

# User Manual For Complain Management System

**User Only**



প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর  
বিদ্যুৎ বিভাগ, বিদ্যুৎ জ্বালানি ও খনিজ সম্পদ মন্ত্রণালয়

**Office of The Chief Electric Inspector**

Government of The People's Republic of Bangladesh

Ministry of Power Energy and Mineral Resources

25 New Eskaton Road, Dhaka-1000

[www.ocei.gov.bd](http://www.ocei.gov.bd)

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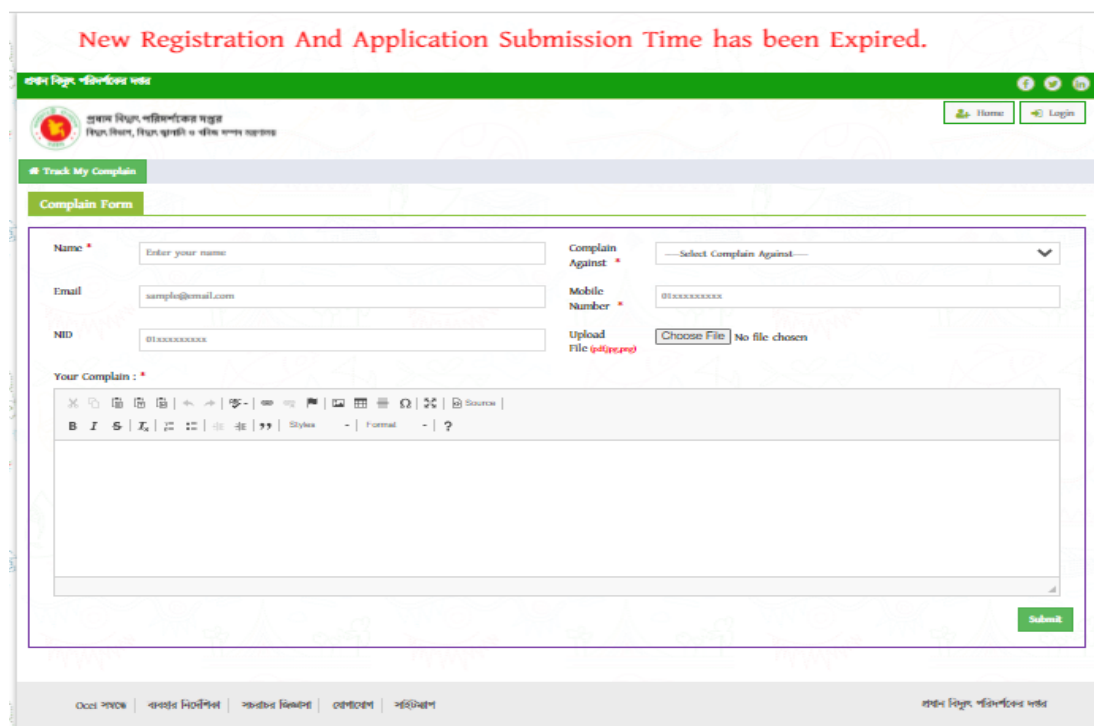
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## Introduction:

Complain Management System is a Web Application for Office of Chief Electric Inspector (OCEI)

Please go to the Complain Management System link below:

<http://complain.ocei.gov.bd/>



New Registration And Application Submission Time has been Expired.

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
প্রধান বিদ্যুৎ পরিদর্শক মহাপ্তা  
বিদ্যুৎ, বিমান, বিমান বাসন ও বরীদ শক্তি মন্ত্রণালয়

Home Login

Track My Complain

Complain Form

Name \*

Email

NID

Complain Against \*

Mobile Number \*

Upload File  No file chosen

Your Complain : \*

Submit

OCEI সফটওয়্যার | ব্যবহার নির্দেশিকা | সাহায্যের বিষয়বস্তু | ফিডব্যাক | সহযোগিতা

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

## How to Create a Complain:

After user go to the Complain Management System link he/she find a complain management system form shown in the picture. Please Fill the form with correct information as instructed below.

