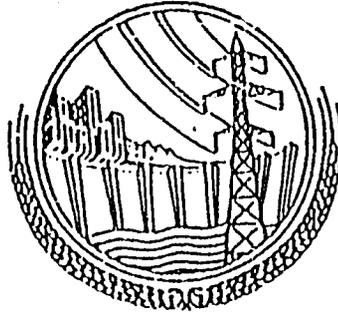


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WATER AND POWER DEVELOPMENT AUTHORITY



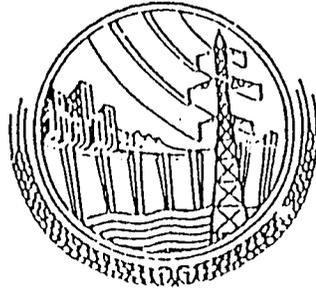
LAHORE AEB  
DIVISION REORGANIZATION  
PLAN  
VOLUME-I OF II

WAPDA  
POWER DISTRIBUTION WING  
LAHORE, PAKISTAN

JUNE 1992

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WAPDA  
POWER DISTRIBUTION WING  
LAHORE, PAKISTAN

JUNE 1992

# EBASCO

## WAPDA-USAID Power Distribution Program

### INTEROFFICE CORRESPONDENCE

IOM/24/92/105

June 2, 1992

To : A. Hafeez Ibrahim  
Managing Director (D) WAPDA

From : L. A. Rodriguez  
General Manager, EBASCO

Subj : Institutional Improvements Program - Reorganization of  
Lahore AEB Divisions

Attached are two Volumes of a report entitled "Lahore AEB Division Reorganization Plan" Volumes I and II. The Volume I includes the Plan to reorganize Lahore AEB and Volume II includes the staff position descriptions.

The Plan has been developed taking into consideration the recommendations made by WAPDA in their Lahore AEB Reorganization report sent to Ebasco vide General Manager Operation letter dated No.5738-47/PA/GMO dated November 11, 1991.

The Plan to be implemented includes the three level reorganization approach. Ten of the seventeen Lahore AEB Operating Divisions will be reorganized to Level III, six to Level II and remaining one predominantly rural Division (Chunian) will be reorganized to Level I. Inter-adjustments and re-deployment of total existing/available Lahore AEB Division's staff has been made to minimize the recruitment of additional manpower essential for strengthening the strategically important Division functions.

Effort has been made to absorb the maximum number of surplus technical/non-technical staff by readjustments.

Additional vehicles and radio communications equipment required for successful implementation of the proposed levels of reorganization have been recommended.

As part of the Institutional Improvements Program, computers have already been deployed in all (except one) of the Lahore AEB Divisions and the existing Revenue Offices. Training in the Work Order System (CWOS), Distribution Planning/Designing (CADPAW) and the Store Inventory System (CSIS) using the available approved PC based programs has been provided to the Division personnel by Ebasco. Monitoring of progress of field implementation is underway.

The next step in the implementation process is the issuance of an Office Order to begin the conversion from the existing structural organization to the organization stated in the attached Reorganization Plan.

cc: Javid Akhtar  
Tahir Ali  
S. M. A. Bokhari  
M. Shahabuddin  
A. R. Tanvir  
M. Rafiq Chaudhry  
Naseer A. Qureshi  
Sajid Masood Qureshi  
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Zahid Siddiqi

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## I. INTRODUCTION

The GMO convened a meeting in his office on March 18, 1991 to discuss and decide the level to which Lahore AEB Divisions could be reorganized within the general frame work of the approved Division Reorganization Plan under Institutional Improvement Program (IIP). The meeting was attended by GM (CS), CAEB Lahore, Director CM&O, SE 1st Circle, Lahore and Advisor Operations, PTAT. The deliberations included the review of the available data and statistics on staffing, vehicles, radio communications, number of customers, complaint centers and the rural/urban HT/LT networks etc., pertaining to the various Lahore AEB Divisions. Social and economic constraints in implementing the IIP and implications of the envisaged organizational changes were also considered during the discussion.

An exercise was carried out with the above objective in view and the findings were discussed in detail in a meeting attended by Chairman AEB Lahore, Director CM&O AEB, all SEs of Lahore AEB, XENs Garden Town, Fort and Badami Bagh Divisions. The agreed upon structural and functional modifications are placed in this manual for implementation as part of the reorganization package for the Lahore AEB Divisions.

This Manual contains a description of the Levels of Reorganization, organization charts with yardsticks, a summary of the changes, the scope of functional responsibilities, training outlines and a description of the new and/or available procedures that will be used by the field formations in Lahore AEB.

In Lahore AEB, the reorganized Divisions will comprise of both urban and rural customers. The urban Sub-Divisions will be consolidated into a reorganized operation Division at the headquarters of the Division and will work as one centralized unit under the Divisional Engineer. Functional sections will be headed by Engineers for Planning/Engineering, Maintenance and Operation, Service Connections, Surveillance and Meter Reading and the revenue side will be headed by a Customer Services Officer. The Accounts function will be headed by a Budget & Accounts Officer and Administration by an Administrative Officer. The rural Sub-Divisions will remain unchanged except for some minor adjustments required to operate under revised procedures.

Centralized work of planning, service connections, maintenance operation and surveillance under individual expert engineer for each function will provide for improved operation, and better economic/technical use of resources in each section.

## II. ORGANIZATIONAL CHANGES

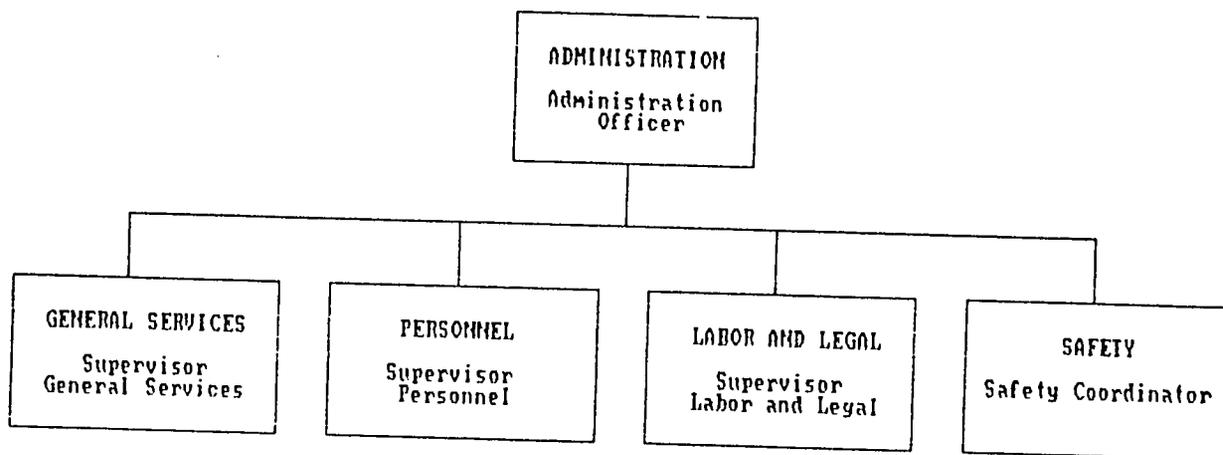
### A. ADMINISTRATION

This section will be upgraded and headed by an Administration Officer in BPS 17. The head clerk will be redesignated as Supervisor Administration under Level I whereas his designation will be Supervisor Personnel under Level II & III. The following three other positions will be created:

Supervisor General Services	BPS 11
Supervisor Labor and Legal	BPS 11
Safety Coordinator	BPS 11

The main features of the Administration Organization under Level II & III are charted below:

#### ORGANIZATION CHART FOR LAHORE AEB ADMINISTRATION



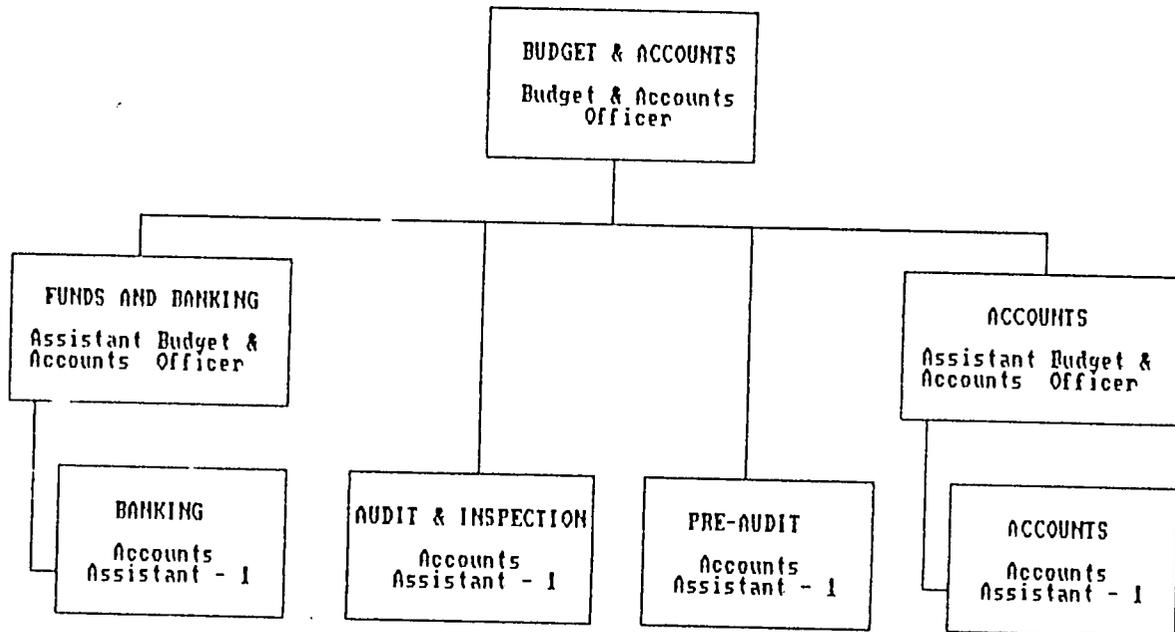
There will be no other change in the Level-I organization.

### B. BUDGET AND ACCOUNTS

In place of Divisional Accountants (BPS 11/12) the Budget and Accounts section of the Division will be headed by a Budget & Accounts Officer (BPS 17), who will be assisted by an Assistant Budget & Accounts Officer - Funds (BPS 16) and an Assistant Budget & Accounts Officer - Accounts (BPS-16).

The Divisional Accountants (Division and Revenue) will be absorbed in the budget and accounts section and redesignated as accounts assistants. The main features of the organization structure of the Budget & Accounts are shown below:

**ORGANIZATION CHART OF LAHORE AEB  
BUDGET & ACCOUNTS**



**C. CUSTOMER SERVICES**

The Revenue Office previously under the administrative control of Circle, will be converted to the Customer Services Office reporting directly to the Divisional Engineer after reorganization. The Customer Services office will be equipped with a computer to enter and validate data prior to updating and billing customer accounts.

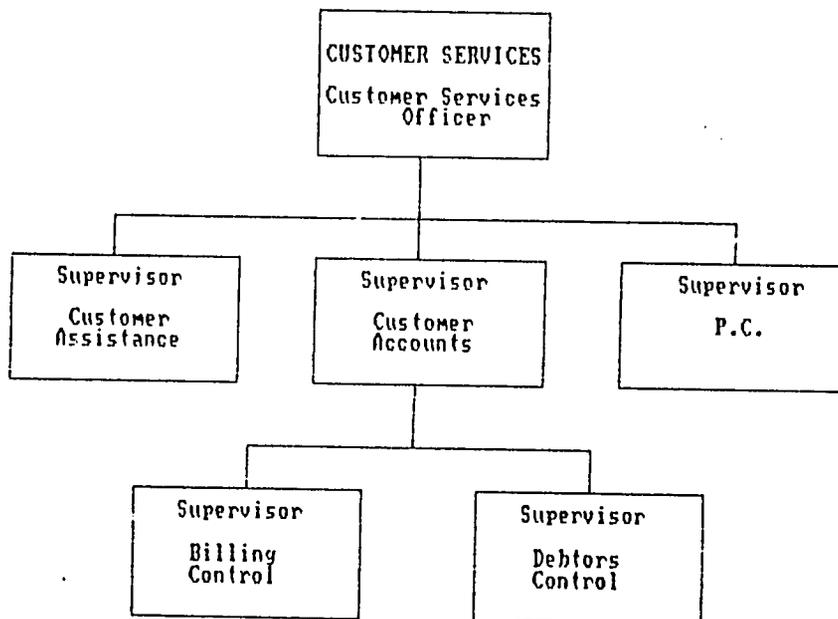
The span of control will be more realistically changed. Instead of one Commercial Superintendent under the existing RO, there will be 3 section supervisors reporting directly to the Customer Services Officer.

An important change in the organization will be the expansion of the concept of functional vs administrative control. The sections in the Division Customer Services

office are being changed to be in line with the similar sections in AEB and HQ organizations to whom they will functionally report and from whom they will receive functional guidance. Thus, as the C.S.O will administratively report to the DE, he will functionally report to Director C.S. in the AEB. Similarly, the supervisors in the Customer Services Office will administratively report to C.S.O. but will receive functional guidance from both the C.S.O and the respective Deputy Directors in the AEB. However Dy. Director Customer Services in Circle will continue his role of monitoring and control of customer services function within the Circle.

The organization chart is given below:

**ORGANIZATION CHART FOR LAHORE AEB  
CUSTOMER SERVICES**



**D. PLANNING AND ENGINEERING**

The Planning Section will be supervised by a Planning Engineer of Grade 17.

The Planning Engineer will be assisted by Planners (Line Superintendents of grade 12/11) and Estimators (Lineman-I of grade 7) in planning, expansion or modifications to

the network. Prepare estimates, specify materials and prepare work orders etc.

Technical Record Section supervised by an LS-I grade 12 and assisted by a Record Clerk will maintain the Division technical records pertaining to estimates, work orders, system extensions, changes and removals of lines and equipment etc.

The Planning Section will also include drafting services. Draftsmen and Tracers are assigned for this purpose.

The application for service connection will now be submitted to the Planning Engineer in the reorganized Division. Therefore, Planning Engineer will become the only point of contact for the customer for submitting application, obtaining connection or making other enquiries. This "one window service" concept will greatly facilitate the customer. The computer in the Customer Services Office will also be used for registering applications, monitoring and control of the new application procedure in parallel to the Division computer used by field engineers and act as a tool of control by Divisional Engineer and his superiors to see that fair and prompt services are provided by Planning & Service engineers to WAPDA's customers. Following are the main features of new application process in the revised Commercial Procedures:

Computer Registration by Planning Engineer at Division PC

Allocation of Priority by Planning Engineer at Division PC

Tariffwise Control of Priority

Issuance of Demand Notice by Planning Engineer at Division PC

Issuance of Service Connection Order by Planning Engineer at Division PC

One Window Service

Completeness of Data Validated

The new connection applications will be computer registered in the Planning Section, processed for estimation and D/Note issued to the customer with a copy to the Customer Service Officer (CSO). On receipt of payment, the Wiring Test Report will be verified by the Planning Staff and the Service Connection Order issued to the Service Engineer for installing the service. The completed documents along with the staking sheet and the

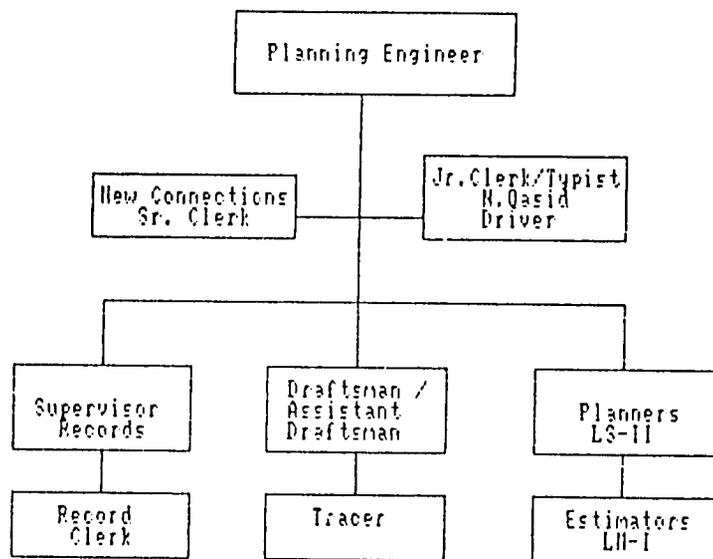
technical data sheet will be sent to the Planning Engineer by the Service Engineer. The Planning Engineer will send the relevant documents to CSO for record and billing purpose. Two Senior Clerks attached with the SDOs for processing of new connections, will now be reassigned to the Planning Engineer.

This change will remove the apparent cause of inconvenience to the public of visiting various offices located in different buildings, dealing with the service connection formalities.

In order to facilitate the correspondence with the customers, related to the new Service connections, one LDC/Typist will be given to this Section. This is in addition to the transfer of the 2 Senior Clerks (allocated for new connections work) from the Sub-Divisions to the Planning Section.

The Organization Chart for Lahore AEB, Divisions Planning Engineering function is as follows:

**ORGANIZATION CHART FOR LAHORE AEB  
PLANNING/ENGINEERING**



**E. SERVICE**

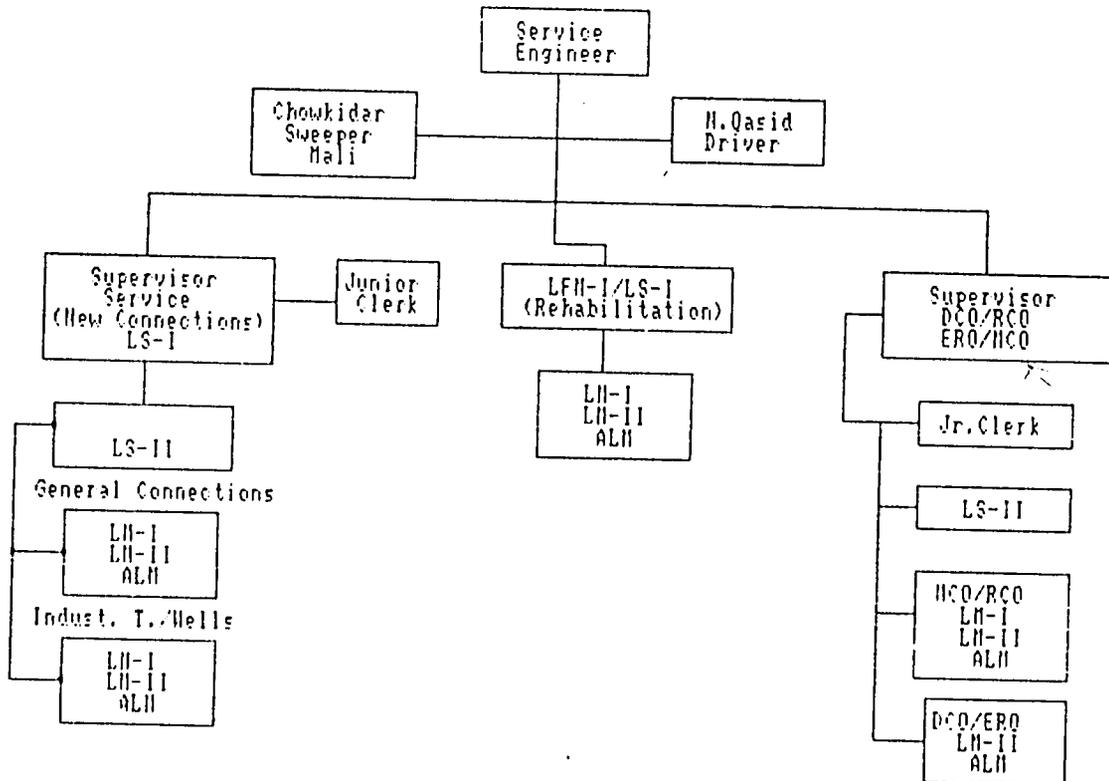
The Service Section will be headed by a Service Engineer of grade 17 who will be responsible for installation of customer services including meters. He will also be responsible for implementing the extensions/modifications and improvements of secondary lines and service drops as well as the disconnection and reconnections of customer services as advised by the Customer Services Officer.

The Service Engineer will be assisted by Supervisors (Line Superintendents of grade 16/12) in supervising and executing the assigned responsibilities through sub-sections established in the service connections, L.T. system rehabilitation, service disconnection/reconnection and meter testing and replacement functions.

Necessary supervisory and line staff will perform the assigned functions in accordance with the laid down standards and procedures.

The Organization Chart for Lahore AEB, Divisions, Service function is as follows:

**ORGANIZATION CHART FOR LAHORE AEB SERVICE**



## F. MAINTENANCE & OPERATION (M&O)

The M&O section will be responsible for the routine preventive and emergency maintenance of the Distribution system and will be headed by the M&O Engineer of grade 17.

A service despatch center (Operation Coordinating Center (OCC) operated by despatch coordinators (LS-I of grade 16) round the clock will be established to receive the transmit information about work activity system conditions, giving clearances to ensure safe working areas and arrange for maintenance and operating crews to restore customer service in the Division. Radio communications between the despatch center (OCC), area complaint centers and vehicles of the maintenance and operation crews will be provided to facilitate quick and efficient attendance of emergencies and other customer no power complaints.

Distribution Inspectors LS-I of grade 12) will inspect distribution lines and equipment and identify potential trouble areas where M&O crews are specifically needed to rectify system discrepancies to ensure continuity of supply.

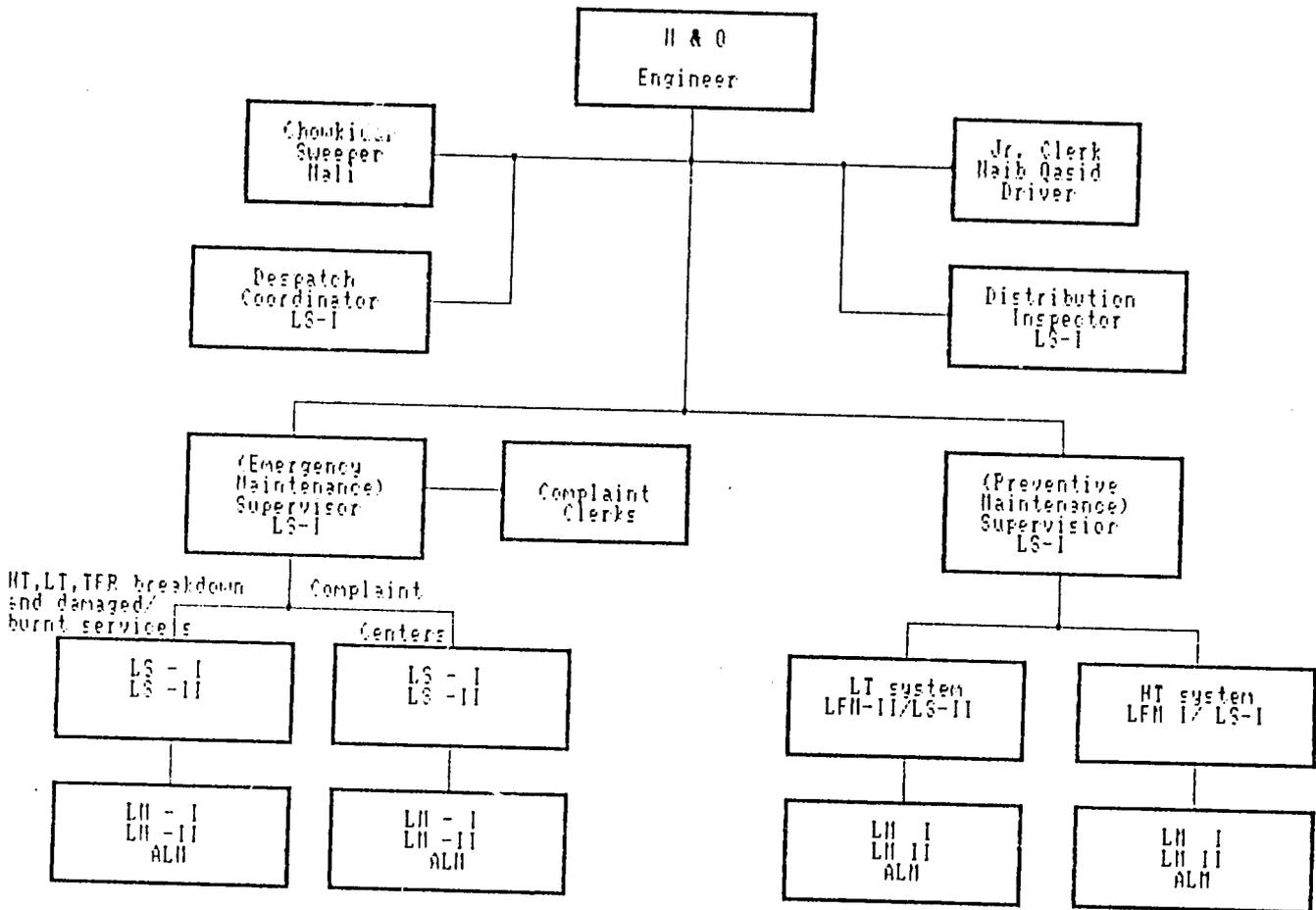
Emergency Maintenance Section supervised by LS-I of grade 16 and assisted by Line Superintendents/Line Foremen and the necessary line staff will operate in shifts round the clock to attend to customer's "no power complaints" as well as system outages due to emergency conditions created by storms, rains and floods etc., both in urban and rural areas.

For attending the HT/LT and transformer break-downs and the replacement of customer burnt services during the night hours, a 3rd shift with half the normal yard-stick staff has been added <sup>provided</sup> to the Emergency Maintenance Section.

Preventive Maintenance Section supervised by an LS-I of grade 16 and assisted in its operations by Line Superintendents/Line Foremen and the necessary line staff will ensure continuity of supply through scheduled routine maintenance of the distribution lines and equipment on a continuous basis both in urban and rural areas.

The Organization Chart for Lahore AEB, Divisions M&O functions is as follows:

**ORGANIZATION CHART FOR LAHORE AEB  
MAINTENANCE & OPERATION (M & O)**



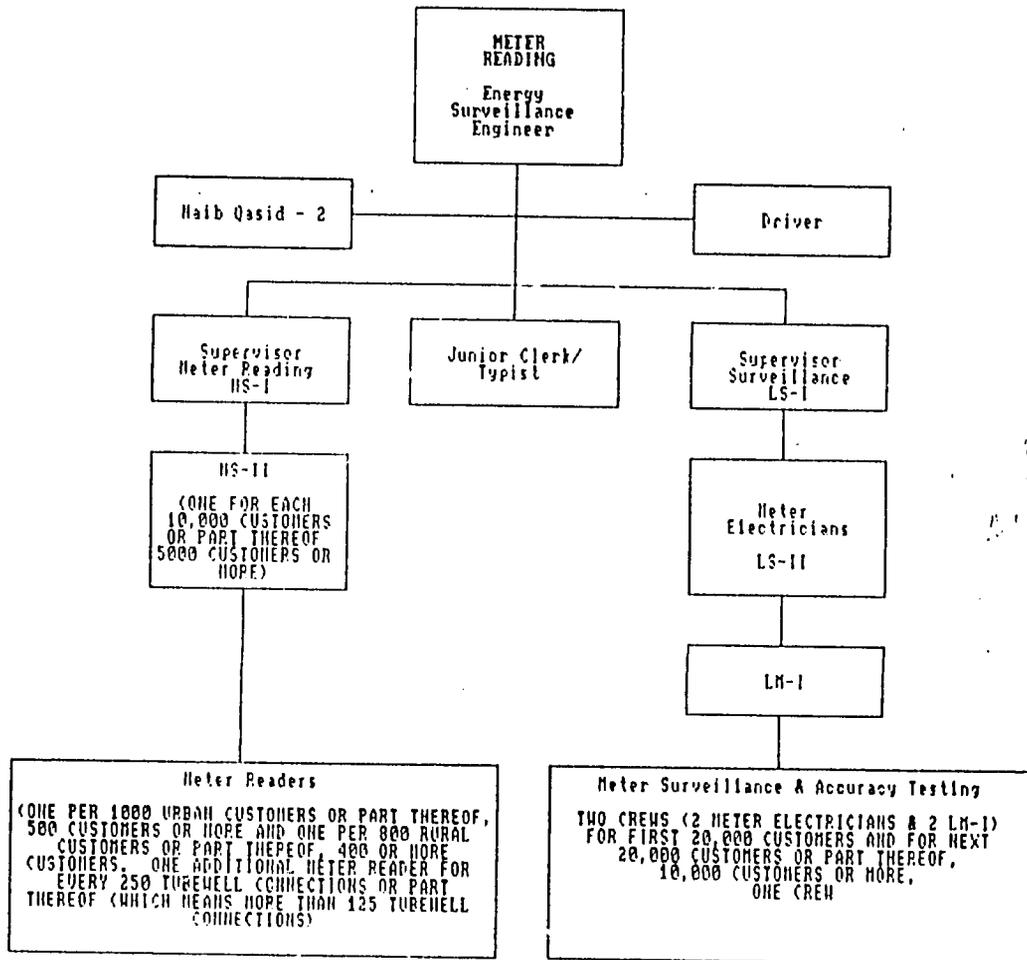
**G. ENERGY SURVEILLANCE AND METER READING**

In order to strengthen the surveillance function in the reorganized Divisions, a meter testing and maintenance section has been added and placed under the Surveillance Engineer in addition to Meter Reading Section to form an effective energy measurement and surveillance group.

This modification will add to the effective control of administrative and other meter related revenue losses by the Energy Surveillance Section.

The Organization Chart for Lahore AEB Divisions, Meter Reading & Energy Surveillance functions is as follows:

ORGANIZATION CHART OF LAHORE AEB  
METER READING & SURVEILLANCE



NOTE: For every two MS-II there will be one Supervisor MS-I

H. LEVEL-I DIVISION REORGANIZATION AND REORGANIZATION OF REMOTE SUB DIVISIONS OF LEVEL-II DIVISIONS

There will be no further organizational changes in the eleven (11) Remote Sub Divisions of Level-II Divisions of Lahore AEB. These will be reorganized according to the already approved Level-I Division reorganization plan. Predominantly rural Chunan Division and its six Sub-Divisions will also be reorganized to Level-I. (Annex IX)

### III. FUNCTIONAL/PROCEDURAL CHANGES

#### A. ADMINISTRATION

Functions/procedures performed under Level II & III will be as follows. However for Level I they will remain unchanged.

General Services will be responsible for acquisition of office building, houses, land, maintenance and repairs of WAFDA buildings, procurement of office equipment, furniture, stationery and the operation and maintenance of the Divisional vehicles.

Personnel will be responsible for the employee personnel problems, employment, training, orientation, records, and the processing of promotions, demotions and transfers records.

Legal and Labor Welfare will be responsible for assisting in choosing legal counsel, providing evidence, monitoring cases, and advising on labor problems and grievances.

Safety Coordinator will actively enforce the safety program, inspect for compliance of safety code, resolve safety enquiries, assist in accident investigation, recommend safety equipment, conduct regular safety meetings and assist and conduct safety training programs.

#### B. BUDGET AND ACCOUNTS

The functions/procedures performed under Level I, will remain unchanged. The position under Level II & III will be as follows:

The accounting, budgeting, cash management and disbursement functions of the present Division headquarters and those of the revenue office with additional financial responsibilities will be combined into a finance section in the new Division reorganization. The new section will be directed by more senior accounting staff than are now in the Divisions and this will strengthen and improve the work in this field.

The preparation of monthly accounts and the management reports will be computerized and only one set of monthly accounts will be prepared. The Finance section will be responsible for the following activities:

Maintaining accounts and ledgers and preparation of financial and managerial reports.

Banking relationship, transfer of funds to AEB accounts, reconciliation of bank statements and handling of imprest cash.

Processing and payment of bills, invoices and payroll vouchers.

Accounting for capital contributions, fixed assets and stores.

Preparation and monitoring of budgets.

Interfacing with inspection and auditing groups.

### C. CUSTOMER SERVICES

The customer services function is responsible for the following activities:

#### 1. Customer Assistance

Customer complaints regarding billing, meter reading, and tariff application, will be received by Customer Assistance and passed on to respective sections for their proper disposal.

After having been disconnected, customers will be provided assistance in making arrangements for restoration of service.

Bill distribution will be a function of Customer Assistance along with litigation responsibilities.

#### 2. Customer Accounts

Customer Accounts is responsible for the meter reading, billing and debtor control functions. The meter reading will be entered into the computer in the Division. Exception lists of irregular usage indicating possible error conditions will reduce incorrect billings to customers. Estimating readings and adjustments to readings will then no longer be at the meter readers personal discretion which will reduce exposure to improper manipulation.

Adjustment to customers bills as well as billing factor changes will be performed by Customer Accounts. This data will be entered daily into the computer. Debtor control will also function in this Section and operate under the guidelines promulgated by the regulations governing their application.

### 3. Computer Operations

The use of computer systems will be an important tool in providing management with information for improving control. In each Division a computer will be available in the Customer Services Section and will be used for data entry and validation of customer bill adjustments, meter reading, new connections, and processing of other Division customer accounting activity including meter changes, etc., as listed below:

01. Basic Data
02. ETDO. ERO
03. Meter Reading
04. Bill Adjustment
05. Advice of Court Order
06. Security Adjustment
07. WAPDA Employees Adjustment
08. Change Notification
09. Reconnection
10. Meter Replacement
11. Installment
12. Withdrawal of Court Order
13. WAPDA Employees Updating
14. Reconnection-A

The purpose of these changes is to reduce the delay between capture of data and the time it is ready for processing, to simplify the operations by automating some of the routine tasks and to provide support for new and improved Division operations.

A revised Commercial Procedure Vol.IV (Yellow Book) has been written to apply to the Lahore AEB Division organization. This procedure is a step forward in bringing the computerization of Commercial function of WAPDA to the Division level. The following data will be entered and validated at the CSO PC.

#### Data Entry:

Meter Reading  
Adjustments

#### Data Output:

MIS Reports  
Exception Reports

The validated diskettes will be transmitted to the AEB/Circle Computer Centers by a courier service providing for more accurate and reliable billing. This will reduce the number of billing complaints and allow the Customer Services staff more time to

provide better service to customers, update their own records and follow up on computer generated exception reports for exercise of better control. This will ultimately create a better public image of WAFDA who will be performing its functions more efficiently.

Following are the salient features of revised Commercial Procedures:

The customer's master record in the computer has been expanded to provide for access to customer's history of 13 months consumption and many other features such as:

- Standard Classification Codes
- Fole Numbers
- Check Digit (Reference Number)
- Account Status
- Payment History
- Usage History
- Air Conditioning Code
- Mail Address
- Service Name/Address (Expanded)
- I.D. Card Number
- Stub Record on Computer

#### 4. Billing

A number of new transaction forms have been designed by combining and consolidating many transactions previously done through a long list of forms. For example, bill adjustment and meter reading updating have been combined on one transaction form thus saving time as well as eliminating chances of inconvenience to the customer previously caused by feeding one form to the computer but not the other. Moreover, 14 types of miscellaneous entries in respect of billing factor correction and meter data change are to be entered and validated at Division PC on daily basis. Thus the master file will be updated promptly at all times and consequently the bill will be more accurate. This will eventually reduce complaints, save time and thus provide reliable billing service to the customers. Following are the main features of billing process in the revised Commercial Procedures:

Time can be reduced between Meter Reading and Billing

New Computer Compatible Formats

## Daily Transfer of Data to Billing Computer

### Adjustments Processed Daily

#### D. ENERGY SURVEILLANCE & METER READING

New meter reading cards have been designed to take reading from the customer premises and transmit them directly to the PC at Customer Services Office. The card has many new codes to indicate location, suspicion of theft and status of meter etc. The transcription of data from cards to the meter reading list will be eliminated which will greatly reduce the chances of meter reading errors by omission or commission. Staff required for this function can be eliminated. The meter readings are entered into the PC directly from the cards and exception reports called "Preliminary Meter Reading Exceptions" are issued for validation and correction. The computer program has been designed to estimate where actual reading is missing thus reducing the personal discretion of meter readers and other field staff in manual estimation. High/low limits of reading are also calculated by computer and any reading found to be outside these parameters is shown as an exception. The log checking and clearing exceptions is done right at the Division level even before the diskette is transmitted for billing at AEB/Circle computer center. This will expedite the work at the main computer and reduce the list of exceptions pointed out at the time of billing. Following are the main features of meter reading process in the revised Commercial Procedures:

Data Entered and Validated in the CSO's PC

Data Transmitted to Main Billing Computer on Diskette

Control on Estimations

As the responsibilities of the Division Surveillance Engineer also include the meter reading of all B-II category customers as well as some of the B-I category customers, where meters with MDI are installed, it is recommended that in Level III Divisions where number of the B-II category meters exceeds fifty (50), an additional post of Surveillance Engineer is sanctioned. This addition will not only ensure timely completion of the meter reading work (without delay in submission of the meter reading batches) but will also effectively facilitate implementation of the energy surveillance in Divisions having a large number of industrial consumers.

Essentially the following two Divisions need sanctioning of the above recommended additional position of

Surveillance Engineer. No additional supervisory or support staff is needed.

1. Badami Bagh
2. Baghbanpura

## **E. PLANNING AND ENGINEERING**

### **1. Planning**

Reorganization of the Planning and Engineering components within the Division will improve the effectiveness to plan new services and system rehabilitation/improvements. This will be accomplished primarily through computerization of planning techniques. A personal computer (PC) will be installed at the Division Planning Section which will be used primarily for planning purposes and secondarily for processing Stores etc.

The Planning Section will be created under the Divisional Engineer headed by the Planning Engineer which will have responsibility for utilization of the PC as a planning tool. This Planning Section will review proposals for new service application under the direction of the Planning Engineer and periodically review Division Distribution system for improvements and additions. The Planning Section will provide support to Sub Division Officers as requested in preparation of proposals for new service applications.

The following references on planning procedures are to be utilized at the Division level:

- a. Division Planning Guide
- b. Technical Audit Procedures
- c. Guidelines for Preparing Proposals for the Rehabilitation of L.T. System.
- d. Computerized Work Order System
- e. Location Code
- f. PC Feeder Analysis Operation Manual (CADPAW)
- g. Technical Reports:
  - T1 Current Carrying Capacitor for Overhead Conductors.

- T2 Economical Evaluation of Distribution High Tension Conductor Sizes.
  - T3 Application of Line Regulators
  - T4 Ampere Rating of Underground Cables
  - T5 Economical Evaluation of Grid Station Transformer Sizes
  - T6 Economical Evaluation of Three Phase Distribution Transformer
  - T7 WAPDA Distribution System Over Current Protection Report
  - T8 WAPDA Distribution System Over Current Protection Report
  - T9 WAPDA Distribution System Planning Guide to Determine Equivalent Demand on Grid Station Transformers
  - T10 WAPDA Distribution System Planning Criteria
  - T11 WAPDA Distribution System Voltage Flicker Guideline
  - T12 Low Tension Conductor and Service Guidelines
- h. Distribution Mapping Report
  - i. Procedure for Economic Analysis of ELR Works
  - j. Operating Manual for PC based Work Order System.

## 2. New Connections

- a. Customer applies to the Planning Engineer for new connection or extension of load.
- b. Planning Engineer registers the case, prepares cost estimates etc and prepares the Demand Notice and informs the CSO.
- c. The customer submits the paid Demand Notice along with connection Test Report to the Planning Engineer.

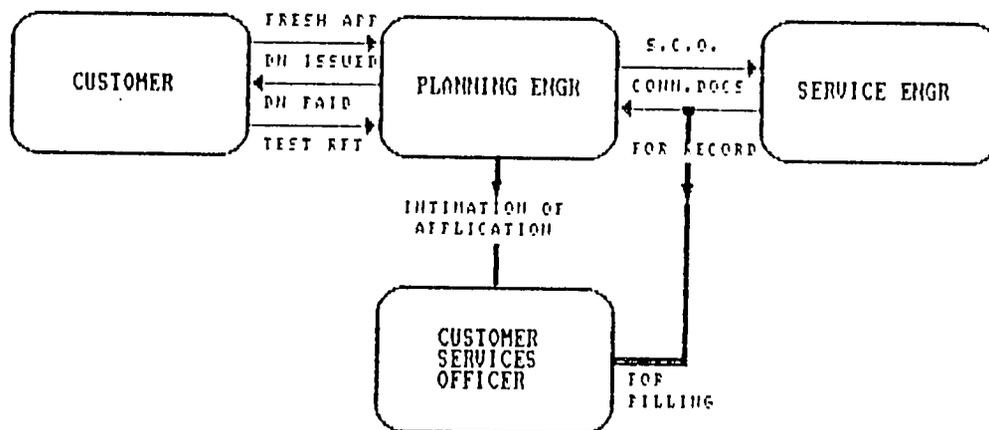
- d. Planning Engineer verifies the Test Report and approves the connection. Planning Engineer prepares the Service Connection Order (SCO) and sends it to the Service Engineer.
- e. Service Engineer completes the connection and sends the relevant documents to the CSO for billing etc and the connection technical data and staking sheet to the Planning Engineer for record. Flow chart of connection procedure is as follows:

**CONNECTION PROCEDURE - FLOW CHART**

=====

LAHORE AEB

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**F. SERVICE, MAINTENANCE & OPERATION**

Utilizing the available sanctioned staff in each Division, sufficient crews headed by an LFM/LS will be assigned to perform preventive maintenance of distribution lines and equipment in accordance with a maintenance schedule that will cover all facilities at least twice per year. The crews will operate from a central point with complete responsibility for maintaining all feeders in the Division to a level that will ensure continuity of electric power supply to all customers. This group will also assist in attending to large emergency system conditions reported by the complaint crews. Required number of personnel will be

utilized temporarily from their preventive maintenance duties to assist with these emergencies. The crews will go back to their preventive work after attending such emergencies.

The emergency crews supervised by LSs will be assigned to attend customers reporting no-power complaints. These crews will work two or three daily shifts.

In urban areas all complaint crews are to operate from a centrally located service center. Complaint centers attended by complaint clerks only may be established at convenient locations catering to 5 or 6 thousand customers each with communications available between the complaint centers and the Despatch Center. The complaint clerks will pass on all complaints to the Despatch Center for crew dispatching to trouble areas. This arrangement will result in optimum utilization of complaint crews with lower operating costs.

Major system emergency conditions that result in breakdowns beyond the scope and effort of the complaint crews will be reported to the Preventive Maintenance group for rectification on priority basis. The emergency complaint crews, however, wherever possible, will provide temporary power to the areas and the customers affected by the emergency breakdowns.

The Division/Sub-Division technical staff will follow the available new WAPDA policies and procedures that will guide their activities in the performance of duties assigned to each functional area.

The procedures and guides that will be implemented are listed below:

1. **Maintenance Procedures Manual for Line Staff**

The Manual contains procedures that will be used to inspect, maintain and/or replace distribution lines, tools and equipment in a safe uniform and efficient manner.

The Manual provides for the safety of the line crew personnel and the general public through safe work practices in accordance with the WAPDA safety code.

This Manual has been designed for use by supervisors and line crew personnel and should be used as a guide for Distribution maintenance.

**2. Construction Procedures Manual for Line Staff**

The Manual contains procedures and guides that are to be used to install distribution lines and equipment in safe, uniform and efficient manner.

The procedures are designed in strict adherence to the WAPDA Safety code and provide for safety of line crew personnel and the general public.

**3. Operating Procedures Manual for Line Staff**

The Manual contains procedures and guides that will help insure the operation of the power Distribution system in a safe, efficient and productive manner.

The procedures have been designed in strict adherence to WAPDA safety code which provide for the safety of the line crew personnel and the general public. The manual should be used by line crew personnel and the supervisors as a guide for operation of the Distribution system.

**4. Distribution Switching Operations Procedures Manual**

This procedure manual details switching methods whereby distribution lines and equipment are energized, de-energized or re-energized. These switching operating procedures are set forth in compliance with the WAPDA safety policy. Compliance with the manual will ensure safety of equipment, employees and the general public.

Strict adherence to the Power Distribution Switching Operation Procedure Manual will increase cooperation between the mutual confidence in the various operating departments and individuals involved in clearance and issuance of permit-to-work.

**5. Field Switching Guide**

The Field Switching Guide delineates responsibility and action of the field organizations involved for the receipt of permit-to-work clearance on distribution facilities. The document is referenced to the Distribution Switching Operation Procedures Manual and the WAPDA safety code which, together, cover the requirements for safe work methods.

**6. Capacitor Bank Field Maintenance Procedure**

This procedure has been designed to guide the field M&O staff in maintaining the fixed and switched capacitors installed on the distribution lines. The procedure provides methods for the testing,

inspection and field adjustments of the capacitor banks and controls to ensure their continued beneficial operation.

7. **Meter Testing, Calibrating Maintenance, Repair and Installation Procedure Manual**

The manual contains procedures related to field testing and maintenance of self contained single and three phase meters.

## IV. TRAINING AND IMPLEMENTATION

### A. ADMINISTRATION

Supervisor Administration, Senior Clerks and Junior Clerks will receive orientation.

Training to all level personnel will be provided by EBASCO in respective offices of WAFDA.

The training will focus on acquainting the trainees with the administrative functions/procedures performed in the Division. New formats will also be introduced. Specific attention will be given on the training concerning the automation of payroll.

### B. BUDGET AND ACCOUNTS

The Budget & Accounts Officer and Assistant Budget & Accounts Officers will receive orientation training in a joint session conducted by Director Finance AEB and EBASCO-Finance at the office of Director Finance AEB.

The training will aim at acquainting the Budget & Accounts Officer and his assistants with the procedures to be followed in the Divisions budget and accounts section.

### C. CUSTOMER SERVICES

An implementation team consisting of WAFDA's officers (picked from those already trained in the USA under the SUE program) and clerks specially trained for the job will move from Division to Division, actually training and assisting the staff in day to day working. A supervisory committee will comprise of WAFDA's HQ and AEB Directors both from Customer Services and Computer Sections with the EBASCO Advisor forming part of such a team in the lead role. The Supervisory committee will meet at regular intervals to address all problems of implementation encountered by the Implementation team such as shortage of staff, cooperation of field staff, approvals and revisions in the yardsticks and or procedures, computer programs and rectification of errors and omissions.

