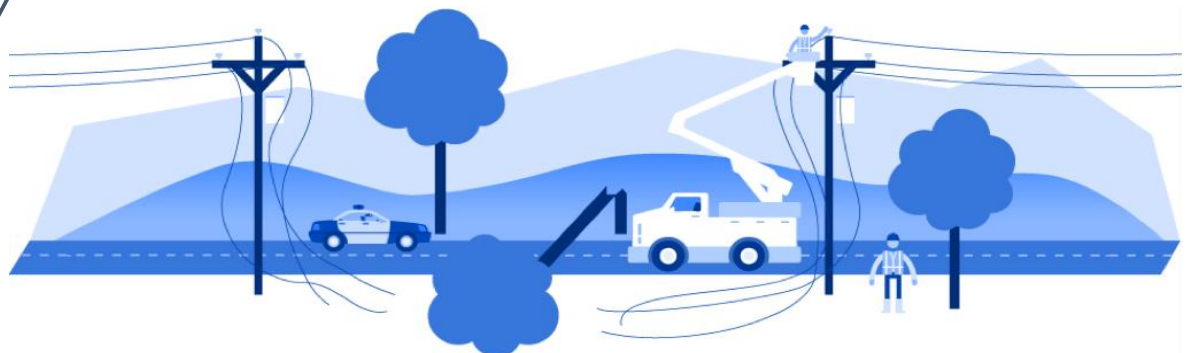


Gujranwala Electric Power  
Company (GEPCO)



# CONSUMER SERVICE RESPONSE HANDBOOK



## INTRODUCTION

Gujranwala Electric Power Company Limited (GEPCO) is dedicated to giving its valued consumers the best assistance and service attainable. With more than 4.2 million consumers dispersed throughout a vast network, quality of service could occasionally fall short of expectations. When actual service level falls below the standard, we recognize the issue and seek fixes to help us enhance operations.

To help you raise any issues quickly and easily, Gujranwala Electric Power Company Limited (GEPCO) has developed a formal Consumer Service Response Handbook. This handbook sets out the principles that outline our commitment to customers and the procedures we undertake to resolve customers' complaints. We regard any form of customer dissatisfaction as a '**complaint**' to which we will respond. Complaints Handling Procedure seeks to give guidance on how to resolve such matters.



## 1. Short Title and commencement

- I. This manual may be called as Consumer Service Response Handbook.
- II. This shall be applicable to service area of GEPCO (distribution territory).
- III. A copy of this manual, both in English and Urdu version, shall be made available at every office of GEPCO service area.
- IV. This manual shall also be made available for view and downloads on GEPCO's website.
- V. The following documents shall be available at all commercial/revenue offices of GEPCO for information of the consumers:
  - a) Complaint Handling Manual
  - b) Approved Tariff Schedule
  - c) Prescribed forms for various consumer services (New Connection, Change of Name etc.) under the Regulations.
  - d) Prescribed fee for various services.
  - e) List of officers with contact numbers for redressal of complaints.
  - f) Complaint register

## 2. NATURE OF COMPLAINTS

- I. Nature of Complaints received at Sub-Divisional/Divisional Complaint Centers/ Circle Complaint Center/ Complaint Redressal Centre (CRC), under customer related services are categorized as below: -
  - a) Line Complaints
  - b) Non-Line Complaints
  - c) Leads Request

## 3. CHANNELS FOR LODGING OF COMPLAINTS

There are following channels for lodging of complaints in GEPCO:

- Conventional Ways of Complaints
- Un conventional Ways of Complaints

### 3.1. Conventional Ways

#### 3.1.1. Walk-in Complaint

There are 24\*7 working complaint offices having a representative of GEPCO which deal with all types of complaints. Consumers can register their complaints by visiting there with an energy bill (recommended) and/or working phone no. (for accurate location). Complaint will be registered there and an expected time for resolution will be given to the consumer. Operator will register this complaint electronically at Customer Complaint Management System (CCMS) and a message for registration of complaint will be sent to complainant at given number.

#### 3.1.2. Through **118** Customer Care toll free number:

There is central complaint office where complaints can be registered for Line complaints, Non-Line Complaints, Leads Request and Electrical Safety can redressed. All complaints are registered electronically and there is agreed time for resolution of each category of complaint. Time for resolution of each category of complaint is attached as Annexure-A

In case, the authority to which complaint was initially assigned, could not take action within stipulated time period, the case will be escalated to next higher authority (next office) and so on up to Chief Executive Officer (CEO) level. Consumers can also message at **8118** instead of calling at their own ease.

