

2018



[CCMS MANUAL FOR CUSTOMER]

Customer Complaint Management System , by PITC

STEP1:

- Open URL (<http://www.ccms.pitc.com.pk/ccms>)
- Navigate to area shown below in figure:1

Customer Complaint Management System (CCMS)

Complaint Handling Process

Customer satisfaction is very important to us. We would love to hear about positive experiences you have had with us. Alternatively, if we have not met your service expectation, we would like to know about it as well. Our staff are committed to treating complaints seriously and resolving them as quickly and fairly as possible. You may lodge a complaint verbally or in writing. We would advise you to submit a complaint in writing as the accuracy of the information is important to us in resolving the complaint promptly. You may also enclose relevant documents related to the complaint raised.

Complaint channels:

FOR POWER SECTOR IMPROVEMENT BY THE
MINISTRY OF WATER & POWER
CUSTOMER COMPLAINT MANAGEMENT SYSTEM
24/7 online help desk for DISCO's
Complaints Management to facilitate customer

Register Your Complaint >> Track Your Complaint >>

A B

Acknowledgement

• Your complaint will be auto-acknowledged within 24-hours.

Investigation

Figure: 1

- A: is Register complaint button.
- B: is Track your complaint button.
- To register complaint click on Register complaint button.



- Left click the button. Register Complaint form will open.
- Refer figure 2 for register complaint form details.

STEP2: COMPLAINT REGISTRATION

The screenshot shows a web form titled "Complaint Registration Form". It contains several input fields and a table. Numbered callouts point to the following elements:

- 1: Reference No. (حوالہ نمبر) input field.
- 2: A table with columns "Consumer info" and "Billing info".
- 3: Mobile No. (موبائل نمبر) input field.
- 4: Complainant Name (شکایت کرنے والا نام) input field.
- 5: Nearest Place (قریبی جگہ) input field.
- 6: Complaint Category (شکایت کی قسم) dropdown menu.
- 7: Complaint Type (شکایت کی نوعیت) dropdown menu.
- 8: Complaint Details (شکایت کی تفصیل) text area.
- 9: Attachment (if any) section with a "Browse..." button.
- 10: "Register Complaint" button.

Figure: 2

- Figure 2 shows all the available form fields.
- Details of each field with are discussed sr.no wise.
- 1 → enter Reference no. (Your Bill reference no is present on your electricity bill).

This is your 14 digit reference no. Don't enter **U** or **R** written with your reference no.

CONNECTION DATE		CONNECTED LOAD	ED@
23 JUN 81		0	7%
CONSUMER ID	TARIFF	LOAD	
48010455732	A-1a(01)	1	
REFERENCE NO	LOCK AGE	NO of ACs	
15 48133 1092900 R			

- Please enter tab key available on your keyboard after entering 14 digit reference no.

Press this key after entering 14 digit reference no



- If reference is valid. Sr no 2, I.e box highlighted in figure2 is automatically populated with the information.
- 2 → display three tabs on entering reference no.
- Consumer info tab, billing info tab and load shedding info tab. Details are shown below in the figure: 3.

Complaint Registration Form

*Reference No. (حوالہ نمبر)

16481331092900

1 2 3

Consumer Info Billing info Load shedding info

Status	ACTIVE
Ref No	16481331092900-03
Name	ZAMEER HUSSAIN
CNIC	0000000000000
Address	H.NO.144 S.H SCHEME QTA QTA
Conn. Date	23-06-1981
Tariff	01
Sanction Load	1
No of AC	00

Figure: 3.

- Details of each tab will be discussed Sr. no wise.
- TAB 1 → Consumer info.

1: Consumer Info (details)

- **Status:** shows Meter status.
- **Ref no:** Shows your reference no.
- **Name:** Shows Name of consumer against which meter is installed.
- **CNIC:** shows Consumer cnic against which meter is installed.
- **Address:** where meter is installed.
- **Conn.Date:** Date when connection Installed.
- **Tariff:** show meter phase.
- **Sanction Load:** Total load on meter.
- **No of AC:** Total number of AC Against installed meter connection.

