Government of the People's Republic of Bangladesh

Bangladesh Energy regulatory Commission

TCB Bhaban, 1 Karwan Bazar, Dhaka-1215.

In exercise of the power conferred by Chapter 13, Article 59 of the Bangladesh Energy Regulatory Commission Act, 2003 (Act No. 13 of 2003), the Bangladesh Energy Regulatory Commission (BERC) hereby adopts the following regulation pursuant to Chapter 12, Article 54 (4) which states that after receipt of any information or complaint regarding the inconvenience from the Retail Electricity Consumer (the Consumer), the Distribution Licensee(the Licensee) shall settle it and shall follow the code of practice made by BERC in this regard.

1. ***Short Title and Commencement***
   1. This regulation shall be called the Bangladesh Energy Regulatory Commission Electricity Retail Consumer Complaint Handling Regulations, 2016.
   2. It shall come into force with effect from the date of publication in the Gazette.
2. ***Definition***

The terms defined in BERC Act and used in these regulations have the meaning given to them in the Act.

1. ***Complaint Centers***

Each electricity distribution Licensee will establish complaint centers at convenient locations within its franchise area where Consumers can lodge complaints in respect of supply of electricity. A Consumer can lodge complaint over telephone, through e-mail or in-writing, depending on the type of complaint. The contact telephone number, the address and location of the complaint centers, and the name and contact telephone number of designated official of the Licensee who can be approached in case of delay in the redress of complaint would be distributed by the Licensee to Consumers as follows:

* By dissemination in handouts attached to the electricity bills
* By display in notice board of company offices in localities and vending centers
* By display in company website

1. ***Nature of Complaints***

The nature of complaints may be one or more of the following:

* Supply failure
* Voltage fluctuation
* Load shedding
* Scheduled outage
* Metering problem
* Billing problem
* Disconnection and reconnection of power supply

1. ***Procedures for Attending Complaint***
2. **Supply Failure**

Power supply in premises could fail due to one of the following reasons which could be attributed to distribution companies:

1. Fuse blown out/MCB tripping
2. Burnt meter
3. Service line broken
4. Service line snapped from pole
5. Fault in distribution mains
6. Distribution transformer failure/burnt
7. HT mains failure
8. Problem in distribution substation (33kV, 11kV)
9. Power transformer failure in distribution substation (33kV)

In case of failure or interruption of power supply, complaints can be lodged to Complaint Centers providing the Consumer’s name, address and a brief description of the nature of the complaint. If the Consumer decides to lodge the complaint in writing, the form given in Appendix 1 can be used. ‘No supply’ complaints received at the Complaint Center shall be immediately acknowledged by providing a unique complaint number to the complainant. The Complaint Center shall maintain detailed log of all complaints received in database/register in the format given in Appendix 2.

In case the Complaint Center is aware that the complaint is due to reason(s) listed at item (5) through (9) listed above, it shall inform the complainant the reason(s) for power failure and indicate approximate time required for restoration of power supply.

The Complaint Center shall communicate the complaint to the Mobile Service Groups at the Service Centers. The Mobile Service Group would then proceed to the address provided by the complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint, Complaint Center shall be informed of the settlement. In case the cause of the complaint is more severe, due to any reason(s) listed at (5) through (9) above, the Mobile Service Group shall inform the nature of the fault and approximate time required for rectification of the fault to the Complaint Center. The Mobile Service Group shall inform their supervisor to take appropriate action to deploy additional resources and materials to resolve the complaint. All complaints related to supply failure shall be monitored by Central Control Center and resolved within the stipulated time limit given in Appendix 3. Resolution of supply failure due to any reason other than those mentioned above shall be beyond the purview of this regulation and shall be dealt with separately.

