

GUIDELINES FOR CONSUMER COMPLAINTS AS REGARDS TO POWER FAILURES WITHIN GOA STATE

1. CONSUMERS CAN SIMPLY CALL ON 1912 AND REGISTER THEIR COMPLAINTS. IN RESPONSE A TOKEN NO. IS ISSUED AGAINST EACH INDIVIDUAL COMPLAINT.
2. THE COMPLAINANT SHOULD PROVIDE CONTACT NO. IN THEIR OWN INTEREST SO THAT STATUS OF THE COMPLAINT MADE CAN BE INTIMATED AFTER ITS RECTIFICATION.
3. THE CALL CENTRE OF THE DEPARTMENT OPERATES 24 x 7 ROUND THE CLOCK
4. THE COMPLAINT REGISTERED IS FORWARDED TO THE CONCERNED OFFICIAL FOR REMEDIAL ACTION. ON RESOLVING THE COMPLAINT, THE CONSUMER WILL BE INFORMED ACCORDINGLY.
5. THE CONSUMER CAN ALSO ASK THE STATUS OF THE COMPLAINT MADE BY QUOTING THE TOKEN NO./ REGISTRATION NO..
6. ALL CALLS ARE INDIVIDUALLY MONITORED AND TIME TAKEN FOR RESOLVING EACH COMPLAINT RECORDED AND A DAILY REPORT EMAILED TO THE CONCERNED SUB DIVISIONAL /DIVISIONAL OFFICES MORNING NEXT DAY.

7. IF HOWEVER, THE CALL IS NOT RESOLVED WITHIN 30 MINUTES PLUS 10 MINUTES GRACE PERIOD (I.E. IN THE 1ST LEVEL), THE COMPLAINT IS PASSED ON AS PER THE ESCALATION MATRIX:

Sr. No.	Designation of higher Officer	Time of sending SMS from Call centre to next officer after receipt of compliant if not resolved in the 1 st level (in minutes)
1	Assistant Engineer	After 40 minutes
2	Executive Engineer	After 50 minutes
3	Superintending Engineer	After 60 minutes
4	Chief Electrical Engineer	After 75 minutes