

MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION

**MANUAL OF PROCEDURES
FOR HANDLING CONSUMERS' COMPLAINTS**

In pursuance to Regulation 3.28 of MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision –II) Regulations 2021, MPERC hereby approves the following manual of procedures for handling consumers' complaints.

1. Short Title and commencement

- i. This manual may be called as Manual of Procedure for Handling Consumers' Complaints, 2024.
- ii. This shall be applicable to all the Distribution Licensees including deemed licensees and all consumers in the state.
- iii. A copy of this manual, both in English and Hindi version, shall be made available at every Distribution Centre/Zonal office of Distribution Licensees. This manual shall also be made available for view and download on Distribution Licensees' website.
- iv. The following documents in Hindi and English shall be available at all commercial and fuse-off call service centers of the distribution licensee for information of the consumers.
 - a) Complaint Handling Manual
 - b) Approved current Tariff Schedules
 - c) Details of FPPAS applicable
 - d) Specified forms for various consumer services under the Regulations
 - e) List of officers with contact numbers for redressal of complaints.
 - f) Complaint register in physical or electronic form

2. NATURE OF COMPLAINTS

- i. Nature of Complaints received at Complaint Centers/ Customer Care Centers/ Distribution Centres are categorized as below:-
 - a) New Connection/Load enhancement/Load reduction/ Name change/ Temporary/ Permanent Disconnection
 - b) Normal Fuse-off call

- c) Distribution Transformer Failure
 - d) Outage due to Line breakdown
 - e) Meter related complaints such as correctness of meter, meter reading etc.
 - f) Conversion of service
 - g) Bill related complaints
 - h) Release of Temporary connection
 - i) Issue of No dues Certificate
 - j) Reconnection of supply
 - k) Load shedding /scheduled outages
- ii. It shall be the responsibility of the distribution licensee to reply to the consumer in each case of the complaint filed through any mode, by the consumer. Reply may also be given electronically with proper reference number. A feedback link may be provided to the consumers to know the status of resolution at consumers' end and also to record level of satisfaction.

3. MODES FOR LODGING OF COMPLAINTS

There shall be following modes for lodging of complaints at Distribution Licensees' Level:

- i. Through 24x7 Customer Care toll free number:**
- a) At Customer Care Centre, the complaints/ grievances will be first handled through Interactive Voice Response System (IVRS) and in case, the consumer makes the call from his registered contact number, no further details like service connection number, address etc., shall be asked from the consumer. Complaint of the consumer shall be registered and a Unique Complaint Number (UCN) shall be communicated back to consumer for future reference preferably by IVRS itself and/or through other digital medium i.e. SMS etc. In case of registration of single mobile number with multiple connections, information of service connection number may also be sought. Within two months of publication of this manual, Distribution licensees shall identify contact numbers registered against multiple service connections and send messages to request change of registered contact number, if possible to avoid any confusion in this regard.
 - b) The complaints may be registered with Customer Relation Manager(CRM) system which shall have facilities for SMS, email alerts, notifications to consumers and concerned officers for events like receipt of application, status of application completion of service, online status tracking etc. There shall be provision of auto escalation to higher level, if services are not provided within

the specified time period.

- c) A facility for providing information to the consumers through IVRS regarding their current bill amount and due date or last payment made and date of payment, shall be made available by the Distribution Licensee. Consumer can also get this information directly from call centre agent.

ii. Manual Complaint Handling at Customer Care Centers, respective Distribution Centre:

- a) Complaints under manual process can be lodged by the consumer in writing at respective complaint centres/distribution Centre. Each complaint received shall be acknowledged and a reference number shall be assigned. The working hours at customer care centre on all days of week except Gazetted Holidays shall be:

Monday to Friday- 10 AM to 7:30PM
Saturday- 10 AM to 5:30PM
Sunday- 10 AM to 1:00PM

- b) Consumer can also lodge complaints at respective customer care centres either in writing or telephonically where ever phones are available.
- c) The list of customer care centre is provided at **Annexure-I**. [To be provided by Discom]

iii. At Distribution Licensee Website:

- a) The distribution licensee shall create a separate “Customer Zone/Customer Support” tab on home page of its website for registering of services and complaints as specified under applicable MPERC (Distribution Performance Standards) Regulations, as amended from time to time.
- b) The consumer can register once on the website of distribution licensee by providing their details. On logging in on the website of distribution licensee, the consumer shall be able to see the billing details of last one year as per provisions of the Supply Code, 2021.
- c) Consumer can request the service on distribution licensee’s website and also register the complaint.

iv. Other modes of Filing Complaint:

- a) **Mobile Application:** Consumers can register their complaint using Mobile Application. Mobile App of respective distribution licensee can be downloaded from Android Play/ iOS APP Store. Mobile App shall also include other features like bill details, payment options and suitable tabs for easy complaint filing, etc.
- b) **E-Mail ID:** Consumer can register their complaint via e-mail on e-mail IDs provided by the distribution licensee.

4. TIME LIMIT FOR RECTIFICATION AND RESUMPTION OF SERVICES

- i. Time limits for rendering various services to the consumers’ categories, nature of complaints/ type of service along with entitlement to compensation in case of default shall be as per MP Electricity Supply Code and MPERC (Distribution Performance Standards) Regulations, as amended from time to time.
- ii. Subject to the provisions of the MP Electricity Supply Code and MPERC (Distribution Performance Standards) Regulations as amended from time to time, any person who is affected by the failure of the distribution licensee to meet the Standards of Performance specified under MP Electricity Supply Code and MPERC (Distribution Performance Standards) Regulations as amended from time to time shall be entitled to compensation as specified and where claim for compensation is to be filed, the consumer may file his claim to the distribution licensee.

5. Summary of different channels for lodging complaints at Licensee/ Discom’s Level are provided below:-

Consumer may contact at any of the following touch points for registration of their complaints	
Modes	Name of Discom
24x7Toll Free No.	[To be provided by Discom]
Customer Care Centers	Annexure-I [To be provided by Discom]
Discom’s Website	[To be provided by Discom]

Mobile Applications	[To be provided by Discom]
Official E- mail ID for filing complaint	[To be provided by Discom]

6. Procedure in case of non-response or inadequate response from distribution licensee

- i. In the event of non-response or inadequate response by distribution licensee within the time period specified/stipulated for rendering the service or resolution of complaint, the consumer may lodge complaint with concerned Electricity Consumer Grievance Redressal Forum (ECGRF) as per provisions under MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of Consumers) Regulations 2021 as amended.
- ii. (a) The address of respective ECGRFs is as under:-

	Name of Discom
Address	[To be provided by Discom]
Phone No.	[To be provided by Discom]
Email -ID	[To be provided by Discom]

(b) District/Circle level Forums

	Name of Discom
Address	[To be provided by Discom]
Phone No.	[To be provided by Discom]
Email -ID	[To be provided by Discom]

- iii. If the consumer is not satisfied with the Order issued by ECGRF, a representation against ECGRF Order may be filed before the “Electricity Ombudsman” as per provisions under MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of Consumers) Regulations 2021 as amended at the following address:

**“Electricity Ombudsman,
Madhya Pradesh Electricity Regulatory Commission, Fifth Floor,
“Metro Plaza” Bittan Market, Arera Colony, Bhopal-462016”**

- 7.** As this manual is issued under the provisions of MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision –II) Regulations 2021, in case of non-compliance with the provisions of this manual, the Distribution Licensee shall be liable to punishment under section 142 of the Electricity Act, 2003 (36 of 2003).

**By order of the Commission
Dr. Umakanta Panda, Secy.**