**(b) Voltage Fluctuation**

In the case of low/high voltage, or voltage fluctuation, complaints should be lodged at the Complaint Center providing the name and address of the Consumer as well as a brief description of the nature of problem faced. The duty staff shall register the complaint and provide a complaint number in every case. If the Consumer decides to lodge the complaint in-writing, the form given in Appendix1 can be used. The Complaint Center shall communicate the complaint to the Mobile Service Group. The Mobile Service Group would then proceed to the place of occurrence, investigate the cause of complaint and resolve the problem. In case the problem is due to a loose connection of the service line, the Mobile Service Group shall rectify the fault themselves. In case the voltage problem is due to some other reason(such as a deficiency in the system), the Mobile Service Group shall bring this to the notice of the appropriate designated official. The designated official shall ascertain if the problem can be rectified by changing the tap position of the transformer. If yes, he shall do so. Complaints shall be monitored by the Central Control Center and resolved within the stipulated time limit given in Appendix4.

The voltage problems arising out of system deficiency and their resolutions requiring system upgrading, shall be beyond the purview of this regulation and shall be dealt with separately.

**(c) Load Shedding/Scheduled Outage**

In case of load shedding or scheduled outages (excluding statutory power cuts) for more than 8 hours on any day, the complaint can be lodged with Complaint Centers or the designated official of the distribution company using the form given in Appendix1.The Complaint Center or the official shall acknowledge the receipt of such complaint and arrange prevention of its recurrences. In case of a scheduled outage (excluding statutory power cuts), the supply is to be normally restored by 1600hours.

**(d) Metering Problem**

The metering problem shall be resolved by the licensee in accordance with the procedure described under (i) and (ii) below as applicable.

1. **Where Meter has Been Provided by the Licensee**

If a Consumer has reasons to believe that the meter is not functioning properly, he may file application with deposit of fee with the designated office of the Licensee for testing his meter. The Consumer can use the form given inAppendix1 for filing the application.

The official would attend to the complaint as follows: Within seven working days of filing the application with fees, a tested check meter will be installed in series with the existing meter. If, after a reasonable period of time (and no less than seven working days), the existing meter is found to be slow or fast beyond the permissible limits, then the same would be removed leaving the check meter in its place for future metering. The account of the Consumer would be adjusted according to the methodology developed by the Licensee and approved by BERC and the testing fee deposited by the Consumer would be refunded.

If the existing meter is found to be correct, it would be left in place and the testing fee would be forfeited. In case the Consumer is not satisfied with the test results, he may file an application with the Advisor and Chief Electrical Inspector, Ministry of Power, Energy and Mineral Resources, Government of the People’s Republic of Bangladesh, who will assign an inspector to resolve the problem as provided under Electricity Act 1910 (as amended).

1. **Where Meter Has Been Provided by the Consumer**

If the meter is the property of the Consumer and testing following above procedure indicates the need for its replacement, the Licensee shall leave the test meter at the premises of the Consumer. If the Consumer wishes to put his meter again he shall inform the Licensee for installation. For the period the Licensee's meter remains at the Consumer's premises, the Consumer would pay the meter rental and charges. However, if the Consumer does not install his meter within a period of month after completion of testing, the cost of the meter shall be recovered from the Consumer and the meter will be left at the Consumer’s premises for all future billings.

**(e) Billing Problem**

The complaints related to Consumer billing may be of following natures-

* Bills are not received by the Consumers timely
* Bills are erroneous

Any Consumer can lodge complaint with a Complaint Center or the designated office in respect of the incidents in writing using the form given in Appendix1. The complaint can be sent by e-mail, by post or by delivered in person. The official responsible for handling such complaints will investigate and if the complaint is that bills are not being timely received by the Consumer, correct the problem with the next bill and if the complaint is that bills are erroneous, resolve the problem within seven working days of the receipt of the complaint.

Management Information System (MIS) reports shall provide status of pending complaints. Management will take necessary action to ensure that the Consumer complaints are resolved within the time limit. Quarterly reports giving category-wise total number of complaints received, number of complaints resolved within stipulated time, and details of the complaints which could not be attended within the stipulated time, along with reasons for non-compliance shall be submitted to BERC in the format given in Appendix 5.

