

# CODE OF PRACTICE OF COMPLAINTS HANDLING PROCEDURE

October 2024

# CODE OF PRACTICE FOR HANDLING COMPLAINTS

This code outlines how Nama Supply Company will manage complaints received from customers who are dissatisfied with any of our services. We aim for this procedure to:

- Be visible and accessible to our customers;
- Allow us to address complaints effectively and promptly; and
- Enable us to improve our services based on customer feedback

## How To make a Complaint

If you are unhappy with the services provided, please notify us by filing a complaint. You can file your complaint by:

- 🗨️ Nama Services Mobile App, Requests, Customer Complaint.
- 📱 Using E-Portal, Nama Services.
- ✉️ Sending us an Email.
- ☎️ Calling our Call Center 1011.
- 🏠 Visiting Closest Nama Services Offices.

When submitting a complaint, please provide as much information as possible so that we can understand and resolve it promptly. Your account number, ID card number, and phone number are crucial and of use for us. Please ensure that the information you provide is related exclusively to the complaint.

When you submit a complaint, we will:

- ✓ Acknowledge receipt of your complaint;
- ✓ Provide you with a unique complaint reference number;
- ✓ Inform you of any additional information we may need from you; and
- ✓ Advise you of the next steps and the timeline for our investigation.

## Stage 1: Contact Us

When we receive your complaint, our specialised complaint-handling team will immediately begin an internal analysis to ensure that each complaint is addressed fairly and reasonably.

Within ten (10) working days of receiving your complaint, we will inform you of the results of our analysis and outline the steps we will take to resolve the issue for you.

## Stage 2: Escalation to the Manager of Customer Complaints

If you are dissatisfied with how we handled your complaint or the proposed resolution, please let us know. Your complaint will then be escalated to the manager responsible for customer complaints for further review.

The manager will conduct a thorough inquiry to understand your concerns. They will carry out a further investigation and may propose an alternative solution to address your issue. The manager will complete this process within 5 working days. We aim to resolve 100% of all complaints within 15 working days for stages 1 and 2.

### Exceptional Cases

**Some complaints may take longer than 15 working days to resolve** due to the need for a more in-depth analysis or the involvement of external experts.

If your case requires more than 15 working days, we will inform you of the reason and keep you updated on the progress of our investigation. In such cases, we guarantee a response within 30 working days from receiving your complaint.

## Guaranteed Standards of Service

We have made every effort to address your complaints within the specified timeframes. However, if we do not respond within these timeframes, the Guaranteed Standards of Service (GS-3 and GS-4) will apply.

Standard	Condition	Compensation
GS-3	Complaint not resolved within the stipulated time frame in stage 1	5 OMR
GS-4	Complaint not resolved within the stipulated time frame in stage 2	20 OMR

## Stage 3: Referral to the Authority

If we are unable to resolve your complaint, provide a satisfactory explanation, or respond within the designated time frame, our team member will assist you in registering your complaint in the Complaint Handling System with the Authority for Public Service Regulation (HASIL) if you choose to do so.

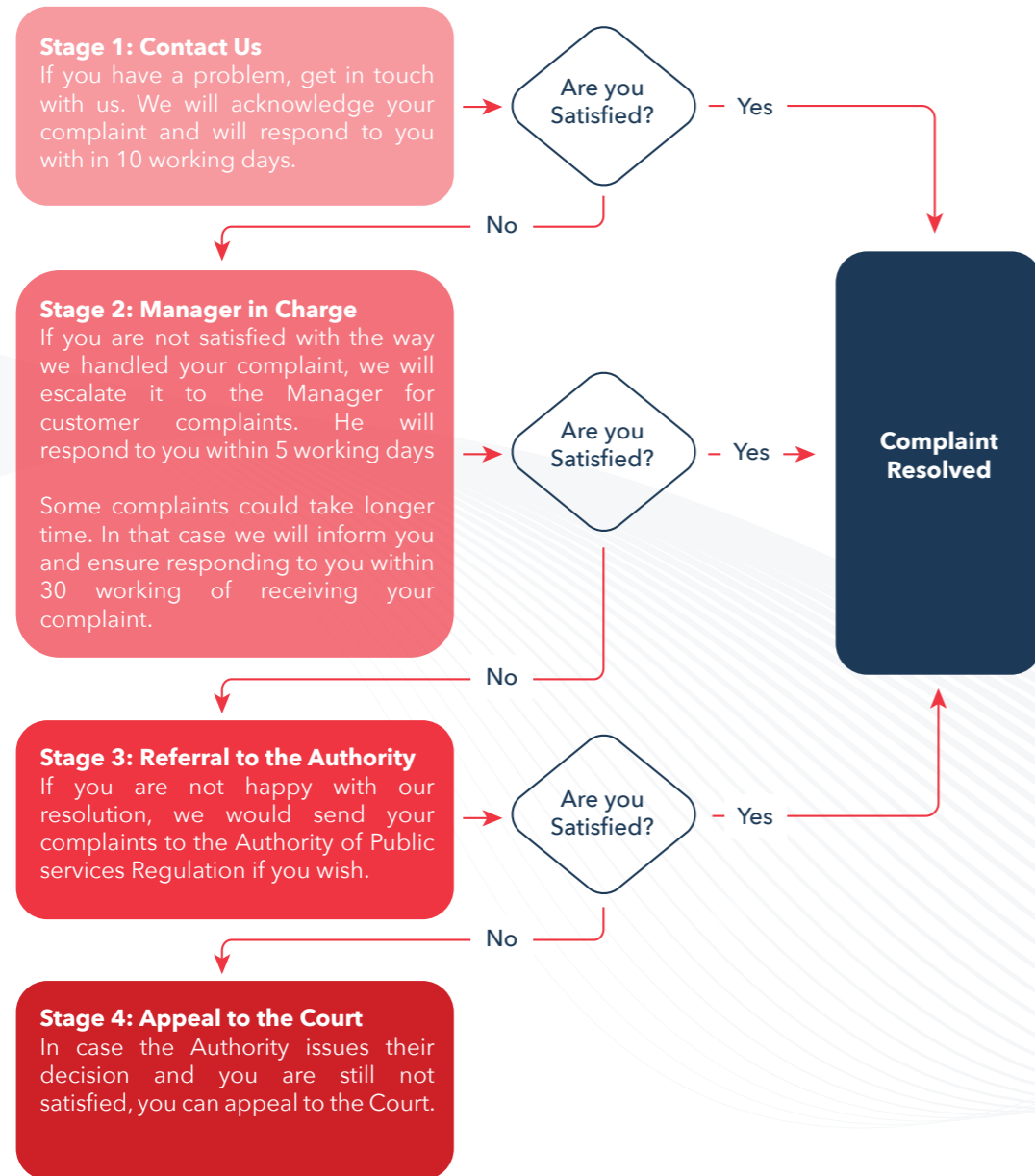
If you prefer to contact the Authority for Public Services Regulation directly, their contact details are provided at the end of this document.

## Stage 4: Appeal to the Court

The Authority will review your complaint, assess the Supply Company's response, and issue a decision accordingly. If you disagree with the Authority's determination, you have the right to appeal the decision in court under Article 125 of the Sector Law.

This procedure has been approved by the Authority for Public Services Regulation under Condition 24 of our Supply License.

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## 10. CONTACT CHANNELS

Customers can contact us to register, update their data, or make inquiries through the following channels:

### HOW TO CONTACT NAMA ELECTRICITY SUPPLY COMPANY:

Call Center: 1011

Website: [www.supply.nama.om](http://www.supply.nama.om)

Email: [info@supply.nama.om](mailto:info@supply.nama.om)

Mail: P.O. Box: 1239 - Postal Code 131, Sultanate of Oman



### HOW TO CONTACT THE AUTHORITY FOR PUBLIC SERVICES REGULATION:

Call Center: 1616

Phone: 24609700

Website: [www.apsr.om](http://www.apsr.om)

Email: [customers@apsr.om](mailto:customers@apsr.om)

Mail: P.O. Box: 954 - Postal Code 133 Al Khuwair, Sultanate of Oman

