



**A Pilot Project on Capacity Building on
Electricity Reforms
In Bangladesh, India and Nepal
(RESA Project)**

**Combined Report of the Territorial
Training Workshops
(Phase I & II)**

August – September 2008

Bangladesh



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I. INTRODUCTION

- 1.1 CUTS Centre for Competition, Investment & Economic Regulation, in partnership with *Unnayan Shamannay*, organised two rounds of Territorial Trainings (TT) under the project 'Capacity Building on Electricity Reforms in Bangladesh, India and Nepal (RESA Project - <http://www.cuts-ccier.org/RESA/index.htm>)' in Bangladesh: the first round on August 20-21, 2008 and the second one on September 10-11, 2008.
- 1.2 The TTs were conducted in two rounds because the 1st round was focussed on general issues relevant to the electricity sector and the second round, was focussed more on technical issues. It was made sure that the same set of participants attended both the rounds of the TTs.
- 1.3 The TT constitutes an important component of the RESA project since they create a platform for building capacity and awareness among the consumers that the project envisages. The trainings were designed to enhance the capacity of the local CSOs to make sure that they could act effectively to transfer the knowledge to the grassroots for making the ordinary consumers aware and capable of participating in the electricity reform process.
- 1.4 Each round of trainings was divided into six major sessions in which a total number of twelve topics were covered. Each session was conducted by a resource person and the whole training was facilitated by the nodal person.
- 1.5 Most of the session included presentations by resource persons and simulation exercises, which made the sessions interactive and participatory. The feedback of the participants regarding all aspects of the training was very positive, and they found it relevant and beneficial.

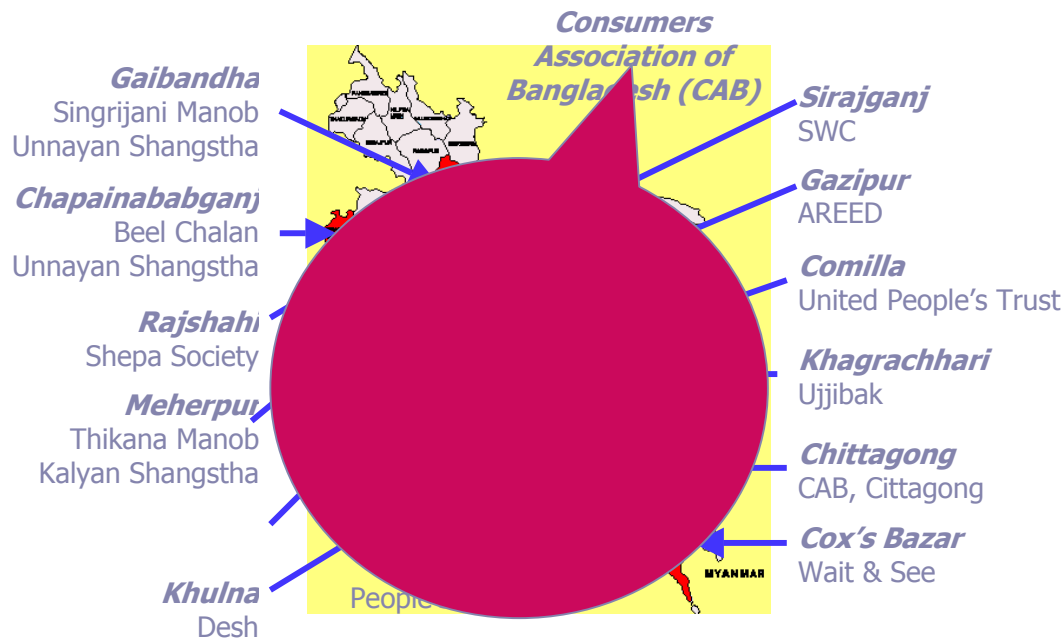
II. OBJECTIVES

- enhance the knowledge of consumers regarding issues and processes of electricity reforms in the country; and
- develop the capacity of the CSOs and enhance consumer participation in the process of electricity reforms.

