

APDCL Call Centre(1912)

Standard Operating Procedure

A. HR Guidelines Version 1.0

The objective of this document is to assist Service Provider in defining the HR policies for APDCL Call Centre Operation. This document is intended as a reference for the Service Provider's HR policies for the supplied manpower resources at the APDCL Call Centre to meet APDCL specific needs and priorities.

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Prepared by-

Kaustav Barbaruah, DM(IT) Customer Relations, APDCL

Gopal Kalita, DM(IT), Customer Relations, APDCL

Supervised by-

Ranjana Sarmah, CGM(CR,M&S), APDCL

Nakul Ch. Das, AGM(CR), APDCL



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1. Introduction

1.1 Purpose

- 1.1.1 To provide guidance and establish procedures for HR policies by the Service Provider (SP) at the Assam Power Distribution Company Limited (APDCL) Call Center.
- 1.1.2 To define roles and responsibilities of manpower deployed by Service Provider (SP) for running the APDCL Call Centre.
- 1.1.3 This standard operating guideline is intended to be used as a guide and does not replace sound judgment nor anticipate all situations and contingencies.

1.2 Glossary

- 1.2.1 **“Client/ or APDCL”**: The term “Client” represents Assam Power Distribution Company Limited (APDCL), which has engaged an agency as Service Provider(SP) for running the operation of its Call Centre for a defined period.
- 1.2.2 **“Service Provider(SP)”**: The term “Service Provider” represents the agency, who is responsible for overall operation of Call Centre Services related to Manpower.
- 1.2.3 **“Human Resource(HR)”**: **Human resources** is the set of people who make up the workforce of an organization, business sector, industry, or economy. Such as people working in APDCL Call Centre.
- 1.2.4 **“Management”**: The term “Management” represents the decision making authority for taking manpower supply related decision from the SP.
- 1.2.5 **“Consumer”**: Consumer represents the entire population residing in Assam, who receives electricity/power-supply from APDCL.
- 1.2.6 **“CCC”**: Centralized Customer Call-Centre represents the APDCL Call Centre.
- 1.2.7 **“SLA”**: Service Level Agreement (SLA) is the mutual agreement between the client and service provider(SP), which defines the service standard the SP is obligated to meet.
- 1.2.8 **“Premise”**: It represents the APDCL Data Centre, Sixmile campus or any other campus where APDCL sets up a Call Centre.



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- 1.2.9 **“Floor”**: It represents the hall dedicated for APDCL Call Centre in the APDCL premise.
- 1.2.10 **“Floor strength”**: It represents the number of Call Centre Executives available in the floor during anytime of the day.
- 1.2.11 **“Emergency Complaints”**: The complaints which may cause accidents like LT snap, PVC snap, pole damage/ or bent, transformer caught fire, etc.
- 1.2.12 **“General Complaints”**: Any consumer complaints other than the emergency complaints are termed as “General Complaints”.
- 1.2.13 **“Joint Review Committee (JRC)”**: The committee formed by CGM(CR,M&S), APDCL consist of APDCL Officials, Centre Head, respective Team Lead for review of the suspension cases.
- 1.2.14 **“Manpower Resource(s)”**: Represents the manpower resources provided by the Service Provider under the contract includes Centre Head, Team Lead/ or Supervisor, Customer Care Executives/ or Agents and Cleaner.
- 1.2.15 **“Centre Head”**: Single point of contact for APDCL, who has been bestowed with the responsibility of overall management of the Call Centre related to manpower resources.
- 1.2.16 **“Team Lead/ or Supervisor”**: Responsible for managing or leading the Call Centre Executives available on the floor during the shift.
- 1.2.17 **“Call Centre Executives/ or Agent”**: Manpower resource who will be responsible for Call handling with consumers, Complaint Tracking, and other Call Centre related activities.
- 1.2.18 **“Shift Schedule”**: A schedule for Call Centre Executives to work in timed blocks throughout a specified day.
- 1.2.19 **“Shift Transition Time”**: Time duration between 10 minutes before and 10 minutes after the start of the next shift.
- 1.2.20 **“Long break”**: 15-20 minutes time of break, during the shift.
- 1.2.21 **“Short break”**: 2-5 minutes time of break during the shift.
- 1.2.22 **“Call-in-Queue”**: Number of incoming calls landing, which are in queue at any instant.
- 1.2.23 **“High Call Volume”**: When the Call-in-Queue exceeds more than 10 for a continuous period of 5 minutes.



