```json
{
  "workflow_id": "1",
  "ticket_type": "Wrong Meter Reading",
  "category": "Domestic Compliant",
  "when": "Meter reading on current retail bill is wrong as per customer VOC",
  "tat": "10 DAYS",
  "status_reasons": [
    "Meter Reading Correction Pending (Customer shared reading on call/email/WhatsApp)",
    "Meter Reading Collection Pending (Customer Wants Meter Reader Visit)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Check the latest bill type",
      "condition": "Bill type is Estimated or Retail",
      "actions": [
        {
          "if": "Bill is Estimated",
          "action": "Raise RIG (Reading Input Generation)."
        },
        {
          "if": "Bill is Retail",
          "action": "Proceed to next step."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Ask customer for current meter reading on call and compare with the closing reading of the invoice.",
      "condition": "Customer provides reading or not",
      "actions": [
        {
          "if": "Reading Provided",
          "action": "Collect meter reading from the customer and proceed to meter reading correction."
        },
        {
          "if": "Reading Not Shared",
          "action": "Convince customer to share reading on call."
        }
      ]
    },
    {
```

```
      "step_id": 3,
      "description": "Handle case where customer cannot share reading on call.",
      "condition": "Customer refuses to share reading on call",
      "actions": [
        {
          "if": "Customer agrees to share via email/WhatsApp",
          "action": "Collect reading via email/WhatsApp and set status to 'BO Pending (Meter
Reading Correction)'."
        },
        {
          "if": "Customer not ready to share reading",
          "action": "Set status to 'BO Pending (Meter Reading Collection)' and arrange for meter
reader visit."
        }
      ]
    },
    {
      "step_id": 4,
      "description": "Save the ticket and inform customer of the Turnaround Time (TAT).",
      "condition": "After collecting reading or arranging visit",
      "actions": [
        {
          "action": "Save ticket details in CRM and inform customer of 10-day TAT."
        }
      ]
    }
  ]
}
```

```json
{
  "workflow_id": "2",
  "ticket_type": "High Billing",
  "category": "Domestic Compliant",
  "when": "Bill is high / leakage adjustment as per customer VOC",
  "tat": "30 DAYS",
  "status_reasons": ["Pending Bill Reversal"],
  "steps": [
    {
      "step_id": 1,
      "description": "Check if the bill is Estimated or Retail",
      "condition": "Bill type is Estimated or Retail",
      "actions": [
        {
          "if": "Bill is Estimated or Retail",
          "action": "Proceed to check for previous tickets."
        }
      ]
    },
    {
      "step_id": 1.1,
      "description": "If Bill is estimated",
      "condition": "Bill type is Estimated",
      "actions": [
        {
          "if": "Bill is Estimated",
          "action": "RIG to be raised"
        }
      ]
    },
    {
      "step_id": 1.2,
      "description": "Check if the bill is Retail",
      "condition": "Bill type is Retail",
      "actions": [
        {
          "if": "Bill is Retail",
          "action": "Check Reading and confirm"
        }
      ]
    },
    {
      "step_id": 1.3,
      "description": "If Reading not match",
```

```json
      "condition": "If the Reading not matched",
      "actions": [
        {
          "if": "If Reading not matched with the provided data",
          "action": "Raise Query UB"
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Check CRM for previous tickets related to leakage or defective meter.",
      "condition": "Previous ticket exists or not",
      "actions": [
        {
          "if": "Previous ticket found",
          "action": "Raise High Billing ticket with status 'Back Office Pending Bill Reversal'."
        },
        {
          "if": "No previous ticket found",
          "action": "Proceed to confirm meter details."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Confirm meter reading and meter number with the customer.",
      "condition": "Customer provides meter details",
      "actions": [
        {
          "action": "Record meter reading and meter number."
        }
      ]
    },
    {
      "step_id": 4,
      "description": "Save ticket and inform customer of the process and TAT.",
      "condition": "After confirming meter details",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 30-day TAT."
        }
      ]
    }
]}
```

```json
{
  "workflow_id": "3",
  "ticket_type": "First Bill Not Generated",
  "category": "Domestic Compliant",
  "when": "First bill not generated after 45-60 days of start of gas connection as per VOC",
  "tat": "8 DAYS",
  "status_reasons": [
    "BO Pending Invoice Not Generated",
    "BO Pending Meter Reading Collection Pending (NG updated in CRM)",
    "BO Pending Move In Pending (NG not updated in system)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Check lead status of BP and verify if JMR date is mentioned.",
      "condition": "JMR date is mentioned or not",
      "actions": [
        {
          "if": "JMR date mentioned",
          "action": "Request customer to share current meter reading."
        },
        {
          "if": "JMR verification pending",
          "action": "Ask customer for meter number and match it."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Handle customer response for meter reading.",
      "condition": "Customer provides reading or not",
      "actions": [
        {
          "if": "Reading provided",
          "action": "Verify meter number, set status to 'BO Pending (Invoice Not Generated)', and enter meter number/reading."
        },
        {
          "if": "Reading not provided",
          "action": "Set status to 'BO Pending (Move In Pending)', enter meter number, and save."