Formal Commercial Procedures course will also be available at DTI, namely Customer Services Management course for officers and managers. It explains more about the modern management concepts such as functional vs administrative authority, management and control through the computer generated MIS reports and the use of

effective communication skills for dealing with customers and fellow managers.

#### D. PLANNING / ENGINEERING

Division Planning Engineer and the Planners will be trained in PC based HT/LT feeder analysis program (CADPAW) and the development of related work orders using the Computerized Work Order System (CWOS). The training will be held at each Division HQ and will be conducted by personnel from the CE Planning (Distribution) Office and the concerned AEB Planning Directorate assisted by EBASCO as necessary.

It will be the responsibility of the AEB Planning Directorate to monitor and ensure implementation of the functional improvements. Availability of technical reports/manuals, operating manuals for the PC based feeder analysis program and the Work Order System program along with the suitably installed PCs are the prerequisites for training and functional improvement implementation.

A four to five day training session is recommended for the concerned planning group of the Level III Divisions.

#### E. METER READING, ENERGY SURVEILLANCE

Supervisor Surveillance and the Meter Electricians will be provided training in the field maintenance, testing, removal and replacement of self contained single and three phase meters and the related matters. The available Meter Electricians training course will be used for providing training at the DTI/PTA or at the RTCs

#### F. SERVICE, MAINTENANCE AND OPERATION

Division Despatch Coordinators will be provided training in the operation of the Despatch Center including operation and use of the radio communications system. The training will be held, circlewise at one of the suitably located Despatch Center.

A combined WAFDA team comprising personnel from CM&O Distribution HQ and experienced staff from the Dispatch offices of Model Divisions of Sheikhpura and Muridke assisted by EBASCO, as necessary, will impart the training. A two to three day training session for the group of trainees from each circle will suffice.

Emphasis has been placed on preventive maintenance of the system on a regular basis under a schedule program.

Approved procedures and manuals to operate and maintain the system will be made available to the concerned staff. Technically, this staff is not called upon to perform any new functions other than what they had already been performing in the M&O and service areas of the existing Divisions/Sub-Divisions. However, if required and as determined by the Divisional Engineer, to update and refresh the technical knowledge and to improve upon the existing work practices, the line staff including the supervisors should undergo training in Distribution Construction, Maintenance and Operation functions at the DTI/DTA Lahore/Islamabad or at the Regional Training Centers (for supervisory level training) and at the Circle Level Lineman Training Schools.

Following courses are available for training of the concerned staff:

1. Line Supdt's Technical Training Course T-500
2. Lineman's Training Course T-300
3. Assistant Lineman's Training Course T-100

Implementation and monitoring of the organizational and functional improvements will be guided and supervised by a team comprising personnel from Distribution HQ CM&O Chief Engineer and AEB CM&O Directorate assisted and advised by EBASCO as necessary.

Availability of recommended staffing along with necessary transport, T&P and communications equipment as well as the applicable operating and maintenance procedures manuals is the prerequisite for successful implementation of the proposed CM&O organizational structure.

## V. BENEFITS

### A. ADMINISTRATION

The payroll will be computerized which will save substantial time taken for preparing the payroll.

Duties and responsibilities will be clearly defined which will improve productivity and reduce confusion.

Position descriptions will be prepared and provided to each incumbent and his supervisor as a ready reference. This will help improve the Performance Evaluation process.

Appropriate distribution of responsibilities between Administration and Accounts Staff will be made. Cash books which are being handled by the Administration staff will be given to Accounts staff and Service Books to Administration.

### B. BUDGET AND ACCOUNTS

The Budget & Accounts Officer vested with the power to pre-audit bills up to Rs. 10,000 will reduce the dependence of Division on the AEB making it possible for the Division to discharge its liabilities quickly and prevent interruptions in operational work for want of funds from AEB.

The Divisional Engineer will not be recording payment certificate on the vouchers at a great expense of his time. Similarly attestation of cash disbursement entries in the cash book by the Divisional Engineer will not be required. With the delegation of these functions to the Budget & Accounts Officer and Divisional Engineer will have more time at his disposal to do the work that he should really be doing. He will have the satisfaction of knowing that these functions are now being performed by a senior officer.

The accounts reports will be produced timely and more accurately. As such the Director Finance, Area Electricity Board, will spend lesser time than before for scrutiny of the accounts/reports prepared by a Division.

The Budget & Accounts Officer will be dealing more effectively with the banks for the transmission of funds to and from the AEB. Thus the funds will become available to WAPDA quickly instead of remaining suspended in transit indefinitely.

The customer's complaints about banks will also be being handled more diligently with the banks.

The Budget & Accounts Officer will be in a much better position than a Divisional Accountant to attend to inspection reports by the executives and finance officers from the AEB and the Headquarters.

The Budget & Accounts Officer will be able to provide better guidance to the Divisional Engineer on expenditure, budgets, and accounts as compared to a Divisional accountant.

### C. CUSTOMER SERVICES

#### Customer Master File:

Improved service to customers as more data will become available on computer. Reporting system will also improve with availability of detailed database. Pole/transformer data associated with customer usage will be available through the computer to help improving the system planning.

#### Meter Reading:

Billing errors will be reduced due to Preliminary Checking of Meter Reading Exceptions at CSO level. Duration between meter reading and billing will be curtailed in due course of time. Meter readers will find it difficult to exercise personal discretion.

#### Billing:

The prompt and error free billing will improve the cash flow. Master file will be updated expeditiously. First bill will be issued promptly to the benefit of both WAPDA and customer.

### D. PLANNING AND ENGINEERING

Optimal use of resources will be available to WAPDA. System losses will be reduced through improved engineering.

There will be overall improvement in system configuration through proper designing. The periodic review of the system conditions will bring timely improvements to accommodate future loads. Enhancement of system reliability will ensure continuity of supply through proper system planning.

The quality of service to existing consumers including voltage levels and outage durations will improve and there will be more efficient review of cases to sanction new loads.

Planning for HT/LT rehabilitation through use of computerized feeder analysis will be possible. The enforcement of standards through proper planning design will improve safety.

The human resources will be upgraded through training, particularly in the computer area.

#### E. ENERGY SURVEILLANCE

Surveillance of meters and metering equipment by the newly inducted Surveillance Section will minimize the energy pilferage.

Regular routine field maintenance and testing of meters will establish credibility of billing and minimize the billing complaints and energy pilferage.

#### F. SERVICE, MAINTENANCE & OPERATION

Increased revenues due more rapid response to service requests through radio despatch.

Increased productivity by deploying the staff more efficiently, utilizing additional vehicles, T&F and the introduction to radio communications.

Preventive maintenance will ensure continuity of service that will result into uninterrupted revenue to WAPDA and enhance PDW public image. System will be less vulnerable to faults under conditions like rains, storms etc.

Crew utilization in preventive maintenance will minimize the crew idle time. Regular inspection of distribution system will identify potential maintenance requirements that will contribute to system reliability.

As a result of coordinated functioning of planning, customer service and service connection functions the new connection function will be stream-lined.

ANNEXURE - I

LIST OF LAHORE AEB DIVISIONS  
SHOWING PROPOSED LEVELS OF  
REORGANIZATION

LAHORE AEB DIVISIONS  
PROPOSED LEVELS OF REORGANIZATION

<u>Division</u>	<u>Reorg. Level</u>
CIRCLE I	
Fort	III
Badami Bagh	III
Rang Mahal	III
Shahdara	II
CIRCLE II	
Gulshan Ravi	III
Samanabad	III
Allama Iqbal Town	II
Civil Lines	III
McLeod Road	III
CIRCLE III	
Shalamar	II
Lahore Cantt	II
Baghbanpura	III
Kot Lakhpat	II
CIRCLE IV	
Gulberg	III
Garden Town	III
Kasur	II
Chunian	I

ANNEXURE - II

EXISTING DIVISION/SUB-DIVISION  
ORGANIZATION CHARTS AND YARDSTICKS

1. ORGANIZATION CHART OF AN EXISTING OPERATION DIVISION
2. STAFFING CHART OF PRESENT OPERATION SUB-DIVISION  
(URBAN+RURAL) (FOR 10,000 CONSUMERS)
3. REVENUE OFFICE ORGANIZATION CHART  
(FOR 40,000 CONSUMERS)

ORGANIZATION CHART OF AN  
EXISTING OPERATION DIVISION

EXECUTIVE ENGINEER

STENOGRAPHER-II - 1

GENERAL SECTION		ACCOUNT SECTION		DRAWING SECTION	
Head Clerk	- 1	Divisional Acct.	- 1	H.D.M/A.D.M	- 1
UDC (S Clerk	- 2	Accounts Clerk	- 3	Tracer	- 2
LDC (J Clerk/Typ)	- 2	LDC (J Clerk/Typ)	one per Subdivision		
Naib Qasid	- 3				
Chowkidar	- 2				
Sweeper	- 1				
Mali (Where lawn exists)	- 1				

STAFFING CHART AS PER WAPDA YARD STICK

OPERATION SUB DIVISION (URBAN & RURAL)  
(FOR 10,000 CONSUMERS)

General Section	Connection Section	Disconnection & Reconnection Section	Meter Reading Section	Maintenance & Complaint Section	
Senior Clerk	1 Supervisor LS-I	1 Supervisor LS-II	1 Supervisor MS-I	1 (For Urban S/Div) LS-I	1
Junior Clerk (Enquiries)	1 Senior Clerk LM-I ALM	1 LM-I 2 ALM	2 MS-II 4	1 LS-II LM-I LM-II	1 4 3
Typist Clerk	1		Meter Readers:	ALM	16
Record Keeper (Junior Clerk)	TOTAL D&R, SERVICE SECTION TECH. STAFF LS-I=1, LS-II=1, LM-I=4, ALM=8		1 per 1000 Urban consumers or part thereof 500 or more	(For Rural S/Div) LS-I	2
Naib Qasid	2		1 for 800 Rural consumers or part thereof 400 or more	LS-II LM-I	2 12
Chowkidar	1			LM-II ALM	12 36
Driver	5		1 for 250 tubewell consumers or part thereof 150 or more	Telephone Clerk	2
Lorry Cleaner	1				

REVENUE OFFICE ORGANIZATION CHART HAVING 40,000 CONSUMERS  
(COMPUTER BILLING)  
AS PER WAPDA YARD STICK  
(REVENUE OFFICER = 1)

General Section		Commercial Superintendent							Billing Control Supervisor	Debtor Control Supervisor
Divisional Accountant									Assistant	(Assistant)
Accounts Section	Cash Section	Consumer Record Section	General Administration Section	Data Control Section	Bill Dispatch	Enquiries Section			For Debtors Control	
Senior Clerk	1 Senior Clerk	2 Senior Clerk	2 Senior Clerk	1 Senior Clerk	1 Senior Clerk	1 Junior Clerk	1 Senior Clerk	1 A) For billing control	2 Senior Clerk	1
Accounts Clerk	1 Junior Clerk	2 Junior Clerk	1 Junior Clerk	2				i) Senior Clerks (for each Sub Division)	(For 2 Sub Divisions)	
			Despatcher + Receipt	1				ii) Junior Clerks (for two Sub Division)	1	
			Records	1						
			Typist	2						
			Daftri	1						
			N.Qasids	3						
			Chowkidar	1						
			(2nd post of Chowkidar will be admissible only when office is located in an independent and separate building							
			Mali (only for an office housed in an independent building with lawns)	1						
			Sweeper	1						

NOTE: Besides the above, one Senior Clerk is also admissible for dealing with legal matters.

## ANNEXURE - III

### PROPOSED DIVISION/SUB-DIVISION REORGANIZATION CHARTS AND YARDSTICKS

#### REORGANIZATION CHARTS OF:

1. DIVISIONAL ENGINEER
2. ADMINISTRATION OFFICER
3. BUDGET & ACCOUNTS OFFICER
4. CUSTOMER SERVICES OFFICER
5. ENERGY SURVEILLANCE & METER READING ENGINEER
6. PLANNING ENGINEER
7. SERVICE ENGINEER
8. MAINTENANCE & OPERATION ENGINEER

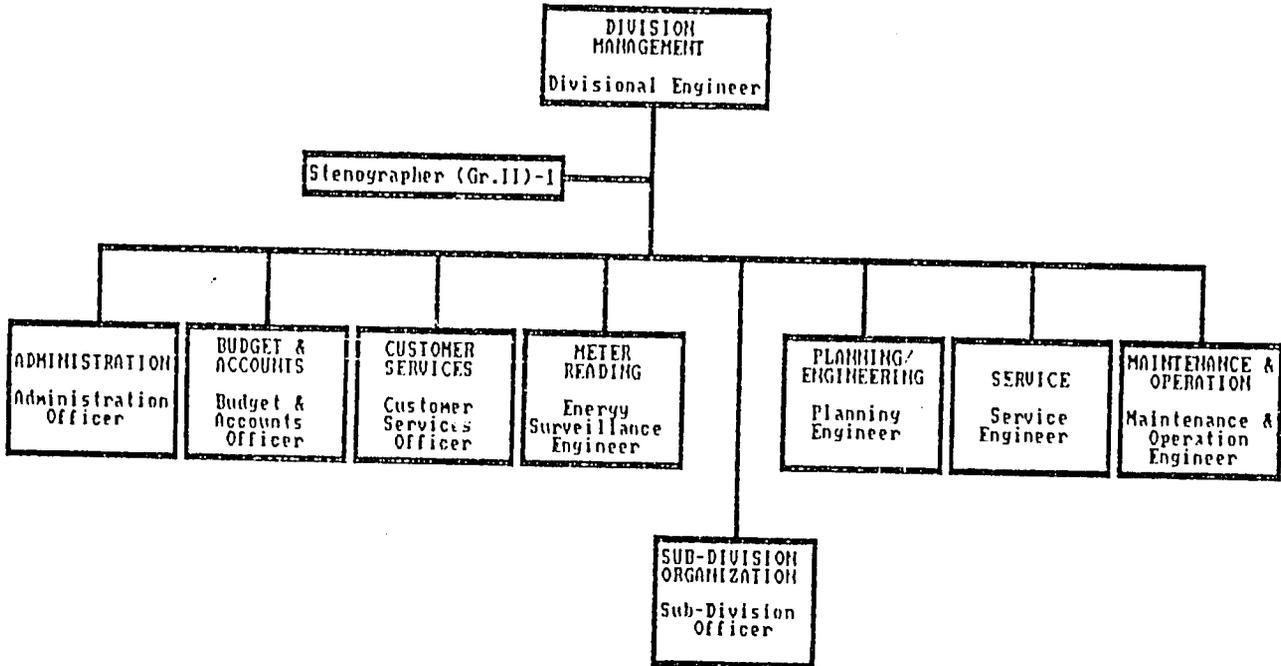
#### LEVEL-III DIVISION REORGANIZATION & YARDSTICKS (100,000 URBAN CONSUMERS)

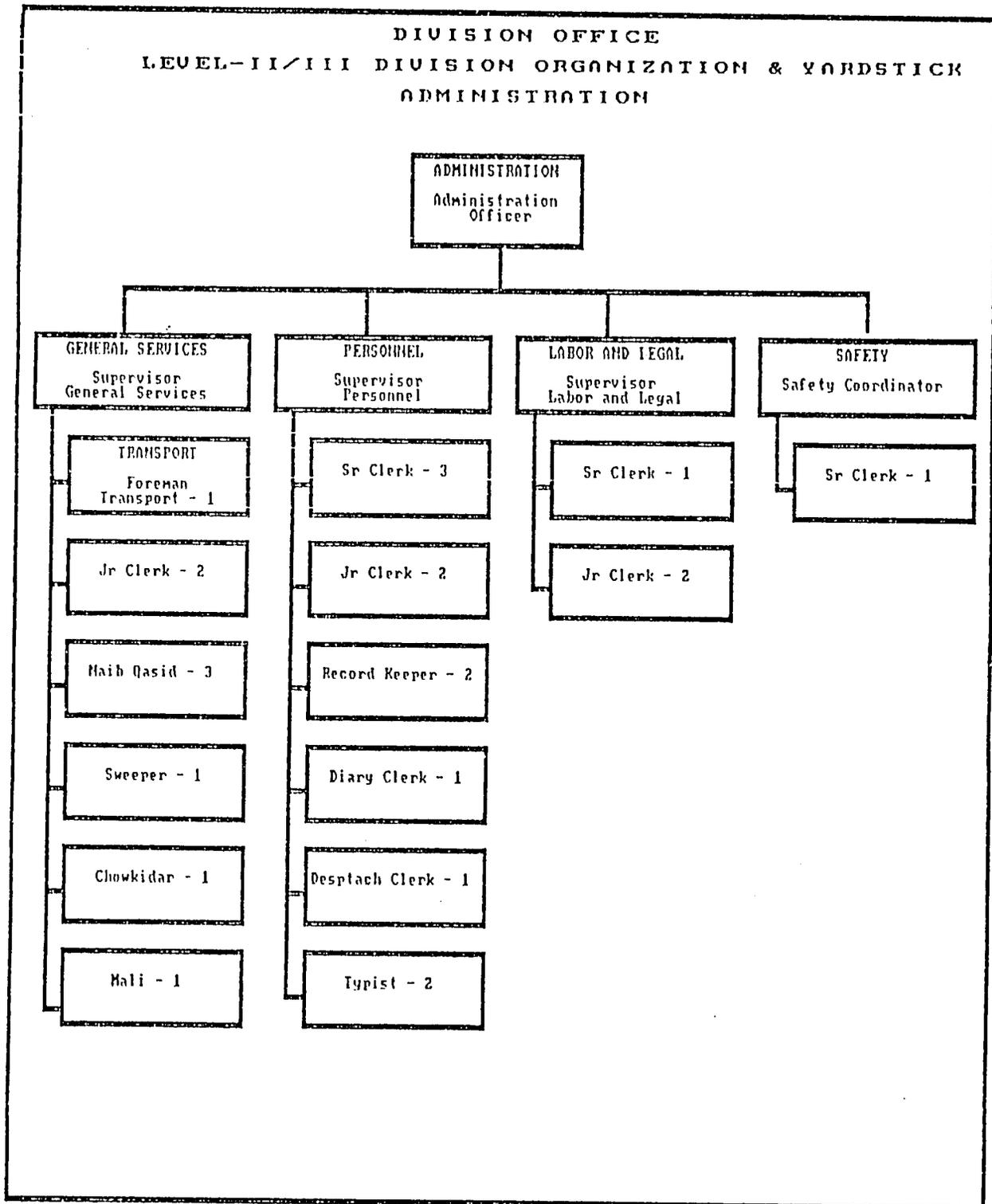
1. PLANNING / ENGINEERING
2. SERVICE
3. M & O
4. SURVEILLANCE

#### STAFFING CRITERIA FOR:

- PLANNING ENGINEER
- SERVICE ENGINEER
- M&O ENGINEER
- ENERGY SURVEILLANCE ENGINEER

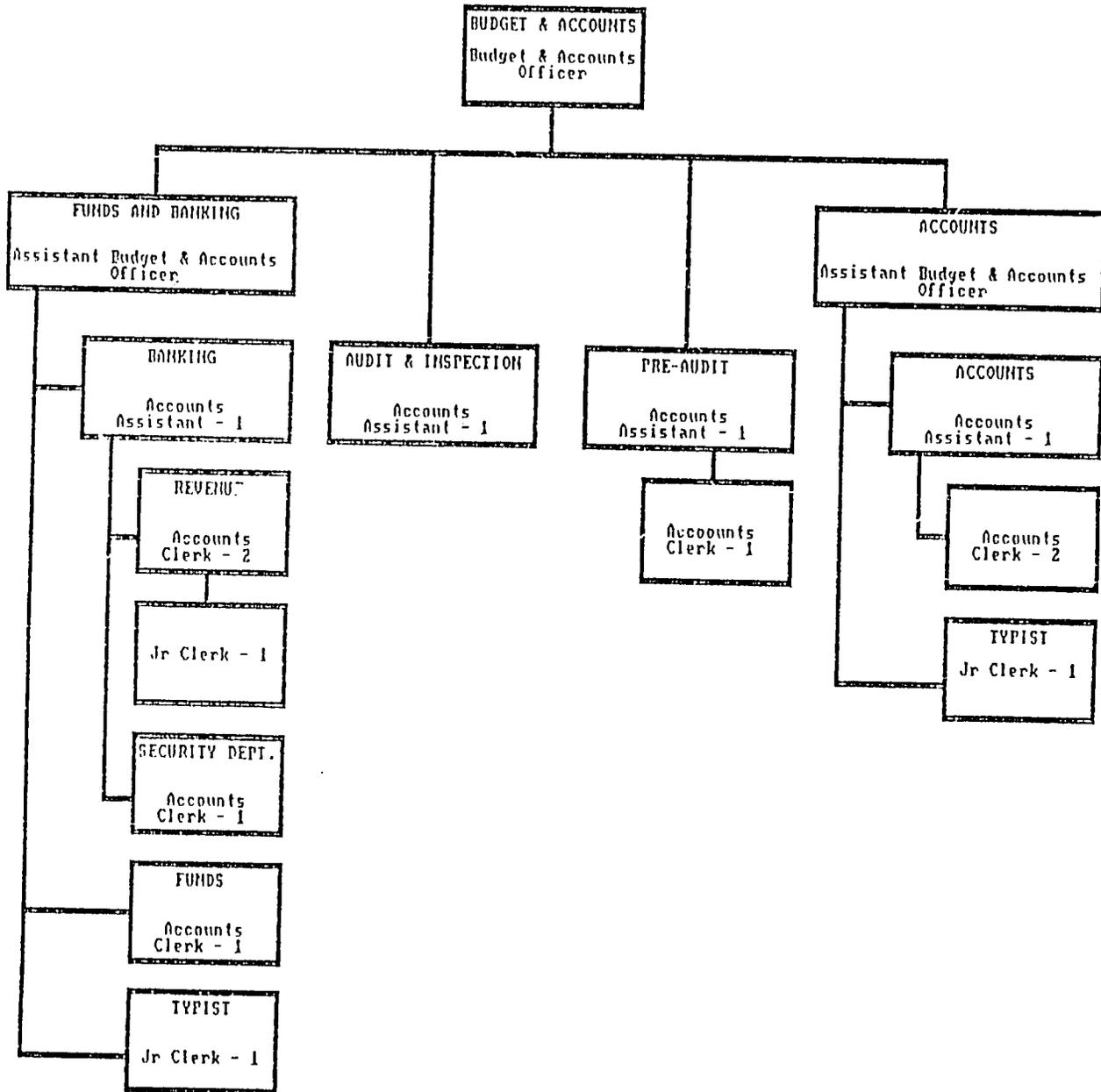
LEVEL-II/III DIVISION REORGANIZATION



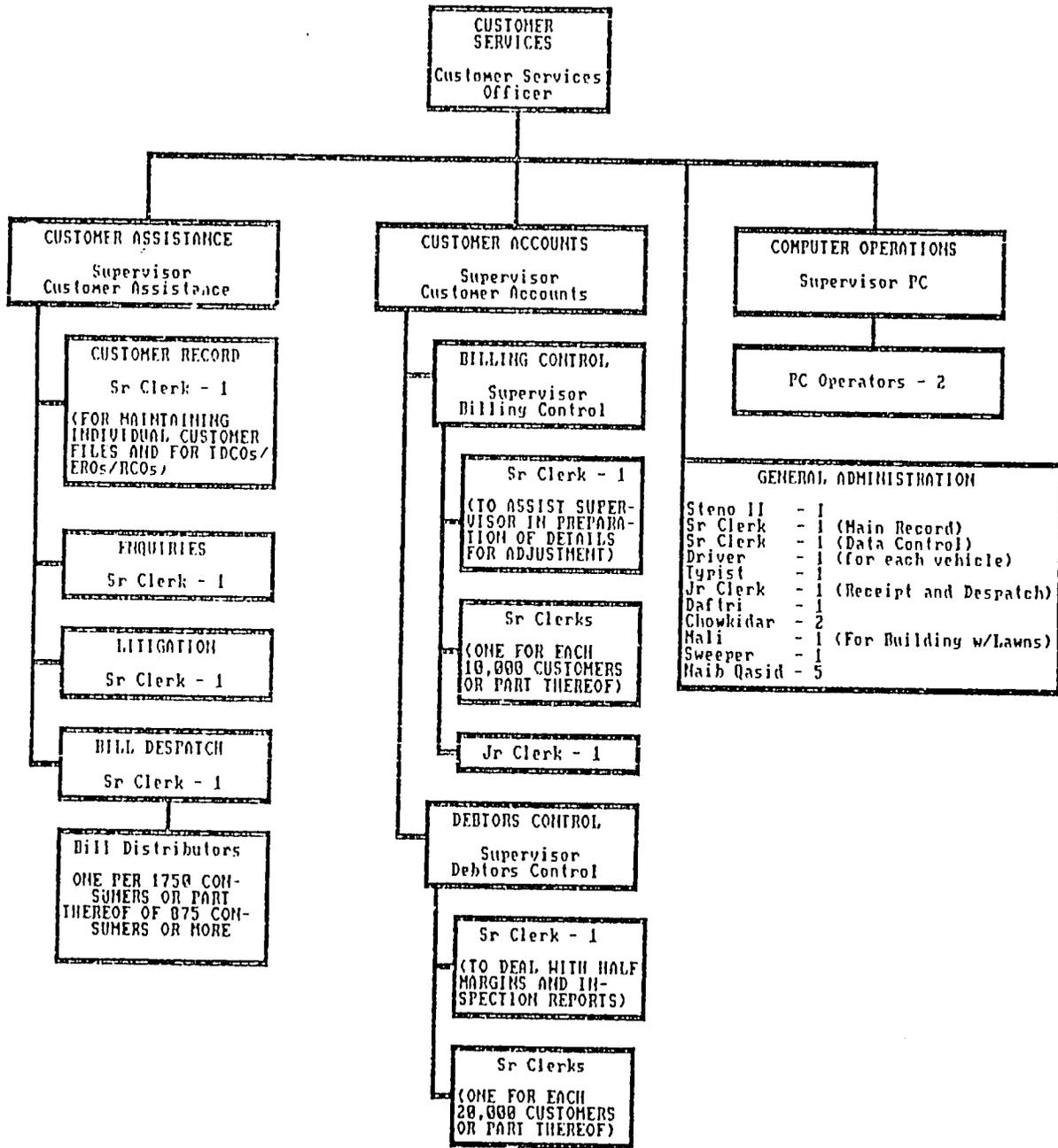


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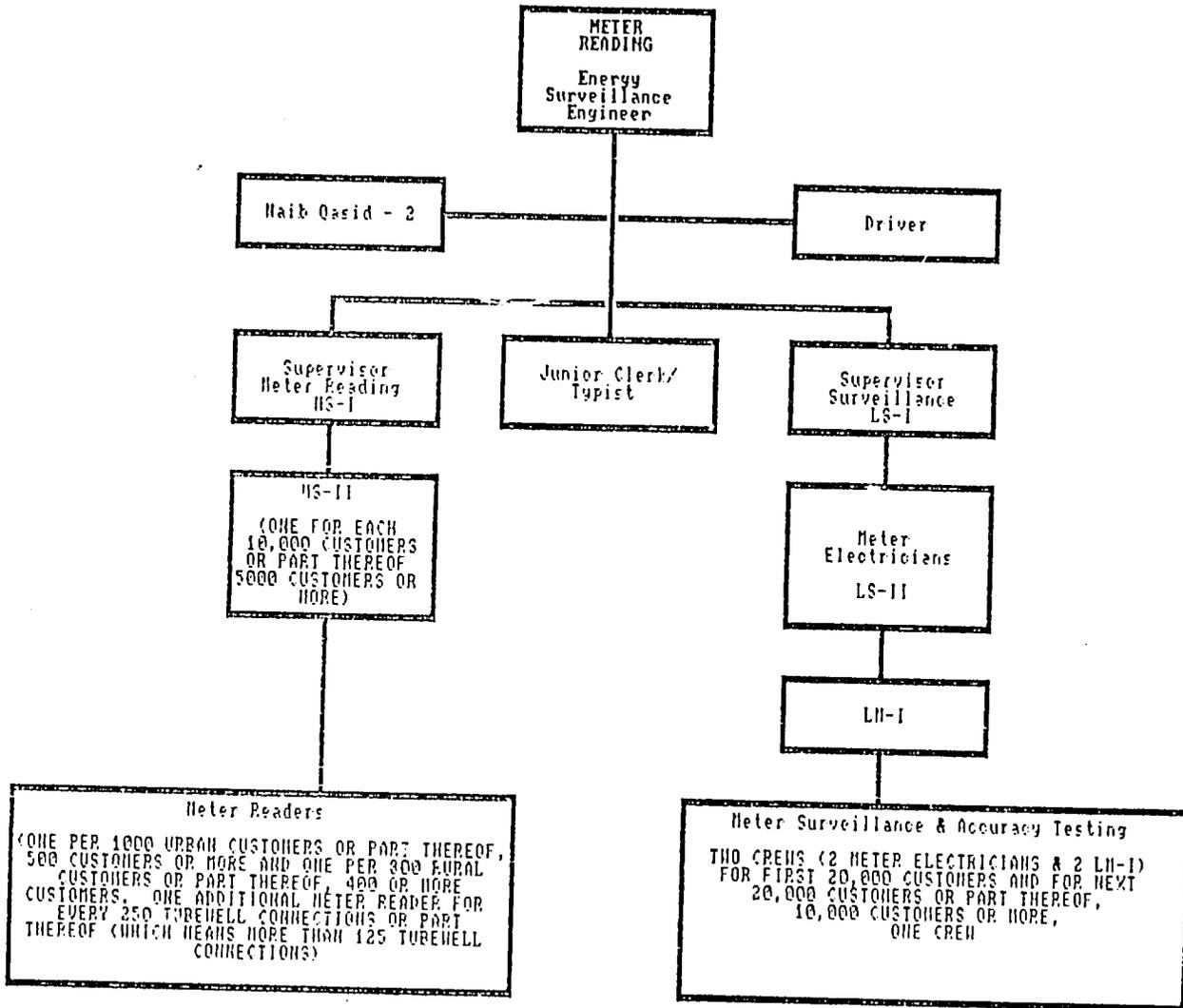
DIVISION OFFICE  
LEVEL-II/III DIVISION ORGANIZATION & YARDSTICK  
BUDGET AND ACCOUNTS



**DIVISION OFFICE**  
**LEVEL-II/III DIVISION ORGANIZATION & YARDSTICK**  
**CUSTOMER SERVICES**

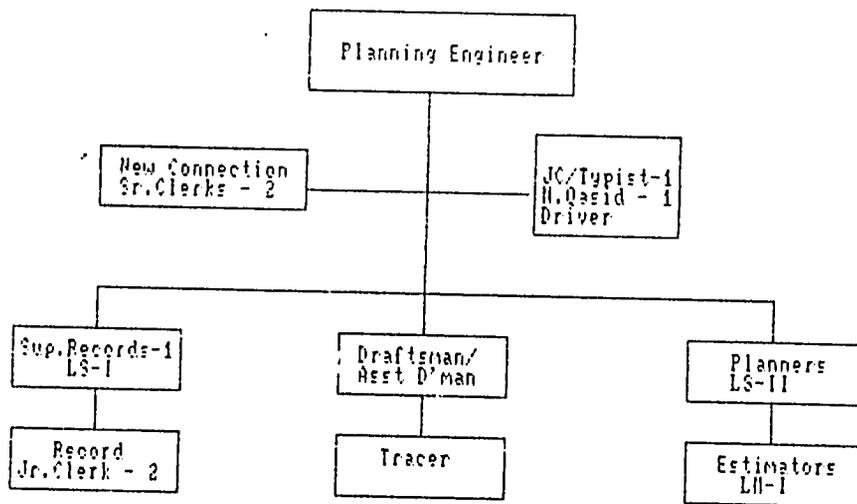


**DIVISION OFFICE**  
**LEVEL-II/III DIVISION ORGANIZATION & YARDSTICK**  
**METER READING**



NOTE: For every two MS-II there will be one Supervisor MS-I

DIVISION OFFICE  
LEVEL III DIVISION ORGANIZATION AND YARDSTICKS  
PLANNING/ENGINEERING  
100,000 (URBAN) CUSTOMERS



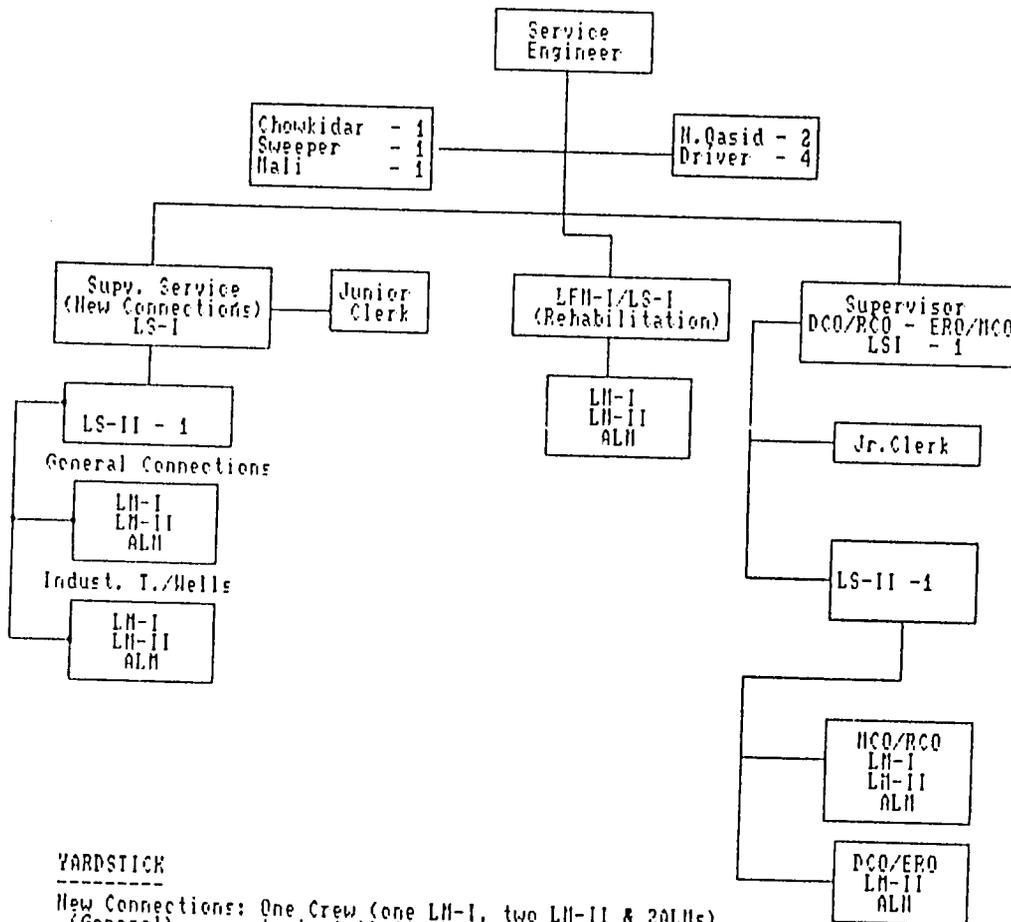
YARDSTICK

- One Planner and one Estimator for 15 General, one Industrial and two Tubewell connections per month or part thereof.
- One Draftsman/Asst Draftsman and one Tracer for 30 General, 2 Industrial and 1 Tubewell connections per month or part thereof.

LB-FE32

**BEST AVAILABLE DOCUMENT**

**DIVISION OFFICE**  
**LEVEL III DIVISION ORGANIZATION AND YARDSTICKS**  
**SERVICE**  
**100,000 (URBAN) CUSTOMERS**



**YARDSTICK**

New Connections: One Crew (one LM-I, two LM-II & 2ALMs) to install five connections per day. (General)

Industrial/ Tubewell : One crew (one LM-I, one LM-II and 2 ALMs) to install two connections per day.

MCO/RCO : Two crews (2 LM-I & 2 LM-II & 4 ALMs) for first 20,000 customers and for each additional 20,000 customers or part thereof, 10,000 customers or more, one crew.

DCO/ERO : Two crews (2 LM-II & 2 ALMs) for first 20,000 customers and for each additional 20,000 customers one crew or part thereof, 10,000 customers or more.

LT Rehabilitation : One crew (one LM-I, one LM-II & 2 ALMs) to execute 3 to 4 LT rehabilitation works per month.

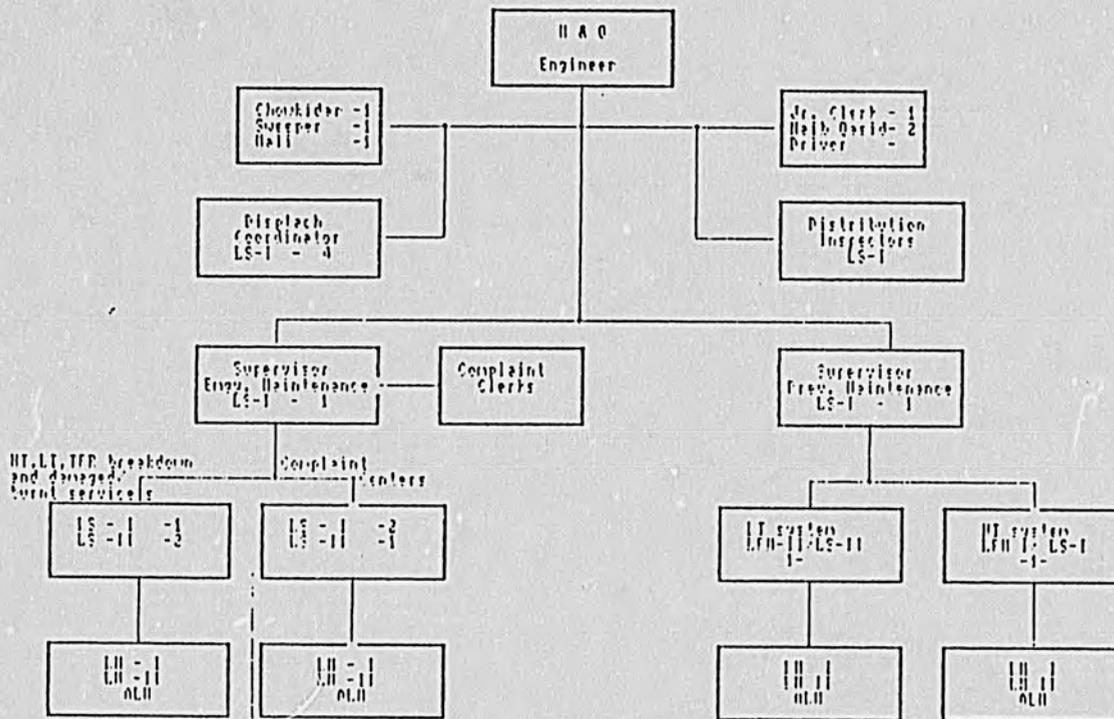
Chowkidar, Sweeper/Mali: Only if office in a separate building/A lawn is to be maintained.

**Vehicles:**

Pick up : 1  
Pick ups with ladder : 2  
Truck with ladder : 1

**BEST AVAILABLE DOCUMENT**

**DIVISION OFFICE**  
**LEVEL III DIVISION ORGANIZATION AND YARDSTICKS**  
**MAINTENANCE & OPERATION (M & O)**  
**100,000 (Urban) Customers**



**Yard Stick/Staffing Criteria**

- a. Dispatch Coordination  
One for each shift (3 shifts) and one as reliever.
- a. Emergency Maintenance
  - 1st Shift (H-1) 11 Will operate from one location in 3 shifts. Staff for 30,000 customers or part thereof, 15,000 customers or more.
  - (H-11) 11
  - (H-11) 31
  - ALH 31
- 2nd Shift (H-1) 11
- (H-11) 11
- (H-11) 31
- ALH 31
- 3rd Shift (H-1) 11
- ALH 21
- Following Staff
  - UH-11 11 For every 30,000 customers or part thereof, 15,000 customers or more.
  - ALH 21
- b. Complaint Centers  
Urban: one complaint center for 5,000 to 6,000 urban customers attended by Complaint Clerks with communication facilities. One Complaint Clerk per Complaint Center per shift.
  - Morning shifts (H-1) 11
  - (H-11) 11
  - ALH 21

Three shifts. Staff to operate from one location.

  - Evening shifts (H-1) 11
  - (H-11) 21
  - ALH 41

Staff for 10,000 customers or part thereof, 5,000 customers or more.

  - Night shifts (H-1) 11
  - ALH 11- Following Staff
  - (H-11) 11 For every 10,000 customers or part thereof, 5,000 customers or more.
  - ALH 21

Note: Add one LS-11 to evening shift supervisory of all functions of Emergency Maintenance.

- a. H & O Clerk  
One for 100,000 customers or part thereof, 50,000 customers or more.
  - b. Complaint Clerks  
One for each shift in Urban Complaint Center (2 shifts) and one reliever for every two Complaint Centers.
  - c. Distribution Inspectors  
One for 20,000 customers or part thereof, 10,000 customers or more.
  - d. Prevention Maintenance
    - a. H.T. System  
Two crews (2 H-1, 2 H-11 and 2 ALH) to maintain 10% km of line twice yearly. One crew to be added for every additional 500 km of line or part thereof, 25% km or more.
    - b. L.T. System  
Two crews (2 H-1, 4 H-11 and 2 ALH) to maintain L.T. System comprising 10% transformers facilities twice yearly. One crew to be added for every additional 20% transformer facilities or part thereof, 10% transformers or more.
  - e. Checkider, Emergency/Hall  
Only 11 office is in a separate building. A team is to be maintained.
- Note: For Level III Divisioning
- a. Vehicles  
The number of vehicles for H & O may vary from Division to Division depending upon the terrain and system condition. A Division with 100,000 customers will on the average need the following vehicles in the H & O function:
    - Jeep 1
    - Van 2
    - Pickup 4 including 4 pickups with Indian Motor 4 for Distribution Inspectors.
  - b. Radio Communications  
    - Hand call 1 at O/C
    - Mobile radios 8 one in each vehicle
    - Handheld portable radios 14 for City Complaint Centers
    - Handheld portable radios 3 one for H & O, one each for Supervisors, LH & ALH.

STAFFING  
PLANNING ENGINEER

A. TECHNICAL STAFF

Supervisor Records (LS-I) = 1

<u>Division</u>	<u>Load Growth</u>	<u>Planner</u>	<u>Estimator</u>	<u>Draftsman</u>	<u>Tracer</u>
Fort	4.3	4	4	3	3
Badami Bagh	4.4	4	4	3	3
Rang Mahal	3.9	3	3	2	2
Shahdara	4.9	4	4	3	3
Gulshan-e-Ravi	5.8	5	5	3	3
Samanabad	3.3	3	3	2	2
A.I. Town	5.7	5	5	3	3
Civil Lines	4.2	4	4	3	3
McLeod Road	3.8	3	3	2	2
Shalamar	0.7	1	1	1	1
Lahore Cantt.	5.7	5	5	3	3
Baghbanpura	3.1	3	3	2	2
Kot Lakhpat	0.4	1	1	1	1
Gulberg	3.7	3	3	2	2
Garden Town	5.3	5	5	3	3
Kasur	6.4	6	6	4	4
Chunian	14.1	12	12	8	8

B. NON-TECHNICAL/SUPPORT STAFF

Record Clerk (Jr. Clerk)	=	2
New Connection Clerk (Senior Clerk)	=	2
Jr. Clerk Typist	=	1
Naib Qasid	=	1

STAFFING  
SERVICE ENGINEER

A. TECHNICAL STAFF

Service Connections/L.T. Rehabilitation Section

	<u>LS-I</u>	<u>LS-II</u>	<u>LM-I</u>	<u>LM-II</u>	<u>ALM</u>
Upto 4% Load Growth	2	1	3	4	6
For 4 to 7% Load Growth	2	1	5	7	10

D&R Section

<u>Consumers</u>	<u>LS-I</u>	<u>LS-II</u>	<u>LM-I</u>	<u>LM-II</u>	<u>ALM</u>
10,000 to 30,000	1	1	2	4	6
31,000 to 50,000	1	1	3	6	9
51,000 to 70,000	1	1	4	8	12
71,000 to 90,000	1	1	5	10	15
91,000 to 110,000	1	1	6	12	18
111,000 to 130,000	1	1	7	14	21

D&R & Service Section (Existing WAPDA Y/Stick)

	<u>LS-I</u>	<u>LS-II</u>	<u>LM-I</u>	<u>LM-II</u>	<u>ALM</u>
For 10,000 consumers or part thereof 5000 consumers or more	1	1	4	-	8

B. NON TECHNICAL STAFF

Jr. Clerk	=	2	
N. Qaid	=	2	
Chowkidar	=	1	
Sweeper	=	1	
Mali	=	1	(If lawn is maintained)

STAFFING - M&O ENGINEER

A. TECHNICAL STAFF

Supervisors

i) Distribution Inspector (LS-I)

One for every 30,000 consumers or part thereof 15,000 consumers or more.

ii) Other Supervisors

<u>LS-I</u>	<u>LS-II</u>
10	5

Emergency Maintenance

i) H.T./L.T./Transformer Breakdowns:

	<u>LM-I</u>	<u>LM-II</u>	<u>ALM</u>
For every 30,000 consumers or part thereof 15,000 consumers or more including relieving staff	3	3	10

ii) Complaints

For every 10,000 consumers or part thereof 5000 or more	3	4	9
---	---	---	---

iii) Complaint Clerks

(One complaint center for every 6,000 urban consumers)

One complaint clerk for each shift (3 shifts) and one reliever for every two complaint centers.

Preventive Maintenance

	<u>LM-I</u>	<u>LM-II</u>	<u>ALM</u>
i) <u>H.T. System</u>	2	2	6
ii) <u>L.T. System</u>	2	4	8

B. SUPPORT STAFF

Jr. Clerk	=	1	
H. Qasid	=	2	
Chowkidar	=	1	
Mali	=	1	(If lawn is maintained)
Sweeper	=	1	

STAFFING  
ENERGY SURVEILLANCE ENGINEER

A. TECHNICAL STAFF

<u>Consumers</u>	<u>LS-II</u> (Meter Elect.)	<u>LM-I</u>
10,000 to 30,000	2	2
31,000 to 50,000	3	3
51,000 to 70,000	4	4
71,000 to 90,000	5	5
91,000 to 110,000	6	6
111,000 to 130,000	7	7
131,000 to 150,000	8	8

B. NON TECHNICAL STAFF

Supervisor Meter Reading, MS-I :

For every 2 MS-II there will be one MS-I

MS-II :

One for every 10,000 consumers or part thereof 5,000 consumers or more.