III. SCOPE

- 3.1 The two rounds of TTs included representatives of 14 CSOs (13 NGOs working in different parts of the country and the Consumers Association of Bangladesh - CAB, the only consumer network in the country). The Figure 1 below shows the geographical locations of the organisations represented at the TTs.

Figure 1: Organisations Represented at the TTs



3.2 A wide range of issues related to electricity reforms were covered in the two rounds of TT. While the detailed agenda of the two rounds are provided in Annexure I & II, the following is the list of the major topics covered:

- Electricity reforms and regulation
- Demand and Supply Side Scenario
- Complaint Redressal Mechanism
- Understanding Electricity Consumption and Bill
- Energy Conservation: Role of consumers
- Reduction of power theft: Role of consumers
- Competition issues in electricity supply industry
- Regulatory decision-making process
- Tariff determination process
- Monitoring quality of service
- Energy efficiency and electrical equipment rating

IV. PARTICIPANTS

4.1 A total of 28 representatives from the 14 CSOs (mentioned above) participated in the TTs. Although it was planned that the same set of participants would attend both rounds of training, 4 representatives (Divisional Programme Officers) of Consumer Association of Bangladesh (CAB) participated interchangeably in two rounds. However, 26 participants from the 13 local NGOs attended both the rounds. See Annexure II A for complete list of participants.

4.2 From each of the CSOs two representatives participated: one representing the top management of the organisation and one representing the workers/activists of the organisation. Most of the participants that were involved in the training, have rich experience of engaging with consumers at the local level including working on issues pertaining to the electricity sector.

V. RESOURCE PERSONS AND FACILITATOR

- 5.1 A number of experts and technical persons acted as resource persons in the two rounds of TTs. The resource persons were selected according to the relevance of their skills to the contents of the training. Each session was conducted by a separate resource person although few of them conducted two sessions each. All the resource persons possessed technical as well as practical knowledge and expertise on issues of electricity (see Annexure III for their short biographies) The Nodal Person acted as the facilitator for both the rounds of the TT.

VI. FORMAT OF THE TRAINING WORKSHOP

- 6.1 The duration of each round of the TT was 2 days. In the first round, the basic or more generic issues/topics were covered whereas the second round covered the more technical ones. In each session, a PowerPoint presentation was made by the respective resource person, which was followed by simulation exercise and/or discussion by the participants. The simulation exercises included group work and individual exercises. For the simulation exercises, structured questionnaire, paper-pencil, cards, flip charts, markers etc. were used. While this was the common approach of each session, the method and extent of participation varied depending on the individual approaches of the respective resource persons. On the second day of each round, a recap of the first day was done by a participant.

VII. OVERVIEW OF THE SESSIONS

ROUND I

7.1 Inaugural Session

The first round of TT started with an inaugural session, which was attended by a number of distinguished guests including Dr Atiur Rahman, the Chairman of Unnayan Shamannay and Quazi Faruque, General Secretary of CAB. In his speech, Dr Rahman emphasised on informed participation of the consumer leaders in the process of electricity reforms. In his opinion, the reform of the sector is extremely important given the crises it has been facing in recent years in the form of lack of generation, management of the sector and corruption. He said that it is vitally important to keep pressure from the consumers so that the reform process becomes pro-people and the consumers' voice is reflected in the policies.

Faruque congratulated the participants and expected that the training would really contribute in enhancing the skills of the participants, which would strengthen the overall consumer movement in Bangladesh.

7.1.1 Electricity Reforms and Regulation in Bangladesh: an Overview – Taifur Rehman

This session tried to break the ice for the participants by presenting a general overview of the electricity sector and the reforms so far, and also by sharing the major findings of the baseline survey conducted under the project prior to the training. The resource person started the session with a simulation exercise and each of the participants was given few blank cards, with the request to write one point on each of the two following topics (two different coloured cards for the two different points):

- One very important reform (in the participant's opinion) undertaken so far in the electricity sector of Bangladesh.
- One very important reform that should be undertaken to improve the electricity sector.