New Registration And Application Submission Time has been Expired.

প্রধান বিদ্যুৎ পরিদপ্তরের দপ্তর  
 বিদ্যুৎ নিয়ন্ত্রণ, বিদ্যুৎ স্থাপত্য ও বর্জ্য সম্পদ ব্যবস্থাপনা

[Home](#) [Login](#)

[Track My Complain](#)

Complain Form

Name \*

Email \*

NID \*

Complain Against \*

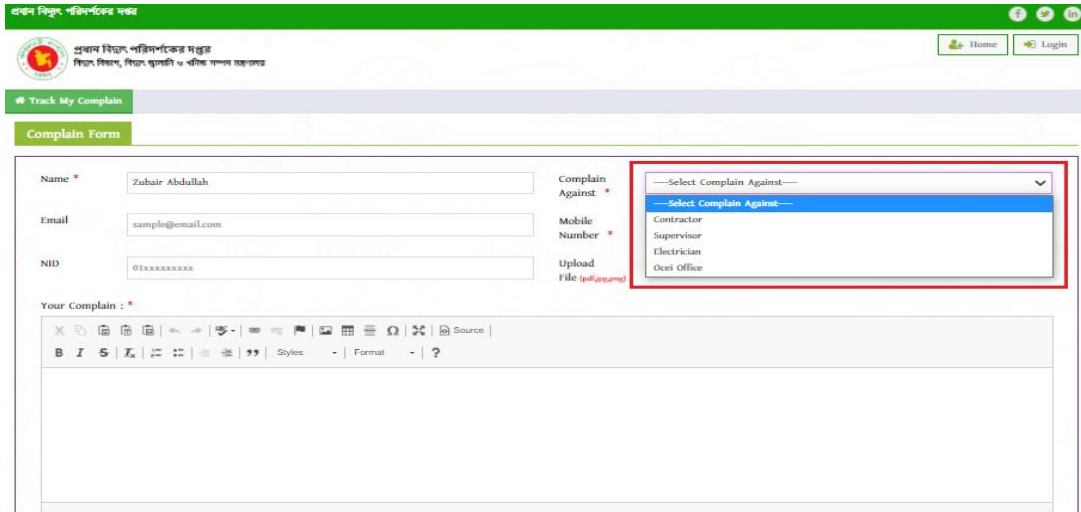
Mobile Number \*

Upload File \*  No file chosen

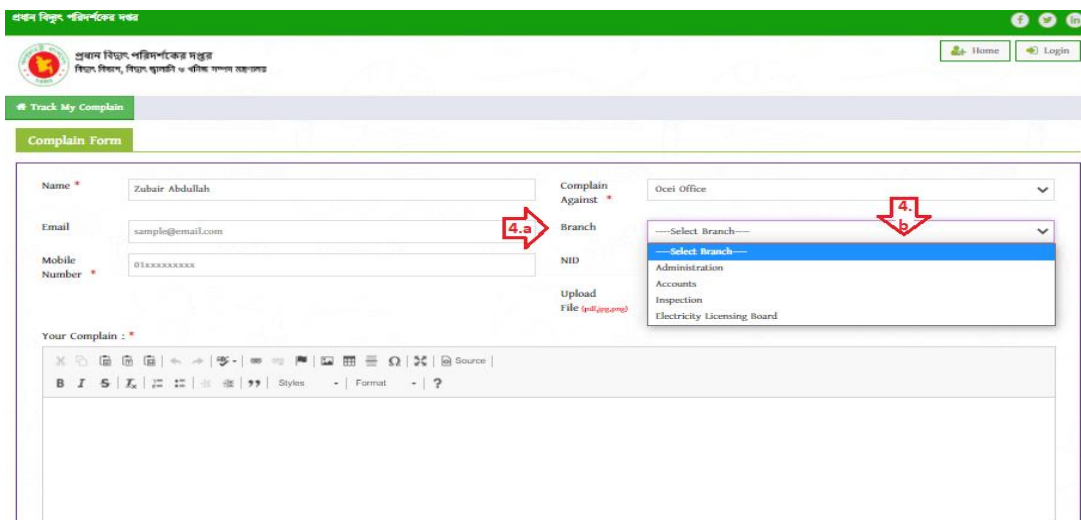
Your Complain : \*

B I S | | Styles - | Format - | ?

