

COMPLAINTS HANDLING PROCEDURES FOR ELECTRICITY SUPPLY TO BUGALA ISLAND-KALANGALA

No.	Stage	Descriptions
Step 1	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: Info@kis.co.ug or 4-Social media: - Facebook: KIS Ltd. , Twitter handle: @kis_ltd
Step 2	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.
Step 3	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.
Step 4	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"> • Internally at KIS Head office, plot 3&5 Mwena Road, Kalangala: <ul style="list-style-type: none"> i. The Public Relations/Marketing Manager(PR/MM), ii. The Operations Manager-Electrical, iii. The Managing Director.
		2 <ul style="list-style-type: none"> • Electricity Regulatory Authority (ERA): Tel: 0200506000/0312260166, info@era.or.ug. Plot 15 Shimoni road, Kampala, Uganda
	3 <ul style="list-style-type: none"> • The Electricity Disputes Tribunal (EDT): Tel: 0414232987/0772321847. 2nd floor. Amber house, Speak Road, Kampala, Uganda. 	
	Apology	<ul style="list-style-type: none"> • 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.
STEP 5	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.
STEP 6	NOTICE	KIS IS SUPERVISED BY THE ELECTRICITY REGULATORY AUTHORITY