

User Manual For Complain Management System

Office 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

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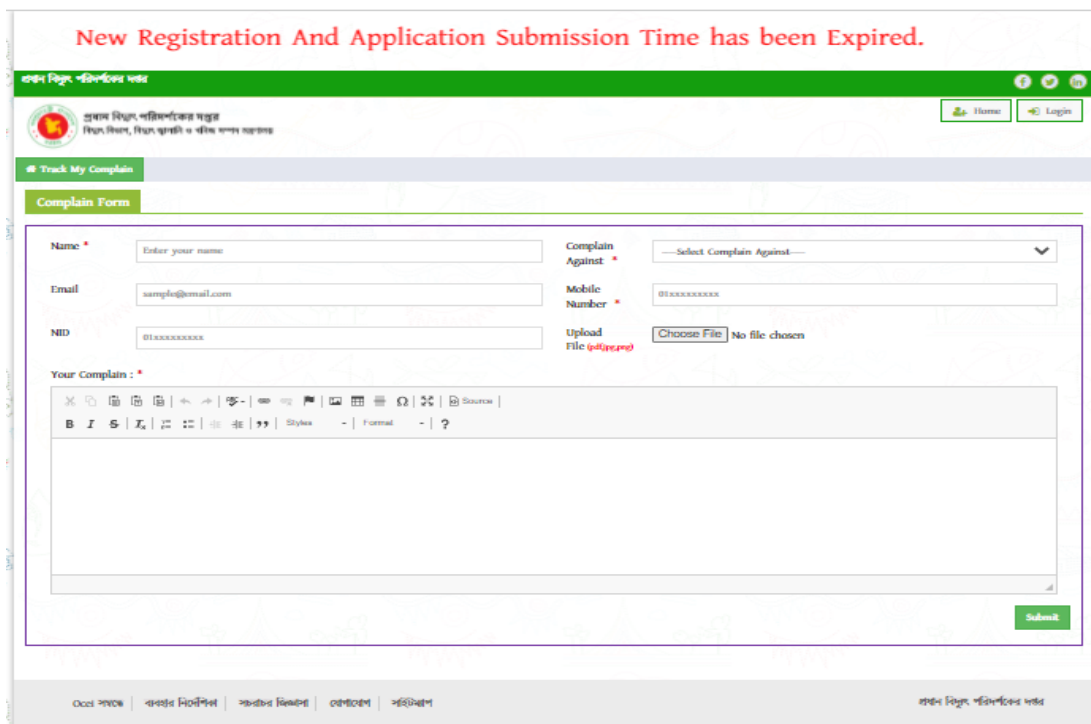
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Introduction:

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

Please go to the Complaint Management System link below:

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



New Registration And Application Submission Time has been Expired.

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
প্রধান বিদ্যুৎ পরিদর্শক মহোদয়ের কার্যালয়
বিদ্যুৎ, বিমান, বিমান যানবাহন ও সীমান্ত সুরক্ষা বিভাগ

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 | সাহায্য বিবরণ | ফিডব্যাক | সংশোধন

How to Create a Complain:

After user go to the Complaint 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

প্রধান বিদ্যুৎ পরিদপ্তরের দপ্তর
 বিদ্যুৎ নিয়ন্ত্রণ, বিদ্যুৎ স্থাপত্য ও বিদ্যুৎ সঞ্চালন বিভাগ

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

[Track My Complain](#)

[Complain Form](#)