1. Complainer has to fill up the complainer full name shown in the picture below.
2. Complainer has to fill up the complainer valid e-mail address here.
3. Complainer has to fill up the complainer valid NID number here.
4. If the Complainer click on this dropdown menu Complainer will find four options to select from the menu. Exm: Contractor, Supervisor, Electrician or OCEI Office. If any one have any Complain against Contractor, Supervisor or Electrician, Complainer can select any of them. Otherwise select OCEI office to get OCEI Office Branch list. After finding the branch list Complainer select any specific branch Complainer is looking for.
  - a) If the user select OCEI Office then another dropdown menu will appear shown in the picture below.



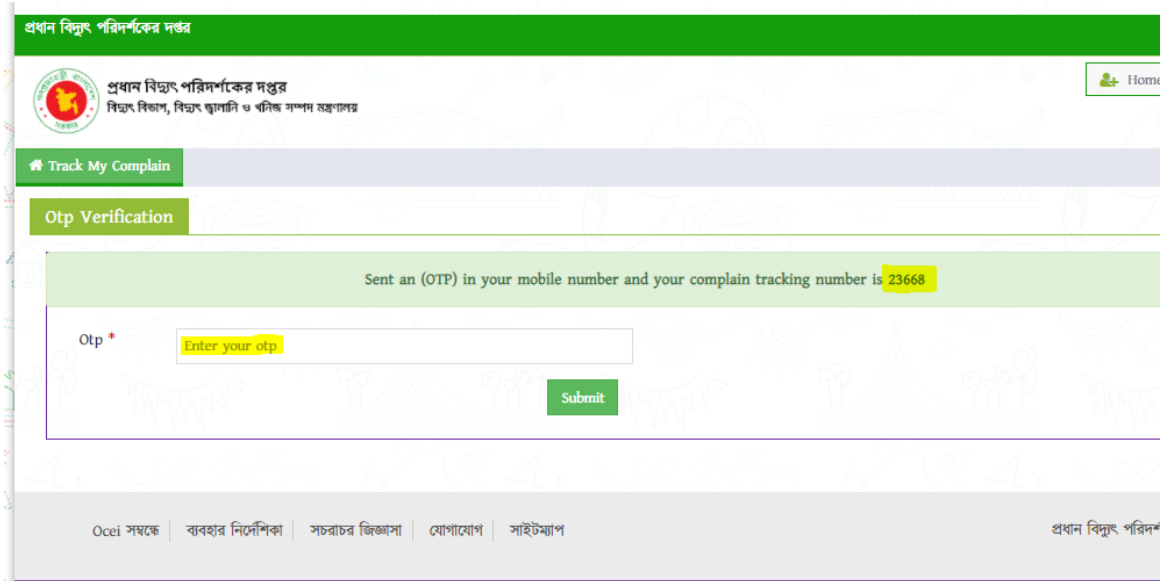
- b) Complainer can choose any branch from the new dropdown menu 'Branch'. To make a complain against OCEI office complainer have to select a specific branch.



