

HESCOM Consumer Grievance Redressal System

HESCOM Consumer Grievance Redressal System is a multi-point Public Grievance Redressal System of Hubli Electricity Supply Company Limited (HESCOM) has been developed in order to provide an effective grievance redressal mechanism for the consumers of HESCOM. The system has been so designed that it would cater to the redressal 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

The screenshot displays the HESCOM website interface. At the top, the logo and name 'HUBLI ELECTRICITY SUPPLY COMPANY LIMITED' are visible, along with the helpline number '1912'. A navigation menu includes 'HOME', 'ABOUT US', 'NOTIFICATIONS', 'RECRUITMENT', 'DOWNLOADS', 'RTI ACT', and 'CONTACT US'. Below the menu is a large image of solar panels on a roof. A central section contains several service categories: 'RECRUITMENT' (with links for 'Superintending Engineer ICT & Smart Grid' and 'Direct Recruitment'), 'SOLAR ROOFTOP' (with 'SOLAR FORMS' and 'SRTPV GENERAL INSTRUCTION'), 'OTHERS' (with 'TARIFF ORDERS', 'GVPMPF', and 'Administrative Matters'), 'ONLINE LINKS' (with 'R-APDRP Feeders', 'R-APDRP IT', and 'Outage Information URJA MITRA'), and another 'ONLINE LINKS' section (with 'Paper Less Office', 'Proposed Outage Schedule', and 'Online Payment'). A notice below these links states: 'CALLS TO MOBILE NUMBERS WILL NOT BE ENTERTAINED OR SOLICITED'. At the bottom, there are sections for 'HESCOM', 'NOTIFICATIONS:-' (with a link to 'Standard Approved Format Of Power Purchase Agreement For Rooftop Solar PV Plants With Gross Metering Management'), and 'COMPLAINT REGISTRATION'. A red arrow points to a person icon in the 'COMPLAINT REGISTRATION' section, with the text 'Click Here' next to it.



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

HESCOM Call Center Application





Click Here



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- 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.

HESCOM Consumer Portal

[Home](#) | [Register Complaint](#) | [Track Complaint](#)



A 24X7 HESCOM Helpline is functioning in the premises of Corporate Office, Hubli. The Helpline Number is 1912

Please use this portal to register your complaints and to check the status of complaints reported. Our responsible officer will assign the task to the concerned department / officials and see to it that the problem is attended to immediately. Upon successful complaint registration, a unique complaint number will be generated this can be used for status enquiry.

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- 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.

The screenshot shows the HESCOM Consumer Portal registration form. At the top, there is a navigation bar with links for Home, Register Complaint, and Track Complaint. Below this, the form is titled "HESCOM Consumer Portal". The form includes several fields: "Select Area Type" with radio buttons for Rural and Urban; "RR Number" and "Account Number" as text input fields; "Customer Name" and "Phone Number" as text input fields; "Complaint Category" and "Sub Category" as dropdown menus; "Sub Division" and "Section" as dropdown menus; and a "Remark" text area. A "Submit" button is located at the bottom left of the form. The footer contains copyright information for HESCOM and a note that the page is designed by the IT Team.

- 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.

HESCOM Consumer Portal

⌘ Home ⌘ Register Complaint ⌘ Track Complaint

Complaint Id Contact No

Complaint Id	Category	Sub Category	Register Date	Status	Escalated To
No records found.					

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.