Complaint Registration Form

*Reference No. (حواله نمبر)

16481331092900

Consumer Info Billing Info Load shedding Info

Status	ACTIVE
Ref No	16481331092900-03
Name	ZAMEER HUSSAIN
CNIC	000000000000
Address	H.NO.144 S.H SCHEME QTA QTA
Conn. Date	23-06-1981
Tariff	01
Sanction Load	1
No of AC	00

2: Billing Info (details)

- **Billing Month:** Shows last Billing Month.
- **Current amount due:** Shows your Bill amount due for the billing Month as mentioned above.
- **Net Bill:** Shows your total bill
- **Meter status:** Shows meter status.
- **Month:** this column shows name of Last twelve months.
- **Payment:** shows amount of bill Against last twelve months.

*Reference No. (حواله نمبر)

16481331092900

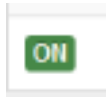
Consumer Info Billing Info Load shedding Info

Billing Month	2017-12
Current Amount Due	1465
Net Bill	1465
Meter Status	

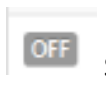
Month	Payment	Month	Payment
DEC	1465	JUN	1182
JAN	0	JUL	0
FEB	297	AUG	3397
MAR	769	SEP	2199
APR	1324	OCT	1253
MAY	1324	NOV	1273

3: Load Shedding Info (details)

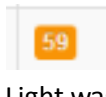
- **Feeder:** show feeder status in blue box along with feeder code and feeder name.
- **Grid:** Shows disco code (Company code) with grid name.
- **Value in grey box:** shows total number of hours for which load shedding is planned.
- **Value in green box:** shows availability of light.
- **Value in yellow box:** shows actual load shedding.



- Shows availability of light.



- Shows planned load shedding.



- shows no of minutes for which Light was off.

Consumer Info		Billing Info		Load shedding Info	
Feeder:	ON	044807 - PAF	4 Hour(s)	04h 10m	
Grid:	48000 - QUETTA CITY				
AM	Status		PM	Status	
	Planned	Actual		Planned	Actual
1:00	ON	ON	13:00	OFF	7
2:00	ON	ON	14:00	ON	6
3:00	ON	58	15:00	ON	2
4:00	OFF	1	16:00	ON	60
5:00	ON	ON	17:00	OFF	3
6:00	ON	ON	18:00	ON	ON
7:00	ON	58	19:00	ON	ON
8:00	OFF	ON	20:00	ON	ON
9:00	ON	ON	21:00	ON	ON
10:00	ON	ON	22:00	ON	ON
11:00	ON	ON	23:00	ON	ON
12:00	ON	58	24:00	ON#IV#37.88	ON

STEP2: (Continuation)

The screenshot shows a web form titled "Complaint Registration Form". It is divided into two main sections: "Consumer Info" and "Billing Info".

- 1**: Points to the "Reference No. (حوالہ نمبر)" field.
- 2**: Points to the "Consumer Info" table, which includes fields for Name, CNIC, Address, Conn. Date, Tariff, Sanction Load, and No. of AC.
- 3**: Points to the "Mobile No. (موبائل نمبر)" field.
- 4**: Points to the "Complainant Name (کسٹمر کا نام)" field.
- 5**: Points to the "Nearest Place (قریبی جگہ)" field.
- 6**: Points to the "Complaint Category (شکایت کی قسم)" dropdown menu.
- 7**: Points to the "Select Complaint Nature" dropdown menu.
- 8**: Points to the "Complaint Type (شکایت کی تائید)" dropdown menu.
- 9**: Points to the "Attachment (if any)" section, which includes a "Browse..." button and the text "No file selected."
- 10**: Points to the "Register Complaint" button.

- 3 → Mobile no: enter Your Mobile Number.

*Mobile No. (example: 03330000000) (موبائل نمبر)
03354441534

- 4 → Complainant Name: Enter name of self or a person against which you are registering complaint.

Complainant Name (کسٹمر کا نام)
Umair Saleem

- 5 → Nearest Place: Enter address of a place that is nearest to where your transformer or meter is installed.