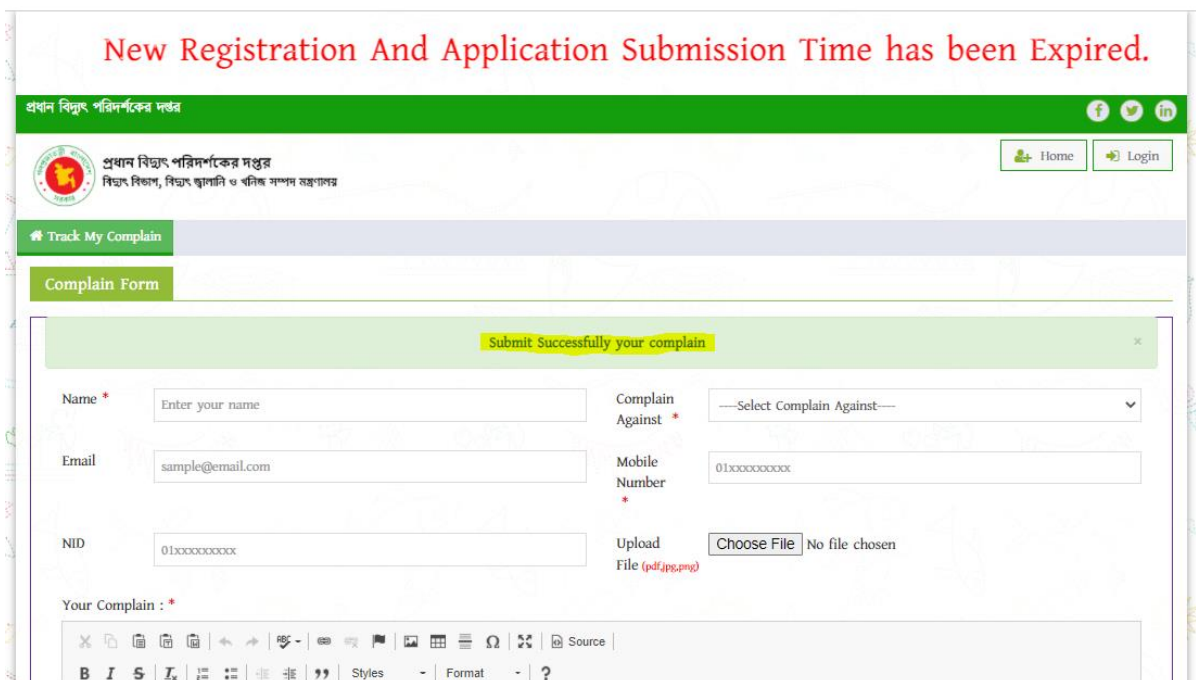
5. Complainer should type his/her valid Mobile number here.
6. Using this button Complainer can upload a supporting document, pdf or picture file with this complain.

### Verify OTP and Get Your Tracking Number:

After submitting your complain, complainer will automatically re-direct to a new window. In the new window complainer will get his/her 'Tracking Number' to track/check status of his/her complain. Please, Save your 'Tracking Number' for future references. Complainer Will get a message with a OTP in his/her registered phone number.

