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Draft Zambian Standard

Petroleum Customer Quality of Service Standard

DRAFT STANDARD FOR PUBLIC COMMITTEE STAGE

ZAMBIA BUREAU OF STANDARD

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FOREWORD

The Zambia Bureau of Standards (ZABS) is the Statutory Organization established by an Act of Parliament. ZABS is responsible for the preparation of national standards through its various technical committees composed of representation from government departments, the industry, academia, regulators, consumer associations and non-governmental organizations.

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The preparation of this Draft Standard has been undertaken by the Petroleum Products – Quality of Service Technical Committee, (TC 4/14/1).

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COMPLIANCE WITH A ZAMBIAN STANDARD DOES NOT OF ITSELF CONFER IMMUNITY FROM LEGAL OBLIGATIONS

ZAMBIA BUREAU OF STANDARDS

Draft Zambian Standard

Petroleum Customer Quality of Service Standard

1.0 SCOPE

This Draft Zambian Standard outlines the minimum requirements for measuring the quality of service provided by petroleum service stations in Zambia. It is also intended to give the Regulator a common basis for evaluating quality of customer service when monitoring the performance of licensees on an ongoing basis. In addition, the standard provides timelines in which different customer complaints from the petroleum sub-sector will be resolved by licensees.

1.1 APPLICABILITY

The following principles apply in the application of this standard:

- a) It is the responsibility of licensees to manage the quality of service provided to customers. The customers and Licensees should be aware of their rights and obligations towards each other.
- b) The minimum requirements specified apply at the point of product and service delivery to customers.
- c) A licensee may contract with specific customers, or customer groups, to provide different levels of service under agreed terms.
- d) Licensees have the obligation to resolve complaints from their customers within the stipulated timelines. Where a complaint is not addressed to the satisfaction of the customer, the matter may be submitted or lodged with the Regulator for determination and resolution.
- e) The customer service standards specified shall not apply in cases where licensees are experiencing unavoidable circumstances, such as:
 - 1) War, uprising, theft, sabotage, attack, malicious damage, vandalism or riot.
 - 2) Damage caused by accidental and unavoidable occurrences attributable to a third party.
 - 3) Direct material damage caused primarily by the unusual intensity of a natural event, where the usual precautions to prevent such damage could not prevent it or could not be taken.
 - 4) Extreme atmospheric phenomena which could not be prevented because of their cause or their extent, and to which petroleum infrastructure are particularly vulnerable.
 - 5) Industrial action that prevents normal operation of the service provision.
 - 6) Damages arising from vehicular accidents.

Note: Special cases for exception from meeting the standard could be considered. However, all occurrences should be reported to the Regulator with appropriate comments of the cause of the unavoidable circumstance.

2.0 NORMATIVE REFERENCES

The documents listed below contain provisions which, through reference in this text, constitute provisions of this standard. All documents are subject to revision and, since any reference to a document is deemed to be the latest reference to the latest edition of that document, parties to agreements based on this standard are encouraged to take steps to ensure the use of the most recent editions of the documents indicated below. Information on currently valid national and international standards may be obtained from the Zambia Bureau of Standards. The standards include:

- ZS 385 - 5: The Petroleum Industry – Code of Practice Operational Requirements at Service Stations
- ZS ISO 9001: Quality management systems: Requirements
- ZS ISO 9004: Quality management systems: Guidelines for performance improvement

3.0 DEFINITIONS AND ABBREVIATIONS

For the purpose of this Standard, the following definitions and abbreviations shall apply.

3.1. DEFINITIONS

- 3.1.1. **Customer:** an entity or person that buys petroleum products or services.
- 3.1.2. **Complaint:** a customer expression of dissatisfaction made to a product or service provider related to its product or service or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
- 3.1.3. **Complaints handling procedures:** means the procedures which provide for the rules relating to the handling and determination/resolution of complaints.
- 3.1.4. **Licensee:** means any business or organization that has been granted legal permission by the regulator to engage in an activity.
- 3.1.5. **Regulator:** a government authority that is responsible for exercising autonomous dominion in the petroleum sector.

3.2. ABBREVIATIONS

- 3.2.1. **CCPC:** Competition and Consumer Protection Commission
- 3.2.2. **ERB:** Energy Regulation Board.
- 3.2.3. **OMCs:** Oil Marketing Companies
- 3.2.4. **QCS:** Quality of Customer Service
- 3.2.5. **ZABS:** Zambia Bureau of Standards
- 3.2.6. **ZMA:** Zambia Metrology Agency.

