

Internal Complaint Redressal System (ICRS)

Document Reference

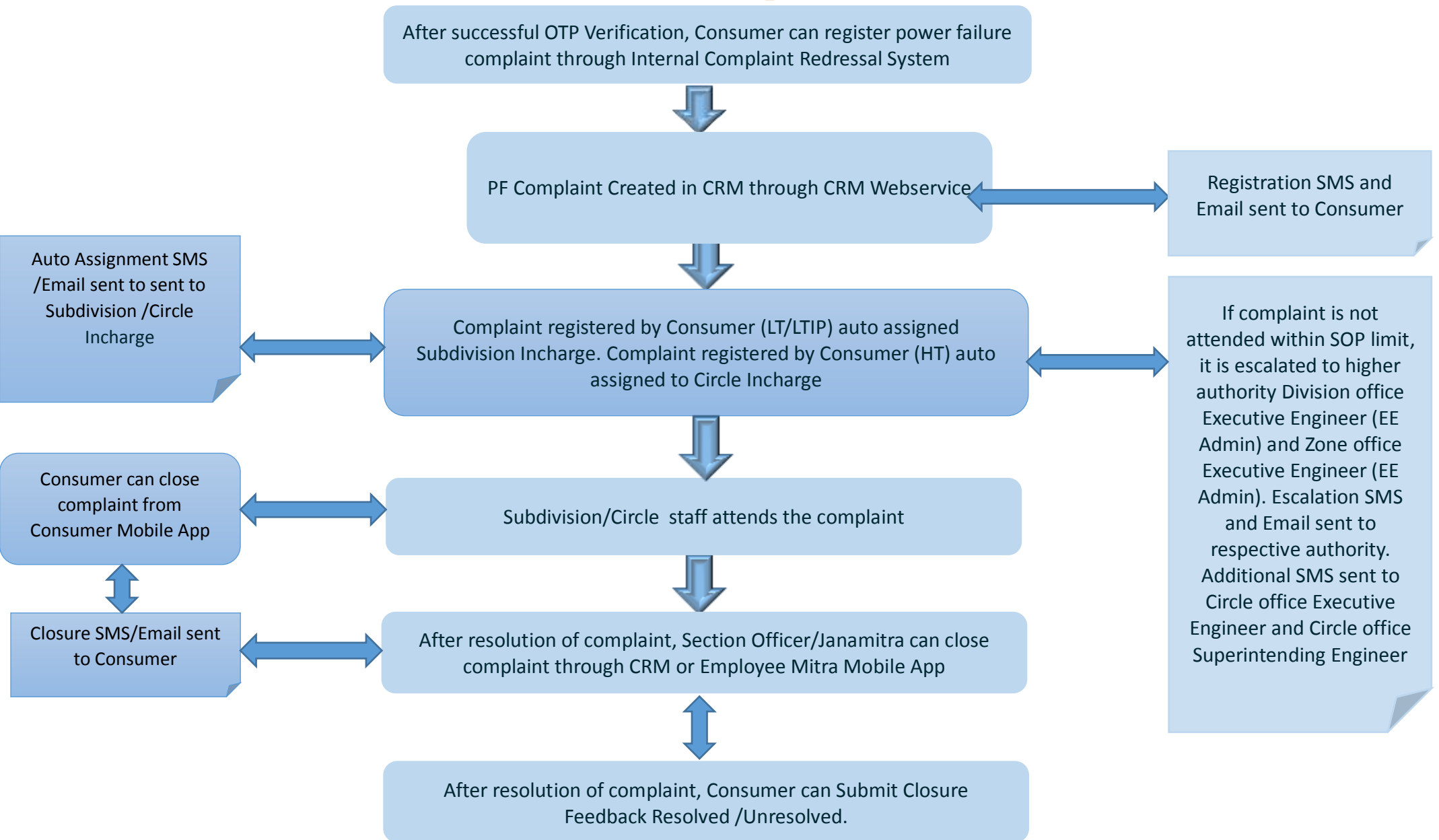
