

Kompania Rajonale e Ujësjetësimit  
Regional Water Supply Company

**RADONIQI**

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*PROTOKOLI*

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Nr.:

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**RULE No. 01/2017**  
**ON THE SOLUTION OF CUSTOMERS COMPLAINTS**

**April, 2017**

Pursuant to Article 48, paragraph 1, in conjunction with sub-paragraph 2.6.1 of Law No. 05 / L - 042 for Regulation of Water Services and Article 14, paragraph 2.2.11.2. of the Statute of the Company, the Board of Directors of RWC "Radoniqi" JSC - Gjakova, issues this:

## **Rule No. 01 / 2017 on the Solution of Customer Complaints**

### **CHAPTER I**

#### **GENERAL PROVISIONS**

##### **Article 1 Scope and Purpose**

1. With this regulation are set the rules of RWC "Radoniqi" JSC. (Hereinafter referred to as the Company) regarding the resolution of customer complaints and requests, as well as detailed procedures to be followed by the Company's staff upon reception, review and resolving of customer complaints and requests.
2. The purpose of regulation is to set a framework upon which the company will regulate the reception and proceeding of customer requests and complaints and to define the specific actions that should be followed by the relevant company staff upon receipt and review of customer complaints.

##### **Article 2 Definitions**

1. Terms used in this Law shall have the following meanings:
  - 1.1. "**Complaint**" is any objection or reporting of dissatisfaction with any aspect of the services provided by the service provider.
  - 1.2. "**Request**" is any oral or written request regarding any aspect of the services provided by the service provider.
  - 1.3. "**WSRA**" is the **Water Services Regulatory Authority**.
  - 1.4. "**RWC**" is the Regional Water Company (the Company).
  - 1.5. "**CRU**" is the Customer Relation Unit.
  - 1.6. **Customer Consultative Committees** - Committees described and established in compliance with Article 26 of Law no. 05 / L -042 on Regulation of Water Services (CCC).
  - 1.7. **Costumer** - the person who has entered into a service contract with the service provider and / or receives services from the service provider.
  - 1.8. **Service Provider** - every provider services of water, wastewater and bulk water.
  - 1.9. "**Company**" - has the same meaning as the RWC.

### **Article 3**

#### **Enforceability**

1. The Regulation for Rules and Procedures for Resolving Customer Complaints and Requests is an official and enforceable document of the Company and shall be implemented by all company staff involved in reception and review of customer complaints and requests. This document is also of interest to consumers as well as to other stakeholders and will be published on the company's website.
2. Failure to comply with these rules and procedures constitutes violation of the Company's Rules of Procedures and will consequently be sanctioned with disciplinary measures in accordance with the disciplinary procedures of the Company.
3. For interpretation of these rules and procedures, as well as for solution of eventual misunderstandings or individual cases, the relevant Customer Service Officer should be contacted in cooperation with the Legal Office.

### **Article 4**

#### **Legal basis**

1. The legal basis for termination of the water supply service is defined by:
  - 1.1 Law no. 05 / L-042 for Regulation of Water Services, approved by the Kosovo Assembly in January 2016.
  - 1.2 Law on Consumer Protection adopted by the Assembly of Kosovo in 2010.
  - 1.3 Rules adopted by WSRA under the Law:
    - 1.3.1 Rule no. 02/2016 for Minimum Service Standards for Water Service,
    - 1.3.2 Rule no. 03/2016 for Customers' Charter,
    - 1.3.3 Rule no. 01/2016 for Consumer Advisory Committee.

### **Article 5**

#### **Company principles for customer requests and complaints**

1. Company Principles for customer requests and complaints are based on companies vision and mission and at the same time demonstrate the company's strong commitment to:
  - 1.1 Fair and equal treatment of all customers;
  - 1.2 Increase the quality of services for consumers;
  - 1.3 Address properly and timely all concerns and uncertainties that customers can have;
  - 1.4 Create an approach that has focus on customers and their needs;
  - 1.5 Comply fully with applicable legal regulations;
  - 1.6 Respect Service Standards Specified with the Legal Framework.
2. The Company is committed to respect fully the principles, rules and procedures for customer requests and complaints as set out in the legal framework.

3. In addition to this company intends to offer high standards of service and in this context, it is dedicated to address customers' requests and complaints fairly and in the shortest possible timeframe.

## **Article 6**

### **The right to file for request or complaint**

Every person who is customer of the company or wishes to become a customer of the company has the right to file for request or complaint.