4.0 CUSTOMER SERVICE REQUIREMENT

4.1. General

- 4.1.1.** While some key parameters of quality of consumer service are measurable, overall quality of customer service includes many aspects that cannot be readily measured and is dependent on appropriate quality management systems.
- 4.1.2.** The guidelines given in ZS ISO 9001 shall be used by licensees in the management of the services that they provide to their customers.

4.2. Quality of Service

This standard sets out to define what a customer can expect from a service/ products provided at a petroleum service station and how it should be delivered by the service provider. The Standard provides indicators of service quality and specifies time periods for delivery. The indicators are focused primarily on the product quality and customer services.

4.2.1. Product Quality

In order to ensure that the quality of petroleum products being consumed on the Zambian market is in conformity to applicable standards, licensees shall ensure that:

- a) They adhere to the Quality Control and Monitoring Guidelines (QCMG) for the Zambia petroleum industry.
- b) Fuel intended for consumption on the Zambian market is marked in accordance with applicable regulations.

4.2.2. Customer Service

4.2.2.1 Dispenser calibration and maintenance

The licensee shall ensure that all dispensers have valid certificates of verification at all times issued by the responsible regulatory authority.

4.2.2.2 Provision of ancillary services

- a) A licensee shall ensure the availability of functional air pressure facilities.
- b) A licensee shall ensure the availability of clean, functional toilets with running water. These toilets shall be accessible by the differently abled persons.
- c) Where the customer requests for use of ancillary services, the licensee shall provide such assistance.

4.2.2.3 Pricing of Petroleum Products

- a) The licensee shall ensure that petroleum product pricing conforms to the approved pump prices.
- b) The licensee shall ensure that correct petroleum products with corresponding prices are displayed on all on dispensers and price display units.

4.2.2.4 Product availability

- a) The licensee shall ensure the availability of fuel at all times.
- b) The licensee shall not hoard fuel at any time.

4.2.2.5 General Surroundings

The licensee shall ensure that the surroundings and fixtures are clean and well maintained with adequate illumination and signage.

4.2.2.6 Service payment options

The licensee may provide different payment options to the customer which may include cash, point of sale (POS), mobile money and any other.

4.2.2.7 Reporting of customer incidents/accidents

Licensees are obliged to notify the regulator within 24hrs of any incidents/accidents that may affect the licensed activity.

4.2.2.8 Grading of retail service stations

Retail service stations shall be graded so as:

- 1) To monitor the performance of licensed entities in order to ensure the provision of quality energy products and services.
- 2) To inform all stakeholders (especially consumers) of the state of infrastructure (in terms of reliability and safety) at the service station from where they purchase their fuel.
- 3) To motivate the licensees to improve the state of infrastructure at their respective service stations.

5.0 OBLIGATIONS OF THE LICENSEE

- 5.1. The Licensee shall at all times provide for the use at the Licensed premises or facilities, clean sanitation and toilet facilities which should be conspicuously marked and readily accessible by persons obtaining service from the Licensed premises or facility.
- 5.2. In addition to traditional products offered at a service station, selected sites may also provide products such as Liquefied Petroleum Gas (LPG), Blended fuels and Lubricants.
- 5.3. A Licensee shall develop and implement a complaints handling procedure which shall comply with the provisions of this standard relevant laws, codes and guidelines.
- 5.4. The licensee shall maintain a complaints register.
- 5.5. A Licensee shall make available upon request to customers a copy of the complaints handling procedure.
- 5.6. A licensee shall appoint a person responsible for handling complaints;
- 5.7. A licensee shall ensure that all nozzles are labelled with the correct product colour coding i.e. Green for Petrol, Straw (off yellow) for Diesel, Purple for Low Sulphur Gas Oil and Blue for Kerosene;
- 5.8. A licensee shall ensure that all dispensers are clearly labelled with the product name i.e. Petrol, Diesel, Low Sulphur Gasoil and Kerosene;
- 5.9. A licensee may be requested to participate in the development or review of any regulations, rules, codes, standards and guidelines to be prescribed under this standard.

