

Tab 1: General Information

About Customer Relationship Management Department:

Customer Relationship Management (or CRM) is a strategic approach concerned with creating improved value through the development of appropriate relationships with the customers and customer segments. CRM is a system to capture information about your customers and how the business basically interacts with the customers to satisfy their needs.

Customer Relationship Department (CRD) divided into three sub-sections to process all the activities for improving customer service of DABS.

- Customer Services Planning Department
- Customer Services Department -Other Provinces
- Customer Services Department -Kabul
- Unified Contact Center-DABS

Objectivities of Customer Relationship Department:

The main objectivities of CRD are:

- Develop an effective channel strategy to meet the needs of DABS customers and reduce cost.
- Ensure that customer complaints are recorded and handled in a fair and consistent way at the earliest possible time.
- Achieve high customer satisfaction.
- Improve quality of management information and lessons learnt from complaints to prevent recurrence and improve customer experience.
- Minimize the time taken for Services assessments to be completed and improve quality of assessments.
- Implement good staff management practices and ensure there are sufficiently trained staff to provide services to meet customer needs.
- Increase the number of services available across all channels and improve ease of use.
- Train Customer Service Representatives (CSR's) to reduce average handling time and increase quick resolution of customer's requests.
- Increase effectiveness of administrative work to be completed.

- Implement latest technologies like token management, texting mobile massaging service and online complaint management for delivering valued information to customers at the quickest time possible.
- Create awareness through mass media on periodic bills printing, on time payments, load shedding, planned maintenance etc.
- Implement customer survey to collect and monitor customer satisfaction data and feedback and plan for improvements.
- Manage customer contact with CRM across a range of communication channels in a way that exceeds customer expectations.
- Improve access of services to all customers and deliver efficient service according to the objectives of DABS CRM Strategy.

Key Definitions:

Electricity Sales Policy: Policy developed, finalized and notified by DABS to govern sale of electricity to its Customers. The policy lays down rules, regulations, terms and conditions for supply and sale of electricity.

Electricity Usage Agreement: The agreement signed between DABS and its Customers that defines terms and conditions for sale of electricity and related services.

Government Transformers: Transformers installed for Government Customers, which are procured, installed and maintained by Government Customers. These Transformers are DABS property after these are handed over to DABS. DABS is responsible for their operations and maintenance after the handing over of the transformers.

Large Power User Transformers: Transformers procured, installed and maintained by Large Power Users. These are privately owned with CT/PT metering system.

LPU Customer: Customers with high power consumption.

Medium Customer: Customers who are provided 3 phase power supply with ordinary 3 phase meters.

Small Customer: Customers who are provided single phase power supply with single phase meters.

Non-Residential Places: Places which are used by government organizations, non-government organizations (both domestic and foreign), domestic and foreign companies, holy places, commercial places, and industrial units.

Non-Refundable Fee: The amount of money which is collected by DABS from Customers to provide electricity connection and related services for supplying electricity. It is calculated based on the load request (KVA) as per the requirement of the Customer and is collected one-time and is non-refundable.

Private or Independent Transformers: Transformers installed for dedicated customers, which are procured and installed by the Customers. Customers are responsible for operations and maintenance of these transformers. DABS' O&M team is responsible for periodic inspection of these transformers to ensure their upkeep.

Residential Places: Places such as individual houses and apartments which are used only for residential purposes.

Residential Transformers: Transformers installed for group of residential and commercial customers, which are procured, installed and maintained by DABS. These Transformers are DABS property and DABS is responsible for their operations and maintenance.

Service Fee/Charges: Amount of money which is collected by DABS from Customers against the services provided by DABS.

Tab 2: Unified Contact Center/Call Center:

DABS has established single point contact through a Unified Contact Center at Kabul to receive all the complaints, service requests and suggestions from all the customers of DABS related to electricity services. The Call center is reachable via unified phone number 144. The Call Center staff serves the customers from 8.00AM to 11.00PM (15 hours) in all 7 days of week. All the calls received are recorded in the system and forward the complaints to the respective field staff for investigation and rectification. Following service requests are implemented at DABS UCC.

A. Technical Complaints

- Supply Related
- General
- Emergency

B. Non-Technical

- Staff
- Theft
- Billing Related
- Meter Related

Tab 3: Customer Service Center:

DABS established customer service centers across country, based on the customer base and geographical area. There are 41 Nos of Customer Service Centers operated by DABS, out of that 10 Nos of Customer Service Centers are in Kabul Breshna and 31 are in other provinces. All centers are working 8 hours per day from 7.30AM to 4.30PM to provide service to customers. Following services are offered to customers at each Customer Service Center of DABS.

- New Service Connection
- Load enhancement
- Disconnection & Reconnection
- Tariff Change
- Phase Change
- Name Correction
- Title Transfer
- Address Change
- Billing Issues
- Meter Issues
- Duplicate Bill
- Final Bill
- Payments

Customer Service Center Offices and Address:

For Kabul:

Customer Services Center of Kabul Electricity Department: In front of Barikot Cinema
Dehmazang

Customer Services Center for LPU: KED Office In front of Barikot Cinema Dehmazang

Customer Services Center of Dehmazang: Traffic square, Dehmazang

Customer Services Center of Taimani: In front of Benazeer Weeding hall, Taimani

Customer Services Center of Chamtala: Passing Khair Khana Kotal in front of Laziz
Restaurant

Customer Services Center of Ahmad Shah Baba Mena: Block # 12 in front of Esteqlal gas
station

Customer Services Center of Khair Khana: Golaee Park, in front of Afghan Hospital

