



National Transmission Corporation

PROCEDURE MANUAL

PM – T – 13

Rev. 0

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Effectivity Date:

Section: **GENERAL PROCEDURES**

Title: **MANAGING CUSTOMER COMPLAINTS**

1.0 Purpose

- 1.1 To provide a procedure for addressing and managing complaints from external customers/stakeholders of TransCo.
- 1.2 To ensure that complaints or negative feedback from these customers are given proper attention and action.

2.0 Scope

This procedure covers the proper documentation and implementation of corrective/preventive actions to address complaints from external customers/stakeholders of TransCo.

3.0 Definition of Terms / Acronyms

ISO 9001:2008 QMS – Requirements

4.0 Appendix

Form FM-19A - Complaints Register

5.0 General Requirement

- 5.1 Management shall designate a Corporate Complaints Officer (CCO) and a Functional Group Complaints Officer (FCO) in each functional group and UMD ecozone group.
- 5.2 The designated Complaints Officers shall ensure prompt action on customer complaints received. The Complaints Register will be used to record and monitor the status of complaints.

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6.0 Procedure