6.0 MONITORING OF COMPLIANCE

- 6.1. A Licensee shall provide, to the regulator access to the Licensee's premises for the purposes of any inspection or inquiry to ascertain compliance to the standard
- 6.2. A Licensee shall comply with the provisions of applicable regulations, rules, standards, guidelines, codes, decisions and orders (directives) of the regulator in the exercise of the Licensee's obligations to its customers
- 6.3. A Licensee shall ensure that, at all times they have petroleum product stock cover at each service station for at least 3 days.
- 6.4. A Licensee shall ensure that appropriate Personal Protective Equipment (PPE) is provided to their staff and their PPE must be clean and presentable at all times.

7.0 RESPONSIBILITIES OF THE CUSTOMERS

The customer shall;

- a) Observe all safety guidelines and signage when at a filling station;
- b) Check to verify that correct fuel is dispensed at the pump;
- c) Obtain receipt after purchase of fuel;
- d) Take responsible care when using amenities and equipment at the service station.

8.0 HEALTH AND SAFETY, HYGIENE AND HOUSE KEEPING AT RETAIL SERVICE STATIONS

8.1 Health and Safety, Hygiene and House Keeping at retail service stations

8.1.1 Fuel Island and Dispensing units

8.1.2 Employees shall be aware of the potential fire, safety and health hazards of petroleum products dispensed at service stations. They shall also be aware of suitable precautions that ensure safe dispensing of fuels into vehicles and containers, clean-up and disposal of spills, fighting incipient fires and draining fuels safely;

8.1.3 Licensees shall ensure that service stations operators shall ensure that all fuel-dispenser pumps comply with ZS 398 and shall operate only when the fuel-hose nozzles are removed from the dispensers' brackets and the switches are manually or automatically activated.

8.1.4 Licensees shall ensure that protection (e.g. kerbs or crash barriers) for fuel-dispensing devices against collision damage are at all times in sound state; and

8.1.5 Dispensing equipment, hoses and nozzles shall be inspected regularly for leaks, damage and malfunctions and records of such activities shall be maintained at the site.

8.2 Fueling vehicles

7.2.1 Service station employees shall know where the fuel dispenser pump emergency shut-off switches are located and how and when to activate them, and shall be aware of potential hazards and procedures for safely dispensing fuel into vehicles, such as the following:

- i. Vehicle engines shall be shut off and smoking prohibited while fueling to reduce the hazards of accidental vehicle movement, spills and fuel vapour ignition;
- ii. Vehicles such as cement mixers and recreation vehicles with auxiliary internal combustion engines shall not be fueled until both the vehicle's engines and auxiliary engines are shut off. Care shall be taken when fueling recreational or other vehicles equipped with gas-fired

stoves, refrigerators and water heaters to ensure that fuel vapours are not ignited by pilot lights. Employees shall not fuel trucks while standing on the side rail, truck bed or fuel tank;

- iii. When fuel is dispensed, the nozzle shall be inserted into the vehicle's fill pipe and contact between the nozzle and the fill pipe maintained to provide for an electric bond until delivery has been completed;
- iv. Nozzles shall not be blocked open with fuel caps or other objects. Where allowed, approved latches shall be used to hold open automatic nozzles;
- v. Fuel tanks on motorcycles, motor bicycles, fork-lift trucks and similar vehicles shall not be filled while the engine is running or when anyone is seated on the vehicle. The tanks shall be filled at a slow rate to prevent fuel spills that could run onto hot engines and start fires;
- vi. Vehicles with a large sitting capacity including but not restricted to buses shall not be refueled with passengers on board.
- vii. After fueling, hose nozzles should be promptly put back on the dispensers, pumps turned off and caps closed on fill pipes or containers.

8.3 Filling portable fuel containers

- 8.3.1** Fuel shall only be dispensed only into approved and properly identified portable containers, with or without dispensing spouts, nozzles or hoses and equipped with vents and screw tops or self-closing gravity, spring action or combination fusible link covers designed to provide pressure relief;
- 8.3.2** Containers shall be placed on the ground and filled slowly to avoid splash filling and overfills and to provide for grounding (earthing). Containers shall not be filled while in a vehicle or in the bed of a truck, particularly one with a plastic liner, as proper grounding cannot be achieved. Bonding wires and clamps shall be provided and used, or contact should be maintained between dispenser nozzles and containers to provide a bond while filling, and between container spouts or funnels and tanks during refueling from containers;
- 8.3.3** When pouring fuel from containers which do not have built-in spouts, funnels shall be used to minimize spillage and avoid splash filling;
- 8.3.4** Portable containers which contain fuel or vapours shall be properly stored in approved storage cabinets or rooms away from sources of heat and ignition;
- 8.3.5** Pedestrian customers shall not be allowed to bring fuel laden containers into the convenience stores.
- 8.3.6** No sales of fuels shall be allowed during offloading/discharge of petroleum products into storage tanks at service stations.