        }
      ]
    },
```

```
      {
        "step_id": 3,
        "description": "Save ticket and inform customer of TAT.",
        "condition": "After processing meter details",
        "actions": [
          {
            "action": "Save ticket in CRM and inform customer of 8-day TAT."
          }
        ]
      }
    ]
}


{
  "workflow_id": "4",
  "ticket_type": "Temporary Disconnection - Renovation",
  "category": "Dom Service Requests",
  "when": "Customer wants removal of Pipeline (with or without device) due to renovation",
  "tat": "13 DAYS",
  "status_reasons": [
    "BO Pending With Device Removal (Customer wants removal of pipe + meter both due to
renovation, construction work)",
    "BO Pending Without Device Removal (Customer wants pipe removal only renovation,
construction work)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Confirm if reinstallation of GI pipe will take more than one day and if supply
needs to be stopped for more than a day.",
      "condition": "Customer confirms removal requirements",
      "actions": [
        {
          "action": "Raise Temporary Disconnection - Renovation ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Determine if device removal is required.",
```

```
      "condition": "Customer wants meter removal or not",
      "actions": [
        {
          "if": "With device removal",
          "action": "Set status to 'BO Pending (With Device Removal)', inform customer of Rs. 199/-
visit charge plus other charges to be confirmed by technician."
        },
        {
          "if": "Without device removal",
          "action": "Set status to 'BO Pending (Without Device Removal)', inform customer of Rs.
199/- visit charge plus other charges to be confirmed by technician."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM, lock bills until restoration, set TD flag in CRM, and inform
customer of 13-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "5",
  "ticket_type": "Temporary Disconnection - Personal Reason",
  "category": "Dom Service Requests",
  "when": "Customer wants to stop gas supply for some time due to personal reason",
  "tat": "13 DAYS",
  "status_reasons": [
    "BO Pending Without Device Removal (Customer wants to stop supply for personal reason
(example- going out of station/temporary moving out of house, going abroad) & want billing
lock)"
  ],
  "steps": [
    {
```

```
    "step_id": 1,
    "description": "Confirm customer's request to stop gas supply temporarily due to personal
reasons.",
    "condition": "Customer confirms request",
    "actions": [
      {
        "action": "Raise Temporary Disconnection - Personal Reason ticket."
      }
    ]
  },
  {
    "step_id": 2,
    "description": "Set ticket status and inform customer of charges.",
    "condition": "Ticket raised",
    "actions": [
      {
        "action": "Set status to 'BO Pending Without Device Removal', inform customer of Rs.
199/- visit charge, Rs. 168.27/- service charges, and Rs. 25/- per month after billing lock."
      }
    ]
  },
  {
    "step_id": 3,
    "description": "Save ticket and lock billing.",
    "condition": "After informing charges",
    "actions": [
      {
        "action": "Save ticket in CRM, lock billing until restoration, and inform customer of 13-day
TAT."
      }
    ]
  }
 ]
}




{
 "workflow_id": "6",
 "ticket_type": "Duplicate Bill",
 "category": "Dom Service Requests",
 "when": "Customer wants invoice copy",
 "tat": "4-7 DAYS",
```

```json
  "status_reasons": [
    "BO Pending - Duplicate Bill Sent (Customer wants invoice on mail id)",
    "BO Pending - Pending Hard Copy Dispatch (Customer wants Hard Copy)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Determine customer's preference for receiving duplicate bill.",
      "condition": "Customer requests email or hard copy",
      "actions": [
        {
          "if": "Customer wants bill on email",
          "action": "Check if email ID is registered."
        },
        {
          "if": "Customer wants hard copy",
          "action": "Set status to 'BO Pending - Pending Hard Copy Dispatch'."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Handle email delivery of bill.",
      "condition": "Customer wants email",
      "actions": [
        {
          "if": "Email ID is registered",
          "action": "Send bill to customer and set status to 'BO Pending - Duplicate Bill Sent'."
        },
        {
          "if": "Email ID is not registered",
          "action": "Register email ID, send bill, and set status to 'BO Pending - Duplicate Bill Sent'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After processing request",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 4-7 day TAT for hard copy or instant TAT for email."
        }
```

```
          ]
       }
    ]
  }


  {
    "workflow_id": "7",
    "ticket_type": "New Stove Conversion",
    "category": "Dom Service Requests",
    "when": "Customer wants to change compatibility of Stove (LPG to PNG/ PNG to LPG) or
  bought a new stove which needs to be made PNG compatible",
    "tat": "2 DAYS",
    "status_reasons": ["BO Pending Request New Stove Conversion"],
    "steps": [
      {
        "step_id": 1,
        "description": "Probe if customer has connected a new stove or requests stove conversion.",
        "condition": "Customer confirms new stove or conversion need",
        "actions": [
          {
            "if": "Customer has new stove or requests conversion",
            "action": "Raise New Stove Conversion ticket."