The cards were then collected from the participants and pasted on a board. It was these inputs of the participants that the main discussion of the session started with. A presentation was made by Taifur Rahman covering the following major areas:

- Overview of reforms so far
- Structure and status of the electricity sector
- Regulatory Framework for the electricity sector
- Overview of the RESA project
- Major findings of the baseline consumer survey

In the context of the above topics, the session focussed on the importance of the role of the participants and the CSOs they represent in electricity reforms in Bangladesh.

7.1.2 Complaint Redressal Mechanism – A M Bhuiyan

The session was aimed at making the participants aware about the process of complaint redressal and the role consumers could play in the process. During the presentation few hands-on exercises were conducted by the resource persons, such as filling up different types of forms, e.g. application for new connection, submission of complaints etc. The presentation of the resource person covered the following broad topics:

- Types of consumer complaints including a list of common complaints
- Ways of filing complaints
- Time frame for redressal of complaints
- Precautions to take while submitting complaints

As a simulation exercise, each of the participants was provided with complaint redressal forms. The resource person went through each of the fields of the form and discussed how the form will be filled. After that each of the participant, was asked to fill the form as per the guidance given by the resource person.

7.1.3 Reduction of power theft in Bangladesh: Role of consumers – A M Bhuiyan

In this, the resource person focused on the different ways of conducting power theft and the role the consumers could play in preventing power thefts. The resource person focussed on the following issues:

- Defining power theft
- Ways of undertaking power theft
- How to prevent power theft?
- Importance of imposing penalties to prevent power theft
- Role consumers can play by collaborating with the utilities in curbing power theft?

7.1.4 Current Status of the Electricity Sector in Bangladesh – Prof. Shamsul Islam

In the particular session, participants were given a detailed overview of the electricity sector of Bangladesh. The session was focused on the following issues:

- Energy security
- Link of energy to GDP and other economic indicators (economic importance of energy in general and electricity in particular)
- Demand, supply and reserve of energy (focusing electricity)
- Food security and energy crisis
- Use of different forms of energy in electricity generation
- Economics of electricity in Bangladesh (cost of production, pricing etc.)
- Transmission and distribution
- Corruption in the electricity sector and its implications

Prof. Islam's presentation focused both on technical and economic aspects of electricity sector in the country. He used a lot of statistics and information, which the participants really liked and took note of.

7.1.5 Understanding Electricity Consumption & Bill – TM Mesbahuddin

The session was a mix of presentation and simulation exercise, with a focus on following issues:

- Overview of Rural Electricity Board (REB) and Palli Bidyut Samity (PBS)
- Categories of consumers in the PBS and charges applicable to each category
- Understanding the bill for consumption of electricity
- System of meter reading and billing
- Penalties for late payment
- Illegal connections, theft and how to prevent it
- Common complaints
- One point service of the REB

Participants were provided with copies of computerised electricity bills used by the REB. The resource person explained the bills (different terms and items) and the participants asked questions for clarifications on different points to clear their confusions.

7.1.6 Energy Conservation: Role of Consumers – Taifur Rahman

Taifur Rahman started this session with a group work followed by his presentation, which was more interactive and participatory since it was on the role of consumers in energy conservation. Supporting the findings of the group work, Rahman divided the participants into three groups to work on the following three topics:

- Role of individual consumers in conservation of energy
- Role of local CSOs in conservation of energy
- Role of the national level organisation (CAB) in conservation of energy

Each group discussed among themselves and made note of their points. One member from each group presented the points on behalf of the group. The presentation, along with discussing the role of consumers, also covered the issue of renewable energy as a very pertinent topic along with the energy conservation.

ROUND II

8.1 Inaugural Session

Similar to Round I, Round II of the TTs started with a formal inauguration which was attended by a number of dignitaries including Borhan Ahmed, President, CAB; Mokhlesur Rahman Khondker, Member, Bangladesh Energy Regulatory Commission (BERC); B D Rahmatullah, Chief Engineer, Rural Electrification of Board (REB); and Dr Atiur Rahman, Chairman, Unnayan Shamannay.