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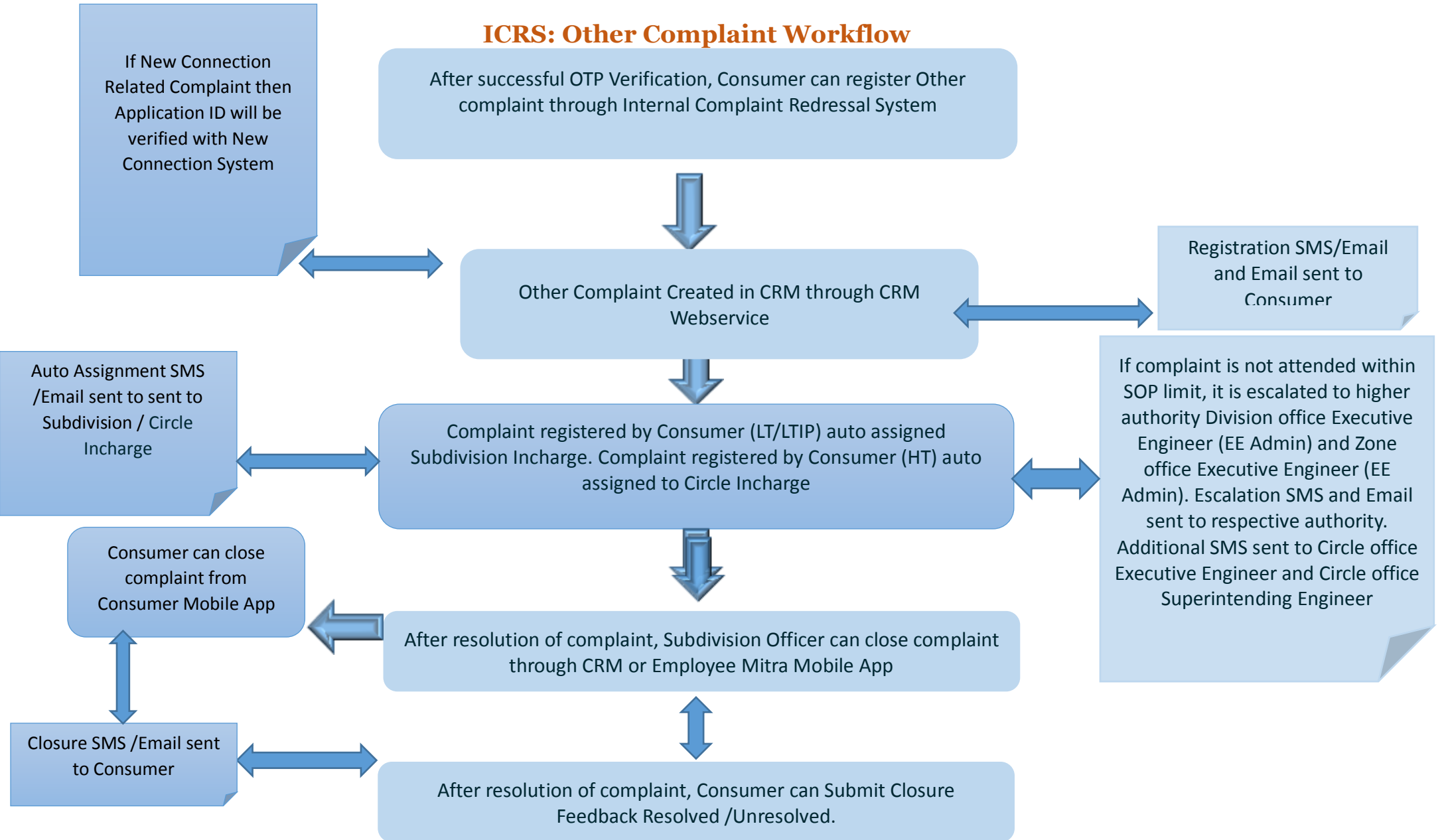
