



# Consumers complaints consideration

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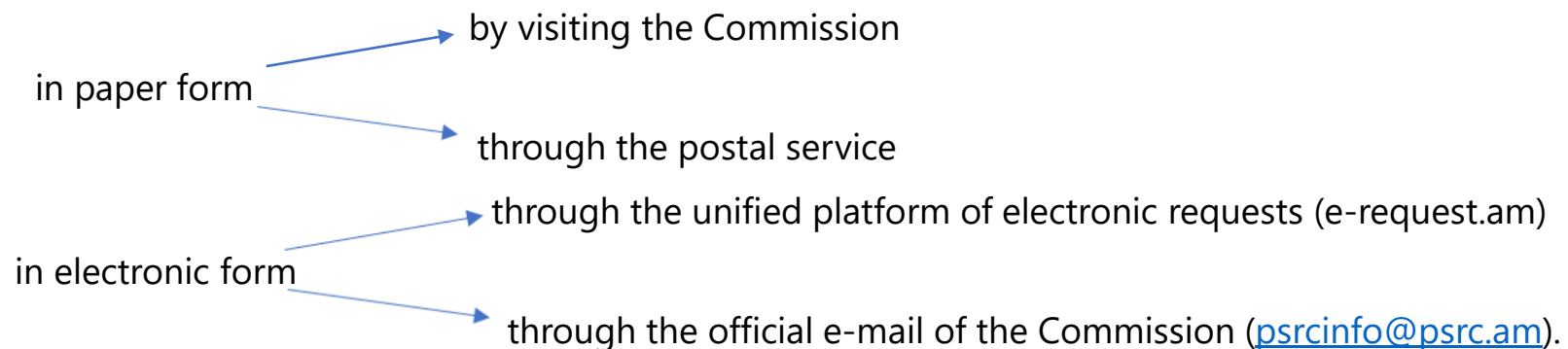


# Complaints submission to the Commission

*Law on "Public Services Regulatory Body" Order approved by No. 212-L Decision of PSRC of May 18, 2022, Law on Basics of Administration and Administrative Procedure and other legal acts.*

## **Complaints submission to the Commission**

- **Written complaint**



- A written complaint is registered in the electronic register of written complaints within 1 working day after it is addressed to the responsible department, and the process of its discussion and the result of the discussion process- within three working days.

- **Verbal complaints**

by calling the hotline

by visiting the Commission.

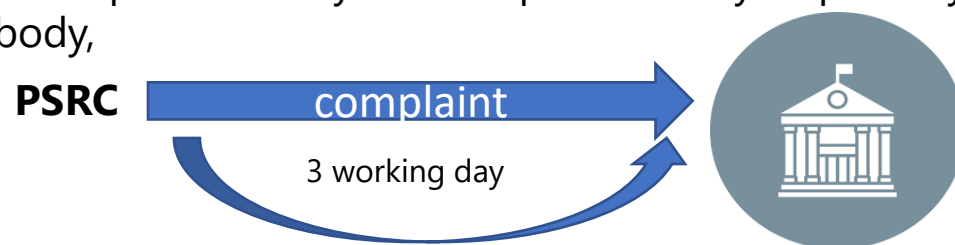
An verbal complaint is registered in the electronic register of verbal complaints within 1 working day after submitting to the Commission, and the result of the discussion process within three working days.

# The procedure for considering consumer complaints in the PSRC

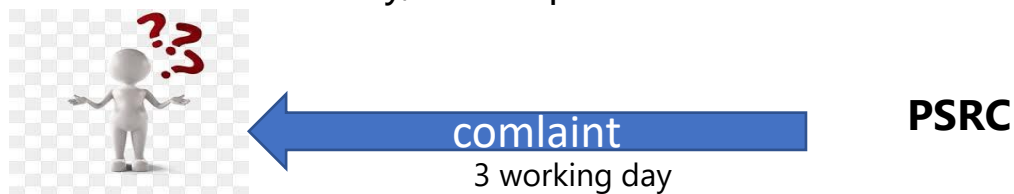
## Written complaints

*In case*

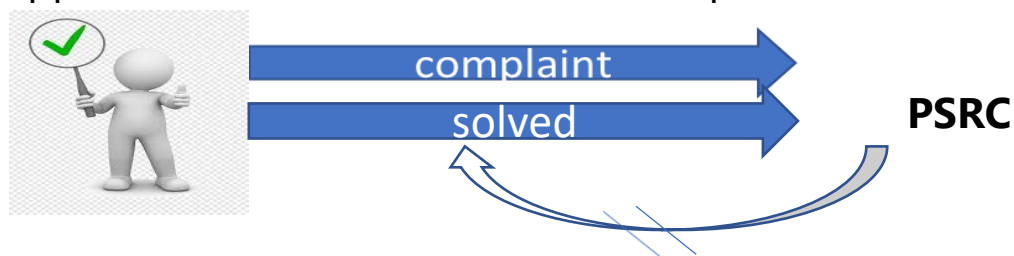
1. issue presented by the complaint is fully or partially within the jurisdiction of another administrative body,



2. issue presented by the complaint is beyond the competence of either the PSRC and other administrative body, or the presented demand or issue is unclear,



3. applicant refuses to consider the complaint or informs that the issue has been resolved



