

**COMPLAINTS HANDLING PROCEDURES FOR ELECTRICITY SUPPLY TO BUGALA ISLAND-KALANGALA**

No.	Stage	Descriptions
<b>Step 1</b>	Reporting to KIS offices	By any of the following ways: 1-Walk in to any of the KIS offices or 2-Tel: 0312253500; 03122533510/11/30 or Toll free line: 0800253500 or 3-Email: <a href="mailto:Info@kis.co.ug">Info@kis.co.ug</a> or 4-Social media: - Facebook: <a href="#">KIS Ltd.</a> , Twitter handle: <a href="#">@kis_ltd</a>
<b>Step 2</b>	Registration of Complaints	A complaint or an inquiry is logged into the Register and reference number for tracking given to the Customer. The Complaint is forwarded immediately to the concerned KIS officer for resolution.
<b>Step 3</b>	Resolution of Complaints	-Priority is given to Emergency cases (safety related) and all other technical complaints are resolved within 7 days. Technical investigations (faulty transformer replacement) are completed within 30 days. -Commercial complaints relating to bills, power connections are resolved within 5 working days and feedback given to customer. - Queries are handled immediately.
<b>Step 4</b>	Appeals	Any customer who is not satisfied with the way a complaint has been resolved can appeal to the below in chronological order;
		1 <ul style="list-style-type: none"> <li>• Internally at KIS Head office, plot 3&amp;5 Mwena Road, Kalangala: <ul style="list-style-type: none"> <li>i. The Public Relations/Marketing Manager(PR/MM),</li> <li>ii. The Operations Manager-Electrical,</li> <li>iii. The Managing Director.</li> </ul> </li> </ul>
		2 <ul style="list-style-type: none"> <li>• Electricity Regulatory Authority (ERA): Tel: 0200506000/0312260166, <a href="mailto:info@era.or.ug">info@era.or.ug</a>. Plot 15 Shimoni road, Kampala, Uganda</li> </ul>
	3 <ul style="list-style-type: none"> <li>• The Electricity Disputes Tribunal (EDT): Tel: 0414232987/0772321847. 2<sup>nd</sup> floor. Amber house, Speak Road, Kampala, Uganda.</li> </ul>	
	Apology	<ul style="list-style-type: none"> <li>• Where deemed necessary, The PR/MM offers an apology to the customer on behalf of the company otherwise the customer does to the company through the same officer.</li> </ul>
<b>STEP 5</b>	Compensation	a)- KIS internal grievance team meets to verify the extent of the complaint, visits the site and comes up with the compensation package. b)- For any package, a claimant is informed and he/she signs the compensation form with the verification of the local leaders. c)- Process is completed through KIS authorities and the claimant paid off via the bank.
<b>STEP 6</b>	NOTICE	KIS IS SUPERVISED BY THE ELECTRICITY REGULATORY AUTHORITY