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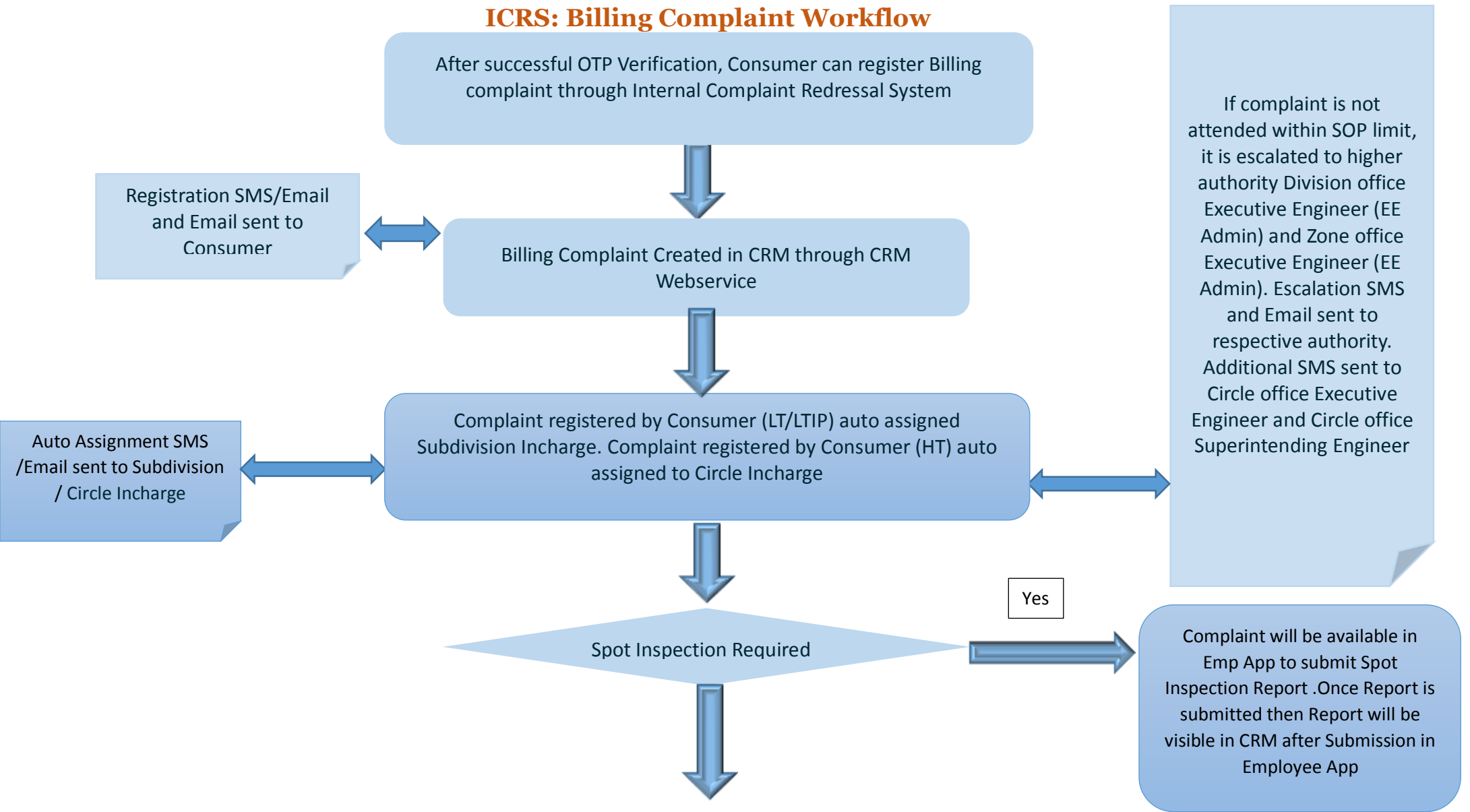
ICRS: Power Failure Complaint Workflow