Name *

Email *

NID *

Complain Against *

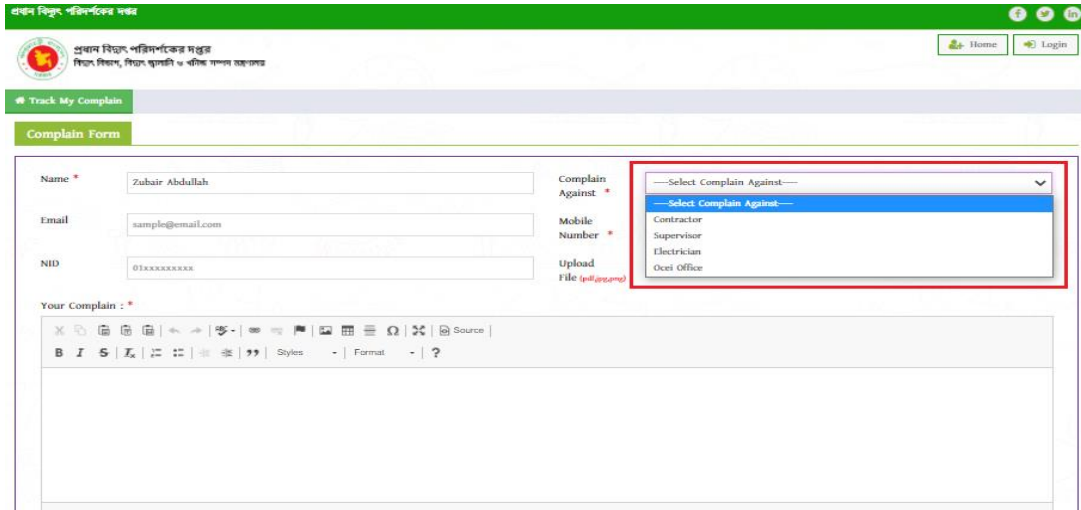
Mobile Number *

Upload File * No file chosen

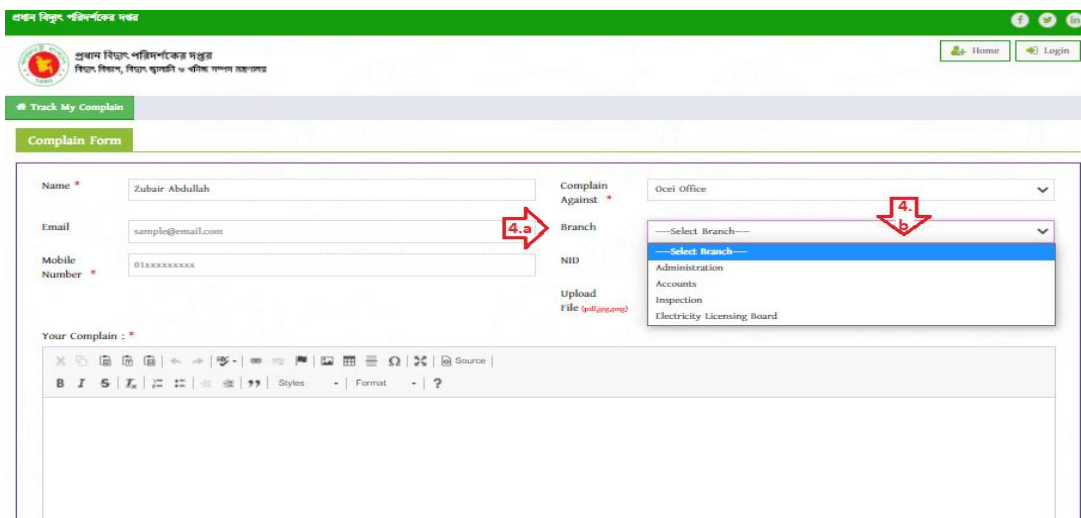
Your Complain : *

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.



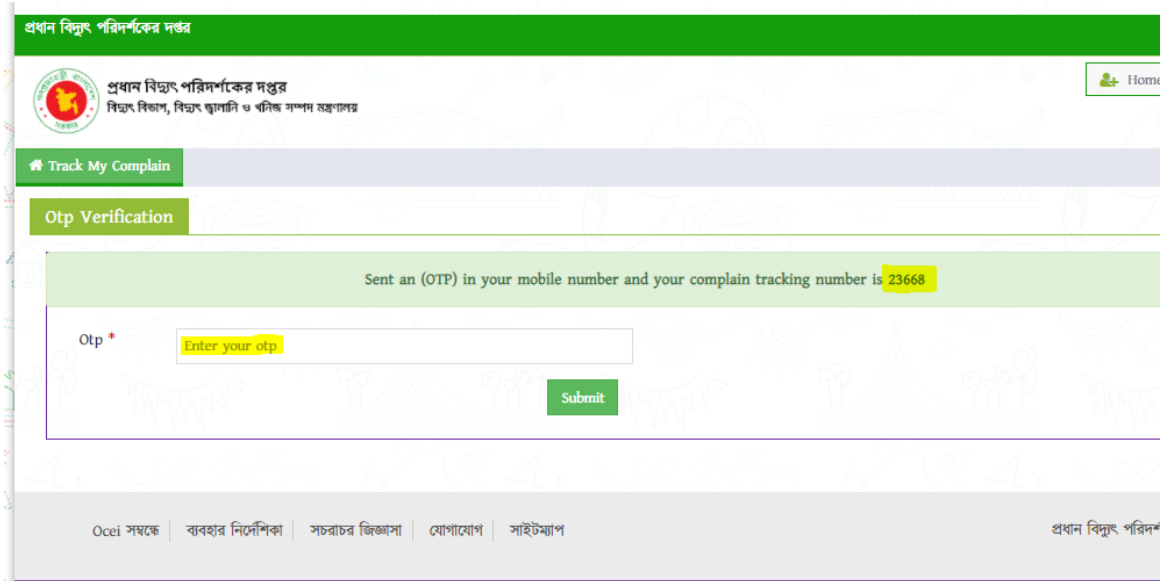
- b) Complainer can choose any branch from the new dropdown menu 'Branch'. To make a complain against OCEI office complainer have to select a specific branch.