          }
        ]
      },
      {
        "step_id": 2,
        "description": "Set ticket status and inform customer of charges.",
        "condition": "Ticket raised",
        "actions": [
          {
            "action": "Set status to 'BO Pending Request New Stove Conversion', inform customer of
  service charges of Rs. 63.11/- per burner (No. of burners x 63.11/-)."
          }
        ]
      },
      {
        "step_id": 3,
        "description": "Save ticket and inform customer of TAT.",
        "condition": "After informing charges",
        "actions": [
```

```
      {
        "action": "Save ticket in CRM and inform customer of 2-day TAT."
      }
    ]
  }
 ]
}




{
  "workflow_id": "8",
  "ticket_type": "NGC - NG Conversion",
  "category": "Dom Service Requests",
  "when": "Customer wants to activate gas supply after meter installation",
  "tat": "3 DAYS",
  "status_reasons": ["BO Pending Request (NG Conversion Requested)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Check lead status and probe if TF point is connected.",
      "condition": "Lead status is RFC done/NG pending",
      "actions": [
        {
          "if": "TF point is connected",
          "action": "Mark as Gasified."
        },
        {
          "if": "TF point is not connected",
          "action": "Mark as Non-Gasified, tag in internal note of lead, and fill project and acquisition
form."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Verify meter installation and raise ticket.",
      "condition": "Meter is installed and supply not started",
      "actions": [
        {
          "action": "Raise NG Conversion ticket with status 'BO Pending (NG Conversion
Requested)'."
        }
```

```
          ]
        },
        {
          "step_id": 3,
          "description": "Save ticket and inform customer of TAT.",
          "condition": "After raising ticket",
          "actions": [
            {
              "action": "Save ticket in CRM and inform customer of 3-day TAT."
            }
          ]
        }
      ]
    }


{
  "workflow_id": "9",
  "ticket_type": "Modification - GI",
  "category": "Dom Service Requests",
  "when": "Customer wants to relocate GI pipeline or Meter",
  "tat": "11 DAYS",
  "status_reasons": ["BO Pending Requested Modification"],
  "steps": [
    {
      "step_id": 1,
      "description": "Probe if gas supply stoppage is needed after modification or if work can be
completed same day.",
      "condition": "Customer confirms modification details",
      "actions": [
        {
          "action": "Raise Modification - GI ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status and inform customer of charges.",
      "condition": "Ticket raised",
      "actions": [
```

```
      {
        "action": "Set status to 'BO Pending Requested Modification', inform customer that
charges will be confirmed by technician."
      }
    ]
  },
  {
    "step_id": 3,
    "description": "Save ticket and inform customer of TAT.",
    "condition": "After setting status",
    "actions": [
      {
        "action": "Save ticket in CRM and inform customer of 11-day TAT."
      }
    ]
  }
 ]
}




{
  "workflow_id": "10",
  "ticket_type": "Modification - PE",
  "category": "Dom Service Requests",
  "when": "Customer wants to shift TF point or MDPE line",
  "tat": "9 DAYS",
  "status_reasons": ["BO Pending Requested Modification"],
  "steps": [
   {
    "step_id": 1,
    "description": "Determine if customer is a user or non-user.",
    "condition": "Customer status is user or non-user",
    "actions": [
      {
        "if": "User",
        "action": "Raise Modification - PE ticket."
      },
      {
        "if": "Non-user",
        "action": "Raise Collection - PE ticket."
      }
    ]
```

```
    },
    {
      "step_id": 2,
      "description": "Set ticket status and inform customer of charges.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'BO Pending Requested Modification', inform customer that
charges of 199 - visit charges + other chages will be confirmed by technician."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 9-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "11",
  "ticket_type": "Permanent Disconnection",
  "category": "Dom Service Requests",
  "when": "Customer wants to disconnect connection permanently",
  "tat": "7 DAYS",
  "status_reasons": [
    "BO Pending (With Device Removal)",
    "BO Pending (Without Device Removal)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Determine if connection is private or government and ownership type.",
      "condition": "Connection is private or government",
```

```
      "actions": [
       {
         "if": "Private connection",
         "action": "Raise Permanent Disconnection ticket with status 'BO Pending With Device
Removal', inform customer of Rs. 199/- visit charge plus technician-confirmed charges."
        },
        {
         "if": "Government connection with individual name",
         "action": "Raise Permanent Disconnection ticket with status 'BO Pending Without Device
Removal', inform customer of Rs. 199/- visit charge plus Rs. 168.27/- disconnection charge."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After raising ticket",
      "actions": [
       {
         "action": "Save ticket in CRM, note that material will be kept in IGL custody after PD, and
inform customer of 7-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "12",
  "ticket_type": "D/EC - Delayed/Early Connection",
  "category": "Dom Complaints",
  "when": "Customer wants meter installation before Turnaround Time or Turnaround Time is
over & installation is pending",
  "tat": "5 DAYS",
  "status_reasons": ["D/EC - Back Office Pending RFC"],
  "steps": [
    {
      "step_id": 1,
```

```
      "description": "Check if CA has been generated and if 90 days have passed or customer
insists on early installation.",
      "condition": "CA status and customer request",
      "actions": [
        {
          "if": "90 days passed after CA generation or customer insists on early installation",
          "action": "Raise D/EC - Delayed/Early Connection ticket."
