

## CS-CCCC-P6/G2

# KAHRAMAA Complaint Management System: A Customer Guide



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## 1. Purpose

At KAHRAMAA, we are committed to delivering high-quality electricity and water services that meet the evolving needs of our customers. This Customer Complaint Guide has been developed to empower customers with clear, accessible, and transparent information on how to submit complaints, understand the process, and know their rights.

The purpose of this guide is to:

- Support KAHRAMAA's Vision by enhancing service quality and customer engagement.
- Promote Customer Satisfaction by ensuring that all complaints are handled fairly, promptly, and professionally.
- Provide Clear Instructions on how and where to file a complaint, what documents are required, and what types of issues can be reported.
- Ensure Transparency by outlining each step of the complaint process, from submission to resolution and closure.
- Encourage Customer Participation by informing customers of their right to raise concerns and contribute to service improvement.
- Foster Continuous Improvement by using customer feedback and complaints as valuable tools to identify service gaps and implement enhancements.
- Maintain Confidentiality and Efficiency in handling complaints, ensuring that all cases are addressed with care and within defined timeframes.
- Align with International Best Practices in complaint management to ensure a world-class customer experience.

This guide is part of KAHRAMAA's broader commitment to excellence, aiming to build trust, strengthen communication, and ensure that every customer interaction contributes to better services and a stronger relationship with the community.

## 2. Scope

This guide applies to all customer interactions related to complaints about KAHRAMAA's electricity and water services. It is designed to support customers in understanding how to submit a complaint, what to expect during the process, and how their concerns will be addressed.

Specifically, this guide covers:

- All Customer Types: Whether you are a residential, commercial, or industrial customer, this guide applies to your interactions with KAHRAMAA's Customer Services Department.
- All Communication Channels: Including the call center, service centers, mobile applications, website, email, and other official platforms used to receive and respond to complaints.
- Complaint Categories: The guide outlines how complaints are classified based on their nature (e.g., billing, service quality, technical issues) to ensure appropriate handling.

- **Complaint Handling Procedures:** From receiving and registering your complaint to investigating, resolving, and closing it, this guide explains each step in the process.
- **Performance Monitoring:** It includes information on how KAHRAMAA measures the effectiveness and timeliness of complaint handling to ensure high standards of customer satisfaction.
- **Employee Training and Development:** The guide also reflects KAHRAMAA's commitment to continuously improving the skills of its staff in handling complaints and enhancing service quality.

Exclusions:

This guide does not cover:

- Complaints that fall outside KAHRAMAA's jurisdiction.
- Regular service requests (e.g., new connections, disconnections, or general inquiries not related to dissatisfaction or service failure).

### 3. Definitions

| Term                    | Description  |
|-------------------------|--|
| Frontline Agents        | They are the employees and administrators of customer services, in addition to the employees who receive complaints and who provide services to customers through various communication channels.                                    |
| KM mobile application   | A program that works through smart phone applications and through which services can be provided to customers in addition to submitting meter complaints and interruptions   |
| Backoffice Agent        | Employees who receive complaints from frontline agents and analyze and respond to them or transfer them to the concerned authorities for processing and closure.   |
| Complainant             | An individual, a group of individuals, companies, or related entities, whose data is registered on KAHRAMAA system, who are the customers who submit complaints about the services of the Corporation, and everything related to it. |
| Customer                | Organization or person that receives a product/service (Example: consumer, client, end-user, retailer, beneficiary and purchaser). A customer can be internal or external to the organization.                                       |
| Complaint               | An expression of dissatisfaction about the service provided by KM, either orally or in writing from an internal or external customer.  |
| Incidents               | An incident is an unplanned event that causes KM service disruption, damage to property, or has significant risk to customer/ contractors /public.   |
| Request                 | is a customer application or demand that requires an action by concerned business unit.  |
| Case Management System  | Current system uses for registering, handling and tracking customer complaints   |
| Ticket Reference Number | Automatic system generated by CMS as unique complaints reference number, sent to customer for tracking and follow up.  |

## 4. Complaint Management:

### 4.1 Complaints Channels:

You can submit your complaint through any of the following channels:

- Customer Services Department (Branches)
- KM mobile application
- KM Website [<http://km.qa/Pages/default.aspx>]
- KM Contact Center 24/7
  - Call Center: [991]
  - Email: [[contactus@km.qa](mailto:contactus@km.qa)]
  - Fax (+974-44845496)
- WhatsApp: [30303991].
- Social Media
  - Facebook <https://www.facebook.com/kahramaa>
  - Instagram <https://www.instagram.com/kahramaa/>
  - X <https://X.com/kahramaa>
  - Snapchat <https://www.snapchat.com/add/kahramaa.live>
  - Media Complaints

Media Complaints refer to complaints published through traditional and modern media channels, such as local and international newspapers, radio and television broadcasts, international reports (from global organizations), social media platforms, and any other media outlets.