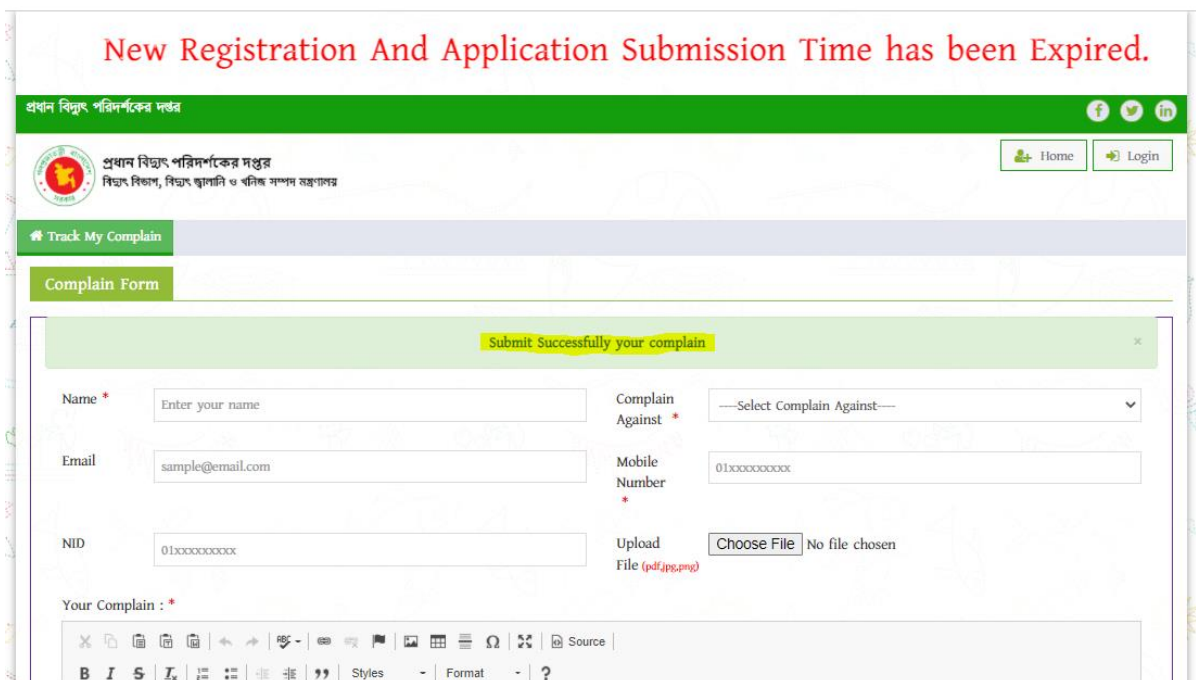
5. Complainer should type his/her valid Mobile number here.
6. Using this button Complainer can upload a supporting document, pdf or picture file with this complain.

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.