8.1.1 Competition Issues in the Electricity Supply Industries – B D Rahmatullah

B D Rahmatullah made a presentation in this session, which was followed by some exercises (in the form of Q&A). In his presentation, he discussed the various competition issues in the context of overall situation of the electricity sector in Bangladesh. His presentation broadly covered the following issues:

- Current power crisis and steps to solve it
- Importance of corporatisation
- Experiences of reforms so far
- International experiences on corporatisation of power sector
- Different models of corporatisation
- Policy recommendations

The participants were given a number of questions to sort out and the resource person then reviewed the answers. The questions were as follows:

- We have industrial motor load around 1400 Mw. By installing IMC if we save 500 Mw demand, then: (a) what will be saving of gas if all run by gas and for 1 Mw we need gas around 50 (million cubic feet (MCF))? (b) If Bangladesh Taka 40 million (US\$0.59mn) is required for installing a complete 1 Mw power station, how much Taka is saved? (c) If this 500 Mw load is saved from the system for avoiding load shed that adds to economy, considering cost of lost power what is yearly economic benefit for the nation?
- A magnetite ballast (MB) costing Taka.8 is replaced by an electronic ballast (EB) costing Taka. 30 in a tube light, which now consumes 25 Watt instead 50 Watt serving the same purpose. The light is used for 6 hours in a day. If tariff of per unit electricity is Taka 3.50, what is the pay back period of using EB instead of MB?
- One Compact Fluorescent Lamp (CFL) costs Taka.300 consumes 20 Watt of same light of a 100 Watt of incandescent bulb, which costs Taka.20. The bulb's life is 1080 hours whereas CFL's is 10800 hours. The consumer needs the light (bulb or CFL) to use every day 6 hours. If the consumer buys a CFL replacing bulb, then what is the pay back period?
- Per unit (KWh) peak power production cost is Taka.6/KWh and non-peak power production cost is Taka.2/KWh. We have 6 hours peak demand during evening, which is 5500 Mw and non-peak demand is 4000 Mw. It is practically not possible to eradicate the total peak demand from the system. If we can reduce the 1000 Mw demand from peak and shift to non-peak period, what will be the benefit for the generating company (assuming peak and non-peak tariff is same)?

Given the rich experience of the resource person, the participants raised a lot of queries, which resulted in a participatory discussion.

8.1.2 Regulatory Decision Making Process in the Electricity Sector of Bangladesh – Mokhlesur Rahman Khandker

Mokhlesur Rahman Khandker, in his presentation, mainly focused on the role of BERC as the only body for regulation of the energy sector including electricity. His presentation covered the following major topics:

- Administrative structure of the electricity sector in Bangladesh
- Institutional overview of BERC
- Relationship between the government and BERC
- Mission of BERC
- Important aspects of the BERC Act
- Features of an effective regulator
- Tools of regulator
- Importance of regulation
- Successes of BERC so far
- Challenges before BERC
- Importance of stakeholders' participation in BERC activities

8.1.3 Tariff Determination Process – Rajesh Kumar, CUTS International

Rajesh Kumar, in his presentation, explained the technical but basic understanding of the costs components of electricity production, which are crucial in understanding the tariff making process in the sector. His presentation covered the following broad issues:

- Importance of consumer participation in tariff making process
- Major consumer concerns regarding the process
- Overview of the tariff making process
- Understanding the Annual Revenue Requirement (ARR)
- Major cost components
- Calculation of energy losses
- Relationship between cost and tariff

The presentation was followed by simulation exercises facilitated by Taifur Rahman. The exercises included the following:

- How to reach to public notices on tariff determination (a model public notice was supplied to the participants who went through it and answered to a number of questions given)?
- How to understand and analyse ARR (the participants were asked to calculate/estimate some figures using the information of ARR given)?