        },
        {
          "if": "Builder connection and KYC pending",
          "action": "Do not raise ticket and inform customer to complete KYC."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'D/EC - Back Office Pending RFC'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 5-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "13",
  "ticket_type": "Flame Problem",
  "category": "Dom Complaints",
```

```json
  "when": "Customer is facing Flame problem (Low or high flame)",
  "tat": "2 DAYS",
  "status_reasons": ["BO Pending (Verify Flame Problem)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Verify if customer has bought a new stove.",
      "condition": "Customer has new stove or not",
      "actions": [
        {
          "if": "Customer bought new stove",
          "action": "Tag request under New Stove Conversion ticket."
        },
        {
          "if": "No new stove and issue is with PNG stove",
          "action": "Raise Flame Problem ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status and inform customer of charges.",
      "condition": "Flame Problem ticket raised",
      "actions": [
        {
          "if": "Within 15 days of first NG conversion or New Stove Conversion",
          "action": "Set status to 'BO Pending (Verify Flame Problem)', inform customer of free service."
        },
        {
          "if": "After 15 days",
          "action": "Set status to 'BO Pending (Verify Flame Problem)', inform customer of Rs. 199/- visit charge plus Rs. 106.08/- per burner."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 2-day TAT."
        }
```

```
          ]
        }
      ]
    }



{
  "workflow_id": "14",
  "ticket_type": "NACH Registration",
  "category": "Dom Service Requests",
  "when": "Customer wants auto-deduction for outstanding amount from IGL end",
  "tat": "11 DAYS",
  "status_reasons": [
    "NACH BO Pending - Hard Copy Requested (Customer wants hard copy to be presented)",
    "NACH BO Pending - Soft Copy Requested (Customer wants soft copy to be sent)"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Confirm customer's request to activate NACH services.",
      "condition": "Customer confirms request",
      "actions": [
        {
          "action": "Raise NACH Registration ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Determine customer's preference for hard or soft copy.",
      "condition": "Customer requests hard or soft copy",
      "actions": [
        {
          "if": "Customer wants hard copy",
          "action": "Set status to 'NACH BO Pending - Hard Copy Requested'."
        },
        {
          "if": "Customer wants soft copy",
          "action": "Set status to 'NACH BO Pending - Soft Copy Requested'."
        }
      ]
    },
    {
```

```
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
       {
         "action": "Save ticket in CRM and inform customer of 11-day TAT."
       }
      ]
    }
   ]
}


{
  "workflow_id": "16",
  "ticket_type": "E-Bill Registration",
  "category": "Dom Service Requests",
  "when": "Customer wants to subscribe or unsubscribe for E-bill services",
  "tat": "1 DAY",
  "status_reasons": [
    "E-Bill Registered (Customer subscribes for E-bill registration)",
    "E-Bill Deregistered (Customer unsubscribes from E-bill services)"
  ],
  "steps": [
   {
     "step_id": 1,
     "description": "Determine if customer wants to subscribe or unsubscribe from E-bill
services.",
     "condition": "Customer requests subscription or unsubscription",
     "actions": [
      {
        "if": "Customer wants to subscribe",
        "action": "Check if email ID is registered."
      },
      {
        "if": "Customer wants to unsubscribe",
        "action": "Set status to 'E-Bill Deregistered'."
      }
     ]
   },
   {
```

      "step_id": 2,
      "description": "Handle email registration for subscription.",
      "condition": "Customer wants to subscribe",
      "actions": [
        {
          "if": "Email ID is registered",
          "action": "Set status to 'E-Bill Registered'."
        },
        {
          "if": "Email ID is not registered",
          "action1":"Ask for emailId from customer",
          "action2": "Update customer email ID and set status to 'E-Bill Registered'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After processing request",
      "actions": [
        {
          "action1": "Save ticket in CRM",
          "action2":"If customer ask for TAT inform customer of 1-day TAT."
        }
      ]
    }
  ]
}

{
  "workflow_id": "17",
  "ticket_type": "G/I DOM General Information",
  "category": "Dom Service Requests",
  "when": "Customer has some query and raises ticket from Chat bot, Connect App, website",
  "tat": "3 DAYS",
  "status_reasons": ["G/I - BO Pending General Info"],
  "steps": [
    {
      "step_id": 1,

```
        "description": "Confirm ticket is created by customer via Chatbot, IGL Connect App, or
website.",
        "condition": "Ticket is customer-initiated",
        "actions": [
          {
            "action": "Raise G/I DOM General Information ticket."
          }
        ]
      },
      {
        "step_id": 2,
        "description": "Set ticket status.",
        "condition": "Ticket raised",
        "actions": [
          {
            "action": "Set status to 'G/I - BO Pending General Info'."
          }
        ]
      },
      {
        "step_id": 3,
        "description": "Save ticket and inform customer of TAT.",
        "condition": "After setting status",
        "actions": [
          {
            "action1": "Save ticket in CRM",
            "action2": "If customer asks for TAT, inform customer of 3-day TAT."
