

DAKSHIN HARYANA BIJLI VITRAN NIGAM
Vidyut Sadan, Vidyut Nagar, Hisar-125005

Sales Instruction No. 21/2007

From

GM/Commercial,
DHBVN, Hisar.

To

All CGMs/GMs /DGMs/AGMs (OP)
JE-I I/c Sub offices in DHBVNL

Memo No. Ch- 21/SE/Comml/R-17/170/2004 Dated: - 7/5/2007

Subject:- Citizen's Charter/Consumer's Charter of Rights - Standards of Performance of Distribution Licensee

DHBVN stands committed to provide round the clock services for speedy disposal of consumer complaints through Electricity call Centers/BSKs.

In order to facilitate the customers for quick disposal of their complaints, the Nigam henceforth prescribes a Ciitizen's Charter and Consumer Rights. Consumer has the right to:

1. To get his/her complaint lodged with the Nigam and to receive proper acknowledgement of the same (Complaint can be lodged through telephone/fax/email etc)
2. To be treated with respect and dignity by Nigam officials.
3. To provide hurdle free services.

A citizens' charter/consumers charter is also hereby released for the benefit of the consumers and to improve the services of the Nigam. (Annexure-A & B)

To implement the charter, the Nigam shall have to gear up the Call Centres/BSKs to meet the larger scope of work. Therefore the following Standard Operating Procedures are hereby prescribed for the BSKs:

- (i) Complaints with regard to all matters listed in the Citizen's Charter including failure or interruption of power supply can be lodged over the telephone number 1912 to the BSK of the Nigam giving the details of name, address and brief nature of the complaint.
- (ii) The BSK shall keep a detailed log of all complaints received in a computerized database/ register.
- (iii) For all complaints mentioned in Annexure "A" - the BSK shall provide a unique complaint number to the complainant.
- (iv) In all matters mentioned in Annexure "B", the BSK shall print an acknowledgement slip (showing nature of complaint and stipulated redressal time) and send it by post to the complainant on next working

- day. The BSK shall then forward the complaint to the CCC (Consumer Care Centre) of the Nigam.
- (v) The CCC shall take care to resolve the complaint within the stipulated time and report the fact of resolution to the Central Call Centre/BSK so that the BSK can keep the consumer posted. Upon resolution of the complaint the CCC shall intimate the fact of resolution to the consumer by post and also inform BSK quoting the original complaint number issued by BSK.
 - (vi) In case of supply outage if the BSK is aware that the complaint is due to any of the reasons like Fault in distribution mains; Distribution transformer failed/burnt; HT mains failed; Problem in grid (33 kV or 66 kV) substation; Planned/scheduled/emergency Maintenance work; Load Shedding etc., he shall inform the complainant the reason (s) for power failure and also indicate the approximate time required for restoration of power supply. Nevertheless, he shall register each complaint received and issue a unique complaint number for such complaints also.
 - (vii) The BSK shall communicate the complaint to the mobile service teams/Complaint Centres of the Nigam. The mobile service team/Complaint centres would then proceed to the address provided by the complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint, the BSK shall be informed of the status.
 - (viii) In case, the cause of the complaint is more severe, the Mobile service team/complaint centre shall inform the nature of the fault and approximate time required for rectification to the complainant and also to the BSK. He shall also inform the next higher authority to take appropriate action to deploy additional resources and materials to resolve the complaint.
 - (ix) In case no information is received by the BSK within the stipulated time given above, the BSK shall escalate the complaint to the concerned DGM.
 - (x) The escalation process shall be inbuilt within the system for all types of complaints and the BSK shall escalate automatically every two hours up to the level of GM Customer Care at HQ and CGM (Operations)/Director Operations/MD using the computerized server-based system until the resolution of the complaint is logged. All complaint-handling officers shall be provided with mobile wireless based communication devices for the dissemination of complaint related information. In the event that the next higher authority is unavailable or is unable to resolve the problem within the stipulated time, the complaint will be escalated, through the proper channel.
 - (xi) The concerned authority would then appraise the BSK about the resolution of complaint.
 - (xii) Daily MIS reports shall be provided by the BSKs through email, to the MD, the Director Operations, CGM (Operations) and GM Operations giving the status of pending complaints.
 - (xiii) MIS reports, giving category-wise total number of complaints received and details of the complaints which could not be attended within the stipulated time, along with reasons thereof, have to be submitted to the HERC on quarterly basis.