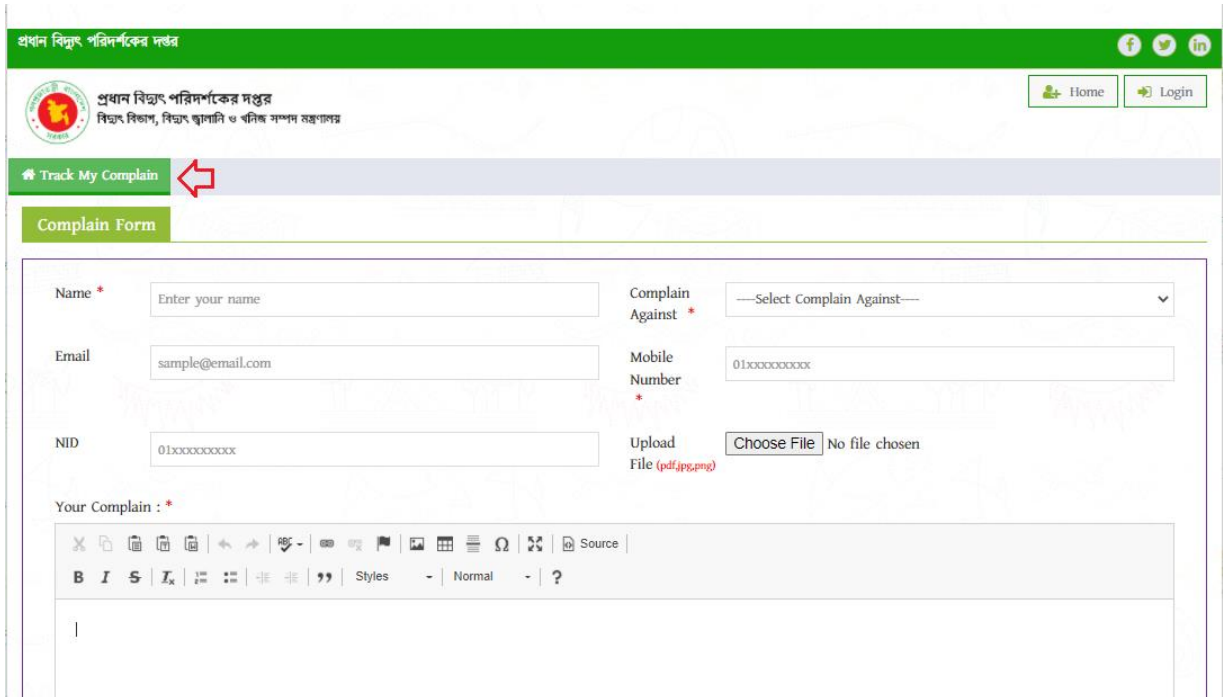


After complainer enter the OTP, please click on the ‘Submit’ button. Then complainer will re-direct to a new window with a message saying, Your complain is submitted successfully.



## How To Track Your Complain:

Complainer can track his complain using the tracking number provided by the Complain Management System. Please click on ‘Track My Complain’ button.



প্রধান বিদ্যালয় পরিদর্শকের দপ্তর

Home Login

Track My Complain

Complain Form

Name \* Enter your name

Email sample@email.com

NID 01xxxxxxxxxx

Complain Against \* —Select Complain Against—

Mobile Number 01xxxxxxxxxx

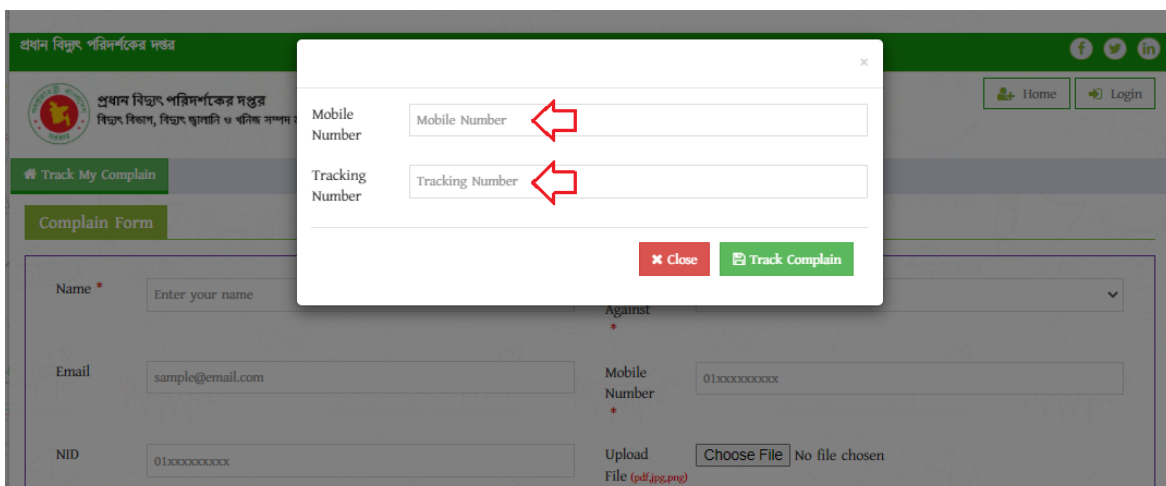
Upload Choose File No file chosen

File (pdf, jpg, png)

Your Complain : \*

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Source.

A new pop-up window will appear in the screen, shown in the below picture. Then enter your Phone number and tracking number and click 'Track My Complain'.



