

# Internal Complaint Redressal System (ICRS) in MSEDCL

- **Web-based portal**
- Separate public facing site accessible over Internet has been developed for Internal Complaint Redressal System (ICRS)
- **ICRS URL:** <https://wss.mahadiscom.in/ICRS/RegisterComplaint.aspx>
- In ICRS, complaints can be registered with consumer number or New Connection complaint with NC Application ID
- Complaint status can be tracked
- Consumer feedback can be submitted by consumer after complaint closure.
- The following slides demonstrate the detail process flow
- ✓ Consumer Number Complaint Registration Process
- ✓ New Connection Complaint Registration Process
- ✓ Complaint Tracking Process
- ✓ Complaint Redressal Process
- ✓ Consumer Feedback

## ***Complaint Registration Process:***

- Enter a valid 12 digit consumer number and click 'Generate OTP' button to generate OTP on consumer number's registered mobile number and/or email address for verification purpose.
- An 'Enter OTP' textbox will appear to enter the generated OTP. This OTP will be valid for 15 minutes and can reuse within 15 minutes. If invalid OTP is entered then alert is displayed as below. Press OK and enter correct OTP. If the entered OTP is correct then an alert is displayed for the same as below. Press OK to continue.
- After OTP is successfully verified consumer number details are displayed.
- Select relevant data in the Service Major Request Type, Service Request Type, and Service Request Sub-Type drop-down boxes and enter details in Request Details field.
- Now click the Submit button to successfully register you complaint.
- An alert will be displayed stating Complaint Registered Successfully as below.
- On registration of complaint, an identification number known as ICRS Complaint ID is automatically created for the Service Request and displayed on screen as below.
- **Note: If request sub-type selected is Disconnection/Reconnection Complaint, or Additional Load Complaint, or Reduction Of Load Complaint, or Change Of Tariff Category Complaint, or Change Of Name Complaint then consumer needs to enter the NC Application Number in the 'Application Number' textbox.**

## ***Complaint Registration Process – Mobile Number/ Email Registration***

- In order to register complaint, consumer has to register his mobile number and/or email address.

- If mobile number and/or email address is missing or consumer needs to modify any of the same, then separate link is provided on ICRS portal to immediately register the same. After successful modification of mobile number and/or email address on Consumer info portal, please click on **“Register Complaint”** menu to reload page with updated contact details.
- **Consumer contact details registration URL:** <https://pro.mahadiscom.in/ConsumerInfo/consumer.jsp>
- Complaint Registration SMS will be sent to consumer’s registered mobile number, after complaint registration on ICRS portal.
- Also, E-mail is sent to consumer for complaint acknowledgement on registered email ID (if any)

### ***New Connection Complaint Registration Process***

- Enter a valid New Connection (NC) Application number and click ‘Generate OTP’ button to generate OTP on Application number’s registered mobile number and/or email address for verification purpose.
- An Enter OTP textbox will appear to enter the generated OTP. This OTP will be valid for 15 minutes and can reuse within 15 minutes.
- After OTP is successfully verified application number details are displayed
- Enter details in Request Details field.
- Now click the Submit button to successfully register you complaint.
- On registration of New Connection complaint, an identification number known as ICRS Complaint ID is automatically created for the Service Request and displayed on screen.

### ***Complaint Tracking Process***

- Consumer can track ICRS complaint status on ICRS web-based portal using consumer number or NC application ID. Initially, consumer number/NC application ID details will be fetched once ICRS complaint ID is entered. After successful verification of OTP which is sent on consumer/NC application ID registered mobile number and email address respective complaint details will be displayed viz. assigned office name, complaint status, etc. If the complaint is closed then consumer can submit his closure feedback for the complaint.
- To view status of complaint registered by consumer number, enter ICRS Complaint ID in the textbox provided and click ‘Generate OTP’ button to generate OTP on the registered mobile and/or email address used while registering complaint.
- Post successful OTP verification track complaint status is displayed as below.
- To view status of New Connection complaint registered, enter ICRS Complaint ID in the textbox provided and click ‘Generate OTP’ button to generate OTP on the registered mobile and/or email address used while registering complaint.
- Post successful OTP verification track complaint status is displayed as below.

### ***Complaint Redressal Process***

- ICRS Complaints auto-assigned to the subdivision office in-charge (SDO).

- Assignment SMS and email sent to SDO based on RAPDRP user details.
- Service request registered by HT Consumer is assigned to Superintending Engineer (O&M).
- Subdivision Officer can take action on ICRS complaint in CRM Application or Employee Mitra mobile app. Complaint can be closed with required closure comment/remark. Closure comments/remarks are available on WSS Portal for consumers.
- If complaint is not resolved within SOP hours then it will be escalated one level up depending upon the complaint type. Escalation hours are set as per complaint subtype.
- Two level escalation is configured with below escalation matrix:

Escalation Level	Escalated To	Escalation SMS/Email	Additional SMS
Level 1	Division office Executive Engineer (EE Admin)	Division office Executive Engineer (EE Admin)	Circle office Executive Engineer (EE Admin)
Level 2	Zone office Executive Engineer (EE Admin)	Zone office Executive Engineer (EE Admin)	Circle office Superintending Engineer (SE O&M)

- Escalation details are visible on service request details screen.
- Executive Engineer (EE Admin) can take follow-up of ICRS complaints by tracking status of individual complaints in CRM Application. In Search menu he can select **Source of Request** as **ICRS** which will display the ICRS complaints updated within last 30 days.

### Consumer Feedback

- After complaint resolution by the concerned officer, consumer can submit his/her feedback regarding the complaint resolution. Consumer can submit the feedback for closed complaints only.
- If consumer is satisfied with the complaint resolution then he can select **Resolved** in the Resolution Status drop-down values. After selecting **Resolved** he needs to select the respective ratings star and submit feedback.
- If the consumer is not satisfied with the complaint resolution provided then he can select **Unresolved** in the Resolution drop-down values and enter his remarks and submit feedback.

### ICRS SOP PARAMETERS:

Request Major Type Name	Request Type Name	Request SubType Name	Urban/Rural	SOP Hours	Escalation Hours At Level 1	Escalation Hours At Level 2
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