          }
        ]
      }
    ]
}


{
  "workflow_id": "18",
  "ticket_type": "Incorrect Service Charges",
  "category": "Dom Complaints",
  "when": "Customer claims for any wrong services charges levied in the bill / other charges
head in bill",
  "tat": "7 DAYS",
  "status_reasons": ["BO Pending (Verify Incorrect Charges)"],
  "steps": [
```

```
    {
      "step_id": 1,
      "description": "Verify the charges or services taken by the customer.",
      "condition": "Customer disputes charges",
      "actions": [
        {
          "if": "Discrepancy found",
          "action": "Raise Incorrect Service Charges ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'BO Pending (Verify Incorrect Charges)'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action1": "Save ticket in CRM.",
          "action2": "If customer asks for TAT, inform customer of 1-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "19",
  "ticket_type": "Re-measurement of Pipeline",
  "category": "Dom Complaints",
  "when": "Customer wants re-measurement of pipeline",
```

```
    "tat": "10 DAYS",
    "status_reasons": ["BO Pending (Pending Pipe Re-measurement)"],
    "steps": [
      {
        "step_id": 1,
        "description": "Confirm customer's request for pipeline re-measurement.",
        "condition": "Customer confirms request",
        "actions": [
          {
            "action": "Raise Re-measurement of Pipeline ticket."
          }
        ]
      },
      {
        "step_id": 2,
        "description": "Set ticket status.",
        "condition": "Ticket raised",
        "actions": [
          {
            "action": "Set status to 'BO Pending (Pending Pipe Re-measurement)'."
          }
        ]
      },
      {
        "step_id": 3,
        "description": "Save ticket and inform customer of TAT.",
        "condition": "After setting status",
        "actions": [
          {
            "action1": "Save ticket in CRM,",
            "action2": "If customer asks for TAT, inform customer of 10-day TAT."
          }
        ]
      }
    ]
}




{
  "workflow_id": "20",
  "ticket_type": "Reverse Late Payment Charges",
  "category": "Dom Service Requests",
```

```
  "when": "Customer wants reversal of Late Payment Charges",
  "tat": "6 DAYS",
  "status_reasons": ["BO Pending (Verify LPC)"],
  "steps": [
   {
     "step_id": 1,
     "description": "Verify if customer paid previous payment within due date or did not receive
bill before due date.",
     "condition": "Payment or bill delivery issue",
     "actions": [
      {
        "if": "Payment made within due date or bill not received",
        "action": "Raise Reverse Late Payment Charges ticket."
      }
     ]
   },
   {
     "step_id": 2,
     "description": "Set ticket status.",
     "condition": "Ticket raised",
     "actions": [
      {
        "action": "Set status to 'BO Pending (Verify LPC)'."
      }
     ]
   },
   {
     "step_id": 3,
     "description": "Save ticket and inform customer of TAT.",
     "condition": "After setting status",
     "actions": [
      {
        "action1": "Save ticket in CRM.",
        "action2": "If customer asks TAT, inform customer of 6-day TAT."
      }
     ]
   }
  ]
}




{
```

"workflow_id": "21",
"ticket_type": "Refund",
"category": "Dom Service Requests",
"when": "Customer wants Refund of security deposit or excess payment",
"tat": "12 DAYS",
"status_reasons": [
  "BO Pending (Refund Requested by Customer)",
  "BO Pending (Excess Payment Refund)"
],
"steps": [
  {
    "step_id": 1,
    "description": "Check if connection is permanently disconnected and if final bill is generated.",
    "condition": "Connection status",
    "actions": [
      {
        "if": "Connection is permanently disconnected and final bill generated",
        "action": "Guide customer to send PD job sheet, refund form, and cancelled cheque/passbook to customercare.png@igl.co.in."
      },
      {
        "if": "Connection is permanently disconnected and final bill is not generated",
        "action1": "Tell customer to wait",
        "action2": "Tag ticket in Query service."
      },
      {
        "if": "Connection is not permanently disconnected",
        "action": "Raise Permanent Disconnection Ticket"
      }
    ]
  },
  {
    "step_id": 2,
    "description": "Raise Refund ticket.",
    "condition": "Documents requested or query tagged",
    "actions": [
      {
        "action": "Set status to 'BO Pending (Refund Requested by Customer)' or 'BO Pending (Excess Payment Refund)'."
      }
    ]
  },
  {

```json
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After raising ticket",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 12-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "22",
  "ticket_type": "Retail Invoice Generation",
  "category": "Dom Service Requests",
  "when": "Customer wants to generate bill or to replace Estimated Invoice",
  "tat": "10 DAYS",
  "status_reasons": [
    "On call meter reading submitted",
    "On WhatsApp meter reading submitted",
    "On Email meter reading submitted",
    "Meter reader visit requested"
  ],
  "steps": [
    {
      "step_id": 1,
      "description": "Check last invoice date/due date and ask customer for meter reading.",
      "condition": "Customer received Estimated Bill",
      "actions": [
        {
          "if": "Reading shared",
          "action": "Collect reading, confirm meter number, and verify reading is higher than last retail invoice."