- 6 → Complaint category: Select complaint category from the list by clicking on the arrow pointed down.

- On clicking the arrow list will open.

- Select complaint category from the list.
- 7 → is auto populated based on complaint category selection. Once the category is selected, the input field complaint type will populate automatically. You have to select the type of complaint from the select list.

1:

2:

3:

Complaint Category (شکایت کی کٹیگری)

Line Complaints

4: complaint type input field is populated on the basis of complaint category selection.

Complaint Category (شکایت کی کٹیگری)

Line Complaints

Complaint Type (شکایت کی ٹائپ)

Power Outage

- Power Outage
- Damaged Meter
- Electric Fire
- Fluctuation
- Line Fault
- Low Voltage - Short Term
- Low Voltage - Long Term
- Phase Issue
- Additional Feeder
- Damaged Transformer - Rural
- Damaged Transformer - Urban
- Transformer Relocation/Augmentation
- Additional Transformer
- Live Fallen Wire
- Service Line Reloc/Improve - Short Term
- LT/HT Line Relocation/Improvement- Long Term
- Meter Sparking/Wire Loose
- Permanent Rectification of Temporary Fix
- Tripping (Due to Transformer)

Complaint Category : Line Complaint.
List of Complaint type having line category

Complaint Category (شکایت کی کٹیگری)

Leads/Requests

Complaint Type (شکایت کی ٹائپ)

Additional Transformer

- Additional Transformer
- Temporary Connection
- Relocation of Meter
- New Connection
- Reconnection
- Change of Sanctioned Load
- Electrification
- Loadshedding Schedule
- Change of Tariff
- Replacement Distribution Box

Complaint Category : Leads/requests
List of Complaint type having Leads/requests category

Complaint Category (شکایت کی کٹیگری)

Non-Line Complaint

Complaint Type (شکایت کی ٹیپ)

Meter Position

Meter Position

Detection Bill

Delayed Billing (New Connection)

Late/Non-Delivery of Bill

Electricity Theft

Installed Transformer/Meter/Wire Theft

Bulk Distribution Theft

Vehicle Theft

Violation of Energy Conservation Measures

Electrical Safety

Defective Meter (1-phase)

Defective Meter (3-phase)

Wrong Meter Reading

No Meter Reading Taken

Excess Billing

Under Billing

Account Information

Bribery/Corruption

Delayed Meter Reading

Complaint Category : Non-line

List of Complaint type having Non-line category

- 8 → Complaint Details: Enter details of your complaint.

***Complaint Details (شکایت کی تفصیل)**

No Light since 8 am.

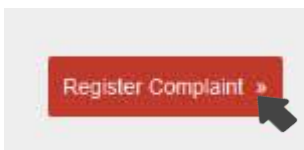
- 9 → Attachment: Upload any file, screenshot or bill copy (if required)

Attachment (if any)

Browse... No file selected.