Customer Services Center of Dasht-e-Barche: Golaee Mahtab Qala, Beside Hasanzada City
Center

Customer Services Center of Macrorayan: 4th Macrorayan, Behind Bokhar Khana Tower

Customer Services of Paghman: Passing from Khwaja Mosafer Shrine

Other Provinces:

Customer Services Center of Balkh: Darbar Street behind of Mazar Education Directorate
Mazar-e-Sharif City

Customer Services Center of Kandahar: Crossing Boldak road beside of Kandahar Customs

Customer Services Center of Herat: Shahr-e-Naw, in front of Behzad road

Customer Services Center of Nangarhar: Chaok-e-Talashi Chaparhar stop Jalal Abad

Customer Services Center of Kunduz: Bandar-e-Emam Sahib Beside of 10KV Substation
Kunduz City

Customer Services Center of Baghlan: Inside Ghori Breshna, Pol-e-khomri

Customer Services Center of Jozjan: Beside Cristal Hotel Sheberghan City

Customer Services Center of Faryab: Misra Square Maimana City

Andkhoy Breshna Office: Rastay Zargare, Beside Kabul Bank Andkhoy City

Saripul Breshna Office: 2nd district, University Road, Beside Da Afghanistan Bank

Samangan Breshna Office: In front of Central Park, Aibak City

Helmand Breshna Office: 1st District, Municipality Square, Lashkar City

Urezgan Breshna Office: 1st District, Beside Education Office, Trenkot City

Zabul Breshna Office: Shahr-e-Naw, Beside Da Afghanistan Bank, Qalat City

Nemroz Breshna Office: In front of Governor House, Zaranj City

Ghor Breshna Office: Beside Pul-e-Omomi Harirod River, Ghor City

Badghes Breshna Office: 1st District, In front of girl's school

Farah Breshna Office: 4th district, main road of Bagh-e-Pul, Farah City

Parwan Breshna Office: North of Charikar main square, Charikar City

Kapisa Breshna Office: Beside Kabul bank, Guldani City

Bamyan Breshna Office: Behind Shahi Foladi Super Market, Bamyan City

Daikundi Breshna Office: New City Rodani Area

Panjsher Breshna Office: Bazarak Parokh, Panjsher City

Ghazni Breshna Office: 1st Police District, Beside Maida Pul, Ghazna City

Maidan Wardak Breshna Office: Near Shora Pul, In front of Government Gas Station

Takhar Breshna Office: Beside Taloqan Mosque, Taloqan City

Badakhshan Breshna Office: Beside Buzkashi Play Ground, New City of Faizabad

Laghman Breshna Office: Beside National Directorate of Security Office, Mehtarlam City

Kunar Breshna Office: Beside Security Recruitment Office, Assad Abad City

Paktiya Breshna Office: Near Ahmad Aba Mosque, Gardez City

Logar Breshna Office: Beside Municipality Office, Pul-e-Alam City

Tab 4: DABS Energy Policy:

The energy policy of Afghanistan is largely guided by country's high energy deficit and increased focus on developing alternative sources of energy, particularly solar and wind energy. The outline and design of policy is prepared by the DABS commercial department with the help of Operations and Finance departments. The objective of the policy is to lay down the key terms and conditions between the customer and DABS for sale of power and energy.

The following are some of the key information of the DABS Energy sale policy:

Customer Classification by Tariff:

Residential Tariff: This tariff is for all those Customers using electricity for residential purposes.

Non Residential Tariff: This includes all government organizations, non-government organization (domestic and foreign), small manufacturer firms, commercial centers, religious, educational and cultural places, unions, associations etc.

Agriculture Tariff: This tariff is only for those customers who are using electricity for cultivation of land, agriculture, and gardening.

Industrial Tariff: This tariff is for LPU and medium customers who are counted as industrial customer according to some conditions define in DABS Energy Sales Policy.

Customer Classification by Demand Usage:

Large Power Users (LPU): These Customers consume large quantity of electricity for the purpose of establishing industries, business etc.

Medium Customers: These Customers consume average quantity of electricity for the purpose of establishing small industries, small companies and small business units etc.

Small Customers: These Customers consume less quantity of electricity for the purpose of residential and also small commercial purpose.

Release of a New Service Connection to Customer:

DABS' Customer is defined as an individual or business owner who legally purchases electricity from DABS and has an authorized Service Connection. Having below documents are compulsory for having a new service connection:

- Identification Documents
- Property Ownership Documents

Non-Standard Equipment and Installation by Non-Technical Team:

LPU Customers should ensure that the equipment installed for new service connection meets all industry standards. In case, they install non-standard or poor quality equipment in the DABS network, they (Customers) will be responsible for any complication or damage or fault. DABS will collect from LPU Customers loss compensation of disconnection of lines (for the time taken for transformer and equipment repairs and restoration) based on the medium voltage line load.

Technical Feasibility by DABS while changing the category of power distribution equipment of LPU:

If Customers want to change power supply category or renew /change the periphery of the LPU installation, he / she should take approval from DABS on the technical feasibility.

Handing Over Equipment of Private Transformers:

If the LPU Customer of a township has sold all apartments, houses and shops to individuals, the network equipment like transformer, line, supports will no longer belong to the Customer and they will not have any rights and authority on these equipment even if all the network and transformers were procured and installed by Customer for Township. These equipment will be considered as DABS property and Customer can't claim or request for refund/cost for the equipment. The Customer should guarantee performance of all these equipment for 3 years.

