downloaded from "Rules and Regulations" tab of JSERC website (<http://jserc.org>)).
13. The process flow of all activity for Customer Care Center under JBVNL is enclosed as Annexure-D
14. This Manual will be reviewed on half yearly basis and will be updated time to time as per the Circular/ Regulations issued by JSERC, GoJ/ JBVNL.

Sd/-

(Rajeev Ranjan Kumar)  
General Manager (P & GA)

Memo No...../

Date.....

Copy forwarded to All Chief Engineer, Nigam HQ, JBVNL/ All GM-cum-CE, Electric Supply Areas, Ranchi/ Jamshedpur/ Dhanbad/ Dumka/ Hazaribagh/ Giridih/ Medninagar/ GM (IT) for kind information & needful.

Sd/-

(Rajeev Ranjan Kumar)  
General Manager (P & GA)

Memo No...../

Date.....

Copy forwarded to All ESE-cum-CEO, Electric Supply Circles, Ranchi/ Gumla/ Jamshedpur/ Chaibasa/ Dhanbad/ Chas/ Dumka/ Deoghar/ Sahebganj/ Hazaribagh/ Ramgarh/ Giridih/ Koderma/ Daltonganj/ Garhwa for kind information & necessary action.

Sd/-

(Rajeev Ranjan Kumar)  
General Manager (P & GA)

Memo No...../

Date.....

Copy forwarded to FC-II, JBVNL/ T.S. to MD, JBVNL for kind information.

Sd/-

(Rajeev Ranjan Kumar)  
General Manager (P & GA)

Memo No.....642...../

Date...10.5.17.....

Copy forwarded to M/s Pace Computers Services, P-21, Bose Para Lane, 3rd Floor Kolkata -700 003 for kind information.

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(Rajeev Ranjan Kumar)  
General Manager (P & GA)