

From

CE/Commercial,  
DHBVN, Hisar.

To

All CEs/SEs/XENs/SDOs/OP,  
JEs-I, Incharge Sub office, in DHBVN.

**Memo No.Ch-2/GM/C/R-17/170/2004/F-17**

**Dated: 3/3/2014**

**Subject: Reporting of feeder breakdown to call centre (18001801615).**

It has come to the notice of the management that whenever a consumer registers his complaint at the call centre of UH/DH regarding failure of his supply, the call centre could not intimate the consumer regarding the position of the supply failure of the entire effected feeder or his personal complaint.

To overcome this problem and to have better consumer satisfaction, it has been decided as under:-

1. At the time of breakdown of 33/11 KV feeder at the sub- station from where the 33 KV / 11 KV feeder are emanating, the staff on duty will immediately intimate regarding the breakdown happened and power cuts imposed on the feeders to the ABT control room being functional at each circle level.
2. The ABT cell will convey regarding the breakdown to the concerned JE/AFM in charge and will ascertain the likely time which will be taken in attending the breakdown.
3. On receipt of both the information's, the ABT cell will immediately convey regarding the breakdown/power cut on 33/11 KV effected feeder to call centre of UHBVN/DHBVN along with its likely time of restoring power supply.
4. If any complaint is received at the call centre regarding electricity supply failure from the area which is under breakdown, the call centre staff will intimate to the complainant regarding breakdown and likely time for restoration of supply.
5. SE (OP) concerned will monitor from time to time whether this information / data is being supplied by the Sub – Stations ( DHBVN/HVPN) to the ABT cell and thereafter to the call centre or not ?

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance.

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