

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No. 57/MON/2012

From

The DGM/Monitoring,
DHBVN, Hisar

To

All CGMs/Operation, in DHBVN
All GMs/Operation, in DHBVN
All DGMs/Operation, in DHBVN
All AGMs/Operation, in DHBVN

Memo No: - **Ch- 142 /Mon-260/Vol-III**

Dated: - 23.10.2012

Subject: Strengthening the Complaint Redressal and Monitoring System

To ensure the quality supply to all category of consumers as per their expectation, the Strengthening and revamping of the Complaint Redressal System is of utmost priority in DHBVN.

As per the topology of the DHBVN, the customers are segregated in Urban and Rural categories of consumers, beside their tariff categories. Since the challenges for the complaint redressal in the urban and the rural area are different. During the brain storming sessions held at Gurgaon on 01.10.2012 & 02.10.2012 wherein the top officers of both the utilities i.e. the DHBVN and UHBVN participated after due deliberation and discussion the matter for strengthening the Complaint Redressal & Monitoring System, It has been decided that following additional activities shall be carried out:-

For Urban Consumers:-

- 1) The working of the existing call centre in the area of DHBVN (Gurgaon) shall be further improved by taking following additional activities:-
 - a. When a complaint is captured by call centre, it shall be captured in the system in such a way that it may be retrieved with the segregation as rural or urban wherever required.
 - b. Nature of captured complaints requires sub classification as the current system does not provides full detail about type of complaint. This sub classification shall be finalized by DGM/IT after discussion with Sr. Officers of Operation wing.

- c. The call centre shall register all types of complaints of consumers under DHBVN including wrong billing/reading cases etc. and shall forwards the same to concerned field offices of DHBVN through the CGRS System of DHBVN or through some other mean as develop during discussion with the officers of Operation wing. The MIS in this regard be submitted every month.
- d. Updated list of contact numbers of complaint attending team of each Circle shall be provided to call centre through DGM/IT by SEs Operations concern so as to forward/follow up the lodged complaints on monthly basis.
- e. Call centre representative shall visit each OP Circle of DHBVN regularly at least once in a month. He shall obtain/gather the feedback for further improvement in consumer services from officers of the OP circle, as per work order & amendments thereafter. He shall also collect billing data from the Circle billing centre which shall also be updated at the call centre data regularly. The call centre shall map this billing data with the consumer data in the system of call centre so that in case any consumer lodges complaint of any kind by giving his account number then call centre representative/agent shall be able to request him to pay his energy bill if any pending at that time.
- f. The administrative control of the call centre shall be with GM/Operation, Gurgaon, so as to have effective monitoring and control.
- g. Wide publicity of the call centre shall be made weekly by GM OP Concern in the areas for initial four month. It shall be publicized that consumers may get benefits of call centre in more efficient way by providing their Account Number while interacting with call centre agents.
- h. The call centre shall provide MIS Report regarding area & consumers from which complaints are received most frequently.
- i. Call centre shall change their shift timings viz. from 7 am to 3 pm, 3 pm to 11 pm & 11 pm to 7 am.
- j. Call Centre shall provide MIS report of seats (agent) utilization after each shift of a day through E-Mail.

- k. Considering the high resolution time of complaints, the concerned SE/Op will monitor the escalation reports from JE to XEN level weekly & recommend/ initiate action.
 - l. Call centre shall provide the MIS report on the locations where the repeated complaints have been received so as to enable the Operations wing to analyze the root cause for the same and take necessary corrective measures to prevent such complaints in future.
 - m. Call centre shall provide the MIS report of top 50-repeated consumer who repeatedly have been calling for their issues. DHBVN officials can address them individual complaints separately to avoid any dissatisfaction.
- 2) The defunct Complaint Centers shall be revived by providing two additional manpower for recording the consumer complaints.
 - 3) Mobile complaint centers shall be made functional at each circle level for expeditious redressal of consumer complaints during night time.
 - 4) Consumer Grievance Redressal System (CGRS) shall be deployed (by IT wing) by providing a link in the 'Consumer Services' section of the website of DHBVN (i.e. www.dhbvn.com).

This facility provided will facilitate the consumers to register the online complaints and to expedite the complaint redressal by DHBVN staff, which will result in better consumer satisfaction. Apart from registering the complaints, consumer can also track the status of the complaint via complaint number provided to the consumer at the time of registering the complaint.

The system shall provide a **user id** and **password** to all the subdivisions to view/review the list of registered complaints and update the status of the complaint after resolving them. Further, to make the system more effective, an inherent feature to escalate the complaints in case the same is not resolved within the stipulated time, as declared by the HERC be provided. As per the system at first step, the complaints are escalated to Division and further to Circle, Zone and finally to the C.M.D. level on the basis of number of days taken to resolve the complaint.

The following MIS reports shall be available in the system for the information of the officers are as follows:-

- a) **Pending Status:-** The list of complaints pending against the office.
 - b) **Daily Status:-** The monthly status of number of complaints carried forward from previous month, received, resolved and pending for solution.
 - c) **Monthly Status:-** The monthly status of number of complaints carried forward from previous month, received, resolved and pending for solution.
 - d) **Annual Status:-** The annual status of number of complaints carried forward from previous month, received, resolved and pending for solution.
- 5) All GM/Op shall convene the monthly meeting with the Call Centre representatives to review & further refine the complaint recording and redressal system for their area/jurisdiction.