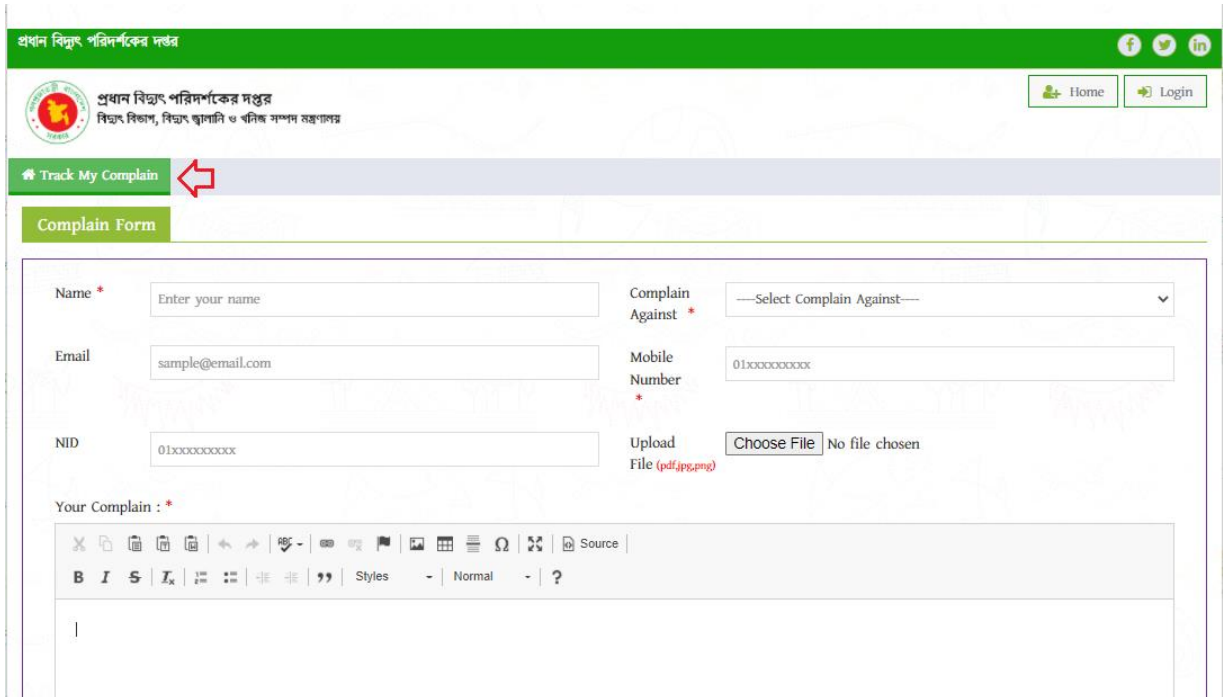


After complainer enter the OTP, please click on the ‘Submit’ button. Then complainer will re-direct to a new window with a message saying, Your complain is submitted successfully.



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

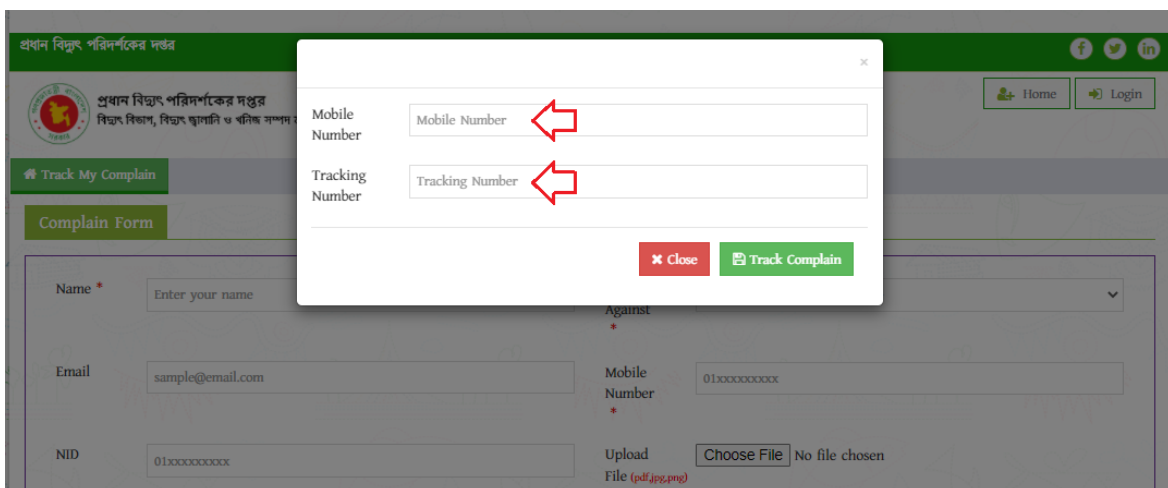
Upload Choose File No file chosen

File (pdf, jpg, png)

Your Complain : *

Rich text editor toolbar with options like Bold, Italic, Underline, etc.