Meter Reader :

One for every 1,000 urban consumers or part thereof 5,000 consumers or more.

C. SUPPORT STAFF

Junior Clerk Typist	=	1
Naib Qasid	=	2

ANNEXURE - IV

LAHORE AEB  
DIVISION REORGANIZATION  
STAFF MONTHLY  
COST COMPARISON

STAFF MONTHLY COST COMPARISON  
EXISTING VERSUS PROPOSED REORGANIZATION

LAHORE AEB DIVISION REORGANIZATION  
OVERALL STAFF COMPARISON SUMMARY

Sr. No.	Post Description	BPS	Existing	Proposed	Difference
1	Divisional Engineer	18	17	17	0
2	Customer Services Officer	17	17	17	0
3	Stenographer II	12	17	33	-16
4	Sub Divisional Officer/Engr.	17	86	83	3
5	Administration Officer	17	0	16	-16
6	Budget & Accounts Officer	17	1	16	-15
7	Asstt Budget & A/c Officer	16	0	32	-32
8	Divisional Accountant	11/12	2	2	0
9	Accounts Assistant	11	31	64	-33
10	Accounts Clerk	11	67	115	-48
11	Supervisor PG	16	0	17	-17
12	PG Operator	10	0	34	-34
13	Meter Supervisor (MS-I)	12	56	54	2
14	Meter Supervisor (MS-II)	11	37	90	-61
15	Meter Reader	5	763	1045	-282
16	Line Superintendent (LS-I)	12/16	221	315	-95
17	Line Superintendent (LS-II)	11	282	280	2
18	Lineman (LM-I)	7	913	898	15
19	Lineman (LM-II)	6	816	913	-97
20	Assistant Lineman	5	2896	2269	627
21	Tel. Comp. Clerk	5	225	369	-144
22	Lorry Driver	7	160	413	-253
23	Lorry Cleaner	3	13	17	-4
24	Supervisor Admin (AC)	11	1	1	0
25	Supervisor Personnel	11	16	16	0
26	Supervisor Genl. Services	11	0	16	-16
27	Safety Coordinator	11	0	16	-16
28	Supervisor Labor & Legal	11	0	16	-16
29	Foreman Transport	11	0	16	-16
30	Commercial Superintendent	11	1	1	0
31	Supervisor Customer Assistance	11	16	16	0
32	Supervisor Customer Account	11	0	15	-15
33	Supervisor Bill Control	11	15	17	-2
34	Supervisor Debtor Control	11	17	17	0
35	Senior Clerk (JDC)	7	516	435	81
36	Junior Clerk/Typist (LDC)	5	475	470	5
37	Bill Distributor	5	475	573	-98
38	Draftsman	11/12	35	41	-6
39	Tracer	5	32	42	-10
40	Daftri	2	17	17	0
41	Mali (where Lwn exists)	1	15	34	-19
42	Naib Qasid	1	277	280	-3
43	Sweeper	1	44	83	-39
44	Chowkidar	1	133	100	33
Total			8705	9341	768 -1404 -636

NOTE: 1 Two surplus LS-II to be promoted to LS-I; 15 surplus LM-I to be promoted to LS-II to work as temporary LS-I. This will bring down the shortage of LS-I to 78.  
2 Out of 527 surplus ALM 97 to be promoted to LM-II, 144 to work as Telephone Complaint Clerks. Balance 386 ALM are surplus.

**LAHORE DIVISION**  
**STAFF MONTHLY COST COMPARISON**  
**AS THEY ARE NOW AND AS THEY WILL AFTER THE PROPOSED REORGANIZATION**  
**EXISTING VERSUS PROPOSED REORGANIZATION**

S.NO	NAME OF POST		PP3	MONTHLY COST/ EMPLY.	EXISTING		PROPOSED		SURPLUS		DEFICIT		COST INCREASE (REDUCTION)
	PRESENT NAME	PROPOSED NAME			STAFF	TOTAL COST	STAFF	TOTAL COST	STAFF	TOTAL COST	STAFF	TOTAL COST	
1	Executive Engineer	Divisional Engineer	18	7,609	17	130,713	17	130,713	0	0	0	0	0
2	Sub Divl. Officer	Service/Surveillance/Plng/M/O Engr./SDC	17	4,636	06	398,682	03	384,775	3	(13,908)	0	0	(13,908)
3	IV Clerk, Assistant	Supervisor Admin (HC)	11	2,200	1	2,200	1	2,200	0	0	0	0	0
4	Divl. Accountant	Supervisor Personnel	11	2,200	16	35,207	16	35,207	0	0	0	0	0
		Divisional Accountant	11/12	2,379	2	4,757	2	4,757	0	0	0	0	0
		Accounts Assistant	11	2,200	31	69,214	64	140,829	-33	0	-33	72,615	72,615
5	Accounts Clerk	Accounts Clerk	7	1,728	67	115,768	115	198,706	-48	0	-48	82,938	82,938
6	Stenographer Grade-II	Stenographer Grade-II	12	2,379	17	40,437	33	78,495	-16	0	-16	38,058	38,058
7	Line Supdt-I (LS-I)	LS-III/Dep. Coordinator Distribution Inspector	12/16	3,280	221	724,924	316	1,036,543	-95	0	-95	311,619	311,619
8	Line Supdt-II (LS-II)	LS-III/A. Elec/Planner	11	2,200	202	620,524	200	616,123	2	(4,401)	0	0	(4,401)
9	New Position	Gen Service Superv	11	2,200	0	0	15	35,207	-16	0	-16	35,207	35,207
10	New Position	Safety Co-ordinator	11	2,200	0	0	16	35,207	-16	0	-16	35,207	35,207
11	New Position	Foreign Transport	11	2,200	0	0	16	35,207	-16	0	-16	35,207	35,207
12	Meter Reading Section	Meter Reading Section	12	2,379	56	133,204	54	128,447	2	(4,757)	0	0	(4,757)
		Supervisor MS-I											
13	M Supervisor MS-II	M Supervisor MS-II	11	2,200	37	81,416	98	215,643	-61	0	-61	134,227	134,227
14	U D C	Senior Clerk	7	1,728	516	891,586	485	751,628	31	(139,958)	0	0	(139,958)
15	LDC/TK/Typist/Diary	Jr Clerk/TK/Typist	5	1,583	475	751,773	470	743,860	5	(7,913)	0	0	(7,913)
		Diary/Dispatch Clerk											
16	H D M.	Draftsman	11/12	2,379	35	83,252	41	97,524	-6	0	-6	14,272	14,272
17	A D M.	Draftsman											
18	Tracer	Tracer	5	1,583	32	50,616	42	66,473	-10	0	-10	15,857	15,857
19	Line Man Grade-I	Line Man Grade-I	7	1,728	919	1,577,554	898	1,551,636	15	(25,918)	0	0	(25,918)
20	Line Man Grade-II	Line Man Grade-II	6	1,641	816	1,370,860	913	1,490,014	-97	0	-97	159,154	159,154
21	A L M.	A L M.	5	1,583	2096	4,503,441	2269	3,591,101	627	(992,340)	0	0	(992,340)
22	Meter Reader	Meter Reader	5	1,583	763	1,207,585	1045	1,653,901	-282	0	-282	446,316	446,316
23	Telephonist	Tels. Complaint Clerk	5	1,583	225	356,103	369	584,009	-144	0	-144	227,906	227,906
24	Lorry Driver	Lorry Driver	7	1,728	160	276,461	413	713,614	-253	0	-253	437,154	437,154
25	Lorry Cleaner	Lorry Cleaner	3	1,434	13	18,536	17	24,370	-4	0	-4	5,734	5,734
26	Haib Qasid	Haib Qasid	1	1,290	270	348,203	280	361,999	-10	0	-10	12,896	12,896
27	Chowkidar	Chowkidar	1	1,290	133	171,522	100	128,964	33	(42,558)	0	0	(42,558)
28	Sweeper (FT)	Sweeper (FT)	1	1,290	44	56,744	83	107,040	-39	0	-39	50,296	50,296
29	Mali	Mali(whenever law exists)	1	1,290	15	19,345	31	43,646	-19	0	-19	24,503	24,503
30	Revenue Officer	Customer Surv Officer	17	4,636	17	78,809	17	78,809	0	0	0	0	0
31	Commercial Supdt	Commercial Supdt	11	2,200	1	2,200	1	2,200	0	0	0	0	0
		Suprv Customer Acct.	11	2,200	16	35,207	16	35,207	0	0	0	0	0
32	Asst Accountant	Suprv Customer Account	11	2,200	0	0	16	35,207	-16	0	-16	35,207	35,207
33	Bill Control Asstt	Suprv. Bill Control	11	2,200	15	33,007	17	37,407	-2	0	-2	4,401	4,401
34	Debtor Control Asstt	Suprv. Debtor Control	11	2,200	17	37,407	17	37,407	0	0	0	0	0
35	Computer Oper Super	Supervisor P.C.	16	3,280	0	0	17	55,763	-17	0	-17	55,763	55,763
36	P.C. Operator	P.C. Operator	19	2,379	0	0	34	80,874	-34	0	-34	80,874	80,874
37	Dabri	Dabri	2	1,320	17	22,440	17	22,440	0	0	0	0	0
38	Bill Distributor	Bill Distributor	5	1,474	475	688,922	573	821,407	-98	0	-98	140,485	140,485
39	Admin Officer	Admin Officer	17	4,636	0	0	16	74,173	-16	0	-16	74,173	74,173
40	Budget & A.O.	Budget & A.O.	17	4,636	1	4,636	16	74,173	-15	0	-15	69,538	69,538
41	Asstt BIAO	Asstt BIAO	16	3,280	0	0	32	104,966	-32	0	-32	104,966	104,966
42	Supervisor Legal	Supr. Labor & Land	11	2,200	0	0	16	35,207	-16	0	-16	35,207	35,207
		TOTALS:			8698	14,982,387	9341	16,480,282	-642	(1,231,754)	-1295	2,739,150	1,507,976

BEST AVAILABLE DOCUMENT

ANNEXURE - V

STAFFING CHARTS SHOWING  
EXISTING STAFF, PROPOSED STAFF  
(ON REORGANIZATION)  
AND THE DIFFERENCE -  
LEVEL-III AND LEVEL-II DIVISIONS

- A) ADMINISTRATION
- B) BUDGET AND ACCOUNTS
- C) CUSTOMER SERVICES
- D) PLANNING AND ENGINEERING
- E) SERVICE
- F) MAINTENANCE & OPERATION
- G) ENERGY SURVEILLANCE AND METER READING

A ) ADMINISTRATION

**DIVISIONWISE STAFFING POSITION  
UNDER LEVEL III DIVISIONAL REORGANIZATION  
ADMINISTRATION**

Sr. No.	Name of Division	Proposed	Existing	Difference
1.	Allama Iqbal Town, Lahore	31	12	19
2.	Badami Bagh, Lahore	31	14	17
3.	Baghbanpura, Lahore	31	11	20
4.	Civil Lines, Lahore	31	12	19
5.	Fort Division, Lahore	31	13	18
6.	Garden Town, Lahore	31	12	19
7.	Gulberg Division, Lahore	31	12	19
8.	Gulshan-e-Ravi, Lahore	31	12	19
9.	Kasir	31	15	16
10.	Kot Lakhpat, Lahore	31	12	19
11.	Lahore Cantt. Division, Lahore	31	12	19
12.	McLeod Road, Lahore	31	15	16
13.	Rang Mahal, Lahore	31	14	17
14.	Samanabad Division, Lahore	31	12	19
15.	Shahdara Division, Lahore	31	13	18
16.	Shahmar Division, Lahore	31	12	19
	<b>TOTAL</b>	<b>496</b>	<b>203</b>	<b>293</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: ALLAMA IQBAL TOWN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: BADAMI BAGH**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	3	2
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	2	-1
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>14</b>	<b>17</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: BAGHBANPURA**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	0	1
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>11</b>	<b>20</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: CIVIL LINE**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	Total		31	12	19

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: FORT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	2	-1
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>13</b>	<b>18</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: GARDEN TOWN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: GULBERG**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: GULSHAN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: KASUR**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	4	5
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	1	0
	<b>Total</b>		<b>31</b>	<b>15</b>	<b>16</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: KOT LAKHPAT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: LAHORE CANTT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	<b>Total</b>		<b>31</b>	<b>12</b>	<b>19</b>

LAHORE AEB DIVISION REORGANIZATION  
OVERALL STAFFING POSITION

Sr. No.	Post Description	BPS	Existing	Proposed	Difference
1	Divisional Engineer	18	17	17	0
2	Customer Services Officer	17	17	17	0
3	Stenographer II	12	17	33	-16
4	Sub Divisional Officer/Engr.	17	86	83	3
5	Administration Officer	17	0	16	-16
6	Budget & Accounts Officer	17	1	16	-15
7	Asstt Budget & A/c Officer	16	0	32	-32
8	Divisional Accountant	11/12	2	2	0
9	Accounts Assistant	11	31	64	-33
10	Accounts Clerk	11	67	115	-48
11	Supervisor PC	16	0	17	-17
12	PC Operator	10	0	34	-34
13	Meter Supervisor (MS-I)	12	56	54	2
14	Meter Supervisor (MS-II)	11	37	99	-61
15	Meter Reader	5	763	1045	-282
16	Line Superintendent (LS-I)	12/16	221	316	-95
17	Line Superintendent (LS-II)	11	202	200	2
18	Lineman (LM-I)	7	913	898	15
19	Lineman (LM-II)	6	816	913	-97
20	Assistant Lineman	5	2096	2269	627
21	Tel. Comp. Clerk	5	225	369	-144
22	Lorry Driver	7	160	413	-253
23	Lorry Cleaner	3	13	17	-4
24	Supervisor Admin (PC)	11	1	1	0
25	Supervisor Personnel	11	16	16	0
26	Supervisor Genl. Services	11	0	16	-16
27	Safety Coordinator	11	0	16	-16
28	Supervisor Labor & Legal	11	0	16	-16
29	Foreman Transport	11	0	16	-16
30	Commercial Superintendent	11	1	1	0
31	Supervisor Customer Assistance	11	16	16	0
32	Supervisor Customer Account	11	0	16	-16
33	Supervisor Bill Control	11	15	17	-2
34	Supervisor Debtor Control	11	17	17	0
35	Senior Clerk (UDC)	7	516	435	81
36	Junior Clerk/Typist (LDC)	5	475	470	5
37	Bill Distributor	5	475	573	-98
38	Draftsman	11/12	35	41	-6
39	Tracer	5	32	42	-10
40	Dabri	2	17	17	0
41	Mali (where town exists)	1	15	34	-19
42	Naib Qasid	1	277	280	-3
43	Sweeper	1	44	83	-39
44	Chowkidar	1	133	100	33
Total			8705	9341	-1404
					-636

NOTE: 1 Two surplus LS-II to be promoted to LS-I; 15 surplus LM-I to be promoted to LS-II to work as temporary LS-I. This will bring down the shortage of LS-I to 78.  
2 Out of 627 surplus ALM 97 to be promoted to LM-II, 144 to work as Telephone Complaint Clerks. Balance 386 ALM are surplus.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: MCLEOD ROAD**

Sr. No.	Post Description	EPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	3	-2
16.	Driver	1	1	0	1
	Total		31	15	16

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: RANG MAHAL**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer.	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Najib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	2	-1
15.	Mali	1	1	0	1
16.	Driver	1	1	1	0
	Total		31	14	17

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: SAMANABAD**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
<b>Total</b>			<b>31</b>	<b>12</b>	<b>19</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: SHAHDARA**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	1	0
	<b>Total</b>		<b>31</b>	<b>13</b>	<b>18</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**ADMINISTRATION**

**DIVISION: SHALAMAR**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Divisional Engineer	18	1	1	0
2.	Administration Officer	17	1	0	1
3.	Supervisor General Services	11	1	0	1
4.	Supervisor Personnel	11	1	1	0
5.	Supervisor Labour/Legal	11	1	0	1
6.	Safety Coordinator	11	1	0	1
7.	Foreman Transport	11	1	0	1
8.	Stenographer	12	1	1	0
9.	Senior Clerk	7	5	2	3
10.	Junior Clerk	5	9	2	7
11.	Typist	5	2	0	2
12.	Naib Qasid	1	3	3	0
13.	Sweeper	1	1	1	0
14.	Chowkidar	1	1	1	0
15.	Mali	1	1	0	1
16.	Driver	1	1	0	1
	Total		31	12	19

**B) BUDGET AND ACCOUNTS**

**DIVISIONWISE STAFFING POSITION  
UNDER LEVEL III DIVISIONAL REORGANIZATION  
BUDGET AND ACCOUNTS SECTION**

Sr. No.	Name of Division	Proposed	Existing	Difference
1.	Allama Iqbal Town, Lahore	23	11	12
2.	Bacami Bagh, Lahore	25	11	14
3.	Baghbanpura, Lahore	23	10	13
4.	Civil Lines, Lahore	22	10	12
5.	Fort Division, Lahore	25	13	12
6.	Garden Town, Lahore	24	10	14
7.	Gulberg Division, Lahore	22	10	12
8.	Gulshan-e-Ravi, Lahore	22	10	12
9.	Kasur	23	11	12
10.	Kot Lakhpat, Lahore	25	10	15
11.	Lahore Cantt. Division, Lahore	25	12	13
12.	McLeod Road, Lahore	22	8	14
13.	Rang Mahal, Lahore	22	11	11
14.	Samarabad Division, Lahore	22	10	12
15.	Shahdara Division, Lahore	24	11	13
16.	Shalamar Division, Lahore	23	11	12
	<b>TOTAL</b>	<b>372</b>	<b>169</b>	<b>203</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

DIVISION: ALLAMA IQBAL TOWN

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asst. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I <sup>4</sup> RO-I <sup>4</sup>	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	5	5	0
	Total		23	11	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: BADAMI BAGH**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	7	5	2
	Total		25	11	14

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: BAGI IBANPURA**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	5	4	1
	Total		23	10	13

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: CIVIL LINE**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	4	4	0
	Total		22	10	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: FORT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asst Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	7	7	0
	Total		25	13	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: GARDEN TOWN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-1 <sup>*</sup> RO-1 <sup>*</sup>	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	6	4	2
	Total		24	10	14

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: GULBERG**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	4	4	0
	Total		22	10	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: GULSHAN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	4	4	0
	Total		22	10	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: KASUR**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	5	5	0
	Total		23	11	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: KOT LAKHPAT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Jiv-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	7	4	3
	Total		25	10	15

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: LAHORE CANTT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Assit. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	7	6	1
	Total		25	12	13

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: MCLEOD ROAD**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	4	2	2
	Total		22	8	14

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: RANG MAHAL**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	3	0	2
7.	One Junior Clerk per Sub-Div	5	4	5	-1
	Total		22	11	11

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: SAMANABAD**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-1* RO-1*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	4	4	0
	Total		22	10	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: SHAHDARA**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	6	5	1
	Total		24	11	13

\* Both Divisional Accountants will be converted into Accounts Assistants.

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**BUDGET AND ACCOUNTS SECTION**

**DIVISION: SHALAMAR**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Budget & Accts Officer	17	1	0	1
2.	Asstt. Budget & Accts Officer	16	2	0	2
3.	Accounts Assistant: Div. Accountant Div-I* RO-I*	11	4	2	2
4.	Accounts Clerk: Divn. RO	7	7	3 1	4
5.	Junior Clerk	5	2	0	2
6.	Junior Clerk (Typist)	5	2	0	2
7.	One Junior Clerk per Sub-Div	5	5	5	0
	Total		23	11	12

\* Both Divisional Accountants will be converted into Accounts Assistants.

C) CUSTOMER SERVICES

STAFFING POSITION  
UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

SUMMARY

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	16	16	0
2.	Supervisor Customer Asstt.	11	16	16	0
3.	Supervisor Customer Acctt.	11	16	0	16
4.	Supervisor Billing Control	11	16	14	2
5.	Supervisor Debtor Control	11	16	16	0
6.	Supervisor PC	16	16	0	16
7.	Stenographer Grade II	11	16	0	16
8.	Senior Clerk	7	265	299	-34
9.	PC Operator	0	32	0	32
10.	Junior Clerk	5	32	133	-101
11.	Typist	5	16	31	-15
12.	Bill Distributor	4	528	456	72
13.	Daftri	3	16	16	0
14.	Naib Qasid	1	80	48	32
15.	Sweeper	1	16	16	0
16.	Chowkidar	1	32	25	7
17.	Mali (where hwn exists)	1	16	10	6
18.	Driver	6	1	0	1
	Total		1146	1096	50

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**CUSTOMER SERVICES OFFICER**

**DIVISION: ALLAMA IQBAL TOWN**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor PC	16	1	0	1
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Customer Asstt.	11	1	1	0
6.	Stenographer Gr-II	11	1	0	1
7.	Supervisor Debtor Control	11	1	1	0
8.	Senior Clerk	7	19	21	-2
9.	PC Operator	0	2	0	2
10.	Driver	6/7	0	0	0
11.	Typist	5	1	2	-1
12.	Bill Distributor	5	42	30	12
13.	Junior Clerk	5	2	9	-7
14.	Dafti	3	1	1	0
15.	Chowkidar	1	2	2	0
16.	Sweeper	1	1	1	0
17.	Naib Qasid	1	5	3	2
18.	Mali (where town exists)	1	1	1	0
	<b>Total</b>		<b>83</b>	<b>82</b>	<b>1</b>

STAFFING POSITION  
UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: BAGHIBANPURA

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	17	19	-2
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	9	-7
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	32	0
13.	Daftri	3	1	1	0
14.	Mahab Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	1	1
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
	Total		71	73	-2

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: CIVIL LINE**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PG	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	13	15	-2
9.	PG Operator	0	2	0	2
10.	Junior Clerk	5	2	6	-4
11.	Typist	5	1	1	0
12.	Bill Distributor	4	25	19	6
13.	Daftri	3	1	1	0
14.	Hab Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chozkidar	1	2	1	1
17.	Mali (where town exists)	1	1	0	1
18.	Driver	6	0	0	0
<b>Total</b>			<b>60</b>	<b>51</b>	<b>9</b>

STAFFING POSITION

UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: FORT

Sr. No.	Post Description	BFS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asslt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	18	24	-6
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	10	-8
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	32	0
13.	Dafti	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
Total			72	80	-8

STAFFING POSITION

UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: GARDEN TOWN

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	18	24	-6
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	10	-8
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	32	0
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
Total			72	80	-8

STAFFING POSITION  
UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: GULBERG

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	0	1
5.	Supervisor Dehtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	16	18	-2
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	9	-7
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	29	29	0
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where kwn exists)	1	1	1	0
18.	Driver	6	0	0	0
	Total		67	69	-2

STAFFING POSITION

UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: GULSIAN-E-AVI

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	0	1
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	16	17	-1
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	5	-3
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	24	8
13.	Dafti	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
	Total		70	59	11

**STAFFING POSITION**

**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: KASUR**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PG	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	19	18	1
9.	PG Operator	0	2	0	2
10.	Junior Clerk	5	2	9	-7
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	41	29	12
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
	<b>Total</b>		<b>02</b>	<b>70</b>	<b>12</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: KOT LAKHPAT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PG	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	19	22	-3
9.	PG Operator	0	2	0	2
10.	Junior Clerk	5	2	10	-8
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	43	43	0
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	1	1
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	5	1	0	1
	<b>Total</b>		<b>95</b>	<b>88</b>	<b>-3</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: LAHORE CANTT**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	20	23	-3
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	10	-8
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	45	45	0
13.	Daftri	3	1	1	0
14.	Najib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	1	1
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
	<b>Total</b>		<b>87</b>	<b>91</b>	<b>-4</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: MCLEOD ROAD**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	14	14	0
9.	FC Operator	0	0	0	0
10.	Junior Clerk	5	8	8	0
11.	Typist	5	2	2	0
12.	Bill Distributor	4	16	16	0
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	3	3	0
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	1	1	0
17.	Mali (where lawn exists)	1	0	0	0
18.	Driver	6	0	0	0
	<b>Total</b>		<b>53</b>	<b>50</b>	<b>3</b>

STAFFING POSITION

UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: RANG MAHAL

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	14	17	-3
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	8	-6
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	22	10
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where lawn exists)	1	1	0	1
18.	Driver	6	0	0	0
	Total		68	60	8

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: SAMANABAD**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	14	15	-1
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	8	-6
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	22	21	1
13.	Dafti	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	1	1
17.	Mali (where lawn exists)	1	1	0	1
18.	Driver	6	0	0	0
	<b>Total</b>		<b>58</b>	<b>56</b>	<b>2</b>

**STAFFING POSITION**  
**UNDER LEVEL III DIVISIONAL REORGANIZATION**  
**OFFICE OF THE CUSTOMER SERVICES OFFICER**

**DIVISION: SHAHIDARA**

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	17	19	-2
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	9	-7
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	32	21	11
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	2	0
17.	Mali (where hwm exists)	1	1	1	0
18.	Driver	6	0	0	0
	<b>Total</b>		<b>71</b>	<b>63</b>	<b>8</b>

STAFFING POSITION

UNDER LEVEL III DIVISIONAL REORGANIZATION  
OFFICE OF THE CUSTOMER SERVICES OFFICER

DIVISION: SHALAMAR

Sr. No.	Post Description	BPS	Proposed	Existing	Difference
1.	Customer Services Officer	17	1	1	0
2.	Supervisor Customer Asstt.	11	1	1	0
3.	Supervisor Customer Acctt.	11	1	0	1
4.	Supervisor Billing Control	11	1	1	0
5.	Supervisor Debtor Control	11	1	1	0
6.	Supervisor PC	16	1	0	1
7.	Stenographer Grade II	11	1	0	1
8.	Senior Clerk	7	17	18	-1
9.	PC Operator	0	2	0	2
10.	Junior Clerk	5	2	8	-6
11.	Typist	5	1	2	-1
12.	Bill Distributor	4	35	26	9
13.	Daftri	3	1	1	0
14.	Naib Qasid	1	5	3	2
15.	Sweeper	1	1	1	0
16.	Chowkidar	1	2	1	1
17.	Mali (where lawn exists)	1	1	1	0
18.	Driver	6	0	0	0
	Total		74	65	9

D) PLANNING AND ENGINEERING

STAFFING CHART  
PLANNING SECTION

DIVISION - FORT					
LEVEL - III					
CUSTOMERS - 65,365					
LOAD GROWTH - 4.3%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Planning Engineer	17	1	1	0	
Senior Clerk (New Connections)	7	2	2	0	
Junior Clerk/Typist	5	1	1	0	
Supervisor Records	12/16	0	1	-1	
Junior Clerk Records	5	2	2	0	
Draftsman/Assistant Draftsman	12/11	3	3	0	
Tracer	5	2	3	-1	
Planners (LS-II)	11	4	4	0	
Estimators (LM-I)	7	4	4	0	
Naib Qasid	1	1	1	0	
Driver	7	0	1	-1	
<b>Totals:</b>		20	23	-3	

STAFFING CHART  
PLANNING SECTION

-----				
DIVISION	-	BADAMI BAGH		
LEVEL	-	III		
CUSTOMERS	-	73,642		
LOAD GROWTH	-	4.4%		
-----				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
-----				
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	3	3	0
Tracer	5	2	3	-1
Planners (LS-II)	11	4	4	0
Estimators (LM-I)	7	4	4	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		20	23	-3
-----				

STAFFING CHART  
PLANNING SECTION

STAFFING CHART PLANNING SECTION				
DIVISION - RANG MAHAL LEVEL - III CUSTOMERS - 43,472 LOAD GROWTH - 3.9%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-1)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	2	2	0
Tracer	5	2	2	0
Planners (LS-II)	11	3	3	0
Estimators (LM-I)	7	3	3	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
<b>Totals:</b>		<b>17</b>	<b>19</b>	<b>-2</b>

STAFFING CHART  
PLANNING SECTION

DIVISION - SHAHDARA  
LEVEL - II  
CUSTOMERS - 40,535  
LOAD GROWTH - 4.9%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	1	3	-2
Tracer	5	2	3	-1
Planners (LS-II)	11	4	4	0
Estimators (LM-I)	7	4	4	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		18	23	-5

STAFFING CHART  
PLANNING SECTION

DIVISION - GULSHAN RAVI  
LEVEL - III  
CUSTOMERS - 54,359  
LOAD GROWTH - 5.8%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	3	3	0
Tracer	5	2	3	-1
Planners (LS-II)	11	5	5	0
Estimators (LM-I)	7	5	5	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		22	25	-3

STAFFING CHART  
PLANNING SECTION

DIVISION - SAMANABAD					
LEVEL - III					
CUSTOMERS - 38,400					
LOAD GROWTH - 3.3%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Planning Engineer	17	1	1	0	
Senior Clerk (New Connections)	7	2	2	0	
Junior Clerk/Typist	5	1	1	0	
Supervisor Records (LS-I)	12/16	0	1	-1	
Junior Clerk Records	5	2	2	0	
Draftsman/Assistant Draftsman	12/11	2	2	0	
Tracer	5	2	2	0	
Planners (LS-II)	11	3	3	0	
Estimators (LM-I)	7	3	3	0	
Naib Qasid	1	1	1	0	
Driver	7	0	1	-1	
<b>Totals:</b>		<b>17</b>	<b>19</b>	<b>-2</b>	

STAFFING CHART  
PLANNING SECTION

DIVISION	-	A. I. TOWN			
LEVEL	-	II			
CUSTOMERS	-	39,869			
LOAD GROWTH	-	5.7%			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Planning Engineer	17	1	1	0	
Senior Clerk (New Connections)	7	2	2	0	
Junior Clerk/Typist	5	1	1	0	
Supervisor Records (LS-I)	12/16	0	1	-1	
Junior Clerk Records	5	2	2	0	
Draftsman/Assistant Draftsman	12/11	1	3	-2	
Tracer	5	2	3	-1	
Planners (LS-II)	11	5	5	0	
Estimators (LM-I)	7	5	5	0	
Naib Qasid	1	1	1	0	
Driver	7	0	1	-1	
<b>Totals:</b>		<b>20</b>	<b>25</b>	<b>-5</b>	

STAFFING CHART  
PLANNING SECTION

DIVISION - CIVIL LINES  
LEVEL - III  
CUSTOMERS - 44,442  
LOAD GROWTH - 4.2%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	3	3	0
Tracer	5	2	3	-1
Planners (LS-II)	11	4	4	0
Estimators (LM-I)	7	4	4	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
<b>Totals:</b>		<b>20</b>	<b>23</b>	<b>-3</b>

STAFFING CHART  
PLANNING SECTION

DIVISION - MCLEOD ROAD  
LEVEL - III  
CUSTOMERS - 31,419  
LOAD GROWTH - 3.8%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	2	2	0
Tracer	5	2	2	0
Planners (LS-II)	11	3	3	0
Estimators (LM-I)	7	3	3	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
<b>Totals:</b>		<b>17</b>	<b>19</b>	<b>-2</b>

STAFFING CHART  
PLANNING SECTION

STAFFING CHART PLANNING SECTION				
DIVISION	-	SHALAMAR		
LEVEL	-	II		
CUSTOMERS	-	39,746		
LOAD GROWTH	-	0.7%		
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	1	1	0
Tracer	5	1	1	0
Planners (LS-II)	11	1	1	0
Estimators (LM-I)	7	1	1	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		11	13	-2

STAFFING CHART  
PLANNING SECTION

DIVISION - LAHORE CANTT  
LEVEL - II  
CUSTOMERS - 70,769  
LOAD GROWTH - 5.7%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	3	3	0
Tracer	5	2	3	-1
Planners (LS-II)	11	5	5	0
Estimators (LM-I)	7	5	5	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		22	25	-3

STAFFING CHART  
PLANNING SECTION

DIVISION - BAGHBANPURA					
LEVEL - III					
CUSTOMERS - 55,403					
LOAD GROWTH - 3.1%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Planning Engineer	17	1	1	0	
Senior Clerk (New Connections)	7	2	2	0	
Junior Clerk/Typist	5	1	1	0	
Supervisor Records (LS-I)	12/16	0	1	-1	
Junior Clerk Records	5	2	2	0	
Draftsman/Assistant Draftsman	12/11	2	2	0	
Tracer	5	2	2	0	
Planners (LS-II)	11	3	3	0	
Estimators (LM-I)	7	3	3	0	
Naib Qasid	1	1	1	0	
Driver	7	0	1	-1	
<b>Totals:</b>		17	19	-2	

STAFFING CHART  
PLANNING SECTION

DIVISION - KOT LAKHPAT				
LEVEL - II				
CUSTOMERS - 45,459				
LOAD GROWTH - 0.4%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	1	1	0
Tracer	5	1	1	0
Planners (LS-II)	11	1	1	0
Estimators (LM-I)	7	1	1	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		11	13	-2

STAFFING CHART  
PLANNING SECTION

DIVISION - GULBERG  
LEVEL - III  
CUSTOMERS - 50,746  
LOAD GROWTH - 3.7%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	2	2	0
Tracer	5	2	2	0
Planners (LS-II)	11	3	3	0
Estimators (LM-I)	7	3	3	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
Totals:		17	19	-2

STAFFING CHART  
PLANNING SECTION

DIVISION - GARDEN TOWN					
LEVEL - III					
CUSTOMERS - 64,557					
LOAD GROWTH - 5.3%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Planning Engineer	17	1	1	0	
Senior Clerk (New Connections)	7	2	2	0	
Junior Clerk/Typist	5	1	1	0	
Supervisor Records (LS-I)	12/16	1	1	0	
Junior Clerk Records	5	2	2	0	
Draftsman/Assistant Draftsman	12/11	3	3	0	
Tracer	5	2	3	-1	
Planners (LS-II)	11	5	5	0	
Estimators (LM-I)	7	5	5	0	
Naib Qasid	1	1	1	0	
Driver	7	0	1	-1	
Totals:		23	25	-2	

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STAFFING CHART  
PLANNING SECTION

DIVISION - KASUR				
LEVEL - II				
CUSTOMERS - 61,504				
LOAD GROWTH - 6.4%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Planning Engineer	17	1	1	0
Senior Clerk (New Connections)	7	2	2	0
Junior Clerk/Typist	5	1	1	0
Supervisor Records (LS-I)	12/16	0	1	-1
Junior Clerk Records	5	2	2	0
Draftsman/Assistant Draftsman	12/11	2	4	-2
Tracer	5	2	4	-2
Planners (LS-II)	11	6	6	0
Estimators (LM-I)	7	6	6	0
Naib Qasid	1	1	1	0
Driver	7	0	1	-1
<b>Totals:</b>		<b>23</b>	<b>29</b>	<b>-6</b>

E) SERVICE

STAFFING CHART  
SERVICE SECTION

DIVISION - FORT  
LEVEL - III  
CUSTOMERS - 65,365  
LOAD GROWTH - 4.3%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	5	5	0
ALM	5	6	6	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	8	8	0
ALM	5	12	12	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	2	-2
Totals:		56	61	-5

STAFFING CHART  
SERVICE SECTION

DIVISION - BADAMI BAGH LEVEL - III CUSTOMERS - 73,642 LOAD GROWTH - 4.4%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	5	5	0
ALM	5	6	6	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	5	5	0
LM-II	6	10	10	0
ALM	5	15	15	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	2	-2
Totals:		62	67	-5

STAFFING CHART  
SERVICE SECTION

DIVISION - RANG MAHAL					
LEVEL - III					
CUSTOMERS - 43,472					
LOAD GROWTH - 3.9%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	1	1	0	
LS-II	11	1	1	0	
LM-I	7	2	2	0	
LM-II	6	3	3	0	
ALM	5	4	4	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	1	1	0	
LM-II	6	1	1	0	
ALM	5	2	2	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	6	6	0	
ALM	5	9	9	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	2	-2	
Totals:		40	46	-6	

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STAFFING CHART  
SERVICE SECTION

DIVISION - SHAHDARA					
LEVEL - II					
CUSTOMERS - 40,535					
LOAD GROWTH - 4.9%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	5	5	0	
ALM	5	6	6	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	2	2	0	
LM-II	6	2	2	0	
ALM	5	4	4	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	6	6	0	
ALM	5	9	9	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	2	-2	
Totals:		48	55	-7	

STAFFING CHART  
SERVICE SECTION

DIVISION - GULSHAN RAVI  
LEVEL - III  
CUSTOMERS - 54,359  
LOAD GROWTH - 5.8%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	3	5	-2
ALM	5	6	6	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	3	2	1
ALM	5	4	4	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	3	8	-5
ALM	5	12	12	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	2	-2
Totals:		48	61	-13

STAFFING CHART  
SERVICE SECTION

DIVISION - SAMANABAD					
LEVEL - III					
CUSTOMERS - 38,400					
LOAD GROWTH - 3.3%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	2	2	0	
LM-II	6	2	3	-1	
ALM	5	4	4	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	1	1	0	
LM-II	6	1	1	0	
ALM	5	2	2	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	4	6	-2	
ALM	5	9	9	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	2	-2	
Totals:		36	46	-10	

STAFFING CHART  
SERVICE SECTION

DIVISION - A. I. TOWN  
LEVEL - II  
CUSTOMERS - 39,869  
LOAD GROWTH - 5.7%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	3	5	-2
ALM	5	6	6	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	1	2	-1
ALM	5	4	4	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1
LS-JI	11	1	1	0
LM-I	7	3	3	0
LM-II	6	3	6	-3
ALM	5	9	9	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	2	-2
Totals:		42	55	-13

STAFFING CHART  
SERVICE SECTION

DIVISION - CIVIL LINES					
LEVEL - III					
CUSTOMERS - 44,442					
LOAD GROWTH - 4.2%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	0	5	-5	
ALM	5	6	6	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	2	2	0	
LM-II	6	0	2	-2	
ALM	5	4	4	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	0	6	-6	
ALM	5	9	9	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	2	-2	
Totals:		35	55	-20	

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STAFFING CHART  
SERVICE SECTION

DIVISION - MCLEOD ROAD  
LEVEL - III  
CUSTOMERS - 31,419  
LOAD GROWTH - 3.8%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	2	2	0
LM-II	6	0	3	-3
ALM	5	4	4	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	1	1	0
LM-II	6	1	1	0
ALM	5	2	2	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	0	6	-6
ALM	5	9	9	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	2	-2
Totals:		30	46	-16

STAFFING CHART  
SERVICE SECTION

DIVISION - SHALAMAR					
LEVEL - II					
CUSTOMERS - 39,746					
LOAD GROWTH - 0.7%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	2	2	0	
LM-II	6	0	3	-3	
ALM	5	4	4	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	1	1	0	
LM-II	6	1	1	0	
ALM	5	2	2	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	3	6	-3	
ALM	5	9	9	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	3	-3	
<b>Totals:</b>		<b>33</b>	<b>47</b>	<b>-14</b>	

SMAR1\_SF

STAFFING CHART  
SERVICE SECTION

DIVISION - LAHORE CANTT				
LEVEL - II				
CUSTOMERS - 70,769				
LOAD GROWTH - 5.7%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17			
Supervisor Service LS-I (New Connections)	12/16	1	1	0
LS-II		1	1	0
LM-I	11	1	1	0
LM-II	7	3	3	0
ALM	6	2	5	-3
Junior Clerk	5	6	6	0
LS-I (Rehabilitation)	5	1	1	0
LM-I	12/16	1	1	0
LM-II	7	2	2	0
ALM	6	2	2	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	5	4	4	0
LS-II	12/16	1	1	0
LM-I	11	1	1	0
LM-II	7	5	5	0
ALM	6	0	10	-10
Junior Clerk	5	15	15	0
Naib Qasid	5	1	1	0
Chowkidar	1	2	2	0
Sweeper	1	1	1	0
Mali (If lawn is maintained)	1	0	1	-1
Driver	1	0	1	-1
	7	0	3	-3
Totals:		50	68	-18

STAFFING CHART  
SERVICE SECTION

DIVISION - BAGHBANPURA  
LEVEL - III  
CUSTOMERS - 55,403  
LOAD GROWTH - 3.1%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	2	2	0
LM-II	6	0	3	-3
ALM	5	4	4	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	1	1	0
LM-I	7	1	1	0
LM-II	6	1	1	0
ALM	5	2	2	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	8	-2
ALM	5	12	12	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	3	-3
Totals:		43	53	-10

STAFFING CHART  
SERVICE SECTION

DIVISION - KOT LAKHPAT  
LEVEL - II  
CUSTOMERS - 45,459  
LOAD GROWTH - 0.4%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	2	2	0
LM-II	6	3	3	0
ALM	5	4	4	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	1	1	0
LM-II	6	1	1	0
ALM	5	2	2	0
Supervisor DCO/RCO - EKO/MCO (LS-I)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	6	6	0
ALM	5	9	9	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	3	-3
<b>Totals:</b>		<b>39</b>	<b>47</b>	<b>-8</b>

STAFFING CHART  
SERVICE SECTION

DIVISION - GULBERG				
LEVEL - III				
CUSTOMERS - 50,746				
LOAD GROWTH - 3.7%				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	2	2	0
LM-II	6	3	3	0
ALM	5	4	4	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	0	1	-1
LM-I	7	1	1	0
LM-II	6	1	1	0
ALM	5	2	2	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	4	8	-4
ALM	5	12	12	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	3	-3
<b>Totals:</b>		<b>41</b>	<b>53</b>	<b>-12</b>

GBRG1\_SF

STAFFING CHART  
SERVICE SECTION

DIVISION - GARDEN TOWN  
LEVEL - III  
CUSTOMERS - 64,557  
LOAD GROWTH - 5.3%

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
Service Engineer	17	1	1	0
Supervisor Service LS-I (New Connections)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	3	3	0
LM-II	6	4	5	-1
ALM	5	6	6	0
Junior Clerk	5	1	1	0
LS-I (Rehabilitation)	12/16	1	1	0
LM-I	7	2	2	0
LM-II	6	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	5	8	-3
ALM	5	12	12	0
Junior Clerk	5	1	1	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	0	3	-3
Totals:		53	62	-9

STAFFING CHART  
SERVICE SECTION

DIVISION - KASUR					
LEVEL - II					
CUSTOMERS - 61,504					
LOAD GROWTH - 6.4%					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
Service Engineer	17	1	1	0	
Supervisor Service LS-I (New Connections)	12/16	1	1	0	
LS-II	11	1	1	0	
LM-I	7	3	3	0	
LM-II	6	4	5	-1	
ALM	5	6	6	0	
Junior Clerk	5	1	1	0	
LS-I (Rehabilitation)	12/16	0	1	-1	
LM-I	7	2	2	0	
LM-II	6	1	2	-1	
ALM	5	4	4	0	
Supervisor DCO/RCO - ERO/MCO (LS-I)	12/16	0	1	-1	
LS-II	11	1	1	0	
LM-I	7	4	4	0	
LM-II	6	6	8	-2	
ALM	5	12	12	0	
Junior Clerk	5	1	1	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	0	3	-3	
Totals:		51	62	-11	

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - FORT				
LEVEL - III				
CUSTOMERS - 65,365				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	27	27	0
LM-II	6	34	34	0
ALM	5	83	83	0
Complaint Clerk	5	14	24	-10
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	11	15	-4
Totals:		215	231	-16

FORT\_STF

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - BADAMI BAGH LEVEL - III CUSTOMERS - 73,642				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	27	27	0
LM-II	6	34	34	0
ALM	5	83	83	0
Complaint Clerk	5	11	28	-17
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	11	15	-4
Totals:		212	235	-23

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - RANG MAHAL					
LEVEL - III					
CUSTOMERS - 43,472					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
M&O Engineer	17	1	1	0	
Junior Clerk	5	1	1	0	
Distribution Inspector (LS-I)	12/16	1	1	0	
Dispatch Coordinator (LS-I)	12/16	4	4	0	
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	3	3	0	
LS-II	11	4	4	0	
LM-I	7	15	15	0	
LM-II	6	19	19	0	
ALM	5	46	46	0	
Complaint Clerk	5	10	14	-4	
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	1	1	0	
LS-II	11	1	1	0	
LM-I	7	4	4	0	
LM-II	6	6	6	0	
ALM	5	14	14	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	8	11	-3	
Totals:		143	152	-9	

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - SHAHDARA LEVEL - II CUSTOMERS - 4C, 535				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	1	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	15	15	0
LM-II	6	19	19	0
ALM	5	46	46	0
Complaint Clerk	5	6	17	-11
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	11	11	0
Totals:		142	155	-13

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - GULSHAN RAVI LEVEL - III CUSTOMERS - 54,359				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	2	-1
Dispatch Coordinator (LS-I)	12/16	3	4	-1
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	3	-2
LS-II	11	4	4	0
LM-I	7	21	21	0
LM-II	6	20	26	-6
ALM	5	65	65	0
Complaint Clerk	5	17	17	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	5	6	-1
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	8	11	-3
<b>Totals:</b>		<b>172</b>	<b>188</b>	<b>-16</b>

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - SAMANABAD					
LEVEL - III					
CUSTOMERS - 38,400					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
M&O Engineer	17	1	1	0	
Junior Clerk	5	1	1	0	
Distribution Inspector (LS-I)	12/16	1	1	0	
Dispatch Coordinator (LS-I)	12/16	4	4	0	
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	2	3	-1	
LS-II	11	4	4	0	
LM-I	7	15	15	0	
LM-II	6	19	19	0	
ALM	5	46	46	0	
Complaint Clerk	5	14	14	0	
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	1	1	0	
LS-II	11	1	1	0	
LM-I	7	4	4	0	
LM-II	6	6	6	0	
ALM	5	14	14	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	8	11	-3	
Totals:		146	152	-6	

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - A. I. TOWN LEVEL - II CUSTOMERS - 39,869 SAY 40,000				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	1	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	15	15	0
LM-II	6	17	19	-2
ALM	5	46	46	0
Complaint Clerk	5	17	17	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	4	6	-2
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	8	18	-10
<b>Totals:</b>		<b>146</b>	<b>162</b>	<b>-16</b>