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- 1.2.24 **“Low Call Volume”**: When the Call-in-Queue is less than 10 for a continuous period of 5 minutes.
- 1.2.25 **“Peak season”**: the months of the year (March, April, May, June, July, August and September) when average call landing is very high.
- 1.2.26 **“Off-peak season”**: the months of the year (October, November, December, January and February) when average call landing is very low.
- 1.2.27 **“Warning letter”**: a formal intimation of a transgression in the work ethic of Client.
- 1.2.28 **“Show Cause Notice”**: **Show cause notice** means an order that requires a manpower resource to submit in writing his/her course of defense and appear before the Joint Review Committee and explain why a certain course of action should not be taken against it.
- 1.2.29 **“Week-off”**: When a manpower resource is not expected to work or come to the floor on any day during the week.
- 1.2.30 **“Biometric Finger Print Detector (BFPD)”**: The 2(two) number of Biometric Finger Detector machines, which Employees use to record the attendance.
- 1.2.31 **“Web-Time Software”**: The software from which the reports related to BFPD can be generated.
- 1.2.32 **“IT Service Maintenance Team”**: Represents the IT solution provider, who is responsible for maintenance of the IT infrastructure like “IP phones”, “Headphones”, “Contact Centre Solution Application”, “Network Firewall” and “Switches”.
- 1.2.33 **“Contact Centre Solution Application” or Dialer Application**: The application provided by IT Service Maintenance Team, which is used for receiving and making calls, for generating reports of Call Recordings, Agent Performance, Call Statistics, etc.
- 1.2.34 **“Bijulee Bandhu or CRM Application”**: The Customer Relations Management (CRM) is the application which is used for ticket/docket generation and tracking of consumer complaints.
- 1.2.35 **“Bijulee Bandhu website(www.bijuleebandhu.com)”**: The website which consumers use to raise complaint as well as track the complaint status.
- 1.2.36 **“Bijulee Bandhu App”**: The App for consumer through which consumer can raise complaint, track complaint, rate complaint, view electricity bill, view prepaid vouchers, etc.
- 1.2.37 **“ARMS”**: APDCL Revenue Management System (ARMS) is the Billing/ or Revenue management application of APDCL.



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- 1.2.38 **“1912”**: It is the short code which consumer dials to get connected with the APDCL Call Centre.
- 1.2.39 **“IT resources”**: IT resource represents Desktop, Mouse, Keyboard, Monitor, Headsets, IP Phones, LAN cables, Switches, Firewall, Rack.
- 1.2.40 **“Resources”**: Represents “IT resources” and any other resources of APDCL available in the Data Centre, Sixmile campus.



2. Roles & Responsibilities

2.1 Role of Center Head

Position	Centre Head
Reports To	AGM (Customer Relation), APDCL
Job Responsibility <i>(Indicative only and not restricted to)</i>	<ol style="list-style-type: none">1. Overall management of the entire Customer Call Center2. Apprise APDCL officer of day-to-day activity of the CCC.3. To ensure that the CCE maintain services as per SLAs defined.4. Conduct meeting and discussion with TL and APDCL officer.5. Arrange training and coaching to the CCE to enhance their performance.6. Keep the CCE updated on new process changes/updates, improvement initiatives undertaken by APDCL.7. To implement operational strategies suggested by APDCL as on when needed for improving the performance of the service.8. To escalate the quality issues beyond control to the APDCL authorities and provide reports as and when asked for by APDCL.9. To evaluate agent's performance periodically and take corrective steps wherever required and to submit such reports to APDCL authorities.10. Bridging management and employee relation by addressing demand, grievances and other issues.11. Managing the recruitment and selection process by hiring efficient and skilled agents through the process of interview.12. Regular assessment of the employee's skills and filtration of non-performing agents through effective methodologies.
Educational Requirements	Graduate degree or equivalent qualification in any stream with good academic career. Preferably First-Class Graduate.
Experience Requirements	2 to 4 years of relevant industry experience as a Senior Manager/Operational Head etc. in Customer Call Center or similar profile in help desk environments
Duty Times <i>(not limited to)</i>	9:30 AM to 5 PM, Must also be available whenever required by APDCL officer