        },
        {
          "if": "Reading not shared",
          "action": "Check if customer requests meter reader visit."
        }
      ]
```

```
    },
    {
      "step_id": 2,
      "description": "Set ticket status based on reading submission method.",
      "condition": "Reading provided or visit requested",
      "actions": [
        {
          "if": "Reading provided on call",
          "action": "Set status to 'On call meter reading submitted'."
        },
        {
          "if": "Reading provided on WhatsApp",
          "action": "Set status to 'On WhatsApp meter reading submitted'."
        },
        {
          "if": "Reading provided on Email",
          "action": "Set status to 'On Email meter reading submitted'."
        },
        {
          "if": "Meter reader visit requested",
          "action": "Set status to 'Meter reader visit requested'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket details.",
      "condition": "After processing reading",
      "actions": [
        {
          "action": "Mention meter number, reading date, and details in problem description, save
ticket in CRM"
        },
        {
          "if":"If customer ask to TAT",
          "action":"Inform customer for 10 days TAT"
        }
      ]
    }
  ]
}
```

```json
{
  "workflow_id": "23",
  "ticket_type": "Rubber Tube Replacement",
  "category": "Dom Service Requests",
  "when": "Customer wants Rubber tube replacement, Or wants to connect/remove rubber tube from stove",
  "tat": "2 DAYS",
  "status_reasons": ["BO Pending (Pending Rubber Tube Replacement)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Confirm customer's request for rubber tube replacement or connection/removal.",
      "condition": "Customer confirms request",
      "actions": [
        {
          "action": "Raise Rubber Tube Replacement ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status and inform customer of charges.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'BO Pending (Pending Rubber Tube Replacement)', inform customer of Rs. 82.31 installation charge, Rs. 126.90 for 1m tube, or Rs. 139.00 for 1.5m tube."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 2-day TAT."
        },
        {
          "If":"If customer ask for TAT",
```

```
        "action": "inform customer of 2-day TAT."
      }
    ]
  }
 ]
}




{
  "workflow_id": "24",
  "ticket_type": "Defective Meter",
  "category": "Dom Complaints",
  "when": "Customer allegedly complains for Meter running fast or Meter not working, foggy
display",
  "tat": "36 DAYS",
  "status_reasons": [
    "BO Pending (Meter Not Working)",
    "BO Pending (Meter Running Fast)"
  ],
  "steps": [
   {
     "step_id": 1,
     "description": "Clarify if issue is meter not working or running fast.",
     "condition": "Customer specifies issue",
     "actions": [
      {
        "if": "Meter not working (e.g., smoky meter, display problem, readings not moving)",
        "action": "Suggest customer perform self-testing by capturing meter reading after dinner
and before morning use."
      },
      {
        "if": "Meter running fast",
        "action": "Raise Defective Meter ticket."
      }
     ]
   },
   {
     "step_id": 2,
     "description": "Set ticket status and inform customer of charges.",
```

```
      "condition": "Ticket raised or self-test suggested",
      "actions": [
       {
         "if": "Meter not working",
         "action": "Set status to 'BO Pending (Meter Not Working)', inform customer of free
service."
       },
       {
         "if": "Meter running fast",
         "action": "Set status to 'BO Pending (Meter Running Fast)', inform customer of Rs. 950/-
penalty plus Rs. 343/- meter testing charge if meter is not faulty."
       }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
       {
         "action": "Save ticket in CRM and inform customer of 36-day TAT."
       },
       {
         "If":"If customer ask for TAT",
         "action": "inform customer of 36-day TAT."
       }
      ]
    }
   ]
}

{
  "workflow_id": "25",
  "ticket_type": "Incorrect Meter Number",
  "category": "Dom Complaints",
  "when": "Customer complains that Meter number in the IGL system or in the bill received and
at customer's premise does not matches",
  "tat": "10 DAYS",
  "status_reasons": ["BO Pending (Pending Meter Number Verification)"],
  "steps": [
```

```
      {
        "step_id": 1,
        "description": "Confirm customer's complaint about incorrect meter number in invoice or lead
status.",
        "condition": "Meter number mismatch reported",
        "actions": [
         {
           "action": "Raise Incorrect Meter Number ticket."
         }
        ]
      },
      {
        "step_id": 2,
        "description": "Set ticket status and note additional validation.",
        "condition": "Ticket raised",
        "actions": [
         {
           "action": "Set status to 'BO Pending (Pending Meter Number Verification)"
         },
         {
           "If":"If customer ask for TAT",
           "action": "inform customer for 10 days of TAT"
         }
        ]
      }
    ]
}




{
  "workflow_id": "26",
  "ticket_type": "Billed Without Gas Supply",
  "category": "Dom Complaints",
  "when": "Customer complains for Bill generation but gas supply is not active",
  "tat": "10 DAYS",
  "status_reasons": [
    "BO Pending (Permanent Disconnection Check Pending)",
    "BO Pending (Billing Lock Pending)",
    "BO Pending (Installation Verification Pending)"
  ],
  "steps": [
    {
```

```
    "step_id": 1,
    "description": "Analyze latest bill to determine if consumption was post TD/PD or without
NG.",
    "condition": "Bill consumption type",
    "actions": [
      {
        "if": "Bill is for consumption post PD",
        "action": "Check status of PD ticket in customer profile and set status to 'BO Permanent
Disconnection Verification'."