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STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - CIVIL LINES LEVEL - III CUSTOMERS - 44,442				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	1	0
Dispatch Coordinator (LS-I)	12/16	3	4	-1
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	2	3	-1
LS-II	11	4	4	0
LM-I	7	15	15	0
LM-II	6	19	19	0
ALM	5	46	46	0
Complaint Clerk	5	14	14	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	0	1	-1
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	4	6	-2
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	8	17	-9
<b>Totals:</b>		<b>142</b>	<b>158</b>	<b>-16</b>

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - MCLEOD ROAD  
LEVEL - III  
CUSTOMERS - 31,419

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	1	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	12	12	0
LM-II	6	15	15	0
ALM	5	37	37	0
Complaint Clerk	5	10	10	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	8	10	-2
<b>Totals:</b>		<b>127</b>	<b>131</b>	<b>-4</b>

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - SHALAMAR  
LEVEL - II  
CUSTOMERS - 39,746 SAY 40,000

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	1	0
Dispatch Coordinator (LS-I)	12/16	2	4	-2
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	3	-2
LS-II	11	4	4	0
LM-I	7	15	15	0
LM-II	6	19	19	0
ALM	5	46	46	0
Complaint Clerk	5	10	24	-14
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	10	14	-4
Totals:		141	165	-24

SMAR\_STF

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - LAHORE CANTT  
LEVEL - II  
CUSTOMERS - 70,769

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	24	24	0
LM-II	6	31	31	0
ALM	5	73	73	0
Complaint Clerk	5	18	31	-13
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	6	6	0
LM-II	6	9	9	0
ALM	5	21	21	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	10	14	-4
Totals:		214	233	-19

LCNT\_STF

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - BAGHBANPURA LEVEL - III CUSTOMERS - 55,403				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	24	24	0
LM-II	6	26	30	-4
ALM	5	74	74	0
Complaint Clerk	5	12	21	-9
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	11	14	-3
<b>Totals:</b>		<b>193</b>	<b>211</b>	<b>-18</b>

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - KOT LAKHPAT LEVEL - II CUSTOMERS - 45,459				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	3	4	-1
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	2	3	-1
LS-II	11	4	4	0
LM-I	7	21	21	0
LM-II	6	26	26	0
ALM	5	65	65	0
Complaint Clerk	5	6	31	-25
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	11	14	-3
Totals:		173	205	-32

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - GULBERG					
LEVEL - III					
CUSTOMERS - 50,746					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
M&O Engineer	17	1	1	0	
Junior Clerk	5	1	1	0	
Distribution Inspector (LS-I)	12/16	2	2	0	
Dispatch Coordinator (LS-I)	12/16	4	4	0	
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	3	3	0	
LS-II	11	4	4	0	
LM-I	7	21	21	0	
LM-II	6	21	26	-5	
ALM	5	65	65	0	
Complaint Clerk	5	13	21	-8	
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0	
LS-I	12	1	1	0	
LS-II	11	1	1	0	
LM-I	7	4	4	0	
LM-II	6	4	6	-2	
ALM	5	14	14	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Mali (If lawn is maintained)	1	0	1	-1	
Driver	7	7	14	-7	
Totals:		171	195	-24	

BRG\_STF

STAFFING CHART  
MAINTENANCE & OPERATION SECTION

DIVISION - GARDEN TOWN				
LEVEL - III				
CUSTOMERS - 64,557				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	2	2	0
Dispatch Coordinator (LS-I)	12/16	4	4	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	3	3	0
LS-II	11	4	4	0
LM-I	7	24	24	0
LM-II	6	30	30	0
ALM	5	74	74	0
Complaint Clerk	5	11	24	-13
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	4	4	0
LM-II	6	6	6	0
ALM	5	14	14	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	8	19	-11
Totals:		193	219	-26

GTWN\_STF

DIVISION - KASUR				
LEVEL - II				
CUSTOMERS - 61,504				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
M&O Engineer	17	1	1	0
Junior Clerk	5	1	1	0
Distribution Inspector (LS-I)	12/16	1	2	-1
Dispatch Coordinator (LS-I)	12/16	3	4	-1
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-I	12	2	3	-1
LS-II	11	4	4	0
LM-I	7	24	24	0
LM-II	6	30	30	0
ALM	5	74	74	0
Complaint Clerk	5	8	28	-20
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LS-I	12	1	1	0
LS-II	11	1	1	0
LM-I	7	8	8	0
LM-II	6	13	13	0
ALM	5	29	29	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Mali (If lawn is maintained)	1	0	1	-1
Driver	7	7	15	-8
Totals:		212	245	-33

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G) ENERGY SURVEILLANCE &  
METER READING

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	FORT			
LEVEL	-	III			
CUSTOMERS	-	65,365			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	3	3	0	
MS-II	11	2	7	-5	
Meter Reader	5	52	65	-13	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	4	4	0	
LM-I	7	4	4	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
<b>Totals:</b>		<b>69</b>	<b>90</b>	<b>-21</b>	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	BADAMI BAGH			
LEVEL	-	III			
CUSTOMERS	-	73,642			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	2	2	0	
Supervisor Meter Reading (MS-I)	12	3	3	0	
MS-II	11	4	7	-3	
Meter Reader	5	54	74	-20	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	5	5	0	
LM-I	7	5	5	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	3	-3	
Totals:		76	103	-27	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	RANG MAHAL			
LEVEL	-	III			
CUSTOMERS	-	43,472			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	2	2	0	
MS-II	11	3	4	-1	
Meter Reader	5	38	43	-5	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	3	3	0	
LM-I	7	3	3	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
Totals:		53	62	-9	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - SHAHDARA LEVEL - II CUSTOMERS - 40,535				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	2	2	0
MS-II	11	3	4	-1
Meter Reader	5	26	41	-15
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	3	3	0
LM-I	7	3	3	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
<b>Totals:</b>		<b>41</b>	<b>60</b>	<b>-19</b>

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	GULSHAN RAVI			
LEVEL	-	III			
CUSTOMERS	-	54,359			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	2	2	0	
MS-II	11	2	5	-3	
Meter Reader	5	42	54	-12	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	4	4	0	
LM-I	7	4	4	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
Totals:		58	76	-18	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - SAMANABAD					
LEVEL - III					
CUSTOMERS - 38,400					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	2	2	0	
MS-II	11	0	4	-4	
Meter Reader	5	33	38	-5	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	3	3	0	
LM-I	7	3	3	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
<b>Totals:</b>		<b>45</b>	<b>57</b>	<b>-12</b>	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	A. I. TOWN			
LEVEL	-	II			
CUSTOMERS	-	39,869			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	2	2	0	
MS-II	11	0	4	-4	
Meter Reader	5	30	40	-10	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	3	3	0	
LM-I	7	3	3	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
<b>Totals:</b>		<b>42</b>	<b>59</b>	<b>-17</b>	

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STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - CIVIL LINES  
LEVEL - III  
CUSTOMERS - 44,442

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	2	2	0
MS-II	11	1	4	-3
Meter Reader	5	33	44	-11
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	3	3	0
LM-I	7	3	3	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
<b>Totals:</b>		<b>46</b>	<b>63</b>	<b>-17</b>

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION				
DIVISION	-	MCLEOD ROAD		
LEVEL	-	III		
CUSTOMERS	-	31,419		
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	1	1	0
MS-II	11	1	3	-2
Meter Reader	5	29	31	-2
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	3	3	0
LM-I	7	3	3	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
<b>Totals:</b>		<b>41</b>	<b>48</b>	<b>-7</b>

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION	-	SHALAMAR			
LEVEL	-	II			
CUSTOMERS	-	39,746			
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	2	2	0	
MS-II	11	2	4	-2	
Meter Reader	5	29	39	-10	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	3	3	0	
LM-I	7	3	3	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
Totals:		43	58	-15	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - LAHORE CANTT					
LEVEL - II					
CUSTOMERS - 70,769					
POST	BPS	EXISTING	PROPOSED	DIFFERENCE	
MR&ES Engineer	17	1	1	0	
Supervisor Meter Reading (MS-I)	12	3	3	0	
MS-II	11	2	7	-5	
Meter Reader	5	55	70	-15	
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1	
Meter Electrician (LS-II)	11	5	5	0	
LM-I	7	5	5	0	
Junior Clerk/Typist	5	1	1	0	
Naib Qasid	1	2	2	0	
Driver	7	0	2	-2	
Totals:		74	97	-23	

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION				
DIVISION	-	BAGHBANPURA		
LEVEL	-	III		
CUSTOMERS	-	55,403		
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	2	2	0
Supervisor Meter Reading (MS-I)	12	3	3	0
MS-II	11	0	6	-6
Meter Reader	5	48	55	-7
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	4	4	0
LM-I	7	4	4	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	3	-3
Totals:		64	81	-17

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - KOT LAKHPAT  
LEVEL - II  
CUSTOMERS - 45,459

POST<sup>m</sup>

	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	2	2	0
MS-II	11	1	5	-4
Meter Reader	5	30	45	-15
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	3	3	0
LM-I	7	3	3	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
<b>Totals:</b>		<b>43</b>	<b>65</b>	<b>-22</b>

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

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DIVISION	-	GULBERG		
LEVEL	-	III		
CUSTOMERS	-	50,746		
-----				
POST	BPS	EXISTING	PROPOSED	DIFFERENCE
-----				
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	2	2	0
MS-II	11	2	5	-3
Meter Reader	5	39	51	-12
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	4	4	0
LM-I	7	4	4	0
Junior Clerk/Typist	5	1	1	0
Maib Qasid	1	2	2	0
Driver	7	0	2	-2
Totals:		55	73	-18
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STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - GARDEN TOWN  
LEVEL - III  
CUSTOMERS - 64,557

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	3	3	0
MS-II	11	2	6	-4
Meter Reader	5	40	65	-25
Supervisor Energy Surveillance (LS-I)	12/16	1	1	0
Meter Electrician (LS-II)	11	4	4	0
LM-I	7	4	4	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
Totals:		58	89	-31

STAFFING CHART  
METER READING AND ENERGY SURVEILLANCE (MR&ES) SECTION

DIVISION - KASUR  
LEVEL - II  
CUSTOMERS - 61,504

POST	BPS	EXISTING	PROPOSED	DIFFERENCE
MR&ES Engineer	17	1	1	0
Supervisor Meter Reading (MS-I)	12	3	3	0
MS-II	11	0	6	-6
Meter Reader	5	43	62	-19
Supervisor Energy Surveillance (LS-I)	12/16	0	1	-1
Meter Electrician (LS-II)	11	4	4	0
LM-I	7	4	4	0
Junior Clerk/Typist	5	1	1	0
Naib Qasid	1	2	2	0
Driver	7	0	2	-2
Totals:		58	86	-28

ANNEXURE - VI

POSITION DESCRIPTIONS  
LEVEL III AND II DIVISIONS

(SEE VOLUME - II)

ANNEXURE - VII

VEHICLES & DRIVERS  
EXISTING AND REQUIRED  
ON REORGANIZATION

1. SUMMARY OF EXISTING VEHICLES AND DRIVERS  
AND THOSE REQUIRED ON REORGANIZATION
2. DIVISION-WISE DETAIL OF VEHICLES & DRIVERS - 1ST CIRCLE
3. DIVISION-WISE DETAIL OF VEHICLES & DRIVERS - 2ND CIRCLE
4. DIVISION-WISE DETAIL OF VEHICLES & DRIVERS - 3RD CIRCLE
5. DIVISION-WISE DETAIL OF VEHICLES & DRIVERS - 4TH CIRCLE

LAHORE AFB DIVISIONS  
SUMMARY OF VEHICLES

S No.	Name of Circle	Jeep		Pick-up		Truck/ Pick-up w/ladder		Truck		Truck with Crane		Suzuki Van		Total Vehicles		Motor Cycles		Drivers	
		E	R	E	R	E	R	E	R	E	R	E	R	E	R	E	R	E	R
1	1st Lahore Circle	5	4	26	16	3	16	5	6	1	4	1	17	41	63	0	56	41	87
2	2nd Lahore Circle	6	5	20	17	0	21	6	7	0	5	0	20	40	75	0	70	40	107
3	3rd Lahore Circle	6	4	17	22	11	22	3	9	1	4	4	10	42	79	0	56	42	115
4	4th Lahore Circle	5	4	19	19	6	19	4	10	1	4	2	12	37	60	0	40	37	104
	Total	22	17	82	74	20	78	18	32	3	17	7	67	160	205	0	230	160	413

Additional Requirement

	Vehicles	M/Cycles	Drivers
Truck/Pick up with Ladder	50	230	293
Truck	14		
Truck w/crane	14		
Suzuki Van	60		
	138		

Surplus

Jeep	9
Pick up	0
	13

Net Additional Requirement

138  
- 13  
125

VEHICLES  
III LAHORE CHOLE, LAHORE

Sr No	Division	New Set up	Jeep		Pick-up		Pick-up/ Truck w/Loader		Truck		Truck with Crane		Suzuki Van		Total Vehicle		Motor Cycles		Drivers	
			E	II	E	II	E	II	E	II	E	II	E	II	E	II	E	II		
1	Fon	Ex Divn Total	1	0	7	0	1	0	1	0	1	0	0	0	11	0	0	0		
		Divnl Engr	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		M/O Engr	0	0	0	3	0	3	0	1	0	1	0	1	0	9	0	0	3	15
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	2
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1
		Suv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	1	0	0	2
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
		Total	1	1	7	4	1	4	1	1	1	1	0	4	11	15	0	14		21
2	R/Matal	Ex Divn Total	1	0	5	0	1	0	0	0	0	0	0	0	7	0	0	0		
		Divnl Engr	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		M/O Engr	0	0	0	2	0	2	0	1	0	1	0	1	0	7	0	0	2	11
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	2
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
		Suv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2	2
		Total	1	1	5	3	1	3	0	1	0	1	0	4	7	13	0	13		17
3	R/Bagh	Ex Divn Total	2	0	4	0	1	0	2	0	0	0	1	0	10	0	0	0		
		Divnl Engr	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		M/O Engr	0	0	0	3	0	3	0	1	0	1	0	1	0	9	0	3	0	15
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	2
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1
		Suv Engr	0	0	0	1	0	0	0	0	0	0	0	2	0	3	0	2	0	3
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	2	1	4	4	1	4	2	1	0	1	1	5	10	16	0	14		22
4	Shalohar	Ex Divn Total	1	0	10	0	0	0	2	0	0	0	0	0	13	0	0	0		
		Divnl Engr	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		M/O Engr	0	0	0	2	0	2	0	1	0	1	0	1	0	7	0	2	0	11
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	2
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	10	0	1
		Suv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	2	0	2
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
		KA Mahl (Remote)	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0	0	0	5
Faizpur (Remote)	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0	0	0	5		
Total	1	1	10	5	0	5	2	3	0	1	0	4	13	17	0	15		27		
Total All Divisions			5	4	26	16	3	16	5	6	1	4	17	41	63	0	56		87	

Total Drivers  
Existing: 41  
Required: 87

VEHICLES  
2ND LAHORE CIRCLE, LAHORE

Sr No	Division	New Set-Up	Jeep		Pick-up		Truck/ Pick-up w/ladder		Truck		Truck with Crane		Suzuki Van		Total Vehicles		Motor Cycles		Drivers
			E	R	E	R	E	R	E	R	E	R	E	R	E	R	E	R	
1	Civil Lines	Ex Dbn Total	1	0	4	0	2	0	0	0	0	0	0	0	7	0	0	0	17
		Divl Engr	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
		M&O Engr	0	0	0	2	0	4	0	1	0	1	0	1	0	9	0	3	
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	8	
		Surv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	2	
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	1	1	4	3	2	5	0	1	0	1	0	4	7	15	0	14	
2	At Town	Ex Dbn Total	2	0	5	0	4	0	1	0	0	0	0	12	0	0	0	10	
		Divl Engr	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0		
		M&O Engr	0	0	0	3	0	4	0	1	0	1	0	1	0	10	0		3
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0		0
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0		10
		Surv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0		2
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1
		Sub-Div	Abdaza Abad	0	0	0	1	0	1	0	1	0	0	0	0	0	3		0
Chung	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0	0			
Total	2	1	5	6	4	7	1	3	0	1	0	4	12	22	0	16			
3	Meleed Road	Ex Dbn Total	1	0	2	0	0	0	1	0	0	0	0	4	0	0	0	10	
		Divl Engr	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0		
		M&O Engr	0	0	0	1	0	2	0	1	0	1	0	1	0	6	0		3
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0		0
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0		6
		Surv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0		2
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1
		Total	1	1	2	2	0	3	1	1	0	1	0	4	4	12	0		12
4	Gulshan e Ravi	Ex Dbn Total	1	0	5	0	2	0	0	0	0	0	0	8	0	0	0	11	
		Divl Engr	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0		
		M&O Engr	0	0	0	2	0	2	0	1	0	1	0	1	0	7	0		3
		Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0		0
		Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0		10
		Surv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0		2
		C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1
		Total	1	1	5	3	2	3	0	1	0	1	0	4	8	13	0		16
Samarabad	Ex Dbn Total	1	0	4	0	0	0	4	0	0	0	0	9	0	0	0	11		
	Divl Engr	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0			
	M&O Engr	0	0	0	2	0	2	0	1	0	1	0	1	0	7	0		3	
	Service Engr	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0		0	
	Planning Engr	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0		6	
	Surv Engr	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0		2	
	C/S Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	
	Total	1	1	4	3	0	3	4	1	0	1	0	4	9	13	0		12	
Total All Divisions		6	5	20	17	8	21	6	7	0	5	0	20	40	75	0	70		

Total Drivers  
Existing 40  
Required 107

VEHICLES  
3RD LAHORE CIRCLE, LAHORE

Sr. No	Division	New Set-up	Jeep		Pick-up		Truck Pick-up w/Ladders		Truck		Truck with Crane		Suzuki Van		Total Vehicles		Motor Cycles		Drivers	
			E	R	E	R	E	R	E	R	E	R	E	R	E	R	E	R		
1	Lahore Cantt	Ex Divn: Total	1	0	8	0	3	0	1	0	0	0	1	0	13	0	0	0	1	26
		Divn: Engr.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
		M&O Engr.	0	0	0	2	0	3	0	1	0	1	0	0	0	0	1	0	0	
		Service Engr.	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	3	
		Planning Engr.	0	0	0	0	0	1	0	0	0	0	0	1	0	3	0	0	0	
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	10	1	
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	2	2	
		Rail S/Dn.	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	
<b>Total</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>0</b>			
2	Baghbanpura	Ex Divn: Total	2	0	4	4	3	0	0	0	0	0	1	0	14	0	0	0	9	22
		Divn: Engr.	0	1	0	0	0	0	0	0	0	0	1	0	10	0	0	0	0	
		M&O Engr.	0	0	0	2	0	3	0	1	0	1	0	1	0	0	0	0	3	
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	0	
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	6	1	
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	2	0	3	0	2	3	
		Rail S/Dn.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
<b>Total</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>10</b>	<b>16</b>	<b>0</b>	<b>12</b>	<b>0</b>			
3	Kot Lakhpat	Ex Divn: Total	2	0	4	0	2	0	1	0	0	0	0	0	9	0	0	0	0	36
		Divn: Engr.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
		M&O Engr.	0	0	0	2	0	3	0	1	0	1	0	1	0	0	0	0	0	
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	1	
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	0	
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	2	1	
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	2	2	
		Railwind S/Dn.	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	
		Rajp. Jhang S/Dn.	0	0	0	1	0	1	0	1	0	0	0	0	0	0	3	0	2	
		Kot R/Kishan S/Dn.	0	0	0	1	0	1	0	1	0	0	0	0	0	2	0	2	4	
<b>Total</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>9</b>	<b>24</b>	<b>0</b>	<b>14</b>	<b>0</b>			
4	Shahamar	Ex Divn: Total	1	0	1	0	3	0	1	0	1	0	2	0	9	0	0	0	0	31
		Divn: Engr.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
		M&O Engr.	0	0	0	2	0	3	0	1	0	1	0	1	0	0	0	0	0	
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	3	
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	0	
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	2	1	
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	2	2	
		Batapour S/Dn.	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	
Jallamore S/Dn.	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0	2	5			
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>21</b>	<b>0</b>	<b>12</b>	<b>0</b>			
<b>Total All Divisions</b>			<b>6</b>	<b>4</b>	<b>17</b>	<b>22</b>	<b>11</b>	<b>22</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>42</b>	<b>79</b>	<b>0</b>	<b>56</b>	<b>115</b>		

Total Drivers:  
Existing: 42  
Required: 115

VEHICLES  
4TH LAHORE CIRCLE, LAHORE

Sr. No.	Division	New Set-Up	Jeep		Pick-up		Truck/ Pick-up w/halter		Truck		Truck with Crane		Suzuki Van		Total Vehicles		Motor Cycles		Drivers	
			E	R	E	R	E	R	E	R	E	R	E	R	E	R	E	R		
1	Gulberg	Ex. Divn. Total:	0	0	4	0	3	0	0	0	0	0	1	0	0	0	0	0	0	1 14 3 1 2
		Divl. Engr.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
		M&O Engr.	0	0	0	2	0	3	0	1	0	1	0	1	0	3	0	3	0	
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	3	0	0	0	
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	2	0	
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
		Total:	0	1	4	4	3	4	0	1	0	1	1	4	0	15	0	12	0	
2	Garden Town	Ex. Divn. Total:	0	0	4	0	3	0	1	0	1	0	1	0	0	0	0	0	1 15 3 1 2	
		Divl. Engr.	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0		0
		M&O Engr.	0	0	0	3	0	4	0	2	0	1	0	1	0	11	0	4		0
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	3	0	0		0
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	10		0
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	2		0
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		0
		Total:	0	1	4	5	3	5	1	2	1	1	1	4	0	17	0	17		0
3	Kasur  Sub-division Khudian	Ex. Divn. Total:	3	0	5	0	0	0	2	0	0	0	0	0	0	0	0	0	1 15 3 1 2 5	
		Divl. Engr.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0		0
		M&O Engr.	0	0	0	2	0	3	0	2	0	1	0	1	0	9	0	3		0
		Service Engr.	0	0	0	1	0	1	0	0	0	0	0	1	0	3	0	0		0
		Planning Engr.	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	12		0
		Surv. Engr.	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	2		0
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		0
		Total:	3	1	5	5	0	5	2	3	0	1	0	4	0	15	0	18		0
4	Chunian	Ex. Divn. Total:	2	1	0	0	0	0	1	2	0	1	0	0	3	4	0	0	6 4 4 4 4 4 4	
		Manga S/Dn.	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		B/Phero S/Dn.	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		Pattol I S/Dn. # 1	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		Pattol I S/Dn. # 2	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		Chunian S/Dn.	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		Khangarh S/Dn.	0	0	1	1	0	1	0	0	0	0	0	0	1	2	0	0		0
		C.S. Officer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		0
Total:	2	1	6	6	0	6	1	2	0	1	0	0	9	16	0	1	0			
Total All Divisions:		5	4	19	20	6	20	4	0	1	4	2	12	37	60	0	40	30	104	

Total Drivers:  
Existing: 37  
Required: 104

VEHICLES  
WAPDA YARDSTICK

DIVISION	YEAR 1991							YEAR 2000						
	PICKUP/ TRUCK		JEEP	TRUCK		BUCKET	TOTALS	PICKUP/ TRUCK		JEEP	TRUCK		BUCKET	TOTALS
	PICKUP	W LADDERS		3T	5T			PICKUP	W LADDERS		3T	5T		
<b>CIRCLE I</b>														
Fort	7	7	1	1	1	1	18	8	8	1	1	1	1	20
Badami Bagh	6	6	1	1	1	1	16	9	9	1	1	1	1	22
Rang Mahal	5	5	1	1	1	1	14	5	5	1	1	1	1	14
Shahdara	5	5	1	1	1	1	14	9	9	1	1	1	1	22
<b>Totals:</b>	<b>23</b>	<b>23</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>62</b>	<b>31</b>	<b>31</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>78</b>
<b>CIRCLE II</b>														
Gulshan Ravi	4	4	1	1	1	1	12	8	8	1	1	1	1	20
Samanabad	4	4	1	1	1	1	12	5	5	1	1	1	1	14
A. I. Town	5	5	1	1	1	1	14	9	9	1	1	1	1	22
Civil Lines	4	4	1	1	1	1	12	6	6	1	1	1	1	16
McLeod Road	4	4	1	1	1	1	12	4	4	1	1	1	1	12
<b>Totals:</b>	<b>21</b>	<b>21</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>62</b>	<b>32</b>	<b>32</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>84</b>
<b>CIRCLE III</b>														
Shalamar	5	5	1	1	1	1	14	8	8	1	1	1	1	20
Lahore Cantt	7	7	1	1	1	1	18	12	12	1	1	1	1	28
Baghbanpura	5	5	1	1	1	1	14	8	8	1	1	1	1	20
Not Lakhpat	6	6	1	1	1	1	16	14	14	1	1	1	1	32
<b>Totals:</b>	<b>23</b>	<b>23</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>62</b>	<b>42</b>	<b>42</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>100</b>
<b>CIRCLE IV</b>														
Gulberg	4	4	1	1	1	1	12	8	8	1	1	1	1	20
Garden Town	5	5	1	1	1	1	14	10	10	1	1	1	1	24
Kasur	5	5	1	1	1	1	14	11	11	1	1	1	1	26
Chunian	6	6	1	1	1	1	16	12	12	1	1	1	1	28
<b>Totals:</b>	<b>20</b>	<b>20</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>56</b>	<b>41</b>	<b>41</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>98</b>
<b>6. TOTALS</b>	<b>87</b>	<b>87</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>242</b>	<b>146</b>	<b>146</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>360</b>

ANNEXURE - VIII

RADIO COMMUNICATIONS FACILITIES  
EXISTING AND REQUIRED  
ON REORGANIZATION

1. SUMMARY OF EXISTING RADIO COMMUNICATIONS EQUIPMENT (BASED RADIOS, MOBILE RADIOS, HAND HELD RADIOS AND TELEPHONES) AND THOSE REQUIRED ON REORGANIZATION
2. DIVISION-WISE DETAIL OF COMMUNICATION FACILITIES - 1ST CIRCLE
3. DIVISION-WISE DETAIL OF COMMUNICATION FACILITIES - 2ND CIRCLE
4. DIVISION-WISE DETAIL OF COMMUNICATION FACILITIES - 3RD CIRCLE
5. DIVISION-WISE DETAIL OF COMMUNICATION FACILITIES - 4TH CIRCLE

SUMMARY OF COMMUNICATION FACILITIES  
ALL THE FOUR CIRCLES

CIRCLE	BASE RADIO		MOBILE RADIO		HAND HELD RADIO		TELEPHONE	
	E	R	E	R	E	R	E	R
CIRCLE 1	24	28	13	49	14	40	22	65
CIRCLE 2	22	26	11	59	29	50	31	71
CIRCLE 3	24	35	8	48	18	40	28	71
CIRCLE 4	12	24	6	40	18	30	27	59
TOTAL	82	113	38	196	79	160	108	266

TOTAL ADDITIONAL REQUIREMENTS

BASE RADIO                    31  
MOBILE RADIO                158  
HAND HELD                    81  
TELEPHONE                  158

LEGEND:

E = EXISTING  
R = REQUIRED

LAHORE AREA ELECTRICITY BOARD DIVISIONS  
SUMMARY OF COMMUNICATION FACILITIES  
1st Circle

DIVISION	FUNCTION OFFICE	BASE RADIO		MOBILE RADIO		HAND HELD		TELEPHONE	
		E	R	E	R	E	R	E	R
RADANI RASHI	Existing Division Total	7	-	3	-	3	-	4	-
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	8	0	0	0	0	0	8
	H & O Engr.	0	0	0	2	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	2	0	0	0	2
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
Divn.Engr.	0	0	0	0	0	0	0	1	
TOTAL		7	9	3	14	3	10	4	17
FORE	Existing Division Total	8	-	5	-	4	-	4	-
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	7	0	0	0	0	0	7
	H & O Engr.	0	0	0	9	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
Divn.Engr.	0	2	0	1	0	1	0	1	
TOTAL		8	8	5	13	4	10	4	17
RANG RANAI	Existing Division Total	5	-	2	-	4	-	10	-
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	4	0	0	0	0	0	4
	H & O Engr.	0	0	0	7	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
Divn.Engr.	0	0	0	1	0	1	0	1	
TOTAL		5	5	2	11	4	10	10	14
SHAHARA	Existing Division Total	4	-	3	-	3	-	4	-
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	5	0	0	0	0	0	5
	H & O Engr.	0	0	0	7	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
Divn.Engr.	0	0	0	1	0	1	0	1	
TOTAL		4	6	3	11	3	10	4	13
TOTAL FOR 1ST CIRCLE		24	28	13	47	14	40	22	65

LAHORE AREA ELECTRICITY BOARD DIVISIONS  
SUMMARY OF COMMUNICATION FACILITIES  
2nd Circle

DIVISION	FUNCTION OFFICE	BASE RADIO		MOBILE RADIO		HAND HELD		TELEPHONE	
		E	R	E	R	E	R	E	R
CIVIL LINES	Existing Division Total	4	0	2	0	5	0	7	-
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	4	0	0	0	0	0	4
	H & O Engr.	0	0	0	2	0	4	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		4	5	2	13	5	10	7	14
ALLIANCE TOWER TOWER	Existing Division Total	5	0	4	0	9	0	7	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	5	0	0	0	0	0	5
	H & O Engr.	0	0	0	10	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		5	6	4	14	9	10	7	15
DULSHAN ENGR	Existing Division Total	5	0	2	0	6	0	6	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	5	0	0	0	0	0	5
	H & O Engr.	0	0	0	2	0	4	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		5	6	2	11	6	10	6	15
SARANI ENGR	Existing Division Total	4	0	2	0	5	0	6	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	4	0	0	0	0	0	4
	H & O Engr.	0	0	0	7	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		4	5	2	11	5	10	6	14
HETFOO ROAD	Existing Division Total	4	0	1	0	9	0	5	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	3	0	0	0	0	0	1
	H & O Engr.	0	0	0	6	0	4	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		4	4	1	10	9	10	5	13
TOTAL FOR 2ND CIRCLE		22	26	11	59	22	50	31	71

TABLE AREA ELECTRICITY BOARD DIVISIONS  
SUMMARY OF COMMUNICATION FACILITIES  
3rd Circle

DIVISION	FUNCTION OFFICE	BASE RADIO		MOBILE RADIO		HAND HELD		TELEPHONE	
		E	R	E	R	E	R	E	R
DASHBHAI GURA	Existing Division Total	6	0	2	0	4	0	7	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	6	0	0	0	0	0	6
	H & D Engr.	0	0	0	0	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	RS&D Divn. Engr.	0	0	0	1	0	1	0	1
TOTAL	6	7	2	12	4	10	7	16	
KOT LAKHEDI	Existing Division Total	6	0	2	0	3	0	6	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	9	0	0	0	0	0	7
	H & D Engr.	0	0	0	0	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	RS&D Divn. Engr.	0	0	0	1	0	1	0	1
TOTAL	6	10	2	12	3	10	6	17	
LAKHEDI GALLI	Existing Division Total	8	0	3	0	6	0	7	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	7	0	0	0	0	0	7
	H & D Engr.	0	0	0	0	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	RS&D Divn. Engr.	0	0	0	1	0	1	0	1
TOTAL	8	10	3	12	6	10	7	17	
SIMALHAR	Existing Division Total	4	0	1	0	5	0	6	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	7	0	0	0	0	0	7
	H & D Engr.	0	0	0	0	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	RS&D Divn. Engr.	0	0	0	1	0	1	0	1
TOTAL	4	8	1	12	5	10	6	17	
TOTAL FOR 3RD CIRCLE		24	35	8	48	18	40	28	71

LAHORE AREA ELECTRICITY BOARD DIVISION  
SUMMARY OF COMMUNICATION FACILITIES  
4th Circle

DIVISION	FUNCTION OFFICE	BASE RADIO		MOBILE RADIO		HAND HELD		TELEPHONE	
		E	R	E	R	E	R	E	R
GHUZRGH	Existing Division Total	5	0	3	0	0	0	4	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	6	0	0	0	0	0	6
	H & O Engr.	0	0	0	3	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		5	7	3	12	0	10	6	16
GARDEN TOWN	Existing Division Total	6	0	3	0	10	0	6	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	7	0	0	0	0	0	7
	H & O Engr.	0	0	0	11	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		6	8	3	15	10	10	6	17
KASUR	Existing Division Total	0	0	0	0	0	0	8	0
	Operation Control Center (O.C.C.)	0	1	0	0	0	2	0	2
	Complaint receipt Center	0	8	0	0	0	0	0	8
	H & O Engr.	0	0	0	9	0	6	0	1
	Service Engineer	0	0	0	2	0	1	0	1
	Planning Engineer	0	0	0	0	0	0	0	1
	Survey Engineer	0	0	0	1	0	0	0	1
	C.S.O.	0	0	0	0	0	0	0	1
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	1
	Divn.Engr.	0	0	0	1	0	1	0	1
TOTAL		0	9	0	13	0	10	8	18
CHUNIAN	Existing Division Total	0	0	0	0	0	0	7	7
	Operation Control Center (O.C.C.)	0	0	0	0	0	0	0	0
	Complaint receipt Center	0	0	0	0	0	0	0	0
	H & O Engr.	0	0	0	0	0	0	0	0
	Service Engineer	0	0	0	0	0	0	0	0
	Planning Engineer	0	0	0	0	0	0	0	0
	Survey Engineer	0	0	0	0	0	0	0	0
	C.S.O.	0	0	0	0	0	0	0	0
	Admn.	0	0	0	0	0	0	0	1
	BSAO	0	0	0	0	0	0	0	0
	Divn.Engr.	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0
TOTAL FOR 4TH CIRCLE		11	24	6	40	10	30	27	57

ANNEXURE - IX

LEVEL-I REORGANIZATION PLAN FOR  
CHUNIAN DIVISION AND THE  
REMOTE SUB DIVISIONS OF  
LEVEL-II DIVISIONS

- I) LEVEL-I REORGANIZATION PLAN
- II) STAFFING CHARTS SHOWING EXISTING STAFF,  
PROPOSED STAFF AND THE DIFFERENCE:
  - CHUNIAN DIVISION AND THE SUB-DIVISIONS
  - REMOTE SUB-DIVISIONS OF LEVEL-II DIVISIONS
- III) POSITION DESCRIPTIONS (SEE VOLUME - II)

I) LEVEL-I REORGANIZATION PLAN

LEVEL-I DIVISION MANUAL

ORGANIZATION & YARDSTICK

PROCEDURAL CHANGES

TRAINING

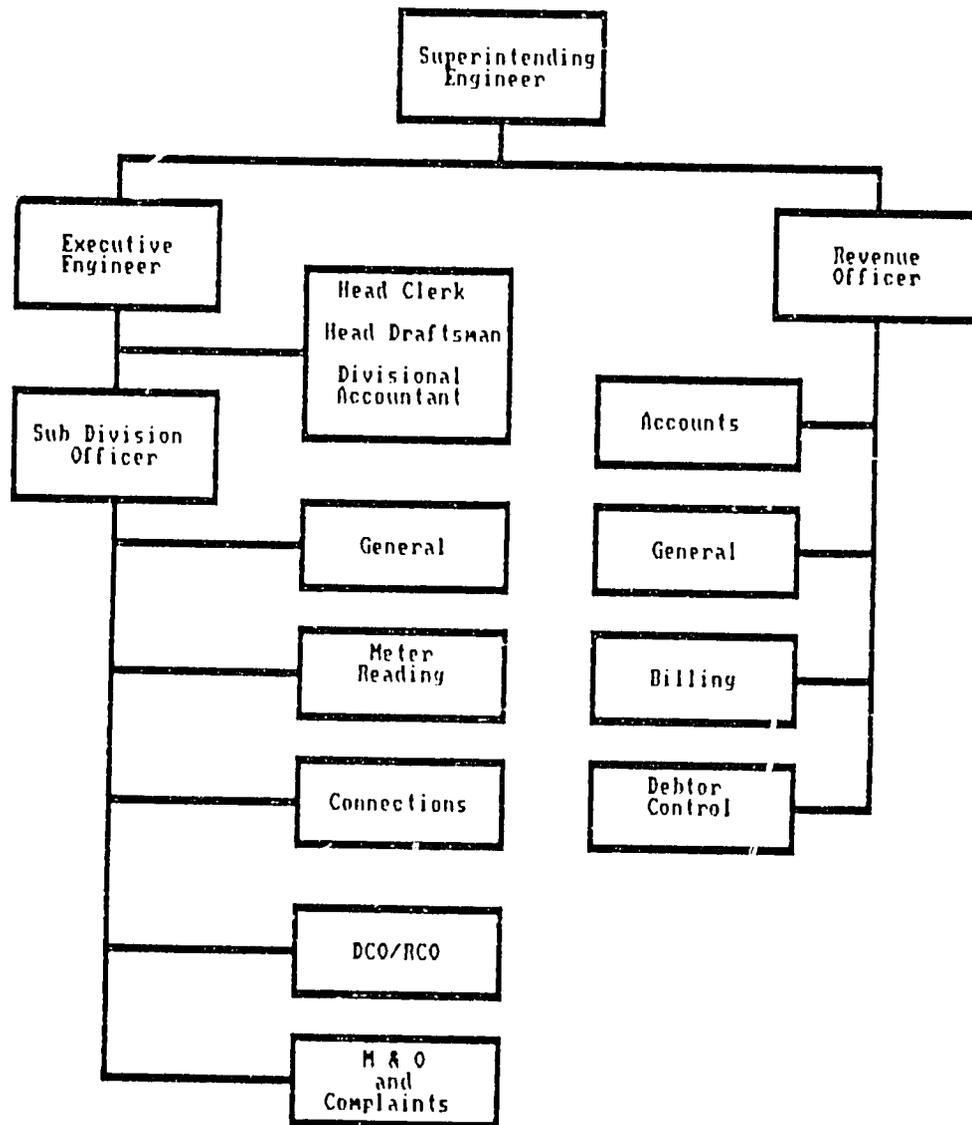
BENEFITS

POSITIONS DESCRIPTIONS

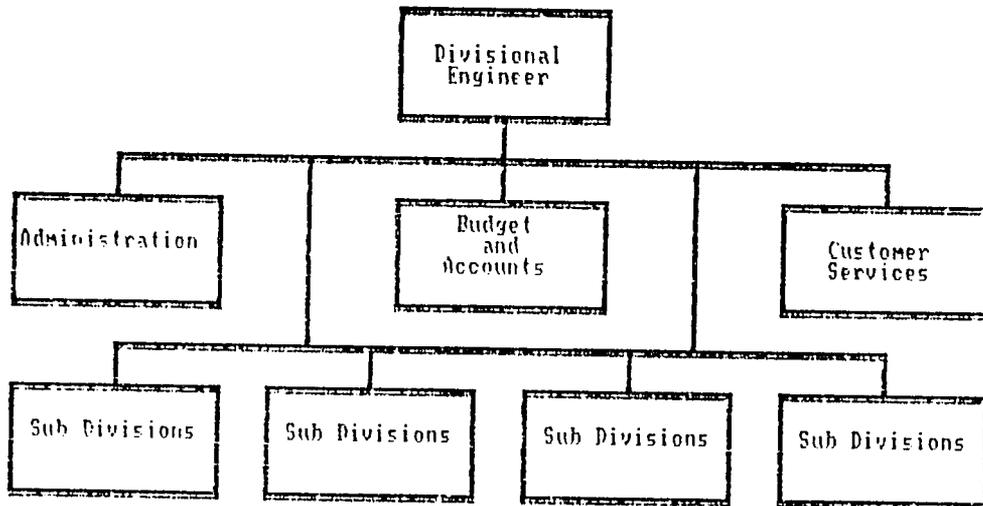
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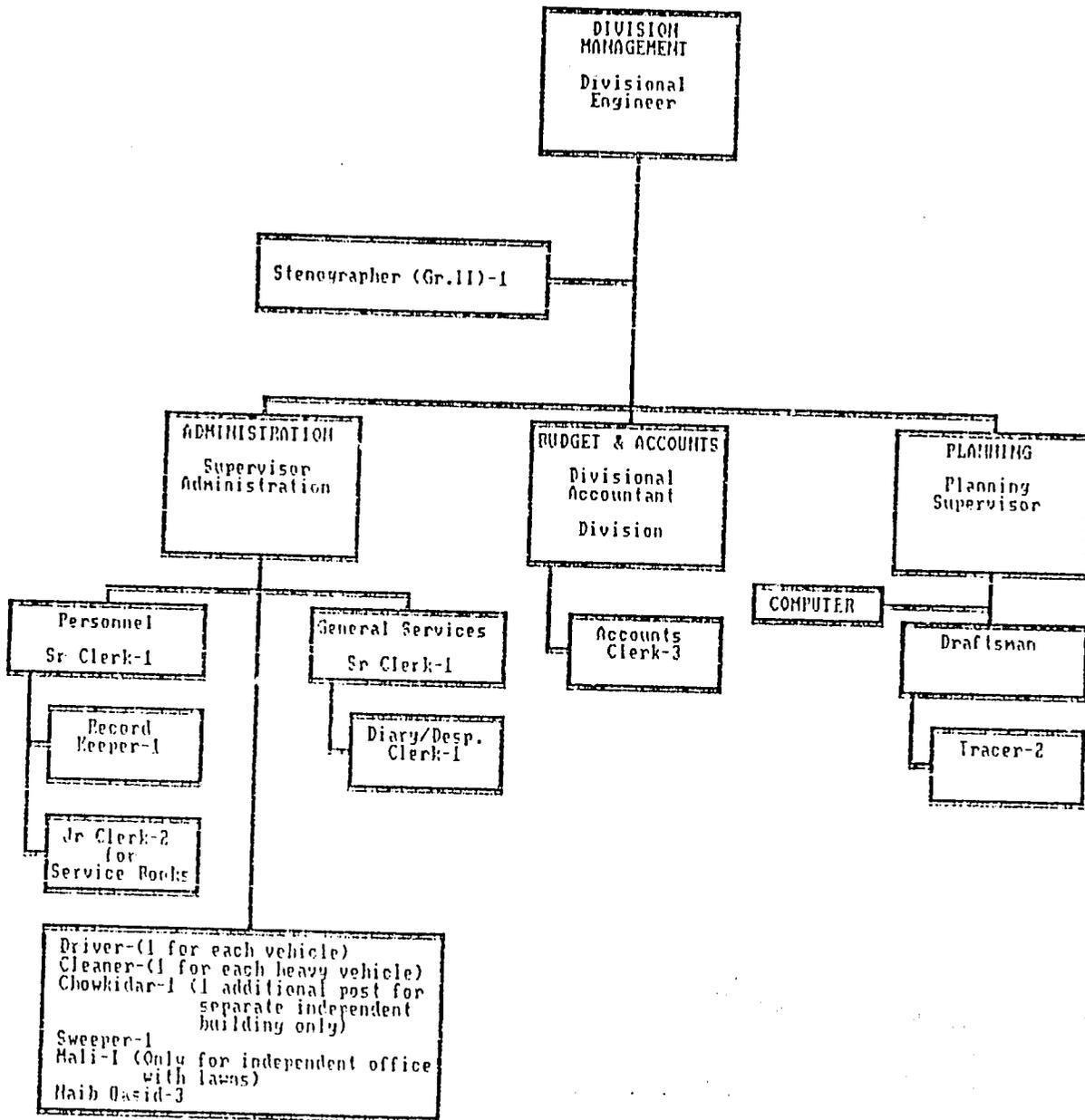
### Existing Division Organization



### Proposed Level-I Division Organization

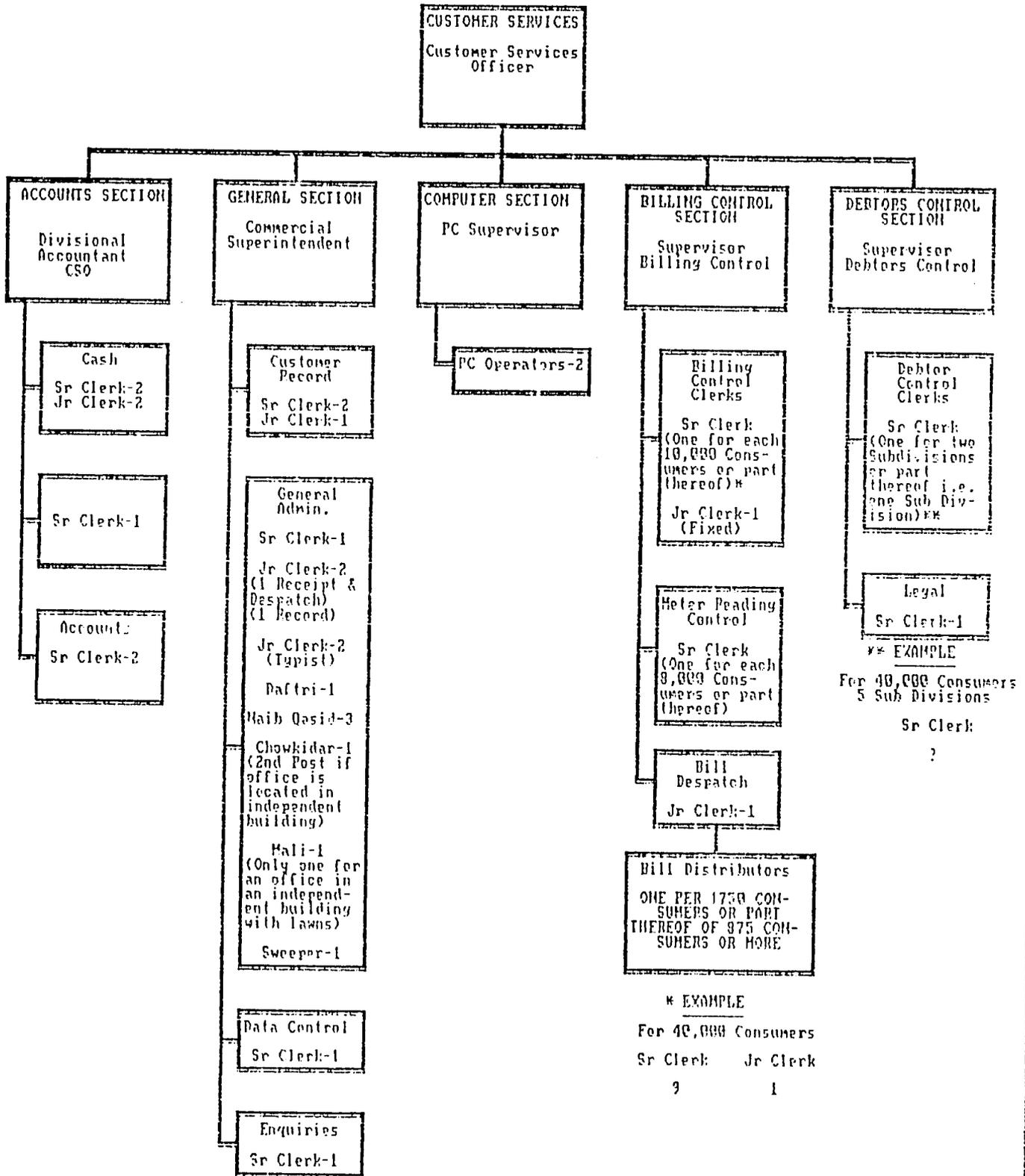


DIVISION MANAGER'S OFFICE  
LEVEL-I DIVISION ORGANIZATION & YARDSTICKS

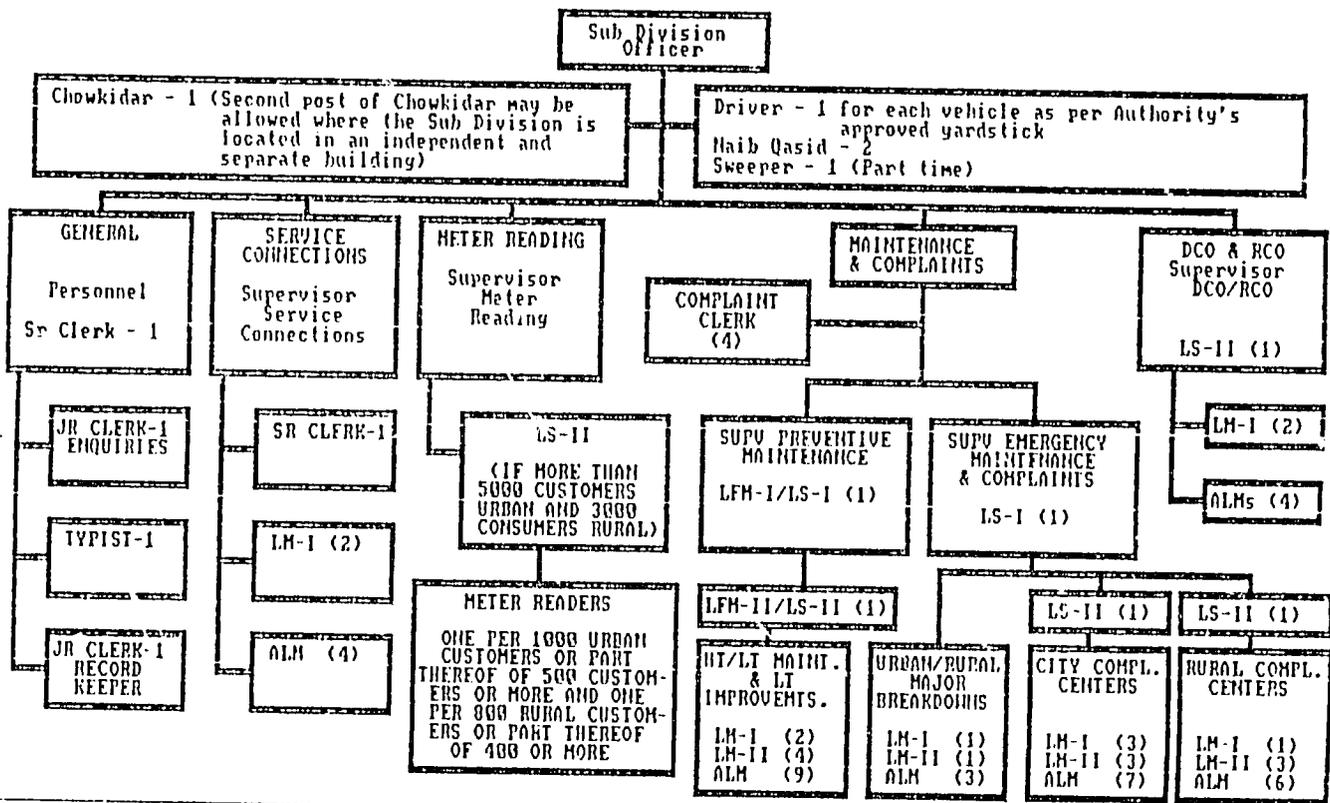


BEST AVAILABLE DOCUMENT

**CUSTOMER SERVICES OFFICE**  
(FOR 40,000 CONSUMERS)  
**LEVEL-1 DIVISION ORGANIZATION - YARDSTICK**



**SUB DIVISION OFFICE  
(FOR 10,000 CONSUMERS)  
LEVEL-I DIVISION ORGANIZATION & YARDSTICK**



**NEW CONNECTIONS:**  
LM-I (3), ALM (4) TO INSTALL 2 GENERAL CONNECTIONS AND/OR 1 INDUSTRIAL/TUBEWELL CONNECTION PER DAY.