### 4.2 Complaints Management and Handling Staff

At KAHRAMAA, we are committed to ensuring that every customer complaint is handled professionally and respectfully. Our staff are trained to respond to your concerns, clarify procedures, and provide solutions that reflect our commitment to service excellence.

#### 4.2.1 Who Handles Your Complaint?

Your complaint may be handled by one or more of the following teams:

- Frontline Staff: Call center agents and customer care representatives who receive and respond to complaints.
- Complaints Officers: Specialists in complaints departments who investigate and follow up on cases.
- Support Teams: Back-office staff, quality assurance representatives, and customer satisfaction analysts who monitor and improve complaint handling.
- Senior Management: Supervisors and department heads who oversee performance, review reports, and ensure continuous improvement.

#### 4.2.2 Complaint Handling Process Overview:

The complaint process includes the following stages:

1. Reception – Your complaint is received through your preferred channel.
2. Registration – It is logged in our system and assigned a reference number.

3. Classification – The complaint is categorized based on its nature.
4. Processing – The issue is investigated and resolved, including escalation if needed.
5. Closure – You are informed of the outcome, and your satisfaction is measured.

Our procedure ensures:

- Fair and unbiased handling
- Timely updates
- Confidentiality of your information
- Continuous improvement based on your feedback

## 5. Complaint Handling Process Detailed

### 5.1. Receiving the Complaint

Once you submit your complaint through any of our channels, you will receive an acknowledgment with a reference number for tracking.

### 5.2. Complaint Registration

Your complaint is logged into our system with all relevant details, including:

- Your contact information
- Service type (electricity or water)
- Description of the issue
- Supporting documents (if any)

### 5.3. Complaints Categorization

Complaints are categorized based on:

- Type of service (electricity/water)
- Nature of the issue (e.g., billing, outage, quality, safety)
- Urgency and impact

### 5.4. Complaint Handling

Our team investigates the issue and may contact you for further clarification. We aim to resolve:

- Simple issues within 3–5 working days
- Complex issues within 10–15 working days

### 5.5. Complaint Closing

Once resolved, you will receive:

- A summary of the resolution
- Confirmation of closure
- An option to provide feedback on the process

## 6. Frequently Asked Questions

Q1: Where can I file a complaint?

You can file a complaint via our website, mobile app, call center, or in person at our service centers.

Q2: What documents are needed to file a complaint?

Depending on the issue, you may need:

- A copy of your latest bill
- Service account number
- Photos or videos (for technical issues)
- Proof of identity (for account-related issues)

Q3: What types of issues can I report?

You can report:

- Billing errors
- Service interruptions
- Poor service quality
- Safety concerns
- Delayed connections or disconnections
- Any other dissatisfaction with electricity or water services

Q4: What are the steps in the complaint process?

The process includes:

1. Submission of the complaint
2. Acknowledgment and reference number
3. Investigation and communication
4. Resolution and feedback
5. Closure

## 7. Summary

### 7.1. Complaint Categories, Channels, and Documentation Requirements

| Complaint Category                 | Service Type      | Nature of Issue  | Available Channels                  | Required Documentation                    |
|------------------------------------|-------------------|------------------|-------------------------------------|---|
| Supply Interruptions               | Electricity/Water | Outage           | Website, Mobile App, Contact Center | Photos/Videos, Service Account Number     |
| Billing Errors                     | Electricity/Water | Billing          | Contact Center                      | Latest Bill, Service Account Number       |
| Poor Service Quality               | Electricity/Water | Quality          | Contact Center                      | Photos/Videos, Service Account Number     |
| Safety Concerns                    | Electricity/Water | Safety           | Contact Center                      | Photos/Videos, Service Account Number     |
| Delayed Connections/Disconnections | Electricity/Water | Service Delivery | Contact Center                      | Proof of Identity, Service Account Number |
| Other Dissatisfaction              | Electricity/Water | Varies           | Contact Center                      | Varies depending on issue                 |