

**Before**

**UTTARAKHAND ELECTRICITY REGULATORY COMMISSION**

**In the Matter of:**

Suo-moto proceedings initiated by the Commission for non-establishing the Complaint Handling Procedures in accordance with Clause 23.4 of the Distribution and Retail Supply Licence by the Distribution Licensee (UPCL).

**And**

**In the Matter of:**

Uttarakhand Power Corporation Limited. (UPCL)

**Coram**

**Shri Subhash Kumar**

**Chairman**

**Shri K.P. Singh**

**Member**

**Date of Order: February 26, 2016**

**ORDER**

This Order relates to Procedure for Handling of the Complaints of consumers by Distribution Licensee (hereinafter referred to as "UPCL" or "the Distribution Licensee").

2. In accordance with the Clause 23.4 (a) of the 'Distribution and Retail supply Licence' [Licence No.2 of 2003] issued to UPCL, the Distribution Licensee was required to prepare a Draft Procedure for Handling the Consumer Complaints and also required to seek the approval of the Commission. However, the Distribution licensee failed to submit these draft Procedures for approval of the Commission.

3. The Commission took cognizance of the same and in the interest of consumers of the State decided to prepare the 'Draft Complaint Handling Procedure of Distribution Licensee (UPCL)' and before finalization of the said 'Procedures' the Commission sought comments from Distribution Licensee. The Distribution Licensee vide letter dated 15.01.2016 submitted its comments. The Commission examined and analyzed the comments of UPCL, and finalised a Complaint Handling Procedure which is annexed

with this Order as **Annexure A**. These Procedures are subject to revision from time to time with prior approval of the Commission.

4. In light of the above, the Commission hereby directs the Distribution Licensee:
- (1) To implement the "Complaint Handling Procedure" throughout the State within two months from the dates of issuance of this Order.
  - (2) To make wide publicity of these "Procedures" through available modes of public information system such as but not limited to the following:-
    - (a) Public Notice about these "Procedures" in the newspapers having wide circulation in the State within one month after implementation of these Procedures.
    - (b) Publicity campaign of these "Procedures" in electronic media/ TV channels having wide viewership after implementation of these Procedures.
    - (c) Sending e-mails/sms to consumers informing about these Procedures whose e-mail Id/ mobile numbers are available in UPCL's records within one month after implementation of the Procedures.
    - (d) Install suitable Banners at every Divisional/Sub-divisional offices including Bill Collection Centers of the licensee informing about the salient features of the Complaint Handling Procedures.
    - (e) Uploading the Procedures on UPCL's website.
    - (f) Information in the Electricity Bills about these Procedures being available on UPCL's website.

Ordered Accordingly

**(K.P. Singh)**  
Member

**(Subhash Kumar)**  
Chairman

**COMPLAINT HANDLING PROCEDURES OF DISTRIBUTION LICENCEE (UPCL)**  
(Under Para 23.4 of Uttarakhand Distribution and Retail Supply Licence [Licence No.2 of 2003])

**1. Preamble :**

To meet the requirements prescribed in Clause 23.4 of the Distribution and Retail Supply Licence, the Uttarakhand Power Corporation Limited hereby lays down the following Procedures to be followed for resolution of consumer complaints.

**2. Lodging of Complaints :**

(1) The Complaint can be lodged over telephone including the toll free telephone number(s) of the Centralized Complaint Centre or the Local Complaint Centers. Wide publicity of Address & Telephone number(s) including toll free number(s) of these Complaint Centers shall be done through the following mode but not limited to:

(a) Display Boards affixed at the field offices & sub-stations of the licensee.

(b) At UPCL's website.

(c) Press Publicity including v notices/information dissemination in the newspaper.

(2) Written complaints can also be sent at the addresses of Centralised Complaint Centre or Local Complaint Centers either by hand or post.

**3. Procedure for logging of Complaint and logging of its Resolution thereafter.**

(1) In case of failure or interruption of power supply or any other complaints related to services offered by the licensee namely metering, billing, quality of power etc., the complaint can be lodged over telephone or by post or personally giving the details such as name, connection no., address of the complainant, phone number and brief nature of the complaint.

(2) All the complaints lodged over telephone or by the consumer personally or through post at Local Complaint Centre or to any officer shall necessarily be logged into the Centralized Complaint Centre. Any complaint received, either directly or through other complaint centers, at the Centralized Complaint Center shall immediately be

acknowledge by providing a Unique Complaint Number to the complainant directly or through the Local Complaint Centre/office from where the complaint has been received.