DABS will assign a technical commission to estimate the price these equipment according to the market rates by considering the depreciation and record the estimated value of equipment as asset of DABS in asset management register. After handing over of these equipment and recording in DABS asset register, maintenance of these equipment will be DABS responsibility. The individual owners of the township can start processing their documents (Customer Service Forums and contract) for conversion to small Customers of DABS.

Transmission & Distribution Lines, Transformers, Meter Installation and Maintenance:

Transmission & Distribution Lines, Transformers, Meter Installation and Maintenance up to meter box is the responsibility of DABS. From meter box up to customer house is the responsibility of Customer.

Delay in Transformers Connection to DABS network:

In the following circumstances, there could be a delay in connecting the private transformers to DABS network.

- Technical specifications provided to the customer during the registration is not matching with the available material specification at site.
- The standards are not applied.
- The technical staff who is responsible for installation and assembly are not available.
- Any other reasons like climatic conditions and local issues.

Meter Installation and Location of Meter Box:

The meter should be installed in the meter box and meter box location will be selected by DABS and will be accessible to DABS operations and meter reading staff.

Disconnecting of Power While Shortage or Insufficiency Power:

DABS staff has the right to disconnect any MV feeder, transformer, transformer circuit, or specific customer in case of power shortage or any technical issue in the transmission and distribution system without any intimation or notice to customers.

Disconnecting of Distribution Lines and Transformers in Normal Conditions:

DABS has the authority to disconnect the distribution line of customer by giving a prior notice, under the following conditions:

- If the technical condition of customer transformer is not satisfactory which may create issues like short circuit or burning or life risk to public or DABS officials.
- If the customer did not submit the request to DABS to resolve the defect/issues of transformers and power devices like CT, PT and Energy Meters.
- If customer did not allow the DABS officials to control and monitor the transformers and measurement equipment.
- If customer did not pay the bill for more than 2 cycles of meter reading continuously.
- Illegal usage of power.
- If customer violates DABS policies and standards.

Specific Conditions:

Customer is responsible to immediately contact DABS under the following conditions:

- Whenever any defect occurs in the measurement devices which will affect the energy consumption and are out of reach of DABS control.
- Short circuit while disconnection and reconnection.
- Overloading of Transformer.
- Any injury to the people/public due to defect in the customer installation devices.
- Any kind of defect to the DABS devices, which are in the customer related area.

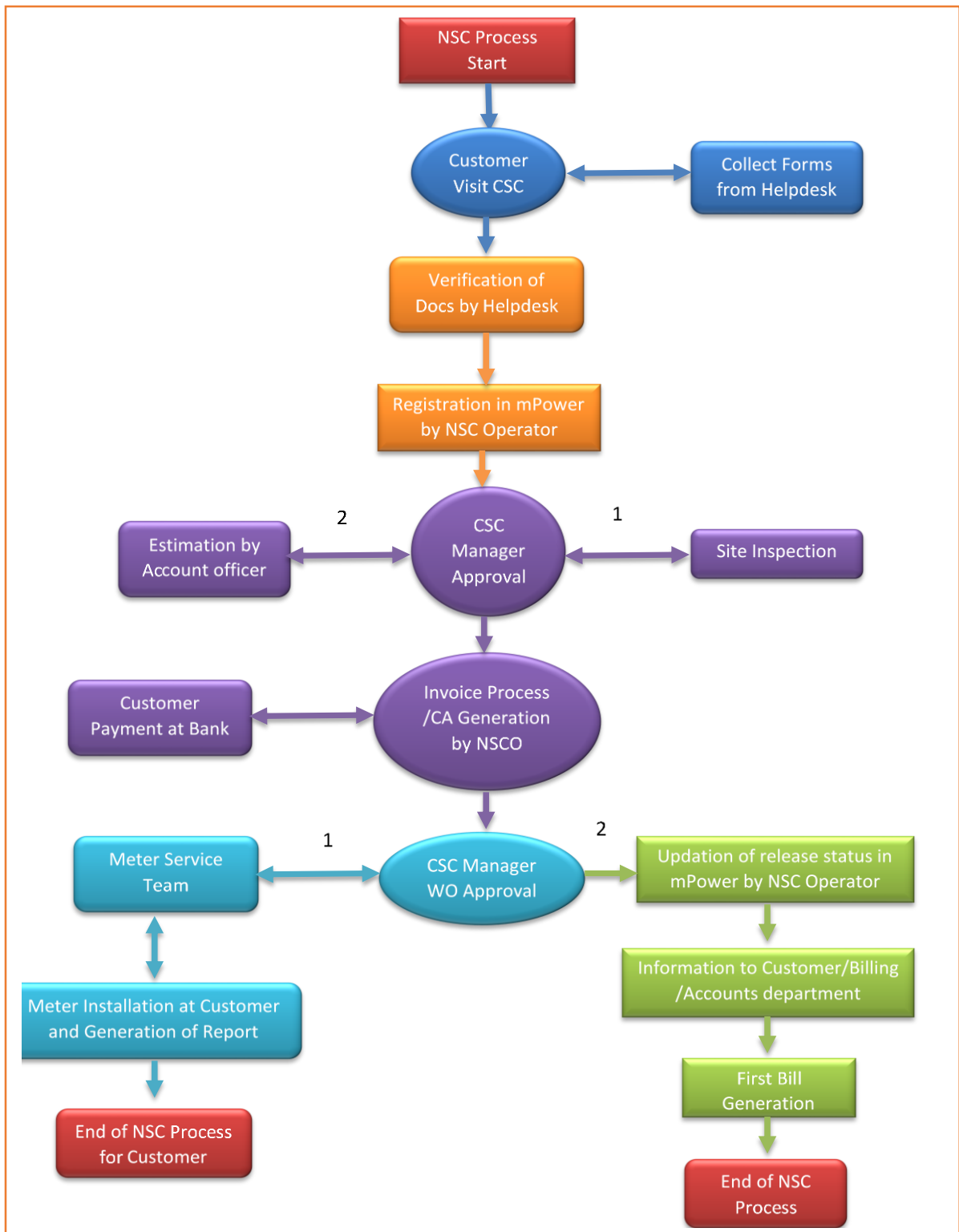
Supply of Energy:

DABS will not supply energy as per below mentioned reasons:

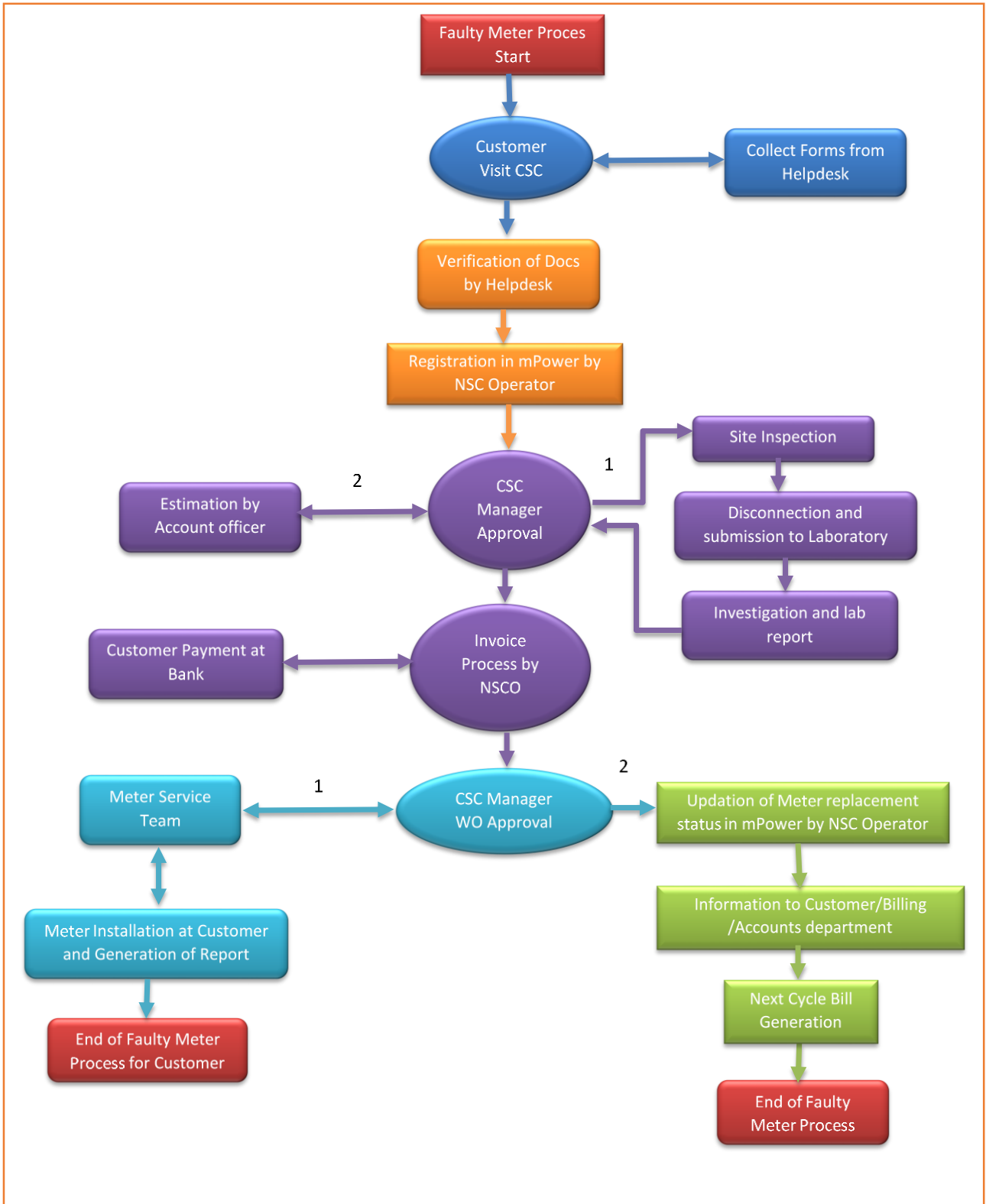
- Any natural disasters, burning, floods, thunderstorms, glacial storms and other climatic issues.
- Damage of transformers, devices, transmission lines and any others technical issues.
- In case of any wrong doings by the officials assigned by the customer in utilization, disconnection, installing of overhead lines, defect in lines and cables and any other operational issues.
- While implementing load shedding.
- While executing the work orders

Tab 5: Procedures for services offering by DABS:

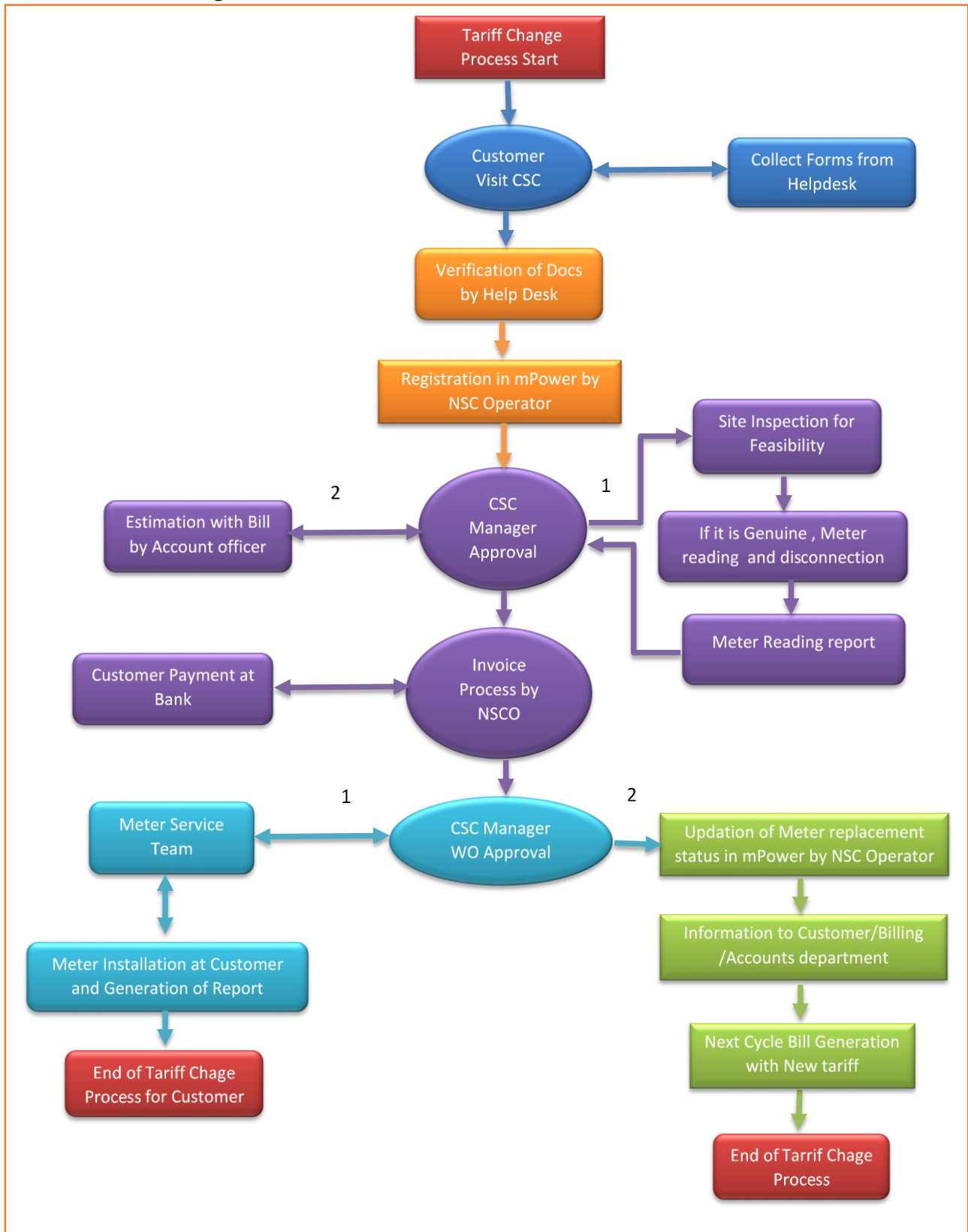
Sub Tab 1: New Service Connection:



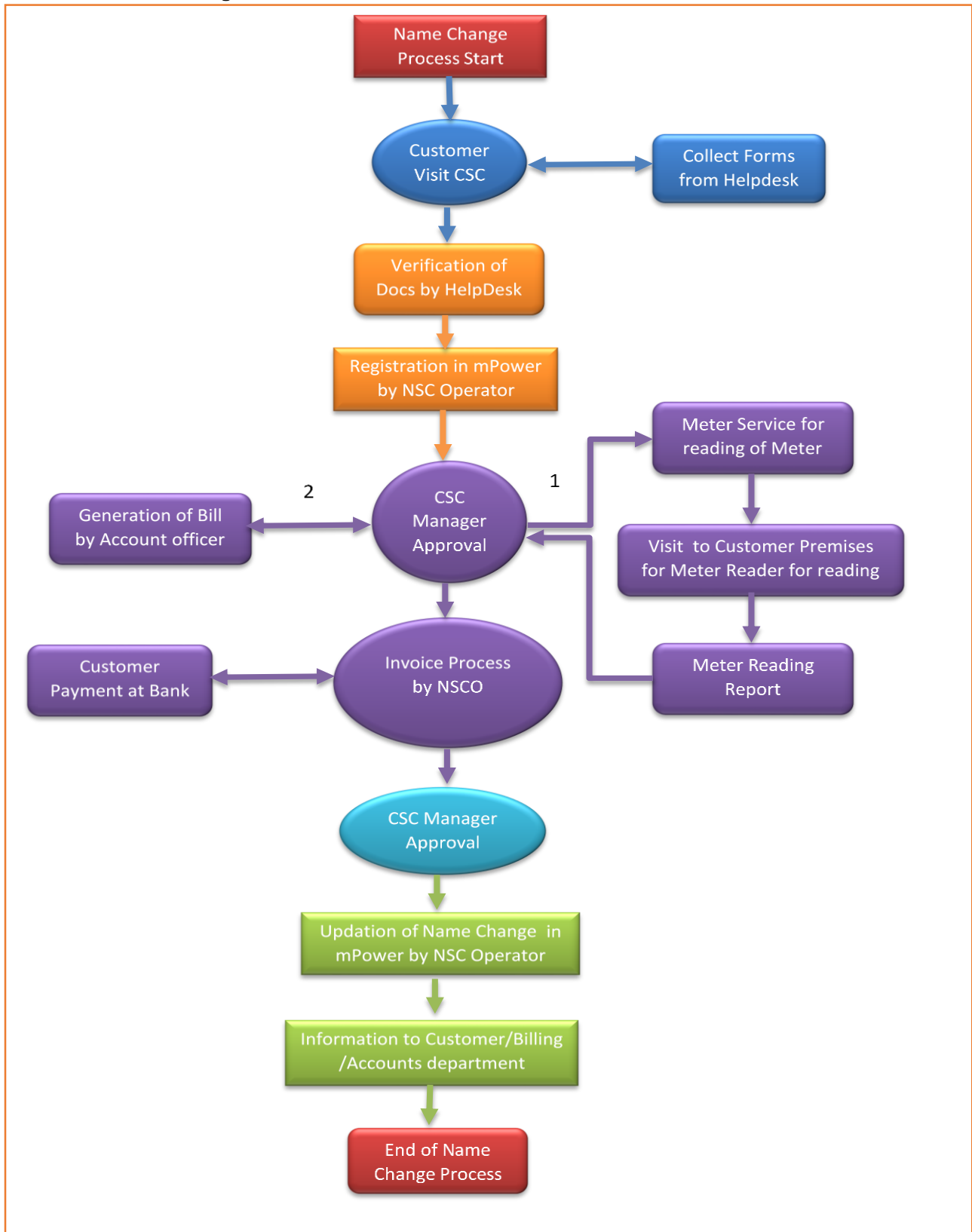
Sub Tab 2: Faulty Meter:



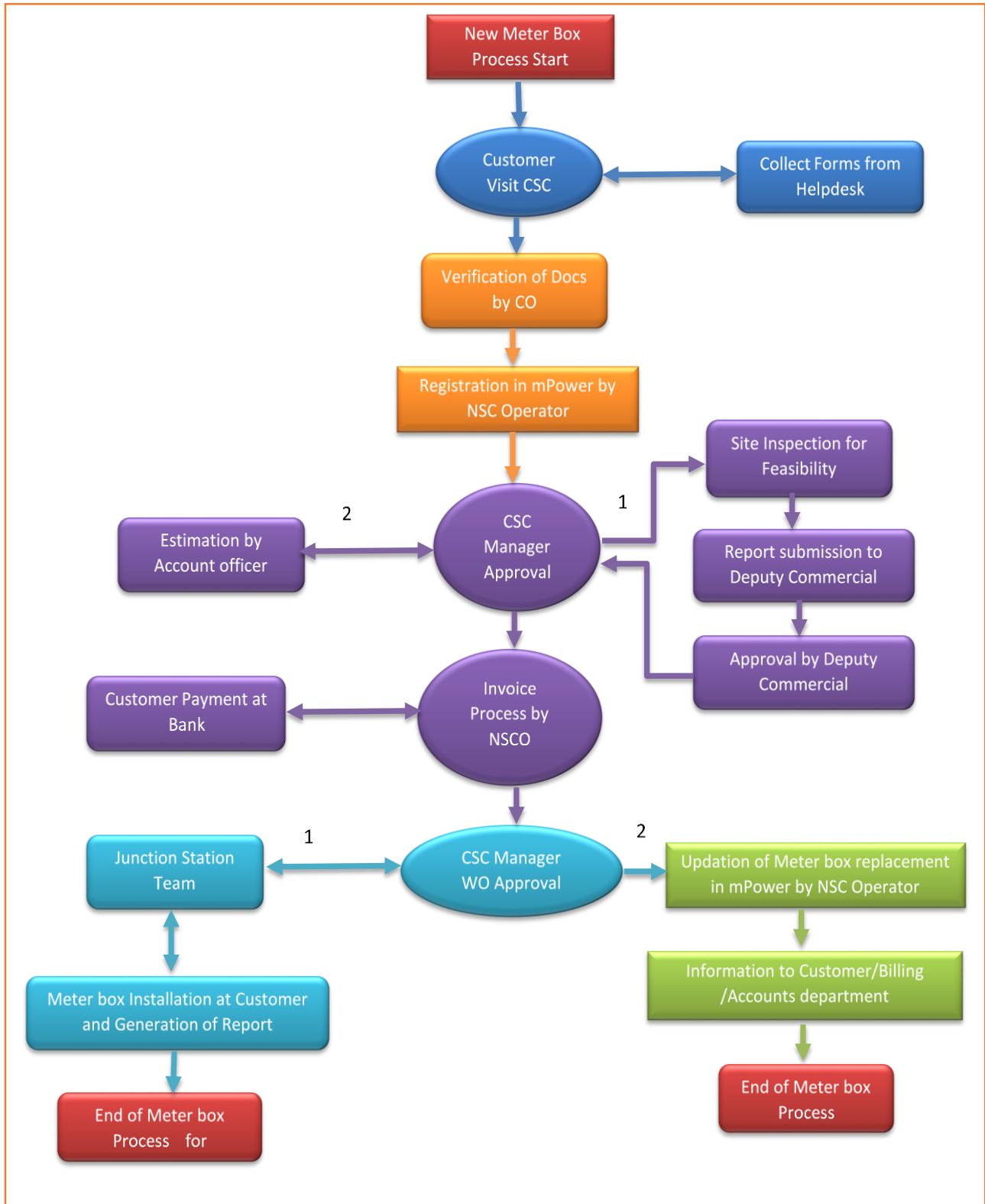
Sub Tab 3: Tariff Change:



Sub Tab 4: Name Change:



Sub Tab 5: New Meter Box:



Tab 6: Service Cost:

Service Fee/Charges is amount of money which is collected by DABS from Customers for offering a service. If the Customer's energy meter has any defect or any issue, based on the service request from the Customer, DABS official will visit Customer premises and resolve/rectify the problem. DABS will charge service fee to customer before visiting the customer premises. During the process of trouble shooting, If DABS staffs unable to fix the customer meter /issue, then customer should get new meter by paying the cost of meter to DABS.