8.4 Calibration and Verification of Fuel Dispensers

The licensee shall ensure that all operational equipment such as fuel dispensers are calibrated, verified and certified by the regulator. Where there is suspicion that a meter has lost integrity, such shall be reported to the regulator.

8.5 Records and Documentation

Maintaining up-to-date written procedures is good management practice that helps employees to understand what is required of them and will be useful when staff need to be trained. Licensees may find it helpful to keep this type of information in a site register. This could also be used as a central point to keep other information, such as:

- 8.5.1** Details of the equipment on site (type, age, location);
- 8.5.2** The results of commissioning and installation work;

- 8.5.3 Testing, maintenance and repair records;
- 8.5.4 Fuel inventory/stock records (including ullage and delivery records);
- 8.5.5 Training records;
- 8.5.6 Company safety policies and practices, emergency procedure;
- 8.5.7 The results of the risk assessment;
- 8.5.8 A schematic diagram of the storage tanks, pipework and pump layout;
- 8.5.9 A schematic diagram of the surface water drainage system, including all gullies, and the position of the oil separator or any other spillage retention/treatment system; e.g. a constructed wetland; and a diagram(s) of the hazardous zones.

8.6 Service at Retail Filling Stations

The following services shall be provided to customers by the licensee using an appropriate method:

- 8.6.1 Acknowledgement when a motorist is approaching the site
- 8.6.2 Directed to appropriate pump ;
- 8.6.3 To welcome customers with a greeting;
- 8.6.4 The attendant to confirm the type of fuel customer wants to purchase;
- 8.6.5 The attendant confirming the amount of fuel requested and mode of payment.;
- 8.6.6 The attendant to notify the consumer once they commence refuelling;
- 8.6.7 The service station may offer customers with additional services such as windscreen cleaning and oil check;

8.7 Use of Mobile Phones and Electronic Gadgets

The following controls are recommended:

- 8.7.1 Mobile phones shall not be used by customers or forecourt staff on the forecourt;
- 8.7.2 During fuel deliveries, mobile phones shall not be used on those parts of the site that have been designated as hazardous areas by the site operator or the driver;
- 8.7.3 Mobile phones shall not be used during other petroleum handling operations or during the maintenance of petroleum equipment unless a specific assessment shows the risks are negligible;

8.8 Supply of Fuel to Children and Mentally Challenged Persons

Fuel or any other dangerous substance shall not be sold to children under 16 years of age or persons.

A. OTHER NON-RETAIL SERVICE STATIONS

All clauses as stated above shall also apply to non-retail service stations with exception given to clauses (4.2.2.2,4.2.2.3 and 4.2.2.8).

9.0 TIMELINES FOR RESOLVING CUSTOMER COMPLAINTS

In order to effectively monitor the quality of products and services offered at retail filling stations, the following timelines shall be adhered to and will be monitored by the regulator as and when complaints are reported by customers.

Table 1: Expected Period to resolve Complaints on the Provision of Quality of Service by Licensees

Description	Performance measure	Units	Period	
			Urban	Rural
Unavailability of Ancillary Services				
a) Air Pressure service	Lack of air pressure to customers and motorists	Working days	5	7
b) Conveniences	Provide Clean toilets with running water	Working days	1	1
c) Water	Provide Tap Water	Working days	1	1
Contamination of the product and cross contamination	Resolution of a contamination complaint	Working days	5	7
Lack of Dispenser integrity	Resolution of an Underthrowing nozzle complaint	Working days	Immediately	Immediately
Hoarding of Petroleum Products	Resolution of Hoarding of Petroleum Products	Working days	Immediately	Immediately
Lack of Adherence to approved price cap on the display.	Failure to display ERB approved product prices contrary to clause 3.6.3 of the conditions of the Licence to retail petroleum products	Working days	1	2
Lack of Adherence to approved price cap on the dispenser.	Failure to display ERB approved product prices contrary to clause 3.6.3 of the conditions of the Licence to retail petroleum products	Working days	Immediately	Immediately

10.0 REPORTING GUIDELINES

Reporting formats for the quality of consumer service shall be agreed between the regulator and the licensee. These formats shall be used by the licensee to report to the regulator and a section for comments shall be included to enable the OMC to provide any additional relevant information. The licensee may also use this section to indicate reasons for not meeting the minimum standards and also provide details as to when the licensee will meet the minimum standards.