## **Article 7**

### **Submission of requests and complaint**

1. Submission of a request / complaint can be made:
  - 1.1 through telephone - twenty-four (24) hours / day, seven (7) days a week (the operator on the phone records the request / complaint and evaluates it);
  - 1.2 By contacting personally the customer service centers;
  - 1.3 In writing, by mail or email addresses shown in the invoice;
  
2. Company contact details (phone numbers, address, web site) should be published in:
  - 2.1 All company bills,
  - 2.2 Company information brochures,
  - 2.3 The company's web site,
  - 2.4 Customer service centers as well as,
  - 2.5 Company vehicles
  
3. Regardless in which of the above-mentioned forms the customer contacted the company, customer relation officer should instruct him / her on how to file a complaint or request, how to fill forms for submitting a formal application for complaint / request.
  
4. Upon receipt of necessary instructions from the customer relation officer, the Customer fills the relevant application form for complaint / request and submits it to the concerned officer.

## **Article 8**

### **Types of complaints**

1. According to the WSRA Rules for Minimum Service Standards, complaints are divided into two categories:

- 1.1 Technical Complaints
  - 1.2 Commercial Complaints.
2. Technical complaints are:
    - 2.1. Lack of water supply;
    - 2.2. Low / high pressure in the water supply network;
    - 2.3. Problems related to the quality of drinking water;
    - 2.4. Leaks from the water supply network;
    - 2.5. Blockages and floods of wastewater;
    - 2.6. Any other incident that has impact on the provision water and wastewater services.
  3. Commercial complaints are:
    - 2.1 Complaints on invoices;
    - 2.2 Doubts regarding billing;
    - 2.3 Requests for change of name, address and other data's related to the name of the consumer;
    - 2.4 Other requests related to the regulation of current or old debt (re-programming, debt transfer, debt freezing, bill / bills disputes).

**Article 9**  
**Registration of complaints and requests**

1. All customer complaints and requests, regardless of how they are submitted, will be recorded in the computer system on the date they are filed.
2. The register of complaints and requests will contain:
  - 2.1 Reference number;
  - 2.2 Name, surname and address of the Applicant;
  - 2.3 Personal number (identification document), if any;
  - 2.4 Date of submission;
  - 2.5 Category (technical or commercial) and type;
  - 2.6 Name and surname of the person who received it;
  - 2.7 Action undertaken with respect to complaint or request filed.
3. The customer's relation officer records the customer's request / complaint on the company's standard form in the framework of software with all the relevant information enabling an adequate review of his / her complaint or claim.
4. The customer's relation officer must provide a customer's evidence for filing of the complaint.

**Article 10**  
**Complaints to the Customer Consultative Committees**

In case his complaint or request has not been reviewed or has not been satisfactorily resolved by the company, the customer has the right to complain to the Customer Consultative Committee within thirty (30) calendar days from the day of receipt of the decision (Response) by the company.

**CHAPTER II**

**PROCEDURES FOR APPLICATION, REVIEW AND RESOLUTION OF  
COMPLAINTS AND REQUESTS**

**Article 11**

**Submission of customer complaint / request**

1. The customer's complaint / request or notice is registered by responsible official of the company call center (customer relation officer or dispatcher) in the register of complaints and requests, with all relevant information, enabling an adequate review of his complaint or request.

1.1. If it is requested only an explanation without further action, the customer will be answered promptly by telephone or verbally.

1.2 The customer relation officer shall inform the customer on the reference number of the complaint or request.

1.3 In case many customers complaint or notify the same problem, the responsible official of the company at the call center will record all complaints / notifications with the same reference number and inform customers that the problem has been already notified and also for the actions that the company is undertaking to solve the problem.

1.4 In cases when the complaint is made during the working hours the customer relation officer, immediately after the registration of the case, notifies the relevant department of the technical sector of the company (depending on the type of complaint, request or notification) and sends a copy of the case form with the appropriate notes.

1.5 In cases when complaint is made off the working hours, the officer of the relevant department immediately notifies the company's team on duty and asks them to review the case to which it refers by organizing the site visit of the team for review and resolution of the issue.

2. Teams visit at the site of the intervention must be exercised within six (6) hours from the moment of receipt of the complaint, request or notice.