Complaints are categorized as "Supply Related" and "General". Supply related matters and timeframes for redressal are mentioned in Annexure A. Other General Matters are dealt in Annexure B.

Annexure A
Supply Related Matters

Sr. No.	Type of Complaint	Nature of Complaint	Service Level time Frame
1.	Normal Fuse-off calls	Supply failure—Total area	6 Actual hours.
		Supply failure-Individual	4 working hours.
		Supply failure-1 phase	4 working hours.
		Dim supply	6 actual hours.
		SC wire broken	6 actual hrs.
		SC wire loose connection	4 working hours
		Sparking on pole	24 hrs.
		Section Fault	4 Actual hours
		Mains/Meter/Wall Shock	4 Actual hours
		Sparking at Meter	4 Actual hours
		Supply failed total area	6 actual hrs.
		Frequent Failure of power supply	24 hours
		Over Head Line/Cable Break Down	6 Actual hours.
		Under Ground Cable Break Down	12 actual hrs.
		Scheduled outages	12 actual hours.
		SC wire Damage	7 days.
		Meter Burnt	7 days
		Voltage Fluctuation	10 days.
		Low voltage	10 days
		High voltage	10 days.
2.	Transformer Related	Transformer-smoke/Flames	24 hours.
		Transformer-cable/Lugs burnt	24 hours.
		Transformer sparking at Pole	24 hours.
		Transformer-oil leakage	24 hours.
		DTR failure (Cities & Towns)	24 hours
		DTR failure (Rural)	48 hours.
3.	Pole Related complaints	Pole gives current shock	6 actual hours.
		Pole leaning	10 days.
		Pole Fell Down	6 actual hours.
		Pole rusted/damaged	10 days.
4.	Line Related Complaints	Line snapped	6 actual hours.
		Line Bunched/twisted	6 actual hours.
		Line Tree Branches Touching	5 days.
		Loose span	10 days
		Stay wire cut	10 days.
5.	Other Supply related		10 days.
6.	Voltage Problems		
		Low voltage Individual problem	Within 6 hours
		LT distribution system problem	60 days
		HT system problem	90 days.
		Voltage Fluctuation	Within 7 days

Note - The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- (a) In the case of Low Voltage, +6% and -6%;
- (b) In the case of High Voltage, +6% and -9%; and,
- (c) In the case of Extra High Voltage, +10% and -12.5%.

Annexure B
General Matters

Sno	Type of Complaint	Nature of Complaint	Timeframe for redressal of complaint	
1	Meter related			
		Burnt Meter	To be replaced within 6 Hrs. of reporting under normal circumstances. In case meter is not available the supply would be restore within 6 Hrs. under proper SJO & meter be replaced within 5 days.	
		Meter Accuracy check / Defective Meter/Stuck meter	Meter be check with accu-check and a copy of result be handed over to consumer within 3 days. If after accu-check it becomes necessary to replace the meter, it will be done within 10 days of the checking.	
		Accidental breakage of seals, no evidence of tampering	Within 2 days – accucheck shall be used on meter and if status OK, the seals/meter shall be replaced at Nigam cost	
2	New Connections/ EOL			
	A. Existing network with ample loading capacity available and within 30 mtrs of applicant's premises	Category	Processing period / Issue of D/N	Release of connection after compliance of D/N or receipt of valid TR

		1. Connections upto 35 KW Load (excluding AP category) with whole current meter	7 working days	7 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	7 working days
		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	7 working days
		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	7 working days
	B. Extension/Augmentation of network (Excluding the sub station lines & equipments) is involved			
		1. Connections upto 35 KW Load (excluding AP category) with whole current meter	7 working days	15 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	15 working days
		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	15 working days