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Skills <i>(Indicative only and not limited to)</i>	<p>Must be dynamic, smart and have leadership quality to motivate, encourage team work, confidence building, dispute resolution, analytical skill and excellent people management quality.</p>
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2.2 Role of Supervisor

Position	Supervisor/ Team Lead
Reports To	Center Head, APDCL
Job Responsibility <i>(Indicative only and not limited to)</i>	<ol style="list-style-type: none"> 1. To submit ‘shift-wise’ ‘<i>Call handling and complaint resolution reports</i>’ on a daily basis. 2. To ensure that the CCE maintain services as per SLAs defined. 3. Provide Coaching & Feedback to the CCE to enhance their performance. 4. Keep the CCE updated on new process changes/updates, improvement initiatives undertaken by APDCL. 5. To escalate the quality issues beyond control to the Center Head. 6. Manage and attend minor issues related to IT resources. 7. To identify training needs & ensure that trainings are carried out to meet the quality service requirements of the CCC. 8. To evaluate CCE’s performance periodically and take corrective steps wherever required and to submit such reports to Center Head. 9. To Monitor activities of the agents and ensure that CCE do not cause any damage to any equipment or infrastructure. 10. To Maintain discipline and punctuality and ensure the same by the CCE.
Educational Requirements	Graduate degree or equivalent qualification in any Stream.
Experience Requirements	2 to 4 years of relevant industry experience in Customer Care or similar profile in helpdesk environments
Duty Timing	As per the shift duty schedule
Soft Skills	<ul style="list-style-type: none"> - Must be able to maintain highest level of courtesy and professionalism - Assamese speaking is a MUST, must also be able to communicate in English and Hindi - Must have excellent Leadership skills with ability to provide customer centric focus and support - Must have Conflict Resolution skill



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<i>(Indicative only and not limited to)</i>	
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2.3 Role of Customer Care Executive

Position	Customer Call Centre Executives/ or Agents
Reports To	Respective Supervisor
Job Responsibility <i>(Indicative only and not limited to other duties may also be assigned from time to time)</i>	<p>(i) MUST DEAL WITH THE CONSUMER /PUBLIC COMPLAINTS & QUERIES WITH UTMOST CIVILITY</p> <p>(ii) COMPLAINTS FOR UNSATISFACTORY CUSTOMER CALL SERVICES OR IMPOLITE BEHAVIOUR BY THE AGENTS WILL BE TAKEN VERY SERIOUSLY BY APDCL.</p> <p>(iii) Must be able to accurately identify the problem/ issue faced by APDCL's Consumer/ or members of the public in general and propose a quick & effective resolution.</p> <p>(iv) Must accurately document notes and information within the Bijulee Bandhu application.</p> <p>(v) Must maintain strict discipline</p> <p>(vi) Must maintain proper care while handling the IT resources and do not cause any damage to any resources.</p>
	Graduate degree or equivalent qualification in any Stream.
Experience Requirements	1 to 2 years of relevant industry experience in Customer Care or similar profile in helpdesk environments
Duty Timing	As per the shift duty schedule
Soft Skills <i>(Indicative only and not limited to)</i>	<p>- MUST MAINTAIN THE HIGHEST STANDARDS OF COURTESY AND PROFESSIONALISM WHILE RESPONDING TO A PHONE-CALL.</p> <p>- Assamese speaking is a MUST, must also be able to fluently communicate in English, Hindi</p> <p>- Must have Excellent oral and written communication skills</p>

2.4 In addition to the respective responsibilities mentioned above, there may be some additional duties which may be assigned by the respective supervisor/ or Centre Head for the efficient running of



3. Shift Policy

3.1 Shift Timing for Customer Care Executives(CCE) in a particular day:

Shift	Morning	Evening	Night
Timing	6:00 AM to 1:00 PM	1:00 PM to 8:00 PM	08:00 PM to 6:00 AM

3.2 CCE should report in the floor 10 minutes before time for making smooth transition during shift change.

3.3 The time at which the CCE and TL register their entry in the Biometric Finger Print Detector (BFPD) machine will be considered as in-time and the time at which they will register their exit in the BFPD will be considered as out-time in the floor.