**(f)Disconnection and Reconnection of Power Supply**

Complaints in respect of improper disconnection and/or delay in reconnection of power supply should be lodged with the designated officer. The complaint may be made by the Consumer using the form given in Appendix 1. Receipt of the complaint shall be acknowledged and the complaint shall be resolved immediately if the Consumer is not at fault. If the Consumer is at fault, the Licensee will inform the complainant giving the reasons within two working days. The Consumer may contact the next higher level officer, if the complaint is not resolved as mentioned above.

1. ***Periodic Inspection***

A database comprising the complaints lodged by various categories of Consumers, types of complaint, periods of redress, etc. shall be maintained by the Licensee. The complaint register maintained at the Complaint Center or office will be inspected by the next supervisory authorities once in a fortnight. The supervisor will record his views regarding the adequacy of the measures taken and the response time.

1. ***Petition Before BERC***

It is the duty of the Licensee to respond to a Consumer’s complaint in a timely and effective manner and in accordance with the procedures laid down in this regulation. However, if the Consumer is not satisfied with the action taken by the Licensee, or the problem has not been resolved to the Consumer’s reasonable satisfaction, he may make a complaint to BERC for redress of the grievance.

1. ***Procedure for Redressing Grievance by BERC***

The petition of a Consumer for redress of his grievance will be disposed of by BERC in accordance with the following procedure.

1. The Consumer will file the petition in the form given in Appendix 6which will be available free of cost at the office and the BERC web site.
2. The petition may be submitted on-line, by post, or by hand and the receipt of the petition will be acknowledged immediately.
3. Within one working day of the receipt of the petition, the designated official of BERC will send a copy of the petition to the relevant Licensee by email and require the Licensee to respond to the petition with an explanation of its actions in response to the complaint within two working days.

The designated official will assess the Licensee’s response required and make a report to BERC within the two working days of the response.

1. BERC will make an order under its authority in section 35 of the BERC Act, as it deems fit in consideration of the facts, within seven working days of receipt of the petition as required by section 54 (6) of BERC Act 2003.

**Appendix1**

**Form for Lodging Complaint to Licensee**

**For  
Failure of Power Supply/Interruption/Low Voltage/**

**Scheduled Outage/Load Shedding/ Metering Problem/**

**Discrepancies in Bill/ Disconnection and Reconnection of Power Supply**

|  |  |  |
| --- | --- | --- |
| Consumer’s Account No…………………………… |  | Complaint Ref. No ……………………….. (To be given by the Licensee) |
| 1. Name, Address and telephone number of the complainant | : |  |
| 2. Brief Description of the Complaint | : |  |
| 3. Date of Complaint | : |  |
| 4. Any other Information | : |  |
|  |  | **Signature of the Complainant** |

-----------------------------------------------Tear at this line-----------------------------------

**Acknowledgement to be filled by the Licensee and handed over to the Consumer**

**Name of Licensee**: Date:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. | Complaint Reference No. (to be given by the Licensee) | : |  |
| 2. | Account Number of Consumer | : |  |
| 3. | Consumer Name | : |  |
| 4. | Complaint Received by | : |  |
| 5. | Brief Description of Complaint | : |  |
| 6. | Target Date to Resolve | : |  |

Signature of Officer :

Designation :

Seal :

(For further assistance quote your complaint reference number)

**Appendix2**

**Complaint Register**

Name of the Licensee:   
Name of the Complaint Centre:

Address of the Complaint Centre:

Date:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sl. No. | Name, Account Number, Address & Telephone Number of the Complainant | Time of Receipt of Complaint | Complaint Reference Number Given by Complaint Center | Nature of Complaint | Remedial Action Taken to Resolve the Complaint | Date &Time of Disposal of Complaint | Remarks |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |

**Appendix3**

**Time Limit for Restoration of Supply**

|  |  |
| --- | --- |
| **Cause of Power Supply Failure** | **Maximum Time Limit for Supply Restoration from Receipt of Complaint** |
| Fuse blown out or MCB tripped | 3 hours in urban areas, 6 hours in suburban areas |
| Service line broken/ Service line snapped from the pole | 6 hours in urban areas, 12 hours in suburban areas |
| Fault in distribution mains | Temporary supply to be restored within 4 hours from alternate source, wherever feasible. Fault rectification and supply restoration within 8 hours. |
| Distribution transformer failure/burnt | Temporary supply through mobile transformer or backup source within 6 hours, wherever feasible.  Replacement of faulty transformer within 24 hours. |
| HT mains failure | Temporary supply within 4 hours, wherever feasible. Fault rectification and supply restoration within 12 hours. |
| Problem in 33/11kV substation | Temporary supply from alternate source within 6 hours, wherever feasible. Rotational load shedding may be carried out to avoid overloading of alternate source. Repair and supply restoration within 24 hours. |
| Failure of power transformer | Temporary supply from alternate source within 6 hours, wherever feasible. Rotational load shedding may be carried out to avoid overloading of alternate source. Repair and supply restoration within 24 hours. |
| Burnt meter | Supply restoration within 12 hours by replacement of burnt meter. |

**Appendix4**

Time Limit for Resolving Voltage Problem

|  |  |
| --- | --- |
| **Cause of Problem** | **Maximum Time Limit for Resolving Voltage Problem from Receipt of Complaint** |
| Local problem | Within 4 hours |
| Tap of transformer | Within 24 hours |
| Repair of distribution line/transformer/capacitor | Within 7 days |
|  |  |

**Appendix5**

**Form for Quarterly Report on Complaints Handling**

**For**

**Quarter------------, Months---------------------------------, Year-------------------**

**Name of Licensee:**

**Address of Licensee:**

**Nature of Complaint:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sl. No. | Number of Complaints Received During the Reporting Quarter | Number of Complaints Resolved within the Time Limit | Number of Complaints Resolved within the Quarter | Number of Complaints Pending at the End of the Quarter | Reasons for Non-resolution of Complaints within Due Time | Reasons for Not Resolving the Complaints within the Quarter |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |

**Appendix6**

**FORM FOR LODGING COMPLAINT TO BERC FOR  
FAILURE OF LICENSEE TO RESOLVE CONSUMER COMPLAINT**

**Name of Licensee:**

|  |  |  |
| --- | --- | --- |
| Consumer Account Number…………………………… |  | Complaint Ref. No ……………………….. (Given by the Licensee) |
| 1. Name, Address and Telephone Number of the Complainant | : |  |
| 2. Brief Description of the Complaint | : |  |
| 3. Date of Lodging Complaint with the Licensee | : |  |
| 4. Due Date/Time for Resolution of the Complaint | : |  |
| 5. Any Other Information | : |  |
|  |  | Signature of the Complainant |

|  |
| --- |
| ………………………………………………………….Tear at this line-------------------------------- |

**ACKNOWLEDGEMENT TO BE FILLED BY BERC AND HANDED OVER TO THE CONSUMER**

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Complaint Reference Number(To be given by BERC) | **:** |  |
| 2 | Name of Consumer | **:** |  |
| 3 | Consumer Account Number | **:** |  |
| 4 | Complaint Received by | **:** |  |
| 5 | Date of Receipt of Complaint by BERC | **:** |  |
| 6 | Target Date to Resolve the Complaint | **:** |  |
| 7 | Brief Description of the Complaint | **:** |  |

**Signature of Officer: ---------------------------------------------**

**Designation: -------------------------------------------------------**

**Seal-------------------------------------------------------------------**

(For further assistance quote your complaint reference number)