		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	15 working days
	C. Installation of new DT/Erection of HT Line(Excluding the sub station lines & equipments) is involved			
		1. Connections upto 35 KW Load (excluding AP category) with whole current meter	7 working days	30 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	30 working days
		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	30 working days
		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	30 working days
		Already electrified areas (but where 11 KV network needs to be strengthened or augmentation of sub-station/ power transformer is required)	180 days minimum	subject to actual time required for the work
	Note: 1) Issue of demand notice is subject to technical and economical feasibility. 2) In case of any difficulty in the process of the application for release			

	of connection, the applicant shall be well informed about the latest position & update.		
	D. Agriculture Tubewell/AP Connections	Where only LT line is involved	Within 30 days of deposit of estimated amount (but demand notice is to be issued within 15 days of date of receipt of application)
		Where 11 KV works are involved	Within 60 days of deposit of estimated amount (but demand notice is to be issued within 30 days of date of receipt of application)
	Note – Where more time is required for any of the above, Licensee/Nigam can approach the Commission for more time		
3.	Change of ownership/category		
		1)Transfer of ownership to legal heir. 2) Change of ownership of connection due to change in ownership/occupancy	Within 2 billing cycles
		Load Reduction	To be verified within 10 working days from date of receipt of application After verification sanction within 10 working days of date of verification Change to be effective

			from next billing cycle
		Change of category	Inspection of premises within 7 days from date of receipt of application Change to be effective from next billing cycle
4.	Disconnection/Re-connection		
		Disconnection on account of Non-payment of dues by consumer	15 days notice to be given; then disconnection
		Disconnection on request	Meter checking/Special reading to be done within 2 days from date of application and final bill (including arrears if any) to be rendered within next 2 days from date of special reading. Disconnection to be effected within 24 hrs. of the deposit of dues and submission of proof thereof.
		Request for Re-connection	Within 2 days of payment of past Dues along with Service Line charges, as Applicable, for that category of consumer and Reconnection charges. Dormant connections would be reconnected only after all formalities as required in the case of new connections is Complied with.
5	Billing		
		Wrong bill	a. Same day - If no additional information about meter verification is required

			b. If additional information about meter verification is required - Within 15 days from date of receipt of complaint
		First bill	Within 2 billing cycles
6.	Shifting of poles/DTs		
		Pole shift request	Within 30 days of deposit of estimated amount (average cost shall be Rs. 10,000/)
		Transformer Shift Request	Within 60 days of deposit of estimated amount (Average cost of shifting is Rs. 75,000/-)
7.	Staff discourteous behaviour	To be inquired within 7 days and action taken be intimated to complainant	Copy of report be also filed with HERC
8	Refund of consumer dues	a) Desired through adjustment	Within 7 days and a confirmation to be sent to the consumer in writing. The actual refund however shall be reflected in the A/C in the next billing cycle.
		b) Desired in cash	Within 30 days of making the request.

These timeframes are maximum in nature – the Nigam officials should try to ensure that the jobs are performed well before the expiry of the timeframes.

In case of Annexure-A – “Supply Matters” The BSK shall take care to escalate the problem/complaint to the next higher authority after **“every hour”** of lodging of complaint – so that by the time the timeframe expires, all senior officers are aware of the matter. This is necessary, since after expiry of the prescribed period

,the consumer shall have right to call up the Directors and MD. This is shown by example below:

e.g. Normal fuse off call – total area is out – timeframe is 6 hours – after 1 hour of lodging of complaint, the matter should be escalated to AGM, then after 2 hours to DGM, after 3 hours to GM and in 4th hour to CGM Ops. After 6 hours the consumer has right to call the GM CC of Head quarter and Directors/MD. Therefore mechanism has to be built to ensure escalation of complaint to senior field officers, well before expiry of timeframe prescribed.

The rights enshrined in citizen's charter are only for paying consumers and not available to defaulters of the Nigam.

Wide publicity of above instructions must be ensured by field officers & should be noted for meticulous compliance.

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