- (3) If any officer receives a complaint directly on telephone or mobile, he would advise the complainant to get the complaint logged/registered in the Centralized Complaint Centre or Local Complaint Centre and also inform him that the complaint resolution would be initiated only after complaint gets registered.
- (4) The Centralized Complaint Centre shall keep details of such complaints in the database server including the time of logging of the complaint and its subsequent time of resolution. All complaints can be tracked with the help of this unique complaint number.
- (5) Except where the complaint is received at the Local Complaint Center, the Centralized Complaint Centre shall communicate the complaint to the local complaint Centre of the concerned sub-division/area who would then direct the mobile field staff to proceed to the address of the complainant, investigate the cause of complaint and resolve the complaint within the time period stipulated in the SoP/Supply Code Regulations.

Provided that for all the complaints registered the responsibility for monitoring timely resolution of the complaint and for escalating complaint if not resolved timely will be that of the Centralized Complaint Centre.

- (6) On resolution of the complaint, the mobile staff shall inform the Local Complaint Centre which shall then intimate about the same to Centralized Complaint Centre, where the resolution time shall be duly logged into the server.
- (7) If the mobile staff foresees any difficulty that expected time required to resolve the issue is more than stipulated in the SOP Regulations, the mobile staff shall contact the higher authority immediately. Moreover, if the resolution time is beyond the stipulated time, as per the Regulations, the complaint shall then be escalated to the

higher authority/level within the licensee’s hierarchical system on the basis of procedures discussed below.

**4. Escalation of complaints**

- (1) In case no information about resolution of complaint is received by the Centralized Complaint Centre even after expiry of the stipulated time for resolution of the complaint or Centralized Complaint Centre receives information about time of Resolution of the complaint beyond the stipulated time from Local Complaint Centre, the in-built system in the Centralized Complaint Centre shall escalate the complaint automatically to the concerned Sub Divisional Officer (SDO) who shall get intimation about the same on his mobile phone and also on his email ID.
- (2) The escalation process shall be inbuilt within the system and the complaints shall escalate automatically every two hours up to the level of the Chief Engineer using the server-based system until the resolution of the complaint is duly logged in the system.
- (3) In case if the complaint is not resolved by the extended time, beyond stipulated time, as informed to the Centralized Complaint Centre, the complaint shall get escalated upto the Director (Operations).
- (4) On resolution of the complaint the system will send a message to the complainant confirming the resolution of complaint. Further the staff of the Central Complaint Centre shall also cross check resolution of complaint with the complainant by calling him personally.

**5. Nature of complaints and the stipulated time period of Resolution:**

The nature of complaints along with their stipulated time frame for resolution as per the Regulations is presented below:

- (1) Power Supply Failure

Fuse blown out or MCB tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas
Fault in distribution line/system	Rectification of fault and thereafter

	Restoration of normal power supply within 12 hours
Distribution transformer failed/burnt	Replacement of failed transformer within 48 hours
HT mains failed	Rectification of fault within 12 hours
Problem in grid (33 kV or 66 kV) substation	Repair and restoration of supply within 48 hours
Failure of Power Transformer	Rectification to be completed within 15 days

(2) Billing, Metering and other complaints related to services offered by UPCL

<b>1. Billing</b>	
First Bill	Within 4 billing cycles
<b>2. Transfer of consumer's connection and conversion of services</b>	
Change of consumer's name due to change in ownership/occupancy for property	Within 2 billing cycles of acceptance of application
Transfer of consumer's name to legal heir	Within 2 billing cycles of acceptance of application
Load reduction	30 days after receipt of the application
Change of category	Within 10 days of acceptance of application.
<b>3. Disconnection/ Reconnection of supply</b>	
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 5 days of receiving such request.
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
<b>4. Meter complaints</b>	
Testing of meter	Within 15 days of receipt of complaint
Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 3 days
Replacement of defective meter	Within 15 days of declaring meter defective.

(3) Voltage Complaints

Local problem	Within 4 hours
Tap of transformer	Within 3 days
Repair of distribution line / transformer / capacitor	Within 30 days
Installation & Up-gradation of HT / LT System	Within 90 days
Damage to consumer's apparatus due to Voltage fluctuations*	Immediate

## **6. Load shedding/ Power Cuts:**

In case of load shedding/power cuts amounting to more than 12 hours on any day, the complaint can be lodged with the Executive Engineer of the concerned division /area who shall acknowledge the receipt of such complaint and inform the complainant about the reason/cause of such load shedding/power cut along with the measures taken by him for mitigation of such incidents in future.

