

PROCEEDINGS OF THE MANAGING DIRECTOR

Sub:- Centralized Call Centre being set up in the CCU Building of KWA - Orders issued - Reg

Kerala Water Authority

No: 6897/AEE IV (OPERATIONS)/2020/KWA

Dated, Thiruvananthapuram, 07.10.2020

Ref:- Decision taken in the meeting convened by the Managing Director on 20.08.2020

Order

The 24 hour complaint redressal system of KWA with short code 1916 was set up on November 14, 2019 so that the public can lodge complaints regarding drinking water supply and sewerage system related to the Kerala Water Authority from all parts of the State. The call centre of State IT Mission was entrusted with the task of managing this short code.

The IT Mission had earlier assured that the call centre, which can receive 30 complaints simultaneously and is open 24 hours a day, including holidays, could receive complaints by phone from anywhere in the State from all networks. However, the system has not been operational for several days since its inception. Many people who tried to lodge complaints by calling this number have complained that it was not accessible.

Complaints received on 1916 and registered at the call centre were forwarded by phone to the Assistant Engineer of the concerned Water Authority Section Office. Messages are also sent to the relevant official mobile number and email. After resolving the grievances, the Assistant Engineer notifies the call centre through e-mail. The executive at the call centre closes the complaint and notifies the complainant that the grievance is resolved.

Despite the efforts of Kerala Water Authority to transform to a more customer friendly organization, with the introduction of the new complaint resolution system through centralized call centre system with short code access to public, it has been noticed that the numbers of consumer complaints which have not been resolved have not come down.

Instead there was an increase in the number of unresolved complaints as per the statistics available from the call centre. While enquiring with the concerned officers, the main reason reported was the non availability of an interface to view and close the complaint as the complaint resolution through 1916 mandates sending of email to IT Mission for closing of complaints which the AEs reported as time consuming.

Hence as an alternate method it was decided to utilize "AQUALOOM" software developed by team from TKM Engineering College and tested in Kollam Circle as an interface. The complaints



entered in 1916 is made available in "AQUALOOM" software from 16.04.2020 and the concerned AEs can view the complaints and close them after resolving the same. It is noted that still the complaint resolution mechanism is not fully operational as several of them reported are still not closed.

The vast majority of complaints that normally falls under a Section are received directly in that Section. No software was utilized for registering local complaints received directly in Section/ Subdivision offices. Hence in order to streamline the system, it was decided in the VC on 27.04.2020 to issue a circular making it mandatory to register and resolve complaints through "AQUALOOM".

Accordingly Circular No KWA/HO/OP-IV/760/2019 dated 02.05.2020 was issued directing that all complaints registered with 1916 call centre and entered in "AQUALOOM" has to be resolved urgently and all complaints received directly in Section office has to be registered in "AQUALOOM" and resolved. It was also instructed that all the Incident Reports (IRs) entered in O&M Portal should have a matching complaint number in "AQUALOOM". The implementation of the Circular was made on a trial basis up to 30.06.2020.

Based on the various discussions and follow-up meetings to review the complaint redressal mechanism in KWA, it has been decided that a comprehensive solution is to setup a call centre in KWA itself and use "AQUALOOM" software for managing complaint redressal from registration of complaint to resolution. Accordingly, a Centralized Call Centre is being set up in the CCU Building of KWA at Vellayambalam. In order to streamline the functions of the Call Centre and the Consumer complaint redressal mechanism the following order is issued for strict compliance.

1. "AQUALOOM" will be the nodal software for complaint registration and monitoring. Usage of other softwares for the same purpose (CRS, JANAMITHRA) may be discontinued from 15.09.2020. The " Helpline" functioning at Thiruvananthapuram may be limited to cash collection and allied services but the complaint registration and further monitoring shall be done only through " AQUALOOM". As the helpline number is already well known to the residents of Thiruvananthapuram, the Executive Engineer may take necessary action for forwarding all calls received in the "Helpline" number to the short code 1916 so that the same may be handled at the Centralized Call Centre to be set up at CCU.
2. The complaints received through various modes to be handled are as follows.

a. Complaints through Phone Calls

Complaints received through short code 1916 shall be received at the Centralized Call Centre at CCU and the details will be entered in "AQUALOOM". All other complaints which are received either through land phone or mobile by



any officer or in any office or helpdesk or other separate unit shall be entered in the "AQUALOOM" software.

b. Complaints through Social Media

Complaints received through the official whatsapp number of KWA, face book page, messenger has to be entered in the "AQUALOOM" by the Call Centre staff.

c. Complaints in Writing

Details of complaints received in writing directly from consumers or received at head office and forwarded for action has to be entered by the staff in Customer Call Centre in a separate online spread sheet provided for the purpose. Till a software is made or modifications made in "AQUALOOM" to process such complaints, the complaints shall be processed offline and the reports shall be mailed to the head office in the mail id kwacomplaint@gmail.com. Only the specific details pertaining to the complaint shall be entered in the online spread sheet

d. Complaints related online payment/billing, network issue etc.