3.4 The duty time in the floor in a day will be considered as difference between out-time and in-time.

3.5 The duty time include breaks taken during the shift.

3.6 No CCE will logout from the Dialer Application during the shift. However, if it need to logout due to some unforeseen reason, then it must be conveyed to the TL on floor.

3.7 During Shift Change, no CCE shall leave the workstation, if they are in a call with consumer.

3.8 TL must ensure minimum floor strength i.e. atleast 25 during Shift transition time.

3.9 If there is an emergency complaint to forward during shift transition time, then the CRM agent must ensure that the complaint has been forwarded before leaving the floor.

3.10 Proper information transfer by CRM agent and TL of the outgoing shift to the incoming CRM agents and TL should take place regarding pending work during Shift Change.

3.11 CCE and TL must ensure the decorum of the floor is well-maintained during the shift change.



4. Break Policy

- 4.1 Breaks can be availed by choosing the correct break option (long-term or short term) in the “Dialer Application”. However, it will be under sole discretion of the TL on floor to whether allow the CCE for Long-term break or not, depending on the Incoming Call Volume status in the floor.
- 4.2 Short-break can be allowed and may be avail by CCE anytime during the shift. However, at max 5(five) CCE can avail the short break at one time when Incoming Call Volume is low and max 3(three) CCE can avail the short break at one time when Incoming Call Volume is high.
- 4.3 Breaks should be allowed by TL on First Come First Serve basis.
- 4.4 Breaks cannot be availed by CCE before the in-time entry or after the out-time entry.
- 4.5 No agent will leave the Data Centre Campus for Long-break, once the main gate gets closed during the Night shift. In case of unavoidable situation, the same has to be conveyed to TL. If the reason seems valid, on consultation with Centre Head, the TL may request the security personnel of APDCL to open the main gate.
- 4.6 In case of “High Call Volume”, TL may allow or free one manpower resource to bring eateries for all other CCE, if needed.



5. Leave Policy

- 5.1 Leave application needs to be submitted in Bijulee Bandhu Leave Portal, at least 1(one) week before commencement of leave. For emergency cases, telephonic call must be made to Centre Head for approval.
- 5.2 Medical Leave(s) may be granted only on producing the valid medical prescription from the doctor.
- 5.3 Leaves without pay will be granted on prior approval by the Management.
- 5.4 Leaves with pay will be granted only on prior approval by the Management and as well as by designated APDCL official, who is responsible for verifying the monthly Service Provider's bill.
- 5.5 Probability or chances of getting paid leave during off-season is higher than the on-season, when the average incoming Call volume is high throughout the season.
- 5.6 Centre Head shall ensure approximate equal distribution of leaves among the Agents during the year of operation.



6. Mutual / Exchange Duties

- 6.1 Mutual and exchange duties need to be applied through Bijulee Bandhu.
- 6.2 Mutual and exchange duties needs prior approval from “Management”.
- 6.3 An employee can avail only 5(five) mutual duties and exchange during a month.
- 6.4 For more than 5 mutual/ exchange duty, the CCE needs to provide a valid reason to “Management” for approval.
- 6.5 Approval of Exchange/ Mutual Exchange should be granted keeping in mind that specialized agents for handling prepaid and postpaid are available during the Morning and Evening Shift.
- 6.6 TL must ensure floor strength requirement as per SLA terms, which should not get affected due to Exchange/ or Mutual Duties.



7. Warnings

7.1 Warnings letters may be issued against each cases mentioned below:

7.1.1 Improper behavior like argumentative, disrespectful, impatient and showing least interest, while doing conversation with Consumer and Field Officials.