      },
      {
        "if": "Bill is for consumption post TD",
        "action": "Check status of TD ticket in customer profile and set status to 'BO Pending
(Billing Lock Pending)'."
      },
      {
        "if": "Bill generated without NG done",
        "action": "Check lead status for NG not done and set status to 'BO Installation Verification
Pending'."
      }
    ]
  },
  {
    "step_id": 2,
    "description": "Save ticket details.",
    "condition": "After setting status",
    "actions": [
      {
        "action": "Mention concern in problem description and save ticket in CRM."
      }
    ]
  },
  {
    "step_id": 3,
    "description": "Inform customer of TAT.",
    "condition": "After saving ticket",
    "actions": [
      {
        "action": "Inform customer of 10-day TAT."
      }
    ]
  }
 ]
}
```

```json
{
  "workflow_id": "27",
  "ticket_type": "Arrears in Billing",
  "category": "Dom Complaints",
  "when": "Customer has done payment and still not updated in the system or paid on wrong BP",
  "tat": "8 DAYS",
  "status_reasons": ["BO Pending (Payment Not Found)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Check if customer paid the amount and if it's updated in CRM.",
      "condition": "Payment status",
      "actions": [
        {
          "if": "Payment received in CRM but paid after due date",
          "action": "Inform customer payment was received and tag in Query service."
        },
        {
          "if": "Payment not found in CRM",
          "action": "Inform customer to send payment proof to customercare.png@igl.co.in."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Raise Arrears in Billing ticket if payment not found.",
      "condition": "Payment proof requested",
      "actions": [
        {
          "action": "Set status to 'BO Pending (Payment Not Found)', choose correct payment mode (online/cheque/cash)."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After processing request",
      "actions": [
        {
          "action": "Save ticket in CRM and inform customer of 8-day TAT."
```

```
        }
      ]
    }
  ]
}
```

```
{
  "workflow_id": "28",
  "ticket_type": "Name and Address Correction",
  "category": "Dom Service Requests",
  "when": "Customer wants to correct error in Name/ Address mentioned in the system",
  "tat": "5 DAYS",
  "status_reasons": ["BO Pending (Pending Name/Address Correction)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Guide customer to send required documents for correction.",
      "condition": "Customer requests name or address correction",
      "actions": [
        {
          "if": "Name correction",
          "action": "Request ID proof with correct name, ownership proof, and BP number to customercare.png@igl.co.in."
        },
        {
          "if": "Address correction",
          "action": "Request ownership proof with correct address and BP number to customercare.png@igl.co.in."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Raise ticket and tag in Query service.",
      "condition": "Documents requested",
      "actions": [
        {
```

```
          "action": "Set status to 'BO Pending (Pending Name/Address Correction)'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After raising ticket",
      "actions": [
        {
          "action": "Save ticket in CRM"
        },
        {
          "If":"Customer ask for TAT",
          "action":"inform customer for 5 days TAT"
        }
      ]
    }
  ]
}


{
  "workflow_id": "29",
  "ticket_type": "Modification - Geyser/Extra Point",
  "category": "Dom Service Request",
  "when": "Customer wants an Extra point/Geyser connection on same floor where using PNG",
  "tat": "8 DAYS",
  "status_reasons": ["BO Pending (Customer Req. Modification)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Confirm customer's request for extra point or geyser connection.",
      "condition": "Customer confirms request",
      "actions": [
        {
          "action": "Raise Modification - Geyser/Extra Point ticket."
        }
      ]
```

```
    },
    {
      "step_id": 2,
      "description": "Set ticket status and note feasibility check.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'BO Pending (Customer Req. Modification)', inform customer that
feasibility will be checked by technician and charges will be confirmed."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM"
        },
        {
          "If":"If customer ask for TAT",
          "action": "inform customer of 8-day TAT."
        }
      ]
    }
  ]
}




{
  "workflow_id": "30",
  "ticket_type": "Restoration with Device",
  "category": "Dom Service Request",
  "when": "Customer wants Restoration post TD Renovation (with device)",
  "tat": "6 DAYS",
  "status_reasons": ["BO Pending (Request Restoration by Customer)"],
  "steps": [
```

```json
{
  "step_id": 1,
  "description": "Check if TD - Renovation ticket with device was raised.",
  "condition": "TD ticket exists",
  "actions": [
    {
      "if": "TD - Renovation with device found",
      "action": "Raise Restoration with Device ticket."
    },
    {
      "if": "Customer found defaulter disconnected",
      "action": "Do not tag in this category."