8.1.4 Electricity Tariff Regulation: Issues and Challenges – Rajesh Kumar

In this session, Rajesh Kumar, along with Taifur Rahman, explained the technical aspects of tariff regulation. The presentation included the following broad issues:

- Basic concepts of tariff
- Principles of tariff
- Issues in power subsidy

- How awareness on tariff can help consumers

The simulation exercises covered two major areas: (i) understanding the tariff structure; and (ii) some issues in tariff applications. As in the previous session, in this session as well, the participants performed some serious calculations themselves. The results of the calculations were verified in an open discussion.

8.1.5 Quality of Service – A M Bhuiyan

This session was focussed on the quality of electricity services and covered the following aspects:

- Technical
 - Voltage
 - Frequency
 - Outage
 - Complains
- Commercial
 - Consumer safety
- Issues in monitoring and enforcing

8.1.6 Energy Efficiency and Electrical Rating Equipment – B D Rahmatullah

The resource person focussed on the following:

- Problems regarding energy efficiency including issues of system loss
- Efficiency indicators of the power sector of Bangladesh
- Investment efficiency in the power sector of Bangladesh
- Demand management through loss reduction
- Load management
- Equipments for better energy efficiency

8.1.7 Concluding Session

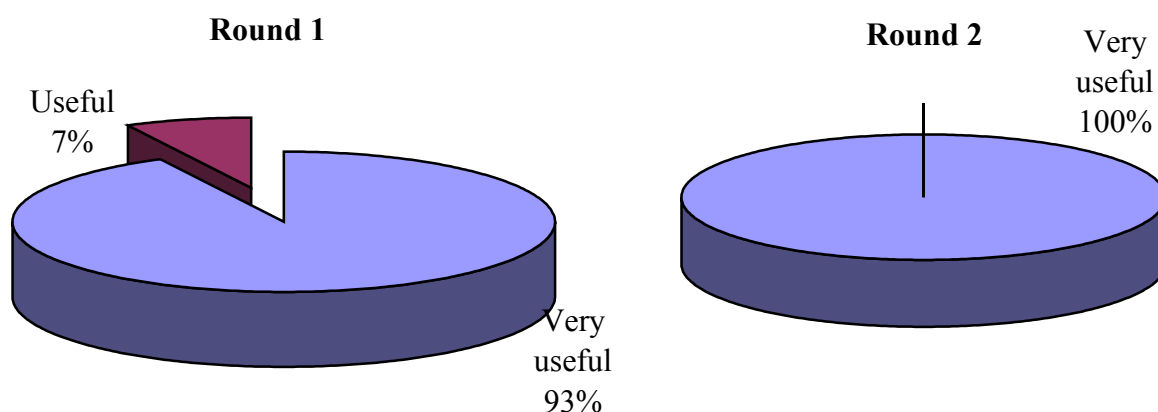
A formal concluding session marked the end of the second round of TT in which certificates were distributed to all participants by the distinguished guests including the Chairman of Unnayan Shamannay, the President of CAB and Member of BERC.

IX. SUMMARY OF PARTICIPANTS' FEEDBACK

9.1 Highlights

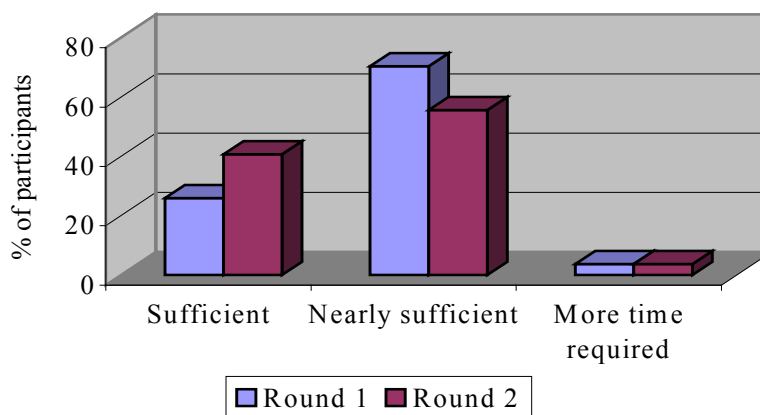
The feedback from the participants was found to be positive on almost all aspects of the training program. More than 92 percent of the participants present during the Round I and almost all the participants present during the Round II found the TT beneficial and useful. (Refer to Table 1-9 in Annexure I for analysis of the feedback received from the participants).

