

दक्षिणांचल विद्युत वितरण निगम लि०



**DAKSHINANCHAL VIDYUT VITRAN
NIGAM LIMITED**
(A Govt. of UP Undertaking)

**Manual of Practice for Handling
Customer Complaints**
**(As per Standard of Performance
Regulations, 2019)**

DAKSHINANCHAL VIDYUT VITRAN NIGAM LIMITED

(A Govt. of UP Undertaking)

(Urja Bhavan, NH-2(Agra-Delhi Bypass Road), Sikandra, Agra-282007)

Manual of Practice for Handling Customer Complaints

1. About Us:

After the enactment of the Electricity Act 2003, Uttar Pradesh Power Corporation Limited (UPPCL), [created in January 2000, under the first reforms transfer scheme, unbundling erstwhile UPSEB], was further unbundled under Uttar Pradesh Transfer of Distribution Undertaking Scheme 2003 and Dakshinanchal Vidyut Vitran Nigam Limited (DVVNL) was created, as one of the four Discoms, to undertake distribution and supply of electricity in the areas under their respective zones specified in the scheme.

DVVNL, a company incorporated under the Companies Act, 1956 and having its registered office at Urja Bhavan, NH-2 (Agra-Delhi Bypass Road), Sikandra, Agra-282007, started functioning as an independent Distribution company in June 2003. DVVNL is responsible for carrying out the business of Distribution of electricity within its Area of Supply, which include 21 districts of Uttar Pradesh i.e., Agra, Mathura, Mainpuri, Aligarh, Hathras, Etawah, Etah, Farrukhabad, Firozabad, Kanpur City, Kanpur rural, Banda, Jhansi, Kannauj, Auraiya, Jalaun Urai, Hamirpur, Mahoba, Lalitpur, Chitrakoot, Kanshiram Nagar. DVVNL covers an area of 31,34.95 Sq. Kms.

2. Objective of the Manual:

DVVNL is a public service utility company, responsible for providing 24X7 reliable and quality power supply to consumers in its area of supply. This Manual provides a detailed information on key services required by the consumers, information on procedure for filing of service requests and complaints, time limits to deliver these services or address consumer complaints and also guaranteed standards of performance along with compensation structure in accordance with the Uttar Pradesh Electricity Regulatory Commission (Standard of Performance) Regulations, 2019 and Uttar Pradesh Supply Code. This Manual is prepared in Hindi and English languages and is available for reference of consumers at every office of DVVNL and also downloadable from its website www.dvvn.org.

3. Key Documents:

The following documents are readily available at all our offices, customer care centers and on our website, for reference and information of consumers:

- Manual of Practice for Handling Customer Complaints
- Approved Tariff Schedule
- Forms for various consumer services under the Regulations, with prescribed fee, if any
- Proforma for complaint filing and compensation
- List of officers with contact numbers for redressal of complaints

4. Modes/Channels:

The following modes/channels are available to our consumers to contact DVVNL for filing request for services and complaints:

- 24x7 Toll Free Number: **1912, 1800-180-3023**
- Mobile Nos./ Land line Nos.: **Annexure-I**
- Customer Complaint Centers (As **Annexure-I**)
- Dedicated Email Id: **dvvnlecc@gmail.com**
- Website: **dvvn.org**
- Mobile App: **e-nivaran**

It may be noted that all modes/channels are not available for all types of service requests or complaints. For selecting appropriate mode/channel for registering their service requests or complaints, the consumers may refer to the following matrix:

Nature of Service Requests/ Complaints	Channel / Mode of submitting Requests/Complaints					
	24x7 Toll Free No.	Mobile/ Land line	Customer Complaint Centers	Dedicated Email Id	Mobile App	Any Other Mode
As per SoP Regulations						
Normal Fuse off	√	√	√	√	√	
Voltage Fluctuations	√	√	√	√	√	
Overhead line/cable breakdowns	√	√	√	√	√	√
Underground cable breakdowns	√	√	√	√	√	√
Distribution transformer failure	√	√	√	√	√	√
As per Supply Code						
New Connection		√	√		√	
Load Modification		√	√		√	
Disconnection		√	√		√	
Reconnection		√	√		√	
Transfer of Ownership		√	√		√	
Change of Category		√	√		√	
Shifting of meters/service lines		√	√		√	
Meter related	√	√	√		√	

Nature of Service Requests/ Complaints	Channel / Mode of submitting Requests/Complaints					
	24x7 Toll Free No.	Mobile/ Land line	Customer Complaint Centers	Dedicated Email Id	Mobile App	Any Other Mode
Bill related	√	√	√		√	
Payment related	√	√	√		√	
Theft Reporting	√	√	√	√	√	√
Any other	√	√	√	√	√	√

Above mentioned columns and ticks (√) are only indicative and facilities on marked / un marked mode may be available / may not be available depending on the infrastructure available and process requirements of requests/complaints.