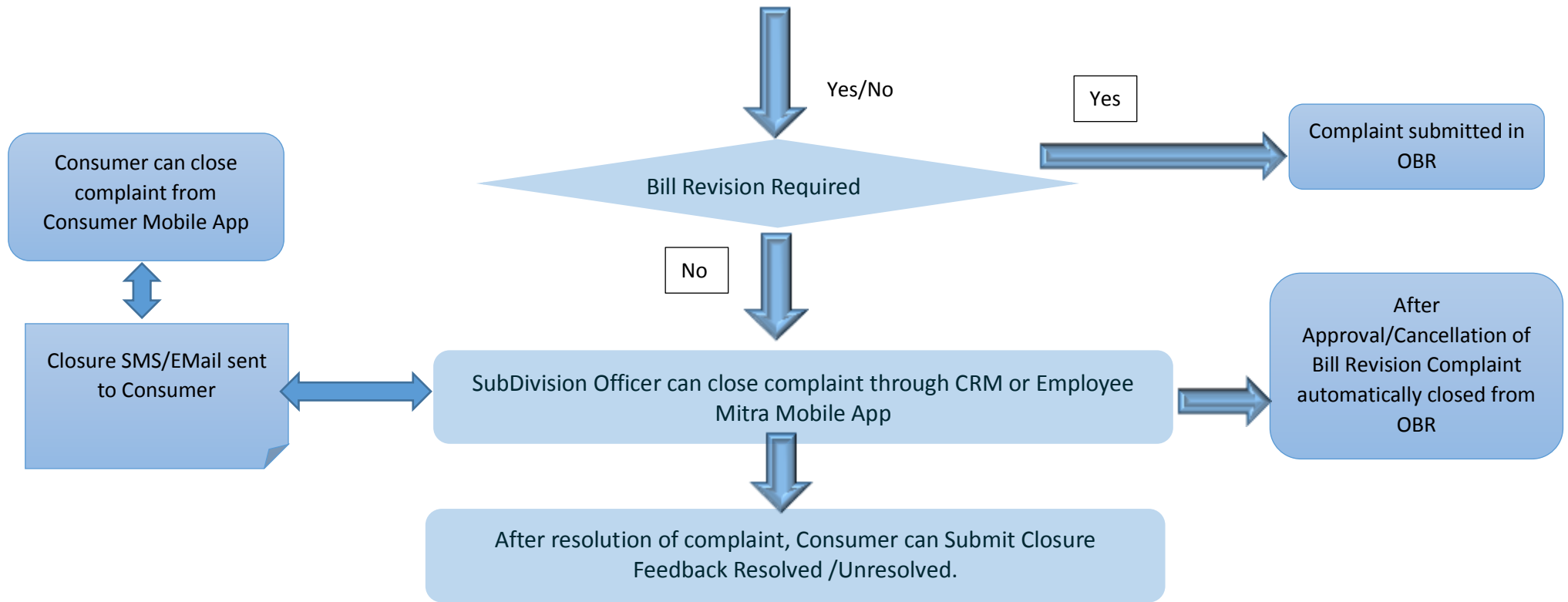


ICRS: Other Complaint Workflow

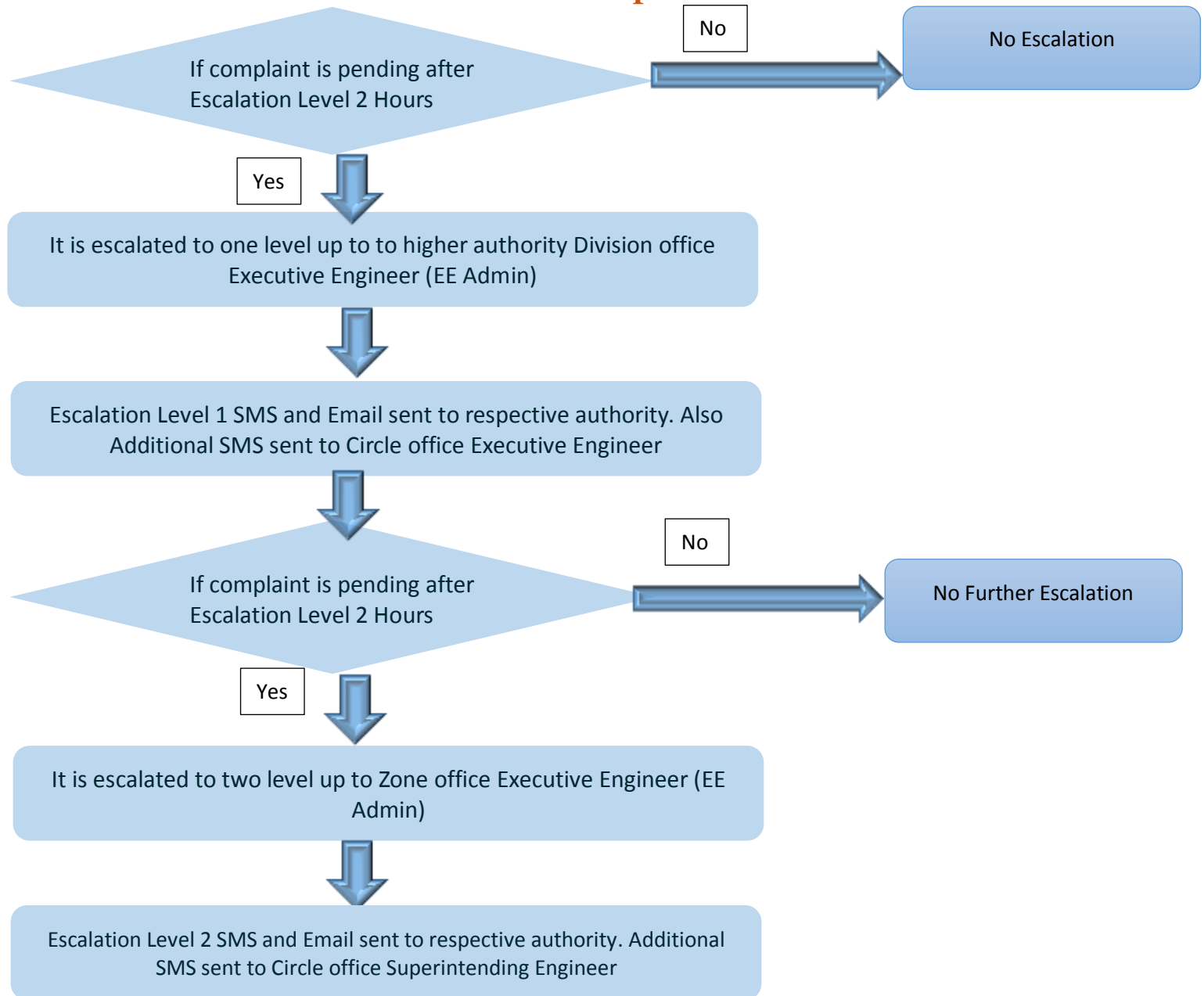


ICRS: Billing Complaint Workflow





ICRS: Escalation Workflow of Complaint



- SOP Time Line and Escalation Matrix For ICRS complaints:

Service Major Request Type	Service Request Type	Service Request Sub-Type	Urban/Rural	SOP Hours	Escalation Level 1 Hours	Escalation Level 2 Hours
Power Failure	Complaint	11 KV - Overhead Line Breakdown	Urban	4	2	3
Power Failure	Complaint	11 KV - Overhead Line Breakdown	Rural	24	12	18
Power Failure	Complaint	22 KV - Overhead Line Breakdown	Urban	4	2	3
Power Failure	Complaint	22 KV - Overhead Line Breakdown	Rural	24	12	18
Power Failure	Complaint	415 Volts - Overhead Line Breakdown	Urban	4	2	3
Power Failure	Complaint	415 Volts - Overhead Line Breakdown	Rural	24	12	18
Power Failure	Complaint	Cable Fault	Urban	8	4	6
Power Failure	Complaint	Cable Fault	Rural	48	24	36
Power Failure	Complaint	Line - Bunched	Urban	4	2	3
Power Failure	Complaint	Line - Bunched	Rural	24	12	18
Power Failure	Complaint	Line - Snapped	Urban	4	2	3
Power Failure	Complaint	Line - Snapped	Rural	24	12	18
Power Failure	Complaint	Line - Tree Branches Touching	Urban	4	2	3
Power Failure	Complaint	Line - Tree Branches Touching	Rural	24	12	18
Power Failure	Complaint	Line - Twisted	Urban	4	2	3
Power Failure	Complaint	Line - Twisted	Rural	24	12	18
Power Failure	Complaint	Pole - Disconnect	Urban	3	2	2
Power Failure	Complaint	Pole - Disconnect	Rural	18	9	14
Power Failure	Complaint	Pole - Fell Down	Urban	24	12	18
Power Failure	Complaint	Pole - Fell Down	Rural	48	24	36
Power Failure	Complaint	Supply Failed - Phase Out	Urban	4	2	3
Power Failure	Complaint	Supply Failed - Phase Out	Rural	24	12	18
Power Failure	Complaint	Supply Failed - Total Area	Urban	4	2	3
Power Failure	Complaint	Supply Failed - Total Area	Rural	24	12	18