Licensees shall report all required parameters to the regulator and shall ensure that their Quality of Consumer service report to the regulator is freely available to any consumer or prospective consumer upon request.

11.0 TRAINING OF PERSONNEL

13.1 General

A licensee shall provide specific training to employees. The licensee shall provide training which should at least cover the following;

- a) product knowledge;
- b) Health, safety, security and environment and quality

- c) Customer service

DRAFT STANDARD FOR PUBLIC COMMITTEE STAGE

ANNEX A
COMPLAINTS PROCEDURE
(Informative)

A1. COMPLAINTS PROCEDURE

A1.1 General Information on complaints procedure

All service providers shall ensure that the quality of service is acceptable at all times. Customers, on the other hand, shall ensure that they meet their obligations to ensure sustainable access to quality of petroleum supply services.

In order to effectively resolve any complaints that may arise, service providers shall have in place robust internal dispute resolution mechanisms designed to assure speedy resolution of complaints in line with the quality of consumer service standard. Complaints shall be dealt with timely and conclusively by all licensees. Therefore, the regulator will only intervene when licensees and their customers fail to reach an amicable settlement within reasonable time.

All complaints must first be channeled to the relevant licensee to enable them address the complaint within reasonable time. A complaint should only be referred to the regulator when a licensee has:

- Neglected to resolve the complaint;
- Failed to resolve it within reasonable time; or
- Not satisfactorily attended to the complainant.

Therefore, a complaint to the regulator should be seen primarily as an appeal.

A1.2 Lodging a Complaint to the regulator

The regulator shall endeavour to receive and investigate complaints in an efficient manner from the filing of a complaint to its final conclusion. Complaints may be lodged in writing or verbally.

A1.2.1 Written Complaints

A complaint to the regulator may be lodged by way of a letter, email or fax. Written complaints shall be addressed to the regulator either through Head Office or Regional offices. Complaints written by third parties on behalf of complainants shall be acceptable.

A1.2.1 Verbal Complaints

Complainants may also lodge complaints verbally by way of phoning in or visiting the regulator in person. All verbally lodged complaints shall be taken down in writing by an officer of the regulator designated to receive complaints. A prescribed form shall be used to take down the complaint in writing and a reference number assigned to the complaint. The complainant will then endorse the Complaints Form detailing his/her complaint or request for amendments to be made.

A1.3 Type of Information Required by the regulator

In order to enable the regulator effectively handle complaints, the following information shall be particularly critical:

- All the contact details including the full name, physical address, account number (where applicable) and phone numbers of the complainant;
- The licensee and/or person against whom the complaint is made;
- Particulars of the complaint;
- Copies of documents in support of the complaint e.g. receipts and bills;
- Details of prior contact with relevant licensee.g. copy of letter or email;
- The nature of injustice or harm that has occurred as a direct result of the of the action, inaction or omission of the person or licensee against whom the complaint is made;
- The nature of relief sought by the complainant; and
- Any other information relevant to the complaint.

Where a person lodging a complaint is acting on behalf of another person, company or organisation, the capacity in which that person is acting and/or the reasons for doing so must be clearly stated.

DRAFT STANDARD FOR PUBLIC COMMITTEE STAGE

ANNEX B
COMPLAINT FORM
(Informative)

B1. COMPLAINT FORM

(Sample Complaint form to be used for submitting complaints)

REF. NO:

CUSTOMER COMPLAINTS FORM

Personal Details

Full Name(s) :

Email Address :

Telephone Business : Mobile No:.....

Business Name :

Contact Person :
.....

Physical Address :
.....

Postal Address :

District : Province:

Complaint Details

Company Complained Against:

Complaint Title:

Complaint Details:.....
.....
.....
.....

Name of Service Station:.....

Attach any additional Pages