



Prepaid Consumer Complaints

Vend Code Not Generated

Check In Portal (APDCL)

If Available

Provide it to consumer

If Not Available

Collect Following info from the consumer & Register
 = Consumer ID
 = Transaction ID
 = Amount
 = Date
 = Phone No
 = Confirm in amount debited from bank
 FWD to APDCL Team

Transaction Failure

Amount will be refunded to bank a/c in 7 working days

Pending

Wait For 3 Working Days

Success

Voucher Code is available in portal

Vend Code Rejected in meter

Register the complaint with error message displayed in meter

Error Message

Wrong TAR

Consumer did not enter the code in sequence

If not solved

Ask APDCL Team for sequence

Duplicate

Already entered the code. Tell the consumer to enter the next code

Not Solved

FWD. to APDCL Team

High Credit

Tell the consumer to enter the code after few days.
 >5000 for Single Phase
 >10,000 for 3 Phase

Incorrect

Consumer entering the wrong code
 Check the portal and tell him to enter the correct code.

Meter Defective or meter issue

Fwd. to Prepaid Team