Tab 7: Tips:

Conserving electricity serves double purpose, like reduce global warming and saving money to customer over a period of time. The following are some of the energy saving tips:

Take a look around your home or office: Any appliance that operates on electricity can be made more energy efficient. Use lights or any other facilities only at where you are. Insulating your home and changing your daily habits are also effective way to reduce electricity use.

Embrace natural light: Use natural light whenever possible instead of relying on artificial light can greatly reduce electricity use during the day. Always try to use sun light by opening curtains or doors and let the sun shine in! Exposure to natural light also increases happiness, giving you an even greater incentive to raise the blinds.

Change your bulbs: Replacing regular incandescent light bulbs with compact fluorescent (CFL) or LED bulbs is a big energy saver. Incandescent bulbs release 98% of their consumed energy through heat, while CFL and LED bulbs are much more energy efficient and last several times longer.

- CFL bulbs were the first alternative to incandescent bulbs, and they use only about 1/4 the energy of incandescent bulbs. They contain trace amounts of mercury, so they must be disposed of properly when they burn out.
- LED bulbs are newer to the market. They're more expensive than CFLs, but they last longer and don't contain mercury.

Turn off the lights: This is the simplest, most common way to save electricity, and it really works. Start paying attention to how many lights are on in your house at a given time. Be mindful of how many lights you really need to be using at once. When you leave a room, make a habit of turning off the lights, every single time.

Unplug any appliances that are not in use: It is real fact that the appliances (even small appliance like mobile phone, camera etc.) consume energy when they are plugged in, even they're not in use or switched off. The following are basic steps to save energy in this category:

- Instead of pulling 5 devices out of their sockets from a power strip, flipping switch of the strip makes easier and saves energy.
- Computers use a lot of energy, and when they stay plugged in., so shut down your computer and unplug it at the end of the day.
- Don't leave your TV plugged in all the time. It may seem inconvenient to unplug it when you're finished watching, but the savings are worth.
- Don't forget to unplug small appliances like phone chargers, kitchen appliances, hair dryers, and anything else you've got that runs on electricity.

Tab 8: Guidelines and General awareness:

DABS consider electrical safety very seriously. We are committed to upholding the highest standards of safety in our work, and promoting awareness of electrical safety. The following are the guidelines in respect of safety:

Sub Tab 1: General Awareness:

Be aware: Be aware of all overhead and underground power lines before you plan on doing any work near a power line.

Exercise caution: Look up and make sure to use extreme caution to not touch or approach power lines when performing activities that could be potentially dangerous, such as using a ladder, pruning or cutting trees, operating farm or other equipment, and carrying long tools or pipes, etc.

Proceed with care: Always look out for fallen or sagging wires/conductors, especially after storms, and stay until clear all downed power lines.

Stay clear: Stay at least 10 meters away from a downed power line or any other damaged line or tower. The voltage is highest nearer to the downed line, and it decreases with distance from the place where it is downed. If you feel a tingling sensation, immediately put your feet together and shuffle away from the damaged facility.

Stay in or hop out: If you are in a vehicle that is touching a downed or damaged power line or tower, stay in your vehicle if you can, until you received some ones assistance. If it is unsafe, due to imminent danger such as a fire, jump out of your vehicle with your feet together and without touching the vehicle or any other equipment. Shuffle away from the damaged facility.

Safety checks: DABS recommends that customers are arrange for regular safety checks of their existing or newly purchased home, especially where old wiring has deteriorated and become unsafe. It is recommended that periodic checks be carried out on safety switches (every six months) and circuit breakers (every two years). Special attention should be taken to all the following aspects of existing installations:

- Service neutral links and the customer's active and neutral links
- Overhead point of attachment including exposed consumers mains that are often prone to ultraviolet degradation
- Structural integrity of private pole As (and other private poles)
- Old hinged wooden switchboards
- Obsolete service fuses
- Old underground service termination boxes and old overhead mains connection boxes
- Private aerial mains, particularly bare mains in bush fire prone areas

Sub Tab 2: Indoor Safety Awareness:

Most electrical accidents happen indoors so consider the following safety precautions:

- Replace damaged or frayed cords and extension leads
- Use safety switches at your fuse box or electrical outlet whenever possible. The safety switch detects most electrical faults which could pass through the human body causing electric shock.
- Switch off the power before replacing light bulbs. Be extra careful if your light is operated by a two-way switch.
- When removing a plug from the power point, never pull on the power cord.
- Use safety plugs in power points to keep your children safe.
- Never use more than one adaptor or power board at a power point.
- Only attach low powered appliances to power boards.
- If you sense a tingle or shock from an appliance, (tap, sink, shower or laundry tub), immediately turn off the power at the main switch.
- Do not touch electrical appliances with wet hands.
- Wear dry shoes with rubber soles when using electrical appliances in laundries, on wet floors, or outside.

