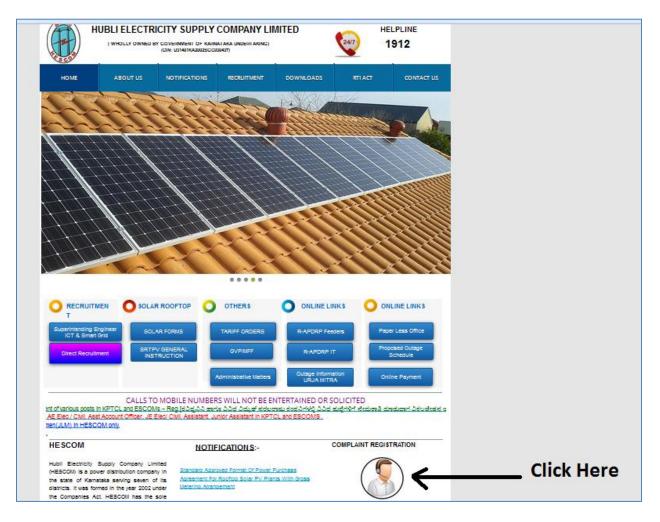
HESCOM Consumer Grievance Redressal System

HESCOM Consumer Grievance Redressal System is a multi-point Public Grievance Reddressal System of Hubli Electricity Supply Company Limited (HESCOM) has been developed in order to provide an effective grievance reddressal mechanism for the consumers of HESCOM. The system has been so designed that it would cater to the reddressal of grievances related to electricity and its un- interrupted supply in the circle 24/7.

This web based application helps consumer to lodge and track their complaints online.

The following pictorial representation depicts the flow for lodging and tracking of complaints.

- 1) To lodge the Electricity supply related issues consumer needs to visit HESOCM website, the URL is www.hescom.co.in
- 2) Click on the icon as shown in the picture to enter HESCOM Consumer Redressal Portal



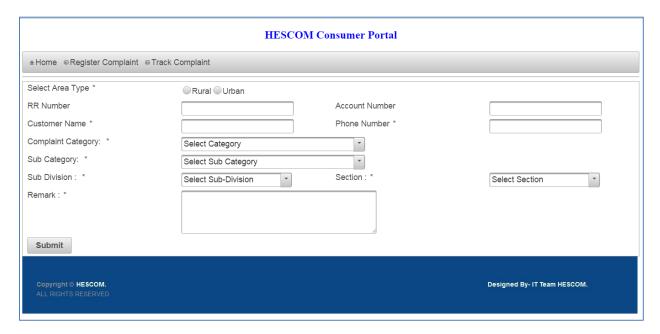
3) On click of the icon user will be navigated to the HESCOM Call Center Application as show below.



- 4) Consumer needs to click on the Consumer Portal Icon shown above.
- 5) On click of the icon user will be navigated to the HESCOM Consumer Portal as shown below.



- 6) Now HESCOM Consumer can register the complaints online by clicking the Register Complaint button.
- 7) Consumer needs to enter the form shown in the figure to register the complaints.



- 8) User needs to select the Area Type i.e either Rural or Urban.
- 9) User needs to enter RR Number and Account Number (These both fields are not mandatory).
- 10) User Need to key in Customer Name and mobile number in respective fields.
- 11) Then user can select the nature of complaint by selecting
 - Category and Sub Category fields.

Following are the Category and Sub Category available.

1) Category of the complaint

- FAILURE OF POWER SUPPLY
- VOLTAGE COMPLAINTS
- METER COMPLAINTS
- BILLING ISSUES
- SAFETY ISSUES
- TRANSFORMER FAILURE COMPLAINTS
- THEFT
- ALLEGATIONS ON STAFF
- NEW CONNECTION/ ADDITIONAL LOAD
- PHASE CONVERSION
- TRANSFER OF OWNERSHIP AND CONVERSION
- REFUND/ ISSUE OF CERTIFICATES
- ADDITIONAL TC/ENHANCEMENT
- GENERAL

2) Sub Category of the complaint

- Fuse off Call
- Line breakdown
- Line breakdown (pole broken)
- Voltage variations where no expansion or enhancement of network is involved
- Voltage variations where up-gradation of distribution system is required
- Opening of neutral (High Voltage)
- Inspect and check correctness
- Replaced slow, creeping or stuck meters
- Replaced burnt meters if cause not attributable to consumer
- Replaced burnt meters in all other cases
- Where field report is not required
- Where field report is required
- Reconnection of supply following disconnection
- Straightening of bent pole
- Replacement of damaged pole
- Shifting of Poles
- Tree trimming
- Water Supply
- Domestic
- Industry
- Mixed load

- Irrigation Pumpset(IP Set)
- Theft
- Hooking Under Nirantara Jyoti Yojane
- Allegations on staff
- Release of supply where service is feasible from existing network
- Release of supply where network expansion/ enhancement required for providing connection
- IP sets
- Conversion of LT single phase to LT 3 phase
- Conversion from LT to HT and vice-versa
- Title transfer of ownership
- Change of category (Wrong Application Tariff)
- Refund of deposits
- Issue of certificates
- Additional TC
- TC Enhancement
- Any complaint not covered specifically in the above
- 12) Now User needs to select the Sub Division and Division Information and user can write brief description about nature of complaint in the Remarks column and click on the Submit button to submit the complaint.

13) On submission of complaint a complaint number will be sent to the customer, this message contains the complaint Id.



- 14) User can track the complaint by clicking on Track Complaint button.
- 15) User needs to enter Complaint Id and the contact number to search.
- 16) User can check the status (Open/Closed) and Escalation Status.