7.1.2 Involved in argument or fight with other CCEs or TL in the floor, which caused disruption of CCC operations.

7.1.3 Disobeying TL/ Centre Head, which can hamper the running of the Call Centre operation smoothly.

7.1.4 Mishandling with Consumer in calls.

7.1.5 Caught littering the APDCL premise.

7.1.6 Caught spitting in walls, chewing tobacco while handling the calls.

7.1.7 Frequent absenteeism and latecoming observed in BFPD.

7.1.8 Negligence of duty or task assigned, which affects the SLA service commitment of SP.

7.1.9 If found in drunken state during duty hours inside the APDCL premise. In such condition, the Agent shall be asked to immediately leave the campus, and will be marked as absent for the day.

7.1.10 Failing to meet the dress code policy mentioned in Clause No. 10.2 continuously.

7.1.11 Any other conditions not mentioned above, which can be detrimental for APDCL's CCC operation or APDCL's image.

7.2 Based on severity of the above conditions, if necessary, a review by the "Joint Review Committee" may be conducted on the basis of supporting evidences against the agent. If severity is found high, and if the committee feels that the incident severely affects the CCC operation or APDCL's image, then those warnings may also lead to suspension.

7.3 If a warning is issued against an agent, then the agent should give an apology letter addressing to "The AGM(CR), APDCL" ensuring non-repetition of the similar type of action in the future.



8. Suspension

8.1 Suspension may be served for following mentioned conditions:

- 8.1.1 3(Three) successive warning letters for the same condition mentioned in clause 8.1 within the last 6(six) months.
 - 8.1.2 For incidents admissible as per Clause no. 7.2.
 - 8.1.3 Inappropriate behavior with APDCL officials or its other business partners present in the APDCL's premise.
 - 8.1.4 Caught damaging or intending to damage APDCL's IT resources/ or any other "Resources".
 - 8.1.5 If complaint received against the manpower resource regarding physical/ or mental abuse by any other manpower resource.
 - 8.1.6 Uninformed absence from duty for more than 4(four) continuous days.
 - 8.1.7 Negligence of duty in forwarding emergency complaints, causing loss of human life as well as accident.
- 8.2 "Show Cause" notice will be serve to the concerned "Manpower Resource", The Manpower resource will be given the chance to justify their action before the "Joint Review Committee (JRC)" on a given date. After reviewing the concerned manpower resource's justification, evidences or proof, witnesses, or whatever applicable, the "JRC" shall decide whether the person concerned is liable to get suspension or not, and number of days for which suspension has to be applied. The JRC may also decide to issue just a warning and not suspension, if the severity of the incident is not found that high.



9. Termination

A Manpower Resource shall be liable to get terminated if following conditions are met:

- 9.1 Failing to appear before the JRC as per Clause No. 8.2 on a given date without prior informing.
- 9.2 Getting suspended for 3(three) times within the last 6(six) months.
- 9.3 Extreme cases of Clause no. 8.1 where APDCL's public image is severely affected due to negligence of duty. The decision will be taken by CGM (CR, M&S), APDCL on recommendation of JRC.



10. Dress Code

10.1 Benefits of proper dress code:

10.1.1 Having a **call center dress code** portrays professionalism and helps agents look like part of a team.

10.1.2 A dress code provides a sense of belonging and creates an atmosphere of uniformity. It gives agents a method to identify themselves as a part of a team working towards one purpose.

10.1.3 Although there is no physical interaction with consumer in a call center environment, dressing appropriately instills **professionalism**. Dressing smart also boosts an individual's confidence and provides a sense of self-empowerment.

10.2 A **dress code policy** contains a list of guidelines that specifies appropriate attire to wear at work. Considering the fact that a uniform dress code may not be comfortable for all the employees. So, a minimum set of guidelines are laid down as the dress code policy for APDCL CCC:

10.2.1 Employees must always maintain a professional and courteous appearance.

10.2.2 Employees should dress in business casual, business formal, or business professional attire. However, in special occasions like festivals, traditional dress may be allowed.