    }
  ]
},
{
  "step_id": 2,
  "description": "Set ticket status and inform customer of charges.",
  "condition": "Ticket raised",
  "actions": [
    {
      "action": "Set status to 'BO Pending (Request Restoration by Customer)', inform customer that charges will be confirmed by technician."
    }
  ]
},
{
  "step_id": 3,
  "description": "Save ticket and inform customer of TAT.",
  "condition": "After setting status",
  "actions": [
    {
      "action": "Save ticket in CRM and inform customer of 6-day TAT."
    },
    {
      "If": "If Customer ask for TAT",
      "action": "inform customer of 6-day TAT."
    }
  ]
}
]
}
```

```json
{
  "workflow_id": "31",
  "ticket_type": "Restoration without Device Installed",
  "category": "Dom Service Request",
  "when": "Customer wants Restoration post TD Renovation (without device) / TDPR",
  "tat": "6 DAYS",
  "status_reasons": ["BO Pending (Requested Restoration by Customer)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Check if TD - Personal Reason or TD Renovation without device ticket was raised.",
      "condition": "TD ticket exists",
      "actions": [
        {
          "if": "TD - Personal Reason or TD Renovation without device found",
          "action": "Raise Restoration without Device Installed ticket."
        }
      ]
    },
    {
      "step_id": 2,
      "description": "Set ticket status.",
      "condition": "Ticket raised",
      "actions": [
        {
          "action": "Set status to 'BO Pending (Requested Restoration by Customer)'."
        }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After setting status",
      "actions": [
        {
          "action": "Save ticket in CRM"
        },
        {
          "If": "If Customer ask for TAT",
          "action": "inform customer of 6-day TAT."
```

```
        }
      ]
    }
  ]
}




{
  "workflow_id": "32",
  "ticket_type": "Ownership Transfer",
  "category": "Dom Service Request",
  "when": "Customer wants Ownership Transfer",
  "tat": "12 DAYS",
  "status_reasons": ["BO Pending (Information Provided to Customer)"],
  "steps": [
    {
      "step_id": 1,
      "description": "Confirm reason for ownership transfer and connection name.",
      "condition": "Reason is sale/purchase, death case, or name addition/reduction",
      "actions": [
        {
          "if": "Builder connection",
          "action": "Guide customer to send ownership proof(Possession Letter, Electricity Bill, Sale
deed), ID proof,Registration form and meter photo to pngbuilders@igl.co.in or
updatekyc@igl.co.in."
        },
        {
          "if": "Individual name",
          "action": "Guide customer to send ownership proof, ID proof, ownership transfer form,
NOC, and meter in softcopy photo to customercare.png@igl.co.in or hard copy to IGL office.
with below address:-  To The Manager (Marketing) (Name & Address Correction Section)
Indraprastha Gas Limited, Quantum Building, Plot No. C 3, Sector 3, Noida – 201301.Uttar
Pradesh."
        }
      ]
    },
    {
      "step_id": 2,
```

```
      "description": "Raise Ownership Transfer ticket.",
      "condition": "Documents requested",
      "actions": [
       {
         "action": "Set status to 'BO Pending (Information Provided to Customer)'."
       }
      ]
    },
    {
      "step_id": 3,
      "description": "Save ticket and inform customer of TAT.",
      "condition": "After raising ticket",
      "actions": [
       {
         "action": "Save ticket in CRM"
       },
       {
         "If":"If customer ask for TAT",
         "action": "inform customer of 12-day TAT for individual name or 5-day TAT for builder
connection."
       }
      ]
    }
   ]
}




{
  "workflow_id": "33",
  "ticket_type": "Improper Installation",
  "category": "Dom Service Complaints",
  "when": "Customer wants proper Installation",
  "tat": "12 DAYS",
  "status_reasons": [
    "BO Pending (Installation Check Pending - O&M)",
    "BO Pending (Installation Check Pending - Projects)"
  ],
  "steps": [
```

```
  {
    "step_id": 1,
    "description": "Check last service taken by customer((Example-RFC, NG-Conversion,
Modification, Temporary disconnection, etc.) and probe reason for dissatisfaction(example:
pipelines, meter improperly installed, installation done against customer's consent, etc.).",
    "condition": "Customer's concern is valid",
    "actions": [
     {
       "action": "Determine if service was provided by O&M or Projects team."
     }
    ]
  },
  {
    "step_id": 2,
    "description": "Raise Improper Installation ticket based on team responsible.",
    "condition": "Team identified",
    "actions": [
     {
       "if": "O&M team",
       "action": "Set status to 'BO Pending (Installation Check Pending - O&M)'."
     },
     {
       "if": "Projects team",
       "action": "Set status to 'BO Pending (Installation Check Pending - Projects)'."
     }
    ]
  },
  {
    "step_id": 3,
    "description": "Save ticket and inform customer of TAT.",
    "condition": "After raising ticket",
    "actions": [
     {
       "action": "Save ticket in CRM and inform customer of 12-day TAT."
     },
     {
       "If":"Customer ask for TAT",
       "action": "inform customer of 12-day TAT."
     }
    ]
  }
 ]
}
```