

## Session: No Current Complaint

Learning Objective	Evaluation Criterion
Explain how a consumer complaint of 'no electricity' in the house is handled	NA



**Duration** 30 Minutes



**Resources** PowerPoint Presentation, Markers and Whiteboard



**Facilitator's Notes** Take the participants through an interactive and structured presentation with video snippets and explain the process of handling no current complaints from customers.

**End of Note**



1. **Tell:**

Welcome to the video presentation on consumer complaints of 'no electricity' in their house. The process of dealing with them is commonly known as No Current Complaint or Fuse Call.



2. **Tell:**

By the end of this session, you will be able to explain how a consumer complaint of 'no electricity' in the house is handled.

However, before we start this session, let me ask you a few questions.



3. **Ask:**

How many of you use mobile phones?

**Facilitator's Note:**

Almost all the participants may raise their hands.

**Ask:**

What will you do if you are unable to make or receive calls?

**Possible Responses:**

- Go to the service provider and register a complaint
- Call the customer service to register a complaint

**Ask:**

Now, suppose your cable connection is not working. What will you do?

**Possible Responses:**

- Call the cable operator
- Visit the cable operator's office

**Tell:**

Well answered! There are different ways of registering a complaint. It could be calling the customer service, visiting the customer service centre or registering the complaint online.

Electricity consumers too have various ways of lodging their complaints regarding current fluctuations, power outages and so on.

In this session, we will learn the correct way of handling complaints.



**4. Tell:**

A customer has three main ways of registering a 'no electricity' or 'no current' complaint:

1. Register online on OMS System
2. Telephone the call centre or complaint centre
3. Visit the complaint centre

Ultimately, all complaints reach the 'Electricity Complaint Centre' or service centre, as some of the power companies call them.

These centres receive several types of complaints.



**5. Tell:**

Most of the times, a customer registers a telephone complaint by calling the complaint centre.

If any customer personally visits our complaint centre and registers a complaint, it is known as a walk-in complaint.

The other way is Outage Management System or OMS online complaint registration system.



**6. Tell:**

OMS complaints are of different types. They include:

- Public complaint, where an entire area is affected
- Individual complaint from a premises, which has no electricity
- Accident complaint received from police or fire department and
- Meter-related complaint

Nowadays, there are also other methods available, like through WhatsApp and SMS, for registering a complaint.



**7. Tell:**

As soon as a telephone operator receives a complaint, he enters it into an online system like OMS or records it in a complaint register. Then, he hands over the complaint to the linemen for rectification of the problem.

Now, let us know how the telephone operator registers a complaint in OMS and complaint register.



8. **Tell:**  
Let us first learn about a walking complaint.

**Facilitator's Note:**

Click to play the video.

**Tell:**

Let us see how a no current complaint is handled. When a customer comes to our place to lodge a no current complaint, we record his/her complaint in our register. All consumer and complaint details are recorded in the complaint book. Then, we give one copy of 'NO CURRENT COMPLAINT' slip to the lineman.



8. **Facilitator's Note:**  
Click to play the video.

**Tell:**

Once the complaint is registered, it is the duty of the lineman to go to the customer's premises, rectify the fault and restore the power supply. We generally call it 'attending to the complaint'. Once the complaint is attended to and customer's electricity restored, the telephone operator records the reason and details of the work done in the complaint register before closing the complaint.

Let us next see how OMS complaints are registered and handled.



10. **Facilitator's Note:**  
Click to play the video.

**Tell:**

In OMS, a complaint can be of various types – area, individual, meter, PCR complaint or emergency.

This complaint is recorded in a computer that is online. The same can be seen in the BSES system network from anywhere. Once the complaint is entered, the remaining process is the same as described in case of a complaint received over telephone.

One copy of the complaint is given to the lineman. The lineman goes to the customer's premises and resolves the problem. After the consumer's problem is resolved, its details are recorded in the system and the complaint is closed.



11. **Tell:**  
Let us see a case of accident, complaint or PCR received from the Police or Fire Department. As soon as the telephone operator receives such a complaint, he enters it into the online system and intimates the Zonal Manager. The Zonal Manager or his field staff checks the status and takes up the issue. Such 'no current' complaints are resolved within six hours of receiving the complaint as per DERC or Delhi Electricity Regulatory Commission regulations.

**Facilitator's Note:**

Click to play the video.

**Tell:**

Here, you can see a public complaint of power outage in a village. A tractor has hit an LT PCC pole and uprooted it. There is tripping on earth fault in the substation ACB for this feeder.



**12. Facilitator's Note:**

Continue to play the video.

**Tell:**

You can see that the pole is tilting from its base. The LT line conductors are stuck over the adjoining HT PCC pole. The PCC pole has cracked at its base.



**13. Facilitator's Note:**

Continue to play the video.

**Tell:**

You can notice that this pole can no longer stand. Thus, there is an immediate need to replace the pole for restoring power supply.



**14. Tell:**

Now, let us see how the lineman addresses a customer's complaint, where the supply has been disconnected due to non-payment of electricity bill by the due date.

The area is JJ Clusters, a slum. The working conditions are hazardous. As such, the lineman has to take all safety precautions.

**Facilitator's Note:**

Click to play the video.

**Tell:**

Here, the lineman has come to restore the consumer's current supply.

The form with the customer's details is shown here. The consumer is showing the electricity bill, which has been paid by him for restoring the power supply.

The lineman checks the meter and notices that it is not blinking. This means there is no electricity, as the supply has been disconnected from the feeding point. So, he needs to check and restore the supply from the pole.



**15. Facilitator's Note:**

Continue to play the video.

**Tell:**

The lineman rectifies the complaint as reported by the consumer. He then checks the distribution box and restores the connections in the box.

He needs to wear the safety belt as shown in the video.



**16. Facilitator's Note:**

Continue to play the video.

**Tell:**

The lineman opens the distribution box. He notices that the phase wire connection is disconnected. He joins the wire in the distribution box and confirms whether the power is restored or not.

Once done, he closes the distribution box and removes the safety belt. He then checks the supply at the meter.



**17. Facilitator's Note:**

Continue to play the video.

**Tell:**

If the meter light is on, the lineman records the meter reading.

Finally, he takes the consumer's confirmation whether there is power. If the consumer says 'Yes', he has to take the customer's signature on the complaint form.

Before leaving, however, he has to check whether the consumer is satisfied with his service.

This is how consumer complaints are handled and rectified by the lineman.

## Key Learning Outcomes



**18–  
19. Tell:**

In this session, we have learnt that:

- A consumer's complaint of no electricity in the house is commonly known as No Current Complaint or Fuse Call
- The three main ways through which consumers can register a no electricity or no current complaint are:
  - Register online on the Outage Management System or OMS, an online complaint registration system
  - Make a telephonic call to the call centre or complaint centre
  - Visit the complaint centre, which is called a walk-in complaint
- Some different types of OMS complaints are:
  - Public complaint, where an entire area is affected
  - Individual complaint from a premises, which has no electricity
  - Accident complaint received from police or fire department and
  - Meter-related complaint
- A lineman must know how to address the customer's no current complaint
- The lineman should also know how to deal with discontinuance of consumer's supply due to non-payment of electricity bill