### **3.1.3. Landline/Mobile Phone Calls**

Landline and mobile phone no's of complaint offices are printed on each and every energy bill. Consumer can directly call to these no. s which are linked to central complaint cell (118) where operators receive Day/Night each and every call. These are registered electronically at CCMS (e-platform) and expected time for resolution is also informed to the consumer. Remaining procedure will be same as 3.1.2.

### **3.1.4. Khulli Kachahri**

Khulli Kachahris are regularly conducted by CEO, Chief Engineer, Manager (Ops). These are conducted physically as well as online. Consumers can lodge their complaints for their redressal.

### **3.1.5. One Window for Overseas Pakistanis**

There is one window operation facility available for overseas Pakistanis to redress their all types of complaints at single office. There is a dedicated room at GEPCO Head Quarter and Deputy Commercial Manager is focal person at each Circle Level.

## **3.2. Unconventional Ways.**

### **3.2.1. Federal Complaint Cell (Ombudsman)**

Consumers can lodge any type of complaint to Federal Ombudsman at <https://www.mohtasib.gov.pk/> electronically. Complainants are kept informed regarding complaint redressal activities via SMS.

### **3.2.2. Web Portal**

This is web-based application for registering complaint. Consumers can lodge their complaints at <http://ccms.pitc.com.pk/complaint>. Complaint after registration here, is treated same as registered at 118.

### **3.2.3. Citizen Portal**

Consumers can install "Citizen Portal" application in their mobile and can lodge any type of complaint directly from there. All complaints are redressed and written reply is sent via concerned authority.

### **3.2.4. Social Media (Facebook, Twitter)**

Consumers can lodge complaints through their social media accounts. These complaints are properly collected, recorded and response is given to each and every complainant.

## **4. Procedure In Case of Non-Response or Inadequate Response**

In the event of non-response or inadequate response within the time period prescribed for rendering the service or resolution of complaint, the consumer may lodge complaint in Circle Complaint Redressal Centre's (CCRC).

The address of respective CCRCs is as under: -

Name of Circle	Phone No	Mobile No	Address
<b>Gujranwala (City)</b>	055-9200597	0318-3991952	GT Road, Shaheen Abad Grid Gujranwala
<b>Gujranwala (Cantt)</b>	055-4446688	0318-3991980	College Road Grid, Near Alam Chowk, Gujranwala
<b>Gujrat</b>	053-9260290	0318-3991091	GEPCO Complex, GT Road Gujrat
<b>Mandi Baha-ud- Din</b>	053-9260290	0318-3991091	Sugar Mill Road, Near Saim Nala, Purani Pindi, Mandi Baha-ud-Din
<b>Sialkot</b>	052-9250693	0318-3992050	Defense Road, Near 132 KV New City Grid, Sialkot
<b>Narowal</b>	0542-410060	0318-3992080	132 KV Grid Station, Bijli Ghar Chowk, Narowal

In case of non-attendance of complaint, consumers can contact at crisis management cell established in Head Quarter at 055-9200515| 055-9200504| 055-9200592 or at mobile number 0318-3991949| 0318-3991950.

## 5. Emergency Response and Guide to Consumers

### 5.1. Power Outages

During power outages, follow these steps:

- Report the outage to our 24/7 Emergency Line at 118.
- Stay clear of downed power lines.
- Use a generator safely, if available.

Follow updates on our website and social media for restoration information.

### 5.2. Electrical Hazards

If you encounter electrical hazards, such as exposed wires or damaged equipment, stay away and immediately report it to our 24/7 Emergency Line at 118 for Electrical Hazard.

### 5.3. Natural Disasters

In case of natural disasters (e.g., storms, floods), stay informed about safety measures through local authorities and follow our instructions for safety during such events.



