



Bangladesh Power Development Board

**INTEGRATED MANAGEMENT SYSTEM
(BASED ON ISO 9001:2015, ISO 14001:2015 & ISO
45001:2018 STANDARDS)**

PROCEDURE FOR CUSTOMER AFFAIRS



INTEGRATED MANAGEMENT SYSTEM

Document No.:
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PROCEDURE FOR CUSTOMER AFFAIRS

Page 2 of 8

1.0 Purpose

- To ensure prompt and error free processing of new connection up to the satisfaction of new customer
- To Standardize the Meter Reading and Billing Process for Quality Assurance solving customer complain and to reduce it.

2.0 Scope

Applies to the whole of Integrated Management System of Bangladesh Power Development Board (BPDB).

3.0 Terms & Definition

Definition

None

Abbreviations

BPDB – Bangladesh Power Development Board
MD – Managing director
GM – General Manager
AE – Assistant Engineer
SAE – SUB-Assistant Engineer
SDE - Sub-Divisional Officer
MR- Management Representative
DMR- Deputy Management Representative
AMR - Assistant Management Representative

4.0 Responsibility

Tasks in Reference Clause	Responsibility
5.0	GM
5.1	Applicant, S & D, Office Assistant
5.2	SDE, SAE, AE
5.3	Computer Centre, AE/SDE
5.4	SDE, SAE, AE, XEN, Applicant, Office Assistant, Store keeper and meter testing lab assistant, Foreman/Lineman
5.5	SDE, SAE, AE, Meter Reader, Meter Reading Supervisor/ SAE
5.6	Computer Centre
5.7	CS/AE/SDE
5.8	XEN/SDE, MR

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BPDB-IMS-PR-056
Revision No.: 00
Effective Date: 01-11-2021

PROCEDURE FOR CUSTOMER AFFAIRS

Page 3 of 8

5.0 Procedure

Plan Customer Affairs deal with following matters

- New connection for customer
- Meter Reading and Billing Customer Complain
- Customer Satisfaction

5.1 New connection

Application by Customer

- Applicants collect prescribed application form and money receipt from office/online
- Applicants will deposit fee at specified Bank
- The applicant or representative has to come to office physically to submit the application form with other documents. Required Documents are to be attached with the application as per Service Analysis Format.
- Receiving application form and relevant documents.
- Verification of application form and relevant documents. Entry is recorded in the Register

5.2 Field Visit

Field survey

- Demand load assessment based on the capacity of sub-station, line and the capacity of distribution center
- Whether the length of service line exceed 100 feet or not
- Preparing Survey report is prepared for decision making
- Examining and verifying the application and relevant documents
- Survey report is submitted to Assistant Engineer (AE)-Commercial for decision
- Decision on connection is given

5.3 Commercial Operation

Examining, auditing and verifying the followings

- whether there is an connection/ unpaid bill in the same yard ® Land ownership documents
- Approved building design by City corporation / Urban development authority/ Municipality/ Local authority
- Holding number
- Documents on the rent of buildings (if applicable)
- In case of rent, approval by owner
- verifying the description in case of temporary connection

After examining, auditing and verifying submitting report to XEN for decision.

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PROCEDURE FOR CUSTOMER AFFAIRS

Page 4 of 8

Taking decision whether the connection can be approved or not

5.4 Issuing Demand Note and Estimation

- Preparing demand load and estimation
- Verification of the estimation
- Approving demand load and estimation
- Maintaining the file and informing the applicant through Demand Note to submit demand note and estimation at enlisted bank.
- At any branch of enlisted Bank the applicant have to pay the Demand note and collect the paid copy for further record.

Preservation of the copy of demand note and estimation from bank and filing

Official Procedure for Issuing Meters

- Applicant then to buy approved single phase meter from BPDB short listed manufacturer.
- Submitting the single phase meter including the cash memo and test certificate of the meter to office assistance/SAE.
- The meter is tested testing lab and recording the result in the register and reported to Office Assistant/SAE if AE/SDE decides so.
- Processing the meter test result to XEN and prepare to allot account no.
- The account no and enlisting is approved.
- Forwarded for allotting account no. to center.
- Approved account no. is registered and forwarded to feeder in-charge
- Allocating meter seal and taking action for meter set-up

Connection of Meter

- I Meter seal is allocated. Instruct to take further I action for meter set-up
- Meter is received from store for setting-up
- Meier is set up at the applicant's premises.
- Record is maintained in the file and customer is informed about new connection

5.5 Meter Reading and Billing

- Schedule for Monthly Reading is prepared
- Prepared Schedule is then reviewed.
- Schedule is then placed before XEN S&D for approval
- Approved Schedule is then distributed to respective Meter Reader, entry into MRS sheet, Meter reading Card is collected from CO
- Book collection reading is collected from IT through register entry

LT Meter Reading

- LT Meter reading is collected through meter reading book from field and entered in MRS in due time.