**Article 12**  
**Review and resolution of technical complaints**

1. The team assigned to review the case after visiting the site will find out the problem and try to fix it immediately - within four (4) hours of visiting of the site.
  - 1.1 If the nature of the problem is such that it requires further investigation, or if the volume of work requires more time and material then the team will notice the fact in the work order book.
2. Regardless if the reported complaint / problem has been resolved or not, the team should inform the responsible official in the call center within the deadline of twelve (12) hours whether the problem is resolved or not and if not, for activities that the company is undertaking and the time when it is expected to be solved.
  - 2.1 In each case, this notice must be made within twelve (12) hours from the moment when the responsible officer at the call center has notified the direct responsible officer of the team.
  - 2.2 After solving the complaint / problem or after finding out the activities that should be done to resolve the complaint / problem and after having notified the call center at shortest possible time (within working hours or within the shift time), the team should prepare a written report on the solving of the problem or additional work that should be done and within twenty-four (24) hours must submit to it the responsible officer.
  - 2.3 During the resolution of the problem, the official shall notify on a daily basis the relevant official for the actions taken by the company to resolve the problem and for the time when it is expected to be solved.
  - 2.4 After the final resolution of the complaint / problem, the relevant official shall notify the customer relation officer in writing.
3. In any case, solving the problem shall be done within three (3) days from the moment of submission of the complaint / notification.

**Article 13**  
**Notification of customer for technical complaint resolution**

1. In cases where the problem is resolved within twelve (12) hours of receipt of the notification, upon receipt of the notification by the team, the customer relation officer immediately informs the customer through the telephone that the complainant and confirms the resolution of the complaint / problem. At the same time, customer relation officer records the complaint as "resolved".
2. In cases when the problem presented is in investigation phase and still working on its solution, the customer relation officer notifies the customer (or group of consumers) by telephone (or in the case of group of customers through notification) that the problem is being investigated, or in process of resolution and at the same time registers the complaint as "in process of resolution".

3. After having received the written information from the officer responsible for resolution of complaint / problem, customer relation officer updates the status of the complaint from: "in process of resolution" to: "resolved".
4. In all cases, customer relation officer within twenty-four (24) working hours must notify the customer who has filed a complaint regarding the status of his complaint as "resolved" or "in process of resolution".

#### **Article 14**

##### **Composition of the Complaints Review Committee**

1. The members of the Committee shall be appointed by a special decision of the Chief Executive Officer. The Committee will consist of three (3) permanent members, one of whom will chair the committee and three (3) temporary (additional) members depending on the nature of the request / complaint as follows:
  - 1.1. Permanent Members:
    - 1.1.1. A representative of Customer Service Department,
    - 1.1.2. A representative of Technical Department, and
    - 1.1.3. A representative of Legal Office.
  - 1.2. Temporary (additional) members:
    - 1.2.1. A Representative of Control Team,
    - 1.2.2. A fee collector,
    - 1.2.3. A worker from the relevant department of the company, who may be appointed by the Customer Service Department Officer that may be required for the Permanent Committee.
2. The Permanent Committee meets at least ones (1) per week (unless there are no complaints and requests to review).
3. Temporary members are invited at the meeting depending on need to be basis.

#### **Article 15**

##### **Processing of the complaint**

1. Customer relation officer, after filing the complaint at the system on the same day, forwards a copy of complain to the Chairperson of the Complaints Review Committee (the Committee).
2. The Chairperson records the case and convenes the meeting of the Complaints Review Committee.



## **Article 16**

### **Review, solving the complaint and commercial requests**

1. The Committee shall meet within 7 (seven) working days or once a week from the date of receipt of the complaint for review of the complaint or request and based on the data presented in the complaint and on the basis of other materials provided by committee members, will review the complaint and will normally take a decision on the day of review.
2. If necessary, the committee may request additional information or documentation from the relevant departments of the company, and in certain cases, in situ investigation and professional expertise in order to qualitatively and fairly review the complaint or request.
3. The decision of the commission must be taken in writing and in the format provided in the annex of this document within fifteen (15) working days from the date when consumer's complaint or request was filed.
  - 3.1. If within this period the Committee cannot take a decision because additional investigation is needed, Committee, within this deadline, will notify the customer service department officer.
4. In cases when the complaint or request could not be resolved within a deadline of fifteen (15) days, the Committee shall continue the review until it takes a decision on its resolution. The final decision of the Committee in all cases must be taken within twenty (20) working days, from the date of filing of the complaint or request.

## **Article 17**

### **Minutes of the meeting**

1. The minutes of the meeting should be prepared in writing by a minute taker appointed by the committee chairperson.
  1. 1. The minutes must contain:
    - 2.1. Date, place and time at which the meeting starts and ends;
    - 2.2. Names of the composition of the commission;
    - 2.3. Proofs and evidences presented by consumers;
    - 2.4. Taken decisions at the meeting;
    - 2.5. Any vote that is done by including the results;
    - 2.6. Any other issue relevant to the case;
    - 2.7. Minutes are signed by the committee.

## **Article 18**

### **Proceedings of committee decisions and corrections at the billing module**

1. A copy of the final decision of the committee in all cases shall be sent to the responsible officer of the fee collectors.
2. After receiving the commission's decision, the responsible fee collector officer authorizes the billing system operator to carry out the corrections requested by the decision, following the submission of a copy of the decision form the committee.
3. The billing operator within two (2) working days shall make the corrections required by the decision of the committee and notify the responsible officer of the fee collectors for the corrections made and shall immediately notify the responsible officer of the Customer Service Department.