Power Failure	Complaint	Transformer - Burnt	Urban	18	9	14
Power Failure	Complaint	Transformer - Burnt	Rural	48	24	36
Power Failure	Complaint	Transformer - Cable	Urban	18	9	14
Power Failure	Complaint	Transformer - Cable	Rural	48	24	36
Power Failure	Complaint	Transformer - Flames	Urban	0	0	0
Power Failure	Complaint	Transformer - Flames	Rural	0	0	0
Power Failure	Complaint	Transformer - Lugs	Urban	18	9	14
Power Failure	Complaint	Transformer - Lugs	Rural	48	24	36
Power Failure	Complaint	Transformer - Smoke	Urban	0	0	0
Power Failure	Complaint	Transformer - Smoke	Rural	0	0	0
Power Failure	Complaint	Transformer - Sparking	Urban	0	0	0
Power Failure	Complaint	Transformer - Sparking	Rural	0	0	0
Power Failure	Complaint	Voltage - Blinking	Urban	3	2	2
Power Failure	Complaint	Voltage - Blinking	Rural	18	9	14
Power Failure	Complaint	Voltage - Dim Supply	Urban	3	2	2
Power Failure	Complaint	Voltage - Dim Supply	Rural	18	9	14
Power Failure	Complaint	Voltage - Fluctuation	Urban	3	2	2
Power Failure	Complaint	Voltage - Fluctuation	Rural	18	9	14
Power Failure	Complaint	Voltage - High	Urban	3	2	2
Power Failure	Complaint	Voltage - High	Rural	18	9	14
Power Failure	Complaint	DT/Pillar Box-Sparking	Urban	18	9	14
Power Failure	Complaint	DT/Pillar Box-Sparking	Rural	48	24	36
Power Failure	Complaint	DT/Pillar Box-Cable	Urban	18	9	14
Power Failure	Complaint	DT/Pillar Box-Cable	Rural	48	24	36
Power Failure	Complaint	DT/Pillar Box-Lugs	Urban	18	9	14
Power Failure	Complaint	DT/Pillar Box-Lugs	Rural	48	24	36
Power Failure	Complaint	DT/Pillar Box-Bus Bar Burnt	Urban	3	2	2
Power Failure	Complaint	DT/Pillar Box-Bus Bar Burnt	Rural	18	9	14
Power Failure	Complaint	UnderGround Service Cable Fault	Urban	8	4	6

Power Failure	Complaint	UnderGround Service Cable Fault	Rural	48	24	36
Power Failure	Complaint	Light Blinking	Urban	3	2	2
Power Failure	Complaint	Light Blinking	Rural	18	9	14
Power Failure	Complaint	Fuse Off Call	Urban	3	2	2
Power Failure	Complaint	Fuse Off Call	Rural	18	9	14
Billing	Complaint	Average Bill	Urban	360	180	270
Billing	Complaint	Average Bill	Rural	360	180	270
Billing	Complaint	High Bill	Urban	360	180	270
Billing	Complaint	High Bill	Rural	360	180	270
Billing	Complaint	Late Bill Receipt	Urban	24	12	18
Billing	Complaint	Late Bill Receipt	Rural	24	12	18
Billing	Complaint	Low Bill	Urban	360	180	270
Billing	Complaint	Low Bill	Rural	360	180	270
Billing	Complaint	Meter Not Functioning (No Display)	Urban	96	48	72
Billing	Complaint	Meter Not Functioning (No Display)	Rural	288	144	216
Billing	Complaint	Meter Reading - Correction	Urban	360	180	270
Billing	Complaint	Meter Reading - Correction	Rural	360	180	270
Billing	Complaint	Meter Reading Not Taken	Urban	360	180	270
Billing	Complaint	Meter Reading Not Taken	Rural	360	180	270
Billing	Complaint	Meter Stuck Up / Stop	Urban	96	48	72
Billing	Complaint	Meter Stuck Up / Stop	Rural	288	144	216
Billing	Complaint	Non Receipt Of Bill	Urban	24	12	18
Billing	Complaint	Non Receipt Of Bill	Rural	24	12	18
Billing	Complaint	Unbilled Consumer Since Connection	Urban	24	12	18
Billing	Complaint	Unbilled Consumer Since Connection	Rural	24	12	18
Billing	Complaint	Wrong Load (Agriculture Consumer)	Urban	360	180	270
Billing	Complaint	Wrong Load (Agriculture Consumer)	Rural	360	180	270
Billing	Complaint	Wrong Bill	Urban	360	180	270
Billing	Complaint	Wrong Bill	Rural	360	180	270