10.2.3 They should be well-groomed and wear clothes without any wear and tear signs.

10.2.4 Prohibit clothing with inappropriate and offensive gestures (racial or sexual) in the workspace.

10.2.5 Religious clothing and tattoos are permitted under certain circumstances (to be specified or discussed with agents in person).



11. Recruitment Policy

11.1 The recruiter must ensure that the following criteria is met while selecting a candidate for the role of an Agent/CCE:

11.1.1 The minimum qualification of the Candidate must be graduation.

11.1.2 The Candidate must be able to speak in Assamese, Hindi and English. Verbal test for each language should be conducted by recruiter by giving a maximum score of 30.

11.1.3 The Candidate must have basic computer knowledge. Test should be conducted to check the knowledge of computer and basic knowledge in handling MS office. The Computer test shall have a maximum score of 20.

11.1.4 The Candidate must be given a written test in English Language to check the English writing proficiency. The English writing test shall have a maximum score of 10.

11.1.5 Voice quality test must be conducted by asking the agent to read a paragraph in a language of his/her choice and the recording of the voice should be evaluated to check whether the voice is distinct and clear or not. A maximum score out 30 shall be allotted for voice quality test.

11.1.6 A personality test must be conducted by the recruiter to check the personality of the candidate. The personality traits like positive, optimistic, active, charismatic, flexible, stress handling, etc. should be evaluated through the test. A maximum score of 10 marks should be allotted for personality test.

11.1.7 The candidate must have the flexibility and physical and mental fitness to work in morning, evening and night(male) shifts.

11.1.8 The Minimum score obtained in the above mentioned test should be at least 50 out of 100.

11.2 For the selected Candidate, the “Management” shall submit the required supporting documents to AGM(CR), APDCL:

11.2.1 Curriculum Vitae (CV) of the Candidate

11.2.2 Supporting document for Education Qualification (Graduation Certificate).

11.2.3 Supporting Document for address proof.

11.2.4 Passport Photograph

11.2.5 Physical Fitness Certificate (Self-declared)

11.2.6 Total Marks obtained in the selection test showing the breakup in each test as mentioned in Clause 11.1 duly signed by the recruitment committee.



12. Resignation Policy

- 12.1 Any “CCE”, who wants to resign have to serve a notice period of at least 15 days prior to resignation.
- 12.2 No **notice** period has to be serve if, the CCE have only been employed for a month or less.
- 12.3 For Centre Head and Team Leads the notice period of at least 1(one) month prior to resignation is required.
- 12.4 Failing to serve the notice period may lead to deduction of salary. The amount of deduction will be maximum for 15(fifteen) days for CCE and 1(one) month for Centre Head and TL.
- 12.5 The “Management” shall ensure that the outgoing employee is not possessing any “IT resource” or “resources” prior to resignation.



13. Performance Evaluation Policy

13.1 Rank List Structure:

Grade	Total No of CCE
Level-1	28
Level-2	30
Level-3	36
Level-4	58

Rank list shall be prepared based on Performance Evaluation Review mentioned in Clause 13.2. Based on the marks obtained in Performance Evaluation Review, the CCE shall be graded as Level-1, Level-2, Level-3 and Level-4 in descending order of their score, respectively.

13.2 Evaluation of every CCE will be done in every 6(six) months guided by the following parameters noted below:

13.2.1 Seniority – The “CCE”, the marks based on seniority as according to the table below:

Joining Year in the APDCL CCC	Marks to be given
Before 2016	25
2016	20
2017	18
2018	16
2019	14
2020	12
2021	10
2022	8
2023	6
2024	4

13.2.2 Job Knowledge Test – The test/ or exam shall be conducted in every 6 months during an off-peak season month. The exam will be on Job Knowledge, the syllabus for the same has been shared as **Annexure-I**. The exam can be conducted On-line or Offline. The maximum marks allotted for the exam is **50**. Questions shall be set by APDCL officials.

13.2.3 Attendance and Punctuality – The punctuality of the “CCE”, will be checked and evaluated from “BFPD” machine. Monthly reports from the “Web Time Software” has to be generated which gives the total duty hours, average incoming time and outgoing time and the average time spent during the month, based on which the marks for attendance and punctuality shall be given. The maximum marks allotted shall be **20**.