## **Article 19**

### **Reply to Customer**

1. To customer who filed a complaint or a commercial request shall be sent a written reply:
  - 1.1. Through the postman of the company or meter reader;
  - 1.2. By mail (registered).
2. All complaints or commercial requests must be resolved within twenty (20) working days and for this a written reply to the customer who has filed the complaint or request has to be issued.

## **Article 20**

### **Registration of Commercial Complaint Solution**

1. The Customer complaints / requests Committee sends a copy of the response to the customer to the Customer legal representative.
2. Customer legal representative should register all complaints, requests in the system as "resolved" or as "in process of resolution".

## **CHAPTER III**

### **TRANSITIONAL AND FINAL PROVISIONS**

#### **Article 21 Repealing Provisions**

With entry into force of this Regulation, all regulations, rules and decisions related to the procedures for resolving customer complaints for water and sewerage services shall be repealed.

#### **Article 22 Entry into Force**

This Regulation shall enter into force fifteen (15) calendar days after its approval by the Water Services Regulatory Authority, as well as publication in official languages at the official of RWC "Radoniqi" JSC - Gjakova website.

Chairman of the Board of Directors

Date \_\_\_\_/\_\_\_\_/ 2017  
Gjakovë

\_\_\_\_\_  
Fatos Koshi

## Annex 1.

### Complaint / Request Customer Form

(RWC "Radoniqi" JSC - Gjakovë)

Reference Number: \_\_\_\_\_

Date: \_\_\_\_\_

Complaint received by: \_\_\_\_\_

*(To be filled by the Customer)*

#### Customer information:

Name and Surname		Code:	
Personal Number		Telephone no.	
Address		E-mail	
Water meter no.		Complaint submitter	
category	<input type="checkbox"/> Household <input type="checkbox"/> Commercial/industrial <input type="checkbox"/> Institutional		

#### Type of Complaint:

<input type="checkbox"/> Service bill is very high	<input type="checkbox"/> Water quality (appearance, taste, odor etc).
<input type="checkbox"/> Price and tariff structure is not appropriate	<input type="checkbox"/> No water or low pressure
<input type="checkbox"/> Water meter is not read	<input type="checkbox"/> Damages caused by pipe burst
<input type="checkbox"/> Disconnection of water without warning	<input type="checkbox"/> Damages caused by construction of the Company
<input type="checkbox"/> Payments carried out not registered	<input type="checkbox"/> Water quality (appearance, taste, odor etc).
<input type="checkbox"/> Request for debt write-off	<input type="checkbox"/> Frequent interruption of supply
<input type="checkbox"/> Non-receipt of bills regularly	<input type="checkbox"/> Others

#### Complaint/request description:

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Attached to the Complaint: 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

**Annex 2.**

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**PROTOKOLI**

Gjakovë <input type="checkbox"/>	Nr.:
Rahovec <input type="checkbox"/>	
Lumbaradh <input type="checkbox"/>	

Reference number: \_\_\_\_\_

Date: \_\_\_\_\_

Pursuant to the provisions of Law no. 05/L-042 for Regulation of Water Service and bylaws adopted by the Water Utility Regulatory Authority, based on Regulation 01/2016 on Customer Complaints Solution and after reviewing the complaint, No. \_\_\_\_\_ dated \_\_\_ / \_\_\_ / \_\_\_\_\_ of the Customer \_\_\_\_\_, Code no. \_\_\_\_\_ with address \_\_\_\_\_, Committee for Reviewing of Complains, in the meeting held on \_\_\_ / \_\_\_ / \_\_\_\_\_, for consultation and voting unanimously takes the;

**DECISION**

1. APPROVED - REJECTED complaint/request No:.....submitted on date..... of Costumer.....from .....with Address..... code no.....
2. It is requested that pursuant to this decision, Department ..... undertake following actions:  
.....  
.....
3. This decision enters into force the day it is signed.

**Justification**

The Complaints Committee at the working meeting held on \_\_\_ / \_\_\_ / \_\_\_\_\_ based on the case file and following a detailed review of the information provided by the respective departments.....  
.....  
.....

**Legal Advice;** Against this decision, the dissatisfied party has the right to appeal to the Customer Consultative Committee for the Gjakova Region within 30 (thirty) calendar days from the day of receipt of this decision.

Members of Committee:

- 1.....
- 2.....
- 3.....

To be sent to:

- 1X Costumer
- 1X Customer Relation Department
- 1X Company Archive