Billing	Complaint	VM (Vidarbha Marathwada) Subsidy	Urban	360	180	270
Billing	Complaint	VM (Vidarbha Marathwada) Subsidy	Rural	360	180	270
Billing	Complaint	Powerloom Subsidy	Urban	360	180	270
Billing	Complaint	Powerloom Subsidy	Rural	360	180	270
Billing	Complaint	Textile Subsidy	Urban	360	180	270
Billing	Complaint	Textile Subsidy	Rural	360	180	270
Billing	Complaint	Duplicate Bill Complaint	Urban	360	180	270
Billing	Complaint	Duplicate Bill Complaint	Rural	360	180	270
Billing	Complaint	Meter Inspection	Urban	96	48	96
Billing	Complaint	Meter Inspection	Rural	228	144	228
Others	Complaint	Meter Burnt/Faulty/Non-Functioning	Urban	18	9	14
Others	Complaint	Meter Burnt/Faulty/Non-Functioning	Rural	48	24	36
Others	Complaint	Pole - Leaning	Urban	8	4	6
Others	Complaint	Pole - Leaning	Rural	48	24	36
Others	Complaint	Pole - Shock	Urban	0	0	0
Others	Complaint	Pole - Shock	Rural	0	0	0
Others	Complaint	Others - Complaints	Urban	360	180	270
Others	Complaint	Others - Complaints	Rural	360	180	270
Others	Complaint	Accident - Human Fatal	Urban	0	0	0
Others	Complaint	Accident - Human Fatal	Rural	0	0	0
Others	Complaint	Accident - Animal Fatal	Urban	0	0	0
Others	Complaint	Accident - Animal Fatal	Rural	0	0	0
Others	Complaint	Accident - Non Fatal	Urban	0	0	0
Others	Complaint	Accident - Non Fatal	Rural	0	0	0
Others	Complaint	Accident - Others	Urban	0	0	0
Others	Complaint	Accident - Others	Rural	0	0	0
Others	Complaint	Transformer - Oil Leakage	Urban	18	9	14
Others	Complaint	Transformer - Oil Leakage	Rural	48	24	36
Others	Complaint	Street Light	Urban	4	2	3

Others	Complaint	Street Light	Rural	24	12	18
Others	Complaint	DT/Pillar Box-Unlocked	Urban	18	9	14
Others	Complaint	DT/Pillar Box-Unlocked	Rural	48	24	36
Others	Complaint	UnderGround Service Cable-Lugs	Urban	8	4	6
Others	Complaint	UnderGround Service Cable-Lugs	Rural	48	24	36
Others	Complaint	Theft Related Complaint	Urban	3	2	2
Others	Complaint	Theft Related Complaint	Rural	18	9	14
Others	Complaint	Shifting Of Meter Complaint	Urban	96	48	72
Others	Complaint	Shifting Of Meter Complaint	Rural	288	144	216
Others	Complaint	New Connection Complaint	Urban	72	36	54
Others	Complaint	New Connection Complaint	Rural	72	36	54
Others	Complaint	Disconnection/Reconnection Complaint	Urban	8	4	6
Others	Complaint	Disconnection/Reconnection Complaint	Rural	24	12	18
Others	Complaint	Additional Load Complaint	Urban	360	180	270
Others	Complaint	Additional Load Complaint	Rural	360	180	270
Others	Complaint	Reduction Of Load Complaint	Urban	360	180	270
Others	Complaint	Reduction Of Load Complaint	Rural	360	180	270
Others	Complaint	Change Of Tariff Category Complaint	Urban	360	180	270
Others	Complaint	Change Of Tariff Category Complaint	Rural	360	180	270
Others	Complaint	Change Of Name Complaint	Urban	360	180	270
Others	Complaint	Change Of Name Complaint	Rural	360	180	270
Others	Enquiry	Others - Enquiry	Urban	360	180	270
Others	Enquiry	Others - Enquiry	Rural	360	180	270
Others	Enquiry	Billing Related	Urban	360	180	270
Others	Enquiry	Billing Related	Rural	360	180	270