**SENIOR CLERK (1) TO PROCESS NEW SERVICE CONNECTIONS AND AUGMENTATION OF LOAD CASES.**

**DCO/RCO/MCO/ERO:**  
LM-I (2) AND ALM (4) FOR 10,000 CUSTOMERS OR PART THEREOF 5000 CUSTOMERS OR MORE.

**EMERGENCY MAINTENANCE:**  
A: URBAN/RURAL MAJOR BREAKDOWNS  
LM-I (1), LM-II (1), ALM (3) WILL OPERATE FROM ONE LOCATION. STAFF FOR 10,000 CUSTOMERS OR PART THEREOF 5000 CUSTOMERS OR MORE.

**B. COMPLAINT OFFICES**  
URBAN - ONE COMPLAINT OFFICE FOR 5000 TO 6000 CUSTOMERS OR PART THEREOF 3000 CUSTOMERS OR MORE. AREA COMPLAINT OFFICES TO BE ATTENDED BY COMPLAINT CLERKS ONLY.

COMPLAINT STAFF MORNING SHIFT -	LM-I (1) LM-II (1) ALM (2)	THREE SHIFTS - STAFF TO OPERATE FROM ONE (CENTRAL) LOCATION. STAFF FOR 10,000 CUSTOMERS OR PART THEREOF 5000 CUSTOMERS OR MORE.
EVENING SHIFT -	LM-I (1) LM-II (2) ALM (4)	
NIGHT SHIFT -	LM-I (1) ALM (1)	

RURAL - ONE COMPLAINT CENTER EVERY 8 TO 10 KILOMETER

COMPLAINT STAFF MORNING SHIFT -	LM-II (2) ALM (3)	TWO SHIFTS - STAFF DIVIDED OVER THE COMPLAINT CENTERS. STAFF FOR 6000 CUSTOMERS OR PART THEREOF 3000 CUST. OR MORE.
NIGHT SHIFT -	LM-I (1) LM-II (1) ALM (3)	

**YARDSTICK**

**PREVENTIVE MAINTENANCE:**

**A. HT SYSTEM MAINTENANCE**  
LM-I (1) ONE CREW TO MAINTAIN 350 KILOMETER OF LINE OR PART THEREOF 175 KILOMETER OR MORE, TWICE YEARLY.  
LM-II (1)  
ALM (3)

**B. LT SYSTEM MAINTENANCE**  
LM-I (1) ONE CREW TO MAINTAIN 350 TRANSFORMER FACILITIES OR PART THEREOF 175 TRANSFORMER FACILITIES OR MORE, TWICE YEARLY.  
LM-II (2)  
ALM (4)

**C. LT SYSTEM IMPROVEMENTS**  
SUPPORTED BY LM-II (1), ALM (2). THE PREVENTIVE MAINTENANCE GROUP WILL ALSO CARRY OUT IMPROVEMENTS OF THE LT SYSTEM AS REQUIRED.

**COMPLAINT CLERKS - ONE FOR EACH SHIFT ON URBAN COMPLAINT OFFICES (3 SHIFTS DAILY).**

**METER READER FOR TUBEWELL CONNECTIONS:**  
PROVIDE ADDITIONAL METER READER FOR EVERY 250 TUBEWELL CONNECTIONS OR PART THEREOF (WHICH MEANS MORE THAN 125 TUBEWELL CONNECTIONS).

**LEAVE RESERVE POSTS SHALL BE PROVIDED @ 5% OF THE TOTAL STRENGTH OF LS-I, LS-II, LM-I, LM-II, AND ALM IN EACH CATEGORY.**

**TRAINING RESERVE POSTS SHALL ALSO BE PROVIDED @ 5% OF THE TOTAL STRENGTH OF LS-I, LS-II, LM-I, LM-II, AND ALM IN EACH CATEGORY.**

**PRESENT QUOTA OF 5% LEAVE RESERVE POSTS OF METER READER AND BILL DISTRIBUTORS HAVE BEEN INCREASED BY 10% IT BE WORKED OUT ON THE BASIS OF SANCTIONED STRENGTH OF STAFF IN EACH SUB DIVISION AND REVENUE OFFICE.**

## I. ORGANIZATIONAL CHANGES

### DIVISION

The Level-I organization basically consists of the following changes from existing operations:

#### A. ADMINISTRATION

##### 1. Organization

In the current organization of a typical Division, no administration section exists as such. The following staff is engaged in performing what may be called administrative functions:

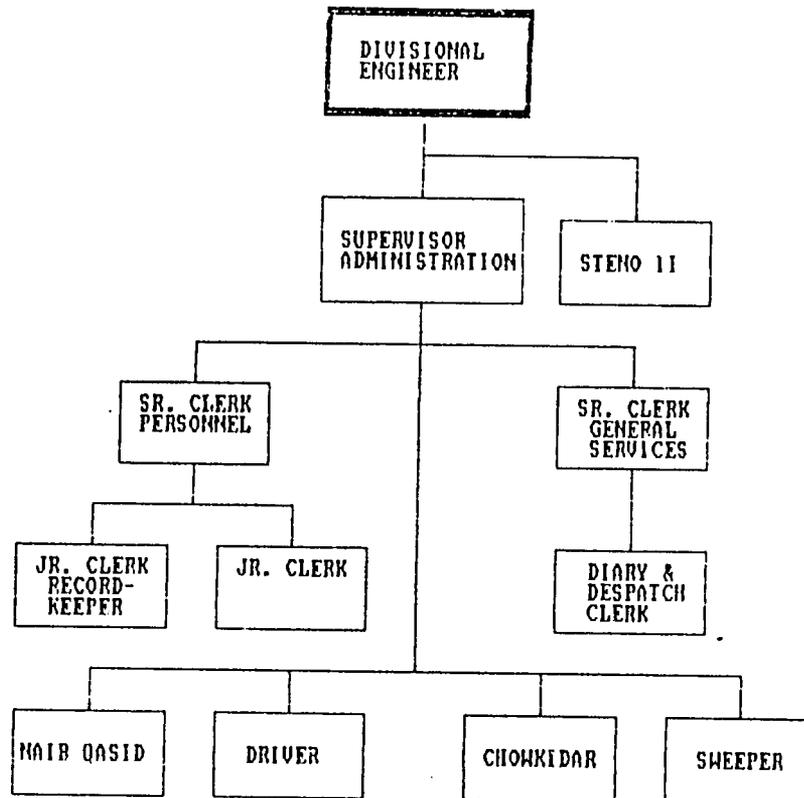
<u>Title</u>	<u>BPS</u>	<u>No.</u>
Head Clerk	11/13	1
Steno II	12	1
Sr. Clerk	7	2
Jr. Clerk	5	4
Driver	7	1
Naib Qasid	1	1
Sweeper	1	1
Mali	1	1
Chowkidar	1	1

In the new set up, an Administration Section will be created with the above mentioned staff. Titles of the existing staff will be changed so that the titles match the nature of the job each employee will perform. Following will be the new titles:

<u>Old Title</u>	<u>BPS</u>	<u>New Titles</u>
Head Clerk	11/13	Supervisor Administration
Sr. Clerk	7	Senior Clerk Personnel
Sr. Clerk	7	Sr. Clerk General Services
Jr. Clerk	5	Diary & Despatch Clerk
Jr. Clerk	5	Record Keeper

## 2. Organization Chart

The organizational structure of the Administration Section will be as follows:



Duties and responsibilities will be reassigned to various personnel in this section as per job descriptions page 4 to 18 (Volume II of II).

### B. BUDGET & ACCOUNTS

#### 1. Organization

There will be no change in the organizational structure under Level-I.

### C. CUSTOMER SERVICES

#### 1. Organization

The existing Revenue Office administratively under the control of the Circle, will be converted to the Customer Services Office reporting directly to the Divisional

Engineer. The new Division Customer Services Office will each be equipped with a computer to enter and validate data prior to updating and billing customer accounts.

The Customer Services organization will undergo moderate changes. The title of Revenue Officer will be changed to Customer Services Officer (CSO). The Customer Service computer staff will be added and report directly to the CSO. One Accounts Clerk in each Revenue Office will be transferred to the Budget and Accounts Section in the Division to accommodate the consolidation of certain Divisional accounting functions i.e., (i) unified Division accounts ledger preparation (ii) Payroll, (iii) Petty cash (See Budget & Accounts Section).

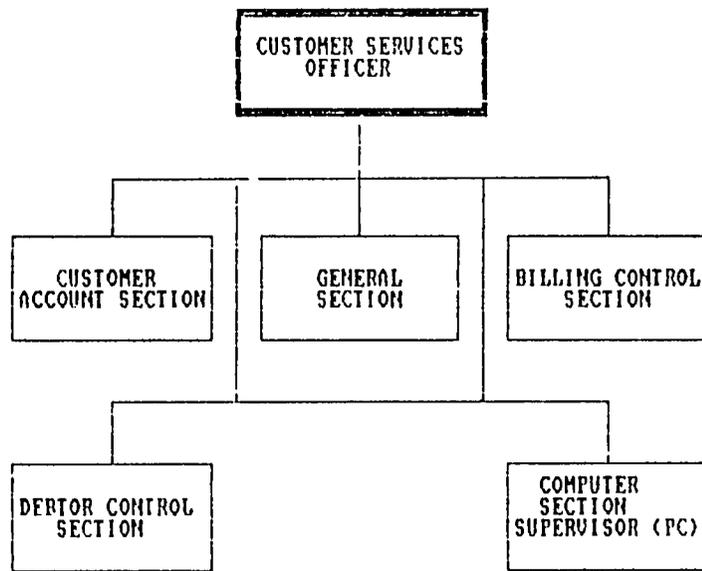
### Computer Section

The Computer Section consisting of a PC Supervisor and two PC Operators will be responsible for the data entry and validation of meter readings, customer's basic data, and billing adjustments.

The PC Supervisor will be responsible to keep all Divisional PCs operational through existing maintenance contracts and assure that consumable supplies are maintained at a suitable level. He will monitor the use of the PCs and offer operational assistance as required. He will also retain the input records for prescribed period.

## 2. Organization Chart

The organizational structure of the Customer Services Section will be as follows:



The existing title of the Revenue Officer and the Division accountant Revenue will be changed to match with the proposed set up of the Customer Services Section:

<u>Old Title</u>	<u>BPS</u>	<u>New Title</u>
Revenue Officer	17	Customer Service Officer
Div. Accountant - Revenue	11/12	Division Accountant - Funds

#### D. PLANNING AND ENGINEERING

##### 1. Organization

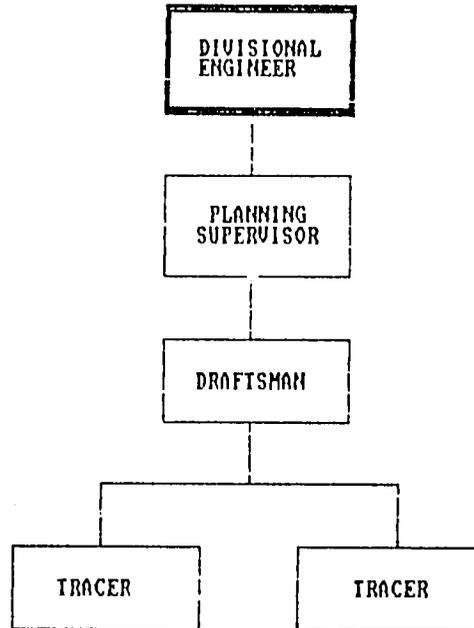
Reorganization of the Planning and Engineering components within the Division will improve the effectiveness to plan new services and associated rehabilitation. This will be accomplished primarily through computerization of planning techniques. A personal computer (PC) will be installed at the Division HQ which will be used primarily for planning, and secondarily for processing Stores, Administration, and Finance records. Effectiveness has been further increased through implementation of the computerized Work Order System.

A Planning Section will be created under the Divisional Engineer which will have responsibility for utilization of the PC as a planning tool. This Planning Section will review proposals for new service applications under direction of the Divisional Engineer and will provide support to Sub Division Officers in preparation of associated rehabilitation proposals where needed. The Planning Section will be comprise of existing staff as follows:

<u>Existing Position</u>	<u>Number</u>	<u>BPS</u>	<u>New Title</u>
Technical Assistant	1	12/16	Planning Supervisor
Draftsman	1	11/12	Unchanged
Tracer	2	5	Unchanged

## 2. Organization Chart

The organizational structure of the Planning Section will be as follows:



### E. SUB-DIVISION

#### Service

#### 1. Organization

In the existing sub Divisions organization there is a Connections Section and a DCO/RCO Section. These two sections are responsible for the processing and installation of new customer service connections as well as for disconnecting or reconnecting existing customers in accordance with the appropriate Service Connection Order (SCO), Disconnection Order (DCO) and/or Reconnection Order (RCO) and Equipment Removal Order (ERO). In the Level 1 reorganization, these two Sections have been retained as they are except that the supervising Line Superintendents for these Sections will be redesignated as Supervisor Service Connections and Supervisor DCO/RCO.

The two Sections will be responsible to the sub Divisional officer (SDO) and will work under his direct

supervision and guidance in accordance with the approved WAPDA policies and procedures.

#### New Connections

The New Connections group will be headed by Supervisor Service Connections, a Line Superintendent of grade I who will report to the SDO. A Senior Clerk will assist him in processing the documentation and record keeping relating to the new service connections applications approved and/or rejected, etc. including enhancement of load applications.

Crews comprising LMs and ALMs will install the approved connections in accordance with the WAPDA approved Construction/Installation standards and specifications. Planning and analysis of the general connections applications up to 15KW (Domestic & Commercial) will be the responsibility of the Sub Division Service Connections Section. The SDO will review and approve feasibility of each connection before any of these are physically installed.

All new load applications other than and/or exceeding 15 KW general connections will be processed and routed through the WAPDA approved channels.

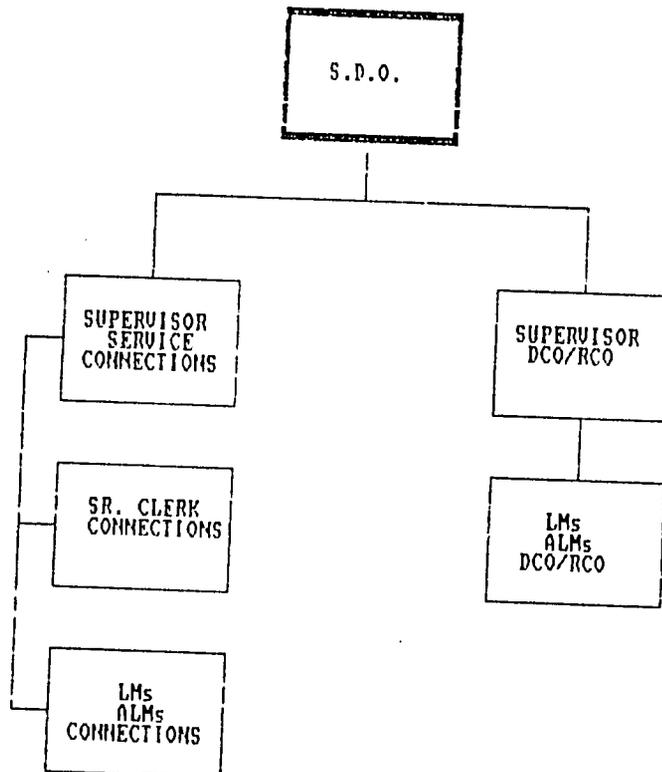
#### Disconnection and Reconnection

The Disconnection and Reconnection will be headed by Supervisor DCO/RCO, a Line Superintendent of at least Grade II (BPS 11) who will be reporting to the S.D.O. Crews comprising Linemen and Asstt. Linemen assigned to the group will carry out the disconnections and reconnections of customer services in accordance with the information received from the Customer Service Officer. Record keeping of the work progress and receipt and transmittal of the related documentation will be the responsibility of the DCO/RCO Supervisor.

WAPDA's approved policies and procedures on disconnections and reconnections of defaulting customers will be followed.

## 2. Organization Chart

The organizational structure of the Service Section will be as follows:



Existing titles of the supervisory staff will be changed to match with the proposed changes in the organizational set up of the New connections and the DCO//RCO functions.

<u>Old Title</u>	<u>BPS</u>	<u>New Title</u>
LS Connections	12/16	Supervisor Service Connections
LS DCO/RCO	11/12	Supervisor DCO/RCO

### Maintenance & Complaints (M&C)

#### 1. Organization

The Maintenance and Complaints Section in the Level I Divisions will continue to be called the Maintenance & Complaints Section. However, crews will be assigned

specific responsibilities to ensure that proper preventive maintenance of the Distribution System within their respective sub Divisional area is performed in accordance with specific maintenance schedules. Emergency crews will make maximum use of available communication and transportation means to improve response times to customer complaints.

**a. Preventive Maintenance**

Utilizing the available sanctioned M&C staff in each sub Division, sufficient crews headed by an LFM/LS will be assigned to perform preventive maintenance of distribution lines and equipment in accordance with a maintenance schedule that will cover all facilities at least twice per year. The crews will operate from a central point with complete responsibility for maintaining all feeders in the sub Division to a level that will ensure continuity of electric power supply to all customers. This group will also assist in attending to large emergency system conditions reported by the complaint crews. Required number of personnel will be utilized temporarily from their preventive maintenance duties to assist with these emergencies. The crews will go back to their preventive work after attending such emergencies.

**b. Emergency Maintenance**

The emergency crews supervised by LSe will be assigned to attend customers reporting no-power complaints. These crews will work two or three daily shifts.

In urban areas all complaint crews are to operate from a centrally located service center. Complaint centers attended by complaint clerks only may be established at convenient locations catering to 5 or 6 thousand customers each where telephone communications are available between the complaint centers and the Central Service Center. The complaint clerks will pass on all complaints to the Central Service Center for crew dispatching to trouble areas. This arrangement will result in optimum utilization of complaint crews with lower operating costs.

Major system emergency conditions that result in breakdowns beyond the scope and effort of the complaint crews will be reported to the Preventive Maintenance group for rectification on priority basis. The emergency complaint crews, however, wherever possible, will provide temporary power to

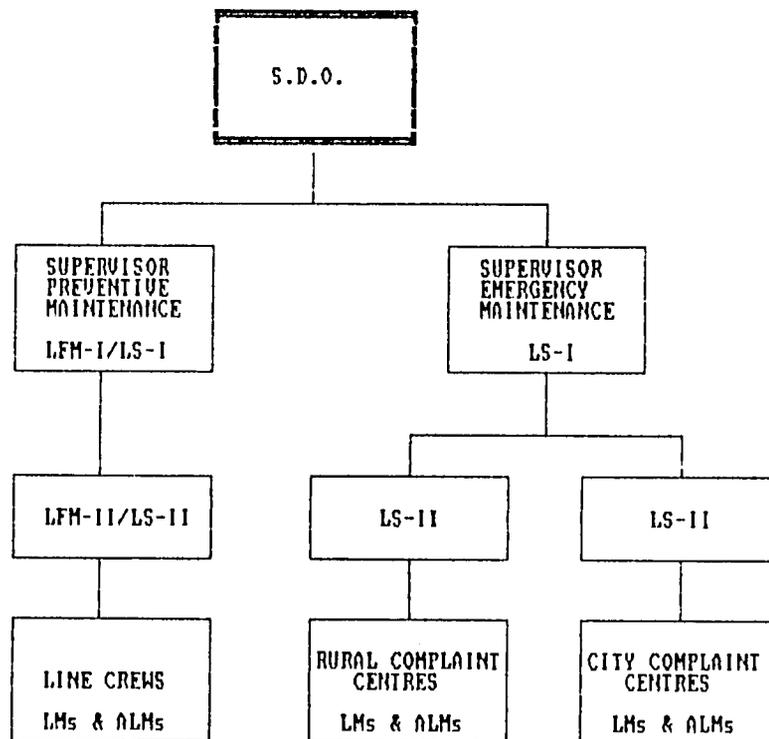
the areas and the customers affected by the emergency breakdowns.

Complaint centers in rural areas will be attending complaints with dedicated crews assigned to each complaint center. On an average, one complaint center will serve customers in a radius of 8 to 10 km each depending upon the terrain and customer density.

Number of shifts for each complaint center will depend upon a study based on the number of customers, frequency and duration of power failure (no-power) complaints reported over a period of time.

## 2. Organization Chart

The organizational structure of the Maintenance & Complaints Section will be as follows:



Existing titles of the supervisory staff will be changed to match with the proposed set up of the Maintenance & Complaints organization.

<u>Old Title</u>	<u>BPS</u>	<u>New Title</u>
LFM/LS Maintenance (Incharge)	12/16	Supervisor Preventive Maintenance
LS Complaints (Incharge)	12/16	Supervisor Emergency Maintenance

## II. FUNCTIONAL/PROCEDURAL CHANGES

### A. ADMINISTRATION

The Payroll will be computerized similar to the Model Divisions.

Position descriptions of all personnel in the administration section will be as on pages 4-18 (Volume II of II). Supervisor Administration will maintain an up-to-date file of the position descriptions of all Divisional personnel.

Personnel record at the Division level will be systematized and kept at one place with the Record Keeper under the direction of Supervisor Administration. The following Divisional record will also be centralized with the Supervisor Administration:

- Attendance Register
- Incumbency Register
- Service Books
- Subject-wise personnel/action files

The role of the Divisional Engineer will be augmented in implementation of the new Accident Investigating Procedures. The Divisional Engineer will be required to hold monthly Safety Meetings with the Sub-Divisional Engineers of the Division to ensure that the WAPDA Safety Code is being implemented in letter and spirit.

### B. BUDGET & ACCOUNTS

The CSO will retain his drawing and disbursing position and will continue to exercise his usual financial powers vested in his position.

The CSO will dispense with preparation of monthly accounts. Instead, he will prepare ledger posting summaries for all the prime entry books and pass on to Division for incorporation into Division's accounts.

The CSO will remain responsible for all financial and budgetary control in respect of his office. He will keep suitable subsidiary/memoranda record for the commercial expenditure.

CSO will remain responsible for internal and external audit and for executive inspection, hence he will keep the auditable vouchers and consumer records.

Monthly accounts and the management reports will be combined and only one set of them will be produced.

Computerized General Ledger and Management Reports will be produced. List of Management Reports to be computerized is listed as follows:

- a) Distribution Operating Statement
- b) Revenue Statement
- c) Miscellaneous Income Statement
- d) Commercial Operation Statement
- e) Debtors (other than Energy)
- f) Creditor Control Report
- g) Repairs and Maintenance of Distribution Equipment
- h) Transport Operating Costs
- i) Storekeeping Expenses
- j) Statement of Assets and Liabilities
- k) Staff and Labour Report
- l) Staff Related Cost
- m) Management and Administrative Cost
- n) Statement of Revenue and Expenditure

#### **Ledger Posting Summaries for Banking/ Customer Services Transactions**

The Divisional Accountant - CSO will continue to be responsible for the preparation of Ledger Posting Summaries and Journal Voucher in respect of Banking/Customer Services transactions viz assessments, realizations, adjustments of energy bills, capital contributions, collection/refund/ adjustment of consumer's security, remittance of cash to AEB Bank. The CSO shall authorize these Ledger Posting Summaries and Journal Vouchers for incorporation in Divisional Accounts.

#### **C. CUSTOMER SERVICES**

The current Commercial Procedures will be utilized as modified with the addition of 47 amendments to adopt the data entry and validation process in the Level-I Divisions. A Log Checking Guide will be issued by the AEB Dy. Director (CO) and the Director - (C.S).

#### **D. PLANNING AND ENGINEERING**

At present it is only required to introduce the PC as a planning tool. The sanctioning of new connection will continue as per WAFDA procedures. The introduction of the computerized Work Order System allows a smooth and orderly implementation of the planning proposals.

**a. Planning Section**

The Planning Section is responsible to review all proposed Work Orders on behalf of the Divisional Engineer, including those requiring sanctioning by the Divisional Engineer or by a higher authority. (15KW to 1.000 KW).

Computer analysis of H.T./L.T. systems is dependent on the availability of data describing existing H.T./L.T. facilities. The Planning Section is responsible to maintain current system drawings provided by the respective SDO's and maintain current data files describing the existing facilities. These files will be available for use by the SDO as well as the Planning Section.

At the request of the respective SDO's, the Planning Section is responsible to perform analysis of existing H.T./L.T. systems and to propose improvements to the systems. These computer results will be used for preparation of Work Orders.

Service conditions (adequacy of voltage and thermal conditions) must be reviewed on a periodic basis. The Planning Section will review the existing conditions on each LT system at least once every three years. In response to their findings, the Planning Section will develop rehabilitation proposals which will be used by the SDO for preparation of rehabilitation Work Orders.

**b. Overall Planning**

The SDO will be provided access to the PC for analysis of new services at his discretion.

The SDO is responsible to prepare and maintain up-to-date a complete set of the Sub-Division Distribution System Single Line Diagrams. These drawings will include all information necessary for analysis of existing systems including transformer size and impedance, conductor size, length, No. of phases, type, estimated demand of each connected service.

The following references on planning procedures are to be utilized at the Division level:

- a. Division Planning Guide
- b. Technical Audit Procedures
- c. Guidelines For Preparing Proposals  
For the Rehabilitation of L.T. System

- d. Computerized Work Order System (CWOS) Operation Manual
- e. Location Code
- f. PC Based Feeder Analysis Program Operation Manual
- g. Technical Reports:
  - T1 Current Carrying Capacitor for Overhead Conductors.
  - T2 Economical Evaluation of Distribution High Tension Conductor Sizes
  - T3 Application of Line Regulators
  - T4 Ampere Rating of Underground Cables
  - T5 Economical Evaluation of Grid Station Transformer Sizes
  - T6 Economical Evaluation of Three Phase Distribution Transformer
  - T7 WAPDA Distribution System Engineering Economic Studies
  - T8 WAPDA Distribution System Over Current Protection Report
  - T9 WAPDA Distribution System Planning Guide to Determine Equivalent Demand on Grid Station Transformers
  - T10 WAPDA Distribution System Planning Criteria
  - T11 WAPDA Distribution System Voltage Flicker Guideline
  - T12 Low Tension Conductor and Service Guidelines
- h. Procedure for Economic Analysis of ELR Works.
- E. SUB-DIVISION (RURAL & URBAN)  
Service
  - a. New Connections Section  
Plan new service connections of Domestic and Commercial categories (general connections) up to 15 KW load, for approval by the SDO and maintain relevant record.

Prepare data and propose plan of service for the new service connections (above 15 KW of general load) for review and approval by the competent authorities.

Construct customer service for new connections and for augmentation of existing loads in accordance with the approved WAPDA policies, standards and procedures.

Supervise contracted construction works through its various phases of completion as per contract conditions and directions of the competent authority and submit the required progress reports

Assist in the administration of WAPDA Safety Program and the enforcement of safety policies and practices.

Ensure cooperation among employees and coordinate activities with other sections for efficient discharge of responsibilities.

Prepare and submit relevant reports and returns as per procedures.

b. Disconnection and Reconnection Section

Disconnect, reconnect and/or remove customer services as per directives and information received from the Division Customer Service Officer.

c. Maintenance and Complaints Section

Carry out preventive routine maintenance of the Distribution System and allied facilities including primary and secondary networks for the sub-Division at least twice per year.

Maintain transformers, capacitor banks, fuses, switches, controls, reclosers, sectionalizers, voltage regulators and other distribution system equipment to ensure their continued reliable operation.

Suggest and make recommendations on changes pertaining to improvement of distribution lines and equipment.

Attend major emergencies of power breakdowns and restore service in an efficient and safe manner with minimum revenue loss to WAPDA.

Operate complaint centres and attend customer no power complaints with optimum utilization of manpower, transport and material resource.

Assist in the administration of WAPDA Safety Program and the enforcement of safety policies and practices.

Prepare and submit reports and returns in accordance with the laid down procedures.

The Sub-Division technical staff will follow the available new WAPDA policies and procedures that will guide their activities in the performance of duties assigned to each functional area. The procedures and guides that will be implemented are listed below:

**1. Maintenance Procedures Manual for Line Crews**

The Manual contains procedures that will be used to inspect, maintain and/or replace distribution lines, tools and equipment in a safe uniform and efficient manner.

The Manual provides for the safety of the line crew personnel and the general public through safe work practices in accordance with the WAPDA Safety Code.

This Manual has been designed for use by Supervisors and line crew personnel and should be used as a guide for Distribution maintenance.

**2. Construction Procedures Manual for Line Crews**

The Manual contains procedures and guides that are to be used to install distribution lines and equipment in a safe, uniform and efficient manner.

The procedures are designed in strict adherence to the WAPDA Safety Code and provide for safety of line crew personnel and the general public.

**3. Operating Procedures Manual for Line Crews**

The Manual contains procedures and guides that will help insure the operation of the power distribution system in a safe, efficient and productive manner.

The procedures have been designed in strict adherence to WAPDA Safety Code which provide for the safety of the line crew personnel and the general public. The manual should be used by line crew personnel and the supervisors as a guide for operation of the distribution system.

#### 4. Distribution Switching Operations Procedures Manual

This procedure manual details switching methods whereby distribution lines and equipment are energized, de-energized or re-energized. These switching operation procedures are set forth in compliance with the WAPDA safety policy. Compliance with the manual will ensure safety of equipment, employees and the general public.

Strict adherence to the Power Distribution Switching Operation Procedure Manual will increase cooperation between and mutual confidence in the various operating departments and individuals involved in clearance and issuance of permit-to-work.

#### 5. Field Switching Guide

The Field Switching Guide delineates responsibility and action of the field organizations involved for the receipt of permit-to-work clearance on distribution facilities. The document is referenced to the Distribution Switching Operation Procedures Manual and the WAPDA Safety Code which, together, cover the requirements for safe work methods.

#### 6. Capacitor Bank Field Maintenance Procedure

This procedure has been designed to guide the field M&O staff in maintaining the fixed and switched capacitors installed on the distribution lines. The procedure provides methods for the testing, inspection and field adjustments of the capacitor banks and controls to ensure their continued beneficial operation.

### III. TRAINING & IMPLEMENTATION

#### A. ADMINISTRATION

EBASCO Team will instruct the field staff comprised of the Supervisors Administration (previously Head Clerks) and will follow-up the implementation activities.

#### B. BUDGET & ACCOUNTS

WAPDA Computer Center and EBASCO finance teams will provide initial instruction and follow-up support to the PC Supervisors to computerize Divisional accounting. A representative of the Director Finance AEB will be associated in this exercise. The training will be provided to the following field staff:

PC Supervisor  
Divisional Accountant  
Accounts Clerk

The training program will prepare field staff on a schedule coincident with the overall AEB reorganization plan.

#### C. CUSTOMER SERVICES

The General Manager - Customer Services will establish an implementation team for each region consisting of:

- 1) Dy. Director - Customer Accounts (AEB)
- 2) Dy. Director - Customer Services (Circle)
- 3) Dy. Director - Computers (AEB)
- 4) Customer Services Officer (EBASCO)

This team shall train the Division personnel in the PC room in each Division.

The trainees will cover the following topics:

- 1) The PC, its development and operation.
- 2) Procedure Changes (required to use div'l PC)
- 3) Sample Data Entry
- 4) Data Validation
- 5) Date Correction/Re-entry

The trainees in each Division will be:

- 1) Customer Services Officer
- 2) Commercial Superintendent
- 3) Billing Supervisor
- 4) Debtor Control Supervisor
- 5) P.C. Supervisor
- 6) P.C. Operator(s)
- 7) Data Control Clerk

The team will function till implementation of procedures in all Divisions of the Region to ensure that the procedures are properly followed on implementation to attain the desired objectives.

The General Manager - (C.S) will also establish a Supervisory Committee to monitor the training and implementation process giving assistance as required.

The Supervisory Committee shall consist of:

- 1) Director Customer Services (AEB)
- 2) Director C.S.O. (HQ)
- 3) Dy. Director PS/A WAPDA Computer Centre (HQ)
- 4) Advisor Commercial (EBASCO)
- 5) Customer Services Officer (HQ)

One calendar month shall be allotted to each Circle to complete the training and implementation process.

In addition, it is proposed that a survey be conducted in the AEB to identify those staff who need training in the existing Commercial Procedures. They can then be scheduled to participate in the courses already developed as follows:

No.	Title
---	-----
C 800	Commercial Course for DCM/DM
C 700	Commercial Course for CSO/SDO
C 470	Commercial Course for Supervisor/Senior Clerk
C 370	Commercial Course for Commercial Clerk
C 300	Commercial Course for General Clerk
C 200	Commercial Course for Meter Reader
C 100	Commercial Course for Bill Distribution

#### D. PLANNING & ENGINEERING

Training of the reorganized staff will include both formal training at DTI and special training by WAPDA HQ personnel. Each individual who will use the PC should first attend the "Micro Computer User" Course DP-10 at DTI. After taking this course, the individual will be given training in PC Feeder Analysis by trainers under

the Chief Engineer Dist. Planning at WAPDA HQ. Employees to be trained are:

<u>Title</u>	<u>No.</u>
Planning Supervisor	1
Draftsman	1

In addition, the Divisional Engineer and Planning Supervisor should also attend the "Micro Computer Supervisor" Course DP-30.

#### E. SUB-DIVISION (RURAL & URBAN)

In order to update and refresh the technical knowledge and to improve upon the existing work practices of the Division technical personnel, all line staff in the sub Divisions including the Supervisors (Line Superintendents) should undergo training in Distribution construction, maintenance and operation functions.

Following training courses developed under the Power Distribution Program are available at DTI and at the Linesmen Training Schools at Circle level:

1. Line Superintendent Technical Training Course T-500
2. Lineman Training Course T-300 For LM-Is & IIs
3. Asst. Lineman Training Course T-100 For ALMs

The Line Superintendents should also attend the presently available refresher courses at the Faisalabad Training Institute.

#### IV. BENEFITS

##### A. ADMINISTRATION

Computerization of the payroll will provide considerable time savings as well as improve accuracy of records. Improved record-keeping, better definition of responsibilities and augmented monitoring of transport and safety areas will enable the Divisional Engineer to exercise effective control of this area.

##### B. BUDGET AND ACCOUNTS

Computerization of accounts will accelerate generation of monthly accounts and the management reports. It will also reduce the manual labor and improve report accuracy. The time and effort thus saved will be used more gainfully in other accounting activities.

Combining of certain accounting activities of Customer Services and the Division Offices will result in production of only one set of accounts and management reports which will eliminate duplication of efforts used for producing identical reports.

##### C. CUSTOMER SERVICES

Customer Services data entry of meter reading and adjustment input forms into the Division computer will allow for instant validation of the information entered. Discrepancies can be corrected before the data is sent to the billing computer. Transmittal of data to the AEB/Circle computer centres in the form of a diskette will be secured and easier than the despatch of large quantities of papers. This system has the potential to achieve a dramatic reduction in customer billing complaints. Bills should be rendered more promptly which will both improve cash flow for WAPDA and allow the prescribed time for customers to make payment.

Customer Services staff will be trained in dealing with the public and therefore will be capable of dealing with customer related problems and their solutions.

Operation of a Level I Division will prepare Customer Services personnel for the planned introduction of the revised Commercial Procedures in Level II & Level III.

#### D. PLANNING AND ENGINEERING

The quality of planning for new service installations will be improved through use of computerized feeder analysis.

Planning for HT/LT rehabilitation will be made possible through the use of computerized feeder analysis.

Review of cases to sanction new loads will be more efficient.

Information regarding existing facilities will be better organized and will be readily available.

Communications between the Divisional Engineer and Sub-Divisions will be improved.

Responsibility for compliance with planning criteria will be defined.

Preparations will be made for future implementation of the Automated Work Order System and the Outage Reporting System.

Material forecasting will improve the ability to respond to new service requests and rehabilitation plans.

Losses will be reduced through rehabilitation planning.

Reliability will improve through conformance to planning criteria and through rehabilitation planning.

Human resources will be upgraded through training, particularly in the computer area.

#### E. SUB-DIVISION (RURAL & URBAN)

In Maintenance & Complaints areas, introduction of Preventive Maintenance will ensure reliability and continuity of the power supply to the customers resulting in enhanced WAPDA revenues.