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Revision No.: 00
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PROCEDURE FOR CUSTOMER AFFAIRS

Page 5 of 8

- If any kind of anomaly found on collection of Meter reading, Meter Reader reports it to the supervisor and Commercial department through a prescribed format.
- For Missing, damage or completed meter reading card on consumer premises, a new meter reading card is reissued through acknowledging supervisor.
- Monthly Meter Report details with summary is then prepared and submitted to SDE.
- Monthly Meter Report is then submitted/ returned to Commercial department of S&D.

LT Meter Reading

LT Meter Reading book is submitted to computer center.

HT Meter Reading

- HT Meter reading is collected through meter reading book from field on due date.
- If any kind of anomaly found on collecting Meter reading, it is informed to the Commercial department through a prescribed format with details.
- HT Meter Reading book is then submitted/returned to computer center.

5.6 Read Entry & Bill Processing

- Meter reading book is received from meter reader/ reading supervisor at pre-defined schedule Through Div. Office.
- Entry of meter reading sheet MRS.
- Meter reading is checked before bill process for the following:
 - i) Abnormal high reading
 - ii) Abnormal low/ Negative reading
 - iii) Kvarh reading
 - iv) Maximum demand
- Bill is then checked for reading and processed with the help of E-Governance software.
- Bills are then printed
- Bills are handed over to XEN/Div. Office for distribution to consumer end.

Bill Distribution

- Monthly Bill distribution Schedule is prepared
- Schedule is approved by XEN
- Bill server delivers Notice, bill certificate, disconnection notice to the consumer.
- Acknowledgement from consumer is collected and submitted it to Div. Office.
- Undelivered Bill is returned reporting with cause to the bill supervisor, SDE, XEN.

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Document No.:
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Revision No.: 00
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Page 6 of 8

PROCEDURE FOR CUSTOMER AFFAIRS

- Checking for undelivered bill is done at random and cross checking at consumer premises is done whether bill server deliver bill within due date or not.
- Monthly Bill statement with the statistics of delivered and undelivered bills/correction bills/ bill certificates/ notices etc. is then prepared.

5.7 Customer Complain

Complain Management

Complain Receive: If system troubled in consumer premises, He/she inform to related complain center over Telephone/Mobile/ Physically attending at complaint center or written representation by post or email.

Complain Recording: Received complaint recorded in complain register

Assign Trouble Shooting Team: Assign the complain / problem to respective Foreman/Lineman team to resolve it.

Feedback: Communication with complained consumer whether the problem is resolved properly or not

Complain Nature: Inform to concern officer/authority according to the nature/complexity of the complain / problem

Monthly Complain Analysis:

- a) Sorting the catagorise complain, analysis the reason and preventive measures
- b) Trouble shooting duration requirement

One point (Bill Related Complain)

- Complain is heard if customer comes in person and is properly understood.
- Complain is also received through E-I Governance software.
- File is forwarded to concerned commercial.
- The complain is then examined based on previous history/ Field visit/ meter test
- Appropriate corrective measure is decided and forwarded for approval.
- The corrective measure is approved and sent back the file to XEN, Div.
- Approved decision is sent to IT for any modification/amendments regarding meter reading
- Print Modified bill, if required, is printed.
- Bill is collected From IT.
- Consumer is informed of the measure taken and, if appropriate, corrected bill is delivered.

5.8 Customer Satisfaction

- Customer satisfaction is measured to identify the shortfalls of the service and area it can improve.

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PROCEDURE FOR CUSTOMER AFFAIRS

Page 7 of 8

- Satisfaction survey is done among domestic consumer, commercial user and HT consumers on sampling basis and action according to survey findings is taken as a whole and be recorded.
- Result of satisfaction survey is analyzed and suggestive actions are forwarded to MR for placing in MRC meeting for further necessary directions.

5.9 Implementation & Review

- Procedure for Document Control and its effectiveness after implementation of its decisions will be checked and reviewed during internal audits.
- Review consideration will be raised in MRC Meeting for decision
- Corrective actions will be taken to improve the system on the basis of review

6.0 References

- a) Survey report

7.0 Appendix

None

8.0 Revision History

SI No.	Revision Number	Section	Change Made	Date of Revision

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PROCEDURE FOR CUSTOMER AFFAIRS

Page **8** of **8**

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