Complaint Resolution Time Frame CCMS(1)				
Nature of Complaint	Escalation Intervals -Additional (Cumulative)			
	CC->SDO	SDO->XEN	XEN->SE	SE->GM OP. DIR
Complaint - Line - Power Outage	3h 15min	6h(9h)	18h(27h)	4d(123h)
Complaint - Line - Damaged Meter	6h	18h(24h)	18h(42h)	5d(162h)
Complaint - Line - Electric Fire	1h	1h(2h)	1h(3h)	1d (1d 3h)
Complaint - Line - Fluctuation	3h 15min	6h(9h)	18h(27h)	4d(123h)
Complaint - Line - Line Fault	4h	5h(9h)	18h(27h)	4d(123h)
Complaint - Line - Low Voltage - Short Term	6h	18h(1d)	12h(36h)	3d (3d 36h)
Complaint - Line - Low Voltage - Long Term		15d	1m 15d (2m)	1m (3m)
Complaint - Line - Phase Issue	3h 15min	6h(9h)	9h(18h)	3d(3d 18h)
Complaint - Line - Additional Feeder			4d(4d)	6d(10d)
Complaint - Line - Damaged Transformer - Rural			20h	3d(3d 20h)
Complaint - Line - Damaged Transformer - Urban			10h	3d(3d 10h)
Complaint - Line - Transformer Relocation/Augmentation		12h	36h(2d)	3d (5d)
Complaint - Line - Additional Transformer		7d	15d(22d)	3d (25d)
Complaint - Line - Live Fallen Wire	1h	1h(2h)	1h(3h)	1d(1d3h)
Complaint - Line - Service Line Reloc/Improve - Short Term	6h	12h	36h(2d)	3d (5d)
Complaint - Line - LT/HT Line Relocation/Improvement- Long Term		15d	1m 15d (2m)	1m (3m)
Complaint - Line - Meter Sparking/Wire Loose	3h 15min	6h(9h)	18h(27h)	4d(123h)
Complaint- Line - Permanent Rectification of Temporary Fix		15d	1m 15d (2m)	1m (3m)
Complaint - Line - Tripping (Due to Transformer)	6h	18h(24h)	18h(42h)	5d(162h)

**Complaint Resolution Time Frame CCMS(2)**

Nature of Complaint	Escalation Intervals -Additional (Cumulative)			
	CC->SDO	SDO->XEN	XEN->SE	SE->GM OP. DIR
Leads (Sent to SDO in First Instance)				
Request- Additional Transformer		4d	15d (19d)	4d(23d)
Request- Temporary Connection		7d	7d(14d)	18d(32d)
Request- Relocation of Meter		7d	14d(21d)	9d(30d)
Request-New Connection		7d	14d(21d)	9d(30d)*
Request- Reconnection		7d	14d(21d)	9d(30d)*
Request- Change of Sanctioned Load		7d	14d(21d)	9d(30d)
Request- Electrification				14d
Request- Line-Loadshedding Schedule		7d	14d(21d)	9d(30d)
Request- Change of Tariff		7d	14d(21d)	9d(30d)*
Request- Replacement Distribution Box		7d	14d(21d)	9d(30d)

**Complaint Resolution Time Frame CCMS(3)**

Nature of Complaint	Escalation Intervals -Additional (Cumulative)			
	CC->SDO	SDO->XEN	XEN->SE	SE->GM OP. DIR
<b>Non-Line Complaints</b>				
Complaint- Non-Line- Meter Position		10d	14d(24d)	7d(31d)
Complaint- Non-Line- Detection Bill		7d	14d(21d)	7d(28d)*
Complaint- Non-Line- Delayed Billing (New Connection)		10d	14d(21d)	7d(28d)*
Complaint- Non-Line- Late/Non-Delivery of Bill		3d	14d(17d)	7d(24d)*
Complaint- Non-Line- Electricity Theft			7d	14d(21d)*
Complaint- Other- Installed Transformer/ Meter/ Wire Theft		1d	6d(7d)	7d(14d)
Complaint- Other- Bulk Distribution Theft			4h	6h(10h)
Complaint- Other- Vehicle Theft			4h	6h(10h)
Complaint- Other- Violation of Energy Conservation Measures		2h	2h(4h)	3d8h (4d)
Complaint- Other- Electrical Safety		2d	7d (9d)	7d (16d)
Complaint- Non-Line- Defective Meter (1-phase)		10d	5d (15d)	6d (21d)*
Complaint- Non-Line- Defective Meter (3-phase)		3d	15d	12d (27d)*
Complaint- Non-Line- Wrong Meter Reading		3d	7d (10d)	7d (17d)*
Complaint- Non-Line- No Meter Reading Taken		3d	7d (10d)	7d (17d)*
Complaint- Non-Line- Excess Billing		3d	7d (10d)	7d (17d)*
Complaint- Non-Line- Under Billing		3d	7d (10d)	7d (17d)*
Complaint- Non-Line- Account Information		3d	7d (10d)	7d (17d)*
Complaint- Non-Line- Bribery/Corruption			7d (9d)	7d (16d)*
Complaint- Non-Line- Delayed Meter Reading		3d	7d (10d)	7d (17d)*