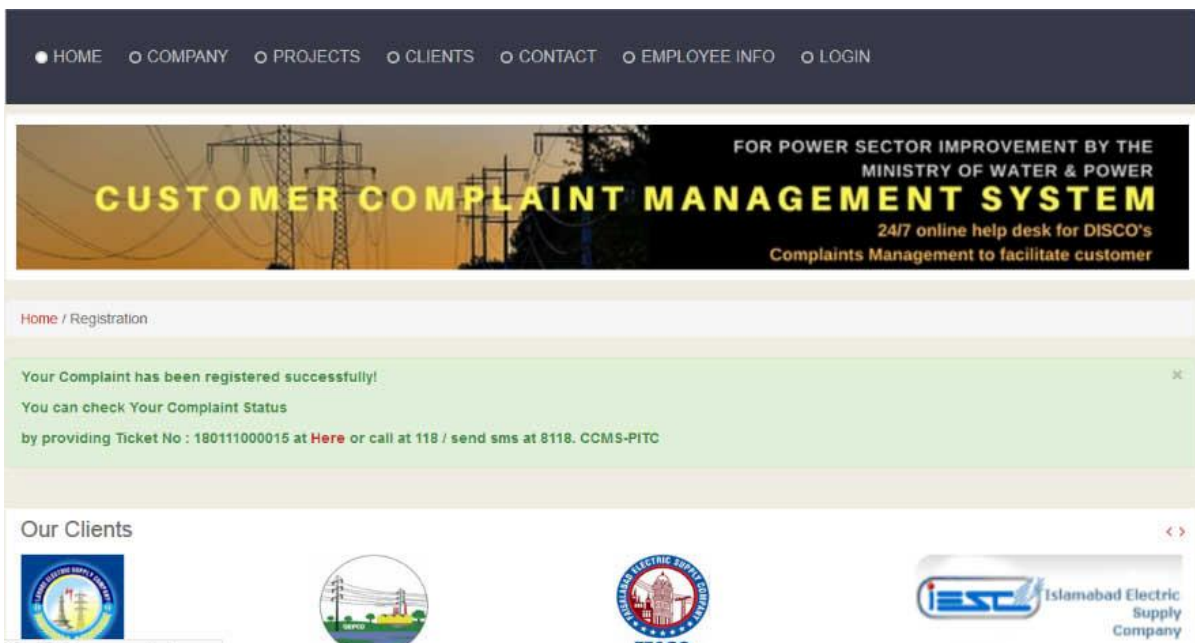
Click on browse button, select file to be attached then click ok.

- 10→Register Complaint Button: Once you have filled complaint registration form click this button to register your complaint.



STEP3: COMPLAINT REGISTERED

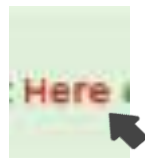
- On successfully registering complaint. Success page is shown as displayed below in the figure: 4.



- Success message detail is shown below
-



- 1→ Customer Ticket no generated by CCMS on successful registration of complaint. The Ticket No will be used by the customer to track its complaint status.
- 2→Here: It takes you the page where u can View your complaint details.
- 3→118 is UAN for Complaint registration.
- 4→ is short code for sending sms to CCMS regarding complaint.



- Click on here. Following page will open.

Your Complaint Status is Pending

Complainant Information

Name
Umair Saleem

Contact No.
0335-4441534

Reference No.
16-48133-1092900

Address
H.NO.144 S.H SCHEME QTA

Complaint Details
No Light since 8 am.

Complaint Registered At
11-01-2018 12:01:05

Progress Status
Your complaint status is 'Pending', We will contact you in 30 minutes for verification.

[Search Another Complaint »](#)

STEP4: TRACKING COMPLAINT

- Open URL (<http://www.ccms.pitc.com.pk/ccms>)
- Navigate to section shown below

The screenshot shows the homepage of the Customer Complaint Management System (CCMS). At the top, there are logos for Power Information Technology Company (PITC) and the Ministry of Energy (Power Division). Below the logos is a navigation menu with links: HOME, COMPANY, PROJECTS, CLIENTS, CONTACT, ENTER INFO, LOGIN, and LSS. A banner below the menu reads "FOR POWER SECTOR IMPROVEMENT BY THE MINISTRY OF WATER & POWER" and "CUSTOMER COMPLAINT MANAGEMENT SYSTEM" with a subtext "24/7 online help desk for DISCO's Complaints Management to facilitate customer". Below the banner, there are two red buttons: "Register Your Complaint >>" and "Track Your Complaint >>". A diagram below the buttons shows a flowchart with "Acknowledgement" and "Investigation" steps. A box labeled "A" points to the "Acknowledgement" step, and a box labeled "B" points to the "Track Your Complaint >>" button. Below the flowchart, there is a text box that says "Your complaint will be auto-acknowledged within 24-hou".

- Click on Track your Complaint Button



- On clicking this button a new page with complaint tracking form will appear.

The screenshot shows the "Complaint Tracking Form" page. The form has a title "Complaint Tracking Form" and a section "Complaint Information". Below this section, there is a label "Ticket No" and a text input field. At the bottom of the form, there is a red button labeled "Check Complaint >>".

- Enter your ticket no.