প্রধান বিদ্যালয় পরিদর্শকের দপ্তর

Home Login

Track My Complain

Complain Form

Name \* Enter your name

Email sample@email.com

NID 01xxxxxxxxxx

Complain Against \* —Select Complain Against—

Mobile Number 01xxxxxxxxxx

Upload Choose File No file chosen

File (pdf, jpg, png)

Mobile Number

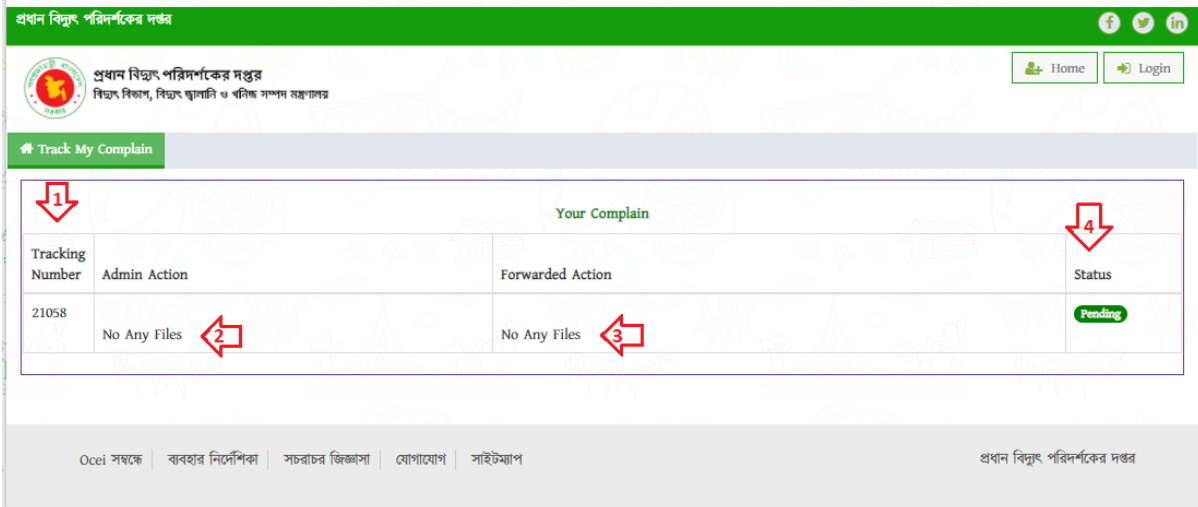
Tracking Number

Close Track Complain

Then another new window will appear in the screen. You can check your complain Status and details here.

Please check the picture below,

## 1 Application Submission Time has been Expired.



The screenshot shows the OCEI portal interface. At the top, there is a green header with the text 'প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর' (Chief Electric Officer's Office) and social media icons. Below the header, there is a navigation bar with 'Home' and 'Login' buttons. The main content area is titled 'Track My Complain'. It features a table with the following structure:

Your Complain			
Tracking Number	Admin Action	Forwarded Action	Status
21058	No Any Files	No Any Files	Pending

Red arrows indicate the following points:

- Arrow 1 points to the Tracking Number (21058).
- Arrow 2 points to the Admin Action (No Any Files).
- Arrow 3 points to the Forwarded Action (No Any Files).
- Arrow 4 points to the Status (Pending).

At the bottom of the page, there is a footer with links: 'Ocei সম্বন্ধে' (About OCEI), 'ব্যবহার নির্দেশিকা' (Usage Instructions), 'সচরাচর জিজ্ঞাসা' (Frequently Asked Questions), 'যোগাযোগ' (Contact), and 'সাইটম্যাপ' (Site Map). The text 'প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর' (Chief Electric Officer's Office) is also present in the footer.

1. Your complain tracking number is showing here.
2. You can find OCEI office Admin action here.
3. You can find OCEI office Admin's forwarded action here.
4. You can find your complain application's status here. The status can be Pending or Completed.

If the status is still pending, please wait patiently and keep checking for your complain application's status to be 'Completed' to get a final visible result.