13.2.4 TL Evaluation – Each Team Lead shall evaluate the performance of the “CCE” present in their group. It evaluation shall be done on the basis of overall conduct/ or behavior



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of the “CCE” in the floor, Call quality analysis, effort given by the “CCE” to resolve complaints. The maximum marks allotted shall be **25**.

13.2.5 Warning/or Suspension – Any “CCE” getting 2(two) warning letters for the same condition (mentioned in Clause 7.1) within the last 6(six) month shall lead to deduct of **5** marks from Total Evaluation Marks. And Suspension of a “CCE” shall carry a deduct of **15** marks from Total Evaluation Marks.

- 13.3 The maximum marks obtained in the above evaluation is 120. Centre Head and Team Leads must ensure that evaluation is done in a fair and non-biased manner, where most deserving “CCE” gets the chance to get up to the ladder in the rank list.
- 13.4 The rank list shall be re-evaluated after every 6(six) months. However, in the event of resignation or termination of a “CCE”, the rank list shall get updated by shifting CCEs who are positioned below the resigned/or terminated CCE to 1(one) position up in the rank list.
- 13.5 The Performance of the Team Leads shall also be evaluated based on the appreciation the team gets from Consumers as well as APDCL officials and performance of the team as a whole. In additional to that, it shall also be taken into consideration how Team Lead has managed the CCEs in the floor during “High Call Volume”. The mentioned factors shall decide whether the Team Lead is liable to get increment or not after every 6(six) months.



14. Training & Development

- 14.1 Training and development refers to educational activities within APDCL CCC, created to enhance the knowledge and skills of “CCE” while providing information and instruction on how to better perform specific tasks.
- 14.2 Training Modules shall be prepared by SP. The SP shall make all the necessary arrangements for training programs. The study materials in the form of text, audio or video for various modules shall be made available to all trainees.
- 14.3 Suggestive Training Modules are as follows:
- 14.3.1 Communication Etiquettes in Call Centre:**
- Basic rules when speaking with consumers
 - Do’s and Don’ts while communicating with consumers
 - Proper hold and transferring call procedure
 - Customer Service Etiquette tips
 - Handling difficult/ or angry consumers
 - Train through Mock Calls, Mentor training, Live Call training
- 14.3.2 Complaint Related Training:**
- APDCL Office Hierarchy
 - Prepaid related
 - Post-paid Bill related
 - Smart Meter
 - Electrical Network
 - Basic Electrical Equipment
 - Easy pay related
 - Various APDCL Schemes related
- 14.3.3 Dialer Usage Training:**
- Basic usage of the dialer application like receiving, dialing, transferring, putting in hold, conference, wrap-up, etc.
- 14.3.4 Bijulee Bandhu Application Usage:**
- Registering, forwarding, updating, closing of complaints
 - Area outage lookup, area-feeder mapping
 - Bill related dashboard usage, Prepaid consumer related dashboard
 - Viewing new application status
 - Leave/Exchange Application



ANNEXURE-I

Syllabus

APDCL Organization-

Name of key officials, APDCL official hierarchy, importance of the 3(three) companies APGCL, AEGCL and APDCL, role of AERC.

Software Application Usage-

Bijulee Bandhu, Contact Centre Solution Application, use or handling of IP phone and softphone, usage of MS office.

Complaint related Knowledge-

LT/HT line, PVC line, substation, feeder, jumper, sectionalizer, prepaid meters, postpaid meters, bill related, smart prepaid meters, conductor snap, transformer related.

Communication Etiquettes-

Addressing consumer, Handling angry consumers, Dealing with emergency complaints, etc.

English Written skill-

Writing a paragraph or essay in English.

HR Policy of the APDCL Call Centre-

Warning/Suspension/or Termination causes, resignation policy, dress code, etc.

References:

1. *APDCL Call Centre(1912), SOP, A. HR Guidelines Version 1.0*
2. *APDCL Call Centre(1912), SOP, B. Business Operation Guidelines Version 1.0*
3. *Communication Etiquettes PPT*
4. *Dialer Application Agent Manual*