The current technical staff engaged for attending complaints related to online payment/billing, network complaints etc. shall attend the same and resolve it. "AQUALOOM" shall be modified to register and route such complaints separately to the IT support team. Till the modification is done, the details shall be captured in online spread sheet. Revenue related complaints if required to be resolved at field level shall be entered in "AQUALOOM"

It is the duty of the concerned Assistant Engineers to ensure that the complaints are attended and closed within the timeline allotted as per Annexure -1. In case the complaints cannot be resolved within the time limit due to various reasons, the complaints shall be closed temporarily with recording of the specific reason for not attending the same. The AEs shall also ensure that all complaints received or reported at the Section office level or directly to them are entered in the "AQUALOOM" software. It shall be mandatory that all "Incident Reports (IR)" entered in the O&M portal shall have a corresponding complaint number generated from the "AQUALOOM" software. Any entry in the O & M portal violating this norm, if found later, will be treated seriously and action will be taken assuming that those claims entered in O&M portal without a complaint entered in "AQUALOOM" is bogus. For entering in-house complaints like failure of



electromechanical components, works related to pump houses etc, separate provision has been provided in “AQUALOOM” for registering the complaints. The activities now processed through O&M Portal shall be made an integral part of “AQUALOOM” in a phased manner.

3. Staffing for managing calls registering complaints and follow-up

In order to start the functioning of the call centre; necessary staff are to be deployed for duty on shift basis. Required staff may be deputed from HO as far as possible and necessary orders shall be issued by DCE (GL) for this. The staff so deployed shall work on shift basis based on duty assigned by Operations Unit. An evaluation of the time of complaint pattern in KWA indicates that most of the complaints are lodged between 6 am to 8 pm and complaints are very less during night unless some breakage of pipelines or emergencies occur. Hence the following staff pattern may be followed.

Shift	No. of Persons required	
	Working Days	Public Holidays
Shift –I (6.00 am to 2.00 pm)	3	2
Shift – II (2.00 pm to 10.00 pm)	3	2
Shift – III (10.00 pm to 6.00 am)	1	1
General Shift (10.00 am to 5.00 pm)	1	0
Total requirement per day	8	5

In case, there is shortage of regular staff, temporary staff may be engaged and the shift details of such staff may be entered in MARCH software by the AE, HQ. The payment of the same may be done from HQ Subdivision, Thiruvananthapuram based on the attendance certificate issued from Operations Unit.

The staff employed exclusively for attending complaints related to network issues, billing & collection, issues related to eABACUS etc shall be part of the Customer Call Centre.

4. Sri. Unnikrishnan L, AEE, TM's Unit shall be the officer in charge of the Call Centre. He



shall be responsible for the daily monitoring, shift management and preparation of reports on the activities of the Call Centre. AE III (Operations) will be custodian of the equipments and accessories in the Call Centre and also responsible for the daily operation and upkeep of the Centre. EE (Operations) will have overall control on the activities of the Call Centre. Sri. Sunilkumar P, AEE(WASCAN) will be the nodal officer for "AQUALOOM"

5. Secretary, KWA and AEE, Head Quarters shall arrange all infrastructure facilities required for the smooth functioning of the Call Centre. The Call Centre shall start functioning as soon as the short code 1916 is migrated to CCU building by BSNL. The capital and monthly expenses for the Call Centre shall be booked against the funds provided for support activities under JJM.

Annexure -1

Time limit for various services/ complaint resolution

Service/ Activity	Time Limit (in case any fee payment to be made for effecting the service, the timelimit is applicable only after payment of necessary fee)
New Water Connection (Urban/ Rural)	7/15 days
New Sewerage Connection	15 days
Ownership Change (Water/Sewerage)	Same day
Meter Replacement	Same day
Disconnection of Water Connection	1 day
Reconnection of Water Connection	Same day
Disconnection/Reconnection (Sewerage)	7 days
Complaints Related to Meter Reading/ Billing	15 days
Water shortage	2 days
Stoppage of water not due to general issues	1 day
Leakage in service line	2 days



Distribution line leakage	Same day
Pumping main leakage	Same day
Sewage overflow	Same day
Blockage in Sewer line	1 day
Blockage in water main	2 days
Contamination in water supply	Immediate (within 6 hrs)
Alteration of Water Connection	7 days
Misuse of Public Tap	Same Day
Water theft/Unauthorised usage/ Tampering of Meter etc	Same Day

(Sd)

Managing Director

To

The Chief Engineer
Southern/Central/Northern Regions
Thiruvananthapuram/Kochi/Kozhikode

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All SEs
DCE(GL)/P/M/Works&Operations/Secretary/EE to MD/AEE, TM's Unit/PA to TM/CA to
CE(HRD&GL)/CA to CE(P&O), CA to CE(PPPD & WASCON)
AEE,HQ for n/a

