

**BANGLADESH RURAL ELECTRIFICATION BOARD**

**PBS INSTRUCTION 100-38**

**MANAGEMENT OF CONSUMER COMPLAINTS**

**BANGLADESH RURAL ELECTRIFICATION BOARD**

**PBS INSTRUCTION 100-38**

Approval Date: 23/01/1983

Revision Date : 19/02/2020

**SUBJECT: MANAGEMENT OF CONSUMER COMPLAINTS**

**I. PURPOSE**

To provide a guideline for establishment of service centers, including arrangement of logistic facilities for prompt and efficient service to the consumer.

**II. MANAGEMENT OF COMPLAINTS**

**A. Establishment of Service center**

One service center will be set up in PBS Head-Quarter, Additional offices for receiving and attending complaints may be set up if it fulfills the conditions laid down in PBS Instruction 300-42. If under abnormal conditions due to bad communication or other important consumers complaints cannot be attended promptly, PBS may consider opening of a service center with permission from BREB even if conditions of PBS Instruction 300-42 are not met.

**B. Manning for Service center**

**1. Service Center at PBS Headquarter**

BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS Instruction 100-38: MANAGEMENT OF CONSUMER COMPLAINTS				
Date of Origin	Revised by	Approved by	Page No.	Revision No.
23/01/1983	BREB	BREB Board	Page 1 of 10	5
Revision Date: 30/05/1983, 25/08/1984, 14/11/1996, 01/09/2013 & 19/02/2020				

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৬২১ তম বোর্ড সভায় অনুমোদিত সিদ্ধান্ত নং ১৭৭০০

These service centers will be manned by 5 (Five) Lineman in the first shift and second shift by 03 (three) Linemen and by 01 (one) Lineman in the third shift. The AGM(O&M) may call more lineman to attend consumer complaints in the 3rd shift if required. That is a total of 9 linemen will be required for this Office. Duty roster of these linemen will be hanged on wall of the service center.

**2. Service Centre at Zonal Office:**

**Service center at Zonal office:** - These service center will be maintained by 3 (three) Linemen in the first shift and second shift by 3 (three) Linemen and by 1 (one) lineman in third shift. The AGM(O&M) may call more lineman to attend consumer complaints in the 3rd shift if required. That is a total of 7 linemen will be required for this Office. Duty roster of these lineman will be hanged on wall of the service center.

3. **Service Centers at Sub-Zonal Office:** These service center will be manned as per PBS Instruction 300-14 & 300-42.

4. **Service Centers at Area Office:** These service centers will also be manned as per PBS Instruction 300-14 & 300-42.

5. The service centers other than at PBS Head quarter, Zonal office and Sub-Zonal office will be manned by a minimum of three Linemen deputed from PBS Head Quarter & Zonal Office as per PBS policy Instruction 300-42 for a period of two years for round the clock stand by duty.

6. All linemen in service center will be directly responsible to Junior Engineer (O&M). The senior most lineman will be the leader of the group in each shift or in each remote service centers.

**C. Duties of Lineman in Service Centers:**

Their duty will be to receive and attend all consumer complaints and to keep the 33/11 KV substations, electrical network and line equipment to good

BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS Instruction 100-38: MANAGEMENT OF CONSUMER COMPLAINTS				
Date of Origin	Revised by	Approved by	Page No.	Revision No.
23/01/1983	BREB	BREB Board	Page 2 of 10	5
Revision Date: 30/05/1983, 25/08/1984, 14/11/1996, 01/09/2013 & 19/02/2020				

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operating condition. All operation, breakdown maintenance and some planned maintenance works will be done by them. They will take care of all outages given by other utilities and take adequate measures for quick restoration of supply.

They will keep the Senior General Manager/ General Manager of the PBS continuously informed regarding latest development.