## **7. Monitoring of complaints by the licensee**

- (1) System generated daily reports on the status of complaints shall be placed before the MD, the Director (Operations) and Chief Engineers (Distribution) who shall take cognizance of the status of pending complaints in the State.
- (2) A system generated monthly report on the status of complaints shall also be examined by Director (Operations) who shall record his views regarding the adequacy of the measures taken and the response time.

## **8. Information to be submitted by the licensee before the Commission**

The licensee shall submit report on quarterly basis giving category-wise number of complaints received, complaints which could not be resolved within the stipulated time, reasons thereof along with the details of compensation payable and paid in the prescribed format annexed to these procedures as **Annexure I**.

## **9. Grievance redressal for complainants**

If the complaint is not resolved within the stipulated time or the consumer is not satisfied with the action taken by the licensee, he may approach and file a complaint to the Consumer Grievance Redressal Forums.

Provided further, if the consumer is aggrieved by the decision of the Forum he may make a representation for the redressal of his grievance to the Ombudsman within 30 days from the receipt of the decision of the Forum or within 30 days from the date of the expiry of the period within which the Forum was required to take a decision, whichever is earlier.

**REPORT OF COMPENSATION PAID TO CONSUMERS**

**U/S 57 OF THE ELECTRICITY ACT, 2003 AND UERC (STANDARD OF PERFORMANCE) REGULATIONS, 2007**

**For the Quarter.....**

Sl. No.	Guaranteed standard parameter	Standards	No. Of complaints pending on the last day of the previous quarter	No. Of Complaints received during the quarter	Total Number of Complaints Col (2+3)	No. Of complaints disposed off		No. of hrs/day (s) of default w.r.t. stipulated time	Compensation payable	Compensation paid by way of adjustment in the bill	No of complaints pending disposal Col 4-(5+6)	
						Within stipulated time frame	Beyond stipulated time frame					
		1	2	3	4	5	6	7	8	9	10	
1.	<b>Billing</b>											
	First Bill	Urban										
		Rural										
	In case bills are raised even after disconnection on consumer's request	Urban										
		Rural										
Arrears shown for the amount already Paid.	Urban											
	Rural											
2.	Transfer of consumer's connection and conversion of services											
	Change of consumer's name due to change in ownership/occupancy for property	Urban										
		Rural										
	Transfer of consumer's name to legal heir	Urban										
		Rural										
	Load reduction	Urban										
		Rural										
Change of category	Urban											
	Rural											
3.	<b>Disconnection/ Reconnection of supply</b>											
	Consumer wanting disconnection	Urban										
Rural												

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							Within stipulated time frame	Beyond stipulated time frame				
			1	2	3	4	5	6	7	8	9	10
	Request for reconnection	Urban										
		Rural										
	<b>Meter complaints</b>											
4.	Testing of meter	Urban										
		Rural										
	Replacement of burnt meter	Urban										
		Rural										
Replacement of defective meter	Urban											
	Rural											
	<b>Power supply failure</b>											
5.	Fuse blown out or MCB tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Urban										
		Rural										
	Service line broken service line snapped from the pole	Urban										
		Rural										
	Fault in distribution line/system	Urban										
		Rural										
	Distribution transformer failed/burnt	Urban										
		Rural										
	HT mains failed	Urban										
		Rural										
	Problem in grid (33 kV or 66 kV) substation	Urban										
		Rural										
	Failure of Power Transformer	Urban										
		Rural										

Sl. No.	Guaranteed standard parameter	Standards	No. Of complaints pending on the last day of the previous quarter	No. Of Complaints received during the quarter	Total Number of Complaints Col (2+3)	No. Of complaints disposed off		No. of hrs/day (s) of default w.r.t. stipulated time	Compensation payable	Compensation paid by way of adjustment in the bill	No of complaints pending disposal Col 4-(5+6)	
						Within stipulated time frame	Beyond stipulated time frame					
		1	2	3	4	5	6	7	8	9	10	
6.	<b>Voltage fluctuation</b>											
	Local problem	Urban										
		Rural										
	Tap of transformer	Urban										
		Rural										
	Repair of distribution line/ transformer /capacitor	Urban										
		Rural										
	Installation & Up-gradation of HT / LT System	Urban										
		Rural										
	Damage to consumer's apparatus due to Voltage fluctuations	Urban										
		Rural										

Note:

1. Stipulated time frame means service standards as per UERC (Standard of Performance Regulations), 2007.
2. Urban pertains to Urban Distribution Divisions
3. Rural Pertains to Rural Distribution Divisions.