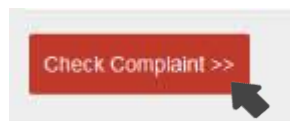
Complaint Tracking Form

Complaint Information

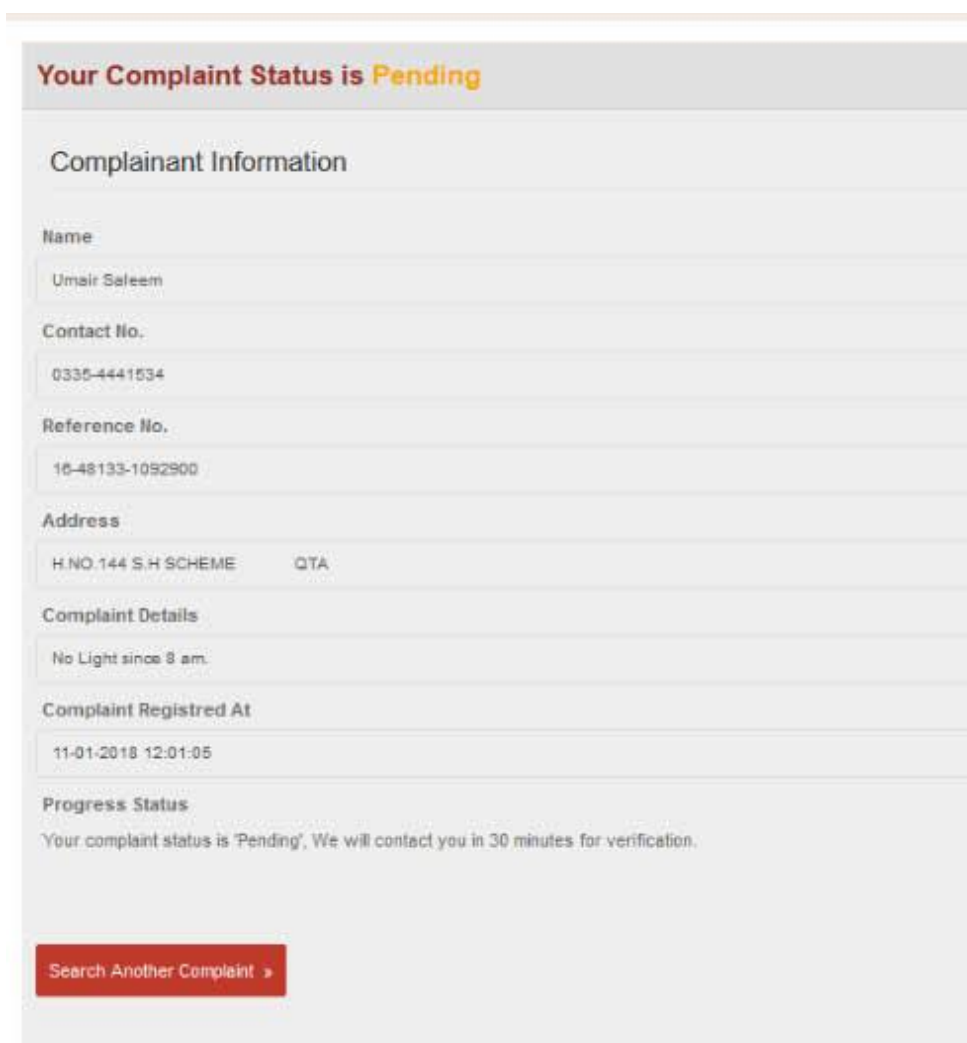
Ticket No

180111000015

- After entering your ticket no click check complaint button.



- After clicking check complaint button following displayed page will open containing customer complaint details.



Your Complaint Status is Pending

Complainant Information

Name

Umair Saleem

Contact No.

0335-4441534

Reference No.

16-48133-1092900

Address

H.NO.144 S.H SCHEME QTA

Complaint Details

No Light since 8 am.

Complaint Registered At

11-01-2018 12:01:05

Progress Status

Your complaint status is 'Pending', We will contact you in 30 minutes for verification.

Search Another Complaint >

THE END