II) STAFFING CHARTS SHOWING EXISTING STAFF,  
PROPOSED STAFF AND THE DIFFERENCE:

- CHUNIAN DIVISION AND THE SUB-DIVISIONS
- REMOTE SUB-DIVISIONS OF LEVEL-II DIVISIONS

STAFFING CHART  
DIVISION HQ

DIVISION - CHUNIAN				
LEVEL - I				
CUSTOMERS -				
POST	BPS	EXISTING	WAPDA YARDSTICK	DIFFERENCE
Divisional Engineer	18	1	1	0
Stenographer	11	1	1	0
Driver	7	1	6	-5
General Section				
Supervisor Administration (Head Clerk)	11	1	1	0
(UDC) Senior Clerk	7	2	2	0
(LDC) Junior Clerk/Typist	5	2	2	0
Naib Qasid	1	3	3	0
Chowkidar	1	1	1	0
Sweeper	1	1	1	0
Mali	1	1	1	0
Accounts Section				
Divisional Accountant	11	1	1	0
Accounts Clerk	7	3	3	0
(LDC) Junior Clerk/Typist	5	6	6	0
Drawing Section				
Draftsman	12	1	1	0
Tracer	5	2	2	0
<b>Totals:</b>		<b>27</b>	<b>32</b>	<b>-5</b>

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - KANGANPUR DIVISION - CHUNIAN SUBDIVISION CUSTOMERS -				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	9	12	-3
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	0	1	-1
Drivers	7	2	4	-2
Totals:		102	109	-7

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - CHUNIAN		DIVISION - CHUNIAN		SUBDIVISION CUSTOMERS -	
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE	
Sub Divisional Officer	17	1	1	0	
Supervisor Service Connections (LS-I)	12/16	1	1	0	
Senior Clerk	7	1	1	0	
LM-I	7	2	2	0	
ALM	5	4	4	0	
Supervisor DCO/RCO (LS-II)	11	1	1	0	
LM-I	7	2	2	0	
ALM	5	4	4	0	
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1	
LM-I	7	2	2	0	
LM-II	6	4	4	0	
ALM	5	9	9	0	
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0	
LS-II	11	2	2	0	
LM-I	7	10	10	0	
LM-II	6	8	8	0	
ALM	5	27	27	0	
Complaint Clerks	5	2	2	0	
Meter Reading Supervisor (MS-I)	12	1	1	0	
MS-II	11	1	1	0	
Meter Readers	5	15	23	-8	
General Section					
Senior Clerk	7	1	1	0	
Junior Clerk	5	3	3	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Lorry Cleaner	3	0	1	-1	
Drivers	7	3	4	-1	
Totals:		108	120	-12	

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - MANGA MANDI DIVISION - CHUNIAN SUBDIVISION CUSTOMERS -				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	8	15	-7
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	0	1	-1
Drivers	7	3	4	-1
Totals:		101	112	-11

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - BHAI PHERU DIVISION - CHUNIAN SUBDIVISION CUSTOMERS -				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	10	21	-11
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	0	1	-1
Drivers	7	2	4	-2
<b>Totals:</b>		<b>103</b>	<b>118</b>	<b>-15</b>

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - PATTOKI I				
DIVISION - CHUNIAN				
SUBDIVISION CUSTOMERS -				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	8	18	-10
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	2	4	-2
Totals:		101	115	-14

STAFFING LEVEL I SUBDIVISIONS

SUBDIVISION - PATTOKI II DIVISION - CHUNIAN SUBDIVISION CUSTOMERS -				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	10	16	-6
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	2	4	-2
<b>Totals:</b>		103	113	-10

REMOTE SUB-DIVISIONS OF  
LEVEL-II DIVISIONS

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - BATAFUR				
DIVISION - SHALAMAR				
SUBDIVISION CUSTOMERS - 11.800				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	12	15	-3
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	1	1	0
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		105	113	-8

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - RAIWIND DIVISION - KOT LAKHPAT SUBDIVISION CUSTOMERS - 10.500				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	6	13	-7
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
<b>Totals:</b>		<b>97</b>	<b>111</b>	<b>-14</b>

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STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - KOT RADHA KISHAN				
DIVISION - KOT LAKHPAT				
SUBDIVISION CUSTOMERS - 9,600				
POST	BPS	EXISTING	WAPDA YARDSTICK	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	0	1	-1
Meter Readers	5	9	12	-3
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		99	110	-11

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - RAJA JANG DIVISION - KOT LAKHPAT SUBDIVISION CUSTOMERS - 9.000				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	0	1	-1
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	0	1	-1
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	0	1	-1
Meter Readers	5	5	11	-6
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	4	-4
Totals:		93	108	-15

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - BARKI  
DIVISION - LAHORE CANTT  
SUBDIVISION CUSTOMERS - 7.000

POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	10	10	0
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		101	108	-7

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - JALLO MOR DIVISION - SHALAMAR SUBDIVISION CUSTOMERS - 9.100				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	7	11	-4
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Vaib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	1	1	0
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		99	109	-10

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - ALI RAZABAD				
DIVISION - A. I. TOWN				
SUBDIVISION CUSTOMERS - 6.985				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	4	9	-5
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
<b>Totals:</b>		<b>95</b>	<b>107</b>	<b>-12</b>

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - CHUNG DIVISION - A. I. TOWN SUBDIVISION CUSTOMERS - 8.015				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	1	1	0
Meter Readers	5	6	10	-4
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	0	1	-1
Sweeper	1	0	1	-1
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		96	108	-12

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - FAIZPUR				
DIVISION - SHAHDARA				
SUBDIVISION CUSTOMERS - 10.481				
POST	BFS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	3	4	-1
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	0	1	-1
Meter Readers	5	6	13	-7
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	1	1	0
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		96	111	-15

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - KOT ABDUL MALIK				
DIVISION - SHAHDARA				
SUBDIVISION CUSTOMERS - 5.119				
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE
Sub Divisional Officer	17	1	1	0
Supervisor Service Connections (LS-I)	12/16	1	1	0
Senior Clerk	7	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor DCO/RCO (LS-II)	11	1	1	0
LM-I	7	2	2	0
ALM	5	4	4	0
Supervisor Preventive Maintenance (LS-I)	12/16	0	1	-1
LM-I	7	2	2	0
LM-II	6	4	4	0
ALM	5	9	9	0
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0
LS-II	11	2	2	0
LM-I	7	10	10	0
LM-II	6	8	8	0
ALM	5	27	27	0
Complaint Clerks	5	2	2	0
Meter Reading Supervisor (MS-I)	12	1	1	0
MS-II	11	0	1	-1
Meter Readers	5	6	6	0
General Section				
Senior Clerk	7	1	1	0
Junior Clerk	5	3	3	0
Naib Qasid	1	2	2	0
Chowkidar	1	1	1	0
Sweeper	1	1	1	0
Lorry Cleaner	3	1	1	0
Drivers	7	0	5	-5
Totals:		97	104	-7

STAFFING REMOTE SUBDIVISIONS

SUBDIVISION - KHUDIAN					
DIVISION - KASUR					
SUBDIVISION CUSTOMERS - 10,000					
POST	BPS	EXISTING	YARSTICK PROPOSED	DIFFERENCE	
Sub Divisional Officer	17	1	1	0	
Supervisor Service Connections (LS-I)	12/16	1	1	0	
Senior Clerk	7	1	1	0	
LM-I	7	2	2	0	
ALM	5	4	4	0	
Supervisor DCO/RCO (LS-II)	11	1	1	0	
LM-I	7	2	2	0	
ALM	5	4	4	0	
Supervisor Preventive Maintenance (LS-I)	12/16	1	1	0	
LM-I	7	2	2	0	
LM-II	6	4	4	0	
ALM	5	9	9	0	
Supervisor Emergency Maintenance (LS-I)	12/16	1	1	0	
LS-II	11	2	2	0	
LM-I	7	10	10	0	
LM-II	6	8	8	0	
ALM	5	27	27	0	
Complaint Clerks	5	2	2	0	
Meter Reading Supervisor (MS-I)	12	1	1	0	
MS-II	11	0	1	-1	
Meter Readers	5	11	13	-2	
General Section					
Senior Clerk	7	1	1	0	
Junior Clerk	5	3	3	0	
Naib Qasid	1	2	2	0	
Chowkidar	1	1	1	0	
Sweeper	1	0	1	-1	
Lorry Cleaner	3	1	1	0	
Drivers	7	0	5	-5	
<b>Totals:</b>		<b>102</b>	<b>111</b>	<b>-9</b>	

III) POSITION DESCRIPTIONS  
(SEE VOLUME-II)

# LIST OF POSITION DESCRIPTIONS

## I. ADMINISTRATION

Divisional Engineer  
Supervisor Administration  
Senior Clerk - Personnel  
Senior Clerk - General Services  
Junior Clerk - Service Books  
Junior Clerk - Recordkeeper  
Diary/Despatch Clerk

## II. BUDGET & ACCOUNTS

Divisional Accountant - Division  
Accounts Clerk - 1  
Accounts Clerk - 2  
Accounts Clerk - 3

## III. PLANNING & ENGINEERING

Planning Supervisor  
Draftsman  
Tracer

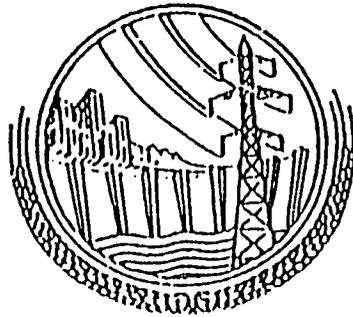
## IV. CUSTOMER SERVICES

Customer Services Officer  
Divisional Accountant - CSO  
Commercial Superintendent  
Supervisor P.C.  
P.C. Operator  
Supervisor Billing Control  
Supervisor Debtors Control  
Senior Clerk  
Junior Clerk  
Bill Distributor

## V. SUB-DIVISION

Sub-Division Officer  
Supervisor - Meter Reading  
LS-II - Meter Reading  
Meter Reader  
Supervisor Service Connections  
Senior Clerk - Service  
Supervisor DCO/RCO  
Supervisor - Preventive Maintenance  
Supervisor - Emergency Maintenance  
Complaint Clerk  
Line Superintendent - Grade I/II  
Line Foreman - Grade I/II  
Lineman I & II  
Assistant Lineman  
Senior Clerk - Personnel  
Junior Clerk - Enquiries  
Junior Clerk - Recordkeeper

PAKISTAN  
WATER AND POWER DEVELOPMENT AUTHORITY

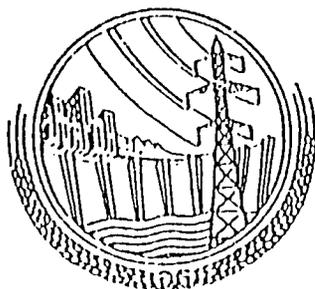


LAHORE AEB  
DIVISION REORGANIZATION  
PLAN  
(STAFF POSITION DESCRIPTIONS)  
VOLUME-II OF II

WAPDA  
POWER DISTRIBUTION WING  
LAHORE, PAKISTAN

JUNE 1992

PAKISTAN  
WATER AND POWER DEVELOPMENT AUTHORITY



LAHORE AEB  
DIVISION REORGANIZATION  
PLAN  
(STAFF POSITION DESCRIPTIONS)  
VOLUME-II OF II

WAPDA  
POWER DISTRIBUTION WING  
LAHORE, PAKISTAN

JUNE 1992

POSITION DESCRIPTIONS  
LEVEL-II & III DIVISIONS

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Budget & Accounts Officer	42 - 44
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Accounts Clerk - Funds	55 - 56
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Accounts Clerk - Pre-audit	65 - 66
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Accounts Assistant - Accounts	69 - 70
Accounts Clerk I - Accounts	71 - 72
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## III. CUSTOMER SERVICES

Customer Services Officer	75 - 77
Supervisor - Customer Assistance	78 - 80
Supervisor - Customer Accounts	81 - 83
Supervisor - P.C.	84 - 86
P.C. Operator	87 - 88
Supervisor - Billing Control	89 - 90
Supervisor - Debtors Control	91 - 92
Senior Clerk	93 - 94
Junior Clerk	95 - 96
Bill Distributor	97 - 98
Energy Surveillance & Meter Reading Engineer	99 - 101

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Planning Engineer	102 - 103
Supervisor Technical Records	104 - 105
Senior Clerk - New Connections	106 - 107
Record Clerk	108 - 109
Planner	110 - 111
Estimator	112 - 113
Draftsman	114 - 115
Assistant Draftsman	116 - 117
Tracer	118 - 119

## V. SERVICE

Service Engineer	120 - 122
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Supervisor Meter	125 - 126
Line Foreman - Grade I/II	127 - 128
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Lineman I & II	131 - 133
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I .      ADMINISTRATION



- o Ensures timely preparation of employee performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leave of absence, hiring and release of personnel.
- o Maintains coordination among different sections of his office responsible for new connections, meter reading, disconnections, bill correction, bank reconciliation and accounting.
- o Ensures that the required facilities and resources are available to achieve the assigned tasks.
- o Participates in public communications programs throughout the Division to enhance customer understanding of energy conservation, established commercial procedures and customer safety.
- o Reads meters of all customers with load above 500KW.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Bachelor's degree in Engineering is required. Master's degree in Engineering is recommended.

b. Prior Work Experience:

Minimum of 10 years' experience with experience in at least two major functional areas of Distribution and at least 3 years' of experience in a supervisory capacity.

c. Language Proficiency:

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas:

- Knowledge of management principles and supervisory skills, with a thorough understanding of the overall operation of the functions within the Division.
- Knowledge of the methods used to motivate employees.

e. Ability and Skills:

- Communication skills both in written and spoken English and Urdu. Ability to address group and the press.

- Ability to understand problems and develop practical solutions.
- Technical ability to understand and evaluate recommendations of subordinates covering a wide range of educational discipline and functional specialities.
- Ability to react, in a reasoned manner, to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to the SE Circle and receives functional guidance from the Directors of the AEBs. Required to make decisions involving Division activities based on sound interpretation of policy and procedures.

b. Available Guidelines:

Has available policies and procedures approved by the Authority and is expected to ensure their implementation.

c. Exercise of Judgment:

Exercises sound judgment and arrives at correct decisions on a range of problems. Makes recommendations to the AEB Chairman that are detailed, well researched, accurate and in the best interests of WAFDA.

d. Authority to Make Commitments:

Has full authority to commit the Authority within the limits of established financial powers and approved policies and procedures.

e. Nature, Level and Purpose of Contacts:

Regular written and/or oral contacts with AEB Department Heads, Government officials and the general public necessary to carry out the duties and responsibilities of the position.

f. Supervision Exercised:

Directly supervises the Section Supervisors reporting to him and the assigned Sub-Division Officers and through them has overall management and supervisory responsibility for the Division.

- o Interprets laws, rules and regulations framed by the Authority obtains advice on legal matters from the concerned authorities.
- o Disposes of disciplinary/enquiry cases in accordance with the laid down policies and practices.
- o Monitors the legal cases in the Court of law in coordination with Assistant Director - Legal, Area Electricity Board and provides assistance where needed.
- o Prepares, implements and monitors the budget of his section.
- o Recommends the hiring, rehiring and vacation of all types of buildings including complaint offices, customer services centres and area offices as required and coordinates maintenance of buildings owned by WAPDA and hired offices/residences.
- o Exercises overall control over the operation of the division vehicles to maximize employees efficiency and vehicle utilization and to eliminate unauthorized use.
- o Directs that the maintenance and repair of the division vehicles is accomplished in a timely manner.
- o Arranges procurements of office furniture, equipment and insures their service and repair during use.
- o Recommends replacement of obsolete and unserviceable office furniture and equipments.
- o Arranges supplies of stationery items for the Division.
- o Assists in establishing and maintaining position description of employees of the Division.
- o Undertakes other functions and responsibilities as may be assigned by the Division Manager.

DESIRED QUALIFICATIONS:

a. Education:

Master's degree in Business Administration/Public Administration/ Business Education is required or Bachelor's degree with minimum of 5 years' experience in the Personnel administration.

b. Prior Work Experience:

Minimum of 3 years' experience in one of the major functional areas.

c. Language Proficiency:

Must be fluent in written and spoken English and Urdu.

POSITION TITLE: Administration Officer (Level-II Division)

GRADE: BPS-17

BASIC POSITION DESCRIPTION:

The Administration Officer is responsible to the Division Manager for the services including employment, personnel, training, welfare and safety, wages and salary administration, maintaining employees records, labor relation, recommendation for promotion, demotion, transfer, building hire and maintenance, vehicle operation and maintenance, office furnishings, supplies and equipment, and assists in the compilation of the divisional budget.

MAJOR DUTIES AND RESPONSIBILITIES

- o Directs the recruitment of personnel in accordance with the established down policies and procedures.
- o Directs the process cases of postings, transfers, promotions, demotions and terminations.
- o Ensures that the public and employee complaints, grievances, litigation cases are effectively and fairly handled.
- o Ensures that the personnel files and records of employees of the Division are maintained.
- o Advises the Division Manager and other Supervisors on matters relating to personnel, discipline and labor problems.
- o Ensures that the employees relations program such as indoctrination, orientation, training, implementation and education assistance are properly administered.
- o Ensures that the retirement, gratuity, all kinds of leave, group life insurance, provident fund and WAPDA welfare plans, are dealt with.
- o Approves payrolls and other employee's claims.
- o Processes and maintains annual confidential reports and declaration of assets and all matters concerning therewith such as communication of adverse remarks and scrutiny of representation thereto.
- o Keeps employees abreast with the latest Authority/Government regulations on Safety, Wages and Salary, Labor Laws, Workmen Compensation and other benefit plans.
- o Prepares performance evaluation reports and recommends grant of increments, awards, accelerated promotion, transfer, demotion, disciplinary action of personnel supervised.

d. Knowledge of Specific Areas:

- Knowledge of management practices and an understanding of the operation of the personnel functions.
- Knowledge of the methods used to deal with unskilled and semi-skilled labor.
- Knowledge of office methods and procedures.

e. Abilities and Skills:

- Ability to develop accurate and complete records and schedules.
- Skills to deal with Unions.

POSITION ELEMENTS:

a. Supervision Received:

Direct supervision is received from the Division Manager and functional assistance from the AEP Director Administration. Process the cases for decisions, with the advice of the above supervision, based on sound interpretation of policies and procedures.

b. Available Guidelines:

Has available all applicable policies and procedures issued by the AEB as well as specific instructions issued by his supervisors.

c. Exercise of Judgment:

- Requires to coordinate activities with supervisors.
- Work independently based on the instructions received and strict adherence to pertinent operating procedures. Recommendations to supervisors are expected to be complete, accurate and in the best interest of WAPDA.

d. Authority to Make Commitments:

Authority to commit WAPDA is limited to the financial powers delegated by the Authority.

e. Nature, Level and Purpose of Contacts:

Deals with WAPDA Unions and other related offices to discharge his duties.

f. Supervision Exercised:

Directly supervises all employees assigned to the personnel function.

POSITION TITLE: Safety Coordinator (Level-II Division)

GRADE: BPS-16

BASIC FUNCTIONAL DESCRIPTION:

The Safety Coordinator is responsible to the Administration Officer for all safety matters concerning the Division and to the Deputy Director - Safety AEB. Promotes the safety programs and practices and insures compliance with the WAPDA Safety Code. Reports unsafe conditions for corrective action, reports accidents to the concerned higher authorities and maintains records of all safety activities and statistics on accidents.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Performs field inspections regularly for compliance with the WAPDA Safety Code and safety procedures and practices and provides a written report to the appropriate administrative supervisors with recommendations to correct any deficiencies found.
- o Answers or resolves inquiries of safety from management and employees.
- o Assists and guides accident investigation committees.
- o Conducts inspection of safety equipment and tools for their availability, serviceability and suitability and provides reports with recommendation to correct the deficiencies found.
- o Initiates requests for the acquisition of safety equipment not available in the field store.
- o Monitors implementation of recommendation for accident prevention.
- o Conducts monthly safety meetings to review the WAPDA Safety Code and discuss the safety matters with the Division employees.
- o Organizes monthly safety committee meetings under the chairmanship of Division Manager to review and discuss safety problems.
- o Submits monthly summary of safety activities and statistics on accidents to the Deputy Director Safety, AEB.
- o Assists in organizing on site safety training programs for the Division employees.
- o Makes immediate telephone reports to the functional supervisor in all urgent matters of safety such as employee or utility related public fatalities and serious accidents.
- o Any other duty as may be assigned by his supervisor.

DESIRED QUALIFICATIONS:

a) Education:

Incumbent should hold diploma in Electrical engineering from Polytechnic Institute. However, job related experience may be substituted for education.

b) Prior Work Experience:

Incumbent must have at least 10 years experience in Electrical Distribution activities.

c) Language Proficiency:

Incumbent must possess a moderate degree of proficiency in both written and spoken English. Must also possess a high degree of proficiency in written and spoken Urdu.

d) Knowledge:

Intimate knowledge of the Safety Code and work procedures.

e) Abilities and Skills:

- Ability to impart knowledge of the safety code interfaced with sound distribution procedures to all employees.
- Ability to prepare written reports and statistics.

POSITION ELEMENTS:

a) Supervision Received:

Under functional guidance of the Deputy Director - Safety (AEB) and administrative supervision of the Administration Officer incumbent performs most work under moderate supervision for activities and progress.

b) Available Guidelines:

Incumbent uses the safety and various other data provided by functional supervision combined with abilities and skills to provide a comprehensive safety program.

c) Exercise of Judgment:

Incumbent exercises moderate judgment and will appeal to higher supervision in the difficult matters.

d) Authority to Make Commitments:

Recommendations based on WAPDA Safety Code and the related guidelines provided by the functional supervisors must be considered applicable to the Division area assigned.

e) Nature, Level and Purpose of Contact:

Regular contacts with the Division employees on safety matters but no contact with the general public.

f) Supervision Exercised:

Directly supervises the staff provided.

POSITION TITLE: Supervisor - General Services (Level-II Division)

GRADE: BPS 11/14

BASIC POSITION DESCRIPTION:

The Supervisor - General Services is responsible to the Administration Officer for the division's building and maintenance needs, office furniture, supplies, utilities and vehicles operation and maintenance.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Recommends the leasing, re-leasing and vacating of all types of buildings including complaint offices, customer service centers and area offices as required.
- o Coordinates repairs and maintenance of all buildings within the division.
- o Arranges procurement of office furniture, equipment using approved purchasing procedures.
- o Maintains records of office furniture and equipment in the division.
- o Recommends replacement of obsolete and unserviceable office furniture and equipment and prepares purchase documents for approved replacements. Also recommends purchase of required additional items.
- o Ensures the service and repair of office equipment.
- o Consolidates division requirement for stationery and obtains same using approved purchasing procedures.
- o Obtains authorized telephone service and telexes system and insures equipment is properly maintained.
- o Coordinates the maintenance and repair of vehicles and monitors that repairs performed by outside workshops or the WAPDA central repair shop in a timely manner.
- o Monitors the operation of the division vehicles to maximize vehicle utilization.

DESIRED QUALIFICATIONS

a. Education

Bachelor's degree or by promotion from amongst lower staff on the basis of seniority-cum-fitness with at least 10 years experience.

b. Prior Work Experience

Minimum of 3 years experience in the relevant field.

c. Language Proficiency

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

- Knowledge of WAPDA's rules, regulations, policies pertaining to General Services.
- Knowledge of the methods used to deal with unskilled and semi-skilled labor.
- Knowledge of the office equipment and furnishing available in the market.
- Knowledge of maintenance methods and procedures.

e. Abilities and Skills

Skill to deal with vendors, suppliers and contractors.

POSITION ELEMENTS:

a. Supervision Received

Direct supervision is received from the Administration Officer.

b. Available Guidelines

Has available all applicable policies and procedures issued by the AEB as well as specific instructions issued by his supervisor.

c. Exercise of Judgment

Works on the basis of the instructions received and strict adherence to pertinent operating procedures.

d. Nature, Level and Purpose of Contacts

Deals with local suppliers of office equipment, vehicle maintenance and others to discharge his duties.

e. Supervision Exercised

Directly supervises all employees assigned to the general services function.

POSITION DESCRIPTION: Supervisor Personnel (Level-II Division)

GRADE: BPS 11/14

BASIC FUNCTIONAL DESCRIPTION

Reports to the Administration Officer and is responsible for the personnel functions, wage and salary plans, benefit plans, hiring and firing procedure, employees service records, postings, promotions, transfers, and terminations.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Handles cases of fixation of salary, grant of increments, incentive awards, honoraria, compensation to the deceased employees' families, scholarships to employees' children, welfare grant.
- o Scrutinises and processes employee's claims (salaries, wages, TAS, etc).
- o Processes the cases of postings, transfers, promotions, terminations and disciplinary actions according to Authority's rules.
- o Performs duties in connections with employment of personnel.
- o Conducts personnel orientation of new employees including proper completion of all forms and documents. Responsible for obtaining all the documents to complete the personal files of the concerned employees.
- o Performs duties in connection with maintenance of files, service records, upto date and complete in all respects, schedules meetings, and convenes Boards for selection purposes.
- o Ensures that the employees service records are kept up-to-date.
- o Assists in preparing position descriptions of the clerical staff.
- o Assists in preparing and scheduling local and centralised training programs.
- o Supervises the incoming and outgoing correspondence.

DESIRED QUALIFICATION:

a. Education:

Bachelor's degree or by promotion from amongst lower staff on the basis of seniority-cum-fitness with at least 10 years' experience.

b. Prior Work Experience:

Minimum of 5 years' experience in one of the major functional areas.

c. Language Proficiency:

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas:

- Knowledge of administrative policies and practices and an understanding of the operation of the personnel functions.
- Knowledge of the methods used to deal with unskilled and semi-skilled and skilled labor.
- Knowledge of rules and regulations of the Authority.

e. Ability and Skills:

Ability to develop accurate and complete records and schedules.

POSITION ELEMENTS:

a. Supervision Received:

Direct supervision is received from the Administration Officer. Puts up cases for decisions based on sound interpretation of policies and rules framed by the Authority.

b. Available Guidelines:

Has available all applicable policies and procedures issued by the Authority as well as specific instructions issued by his supervisors.

c. Exercise of Judgment:

- Requires to coordinate activities with supervisors.
- Works on the basis of the instructions received and strict adherence to pertinent operating procedures. Recommendations to subordinates are expected to be complete, accurate and in the best interest of WAPDA.

d. Authority to Make Commitments:

Limited to powers delegated by the Administration Officer.

e. Nature, Level and Purpose of Contacts:

Deals with WAPDA Unions and other related offices to discharge his duties efficiently.

f. Supervision Exercised:

Directly supervises all employees assigned to the personnel functions.

POSITION TITLE: Supervisor Legal and Labor Welfare (Level-II Division)

GRADE: BPS-11/14

BASIC POSITION DESCRIPTION

Responsible to the Administration Officer for divisional legal and labor welfare matters.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains record of legal cases.
- o Provides assistance and information to the WAPDA counsel engaged for the defence of Division cases.
- o Attends court of law with WAPDA counsel to provide any evidence or information that may be required during the hearing of the case.
- o Assists the Manager Administration in choosing counsel from the panel of those approved by the Authority.
- o Prepares cases for obtaining legal advice and guidance from the AEB/WAPDA Headquarters.
- o Deals with the labor problems and prepares cases for decision.
- o Processes all cases of grievances and petitions for redress.
- o Arranges meetings of Division Manager with CBA Union and records minutes of the meetings.
- o Keeps the Manager Administration informed on all matters relating to legal and labor welfare.

DESIRED QUALIFICATION:

a. Education:

Bachelor's degree or by promotion from amongst senior clerks on the basis of seniority-cum-fitness with at least 10 years experience.

b. Prior Work Experience:

Minimum three years of experience in the relevant field.

c. Language Proficiency:

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas:

- Knowledge of WAPDA's rules, regulations, policies pertaining to legal and labor welfare.
- Knowledge of the methods used to deal with skilled, semi-skilled and unskilled labor.

e. Abilities and Skills:

- Ability to communicate his views and write reports.
- Ability to understand and deal with Division employees.
- Ability to deal with the WAPDA counsels.

POSITION ELEMENTS:

a. Supervision Received:

Direct supervision is received from the Administration Officer and functional supervision from the Assistant Director/Deputy Director - Legal and Labor Welfare AEB. Puts up cases for decision with the advice of his superiors based on sound interpretation and rules framed by the Authority.

b. Available Guide Lines:

Has available all applicable policies and procedures issued by the Authority as well as those issued by the AEB.

c. Exercise of Judgment:

- Requires to coordinate activities with supervisors.
- Works independently based on the instructions received and strict adherence to pertinent operating procedures. Recommendations to his superiors are expected to be complete, accurate and in the interest of WAPDA.

d. Authority to Make Commitments:

Nil

e. Nature, Level and Purpose of Contacts:

Deals with the Division Supervisor's staff, WAPDA counsel, representatives of labor union, courts, tribunal, etc.

f. Supervision Exercised:

Directly supervises staff assigned to him.

POSITION TITLE

Foreman Transport  
(Level-II Division)

GRADE

BPS 11

BASIC FUNCTIONAL DESCRIPTION

Foreman Transport is responsible to Supervisor General Services for assisting him in vehicle repair and maintenance, assigning of vehicles, maintaining vehicle record, processing of repair bills and dealing with accident cases.

MAJOR DUTIES AND RESPONSIBILITIES

- o Assists Supervisor General Services in all transport matters.
- o Obtains quotations/estimates for the repair of vehicles.
- o Assigns vehicle to various officers/officials.
- o Processes vehicle repair bills.
- o Maintains record of vehicles, their operation, and repair and maintenance.
- o Deals with accident cases.
- o Any other duty assigned by Supervisor General Services.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment:

Diploma in Mechanical/Automobile/Electrical Engineering.

or

- By promotion as per relevant WAPDA Service Rules.

b. Prior Work Experience

No experience for direct recruits. Experience for promotees as per WAPDA Service Rules.

c. Language Proficiency

Ability to read and speak English and Urdu languages proficiently.

d. Knowledge of Specific Areas

- Knowledge of repair workshops.
- Knowledge of spare parts of the vehicle.

e. Abilities and Skills

Ability to check the repair work of vehicles.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Supervisor General Services.

b. Available Guidelines

WAPDA Transport Rules/Policy and other procedures are available for guidance.

c. Exercise of Judgment

Judgment is required on the repair work of the vehicles and urgency of matter for assigning the vehicle.

d. Authority to Make Commitments

Incumbent can generally make commitment about the availability of the transport.

e. Nature, Level and Purpose of Contacts

Contact with the repair workshops and spare part dealers for procuring repair services and right type of spares.

f. Supervision Exercised

None.

POSITION TITLE

Senior Clerk Personnel - 1  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Personnel-1 is responsible to Supervisor Personnel for processing disciplinary cases of the Divisional and Sub Divisional personnel. He also maintains the confidential files in his custody.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains confidential files (disciplinary cases) in his custody.
- o Processes disciplinary cases of Divisional and Sub Divisional personnel.
- o Prepares correspondence regarding disciplinary cases for the signature of competent authority.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

Knowledge of office routine and Disciplinary Rules and procedures.

- e. Abilities and Skills  
Communication skills.

POSITION ELEMENTS

- a. Supervision Received  
Direct supervision is received from Supervisor Personnel.
- b. Available Guidelines  
WAPDA Efficiency and Discipline Rules and instructions from the Supervisor Personnel.
- c. Exercise of Judgment  
None.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
None.
- f. Supervision Exercised  
None.

**POSITION TITLE**

Senior Clerk Personnel - 2  
(Level-II Division)

**GRADE**

BPS 7

**BASIC FUNCTIONAL DESCRIPTION**

Senior Clerk Personnel-2 is responsible to Supervisor Personnel for processing employees personnel actions regarding employment, compensation, employee welfare, termination, promotion and training.

**MAJOR DUTIES AND RESPONSIBILITIES**

- o Does noting and drafting on the cases of appointment, salary, increments, scholarship, incentive awards.
- o Processes cases of postings, transfers, promotions etc.
- o Obtains documents to complete personal files e.g., nominations at the time of first appointment.
- o Assists Supervisor Personnel in nomination of trainees from the division and sub-divisions.
- o Any other duty assigned by the Superiors.

**DESIRED QUALIFICATIONS**

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge  
with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

Knowledge of office routine and WAPDA Service Rules.

- e. Abilities and Skills  
Communication skills.

POSITION ELEMENTS

- a. Supervision Received  
Direct supervision is received from Supervisor Personnel.
- b. Available Guidelines  
Concerned WAPDA Rules/Procedures and instructions from the Supervisor Personnel.
- c. Exercise of Judgment  
None.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
None.
- f. Supervision Exercised  
None.

POSITION TITLE

Senior Clerk Personnel - 3  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Personnel-3 is responsible to Supervisor Personnel for processing cases of employee claims including salaries, TA, pension etc.

MAJOR DUTIES AND RESPONSIBILITIES

- o Reviews payroll for preparing changes to be notified to the Computer Center.
- o Initiates Pension papers for the retiring employees.
- o Scrutinizes TA bills as to the authorization of journey.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge  
with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

Knowledge of office routine and WAPDA Pension and TA Rules.

e. Abilities and Skills

Communication skills.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Supervisor Personnel.

b. Available Guidelines

Concerned WAPDA Rules/Procedures and instructions from the Supervisor Personnel.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

None.

POSITION TITLE

Senior Clerk Safety  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Safety is responsible to the Safety Coordinator for maintaining record of documents, instructions, accidents and correspondence concerning safety, and related matters.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains and keeps up-to-date record of accidents involving the Divisional/Sub Divisional employees and property, public and animals.
- o Maintains statistics of the attendees of special safety training.
- o Maintains record of accidents investigation reports.
- o Maintains record of documents, instructions and correspondence concerning safety and related matters.
- o Performs any other duty assigned by the Safety Coordinator.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge  
with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

- Knowledge of office routine.

- Knowledge of operating one or more office machines  
e.g., adding machines, calculator etc.

e. Abilities and Skills

Communication skills.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Safety Coordinator.

b. Available Guidelines

WAPDA Safety Code, various office orders and instructions from the Safety Coordinator.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

None.

POSITION TITLE

Senior Clerk Labor and Legal  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Labor and Legal is responsible to Supervisor Labor and Legal for processing cases of grievances for redress and labor welfare cases for onward transmittal to the higher authorities. Provides assistance to the Legal Counsel in courts.

MAJOR DUTIES AND RESPONSIBILITIES

- o Provides information to legal counsel engaged for the defence of divisional cases.
- o Processes cases for obtaining legal advice and guidance for AEB/WAPDA Headquarters.
- o Contacts Legal Counsel in the absence of Supervisor Labor and Legal.
- o Processes Power of Attorney letters for the Legal Counsel.
- o Assists Supervisor Labor and Legal in CBA affairs.
- o Any other duty assigned by the Superiors.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge  
with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas  
Knowledge of office routine.

e. Abilities and Skills  
Communication skills.

POSITION ELEMENTS

- a. Supervision Received  
Direct supervision is received from Supervisor Labor and Legal.
- b. Available Guidelines  
Instructions from the Supervisor Labor and Legal.
- c. Exercise of Judgment  
None.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
None.
- f. Supervision Exercised  
None.

POSITION TITLE

Junior Clerk - Personnel  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Personnel is responsible to Supervisor Personnel for preparing Payroll, TA Bills, Pension cases and maintaining and updating Service Books of the Divisional and Sub Divisional personnel.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains and updates Service Books.
- o Prepares TA Bills.
- o Assists Supervisor Personnel in initiating and preparing pension cases of the retiring employees.
- o Prepares changes for payroll on prescribed computer forms.
- o Provides support to Senior Clerk Personnel.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language.  
Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor Personnel.

b. Available Guidelines

Various WAPDA Rules/Procedures are available in addition to verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE

Junior Clerk - General Services  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - General Services is responsible to Supervisor General Services for assisting him in leasing, re-leasing and maintenance of building, arranging stationery for the division and sub-divisions, repair and maintenance of office furniture and equipment and installation and maintenance of utility services.

MAJOR DUTIES AND RESPONSIBILITIES

- o Processes leasing and re-leasing of office and residential accommodation cases.
- o Arranges repair and maintenance of building, furniture and office equipment.
- o Prepares requisitions for procurement of stationery/ supplies.
- o Receives stationery and maintains it in his custody.
- o Assists Supervisor General Services in the installations of utilities connections and discharge of efficient service. Gets their bills corrected if necessary.
- o Maintains General Services files.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment
  - i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.
  - ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Can read and write English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor General Services.

b. Available Guidelines

Various rules and procedures are available for guidance in addition to instructions from the Supervisor General Services.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

Contacts telephone office in case there is a breakdown or for correction of bills.

f. Supervision Received

None.

POSITION TITLE

Junior Clerk - Labor and Legal  
(Level-II Division)

GRADE

BFS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Labor and Legal is responsible to Supervisor Labor and Legal to maintain record of legal cases and labor welfare correspondence concerning Divisional and Sub Divisional employees.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains record of legal cases for the Division and Sub Division.
- o Assists Senior Clerk Labor and Legal in processing the case for labor welfare for the Divisional and Sub Divisional employees.
- o Maintains record of labor welfare cases.
- o Retrieves relevant record for legal and labor cases and puts up the cases to Senior Clerk Labor and Legal.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language.  
Can read and write English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor Labor and Legal.

b. Available Guidelines

Various rules and procedures are available for guidance.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

Contacts Legal Counsel in the absence of Supervisor Labor and Legal.

f. Supervision Received

None.

POSITION TITLE

Junior Clerk - Recordkeeper  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Recordkeeper is responsible to Supervisor Personnel for maintaining personal files and putting them up with the incoming letters for necessary action.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains personal files of the Divisional and Sub Divisional personnel in his custody.
- o Retrieves personal files or necessary documents from the files to put up with the cases for necessary action.
- o Files the papers in the relevant folders on timely basis so that files remain updated.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

**POSITION TITLE**

Junior Clerk - Typist  
(Level-II Division)

**GRADE**

BPS 5

**BASIC FUNCTIONAL DESCRIPTION**

Junior Clerk - Typist is responsible to Supervisor Personnel for typing letters, memoranda, rough drafts, and reports for the section.

**MAJOR DUTIES AND RESPONSIBILITIES**

- o Does all typing work for the Section of Supervisor Personnel.
- o Performs any other duty assigned by the Supervisor Personnel.

**DESIRED QUALIFICATIONS**

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAFDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

- a. Supervision Received  
Supervision is received from the Supervisor Personnel.
- b. Available Guidelines  
Verbal instructions from the superiors.
- c. Exercise of Judgment  
None.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
None.
- f. Supervision Received  
None.

**POSITION TITLE**

Despatch Clerk  
(Level-II Division)

**GRADE**

BPS 5

**BASIC FUNCTIONAL DESCRIPTION**

Despatch Clerk is responsible to Supervisor Personnel for despatching the outgoing mail safely and properly.

**MAJOR DUTIES AND RESPONSIBILITIES**

- o Receives outgoing letters from different sections.
- o Assigns despatch number to the outgoing mail.
- o Despatches letters by post or by Naib Qasid.
- o Maintains record of acknowledgements for the letters if necessary.
- o Maintains Stamp Register.
- o Any other duty assigned by the superiors.

**DESIRED QUALIFICATIONS**

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language.  
Can read and write English language.

d. Knowledge of Specific Areas

Knowledge of office routine and Post Office Regulations.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor Personnel.

b. Available Guidelines

Post Office Rules book and verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE

Diary Clerk  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Diary Clerk is responsible to Supervisor Personnel for diarizing the incoming mail.

MAJOR DUTIES AND RESPONSIBILITIES

- o Receives incoming mail and stamps it.
- o Diarizes the incoming mail.
- o Puts up the mail to Administration Officer through Supervisor Personnel.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Can read and write English language.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Supervisor Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

II. BUDGET & ACCOUNTS

POSITION TITLE                      Budget & Accounts Officer  
(Level-II Division)

GRADE                                      BPS 17

BASIC FUNCTIONAL DESCRIPTION

Budget & Accounts Officer (Division) is responsible for the division's financial functions; acts as Principal Assistant to the Divisional Engineer on all matters relating to banking, receipt and disbursement of funds, budgets, expenditure controls and managerial reporting. Administers the personnel policies of the Authority with respect to his assigned employees.

MAJOR DUTIES AND RESPONSIBILITIES

- o Serves as the Principal Assistant to the Divisional Engineer on all accounting functions of the Division.
- o Pays and records expenditure for the division by using the procedures laid down in the Divisional Accounting Manual.
- o Receives funds from the Director Accounts AEB to meet the imprecise demands of Division.
- o Ensures that the accounts books record the expenditure being incurred in the Division.
- o Deals with pre-audit function and pays bills up to Rs 10,000/- with the provision for a post-audit by the AEB.
- o Ensures timely submission of various accounting and management reports to the Director Accounts AEB and other concerned entities.
- o Deals with all policy matters concerning accounts.
- o Arranges appropriate education and training programs for subordinate personnel.

DESIRED QUALIFICATIONS

- a. Education
- Masters degree in Commerce or Business Administration
  - In the cases of existing WAPDA employees, alternative qualifications specified for this grade level in GOP and/or WAPDA Accounts Service Rules are acceptable.

b. Prior Work Experience

Minimum of four (4) years work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and English.
- Basic knowledge of finance and accounting principles and banking operations.
- Ability to carry out Authority's policies and procedures on financial matters.
- Ability to communicate effectively with bank officials and obtain their cooperation.
- Ability and skill to analyze and interpret financial data and prepare informative reports to higher management.

POSITION ELEMENTS

a. Supervision Received

Directions are received from Divisional Engineer and Director Accounts, Area Electricity Board, regarding financial policies, procedures and operations. Required to make independent decisions on Division financial matters based on sound interpretation of policies and procedures.

b. Available Guidelines

Has available all policies and procedures approved by the Authority and is expected to ensure their implementation. Receives functional guidance on financial matters from Area Electricity Board's Accounts Directorate staff.

c. Exercise of Judgment

Required to exercise sound judgment on Division financial matters. Recommendations to the Divisional Engineer and Director Accounts are expected to be detailed, accurate and in the best interest of WAFDA.

d. Authority to Make Commitments

Has full authority to commit the Authority within the prescribed limits of established financial powers and approved policies and procedures.

e. Nature, Level and Purpose of Contacts

Meets with local bankers on matters relating to the receipts, disbursements and transfers of WAPDA's funds.  
Meets with Area Electricity Board and Division staff members to coordinate financial work flows.

f. Supervision Exercised

Exercises direct supervision over assigned subordinate staff within the financial and administrative powers vested in him.

POSITION TITLE

Assistant Budget & Accounts  
Officer - Funds (Level-II Division)

GRADE

BFS 16

BASIC FUNCTIONAL DESCRIPTION

Assistant Budget & Accounts Officer - Funds is responsible for revenue collection cash, imprest cash, miscellaneous cash, bank reconciliations and related documentation.

MAJOR DUTIES AND RESPONSIBILITIES

- o Requisitions fund from the AEB.
- o Makes payments of bills and invoices.
- o Maintains imprest cash book, miscellaneous receipts cash book, billing cash book, capital contribution cash book, and securities cash book.
- o Prepares bank reconciliations.
- o Prepares ledger posting summaries for his own section.
- o Provides subordinate personnel with education and training required for proper job performance.

DESIRED QUALIFICATIONS

- a. Education  
Bachelors degree in Commerce or Business Administration.
- b. Prior Work Experience  
Three years work related experience.
- c. Abilities and Skills
  - Total fluency in spoken and written Urdu and English.
  - Basic knowledge of finance and accounting principles.
  - Ability and skill to organize the basic accounting work.
  - Possess supervisory skill to deal with complex problems.

- Deal effectively with people who come in contact with him.

POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Budget & Accounts Officer.
- b. Available Guidelines  
Has available all policies and procedures approved by the Authority for accounting and banking business and expected to ensure their implementation.
- c. Exercise of Judgment  
Required to exercise judgment in respect of accounting matters of the section assigned.
- d. Nature, Level and Purpose of Contacts  
Meets with the Division's Budget & Accounts Officer to coordinate the functions.
- e. Supervision Exercised  
Exercises direct supervision over assigned subordinate staff.

POSITION TITLE

Accounts Assistant - Banking  
(Level-II Division)

GRADE

BPS 11

BASIC FUNCTIONAL DESCRIPTION

Accounts Assistant - Banking is responsible to the Assistant Budget & Accounts Officer - Funds and Banking for revenue collection, its remittance and reconciliation, transaction of unidentified cash and superscribed cheques for free electricity supply to WAPDA employees.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares CP-42 (Bank Query Letter).
- o Prepares CP-102 (Weekly Remittance Summary and submits to WCC).
- o Prepares CP-48 (Bank Reconciliation Statement).
- o Prepares CP-49 (Collection & Remittance Summary) and forwards to AEB.
- o Reconciles CP-104 (Divisional collection cash book) with CP-108 and CP-49.
- o Maintains cheques register and arranges deposit in the relevant bank.
- o Reconciles CP-45 with CP-41.
- o Prepares CP-41 on the basis of CP-48, 49, 95 and 104.
- o Ensures timely collection of bank scrolls, incorporating entry of bank scrolls in the register and collection of weekly/monthly bank statement of Revenue Collection Account.
- o Supervises debit/credit scrolls and register, transaction of CP-107 (unidentified cash), transaction of CP-126 (Weekly Cash Collection on behalf of other Divisions) and CP-127 (Weekly Cash Posting by other Divisions), transaction of CP-133 against SS cheque for free supply.

DESIRED QUALIFICATIONS

a. Education

Bachelors degree in Commerce or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Basic knowledge of finance, accounting and bankign principles.
- Deal effectively with people who come in contact with him.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Assistant Budget & Accounts Officer.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk - Revenue Collection  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Revenue Collection is responsible to the Accounts Assistant - Banking for preparation of CP-99 and reconciliation of weekly and monthly bank statements.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares CP-99 of each Bank.
- o Reconciles CP-99 with CP-100.
- o Prepares stubs/scrolls of Debit/Credit.
- o Reconciles weekly bank statement with CP-99/101.
- o Ensures the receipt of scroll daily, checking of scroll with stubs, proper bank code on scrolls.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate holder or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Knowledge of elementary book-keeping and banking principles.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Accounts Assistant - Banking.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Junior Clerk - Scroll Collection  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Scroll Collection is responsible to the Accounts Clerk - Revenue Collection for collection of scrolls from bank daily.

MAJOR DUTIES AND RESPONSIBILITIES

- o Receives the bank scrolls daily from the authorized collection center.
- o Compares the stubs with related bank scrolls and points out differences if any.
- o Submits the CP-42 (Bank Query Letters) and prugues its early settlement with appropriate collection center.

DESIRED QUALIFICATIONS

a. Education

Matriculate Certificate holder or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and some understanding of English.
- Knowledge of elementary book-keeping and banking principles.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Accounts Assistant - Revenue Collection.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAFDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk - Security Deposit  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Security Deposit is responsible to the Accounts Assistant - Banking for maintenance of Security Deposit Account with authorized collection center.

MAJOR DUTIES AND RESPONSIBILITIES

- o Receives bank scroll with stubs of security deposit.
- o Checks scroll with stubs and enter in the Security Deposit Register CP-26.
- o Prepares CP-99 of each bank and feeds to WCC.
- o Reconciles CP-26A with the CP-99.
- o Prepares CP-51 of each bank.
- o Reconciles monthly bank statement with CP-26.
- o Ensures the entry of payment on demand notice received from the CSO and remote Sub Division.

DESIRED QUALIFICATIONS

- a. Education  
Intermediate Certificate holder or by promotion from a lower position.
- b. Prior Work Experience  
One year's work related experience.
- c. Abilities and Skills
  - Total fluency in spoken and written Urdu and reasonable understanding of English.
  - Knowledge of elementary book-keeping and banking principles.

POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Accounts Assistant - Banking.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk - Funds  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Funds is responsible to the Accounts Assistant - Funds and Banking for maintenance of the Pension Cash Book and Cash Book for Capital Contribution.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains the Pension Cash Book.
- o Makes payment of all the pension claims after pre-audit.
- o Prepares the bank reconciliation statement of pension cash book.
- o Prepares the billing cash book CP-51 (Capital).
- o Prepares the bank reconciliation statement of billing cash book (Capital).
- o Checks the stubs of capital receipts with scrolls.
- o Prepares CP-99 (Capital Receipts) and feeds to WCC.
- o Incorporates the entry of payment on demand notice received from the CSO and Remote Sub Division.
- o Numbers the voucher number and cancels all payment vouchers approved by the Divisional Manager for payment.
- o Records the certificate (PAID BY ME) on payment voucher and forwards to the Assistant Budget & Accounts Officer.
- o Submits the paid voucher with imprest cash book to AEB.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate holder or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Assistant Budget and Accounts Officer  
- Funds & Banking.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Junior Clerk - Typist - I  
(Level-II Division)

GRADE

BFS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Typist is responsible to Assistant Budget & Accounts Officer (Accounts) for typing letters, memoranda, rough drafts, and reports for the section.

MAJOR DUTIES AND RESPONSIBILITIES

- o Does all typing work.
- o Performs any other duty assigned by the Assistant Budget & Accounts Officer (Accounts).

DESIRED QUALIFICATIONS

- a. Education
  - Direct Recruitment
  - i. Secondary School Certificate Examination with 'C' Grade or Diploma in Commerce.
  - ii. A minimum speed of 40 words per minute in typing.

or

  - By promotion as per WAFDA Service Rules.
- b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.
- c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Should be able to read English language.
- d. Knowledge of Specific Areas

Knowledge of office routine and diarizing/deepatching.
- e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from his immediate Supervisor.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

None.

POSITION TITLE

Junior Clerk - Typist - II  
(Level-II Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Typist is responsible to Assistant Budget & Accounts Officer (Fund) for typing letters, memoranda, rough drafts, and reports for the section.

MAJOR DUTIES AND RESPONSIBILITIES

- o Does all typing work.
- o Performs any other duty assigned by the Assistant Budget & Accounts Officer (Fund).

DESIRED QUALIFICATIONS

- a. Education
  - Direct Recruitment
  - i. Secondary School Certificate Examination with 'C' Grade or Diploma in Commerce.
  - ii. A minimum speed of 40 words per minute in typing.

or

  - By promotion as per WAPDA Service Rules.
- b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.
- c. Language Proficiency

Reasonable fluency in written and spoken Urdu language. Should be able to read English language.
- d. Knowledge of Specific Areas

Knowledge of office routine and diarizing/despaching.
- e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

- a. Supervision Received  
Supervision is received from his immediate Supervisor.
- b. Available Guidelines  
Verbal instructions from the superiors.
- c. Exercise of Judgment  
None.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
None.
- f. Supervision Exercised  
None.

**POSITION TITLE**

Accounts Assistant - Audit & Inspection (Level-II Division)

**GRADE**

BPS 11

**BASIC FUNCTIONAL DESCRIPTION**

Accounts Assistant - Audit & Inspection is responsible to the Budget & Accounts Officer for drafting of replies on Audit and Inspections Reports.

