

Plan to Improve Customer Services

A. Legal Requirement:

In Compliance of National Electric Power Regulatory Authority Performance Standards (Distribution) Rules, 2005, every Distribution Companies has to comply with the Rule 7 of said Rules. The extract of relevant rule is as follows:

Rule 7: Annual Performance Reports.

(1) Each distribution company shall supply to the Authority an Annual Performance Report every year, before the 31st of August of the succeeding year, in the Forms as set out in Annexure I to these Rules.

(2) The Annual Performance Report shall contain all relevant information with respect to compliance with these Rules during the year, including a comparison with the compliance reporting provided in the previous year to the Authority.

(3) The Annual Performance Report shall include as a minimum the following information, namely: -

(A) System Performance Reports:

The format for reporting performance is shown in Performance Standards Forms as set out in Annexure-I to these Rules.

(B) Consumer Service Performance Reports:

The format for reporting performance is shown in Performance Standards Forms as set out in Annexure-I to these Rules.

(C) Distribution Companies Written Report on Performance and Plans for Improvement:

This should be in the distribution company's own style but concentrating on:-

- i. reasons for any poor performance against standards;
- ii. worst served consumers;
- iii. worst performing circuits;
- iv. plans to improve the reported poor performance areas related to geography, investment plans or organizational change; and
- v. Expected performance improvements as a result of any investment.

B. Plan Outline:

In order to ensure the facilitation of the customer and to comply with the statutory requirement, the company is planning to do the following steps:

- i. Establishment of Complaint centers that are easily accessible to customer.
- ii. Training of the staff deputed at complaint centers so that they can address the complaints of customers.
- iii. Availability of all the facilities are complaint centers to ensure that objective can be accomplished.
- iv. Establishment of Customer Services Centers to facilitate the public..
- v. To Educate the Public about procedure:
 - a. for the issuance of the new connection.
 - b. To Educate the Public about procedure for getting the re-connection.
 - c. Correction of Bills.
 - d. Safety Guide.
 - e. Installment of Bill.
 - f. Whom to Contact & How to Contact.
 - g. Changes in Tariff and application of Tariff & Tariff Guides.
- vi. To keep the Public updated about the Load Management Programs on daily basis.
- vii. To develop a Mechanism to ensure the Implementation of Load Management Schedules and its Monitoring as well.
- viii. To improve the capacity building through proper Human Resources Measures at the poor performing areas or subdivision by adopting the following measures:
 - a. Review of Staff strength.
 - b. ii. To make up any deficiency in terms of number of staff and relevant skills.
 - c. To equip them with proper tools and equipment.
 - d. Change of staff, if required.
 - e. To address any issues, that are causing customer un-rest due to geographical location, like seasonal variations, area specific technical expertise etc.
- ix. To ensure that prudent investment can be made, wherever required and submit investment plan to Regulator for approval, wherever required.
- x. To ensure the use of Advance Technology for Meter Reading, Manager Information System, and Load Management.
- xi. To upload the customer Services manual of Disco Website.
- xii. To adopt advance measures to facilitate customers in depositing of monthly bills
- xiii. To ensure that bills are delivered in time to customer and also to ensure that the bills are available on Discos' websites.