For Rural Consumers:-

In order to minimize the breakdowns in the rural area, it is important to strengthen the existing infrastructure/electrical system in the villages. As per data available 3492 No. villages are existing under DHBVN. The circle wise details given below:-

Faridabad:	511	Gurgaon:	733
Narnaul:	387	Rewari:	408
Bhiwani:	493	Hisar:	625
Sirsa:	335		

It has been decided that the strengthening/maintenance of the system shall be completed within next 6 months by respective GM (OP) in their area. Accordingly 566 No. villages (3492/6) shall be covered in each month. Taking 25 working days in a month, the villages to be covered per day $566/25=21$. To complete the work/activity in each village it has been decided to depute 4 teams contesting following officials:-

Skilled Labor	5 No
Unskilled Labor	4 No

The GMs/Op, shall engage the following services in their circle, on outsource basis through registered labour contractor on DC rates. The qualification and experience of skilled labor shall be at par as required for the recruitment of ALM

Sr. No.	Workers	Hisar	Bhiwani	Sirsa	Gurgaon	Faridabad	Rewari	Narnaul	Total
1	Skilled Labour	76	60	40	90	60	50	46	442
2	Unskilled Labour	60	48	30	72	48	40	38	338

To improve the services further it has also stand decided that each JE shall visit all the villages falling in their respective areas, once in a month's time. During his visit, the JE will contact the during visit Sarpanch/Namberdar of the village and shall record the grievances for supply of electricity of the village. During his visit the JE shall also review the status of existing system and shall prepare the maintenance activities, required to be carried out in the village for strengthening for proper supply. The JEs, after visit to the village, shall submit the report with regard to grievances pointed out by the village Sarpanch/Namberdar and required mtc. work noticed/observed by him to the SDO concerned. The SDO & Xen concerned shall visit 5% & 2% villages respectively, selected randomly to verify the report furnished by the JEs by 15th November-2012. The quantum of grievances of mtc. required shall be reviewed at SDO/Xen level for taking further n/action and will send their report to GM/Op concerned for getting the needful done. The GM Op. shall prepare the strategy for the same. Further Xen shall certify the quality & quantum of work in respect of 10% of the villages completed. GM/Op shall certify the quality & quantum of work in respect of 5% of the villages completed, every month. GM/Op concerned shall also furnish the report on daily basis regarding the no. of villages in which maintenance/ strengthening work has been carried out, keeping in view that the activities in the villages under his jurisdiction are completed within next six months (22.4.2013) i.e. before commencing of next summer season. The work for mtc. & strengthening system can be started side by side on the villages where the visits have been carried out. The CGM Op. shall put up the consolidated report regarding the target achieved, on monthly basis, to the management through Director Op. for consideration and approval.

During strengthening and maintenance of the existing infrastructure/system the following activities shall be ensured:

- i) Maintenance of existing transformers/ augmentation if overloaded.
- ii) Proper sagging of conductor.
- iii) Replacement of wornout/under size conductor with proper size.
- iv) Replacement of iron poles if any.

- v) Providing earthing where required.
- vi) Other Misc. works.

It is expected that the breakdowns, in the rural area, shall reduce to the bare minimum after carrying out the above activities. In addition to above the villagers shall get their complaints recorded on the substations, feeding their area. The SSA/SA present on duty shall record the complaints in the register kept for the purpose in case supply is fed from 33 KV substations. In case the supply is being fed from 66/132/220 KV substation, which is under the control of HVPNL, in the rural area, the complaints shall be recorded by deputing a person in shifts by the GM (OP) concern. Wide publicity as well as placing the same on DHBVN's Website, regarding the telephone no. along with name of substation shall be made/ensure.

The monitoring of the system shall be carried out by the GM/DGM (OP) concern at his personnel level. The feedback/performance of their areas shall be sent to this office fortnightly for appraisal of Management. The senior officers during their visit to field shall check/inspect the above system and furnish the detail/status in the report.

The above instruction shall be implemented with immediate effect.

This issues with the approval of CMD, DHBVN/UHBVN

**Coordinator,
DHBVN, Hisar.**

CC:

1. SPS to CMD DHBVN for kind information of CMD please.
2. PS to Director (OP), DHBVN, Hisar for kind information of Director please.
3. PS to Director/Project, DHBVN, Hisar for kind information of Director please.
4. PA to AMD, DHBVN, for kind information of AMD please.
5. CGM/M&P, DHBVN, Hisar.
6. CGM/P&D, DHBVN, Hisar.
7. CGM/Commercial, DHBVN, Hisar.
8. CGM/MM, DHBVN, Hisar.
9. CGM/Finance, DHBVN, Hisar.
10. CGM/Accounts, DHBVN, Hisar.
11. CGM/Audit, DHBVN, Hisar.
12. CCO DHBVN, Hisar.

Annexure-I

Circle wise status/ progress of visit of villages by JEs and checking / verification by the SDO/XEN concerned.

Sr. No.	Name of circle	Name of Division	Name of S/Divn.	Total No. of villages falls within jurisdiction	Total no. of villages visited by the JEs during the month	No. of villages visited so far (cumulative)	No. of villages verified by SDO in his area	No. of villages verified by XEN	No. of villages where strengthening/maintenance completed during the month	No. of villages where strengthening/maintenance completed so far (cumulative)
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