Figure 2: Usefulness of the Training: Participants' Feedback



The participants opined that the topics of the TTs were quite relevant. Although most of the participants did not think that the duration of the TT was sufficient, the majority of them thought that it was nearly sufficient. Only less than 4 percent of the participants in both the rounds thought that more time was required to conduct the TTs. (Refer to Figure 2)

Figure 2: Sufficiency of Time of Training: Participants' Feedback

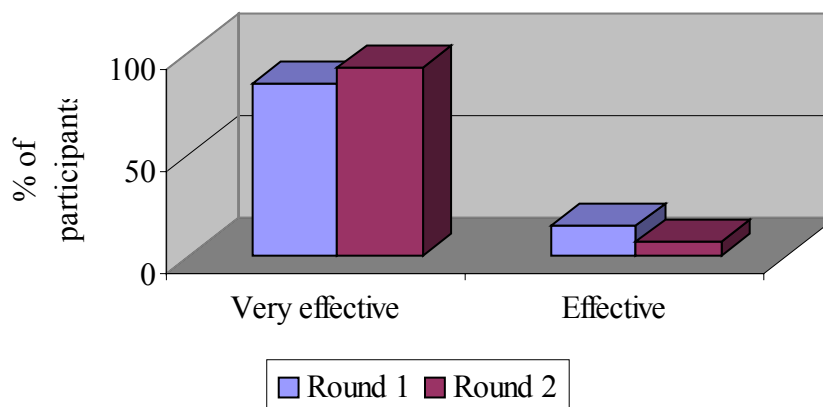


Most of the participants found the quality of the presentations satisfactory. In fact, almost 45 percent in Round I and almost 60 percent in Round II were of the opinion that the quality of presentations was 'very satisfactory'. However, about 11 percent of Round I participants thought that the quality of the presentations could have been better. Similar impressions were obtained about the quality of facilitation as well. The majority of the participants were satisfied with the logistics support.

In terms of effectiveness of the training, most of the participants benefited from the training. In fact, almost 82 percent in Round I and almost 93 percent in Round II agreed that they benefited from attending the TTs. Similar response was gathered in terms of

effectiveness of the TTs in strengthening the consumer movement in the country. More than 85 percent and almost 93 percent of the participants in Round I&II respectively expressed that the training was 'very effective'. All the participants were of the opinion, that given the opportunity they would encourage others to participate in such training programmes.

Figure 3: Effectiveness of Training: Participants' Feedback



9.2 Lowlights

Few of the participants suggested that the logistics could have been better.

9.3 Recommendations

- Allocation of sufficient time for discussion (the duration of the TTs could be increased to 3 or more days)
- Organising field visits
- Organising similar trainings at the grassroots level with engagement of electricity officials
- Media to be included in the training
- Follow up trainings required

Annexure I: Analysis of Participants Feedback

Table 1: Usefulness of the Training

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very useful	92.6	100
Useful	7.4	0
Total	100	100
Total no. of respondents	27	27

Table 2: Relevance of Topics

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very relevant	81.5	77.8
Relevant	18.5	22.2
Total	100	100
Total no. of respondents	27	27

Table 3: Sufficiency of Time

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Sufficient	25.9	40.7
Nearly sufficient	70.4	55.6
More time required	3.7	3.7
Total	100	100
Total no. of respondents	27	27

Table 4: Quality of Presentations

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very satisfactory	44.4	59.3
Satisfactory	44.4	40.7
Could be better	11.1	0
Total	100	100
Total no. of respondents	27	27

Table 5: Quality of Facilitation

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very satisfactory	33.3	44.4
Satisfactory	59.3	44.4
Could be better	7.4	11.1
Total	100	100
Total no. of respondents	27	27

