

FACILITIES PROVIDED BY PLAN OF CUSTOMER SERVICES DIRECTORATE
SEPCO TO CUSTOMERS AND FURTHER IMPROVEMENT PLAN

Providing the better customer services of SEPCO is prime task and following few steps are being adopted / implemented.

BILLING AND COLLECTION SERVICES

1. Customer Services Centres at Circle and H/Q levels for redressal of customers complaints regarding billing, issuance of duplicate bills, extension in due dates and installments are established and working 24/7 basis.
2. Complaint Centers are established at Sub-division, Division, levels for providing the basic information regarding load shedding, shutdown and prompt redressal of complaints.
3. Open Kutchehries are being held by CE/ Operation Director & CSD at Division / Sub Division Level for prompt redressal at the door step of Customer.
4. Media awareness campaigns are conducted regularly for awareness of energy conservation.
5. To improve and monitor the complaint centers strict check and balance system is observed and frequent visits of CE/OD are being made.
6. Online bill payment system facilities are being provided to our Valued Customers through the Omni, Tameer Bank, KASB & U Bank, contract with the 1-Link is also under process.
7. SEPCO is also in the process of bills payment through mobile phones with the collaboration of U-Microfinance Bank.
8. Website of SEPCO has been established to provide the first hand information to its estimated customers like:
 - Printing of web based electricity bills
 - Information regarding new connections, shut down schedules and other company updates.
 - Consumer rights laid down in Consumer Services Manual duly approved by NEPRA.
 - Information regarding Losses & Recovery position of SEPCO is also available on Website.
 - Contact No. of SDO and XEN are printed on electricity bill for contact in case of any emergency / problem / complaint faced by any customers
9. Mobile phone meter reading with snap shoot as a back up to ensure accurate reading.
10. The process of Installation of Automated Meter Reading (AMR) meters at commercial and industrial consumers with load 25 KW and above is under process.

**TECHNICAL AND OPERATIONAL SERVICES TO IMPROVE VOLTAGE
PROFILE AND CONTINUITY OF SUPPLY**

1. 03 No. New Grid Station has been constructed in 2014-15
2. 02 No. 66 kV to 132 kV Conversion of Grid Stations has been completed in FY 2014-15
3. 35 KM New Transmission Line has been completed associated to above Grid Station in FY 2014-15.
4. 02 No. Power Transformers have been augmented.
5. 04 Nos. New Grid Stations will be completed in FY 2015-16
6. 02 No. 66 kV to 132 kV Conversion of Grid Stations will be completed in FY 2015-16
7. 05 No. Addition/ Augmentation of Power Transformers will be completed in FY 2015-16
8. 280 km New Transmission Line & 71 km Re-conductoring of over loaded Transmission line will be completed in FY 2015-16
9. 14 No. HT feeders including area planning/ bifurcation/ re-conductoring has been constructed during FY 2014-15
10. 23 No. LT Proposals including addition / augmentation of distribution transformers has been completed during FY 2014-15
11. 22 No. New HT feeders will be constructed in FY 2015-16
12. 33 No. LT Proposals will be completed in FY 2015-16