A new pop-up window will appear in the screen, shown in the picture below. 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

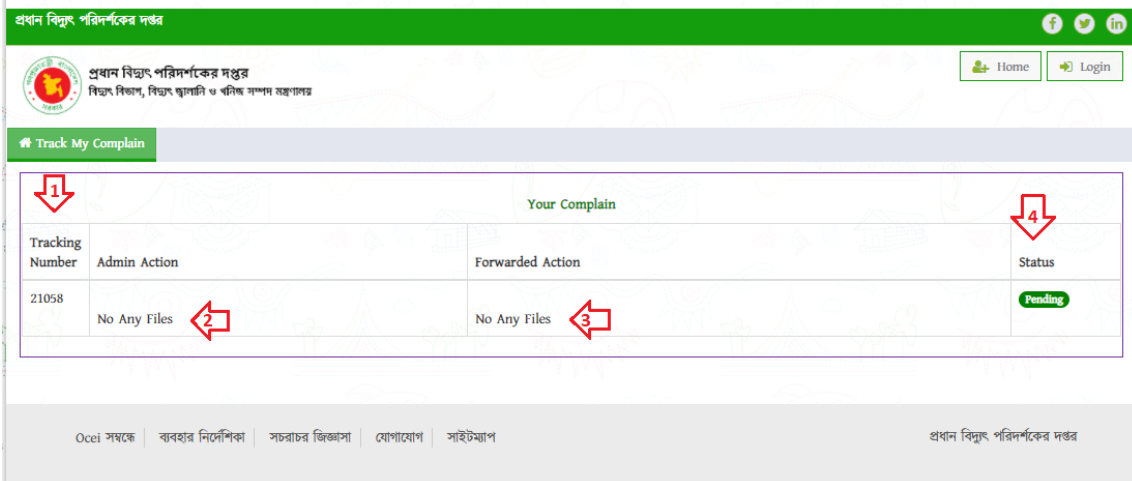
Tracking Number

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.



প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর

প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর
বিদ্যুৎ বিভাগ, বিদ্যুৎ স্থাপত্য ও বর্ষিক সম্পদ সঞ্চালক

Home Login

Track My Complain

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

Ocei সম্বন্ধে | ব্যবহার নির্দেশিকা | সচরাচর জিজ্ঞাসা | যোগাযোগ | সাইটম্যাপ

প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর

1. Your complain tracking number is showing here.
2. You can find OCEI office Admin's 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.

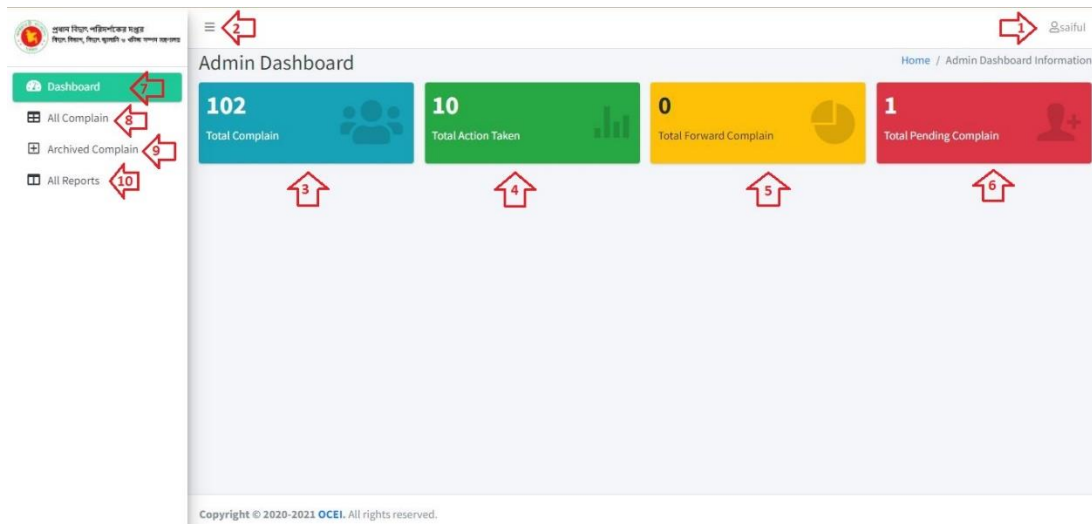
If the status is still pending, please wait patiently and keep checking for your complain application's status to be 'Completed' to get a final visible result.