Table 6: Quality and Sufficiency of Logistics and Supply

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very satisfactory	22.2	25.9
Satisfactory	59.3	29.6
Could be better	18.5	44.4
Total	100	100
Total no. of respondents	27	27

Table 7: Being Benefited from the Training

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
To a great extent	81.5	92.6
To some extent	18.5	7.4
Total	100	100
Total no. of respondents	27	27

Table 8: Effectiveness in Strengthening the Consumer Movement

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Very effective	85.2	92.6
Effective	14.8	7.4
Total	100	100
Total no. of respondents	27	27

Table 9: Encouraging Others to Participate Such Training

Feedback	Respondents (in percent)	
	<i>Round 1</i>	<i>Round 2</i>
Yes	100.0	100.0
No	0.0	0.0
Total	100	100
Total no. of respondents	27	27

Annexure II : List of participants and Resource Persons

Sl. No	Name of the Participant	Organisation	Phone/Fax/Email
1.	Shabnam Nigar Laz	D.P.O CAB, Rajshahi	01914887488
2.	Subrata Kumar Bala	D.P.O. CAB, Ctg.	01911602020
3.	Azizur Rahaman	President CAB, Sundar Gonja.	01735816327
4.	Ms. Geolarulebuger	P.P. S.M.U.S. Sundarganja	
5.	Md. Motiur Rahman	SAPEA Society, CAB, Rajshahi	01711344624
6.	Md. Golam Mostaf Mamun	G.S- CAB Rayshulie E.D. SEPEA Society	01715013519, 01816510822
7.	Md. Reza Ahmed	Coordinator, ORD	0171760370
8.	Md. Mazedul Hoqlue Manik	General Secretary, CAB, Gagne, Meherpur	079175391, 0171841408 manik----@yahoo.com
9.	Muhammed Shafiqur Rahman	Chairman, United Peoples Trust, Comilla	08169179
10.	Showkat Ali Hazari	Member, Comilla CAB	01711182745
11.	Sharmin Akter	DESH, 9 Kakolibag, Khulna-9100	01911975909
12.	Saiful Islam	Secretary, CAB Khulna, 9, Kakolibag, Khulna-9100	01711450178
13.	Abdullah Al Mamun Sumon	BCDP, House No. 322, Arambag Bottolahat, Chapainowabgonj, Member, CAB	01199382457
14.	Abu Taher Muhammad	CAB, Khagrachari	0172739888, 01550606008 atmuhammad@yhahoo.com
15.	Nabi Nawab Md. Mujibuddaula Sardar Kamal	Secretary CAB, Jessore, Executive Drector Shamaj Foundation	01711397441, 0422878126
16.	Tusar Kumar Roy	Shusomaj Foundatrion, Nara	01718124462
17.	Md. Shahidul Islam	CAB, Khagrachari	01550606077
18.	Md. Jashim Uddin Siddiquee	CAB, Cos's Bazar & WAIT N.C. 01818188716	
19.	Fazlul Quader chy	President CAB Cox'sbazar, ED. Green Cos's Bazar	01558310923
20.	Md. Shakil	P.D.O Barisal	01917182995
21.	Hiran Kumar Das Mithue	CAB, Barisal, Vicepresident	01716699740
22.	Mobashwirullah chowdhury	CAB Bhola	0173148959
23.	Aysha	CAB, Bhola	01739453415
24.	Parvin Akther	CAB, Aazipur Areed	01711788988
25.	Md. Shafiqul Islam	Secretary, CAB, Sirajganj	01716455554 swebd@yahoo.com
26.	Sanjica Sultana	CAB, Sirajongj	01711451622
27.	Mohammad Shahid	Dist. President, CAB, CB-149, Taj (Rani) Bhola, Shemutali, Ghazipur	01915723342
28.	Altab Hossain	CAB, Chapainawabganj House no. 322, Bishow Road, Arambag, Chapainawabganj	01716730704 bedpchapai@gmail.com

Annexure III: Brief Profile of the Resource Persons

A M Bhuiyan

A M Bhuiyan retired as a Director of Dhaka Electric Supply Authority (DESA) and at present working free-lance to provide important inputs in capacity building on electricity issues. He worked in most of the electricity agencies in the country including the Rural Electrification Board (REB), Dhaka Electricity Supply Company (DESCO) and the Bangladesh Power Development Board (BPDB).