**D. Transport in the service center:**

1. **Headquarter Service Center:** Transport of service center at Head-Quarter will be kept ready with tools and materials for immediate movement on receipt of the complain. Quantity & Type of Transport will be as per PBS Instruction 300-42.
2. **Zonal Office/ Sub-Zonal office:** Transport in service center of Zonal Office,/Sub-Zonal office will be as per PBS Instruction 300-42. Transport will have to be kept ready in these offices also for immediate movement on receipt of the complain.
3. **Area Office:** Transport at Area office service center will be as per PBS Instruction 300- 42.
4. **For service centers outside PBS Head-Quarter (Zonal Office and Area Office):** One motor cycle will be equipped with tools and kept standby for immediate use.
5. **Vehicle assigned to service centers are prohibited to be used for any purpose other than those of maintenance operation.**

**E. Tools, Equipment and Materials for Service Centers:**

BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS Instruction 100-38: MANAGEMENT OF CONSUMER COMPLAINTS				
Date of Origin	Revised by	Approved by	Page No.	Revision No.
23/01/1983	BREB	BREB Board	Page 3 of 10	5
Revision Date: 30/05/1983, 25/08/1984, 14/11/1996, 01/09/2013 & 19/02/2020				

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All linemen in the service centers, will have their own set of personal tools. In addition to those, vehicles (Motor Cycle) will be provided as per related instruction. In addition to lineman personal tools and vehicle each service center will be equipped with specified category/type of tools and equipment as per list given in PBS Instruction 100-32. As ready reference same list is also attached with this instruction as "Exhibit-A". Depending of experience, these list may be revised time to time, but whatever is made, 100% of the listed tools item must always be kept ready in the assigned places and in good working conditions.

#### F. Communication with Service Centers:

The service centers outside PBS Head-Quarter will have Mobile Phone & Land Phone to communicate with Head Quarter and receive complaint from consumers.

#### G. Furnishing the Service Centers:

The Service Centers should be adequately furnished for safe keeping of all tools, equipment and materials, so that all types of normal complain received daily can be addressed. No slipping arrangement will be provided within complain center office Room. Contact number of each service center must be written in front of complain center office room in a easy visible place. The remote control offices will have their retiring room attached to the ServiceCenter.

BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS Instruction 100-38: MANAGEMENT OF CONSUMER COMPLAINTS				
Date of Origin	Revised by	Approved by	Page No.	Revision No.
23/01/1983	BREB	BREB Board	Page 4 of 10	5
Revision Date: 30/05/1983, 25/08/1984, 14/11/1996, 01/09/2013 & 19/02/2020				

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## Requirement of Tools &amp; Equipment for a Complain Center

Item No	Description	Unit	Complain Center	Life (Year)
ME-2	Fire Extinguisher Dry Chemical	No.	1	5
ME-10	First Aid Kit, Industrial	No.	1	3
ME-84	Ladder, 12' Fixed	No.	1	5
TI- 3	Amertong Hot Stick.	No.	1	10
TI- 10	Ammeter, Clamp On	No.	1	5
TI-11	Ampere, Volt. Ohm Meter (AVO Meter)	No.	1	5
TL-101	Belt, Lineman's Body, 16" D-Ring	No.	0.1/LM	5
TL-101.1	Belt, Lineman's Body, 18" D-Ring	No.	0.8/LM	5
TL-101.2	Belt, Lineman's Body, 20" D-ring	No.	0.1/LM	5
TL-102	Belt, Lineman's Safety	No.	1/LM	3
TL-103	Pocket, Plier	No.	1/LM	5
TL-104	Bag, Nut & Bolt	No.	1/LM	5
TL-105	Climbers, Pole, Complete	Pair	1/LM	5
TL-105.1	Gaff's, Pole Climbers.	Pair	0.50/LM	3
TL-105.2	Straps, Pole Climbers, (Calf)	Pair	0.50/LM	3
TL-105.3	Straps, Pole Climber, (Ankle)	Pair	1/LM	1
TL-105.4	Pads, Pole Climber (L Shaped)	Pair	1/LM	3
TL-106	Bag, Tool Carrying	No.	1/LM	3
TL-107.03	Bag, Rubber Glove	No.	1	6
TL-107.09	Gloves, Rubber Glove, 20 KV, Size 9 (Old TL-107.5)	Pair	1	3

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PBS Instruction 100-38: MANAGEMENT OF CONSUMER COMPLAINTS				
Date of Origin	Revised by	Approved by	Page No.	Revision No.
23/01/1983	BREB	BREB Board	Page 5 of 10	5
Revision Date: 30/05/1983, 25/08/1984, 14/11/1996, 01/09/2013 & 19/02/2020				

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৬২১ তম বোর্ড সভার অনুমোদিত সিদ্ধান্ত নং ১৭৭০০