Office – Introducing to Admin Panel:

At first log in to a admin panel to find all the new, pending and completed complain in this web application.

Dashboard:

Go to dashboard to see new complain and other complain summery. Please check the below picture with the marking 1,2,3 to understand the web application easily.




1. Showing admin panel user name. Admin can click here to see Admin profile or log out from the account.
2. Click here to Hide or Unhide the left menu.
3. Showing total new complain received by the complaint management system.
4. Total action taken against any complain or total complain solved.
5. Showing total complain forwarded to specific OCEI official.
6. Showing total pending complain received by the complaint management system.
7. Click here to see Dashboard.
8. Click here to see all Complain.
9. Click here to see all completed/solved Complain.
10. Click here to generate report.

All Complain:

All Complain						
Show 10 entries						
#	Sl No	Name	Subject	Admin Action	Forwarded Action	Status
<input type="checkbox"/>	81	Md. Imran Hossan Sheikh	Dear sir, "Assalamualikum" Last 23/01/2022 i have submitted my Electrician (B,C) catagorry Permit Renewal Application from	No Action Taken	No Action Taken	Pending
<input type="checkbox"/>	82	Zubair Abdullah	Test Complain	No Action Taken	No Action Taken	Pending
<input type="checkbox"/>	83	MD. NURUL ISLAM	আমি গত 19/01/2021 ইং তারিখে বি ও সি বিদ্যুৎ পারমিট লাইসেন্স এর জন্য আবেদন করেছিলাম কিন্তু	No Action Taken	No Action Taken	Pending

1. Showing Complainer's name here.
2. Showing Complain details here.
3. Showing Admin action here.
4. Showing Admin forwarded action here.
5. Showing application Status here.
6. Admin's Action button to take any specific Action.

Archived Complain:



প্রধান বিচার-পরিচালকের দপ্তর
বিচার, বিচার, বিচার, বিচার ১০ খণ্ড দপ্তর অফিস

- Dashboard
- All Complain
- Archived Complain**
- All Reports

saiful

All Archived Complain List

Home / All Archived Complain Information

All Archived Complain

Show 10 entries
Search:


Sl No	Name	Complainer's Reason	Admin Taken Action	Employee Taken Action	Complainer File	Admin File	Employee File	Status
1	dddddggjiko 121212121212	test run	Please solve this issue.	solved	Download File	Download File	Download File	Done
2	Asad Sheikh 1122334455	I want to apply for Electrician permit.	Please Contact ELB Branch for more information.		Download File	Download File	Download File	Done
3	Rahman 01923093965	Here you go	Rahman please take action	Okay i took action	Download File	Download File	Download File	Done
4	uyuyu 01946590054	uhuhu	www	aaa	Download File	Download File	Download File	Done

Admin can see all settled Complain here. Admin can download necessary document or check status here.

All Reports:

Admin can generate any report here. Admin can search reports by date. Choose from date and to date then click search to generate specific time duration reports.

Admin can download specific reports.



প্রধান বিচার, পরিদর্শকের মহলার
বিচার বিভাগ, বিচার দপ্তর ৩ নং পল্লী সড়ক, ঢাকা-১০০

Dashboard

All Complain

Archived Complain

All Reports

All Complain Report

Home / All Complain Informa

Date Wise Report Print

From Date: 01-May-2021 To Date: dd-----yyyy

Search:

All Complain Report

Show 10 entries

SL No	Name	Complainer's Reason	Adnin Taken Action	Employee Taken Action	Compliner File	Admin File	Employee File
1	dddddggjiko 121212121212	test run	Please solve this issue.	solved	Download File	Download File	Download File

Office - How to Execute a Complain: