



**No Current Complaint**

## Learning Objective

By the end this session, you will be able to:

- Explain how a consumer complaint of 'no electricity' in the house is handled



# Open House Discussion

- How many of you use mobile phones?
- What will you do if you are unable to make or receive calls?
- Now, suppose your cable connection is not working. What will you do?



There are different ways of registering a complaint:



# Ways of Registering Complaints

Consumers have three main ways of registering a No Current Complaint or Fuse Call.

1



Register online on OMS

2



Telephone the call/complaint centre

3



Visit the complaint centre (walk-in complaint)

The complaint reaches the Electricity Complaint Centre or service centre.

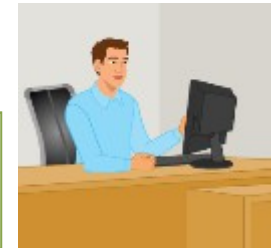
# Ways of Registering Complaints

Mostly, 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 (OMS) online complaint registration system





# Types of OMS Complaints



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

# Work Process

**1** Telephone operator enters the complaint into OMS / records it in a complaint register



**2** Operator hands over the complaint to a lineman

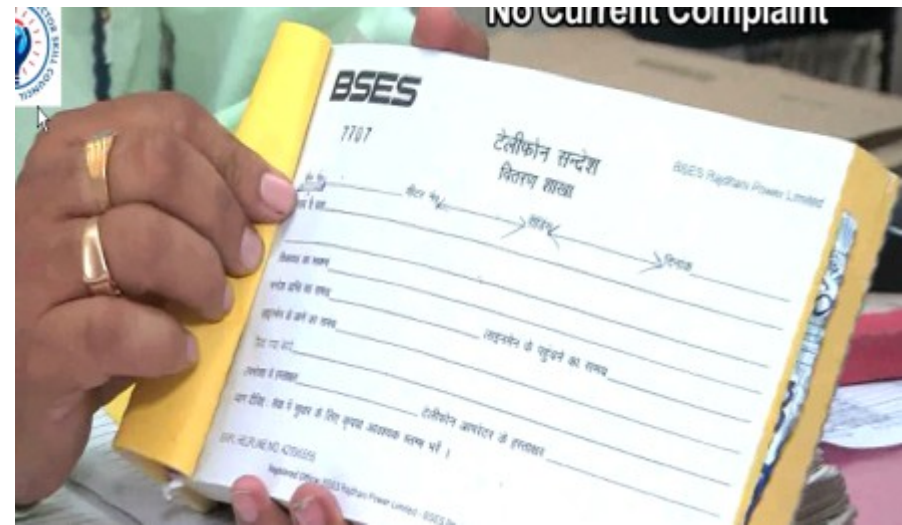
**3** Lineman rectifies the problem



# Walk-In Complaint



## Handling of no current complaint at office



**Record consumer and complaint details in a register**

**Give copy of 'No current complaint' slip to the lineman**



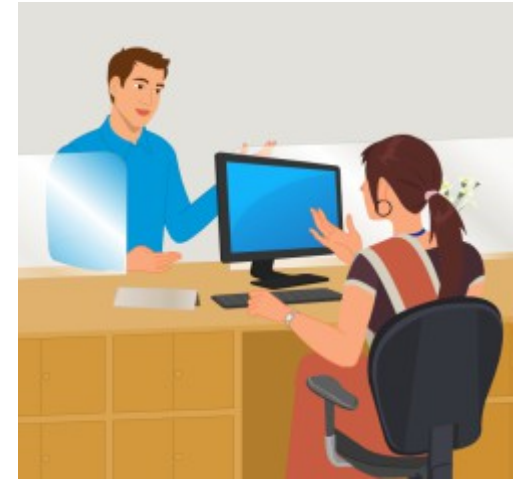
## Walk-In Complaint

Once the complaint is registered, the lineman:

Goes to the customer's premises

Rectifies the fault

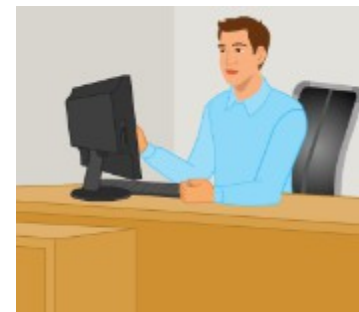
Restore the power supply



This is called “Attending to the complaint”.

Once the complaint is attended to and electricity restored, the telephone operator records the reason and details of the work done.

- Complaints can be of various types like:
  - Area
  - Individual
  - Meter
  - PCR complaint
  - Emergency
- The complaint is first recorded online
- It can be seen in the BSES system network from anywhere
- Once the complaint is entered, the process is the same as that of a telephone complaint
- One complaint copy is given to the lineman
- 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.**

# Complaint From Fire or Police Department



LT PCC pole hit by a tractor



Uprooted LT PCC pole

## Complaint From Fire or Police Department



**Pole is tilted from its base**



**Lower conductor of third phase is snapped**

## Complaint From Fire or Police Department

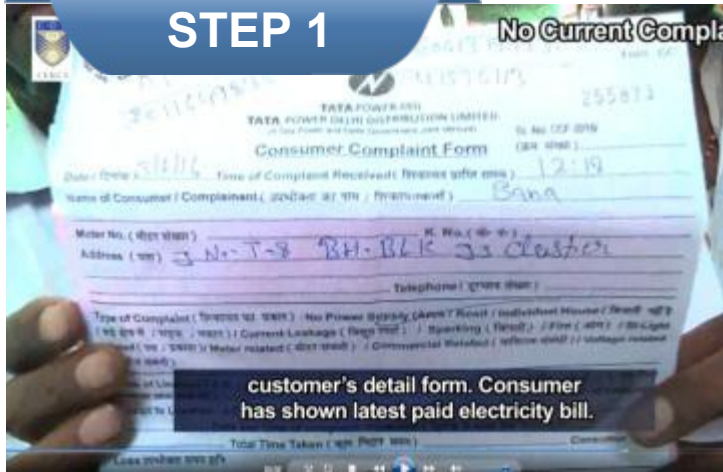


**Damaged PCC  
pole with crack**

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



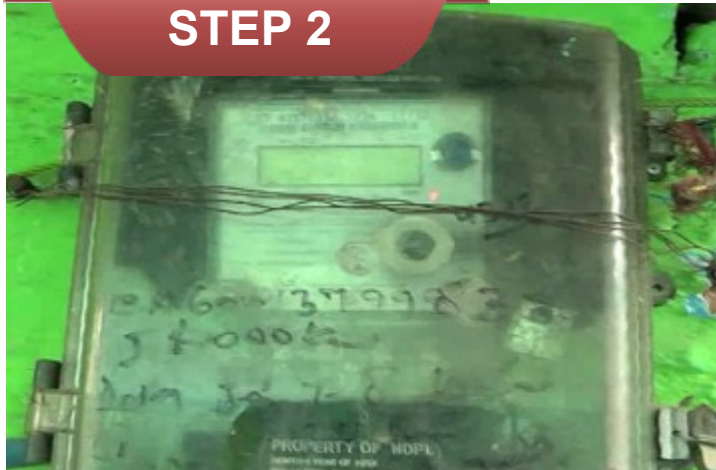
## STEP 1



**Check the latest paid electricity bill**



## STEP 2



**Check the meter to see if it is blinking**

# Handling Customer's Complaint

## STEP 3



**Check the  
distribution box  
and restore  
connections in the  
box**

## STEP 4



**Wear safety belt  
as shown**

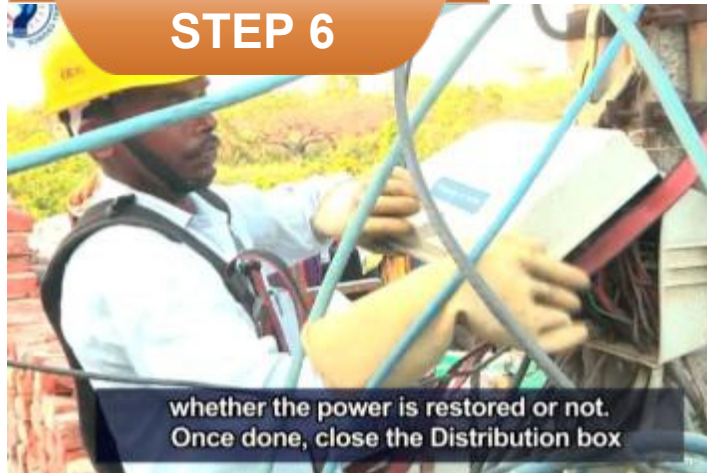
# Handling Customer's Complaint

## STEP 5



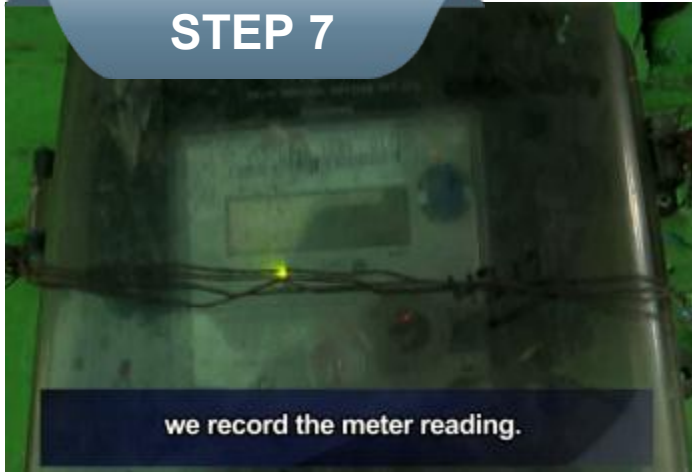
**Open the DB and  
check the phase  
wire**

## STEP 6



**Close the  
distribution box  
and remove the  
safety belt**

## STEP 7



**Check the supply  
at the meter**

## STEP 8



**Take the  
consumer's  
confirmation and  
signature on the  
complaint form**

**Check if the  
customer is  
satisfied with  
your service.**



## Key Learning Outcomes

- 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 register a no electricity / no current complaint are:
  - Register online on the Outage Management System (OMS), an online complaint registration system
  - Make a telephonic call to the call centre / complaint centre
  - Visit the complaint centre, which is called a walk-in complaint





## Key Learning Outcomes

- 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
  - Meter-related complaint
- A lineman must know how to address a 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

