National Agency for Energy Regulation (ANRE)

Evidence and Procedure of Written Complaints Processing

Registration and Decision on Competence

- Every written complaint incoming to ANRE by post, e-mail or fax, is registered with the chancellery, according to the common order of incoming mail.

- After registration, the complaint is referred to one of the Administrative Board members, who decides on competence and further refers the complaint to the chief of department competent in the subject of the complaint;

- Chief of department distributes the complaint among his subordinates for execution.

Evidence of Complaints

- Written requests incoming from consumers, in which they contest certain actions of service providers and request the interference of ANRE, are considered complaints. The evidence of complaints is kept separately from other written requests.

- A special register (paper) is used for keeping the evidence of complaints and is filled in by an employee of the Consumer Protection Department.

- In parallel with the paper register, there is a data base, "Access", for electronic evidence of complaints.

Complaint Processing Procedure

After deciding on processing, before a reply is sent to the complainant, the following procedures are performed:
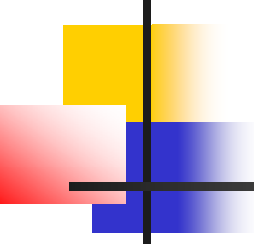
1. The complaint is registered in the register of complaints, kept by the Consumer Protection Department. Concomitantly, the information about the complaint is entered in electronic data base, (MS ACCES program); the fiche of complaint registration is printed and the dossier is taken over by the executor.

2. Where necessary, (in fact, in most cases) a copy of the complaint is made. Also, an accompanying (cover) letter is made and signed by one of the Administrative Board members. A copy of the accompanying (cover) letter is sent to the operator concerned, another copy is attached to the dossier.

Complaint Processing Procedure

3. Operators provide to the Agency a written reply, with explanations on the situation described by the complaint, attaching, where necessary, acts or other documents pertaining to the case. As a rule, suppliers (operators) provide their replies by fax, then by post.

4. If necessary, ANRE representatives make on-site visits, organize on-site working meetings and draw up minutes as to the examination of on-site situation or meeting minutes.

5. Based on materials collected, the executor drafts a reply that represents the Agency opinion in the given matter.

6. The reply, printed in 2 copies (one for the complainant, one for the dossier) is signed by the Chief of Department, then sent with all the dossiers materials, to one of the Administrative Board members (director), to be signed.

Complaint Processing Procedure

7. After signing the letter, the Director, forwards it to the chancellery. It is registered in the register of outgoing mail. The copy for the complainant is sent by post, the other copy is attached to the dossier and returned to the executor. exmplarul doi se anexează la dosar şi este întors executorului.

8. The executor fills in the dossier fiche with all the necessary data and forwards the dossier to the person in charge from the Consumer Protection Department. The reply to the complaint is registered in the Complaint Register (ppaper), whereas the data from the dossier fiche are entered in the electronic data base.

9. The dossier is considered closed and is stored in the archive.

10. In some cases, where it is necessary to return to the given issue after a period of time, the dossier is kept under control with the executor.

Description of Access Data Base

- Electronic data base, used by ANRE, is a simple application, which enables electronic evidence of complaints.

- The application is stocked on the local network server.

- The access to the use of this data base is limited: a limited number of people have the possibility to operate modifications to the data base, others can only use the"read-only" regime.

Description of Access Data Base

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Shortcomings of Existing Evidence and Control System

- A big number of pages, different materials, which are permanently carried with the dossier;

- The risk of losing any document throughout the entire process;

- Difficult access to the materials of a dossier. Accessing a dossier entails searching it in the data base, then in the archive. Where the dossier has been taken by an employee for examination, the latter has to be identified (e.g. – court cases, or repeated complaints from a person on the same issue, through different authorities, where the letters from different authorities have been distributed to different executors). The problem can also arise when the dossier is kept with the executor, under his control.

Shortcomings of Existing Evidence and Control System

- Office time wasted in search and for consultation of dossier materials;

- Restricted possibilities to keep track of execution deadlines for different documents, in particular when there is a high number of complaints;

- Other documents incoming to ANRE, except complains are not electronically registered, thus it is difficult to keep track of how a document is processed (executor, deadline, place of storage after execution, etc.)

Technical Capacities (1)

Server 1 –

Functions: Domain controler, Fileserver Temporare

CPU: Pentium III, 1,2 GHz

RAM: 512 MB

HDD: 2x 40GB + 1x 60GB

Technical Capacities (2)

Server 2

Functions: Fileserver Stocare, Gateway

CPU: Pentium D, 2.8 GHz

RAM: 1 GB

HDD: 2x 70GB

Technical Capacities (3)

Server 3

Functions: Backup Domain Controler, Fileserver, Webserver

CPU: XEON QUAD Core, 2,4 GHz

RAM: 8GB

HDD: 3x 1TB

Local Networks and Internet

Local network – 100MBps

Internet

   MD-IX – 100MBps

   Internet – 10MbpsLocal Network

Thank you for your attention!