5. Process for lodging complaints: Detailed step-wise procedure for filing of service requests/complaints as per Regulation 7 of UPERC (Standard of Performance) Regulations, 2019 is as follows:

- a) Consumer to register a service request/complaint through mode/channel as mentioned in the above table.
- b) The Consumer shall provide the account number or registered mobile number at the time of registration of the Complaint. No service request/complaint shall be registered in case no such information is provided by the consumer.
- c) A service request/complaint number shall be generated and issued for complaint registered by the Consumer.
- d) The service request/complaint number shall be communicated to the Consumer within 30 minutes of receiving the service request/complaint number, through the same mode as employed by the Consumer for registration of service request/complaint number.
- e) In case of registration of service request/complaint through telephone, the service request/complaint number shall be provided immediately to the Consumer on the call itself.
- f) In case mobile number and/ or email-id of the Consumer has been registered, the service request/complaint details shall also be sent through SMS and e-mail to the registered mobile number and e-mail id of the Consumer within 30 minutes on receiving the service request/complaint.

6. Time limit for resolving consumer complaints:

Following table provides the time limit to resolve the consumer complaints as specified in the UPERC (Standard of Performance) Regulations, 2019.

S.no	Nature of Complaint	Time Limit for resolution		
		Class I Cities	Urban Areas	Rural Areas
1	Normal Fuse off	within 2 hours	Within 4 hours	Within 6 hours
2	Overhead line/cable breakdowns	within 2 hours	within 3 hours	within 24 hours
3	Underground cable breakdowns	within 12 hours	within 12 hours	within 48 hours
4	Distribution transformer failure	within 6 hours	within 8 hours	within 48 hours
5	Shifting of meters/service lines	within 7 days of receipt of application	within 10 days of receipt of application	within 15 days of receipt of application

In addition to above, in case of interruption in power supply due to scheduled outages, other than the load-shedding, need to be notified at least 24 hours in advance to the Consumers.

7. Quality of Supply

Voltage fluctuations: At the point of commencement of the supply to a consumer, voltage levels shall be maintained within the limits stipulated as under, with reference to the declared voltage:

Voltage level	Level to be maintained
Low Voltage (440 V)	within 6% and -6%
High Voltage (11 KV- 33 KV)	within 6% and -9%
Extra High Voltage (above 33 KV)	within +10% and -12.5%.

Time Limit for voltage related complaint resolution: In case of a voltage related complaint, the time limit to resolve the same, as specified in the UPERC (Standard of Performance) Regulations, 2019 is specified as follows:

Complaint related to supply voltage (Specific Condition)	Time for resolution
If the fault is identified to a local problem on the transformer	within 2 days of original complaint
No expansion/enhancement of the network is involved	within 10 days of original complaint
Up-gradation of the distribution system is required	within 120 days

All other service requests/complaints not specifically mentioned in the UPERC (Standard of

Performance) Regulations, 2019 shall be resolved as per UP Supply Code or any other applicable Regulations of the Hon'ble UPERC.

8. Compensation Mechanism:

If DVVNL fails to meet the guaranteed standards of performance as specified in Schedule-I of the UPERC (Standards of Performance) Regulations, 2019, DVVNL shall pay compensation to the affected person upon lodging of a claim for compensation, as specified in Schedule-III of these Regulations (refer Annexure-II).

Following steps need to be followed by the consumer for claiming compensation in case DVVNL fails to comply by the standards of performance:

- a) After the resolution of the complaint or in case the complaint is pending to be resolved for more than two weeks, the consumer shall lodge claim for compensation as per the modes in Regulations 7.1.1 (refer Annexure-III for the Format).
- b) Such claim shall be made by the consumer within 60 days after the date of resolution of the complaint. The consumer shall provide the account number at the time of registration of the claim.
- c) The compensation claim number shall be communicated to the consumer through the same mode as employed by the consumer for lodging claim for compensation.
- d) In case of lodging of claim for compensation through telephone, the compensation claim number shall be provided immediately to the consumer on call.
- e) In case mobile number and/ or email-id of the Consumer has been registered, the compensation claim number shall be sent through SMS and e-mail to the registered mobile number and e-mail id of the consumer.
- f) It may be noted that in case the Consumer has any arrear, beyond 30 days, on the date of filing the claim for compensation then no compensation shall be payable to the consumer.
- g) Further, if there is a stay order by any Court, Forum Tribunal, or by the Commission, staying the recovery of any dues from consumer and during the operating period of any such order compensation shall become due but shall be payable to the Consumer only after the final decision of the case.
- h) In case of failure of DVVNL to provide the compensation to the consumer within 45 days from the date of lodging of claim or the consumer is not satisfied with the decision of DVVNL, then the consumer may approach Consumer Grievance Redressal Forum (CGRF) of area of jurisdiction for redressal within 60 days.
- i) The list of CGRF with area of jurisdiction within DVVNL License area are provided in Annexure-IV.

List of Customer Care Centers of DVVNL

S.No.	Address	Officer in Charge	Contact Number
1	Office of Chief Engineer (D) Agra, DVVNL, Gailana Road Opposite ISBT, Agra	Pawan Kumar Agarwal SE(IT), DVVNL Agra	0562-2581069, 9412719669
Exclusive dedicated staff is being planned at district Level, under each Distribution Circle.			