M Shamsul Alam

Professor Alam is a noted energy expert in the country and one of the very active civil society leaders working on energy rights of consumers. He is the Director of the Institute of Energy Technology at the Chittagong University of Engineering and Technology (CUET). Professor Alam is also a member of the National Reference Group (NRG) of the RESA project in Bangladesh.

ATM Mesbahuddin

A T M Mebahuddin is currently working as an Assistant Manger (Administration) at the Narshindgi Palli Biddyt Samily (PBS), one of the 70 rural cooperatives of electricity consumers organized by REB. Having completed Masters from the Dhaka University, he has been working with the REB for the last six years.

BD Rahmatuallah

B D Rahmatullah is currently the Chief Engineer (the Head) of the Rural Electrification Board (REB). At the time of the training program he was serving as the Director (Training) at the same agency. He held a number of very important positions in the power sector of the country including the Director General of the Power Cell and Director of the Bangladesh Power Development Board (BPDB). He is a member of the NRG of the RESA project in Bangladesh.

Mokhlesur Rahman Khandker

Mokhlesur Rahman Khandker is currently a member of the Bangladesh Energy Regulatory Commission (BERC). He has long working experience in the power sector of the country. He worked at highly responsible positions in the energy ministry, the Power Cell, the BPDB and other agencies in the power sector.

Rajesh Kumar

Dr. Kumar currently works with the CUTS International in India as the key technical person of the RESA project. Being an economist, he holds a PhD in energy economics and has been specialising in the area for quite some time.

Taifur Rahman

Taifur Rahman is the Chief of Programme and Research at *Unnayan Shamannay*. He is acting as the nodal person in the RESA project in Bangladesh.

Annexure IV: Agenda

**Building Capacity of the CSOs on Electricity Reforms in Bangladesh
Training Workshop: First Round
August 20-21, 2008
BIAM, Dhaka**

Day 1: 20 August 2008, Wednesday

09:00-9:15	Registration of Participants
09:15-10:00	Inaugural Session
10:00-10:30	Tea Break
10:30-11:00	Introduction of the Participants
11:00-13:00	Electricity reforms and regulation in Bangladesh: an overview
13:00-14:00	Lunch
14:00-15:30	Complaint Redressal Mechanism in Bangladesh
15:30-16:00	Tea Break
16:00-17:30	Reduction of power theft in Bangladesh: Role of consumers

Day 2: 21 August 2008, Thursday

09:00-09:30	Recap of Day 1
9:30-11:00	Current Status of the Electricity Sector in Bangladesh
11:00-11:30	Tea Break
11:30-13:00	Understanding Electricity Consumption & Bill
13:00-14:00	Lunch
14:00-15:30	Energy Conservation: Role of Consumers in Bangladesh
15:30-16:00	Closing Session

**Building Capacity of the CSOs on Electricity Reforms in Bangladesh
Training Workshop: Second Round
September 10-11, 2008
BIAM, Dhaka**

Day 1: 10 September 2008, Wednesday

09:00-09:15	Registration of Participants
09:15-10:00	Inaugural Session
10:00-11:30	Competition Issues in Electricity Power Industry
11:30-13:00	Regulatory Decision Making Process in Electricity Sector of Bangladesh
13:00-14:00	Mid-day break
14:00-16:00	Tariff Determination Process

Day 2: 11 September 2008, Thursday

09:00-09:30	Recap of Day 1 (by a participant)
09:30-11:00	Electricity Tariff Regulation: Issues and Challenges
11:00-12:30	Quality of Services
12:30-13:30	Mid-day break
13:30-15:00	Energy Efficiency and Electrical Equipment Rating
15:00-15:30	Closing session