# The procedure for considering consumer complaints in the PSRC



## *Written complaints*

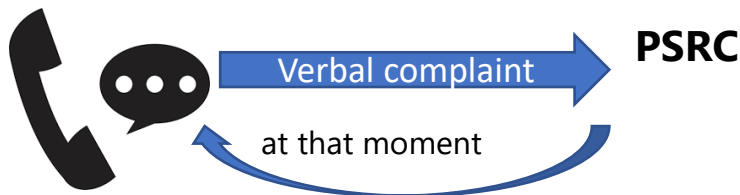
- In order to obtain information or clarification for a comprehensive and complete consideration of the issue presented in the application-complaint, the Commission may request the applicant, regulated company, other authorized body or organization to submit the necessary documents, materials and other information.
- Based on the results of consideration of the written application-complaint, the applicant is given written explanation.
- The written application-complaint is considered **within 30 days** after the date of its submission to the Commission.
- In order to obtain additional information or clarifications necessary for the consideration of the application-complaint, the Commission may extend the period of consideration of the application-complaint by a **maximum of 15 days**, notifying the applicant about this within 3 working days.



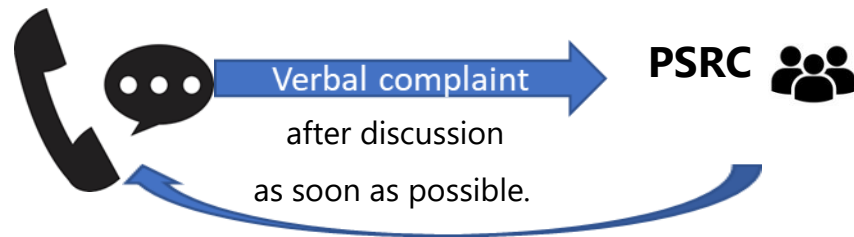
# The procedure for considering consumer complaints in the PSRC

## *Verbal complaints*

- The verbal application-complaint is given an verbal explanation



or



- If the application-complaint has been discussed in the Commission in the prescribed manner, and the applicant is not satisfied with the results of the discussion, then at his request, a reception can be organized with the Chairman of the Commission or a Member of the Commission.
- Reception days with the Chairman of the Commission or a Member of the Commission are defined by the order of the Chairman of the Commission.



## Other measures taken by the PSRC

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The Commission aiming to provide a comprehensive and effective solution to the problems related to the application, takes measures by raising the level of public awareness:

- In order to ensure communication with consumers, the commission's hotline provides prompt information on issues affecting consumers, as well as consultations on the applicant's rights and responsibilities in supplier-consumer relations;
- The Commission's official website contains detailed information on possible questions frequently asked by consumers and answers to them, which are regularly updated in accordance with the current regulations/rules;
- Electricity, natural gas and drinking water supply companies submit quarterly information on consumer complaints to the Commission, which, is published on the commission's official website after discussion;
- Before the end of the **first quarter of each year**, the annual information on the previous year's application-complaint consideration is published on the Commission's official website;



## Other measures taken by the PSRC

- On the basis of the information received from the companies supplying electricity, natural gas and drinking water on the actual indicators of the quality of consumer service, as well as on the basis of the study of consumer complaints, the Commission carries out **monitoring**.
- indicators of the number and duration of service interruptions by supply companies,
  - deadlines for responding to consumer complaints and questions by supply companies
  - calculated indicators of the number and duration of cases of electricity voltage deviation from the permissible limits ,
  - recalculations and calculated fines by supply companies in case of violation of commercial metering devices,
  - violations of the deadlines set in the process of becoming a new subscriber and their reasons by regulated companies.

# Annual information on the consideration of complaints in Commission, 2022



Complaints	Number of the application-complaints by the sphere						Total	What solution was given to the complaint?						
	Provision of drinking water supply and drainage (wastewater treatment) services	Natural gas supply	Electricity supply	Telecommunication	Other sphere	Satisfied		Partly satisfied	Not satisfied	Discussion has been terminated	Returned	Redirected	Information provided	
<b>Written</b>	372	36	261	26	1	<b>696</b>	299	46	297	7	6	19	22	
<b>Oral</b>	774	42	323	52	0	<b>1191</b>	366	304	91	0	0	32	398	
<b>Total</b>	<b>1146</b>	<b>78</b>	<b>584</b>	<b>78</b>	<b>1</b>	<b>1887</b>	<b>665</b>	<b>350</b>	<b>388</b>	<b>7</b>	<b>6</b>	<b>51</b>	<b>420</b>	
□	<b>61</b>	<b>4</b>	<b>31</b>	<b>4</b>	<b>0.1</b>	<b>100</b>	<b>35</b>	<b>19</b>	<b>21</b>	<b>0.4</b>	<b>0.3</b>	<b>2.7</b>	<b>22</b>	



# Annual information on the consideration of complaints in Commission, 2022



## *Number of consumers and complaints in the energy sector, 2022*

sphere	complaints submitted to the Commission		complaints submitted to the Supplier		number of subscribers
	written	verbal	written	verbal	total
<b>gas supply</b>	<b>36</b>	<b>42</b>	<b>2424</b>	<b>120734</b>	<b>769127</b>
<b>electricity supply</b>	<b>261</b>	<b>323</b>	<b>7321</b>	<b>372817</b>	<b>1080214</b>

# 2020-2022 complaints indicators