**MAJOR DUTIES AND RESPONSIBILITIES**

- o Deals with the Audit and Inspection parties such as Chief Auditor WAPDA - Internal and Director General Audit WAPDA - External.
- o Prepares replies of Inspection Reports, advance paras, draft paras, PAC meeting paras, and summary of important points.
- o Maintains files of the above reports and correspondence related to his Section.

**DESIRED QUALIFICATIONS**

a. Education

Bachelors degree in Commerce or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Basic knowledge of finance and accounting principles.
- Deal effectively with people who come in contact with him.

**POSITION ELEMENTS**

a. Supervision Received

Reports directly to Budget & Accounts Officer.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Assistant - Pre-Audit  
(Level-II Division)

GRADE

BFS 11

BASIC FUNCTIONAL DESCRIPTION

Accounts Assistant - Pre-Audit is responsible to the Budget & Accounts Officer for checking of all kinds of payments and maintenance of record of Accounts Section.

MAJOR DUTIES AND RESPONSIBILITIES

- o Checks the Suppliers/Contractors' bills, contingent bills, free electricity supply bills, utilities bills, pay bills, and TA bills.
- o Prepares SS cheques, ledger posting summaries of cash accounts of Remote Sub Division, replies on audit notes issued by AEB, and payroll summary.
- o Assists the Assistant Budget & Accounts Officer - Accounts in preparation of Annual Budget Estimate.
- o Maintains record of the Accounts Section as a whole.
- o Ensures and supervises maintenance of the Salary Audit Register, proper checking of cash accounts of Remote Sub Divisions and store requisitions in respect of accounts classification & availability of budget provision besides weekly store statement.

DESIRED QUALIFICATIONS

a. Education

Bachelors degree in Commerce or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Basic knowledge of book-keeping and auditing principles.

POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Budget & Accounts Officer.
- b. Available Guidelines  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment  
Must be able to analyze the work related problems.
- d. Nature, Level and Purpose of Contacts  
Contacts with WAPDA personnel as necessary in the execution of responsibilities.
- e. Supervision Exercised  
Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk - Pre-Audit  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Pre-Audit is responsible to the Accounts Assistant - Pre-Audit for checking of cash amounts, store requisition and weekly store statements and assists in maintaining the office record.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains the Salary Audit Register.
- o Receives and checks the cash accounts of Remote Sub Division.
- o Checks the store requisition in respect of accounts classification and budget provision.
- o Checks the weekly store statement with the relevant store requisition and material return notes.
- o Maintains the local purchase register.
- o Prepares the payment vouchers for remittance of various deduction such as GLI, CPF, WEF etc.
- o Assists the Accounts Assistant - Pre-Audit in maintaining the record of accounts section.

DESIRED QUALIFICATIONS

- a. Education  
Intermediate Certificate holder or by promotion from a lower position.
- b. Prior Work Experience  
One year's work related experience.
- c. Abilities and Skills
  - Total fluency in spoken and written Urdu and reasonable understanding of English.
  - Knowledge of elementary book-keeping and auditing.

POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Accounts Assistant - Pre-Audit.
- b. Available Guidelines  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment  
Must be able to analyze the work related problems.
- d. Nature, Level and Purpose of Contacts  
Contacts with WAPDA personnel as necessary in the execution of responsibilities.
- e. Supervision Exercised  
Supervises work of the staff assigned to him.

**POSITION TITLE**

Assistant Budget & Accounts Officer -  
Accounts (Level-II Division)

**GRADE**

BPS 16

**BASIC FUNCTIONAL DESCRIPTION**

Assistant Budget & Accounts Officer - Accounts is responsible for the maintenance of accounts books and preparation of management reports.

**MAJOR DUTIES AND RESPONSIBILITIES**

- o Receives ledger posting summary from each section.
- o Writes general ledger.
- o Prepares the trial balance each month.
- o Prepares the management and accounting reports as provided in the Management Information System and submits to the Budget & Accounts Officer for submission to the AEB Accounts Office.
- o Holds responsibility for stores accounting.

**DESIRED QUALIFICATIONS**

- a. Education  
Bachelors degree in Commerce or Business Administration.
- b. Prior Work Experience  
Three years work related experience.
- c. Abilities and Skills
  - Total fluency in spoken and written Urdu and English.
  - Basic knowledge of finance and accounting principles.
  - Ability and skill to organize the basic accounting work.
  - Possess supervisory skill to deal with complex problems.
  - Deal effectively with people who come in contact with him.

## POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Budget & Accounts Officer.
- b. Available Guidelines  
Has available all policies and procedures approved by the Authority for accounting and banking business and expected to ensure their implementation.
- c. Exercise of Judgment  
Required to exercise judgment in respect of accounting matters of the section assigned.
- d. Nature, Level and Purpose of Contacts  
Meets with the Division's Budget & Accounts Officer to coordinate the functions.
- e. Supervision Exercised  
Exercises direct supervision over assigned subordinate staff.

POSITION TITLE

Accounts Assistant - Accounts  
(Level-II Division)

GRADE

BPS 11

BASIC FUNCTIONAL DESCRIPTION

Accounts Assistant - Accounts is responsible to the Assistant Budget & Accounts Officer - Accounts for maintenance of subsidiary ledger, journal ledger and preparation of management reports.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares the list of subsidiary ledger balance.
- o Prepares current accounts statement and reconciles with AEB statement.
- o Prepares budget control register.
- o Prepares management report: 4/8c, 4/21, 4/24, 4/26, 4/31.
- o Maintains the journal ledgers.
- o Prepares the suspense balance statement.
- o Prepares the asset accounting documents.
- o Gets allotment of job number of works.
- o Maintains all subsidiary ledger.
- o Maintains job cards.
- o Issues debit and credit outgoing advices.

DESIRED QUALIFICATIONS

- a. Education  
Bachelors degree in Commerce or by promotion from a lower position.
- b. Prior Work Experience  
One year's work related experience.
- c. Abilities and Skills  
- Total fluency in spoken and written Urdu and reasonable understanding of English.

- Basic knowledge of finance and accounting principles.
- Deal effectively with people who come in contact with him.

#### POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Assistant Budget & Accounts Officer - Accounts.
- b. Available Guidelines  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment  
Must be able to analyze the work related problems.
- d. Nature, Level and Purpose of Contacts  
Contacts with WAPDA personnel as necessary in the execution of responsibilities.
- e. Supervision Exercised  
Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk I - Accounts  
(Level-II Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Accounts is responsible to the Accounts Assistant - Accounts for preparation of debit/credit advices and management reports.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains the register of IOT incoming/outgoing.
- o Issues the debit/credit advices outgoing.
- o Prepares the management reports rural/urban 4/7, 4/2, 4/15, 4/18b, 4/5a.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate holder or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Accounts Assistant - Accounts.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

POSITION TITLE

Accounts Clerk II - Accounts  
(Level-II Division)

GRADE

BFS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk - Accounts is responsible to the Accounts Assistant - Accounts for preparation of SS cheques Register, job cards and management reports.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains the summary of stock account.
- o Maintains the SS cheque issue and receipt register.
- o Prepares the management reports rural/urban 4/6, 4/10, 4/3a, 4/3b, 4/5.
- o Prepares the job cards.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate holder or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

- Total fluency in spoken and written Urdu and reasonable understanding of English.
- Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Accounts Assistant - Accounts.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises work of the staff assigned to him.

III. CUSTOMER SERVICES

**POSITION TITLE:** Customer Services Officer  
(Level-II Division)

**GRADE:** BPS-17

**BASIC FUNCTIONAL DESCRIPTION:**

The Customer Services Officer is responsible to the Division Manager for Customer Services activities relating to Customer Assistance and Customer Accounts: for issuance of electric service bills and bill distribution, Customer Services, computer processing including data entry and validation, and the customer inquiry procedures; for implementing new or revised procedures for the Customer Services; and for assuring good customer relations with all classes of customers.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Ensures that customer inquiries are expediently and fairly handled within the guidelines established by appropriate governmental authorities.
- o Directs office employees as they carry out customer contact to assure a prompt and courteous service to the customers.
- o Directs and monitors the maintenance of the customer records.
- o Ensures efficient application of billing procedures.
- o Responsible for the initiation of the write off procedure for the disconnected delinquent customers in accordance with laid down procedures and policies.
- o Ensures timely recovery action through Government Recovery Officer under Land Revenue Act.
- o Directs the handling of customer complaints, referring those not settled to the proper person or department for investigation. Follows up to ensure satisfactory completion.
- o Directs bill distribution activities.
- o Directs the use of Microprocessors.
- o Directs activities relating to billing adjustments.
- o Directs the energy surveillance program as it applies to the Customer Services area of responsibility.
- o Responsible for preparation and verification of all required reports.

- o Provides functional guidance to the Sub-Division Supervisor Customer Services in all activities and makes personal visits as required.
- o Seeks functional guidance on policy matters from AEB through line of management.
- o Responsible for preparing the customer services section of the Division's annual budget.
- o Holds an imprest account for his office expenditure within the prescribed limits and is responsible for its proper disbursement and replenishment.
- o Ensures that provisions of Union Agreement are followed by both labor and management.
- o Recommends changes in the laid down procedures for efficient operation of the system to the appropriate authority.
- o Recommends wage and salary changes, promotions, demotions, transfers, leaves of absence, hiring and release of personnel.
- o Responsible for attending to the audit para inquiries and the timely submission of reports to the appropriate authorities.
- o Arranges appropriate education and training for subordinate personnel.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATIONS:**

a. Education:

- i) Direct Recruitment: Master's degree in either commerce, statistics or mathematics, business administration or engineering.
- ii) Promotees: Bachelor's degree.

b. Prior Work Experience:

- i) Direct Recruitment: Minimum of 3 years' experience with a private or public corporation on matters relating to financial and accounting aspects.

ii) Promotees: Minimum of 15 years' continuous service in a WAPDA Customer Service Office.

c. Abilities and Skills/Knowledge:

- Communication skills both in written and spoken English/Urdu.
- Knowledge of accounting and financial techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Divisional Manager and functionally to the Deputy Director of Customer Services - Circle.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyze complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the extent authorized by the Divisional Manager.

e. Nature, Level and Purpose of Contacts:

Contacts with customers, Government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

f. Supervision Exercised:

Supervises the work of his staff, plans their workload and assignments, provides assistance in dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

- o Ensures proper record keeping of customer's statistics and logging of all correspondence and transmittal of data.
- o Responsible for the preparation of all customer's statistical reports.
- o Provides training to new staff under his section.
- o Ensures adequate supply of forms, stationery, office supply and handouts for customers and the maintenance of office equipment in the customer services section.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees in his section.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATION:

- a. Education:  
Intermediate but Bachelor's degree preferred.
- b. Prior Work Experience:  
Minimum 12 years' relevant experience required.
- c. Abilities and Skills/Knowledge:
  - Strong communication skills in both written and spoken English and Urdu.
  - Deal effectively with people, both customers and employees.
  - Possess supervisory skills to deal with complex problems and develop practical solutions.
  - Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to the Customer Services Officer.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the level authorized by Supervisor - Customer Services.

d. Nature, Level, and Purpose of Contacts:

Contacts with customers, government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

**POSITION TITLE:** Supervisor - Customer Accounts  
(Level-II Division)

**GRADE:** BPS-14

**BASIC FUNCTIONAL DESCRIPTION:**

The Supervisor Customer Accounts is responsible to the Customer Services Officer for all customer accounts, their reconciliation and reports. Also responsible for actions required on all Management information reports generated by the computer relating to customer accounts. Ensures prompt and fair service to the customers.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Supervises the maintenance of customer accounts ledgers and reconciliation of assessment, realization and debtors outstanding, on a monthly basis.
- o Supervises the staff of customer accounts section as they attend to customer complaints to ensures prompt and fair service.
- o Coordinates with computer section for incorporation of all bill adjustments during the month.
- o Coordinates with Budget & Accounts Section on banking matters.
- o Coordinates with Service Section for disconnection/reconnection procedures.
- o Responsible for initiating a recovery procedure with the Government Recovery Officer for old delinquent accounts on a periodic basis.
- o Responsible for the preparation of all customer accounts reports.
- o Reviews reports, data and information as it relates to customer accounts.
- o Assists in the interpretation of customer accounts manuals and provides continuing instruction for customer accounts personnel in policies, practices and procedures.
- o Provides training to new customer accounts personnel.
- o Ensures adequate supply of forms and stationery and maintenance of office machines and equipment in the customer accounts section.

- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees in his section.
- o Observe safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATION:**

a. Education:

Bachelor's degree holder or suitable existing old employees with intermediate or matriculation education.

b. Prior Work Experience:

Minimum 15 years' with Customer Accounts.

c. Abilities and Skills/Knowledge:

- Communication skills in both written and spoken English and Urdu.
- Knowledge of Customer Accounts application and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

**POSITION ELEMENTS:**

a. Supervision Received:

Reports directly to the Customer Services Officer.

b. Available Guidelines:

Guidelines are available from WAFDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the level authorized by the Manager - Customer Services.

d. Nature, Level, and Purpose of Contacts:

Contacts with customers, government agencies and other WAFDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

**POSITION TITLE:** Supervisor P.C.  
(Level-II Division)

**GRADE:** BPS-16

**BASIC FUNCTIONAL DESCRIPTION:**

The Supervisor P.C. is responsible to the Customer Services Officer and functionally to the AEB Assistant Director - Computer Operations; is responsible for the operation and use of the customer services computer and other machines associated with data processing.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Responsible for the integrity and security of all programs and data files used in the operation of the customer services computer equipment.
- o Supervises the key entry and the verification of customer services data entry to diskette.
- o Directs others in the operation of the computer and peripheral equipment, which includes printers, disk drives, terminals and other equipment associated with computers.
- o Maintains statistical records on data entry functions including errors, reruns, equipment failures and all job processed on the microprocessor.
- o Works with user departments within the Division to establish a schedule for the data entry function that satisfies the needs and requirements of all department.
- o Performs or directs routine preventive maintenance on equipment following prescribed procedures.
- o Provides technical assistance to all users of divisional computers.
- o Performs diagnostics to determine the nature of equipment problems; communicate problems to the AEB D.P.M. through proper line of management.
- o Performs routine software maintenance, adding or changing program libraries as directed by the AEB Computer Section.
- o Maintains supplies inventory for the data processing function following prescribed procedures.

- o Trains new or existing computer operators to operate the computer and peripheral equipment; and trains them to perform data scheduling and control functions, program and equipment maintenance functions, and other administrative tasks in his absence.
- o Conducts training classes on the proper and approved use of new software for the customer services computer.
- o Distributes computer outputs from the customer services computer system following prescribed procedures.
- o Observes safety regulations and ensures their compliance.
- o Responsible for protection of equipment from dust, heat and other environmental hazards. Also maintains current schedule of planned outages to avoid unexpected power failures as far as possible.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATIONS:**

a. Education:

Bachelor's degree in Computer Science.

b. Prior Work Experience:

5 years' in the Computer Department of a public or private company.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Technical knowledge of computer science application and techniques.
- Deal effectively with employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to the Customer Services Officer and functionally to the AEB Asstt. Director of Computer Operations.
- b. Available Guidelines:  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment:  
Must be able to analyse complex problems resulting in proposals and their implementation.
- d. Authority to Make Commitments:  
Has full authority to make commitments to the level authorized by the Manager - Customer Services.
- e. Nature, Level, and Purpose of Contacts:  
Contacts with customers, government agencies and other WAPDA personnel as necessary in the execution of responsibilities.
- e. Supervision Exercised:  
Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluate performance and ensure their work is carried out in compliance with plans.

**POSITION TITLE:** P.C. Operator  
(Level-II Division)

**GRADE:** BPS-12

**BASIC FUNCTIONAL DESCRIPTION:**

The Computer Operator is responsible to the Supervisor P.C. and performs routine computer operations including key entry and key verification of division transactions. Performs various other clerical duties such as filing of department reports, maintenance of Section records and preparation of required section and division forms.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Operates the division computer and associated equipment including entry of security codes, setting of operations parameters, selection of program applications, preparation of diskette files, transfer of information files to the fixed storage files, and other similar operations administrative tasks.
- o Monitors operation of the computer and peripheral equipment, which includes printers, disk drives, terminals and other equipment associated with the computer; analyzes problems and assists in correction.
- o Key enters data to diskette from user prepared transactions and transmittal controls.
- o Verifies the data key entered to diskette and audits results following standard control procedures.
- o Prepares output reports, verifies reasonableness of contents, and distributes them to users for distribution.
- o Assists in the training of new or existing Computer Operators to operate the computer and peripheral equipment.
- o Assists with routine preventive maintenance and emergency maintenance of equipment following standard maintenance procedures.
- o Assists in conducting training classes on the proper and approved use of new software for the computers.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate with technical Diploma in Computer operations.

b. Prior Work Experience:

2 years' in the computer department with a private and public company.

c. Abilities and Skills/Knowledge:

- Strong communication skills both in written and spoken English and Urdu.
- Basic technical knowledge of computer application and techniques.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor Computer Operations.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

**POSITION TITLE:** Supervisor Billing Control  
(Level-II Division)

**GRADE:** BPS-11

**BASIC FUNCTIONAL DESCRIPTION:**

The Supervisor Billing Control is responsible to Supervisor Customer Account for the customer billing, customer billing complaints and billing adjustments.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Supervises billing section employees as they carry out their work.
- o Ensures the maintenance of all billing records and their reconciliation with the laid down procedures.
- o Ensures proper maintenance of computer generated billing registers and other outputs to attend billing complaints.
- o Ensures that all bill adjustments have been accounted for correctly and are carried out by the computer.
- o Ensures prompt and courteous service for customer's complaints.
- o Assists in the preparation of billing related reports of routine nature or those on an adhoc basis.
- o Reviews reports, data and information as it relates to the customer billing.
- o Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATION:**

a. Education:

Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.

b. Prior Work Experience:

12 years' prior related experience.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Knowledge of customer Accounting applications and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor Customer Accounts.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

**POSITION TITLE:** Supervisor Debtors Control  
(Level-II Division)

**GRADE:** BPS-11

**BASIC FUNCTIONAL DESCRIPTION:**

The Supervisor Debtors Control is responsible to the Supervisor Customer Accounts for activities relating to debtors, extension of credit, collection or disconnection of delinquent accounts and requirements for security deposits.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Ensures the maintenance of debtor's control account and their reconciliation with the laid down procedures.
- o Ensures that analysis of arrears produced by computer is correct.
- o Directs activities consequent to all MIS reports on active debtors and delinquents.
- o Assists Supervisor Customer Accounts in implementing recovery and write-off procedures.
- o Assists in the preparation of debtor related reports of routine nature or others as required.
- o Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATIONS:**

- a. Education:  
Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.
- b. Prior Work Experience:  
12 years' prior related experience.
- c. Abilities and Skills/Knowledge:
  - Strong communication skills in both written and spoken English and Urdu.

- Knowledge of customer Accounting applications and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to Supervisor Customer Accounts.
- b. Available Guidelines:  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment:  
Must be able to analyse complex problems resulting in proposals and their implementation.
- d. Nature, Level, and Purpose of Contacts:  
Contacts with WAPDA personnel as necessary in the execution of responsibilities.
- e. Supervision Exercised:  
Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

**POSITION TITLE:** Senior Clerk  
(Level-II Division)

**GRADE:** BPS-7

**BASIC FUNCTIONAL DESCRIPTION:**

The Senior Clerk is responsible to the Commercial Superintendent or respective Section Supervisor Clerical Services in the collection and maintenance of statistics and customer data as needed for the billing, debtors, customer services, or other general duties.

**MAJOR DUTIES AND RESPONSIBILITIES:**

Within the limits of approved Customer Services policies and as directed by his supervisors:

- o Maintains data regarding billing, debtors, new connections, DCO/RCO/MCO etc., within Customer Services Office.
- o Assists in the preparation and maintenance of records and registers as assigned by the supervisor.
- o Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.
- o Performs other duties as assigned.

**DESIRED QUALIFICATION:**

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

Minimum of 8-10 years experience in major functional areas of Customer Services or related offices.

c. Language Proficiency:

Proficient in written and spoken Urdu. Working knowledge of English language.

d. Knowledge of Specific Areas:

Technical knowledge of the distribution system and the associated inventory and costing.

e. Abilities and Skills:

- Reasonable communication skills in both written and oral forms.
- Technical ability to implement instructions from supervisory staff.

POSITION ELEMENTS:

a. Supervision Received:

Under general direction of the Section Supervisor, follows approved policies, criteria and standards established.

b. Available Guidelines:

Receives guidance from Commercial Superintendent or Section Supervisors on policies, procedures and criteria. Has approved electrical standards, engineering rules and safety codes.

c. Exercise of Judgment:

Judgment and professional integrity is required in discharge of his duties.

d. Authority to Make Commitments:

Does not have authority to make commitments.

e. Nature, Level, and Purpose of Contacts:

Frequent contact with technical and non-technical field and operating staff to exchange job related matters.

POSITION TITLE: Junior Clerk  
(Level-II Division)

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Junior Clerk is responsible to the Commercial Superintendent or respective Section Supervisor for maintenance of correspondence files and keeping record of activities pertaining to the different subsections of Customer Services Office.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files on correspondence between the CSO and his lower and upper formations.
- o Maintains record of reports made by the CSO subsections on the activities assigned.
- o Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- o Keeps track of the correspondence and puts up the same to the Section Supervisor for his review and action.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
3 years experience in Customer Services or related offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
Good knowledge of record keeping.

e. Abilities and Skills:

- Ability to organize records.
- Must be able to link correspondence and related references.

POSITION ELEMENTS:

a. Supervision Received:

Receives direct supervision from the Commercial Superintendent or Section Supervisor.

c. Exercise of Judgment:

Judgment on the basis of the reports and correspondence received to sort out priority matters for the perusal of Commercial Superintendent or Section Supervisor.

POSITION TITLE: Bill Distributor  
(Level-II Division)

GRADE: BPS-3

BASIC FUNCTIONAL DESCRIPTION:

The Bill Distributor is responsible to the Supervisor Billing Control for the distribution of bills at the customers premises in the area assigned to him.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Distributes bills at customers premises in the area assigned by the Supervisor.
- o Maintains the bill delivery book for the bills assigned to him.
- o Coordinates with Bill Despatch Clerk in respect of stamping and separation of bills.
- o Observes safety regulations and ensure their compliance.
- o Undertakes other responsibilities assigned to him.

DESIRED QUALIFICATION:

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prrior Work Experience:  
3 years experience in Power Distribution Offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
General knowledge of the area covered by the division/ sub-division.
- e. Abilities and Skills:  
- Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor  
Billing Control.

POSITION TITLE: Energy Surveillance & Meter Reading  
Engineer (Asstt. Director)  
(Level-II & III Division)

GRADE: BPS-17

BASIC FUNCTIONAL DESCRIPTION:

The Energy Surveillance & Meter Reading Engineer is responsible to the Division Manager for ensuring accurate measurement of the energy sold to the customers and for eliminating unauthorized use of energy in the Division. He will initiate and maintain meter readings up to 500KW.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Ensures that all activities concerning Meter Reading by the officials in his section are carried out efficiently strictly in accordance with the laid down procedures through supervision to achieve the desired results.
- o Reads all meters above 70 KW and upto 500 KW in the Division, excluding remote Sub-Divisions.
- o Assures that Supervisor Meter Reading arranges the reading of all customers of loads upto 70 KW in the Division.
- o Assures that Supervisor Meter Reading allocates and rotates meter reading routes to individual Meter Reader.
- o Scrutinizes the "List of suspected cases" of meter reading and ensures billing each month in all cases.
- o Assures proper meter readings for all type of loads and keeps watch on follow up work.
- o Carries out surprise checks to detect cases of illegal abstraction of energy and defects in metering equipment, besides ensuring corrective and remedial action.
- o Analyses, calculates and works out consumption of suspected customers and reports to AEB Surveillance Cell through Division Manager, where necessary.
- o Reports monthly feederwise losses to the Division Manager analyzing both technical and non-technical. He has the over all responsibility for keeping the line losses within permissible limits.
- o Ensures that Line Superintendent-II/Meter Supervisor-I or Meter Supervisor-II and Supervisor Meter Reading carry out their prescribed checks over meter readings.

- o Carries out his prescribed check over meter readings.
- o Ensures correct allotment of Account Number by the Supervisor Meter Reading alongwith Service Supervisor to all new connections.
- o Ensures that all unauthorized connections reported to him are investigated and appropriate action taken.
- o Identifies training needs and provides for such training through the training function.
- o Assures that provisions of the Union Agreement are followed by both labour and management.
- o Assures safety of the employees and the public, endorsing and fostering safe work practices and environment.
- o Cooperates and maintains relationships with other sections of WAPDA as is required to perform job function.
- o Develops and maintains an 'Energy Surveillance Engineer' manual.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATIONS:**

- a. Education:  
Bachelor's degree in Engineering.
- b. Prior Work Experience:  
Minimum of 5 years experience with at least 2 years associated with distribution of electrical energy and metering equipment.
- c. Abilities and Skills/Knowledge:
  - Technical knowledge of electrical applications, engineering, and techniques with emphasis in the industrial sector.
  - Deal effectively with people, both customers and employees.
  - Possess technical skills to deal with complex problems.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports administratively to the Divisional Manager and functionally to the Deputy Director Energy Surveillance in the AEB.
- b. Available Guidelines:  
Energy Surveillance Engineer - manual.
- c. Exercise of Judgment:  
Must be able to analyse problems resulting in proposals for solution.
- d. Authority to Make Commitments:  
Has full authority to make commitments to the level authorized by the Director Energy Surveillance - Headquarters through the Energy Surveillance manual and other directives.
- e. Nature, Level, and Purpose of Contacts:  
Regular contacts with customers and other WAPDA personnel will be necessary in the execution of responsibilities.
- f. Supervision Exercised:  
Supervisor Meter Reading, LS Meter Reading and Meter Readers.

IV. PLANNING & ENGINEERING

POSITION TITLE: Planning Engineer (Level II and III Divisions)

GRADE: BPS 17

BASIC FUNCTIONAL DESCRIPTION:

The Planning Engineer is responsible to the Division Manager for the distribution planning of the Division.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Directs the planning for new customer connections and for required or requested changes to the supply for existing loads.
- o Participates with the power market survey and load forecasting group in the collection of data for the load forecasts.
- o Directs the distribution transformer monitoring studies for the preparation of the transformer replacement program.
- o Directs the collection of data for system analysis and for the system expansion plans and the energy loss reduction program.
- o Coordinates with the Assistant Director of Planning at the AEB and at Distribution Headquarters.
- o Reads meters of industrial customers with demands above 70KW.
- o Ensures the prompt and fair handling of customer requests for electric services.

DESIRED QUALIFICATION:

- a. Education:  
Bachelor's degree in the Electrical Engineering (Power) is required.
- b. Prior Work Experience:  
Minimum of 3 years experience in a major functional area of Distribution.
- c. Language Proficiency:
  - Must be fluent in written and spoken English and Urdu.
  - Must be fluent in speech of at least one of the regional languages.
- d. Knowledge of Specific Areas:  
Technical knowledge of the distribution and utilization of electric energy and the equipment involved.

e. Abilities and Skills:

- Strong communication skills in both written and oral form.
- Technical ability to comprehend complex problems and ability to implement and solve solutions to complex technical problems.

POSITION ELEMENTS:

a. Supervision Received:

Responsible to the Division Manager, follow approved policies, criteria and standards with functional guidance and direction from the Director of Planning and Engineering in AEB.

b. Available Guidelines:

Has available planning policies, approved procedures and criteria, electrical standards, engineering and service rules, safety codes, and financial budgets.

c. Exercise of Judgment:

Substantial judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments:

Has authority to make commitments on approved policies, procedures and budgets within the assigned limits.

e. Nature, Level and Purpose of Contacts:

Frequent contact with technical management at the AEB level and with field and operating personnel to exchange information on job related matters.

f. Supervision Exercised:

Direct supervision of the Planner and the Supervisor of Technical Records.

POSITION TITLE

Supervisor Technical Records (Level II and III Divisions)

GRADE

BFS 12/16

BASIC POSITION DESCRIPTION

The Supervisor Technical Records is responsible to the Planning Engineer for maintaining all records related to the history of equipment, equipment loading, maintenance schedules, maps, specifications, engineering matters related to right-of-way, estimates, work orders, budgets, and service records related to complaints and service outages. He imparts record information to others for budget, planning, maintenance and operation.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains records of all equipment nameplate data.
- o Records the movement of major equipment such as transformers, regulators, reclosers, sectionalizers and capacitors.
- o Maintains a record of maintenance schedules and advises Maintenance & Operation engineer when any item of equipment or system is scheduled for periodic maintenance.
- o Maintains a record of equipment and circuit loads and ratings and reports periodically to Planning Engineer instances where loads approach or exceed rated loads.
- o Maintains up-to-date cross reference of customer accounts associated with each substation transformer.
- o Maintains files of circuit maps, wiring diagrams, instruction books, specifications, product descriptions and construction standards and reports need for revisions to Planning Engineer.
- o Maintains files of estimate requests, budgets, work orders and outage reports.
- o Prepares periodic summaries of changes in records for the Planning Engineer.
- o Coordinates with Administration, Service, Customer Services and the Budget and Accounts sections on work order information.

DESIRED QUALIFICATIONS

a. Education

Diploma in engineering or accounting from a recognized institution.

b. Prior Work Experience

Minimum of 5 years in a major functional area of distribution.

c. Language Proficiency

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of electrical terms and equipment names sufficient to identify the elements of the distribution system is required.

e. Abilities and Skills

- Effective communication skills in both written and oral forms.
- Ability to organize records, enter data and establish follow-up procedures.
- Ability to use data processing equipment.

POSITION ELEMENTS

a. Supervision Received

Under the direction of the Planning Engineer, follows approved policies, criteria and standards established.

b. Available Guidelines

Has available approved standards and specifications, and forms for recording information.

c. Exercise of Judgment

Judgment and professional integrity are required to assign personnel and to recognize questionable data supplied by others.

d. Authority to Make Commitments

Does not have authority to make commitments.

e. Nature, Level and Purpose of Contact

Frequent contact with technical, non-technical field and operating staff to obtain and dispense relevant data.

f. Supervision Exercised

Direct supervision of clerks and others assigned to the Records section.

**POSITION TITLE:** Senior Clerk (New Connections)  
(Level-II Division)

**GRADE:** BPS-7

**BASIC FUNCTIONAL DESCRIPTION:**

The Senior Clerk is responsible to respective Section Supervisor Clerical Services in the collection and maintenance of statistics and customer data as needed for customer services, or other general duties.

**MAJOR DUTIES AND RESPONSIBILITIES:**

Within the limits of approved policies and as directed by his supervisors:

- o Maintains data regarding new connections, etc.
- o Assists in the preparation and maintenance of records and registers as assigned by the supervisor.
- o Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.
- o Performs other duties as assigned.

**DESIRED QUALIFICATION:**

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
Minimum of 8-10 years experience in major functional areas of Customer Services or related offices.
- c. Language Proficiency:  
Proficient in written and spoken Urdu. Working knowledge of English language.
- d. Knowledge of Specific Areas:  
Technical knowledge of the distribution system and the associated inventory and costing.

e. Abilities and Skills:

- Reasonable communication skills in both written and oral forms.
- Technical ability to implement instructions from supervisory staff.

POSITION ELEMENTS:

a. Supervision Received:

Under general direction of the Section Supervisor, follows approved policies, criteria and standards established.

b. Available Guidelines:

Receives guidance from Commercial Superintendent or Section Supervisors on policies, procedures and criteria. Has approved electrical standards, engineering rules and safety codes.

c. Exercise of Judgment:

Judgment and professional integrity is required in discharge of his duties.

d. Authority to Make Commitments:

Does not have authority to make commitments.

e. Nature, Level, and Purpose of Contacts:

Frequent contact with technical and non-technical field and operating staff to exchange job related matters.

POSITION TITLE: Records Clerk (Level II and III Divisions)

GRADE: BPS 5

BASIC POSITION DESCRIPTION:

The Records Clerk is responsible to the Supervisor Technical Records for maintaining all records related to the history of equipment, equipment loading, maintenance schedules, maps, specifications, engineering matters related to right-of-way, estimates, work orders, budgets, and service records related to complaints and service outages. He provides record information to others for budget, planning, maintenance and operation through the Supervisor Technical Records.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files of records of all equipment nameplate data such as transformers, regulators, reclosers, sectionalizers and capacitors etc.
- o Maintains record files of up-to-date cross reference of customer accounts associated with each substation transformer.
- o Maintains files of circuit maps, wiring diagrams, instruction books, specifications, product descriptions and construction standards.
- o Maintains files of estimate requests, budgets, work orders, outage reports and maintenance schedules etc.
- o Maintains all other technical data files and Division technical records as may be added from time to time.
- o Puts up record to his Supervisors as and when called for and provides the required information in typed form if necessary.

DESIRED QUALIFICATIONS:

- a. Education:  
Matriculation.
- b. Prior Work Experience:  
Minimum of 5 years in a major functional area of distribution.
- c. Language Proficiency  
Reasonable knowledge of English and Urdu.

d. Knowledge of Specific Areas:

Sufficient Knowledge of electrical terms and equipment names sufficient to identify the elements of the distribution system is required.

e. Abilities and Skills:

- Ability to organize records and maintenance of data files.
- Ability to sort out required information.
- Knowledge of typing with reasonable typing speed.

POSITION ELEMENTS:

a. Supervision Received:

Under the direction of the Supervisor Technical Records, follows approved policies and record keeping procedures.

POSITION TITLE: Planner (Level II and III Divisions)

GRADE: 11/12

BASIC POSITION DESCRIPTION:

The Planner is responsible to the Planning Engineer for planning the service connections to the customers to the division.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Plans the service connections to new customers requiring up to 70KW and the necessary changes to the connections of existing customers; receives request from customer services, determines the condition of the distribution system up to the proposed connection; visits the site, determines what HT, transformer changes and LT connections or changes are required and prepares to work order specifying the equipment required and its cost.
- o Monitors the assigned part of the distribution system to obtain data for system analysis.
- o Collects data on transformer loadings and load forecasting to permit the future planning for system improvements and expansion.

DESIRED QUALIFICATION:

- a. Education:  
3 year Diploma in Electrical Engineering from a recognized institution.
- b. Prior Work Experience:  
Minimum 5 years experience in a major functional area of Distribution.
- c. Language Proficiency:  
Reasonable proficiency in written and spoken Urdu and English is required.
- d. Knowledge of Specific Areas:  
Technical knowledge of the distribution and utilization of electric energy and the equipment involved.
- e. Abilities and Skills:
  - Effective written and oral communication skills are required.
  - Ability to implement technical instructions from supervisory staff is essential.

POSITION ELEMENTS:

- a. Supervision Received:  
Under the direction of the Planning Engineer, follows approved policies, criteria and established standards.
- b. Available Guidelines:  
Available planning policies, procedures and criteria, approved electrical standards, engineering service rules, safety odes and financial budgets.
- c. Exercise of Judgment:  
Judgment and professional integrity are required.
- d. Authority to Make Commitments:  
Does not have authority to make commitments.
- e. Nature, Level and Purpose of Contact:  
Frequent contact with technical and non-technical field and operating staff to exchange job related matters.
- f. Supervision Exercised:  
Direct supervision of skilled and semi-skilled staff assigned.

POSITION TITLE: Estimator (Level II and III Divisions)

GRADE: BPS-7

BASIC POSITION DESCRIPTION:

The Estimator is responsible to the Division Planning Engineer for the collection of distribution statistics and customer data as needed for the system analysis, planning of service, load forecasting and preparation of the work order BOQs and estimates.

MAJOR DUTIES AND RESPONSIBILITIES:

Within the limits of approved planning policies and as directed by his supervisors:

- o Collects data regarding transformer loadings, conductor sizes, customer loads etc for the preparation and finalization of new service and system improvement plans.
- o Assists in the preparation of service and rehabilitation BOQs and cost estimates.
- o Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.

DESIRED QUALIFICATIONS:

a. Education

At least Matriculation from a recognized institution. Training in Lineman Training Courses at WAFDA Training Centers.

b. Prior Work Experience

Minimum of 8-10 years experience in major functional areas of Distribution.

c. Language Proficiency

Proficient in written and spoken Urdu. Working knowledge of English language.

d. Knowledge of Specific Areas

Technical knowledge of the distribution system and the associated inventory and costing.

e. Abilities and Skills

- Reasonable communication skills in both written and oral forms.
- Technical ability to implement instructions from supervisory staff.

POSITION ELEMENTS:

a. Supervision Received

Under general direction of the Planning Engineer, follows approved policies, criteria and standards established.

b. Available Guidelines

Receives guidance from Division Planning Engineer and the Planners on planning policies, procedures and criteria. Has approved electrical standards, engineering rules and safety codes.

c. Exercise of Judgment

Judgment and professional integrity is required in discharge of his duties.

d. Authority to Make Commitments

Does not have authority to make commitments.

e. Nature, Level and Purpose of Contract

Frequent contact with technical and non-technical field and operating staff to exchange job related matters.

POSITION TITLE: Draftsman (Level II and III Divisions)

GRADE: BPS-12

BASIC POSITION DESCRIPTION:

The Draftsman is responsible to the Planning Engineer for preparing all types of layouts, drawings, diagrams and inventories of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Prepares system layouts, drawings, equipment and material inventories for Distribution Planning.
- o Revises, corrects and updates the drawings, designs and other records for Distribution Planning.
- o Supervises the work of Assistant Draftsmen, Tracers and other staff placed under his control.
- o Assumes other duties and responsibilities as assigned.

DESIRED QUALIFICATION:

- a. Education  
2 years Diploma in Draftsman or by promotion from amongst lower staff on the basis of seniority-cum-fitness with at least 10 years experience.
- b. Prior Work Experience  
5 years experience in the relevant field.
- c. Language Proficiency  
Reasonable fluency in written and spoken English. Good command over written and spoken Urdu.
- d. Knowledge of Specific Areas
  - WAPDA organization and distribution function in detail.
  - Good knowledge of engineering drafting practices.
  - A good general knowledge of WAPDA electrical safety code requirements and standard symbols.

e. Abilities and Skills

- Must demonstrate ability to produce high quality drawings and sketches.
- Must be able to read drawings or make revisions.

POSITION ELEMENTS:

a. Supervision Received

Direct supervision is received from the Planning Engineer.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent operating procedures.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

e. Supervision Exercised

Supervision of all employees assigned.

POSITION TITLE: Assistant Draftsman (Level II and III Divisions)

GRADE: BPS-11

BASIC POSITION DESCRIPTION:

The Assistant Draftsman is responsible to the Draftsman and the Planning Engineer for preparing all types of layouts, drawings, diagrams and inventories of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Assists the Draftsman in the preparation of system layouts, drawings, equipment and material inventories for Distribution Planning.
- o Revises, corrects and updates the drawings, designs and other records for Distribution Planning.
- o Assists the Draftsman in supervising the work of Tracers and other staff placed under his control.
- o Assumes other duties and responsibilities as assigned.

DESIRED QUALIFICATION:

a. Education

2 years Diploma in Draftsman or by promotion from amongst lower staff on the basis of seniority-cum-fitness with at least 6 years experience.

b. Prior Work Experience

3 years experience in the relevant field.

c. Language Proficiency

Reasonable fluency in written and spoken English. Command over written and spoken Urdu.

d. Knowledge of Specific Areas

- WAPDA organization and distribution function in detail.
- Good knowledge of engineering drafting practices.
- A good general knowledge of WAPDA electrical safety code requirements and standard symbols.

e. Abilities and Skills

- Must demonstrate ability to produce high quality drawings and sketches.
- Must be able to read drawings or make revisions.

POSITION ELEMENTS:

a. Supervision Received

Direct supervision is received from the Planning Engineer and the Draftsman.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent operating procedures.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

e. Supervision Exercised

Supervision of all employees assigned.

POSITION TITLE: Tracer (Level I..II & III Divisions)

GRADE: BPS-5

BASIC POSITION DESCRIPTION:

The Tracer is responsible to the Draftsman/Assistant Draftsman for tracing and preparing prints of all types of layouts, drawings and diagrams of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Prepares the tracings of system layouts, drawings, equipment and material diagrams for the Distribution Planning work.
- o Revises, corrects and updates the drawings, designs and other records for Distribution Planning as assigned.
- o Uses lettering machines, lettering guides, stencils and templates as required.
- o Prepares ammonia prints (blue prints) by operating the printing machine and properly folds the drawings.
- o Maintains record of sketches, drawings and equipment diagrams etc.
- o Assumes other duties and responsibilities as assigned.

REQUIRED QUALIFICATION:

- a. Education  
Minimum Matriculation.
- b. Prior Work Experience  
3 years experience in the relevant field.
- c. Language Proficiency  
Reasonable fluency in written and spoken Urdu with working knowledge of English language.
- d. Knowledge of Specific Areas
  - Good knowledge of engineering term and symbols.
  - Knowledge of Division/Sub-division organizational structure.

e. Abilities and Skills

- Must demonstrate ability to produce high quality tracing and prints.
- Must be able to read drawings or make changes.

POSITION ELEMENTS:

a. Supervision Received

Direct supervision is received from the Draftsman/Assistant Draftsman.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent directions.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

V. SERVICE

POSITION TITLE: Service Engineer (Level II & III Divisions)

GRADE: BPS - 17

BASIC POSITION DESCRIPTION:

The Service Engineer is responsible to the Division Manager for supervising and coordinating the activities involved in providing service to the customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Directs the construction of the facilities for service, metering and service entrance work to customers.
- o Directs the inspection of various phases of contracted work for the construction of service.
- o Plans and schedules personnel, equipment and material for construction of service within the division.
- o Implements L.T. System and Distribution Transformer rehabilitation Work Orders.
- o Assists in formulating policies, practices and procedures involved in distribution construction of service, meters and service entrance and administer those approved.
- o Cooperates in maintaining training programs for education of personnel to develop the skills to insure the proper use of equipment.
- o Enforces company safety practices to safeguard employees, the public and company equipment.
- o Directs the use of the radio communication equipment.
- o Assists the Division Manager in preparation and monitoring of the budgets.
- o Reads meters of industrial customers with demand above 70KW.

DESIRED QUALIFICATIONS:

a. Education

Bachelor's degree in an engineering discipline.

b. Prior Work Experience

Minimum of 3 years experience in a major area of distribution.

c. Language Proficiency

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

- Technical knowledge of the distribution and utilization of electric energy and the equipment involved.
- Personnel supervised are continually exposed to electrical and mechanical hazards for which safety training must be fully understood.

e. Abilities and Skill

- Strong written and oral communication skills.
- Technical and ability to comprehend, evaluate and solve field problems and develop practical and safe solutions.

POSITION ELEMENTS:

a. Supervision Received

Under the direction of the Division Manager, follow approved policies, criteria and standards established with functional guidance from the AEB Director Services.

b. Available Guidelines

Available policies, procedures and practices, approved engineering service rules, safety code and financial budgets.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity along with safety awareness is required to supervise the work and the personnel.

d. Authority to Make Commitments

- Has authority to make commitments on approved policies, procedures and budgets within the assigned limits.
- Has authority to carry out personnel disciplinary action as assigned.

e. Nature, Level and Purpose of Contacts

Frequent contact with technical and non-technical supervisors of the division and other personnel to exchange information on job related matters.

f. Supervision Exercised

Direct supervision of Line Superintendent, Meter Engineer and Inspectors and indirect supervision of personnel assigned to these supervisors.

POSITION TITLE Supervisor Service (Level II & III Divisions)

GRADE BPS - 16

BASIC POSITION DESCRIPTION

The Supervisor Service is responsible to Service Engineer for coordination and supervision of work involved in the construction of overhead and underground service and associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES

- o Provides the necessary coordination and assistance during the approval/sanctioning of the new service connections in accordance with the approved commercial procedures.
- o Supervises the construction of service work related to primary overhead and underground distribution lines and equipment.
- o Supervises the construction of service work related to secondary overhead and underground distribution line, equipment and meters.
- o Supervises the installation of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters, meters and other distribution system equipment.
- o Directs and supervises the implementation of L.T. System and Distribution Transformer Rehabilitation Work Orders.
- o Assists in directing various phases of contracted work related to overhead and underground line construction.
- o Insures cooperation and coordination of activities among employees to enhance efficient operation.
- o Assures that provision of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS

a. Education

3 year Diploma in electrical engineering.

b. Prior Work Experience

5 to 10 years experience in a major area of distribution work.

c. Language Proficiency

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Service Engineer follow approved policies, criteria and established standards.

b. Available Guidelines

Available construction and maintenance procedures, standards, schedules, service rules and safety code.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and the personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Frequent contact with technical management at the Division level and with field personnel to exchange job related matters.

f. Supervision Exercised

Direct supervision of Line Superintendent I/II, Linemen, Assistant Linemen and semi-skilled personnel.

POSITION TITLE: Supervisor Meter (Level II and III Divisions)

GRADE: BPS-16

BASIC POSITION DESCRIPTION:

The Supervisor Meter has functional responsibility to the Division Service Engineer for supervision and coordination of work involved in the testing, maintenance, removal/installation and inspection of meters and meter equipment.

MAJOR DUTIES AND RESPONSIBILITIES

- o Supervises field tests, inspection, repairs, removal and installation of meters and meter equipment.
- o Checks installation on customer premiss and assure conformity with company standards and satisfactory operating conditions.
- o Directs and supervises the activity of DCO/RCO/MCO & ERO of customers in accordance with the information and directions received from the Division Customer Services Officer.
- o Supervises the preparation of meter reports and records.
- o Implements monitoring of the meter work and record collection.
- o Ensures cooperation and coordination of the activity among employees to enhance operation of WAPDA.
- o Assists in the administration of the WAPDA Safety program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS

- a. Education  
3 years diploma in electrical engineering.
- b. Prior work Experience  
Minimum of 10 years experience in a major functional area of distribution.
- c. Language Proficiency  
Must be fluent in written and spoken English and Urdu.
- d. Knowledge of Specific Areas  
Technical knowledge of the distribution and utilization of electric energy and its measurement.

e. Abilities and Skills

Reasonable communication skills in both written and oral forms.