There is a system of manual registering of complaints at each Distribution Sub Stn. The complaints may be made at Sub Division, Division, Circle and Zone level, which are responded immediately.

Compensation payable as per Schedule-III of UPERC (Standards of Performance) Regulations, 2019

[Regulation 18 (Schedule-III) of UPERC (Standards of Performance) Regulations, 2019]

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
Operation of Call Centre	
First response against a Consumer Call	50
Registration of Consumer Call and issue of complaint (Unique Identification Number) number	50
Hours of Power Supply	
If Consumer gets lesser supply than scheduled supply on monthly basis as per regulation 16.2.5	Class-I Cities: Rs. 20/ kW/ hr on monthly basis
	Urban: Rs. 20/ kW/ hr
	Rural: Rs. 10/ kW/ hr
Restoration of Supply	
Interruption /Failure of Power Supply: Subject to the provision of force majeure of clause 9.1 ESC	
Normal fuse off:	50 / day
Overhead Line/Cable Breakdowns:	100 / day
Underground Cable Breakdown:	100 / day
Distribution Transformer Failures: Rural Areas	150 / day
Major failure involving Power Transformer (33 kV and above)	
Quality of Supply	
Voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer	50 / day
Voltage fluctuations in case expansion/augmentation of network required	100 / day
Voltage fluctuations in case erection of substation required	250 / day
Voltage Variation	
LV +6% and -6%	50 / day

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
HV +6% and -9%	50 / day
EHV +10% and -12.5%	50 / day
New connection/ additional load/ temporary connection for consumers	
LT Connection where pole exists	50 / day
LT Connection where new pole required	50 / day
For HT Connection Where works are required:	
For Loads at 400 volts	50 / day
For Loads at 11 kV	50 / day
For Loads at 33 kV	50 / day
For Loads at 132 kV	50 / day
For Un-electrified areas:	
Where augmentation from newly existing work is possible	50 / day
Where a new work or grid needs to be laid	50 / day
In case of Isolated Consumer	50 / day
New connection/ additional load where supply can be provided from existing network	100 / day
New connection/ additional load where supply can be provided after extension/augmentation of network	250 / day
Erection of substation to extend supply	500 / day
Issue of temporary connection	100 / day
Shifting of meters/ service lines	
Shifting of meter/ service lines in same premises	50 / day
Meter complaints	
Meter Reading	200 / day
Replacement of defective meter after test report	50 / day
Replacement of burnt meter	50 / day
Transfer of ownership, change of category	
Title, transfer of ownership and conversion of services	50 / day
Change of category	50 / day

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
Consumer bill complaint	
Billing complaint resolution	50 / day
Billing	
Reduction / Enhancement of load	50 / day
Termination of agreement	50 / day
Carry forward of fictitious arrear	100 / cycle
Disconnection of supply	
Disconnection of supply (Permanent Disconnection) after payment of dues	50 / day
Refund of security deposit etc.	50 / day
Issue of no dues certificate	50 / day
Reconnection of supply following disconnection due to non-payment of bills	
Reconnection (on temporary disconnection) after removal of cause of disconnection	50 / day

Annexure-III

Format for Application for claiming compensation amount by the affected consumer

[Refer Regulation 8.1 of UPERC (Standards of Performance) Regulations, 2019]

Name of Distribution Licensee: Dakshinanchal Vidyut Vitaran Nigam Limited

1	Name of the consumer	
2	Consumer Account Number	
3	Address of the Premises of the Connection	
4	Registered Mobile No.	
5	Nature of Complaint in Brief	
6	Complaint Number	
7	Date and time of registration of Complaint	
8	Date and time when the complaint was attended	
9	Standard time within which the complaint is to be attended to as per Standards of Performance (Specify Hours/Days)	
10	Actual time taken to attend to complaint (Specify Hours/Days)	
11	Compensation claimed as per Standards of Performance Regulations	

Annexure-IV**The list of Consumer Grievance Redressal Forum (CGRF) with area of jurisdiction within DVVNL License area**

Zone	Name of concerned office* and designation	Address for Communication	E-mail address	Contact No.
Agra	Secretary, CGRF	696 and 698 Kamla Nagar, Agra, Phone No. - 0562-2581069	cgrfagra@gmail.com	9412748020
Kanpur	Secretary, CGRF	F-1 Field Hostel, Vidyut Colony, Govind Nagar, Kanpur	guptasanjiv1210@gmail.com	9415909056
Aligarh	Secretary, CGRF	33/11 K.V. Substation Quarsi Ramghat Road, Aligarh	ecgrfaligarh@gmail.com	9643272853
Jhansi	Secretary, CGRF	Mata Teela Haydel Colony, Civil Lines, Jhansi	cgrfjhansi@gmail.com	9415030677
Chitrakoot	Secretary, CGRF	Chief Engineer, Electricity Office, Indira Nagar, Banda	cgrfbanda@gmail.com	9984809643



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