- Keep electrical appliances away from water even when switched off.
- Do not use portable electric heaters in a bathroom. A fixed heater installed by an electrician is much safer.
- Read and follow the instructions that come with any new appliances you purchase.

Sub Tab 3: Outdoor Safety awareness:

Consider these electrical safety tips at outdoor:

- Be careful where you dig or drive stakes into the ground as electrical lines may be buried in the soil.
- While using ladders always look out for power lines and try to avoid going to near the power lines.
- Except for some critical appliances, don't use extension cables in outdoor? Don't leave extension cords at outdoor permanently.
- Keep appliances and cords away from rain and wet areas.
- Fly kites well away from overhead wires.
- Don't climb trees or buildings near power lines.
- Avoid touching trees or branches next to power lines.
- While laying the lines, do not mix trees and power lines. Plant trees or shrubs well away from power lines. If a tree or branch is near or touching any electrical power line or connection, please seek professional advice.
- When replacing or cleaning leaves out of guttering, do not allow any part of you or the guttering to touch the electrical wires or connections. To push and remove the leaves, use a wooden stick or broom handle. It is preferable to use a wooden ladder.
- When painting outside of your house, make sure you are away from electrical power lines and the point of contact of electricity.

Sub Tab 4: Awareness during outages

Power outage occurs: Never go near or touch a fallen power line or any other damaged electrical facility.

Power is out at your home: If your neighbor's power is on, check your breaker panel. Turn all breakers off for few minutes before turning them back on. If your neighbor's power is also off, then Call 144 (your electricity call center) to report the outage.

Unplug electrical equipment: This will protect your electric devices from damage when the power is restored. Use surge protectors on sensitive electronic equipment.

Tab 9: FAQs:

1. I need a new meter, how do I get?

Visit relevant DABS Customer services center/DABS regional offices based on the area and talk to the reception. You will be given a new connection form to fill, upon the submission of the form, an officer will be sent to assess the load demand in your premises who will advise on the type of meter needed for your premises. After the inspection, you will be given a customized bank teller to make payment after which you will be metered within a maximum of 2 days.

2. What documents are required to get a new meter?

The following documents are required for getting new connection and the property owner presence is mandatory for all categories.

For Residential Customer:

- Identification documents.
- Property ownership documents

For Commercial Customer:

- Identification documents.
- Property ownership documents
- Commercial License

For Industrial Customer:

- Identification documents.
- Property ownership documents
- Industrial License
- AISA (optional)

3. How many meters are allowed in one property?

According to DABS policy, DABS will release only one meter for one property.

4. If I build a block with several apartments then how many meters I can get?

If the building is built with separate apartments and is sold to individuals then DABS will issue individual meters for each apartment according to the terms and conditions of DABS policy and network and technical feasibility.

5. [My property is divided between my sons, Can they get separate meter?](#)

Yes, they can get separate meter according to DABS policy they should provide individual property ownership documents with the copy of real property ownership document and also network and technical feasibility is mandatory

6. [How much do I pay for new meter processing?](#)

There are some payments according to the DABS Energy Sales Policy like: Nonrefundable Fee, Meter Cost, Form Cost, Service Fee, Seal Cost, and Meter Box Cost. For further information please contact customer service center representative.

7. [Is the electricity bill depends on property ownership document?](#)

No, electricity bill not depends on property ownership document. The bill only depends on the total energy consumption or usage during the cycle or period.

8. [How to get my bill, if not received?](#)

Whenever the bill is not received, please visit your transformer station responsible person for duplicate bill or please call 144 for reissue of bill.

9. [Where I can pay my electricity bills?](#)

Customers can pay electricity bills to all nationalized banks like Bakhtar Bank, Azizi Bank, Maiwand Bank, Mili Bank, Pashtanay Bank and Afghan United Bank.

10. [Where I can change my tariff and name?](#)

Customer can visit near Customer services center and also bring a copy of your bill as well.

11. [What is 144?](#)

144 is the unified contact center of DABS, where customer can call and register their complaint or can get information about below:

- Billing complaints
- Bill payments in bank
- Tariff category information
- Customer services and Breshna offices addresses
- Load Shedding information
- Information about name change, Tariff change and etc.
- New meter and faulty meter information etc.

12. [What is an emergency?](#)

An emergency relating to our utility networks is anything that threatens life, is dangerous or a potential health hazard, or when damage has been caused to part of utility infrastructure such as

power lines, transformers, poles, towers, cable trench, meters and meter boxes etc. in these cases customer should call 144 for emergency situations.

13. Whenever my fuse is burnt inside meter box, what to do?

Please visit your transformer station in charge or responsible person for resolving the issue. If still they are unable to solve complaint then please call 144.

14. I have complaint about the site employee of DABS, How to register my complaint?

Whenever the employees of DABS in site, making issues about your legal work then please call 144 to register your complaint.

15. My transformer station manager is not there when I visit the station?

While facing such issues, please contact 144 to register your complaint.

16. In customer services center staff are not processing my complaint, now what should I do?

Please call 144 to register your complaint

17. My area meter reader is not reading my meter and also not bringing my bill on time?

For such kind of issues please call 144 to register your complaint.

18. My neighbor is using direct connection without meter and thefting electricity?

For such kind of issues please call 144 to register your complaint

19. My meter box is giving electric shocks, what should I do?

Please visit your transformer station in charge or responsible person for resolving the issue. If still they are unable to solve complaint then please call 144.

20. Our underground cable is burnt and I don't have electricity, what to do?

Please visit your transformer station in charge or responsible person for resolving the issue. If still they are unable to solve complaint then please call 144.