POSITION ELEMENTS:

a. Supervision Received

Under the direction of the Service Engineer/SDO follows approved policies, criteria and established standards.

b. Available Guidelines

Has available approved WAPDA Meter Standards Manual, engineering service rules, safety code and financial budgets.

c. Exercise of Judgment

Substantial technical judgment, discretion and professional integrity is required to interface customers, supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitments on approved policies, procedures and budgets within the limits as assigned.

e. Nature, Level and Purpose of Contact

Frequent contact with customers, technical and operating staff of the Division and AEB and with assigned personnel to exchange job related matters.

f. Supervision Exercised

Direct supervision of Meter Electricians, semi-skilled and unskilled staff assigned.



c. Language Proficiency

Must be fluent in written and spoken Urdu. Some working knowledge of English is desirable.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong oral and reasonable written communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction, maintenance and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Meter Electrician (Level II and III Divisions)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The Meter Electrician is responsible to the Supervisor Meter. The Meter Electrician in the Division performs all types of work involved in the field installation, testing, maintenance, removal and inspection of meters and metering equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Tests, inspects, cleans, repairs, removes and installs all types of meters, meter equipmnt and instrument transformer; tests for proper operation, grounds, improper wiring and registration.
- o Tests instrument transformers (CT and PT) for insulation, ratio and polarity.
- o Inspects meter and service installations on customer premises for conformity with company standards and satisfactory conditions.
- o Makes calculations and prepares reports.
- o Maintains equipment, tools and work area in a clean and orderly condition.
- o Performs work in accordance with company meter standards, safety rules and operating regulations and practices.
- o Reports irregular and abnormal conditions and observations of unauthorized use of energy.

DESIRED QUALIFICATIONS:

- a. Education:  
3 years diploma in Electrical Technology (Associate Engineer).
- b. Prior Work Experience:  
Minimum of 4 years experience in distribution work.
- c. Language Proficiency:  
Reasonable fluency in written and spoken English. Must be fluent in Urdu.
- d. Technical knowledge of the distribution and utilization of electric energy and the equipment involved.

e. Abilities and Skills:

- Effective communication skills in both written and oral forms.
- Technical ability to implement instructions from supervisory staff.

POSITION ELEMENTS:

a. Supervision Received:

Under general guidance of the Service Engineer/Meter Supervisor - Division, follows approved policies, criteria and standards established.

b. Available Guidelines:

Has available approved WAPDA Meter Standards Manual, engineering service rules and safety codes.

c. Exercise of Judgment:

Technical judgment and professional integrity is required.

d. Authority to make Commitments:

Does not have authority to make commitments.

e. Nature, Level and Purpose of Contacts:

Frequent contact with customer, technical and operating staff to exchange job related matters.

f. Supervision Exercised:

Direct supervision of semi-skilled and unskilled employees assigned.

POSITION TITLE: Lineman I & II (Level I, II & III Divisions)

GRADE: BPS 7 and 6

BASIC POSITION DESCRIPTION:

The Lineman (I or II) is responsible to Line Suptd or the Line Foreman to whom he is assigned. The Lineman performs all types of line work involved in the installation, maintenance, operation, removal and inspection of electric distribution facilities. He will work on electric lines and equipment dead or energized at L.T. voltage. He will operate dead or energized H.T. reclosers, sectionalizers and replace fuses and operate cutouts.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Responsible to Line Superintendent incharge of work.
- o Perform duties in accordance with WAPDA safety rules, operating regulations and practices. Report unsafe conditions and practices to the proper authority.
- o Use and care for insulated protective equipent such as rubber gloves, when working on lines energized up to 450 volts.
- o Train Assistant Linemen.
- o Install or remove three-phase transformers on structures/poles or ground-mounted platforms.
- o Make proper transformer earthing connections.
- o Identification of line voltages by means of the transformer nameplate.
- o Use volt meters, ammeters and voltage detectors, on equipment where required.
- o Install and maintain street lights and street light systems.
- o Patrol and inspect distribution lines and report conditions found.
- o Install and remove three-phase capacitor banks on poles. Check and remove faulty units.
- o Install and remove single phase and three phase services.
- o Install, maintain, and switch underground facilities under the supervision of a Line Superintendent. Be able to remove underground facilities when required.
- o Utilize proper standard drawings, interpret specifications and proceed with construction, operation and maintenance work with a minimum of supervision.

- o Supervise crew members assigned and display leadership and judgement when in charge.
- o Operate line switches; locate and repair faults; re-fuse line and transformer cutouts and change line and transformer connection.
- o Know when and where to install temporary protective earthing on de-energized lines for safety purposes.
- o Using standards, determine fuse size and L.T. conductor size for transformers of different capacities.
- o Install and remove when required line regulators, reclosers, sectionalizers, switches, and other distribution equipment.
- o Follow proper procedure and perform switching as directed on distribution lines.
- o Install, replace and connect pad mount transformers.
- o Maintain tools, equipment and work areas in a clean and orderly condition.
- o Maintain required personnel and work records.
- o Use Earth Tester and Meggar for earth resistance testing and insulation resistance testing of conductors, insulators and underground cables.
- o Install meters and meter equipment.
- o Assist employees of equal or higher classification.
- o Report irregularities or abnormal conditions to the proper authority.
- o Direct the loading and unloading of distribution equipment.
- o Direct the work of the Assistant Lineman in the absence of Line Superintendent.

DESIRED QUALIFICATIONS:

a. Education:

Matriculation

b. Prior Work Experience:

Minimum of three years experience as an Assistant Lineman.

c. Language Proficiency:

Must have the ability to read and write the local language.

d. Knowledge of Specific Areas:

Comprehensive knowledge of WAPDA construction operation and maintenance practices and procedures, and distribution facilities is required.

e. Abilities and Skills:

- Communication skills in writing and speaking the local language.
- Must know the WAPDA Distribution Standards and procedures.
- Must have ability to deal with employees, customers, and the general public.
- Must know various distribution circuit connections, voltages of lines, phasing and transformer connections and switching devices.
- Must have the ability to interpret field prints, switching diagrams and know the fundamentals of electricity.

POSITION ELEMENTS:

a. Supervision Received:

Directions are received from Line Superintendent/Line Foreman regarding policies, procedures and operations.

b. Available Guidelines:

Pertinent distribution standards, electricity rules and WAPDA safety code

c. Exercise of Judgment:

Required to exercise sound judgment and arrive at correct decisions pertaining to job duties.

d. Authority to Make Commitments:

No authority to make commitments.

e. Nature Level and Purpose Contacts:

Contacts with associates, supervisors, customers and public for job related matters.

f. Supervision Exercised:

In the absence of the Line Superintendent directly supervises the Assistant Lineman and has management and supervisory responsibility for the assigned task.

POSITION TITLE: Assistant Lineman (Level I, II & III Divisions)

GRADE: BPS 5

BASIC FUNCTIONAL DESCRIPTION:

Assistant Lineman is responsible to the Lineman. He assists, attends and helps in the installation, rearrangement, maintenance, operation, removal and inspection of electrical distribution facilities from the ground only.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Performs duties in accordance with the WAPDA safety code, operating regulations and practices. Reports unsafe conditions and practices to proper authority.
- o Assists Lineman -I and Lineman-II in the performance of their duties working from the ground only.
- o Assists in maintaining vehicles, tools and plants (T&P) and line material, and keeps them in proper repair, adjustment and clean.
- o Assists and attends Lineman-I and Lineman-II while they are working on structures/poles through the use of rope, pulley and equipment bag.
- o Performs artificial respiration and cardio pulmonary resuscitation (C.P.R.) as specified in WAPDA safety code.
- o Constructs pulley block lines -single pulley/double pulley.
- o Coils and uncoils ropes. Insures proper care and storage.
- o Ties various rope knots used in line work.
- o Assists in loading, unloading and hauling of structures/poles, tools and plant (T&P) and other electrical equipment.
- o Dig holes for structures, anchors holes, trenches, etc.
- o Assists in installing and replacing structures/poles other electrical equipment working from the ground only.
- o Assists in the installation of strut stay or support guy from the ground only.
- o Assembles material for and install anchors and guys.
- o Cares for and uses various kinds of personal protective equipment as specified in WAPDA safety code.

- o Identifies various lines high tension (H.T), low tension (L.T) and street light and how to determine voltage while working on the ground.
- o Assembles material for single and double crossarms while working on the ground.
- o Assists in stringing wire on new construction or on de-energized lines working on the ground only such as pulling out conductors or maintaining wire stand or wire trailer.
- o Splices solid and stranded conductors using proper splice and press.
- o Assembles various kinds of secondary and primary deadend and street light material in preparation for sending aloft by means of rope and pulley.
- o Assists in the installation or removal of services from building side only while "dead".
- o Assists in the installation of underground facilities such as digging trenches, laying of conduits, pulling of conductors and back filling trench.
- o Foot patrols and inspects high tension (H.T) and low tension (L.T) lines, street lights and maintains records.

DESIRES QUALIFICATIONS:

- a. Education:  
Must be Matriculate.
- b. Prior Work Experience:  
No previous line work experience required.
- c. Knowledge of Specific Areas:
  - Must have the ability and desire to acquire the necessary knowledge and skills to perform the duties and responsibilities of Lineman Grade I.
  - Knowledge of how to test and support suspected defective single and two pole structures.
- d. Abilities and Skills:
  - Must have ability to work with employees, customers and general public in a courteous and proper manner.
  - Must be familiar with tools.

- Must have the ability to work aloft on poles, towers and structures (physical and mental fitness).
- Becomes familiar with distribution tools and equipment and the maintenance of same.

POSITION ELEMENTS:

- a. Supervision Received:  
Directions are received from Line Superintendent regarding policies, procedures and operations.
- b. Available Guidelines:  
Pertinent distribution standards, electricity rules and WAPDA Safety Code
- c. Exercise of Judgment:  
Required to exercise sound judgment and arrive at correct decisions pertaining to job duties.
- d. Authority to Make Commitments:  
No authority to make commitments.
- e. Nature Level and Purpose Contacts:  
Contacts with associates, supervisors, customers and public for job related matters.
- f. Supervision Exercised:  
In the absence of the Line Superintendent directly supervises the Assistant Lineman and has management and supervisory responsibility for the assigned task.

POSITION TITLE: Service Clerk (Level II & III Divisions)

GRADE: BFS-5

BASIC POSITION DESCRIPTION:

The Service Clerk is responsible to the Supervisor Service for maintaining record and files pertaining to new service connections and enhancement of existing service loads. He will also be responsible to maintain a record of the correspondence and information from and to the Supervisor Service within the Division.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains record of all new service connections installed alongwith necessary data and information.
- o Maintains record on the receipt and transmittal of new connections and enhancement of load applications received from the Customer Service Section for verification of data and test reports etc as per commercial procedures.
- o Maintains record and files for tracking the movement of all correspondence from the Division Manager/Customer Service Section/SDO to the Service subsection and its distribution within the section for action and subsequent reports on action taken.
- o Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- o Performs other related duties as assigned.

DESIRED QUALIFICATION:

- a. Education:  
Atleast Matriculation from a recognized institution.
- b. Prior Work Experience:  
3 years in Power Distribution related offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas:

- Familiar with electrical terms and distribution lines and equipment nomenclature.
- Familiar with New Service connection procedures.
- Good knowledge of record keeping.

e. Abilities and Skills:

- Must be able to link correspondence and related references.
- Must be able to keep track of information and directions passing to and from the Service Engineer's office.
- Ability to type.

POSITION ELEMENT:

a. Supervision Received:

Direct supervision is received from the Supervisor Service.

b. Exercise of Judgement:

Judgement to identify priority actions on the basis of correspondence and information handled by him.

VI .      MAINTENANCE & OPERATION

POSITION TITLE Maintenance and Operation Engineer (Level II & III Divisions)

GRADE BPS - 17

BASIC POSITION DESCRIPTION

The Maintenance and Operation Engineer is responsible to the Division Manager for maintaining and operating the distribution system of the division so that commercially acceptable energy service is given to the customers.

MAJOR DUTIES AND RESPONSIBILITIES

- o Directs the operation of the system despatch center and its staff which despatch complaint crews to restore service to customers who have lost their energy supply due to faults.
- o Directs the routine maintenance of all the facilities of the distribution system: primary and secondary circuits and their right of way, service drops, transformers, fuses reclosers, switches, sectionalizers, lighting arrestors, capacitors, meters and the communications equipment.
- o Directs the switching operations of the system to permit construction and maintenance.
- o Directs the complaint crews who are available at all times to restore service.
- o Supervises the office work of maintaining records, requisitioning equipment, investigation and reporting on faults and failures of the system and its equipment.
- o Supervises the inspection of the operations and testing of the system facilities and the study of load and voltage conditions.
- o Cooperates in maintaining training programs for education of personnel to ensure the proper use of equipment, application of procedures and development of skill.
- o Assists the Division Manager in preparation and monitoring of the budget.
- o Ensures cooperation and coordination of activities among distribution employees as well as personnel of other formations to enhance efficient operation of WAPDA.
- o Prepares performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leaves of absence, hiring and release of persons supervised.

- o Ensures that provisions of the Union Agreement are followed by both labor and management.
- o Assumes responsibility for administration of the WAPDA safety program and enforcement of safety and practices.
- o Reads meters of industrial customers with demands above 70KW.

DESIRED QUALIFICATIONS

a. Education

Bachelor's degree in Electrical Engineering (Power).

b. Prior Work Experience

Technical courses at Faisalabad, SDO pre-induction at Tarbela Management Institute and commercial courses at Lahore Commercial Institute shall have been satisfactorily completed.

c. Language Proficiency

Fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

- Knowledge of WAPDA safety codes, construction standards and work clearance procedures is required.
- Knowledge of electrical instruments, wiring diagrams, connection and disconnection procedures is required.

e. Abilities and Skills

- Ability to analyse distribution system problems and to develop practical solutions.
- Ability to react, in a reasoned manner, to a wide range of stressful situations.
- Ability to observe and report instances of improper installations and service connections.

POSITION ELEMENTS

a. Supervision Received

Responsible to the Division Manager regarding policies, procedures and operations and receives functional guidance from the AEB Director Construction Operation and Maintenance.

b. Available Guidelines

Has available WAPDA Safety Code, Power Distribution Construction Drawings, WAPDA Planning Guides, Equipment and instrument Instruction books and operating manuals.

c. Exercise of Judgment

Required to exercise judgment the monitoring and analysis of system performance. Recommendations and reports to the Division Manager are to be accurate, reasoned, well researched and in the overall best interest of WAPDA and its customers.

d. Authority to Make Commitments

Has authority to schedule work under his responsibility within guidelines established by the Division Manager.

e. Nature, Level and Purpose of Contacts

Regular written and oral contacts with the engineers, grid station operators, service dispatchers, customer service groups and oral contacts with customers are required in the execution of the duties of the position.

f. Supervision Exercised

Directly supervises technicians and linemen who perform prescribed tests and clerks who maintain records.



- o Encourage cooperation and insures coordination of activities among distribution employees as well as personnel of other formations to enhance efficient operation of WAPDA.
- o Responsibly administers the WAPDA safety program and enforces safety policies and practices.

DESIRED QUALIFICATION

a. Education

3 year diploma in Electrical Engineering is required.

b. Prior Work Experience

Minimum 10 years experience with 5 years experience in a major functional area of distribution. Completion of technical courses at WAPDA Training Institute.

c. Language Proficiency

Strong communication skills both in written and spoken English and Urdu is essential to be sure that all clearance and operating instructions are fully understood and recorded.

d. Knowledge of Specific Areas

- Comprehensive knowledge of grid-station operations, distribution feeder operations, safety practices and clearance procedures is essential.
- Must have a thorough knowledge of the proper operation of the 2-way Radio system and the ability to talk over the radio in a clear and concise manner.
- Knowledge of customer special requirements is also required.

e. Abilities and Skills

- Ability to read and quickly understand distribution maps and symbols is essential.
- Ability to react, in a reasoned manner, to a wide range of stressful situations including but not limited to electric shock cases.

POSITION ELEMENTS

a. Supervision Received

Directions are received from Division Maintenance & Operation Engineer regarding policies and procedures. Independent decisions are required involving aspects of clearance switching and grounding operations.

b. Available Guidelines

Has available WAPDA safety code, WAPDA work clearance procedures, circuit one line diagrams and maps.

c. Exercise of Judgment

Required to exercise judgment in authorizing emergency shut down work clearances and in estimating the magnitude of service interruptions.

d. Authority to Make Commitments

Has absolute authority to issue work clearances on live circuits or circuits which may become alive. Has authority to schedule work within guidelines established by Division Manager.

e. Nature, Level and Purpose of Contacts

- Written and recorded oral contacts with WAPDA's Division Engineers, construction supervisors and Line Supervisors and customers to arrange work schedule outages for emergency, routine maintenance and construction work, to clear circuits for work and restore circuits to service after work is completed and circuit released by whoever is responsible.
- Contacts the Planning Engineer to report circuit changes including completion of construction additions so circuit diagrams and maps can be updated promptly.

f. Supervision Exercised

Directly supervises the clerks who maintain records of operations, interruption and clearances.

POSITION TITLE: Distribution Inspector (Level II & III Divisions)

GRADE: BPS 12

BASIC POSITION DESCRIPTION:

The Distribution Inspector is responsible to the Maintenance & Operation Engineer for operating condition inspection, performance of switching and for carrying out special operating checks of various functions.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Inspects the operation of switching, control and other equipment on the primary and secondary lines, sectionalizing points and grid substations.
- o Schedules visual inspection of facilities and if necessary makes performance checks on them.
- o Makes current, voltage and power factor surveys of feeders and load for the Planning Engineer.
- o Inspects facilities and reports any irregularities and abnormal conditions.
- o Ensures checks and schedule changes to tapes and charts on recording instruments and maintains required supply levels of related spares and material.
- o Ensures performance of duties in accordance with the WAPDA Safety Rules and Operating Regulations Practices.

DESIRED QUALIFICATIONS:

a. Education:

3 years' Diploma Course in Electrical Engineering.

b. Pror Work Experience:

10 years' experience with a minimum of 5 years' experience in a major functional area of distribution work.

c. Language Proficiency:

Strong communication skills in both written and spoken English and Urdu is essential to be sure that all clearance and operating instructions are fully understood and recorded.

d. Knowledge of Specific areas:

Comprehensive knowledge of grid station operations distribution feeder operation, safety practices and clearance procedures is essential.

e. Abilities and Skills

Ability to read and quickly understand distribution feeder maps and symbols.

POSITION ELEMENTS

a. Supervision Received:

Directions are received from Maintenance & Operation Engineer regarding policies and procedures. Independent decisions are required involving aspects of clearance switching and grounding operations.

b. Available Guidelines:

WAPDA Safety Code, WAPDA work clearance procedures and one line circuit diagrams and maps.

c. Exercise of Judgment:

Required to exercise judgment in recommending emergency shut down work clearances and in estimating the time of service interruptions.

d. Authority to Make Commitments:

Has limited authority to operate and maintain equipment with absolute authority to report conditions as established by the guidelines of the Division Manager and the M&O Engineer.

e. Nature, Level and Purpose of Contacts:

Written and oral contacts with WAPDA's Division Engineers, Construction Supervisors, Line M&O Supervisors and Service Dispatchers are required in the execution of the duties of the position.

f. Supervision Exercised:

Supervises support staff.

POSITION TITLE: Supervisor Preventive Maintenance (Level II & III Divisions)

GRADE: BPS-16

BASIC POSITION DESCRIPTION:

The Supervisor Preventive Maintenance is responsible to the Division Maintenance & Operation Engineer for the coordination and supervision of work involved in the routine scheduled maintenance of the overhead and underground distribution lines and associated equipment to minimize the recurring faults and ensure the stability of the Distribution System.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Plans, schedules and supervises the maintenance work of the primary and secondary overhead and underground distribution system including the right-of-way clearing, tree trimming, and structure painting on a continuous basis.
- o Plans, schedules and supervises the maintenance work of transformers, line voltage regulators, capacitor banks, fuses, switches reclosers, sectionalizers, arresters and other distribution system equipment.
- o Plans Crew formations and assigns work in accordance with approved schedules.
- o Supervises the switching necessary to carrying out the preventive maintenance activities.
- o Ensures coordination and liasion with the Distribution Inspector in knowing the health of the Distribution System.
- o Makes recommendations on changes pertaining to improvements in Distribution System.
- o Provides assistance to the Emergency Maintenance Staff in case major breakdowns and system damages under storm conditions.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation.
- o Assures that provision of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS:

a. Education

3 year Diploma in electrical engineering.

- b. Prior Work Experience  
10 years experience in a major functional area of distribution work.
- c. Language Proficiency  
Reasonably fluent in written and spoken English and Urdu.
- d. Knowledge of Specific Areas  
Technical knowledge of the distribution and utilization of electric energy and the equipment.
- e. Abilities and Skills
  - Strong written and oral communication skills.
  - Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

- a. Supervision Received  
Under direction of the Division Maintenance & Operation Engineer, follows approved policies, criteria and established standards .
- b. Available Guidelines  
Has available maintenance and operation procedures, standards, schedules, service rules and safety code.
- c. Exercise of Judgment  
Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.
- d. Authority to Make Commitments  
Has authority to make commitment on approved policies and procedures.
- e. Nature, Level and Purpose of Contract  
Frequent contact with technical management at the Division level and with field personnel to exchange views on job related matters.
- f. Supervision Exercised  
Direct supervision of assigned personnel and the line staff.

POSITION TITLE: Supervisor Emergency Maintenance (Level II & III Divisions)

GRADE: BPS-16

BASIC POSITION DESCRIPTION:

The Supervisor Emergency Maintenance is responsible to the Division Maintenance & Operation Engineer for the coordination and supervision of work involved in the maintenance and restoration of the overhead and underground distribution lines and the associated equipment under the normal and/or extreme weather conditions that may result into disconnection of supply to the customers. He will also be responsible for attending the customer no power complaints received through the Area Complaint Centres.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Guides and supervises the emergency maintenance work of the primary and secondary overhead and underground distribution system.
- o Guides and supervises the emergency repair and maintenance or replacement of transformers, line voltage regulators, capacitor banks, fuses, switches reclosers, sectionalizers, arresters and other distribution system equipment.
- o Guides and supervises the switching necessary to carrying out the emergency maintenance activities.
- o Supervises the operation of Complaint Centres both in rural and urban areas.
- o Makes recommendations on changes pertaining to improvements in Distribution System.
- o Ensures coordination and liasion with the Operations Coordinating Centre for information on customer complaints and system breakdowns.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation.
- o Keeps liasion with the Distribution Inspectors to ensure timely attendance of faults reported by the Distribution Inspectors.
- o Assures that provision of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS:

a. Education

3 year Diploma in electrical engineering.

b. Prior Work Experience

10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Division Maintenance & Operation Engineer, follows approved policies, criteria and established standards .

b. Available Guidelines

Has available maintenance and operation procedures, standards, schedules, service rules and safety code.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contract

Frequent contact with technical management at the Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and the line staff.

POSITION TITLE: Line Superintendent - Grade I/II (Level I, II & III Divisions) - Service - Maintenance and Operation - DCO/RCO

GRADE: BPS-12/11

BASIC POSITION DESCRIPTION:

A Line Superintendent is responsible to the Sub Divisional Officer or the Division Service Engineer/M&O Engineer to whom he is assigned. He has responsibility for the coordination and supervision of work involved in the construction and maintenance of overhead and underground distribution lines and associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Plans new service connections of Domestic and commercial categories (general connections) of upto 15 KW load for approval by the SDO.
- o Prepares data and proposes plan of service for the new service connection (above 15 KW of general load) for review and approval by the competent authorities.
- o Supervises the construction of customer service for new connections and augmentation of existing load.
- o Supervises the maintenance of the primary and secondary overhead and underground distribution lines and equipment and supervises the operation of the switches and equipment.
- o Supervises the disconnection and reconnection of service in coordination with the customer service section of the division and sub-divisions.
- o Supervises the installation and maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- o Makes recommendation on changes pertaining to improvement of distribution lines.
- o Assists in directing various phases of contracted work such as overhead and underground line construction, tree trimming, right-of-way clearing, and structure painting, etc. and supervises the same as required.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.

- o Ensures that provisions of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS:

- a. Education  
3 years Diploma in Electrical Engineering.
- b. Prior Work Experience  
Minimum of 4 to 5 years experience in a major functional area of distribution work.
- c. Language Proficiency  
Must be reasonably fluent in written and spoken English and Urdu.
- d. Knowledge of Specific Areas  
Technical knowledge of the distribution and utilization of electric energy and the equipment.
- e. Abilities and Skills
  - Strong written and oral communication skills.
  - Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

- a. Supervision Received  
Under direction of the Service and Maintenance & Operation Engineer he follows approved policies, criteria and established standards.
- b. Available Guidelines  
Available construction and maintenance procedures, standards, schedules, service rules and safety codes.
- c. Exercise of Judgment  
Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of Line Superintendent II, Linemen and Assistant Linemen.

POSITION TITLE: M&O Clerk (Level II & III Divisions)

GRADE: BPS-5

BASIC POSITION DESCRIPTION:

The M&O Clerk is responsible to the Division M&O Engineer for maintenance of correspondence files and keeping record of activities pertaining to the different subsections under the M&O Section.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files on correspondence between the M&O Engineer and his lower and upper formations.
- o Maintains record of reports made by the M&O subsections on the activities assigned.
- o Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- o Keeps track of the correspondence and puts up the same to the M&O Engineer for his review and action.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

- a. Education:  
Atleast Matriculation from a recognized institution.
- b. Prior Work Experience:  
3 years experience in Power Distribution related offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:
  - Distribution lines and equipment nomenclature and terms used.
  - Good knowledge of record keeping.

e. Abilities and Skills:

- Ability to type.
- Ability to organize records.
- Must be able to link correspondence and related references.

POSITION ELEMENT:

a. Supervision Received:

Receives direct supervision from the Division M&O Engineer.

b. Exercise of Judgement:

Judgement on the basis of the reports and correspondence received to sort out priority matters for the perusal of M&O Engineer.

POSITION TITLE: Complaints Clerk (Level I, II & III Divisions)

GRADE: BPS-5

BASIC POSITION DESCRIPTION:

The Complaints Clerk is responsible to the Supervisor Emergency Maintenance for the operation of the Area Complaint Centre to which he is assigned. His responsibilities include registration of customer "no power" complaints and their prompt communication to the Central Complaint Centre for rectification. He will also be responsible for maintaining upto date record of all complaints registered with the complaint office.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Operates the Area Complaint Centre in shifts as assigned.
- o Receives and registers "no power" complaints reported in person or telephonically by the customers.
- o Promptly communicates customer "no power" complaints to the Central Complaint Centre telephonically or through radio (as the case may be) for rectification.
- o Maintains updated record of all complaints registered, transmitted for rectification or pending transmittal and hands over the same to his next shift counterpart.
- o Ensures that the communications facilities available to him in the complaints Centre (telephone and/or radio) are always in proper working condition. Promptly contacts the relevant maintenance staff in case of trouble in the communications equipment.
- o Takes cognizance of emergent conditions where loss of life and/or property is possible due to damaged power lines and/or equipment and informs the Emergency crews for prompt action accordingly.
- o Performs other related duties as assigned.

DESIRED QUALIFICATION:

a. Education:

Atleast Matriculation from a recognized institution.

b. Prior Work Experience:

3 years in Power Distribution Offices.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas:

- Knowledge of Distribution lines and equipment terms and nomenclature.
- General Knowledge of the area covered by the relevant Complaint Centre.
- Familiarity with the operation of two way radio.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.
- Must be thorough but concise in recording description and nature of reported complaints.

POSITION ELEMENT:

a. Supervision Received:

Direct supervision is received from the Supervisor Emergency Maintenance.

- b. Judgement to identify the power breakdown complaints where priority attendance is necessary to avoid loss of life and property.

**POSITION TITLE:** Supervisor - Meter Reading  
(Level-II Division)

**GRADE:** BPS-12

**BASIC FUNCTIONAL DESCRIPTION:**

The Supervisor Meter Reading is responsible to the Energy Surveillance Engineer and performs responsible and difficult duties which requires independent analysis, moderately extensive judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with other sections and departments, some external contacts with customers, suppliers and the general public. Supervises, coordinates and directs the work of others.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Supervises, coordinates and directs the meter reading staff.
- o Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- o Supervises the reading of kilowatt-hour meters in accordance with daily schedules.
- o Carries out field checking duties as prescribed in the appropriate procedures.
- o Reviews reports, data and information as it relates to the meter reading, and checking their accuracy.
- o Ensures follow up on meter reading exceptions and timely return of meter reading documents and meter reading reports to the Computer Supervisor.
- o Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists Supervisor Customer Accounts in changes of existing meter reading routes as appropriate.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate preferably Degree holder or by promotion from a lower position.

b. Prior Work Experience:

Minimum 12 years experience required of similar nature.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Basic technical knowledge of Electrical Engineering.
- Deal effectively with people both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor - Customer Accounts.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Nil.

e. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

VII. SUB-DIVISION

POSITION TITLE: Sub-Division Officer (Level I & II Divisions)

GRADE: BPS 17

BASIC FUNCTIONAL DESCRIPTION:

The Sub-Division Officer is responsible to the Division Manager for supervising the customer services, service connections, maintenance and operation of the distribution system in the Sub-Division with functional guidance given by the Division staff.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises all Sub-Division personnel involved in scheduling, and coordinating of engineering activities pertaining to the customer connection, maintenance, and operation of Sub-Division customer related facilities.
- o Directs the customer service personnel engaged in meter reading, debtor control, customer complaints, bill distribution, and the customers' request for service.
- o Directs the program of energy surveillance within the Sub-Division and takes corrective action as necessary.
- o Directs the plans and procedures governing the prompt restoration of service to customers.
- o Participates and assists in personnel and accounting functions to the extent required by the remoteness of the location of the Sub-Division to ensure its efficient operation.
- o Ensures cooperation and coordination of activities among Sub-Division employees to enhance efficient operation of WAPDA.
- o Works closely with Division Manager to establish programs and plans for the improvement and expansion of the Distribution system and implements those that are approved.
- o Assists in the preparation of the capital and operating budgets.
- o Assures that provisions of the Union Agreement are followed by both labor and management.
- o Prepares performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leave of absence, hiring and release of persons supervised and approves these documents and actions for the next lower level of management.
- o Responsible for the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.
- o Reads meters of industrial customers with demands above 70KW up to 500KW.

DESIRED QUALIFICATIONS:

- a. Education:  
Bachelor's degree in Electrical Engineering.
- b. Prior Work Experience:  
A minimum of 3 years' experience in a Power System Technical area.
- c. Language Proficiency:  
Must be fluent in written and spoken English and Urdu.
- d. Knowledge of Specific Areas:
  - Knowledge of management principles and supervisory skills. Requires an understanding of customer accounting, marketing and customer relations.
  - Knowledge of the methods used to motivate employees.
- e. Abilities and Skills:
  - Ability to understand and evaluate recommendations made by customer service and engineering personnel.
  - Ability to interpret policies and procedures.
  - Ability to make oral presentations before large groups.
  - Ability to write clear concise reports.
  - Ability to react rationally and calmly to stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to the Division Manager and receives functional guidance from the Division staff.
- b. Available Guidelines:  
Has available pertinent policies and procedures approved by the Authority and is expected to ensure implementation.
- c. Exercise of Judgment:  
Required to exercise sound judgment and arrive at correct decisions based on policies and procedures approved by the Authority.

d. Authority to Make Commitments:

Makes commitments based on the agreed policies and procedures and within the limits of established financial powers.

e. Nature, Level and Purpose of Contacts:

Regular contacts with Division Supervisors, village leaders and the general public as necessary to ensure timely and accurate information.

f. Supervision Exercised:

Directly supervises all Sub-Division Supervisors.

POSITION TITLE: Supervisor - Meter Reading  
(Level-II Sub-Division)

GRADE: BPS-12

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Meter Reading is responsible to the S.D.O. and performs responsible and difficult duties which requires independent analysis, moderately extensive judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with other sections and departments, some external contacts with customers, suppliers and the general public. Supervises, coordinates and directs the work of others.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises, coordinates and directs the meter reading staff.
- o Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- o Supervises the reading of kilowatt-hour meters in accordance with daily schedules.
- o Carries out field checking duties as prescribed in the appropriate procedures.
- o Reviews reports, data and information as it relates to the meter reading, and checking their accuracy.
- o Ensures follow up on meter reading exceptions and timely return of meter reading cards and meter reading error lists to the Computer Supervisor.
- o Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists Supervisor Customer Accounts in changes of existing meter reading routes as appropriate.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate preferably Degree holder or by promotion from a lower position.

b. Prior Work Experience:

Minimum 12 years experience required of similar nature.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Basic technical knowledge of Electrical Engineering.
- Deal effectively with people both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor - Customer Accounts.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Nil.

e. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: LS-II - Meter Reading  
(Level-II Sub-Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The LS-II Meter Reading is responsible to the Supervisor Meter Reading for meter reading and line loss of group of feeders assigned and follow up duties which require analysis, judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with customers and the general public. Supervises, coordinates and directs the work of Meter Readers under him.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises, coordinates and directs the meter reading staff in the group of feeders assigned to him.
- o Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- o Supervises the reading of kilowatt-hour meters in accordance with daily schedules prepared by Supervisor Meter Reading.
- o Carries out field checking duties as prescribed in the laid down procedures.
- o Prepares reports, data and information as it relates to the meter reading, and checking their accuracy.
- o Ensures follow up on meter reading exceptions and timely submission of meter reading cards and meter reading error lists to the Supervisor Meter Reading.
- o Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists Supervisor Meter Reading in changes of existing meter reading routes as appropriate.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

**DESIRED QUALIFICATIONS:**

- a. Education:  
Intermediate Diploma holder or by promotion from a lower position.
- b. Prior Work Experience:  
Minimum 10 years experience required of similar nature.
- c. Abilities and Skills/Knowledge:
- Communication skills in both written and spoken English and Urdu.
  - Basic technical knowledge of Electrical Engineering.
  - Deal effectively with people both customers and employees.
  - Possess supervisory skills to deal with.

**POSITION ELEMENTS:**

- a. Supervision Received:  
Reports directly to Supervisor - Meter Reading.
- b. Available Guidelines:  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment:  
Must be able to analyse complex problems resulting in proposals and their implementation.
- d. Authority to Make Commitments:  
Nil.
- e. Nature, Level, and Purpose of Contacts:  
Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Meter Reader  
(Level-II Sub-Division)

GRADE: BPS-5

BASIC FUNCTIONAL DESCRIPTION:

The Meter Reader is responsible to the Supervisor Meter Reading/LS-II Meter Reading for recording of meter reading upto 70KW at customers premises.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Records meter reading of all customers upto 70KW on meter reading cards allotted to him.
- o Records meter reading on meter reading card at customers premises.
- o Maintains records on meter reading and reports in accordance with laid down procedures.
- o Observes unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists in allocation of customer reference No., and changes of existing meter reading routes.
- o Observes safety regulations and ensure their compliance.
- o Undertakes other responsibilities assigned to him.

DESIRED QUALIFICATION:

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
3 years in Power Distribution Offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
General knowledge of the area covered by the division/ sub-division.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor  
Billing Control.

**POSITION TITLE:** Bill Distributor  
(Level-II Sub-Division)

**GRADE:** BPS-3

**BASIC FUNCTIONAL DESCRIPTION:**

The Bill Distributor is responsible to the Supervisor Billing Control for the distribution of bills at the customers premises in the area assigned to him.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- o Distributes bills at customers premises in the area assigned by the Supervisor.
- o Maintains the bill delivery book for the bills assigned to him.
- o Coordinates with Bill Despatch Clerk in respect of stamping and separation of bills.
- o Observes safety regulations and ensure their compliance.
- o Undertakes other responsibilities assigned to him.

**DESIRED QUALIFICATION:**

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
2 years experience in Power Distribution Offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
General knowledge of the area covered by the division/ sub-division.
- e. Abilities and Skills:
  - Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor  
Billing Control.

POSITION TITLE: Supervisor Service Connections (Level I & II Sub Divisions)

GRADE: BPS-12/16

BASIC POSITION DESCRIPTION:

The Supervisor Service Connections is responsible to the Sub Divisional Officer to whom he is assigned. He has responsibility for the coordination, and assistance and supervision of the work involved in the sanctioning and installation of the overhead and underground new service connections alongwith the and associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Plans new service connections of Domestic and commercial categories (general connections) of upto 15 KW load for approval by the SDO.
- o Prepares data and proposes plan of service for the new service connection (above 15 KW of general load) for review and approval by the competent authorities.
- o Arranges material and supervises the construction of customer service for new connections and augmentation of existing load.
- o Supervises the installation of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- o Makes recommendation on changes pertaining to improvement of distribution lines.
- o Assists in directing various phases of contracted work such as overhead and underground line construction, tree trimming, right-of-way clearing, structure painting and foundations etc. and supervises the same as required.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- o Ensures that provisions of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS:

a. Education

3 years Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Must be reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Supervisor DCO/RCO (Level I & II Sub Divisions)

GRADE: BPS-12/11

BASIC POSITION DESCRIPTION:

The Supervisor DCO/RCO is responsible to the Sub Divisional Officer to whom he is assigned. He has responsibility for the coordination and supervision of the work involved in the disconnection, reconnection, meter change and equipment removal activities related to customer electric service as per directions received from the Customer Service Officer.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Directs and supervises the disconnection and reconnection of service in coordination with the customer service section of the sub-division.
- o Directs and supervises the implementation of Meter Change Orders and Equipment Removal Orders related to relevant customers in accordance with the information received from the Division Customer Service Section.
- o Maintains record and submits return of implemented and/or pending DCO/RCO and MCO/EROs to SDO and the Customer Services Officer.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- o Ensures that provisions of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS:

a. Education

3 years Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Senior Clerk (Service) (Level I & II Sub Divisions)

GRADE: BPS-7

BASIC POSITION DESCRIPTION:

The Senior Clerk is responsible to the Supervisor Service Connections for processing and record keeping of the matters related to customer new service connections and enhancement of load applications.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Receives new connections and enhancement of load applications from the new and existing customers and makes sure that the applications are complete with all the required documents and enters the same in the register.
- o Forwards the applications to the Supervisor Service Connections for preparation of the feasibility report.
- o Prepares the Demand Notice documents for the signature of SDO upto 15 KW of general load and forwards the same to the customer.
- o Prepares forwarding memo for the SDO's signatures, sending the applications to Division Manager for loads above 15 KW of general connection.
- o Forwards new connections application to the Supervisor Service Connections for verification of Test Report after obtaining the same from the customer.
- o Puts up completed cases of new service or enhancement of load applications for final approval by the SDO.
- o Hands over all approved connection cases to the Supervisor Service Connections for installation according to the priority allotted.
- o Maintains the record of all new connections or enhancement of load cases installed or forwarded to higher formations for approval etc. and makes the record available as and when required.
- o Keeps liaison with the customers in connection with their applications for service connections.
- o Performs all other duties as assigned.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

5 years experience in Distribution related functions.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Working knowledge of English language.

d. Knowledge of Specific Areas:

- Must have knowledge of commercial procedure as these relate to new service connections.
- Knowledge of power distribution terms and equipment nomenclature.

e. Abilities and Skills:

- Must have ability to deal with the customers.
- Must be polite but firm in public dealings.
- Must know typing and drafting.

POSITION ELEMENT:

a. Supervision Received:

Works under the direct supervision of Supervisor Service Connections and the SDO.

b. Available Guidelines:

Has available commercial procedures and approved rules and regulations to guide him in his work.

c. Authority to Make Commitment:

Has limited authority to make commitments under the rules and regulations pertaining to the grant of new service connections.

POSITION TITLE: Complaints Clerk (Level I, II & III Divisions)

GRADE: BPS-5

BASIC POSITION DESCRIPTION:

The Complaints Clerk is responsible to the Supervisor Emergency Maintenance for the operation of the Area Complaint Centre to which he is assigned. His responsibilities include registration of customer "no power" complaints and their prompt communication to the Central Complaint Centre for rectification. He will also be responsible for maintaining upto date record of all complaints registered with the complaint office.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Operates the Area Complaint Centre in shifts as assigned.
- o Receives and registers "no power" complaints reported in person or telephonically by the customers.
- o Promptly communicates customer "no power" complaints to the Central Complaint Centre telephonically or through radio (as the case may be) for rectification.
- o Maintains updated record of all complaints registered, transmitted for rectification or pending transmittal and hands over the same to his next shift counterpart.
- o Ensures that the communications facilities available to him in the complaints Centre (telephone and/or radio) are always in proper working condition. Promptly contacts the relevant maintenance staff in case of trouble in the communications equipment.
- o Takes cognizance of emergent conditions where loss of life and/or property is possible due to damaged power lines and/or equipment and informs the Emergency crews for prompt action accordingly.
- o Performs other related duties as assigned.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

3 years in Power Distribution Offices.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas:

- Knowledge of Distribution lines and equipment terms and nomenclature.

- General Knowledge of the area covered by the relevant Complaint Centre.

- Familiarity with the operation of two way radio.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.

- Must be thorough but concise in recording description and nature of reported complaints.

POSITION ELEMENT:

a. Supervision Received:

Direct supervision is received from the Supervisor Emergency Maintenance.

b. Judgement to identify the power breakdown complaints where priority attendance is necessary to avoid loss of life and property.

POSITION DESCRIPTIONS  
LEVEL-I DIVISIONS

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I . . . ADMINISTRATION

POSITION TITLE: Divisional Engineer  
(Level-I Division)

GRADE: BPS-18

BASIC FUNCTIONAL DESCRIPTION:

The Divisional Engineer is responsible to the Superintending Engineer for the operation and management of the Division. He will exercise overall supervision of Administration, Budget & Accounts, Customer Services, Planning, and the Sub-Divisions. He receives functional guidance from the Directors AEB. He administers approved policies, procedures and budgets.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Promotes cooperation and coordination of the activities of the employees of the Division and the personnel of other organization to enhance the image of WAPDA.
- o Ensures the efficient and economical internal functioning of the Division through the Administration, Budget & Accounts, Planning, and Customer Services functions.
- o Ensures that the provisions of the Union agreement are followed by both labor and management.
- o Observes safety regulations and ensures their compliance.
- o Approves capital and operating expenditures and for emergency repairs within the approved financial powers. Reviews and forwards expenditures greater than his authority to a higher authority for approval.
- o Directs the planning and activities of the Division and sub-Divisions for economical and efficient connections, operation, maintenance and service restoration.
- o Monitors the program to minimize line loss and eliminate unauthorized use of energy in the Division.
- o Develops with the Superintending Engineering programs for the improvement and expansion of the Division and implements those that are approved.
- o Prepares employee performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leave of absence, hiring and release of personnel.
- o Ensures that the required facilities and resources are available to achieve the assigned tasks.

- o Participates in public communications programs throughout the Division to enhance customer understanding of energy conservation, established commercial procedures and customer safety.
- o Reads meters of all customers with load above 500KW.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Bachelor's degree in Engineering is required. Master's degree in Engineering is recommended.

b. Prior Work Experience:

Minimum of 10 years' experience with experience in at least two major functional areas of Distribution and at least 3 years' of experience in a supervisory capacity.

c. Language Proficiency:

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas:

- Knowledge of management principles and supervisory skills, with a thorough understanding of the overall operation of the functions within the Division.
- Knowledge of the methods used to motivate employees.

e. Ability and Skills:

- Communication skills both in written and spoken English and Urdu. Ability to address group and the press.
- Ability to understand problems and develop practical solutions.
- Technical ability to understand and evaluate recommendations of subordinates covering a wide range of educational discipline and functional specialities.
- Ability to react, in a reasoned manner, to a wide range of stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to the SE Circle and receives functional guidance from the Directors of the AEBs. Required to make decisions involving Division activities based on sound interpretation of policy and procedures.
- b. Available Guidelines:  
Has available policies and procedures approved by the Authority and is expected to ensure their implementation.
- c. Exercise of Judgment:  
Exercises sound judgment and arrives at correct decisions on a range of problems. Makes recommendations to the AEB Chairman that are detailed, well researched, accurate and in the best interests of WAFDA.
- d. Authority to Make Commitments:  
Has full authority to commit the Authority within the limits of established financial powers and approved policies and procedures.
- e. Nature, Level and Purpose of Contacts:  
Regular written and/or oral contacts with AEB Department Heads, Government officials and the general public necessary to carry out the duties and responsibilities of the position.
- f. Supervision Exercised:  
Directly supervises the Section Supervisors reporting to him and the assigned Sub-Division Officers and through them has overall management and supervisory responsibility for the Division.

POSITION TITLE

Supervisor Administration  
(Level-I Division)

GRADE

BPS 11/13

BASIC FUNCTIONAL DESCRIPTION

Supervisor Administration is responsible to Divisional Engineer for assisting the him in administrative matters of the Division. Directly supervises and provides guidance for the processing of personnel matters of the Division and concerned Sub Division personnel including employment, transfers, promotions, compensation, training, employee welfare, maintenance of employee record and retirement. Also supervises general services activities including processing of stationery, vehicles utilization, repair and maintenance, leasing of accommodations etc.

MAJOR DUTIES AND RESPONSIBILITIES

- o Scrutinizes and processes cases of fixation of salary, grant of increments, honoraria, compensation to the deceased employees families, scholarships to employees children, welfare grant etc.
- o Reviews employee payroll.
- o Processes the cases of posting, transfers, promotions, terminations and disciplinary action according to Authority's Rules.
- o Performs duties in connection with employment of personnel.
- o Conducts personnel orientation of new employees appointed at the Division level including proper completion of all forms and documents, responsible for obtaining all the documents necessary to complete the personal files of the concerned employees.
- o Performs duties in connection with maintaining files and Services Books up-to-date and complete in all respects, schedules meetings and convenes Boards for Selection purpose.
- o Ensures that the employees service records are kept up-to-date.
- o Processes the nomination of trainees for local and centralized training programs.
- o Processes the leasing and re-leasing of residential accommodation to the Rent Assessment Board.
- o Arranges procurement of office furniture, using approved purchasing procedures and maintains record thereof.

- o Ensures the services and repair of office equipment and Divisional telephone.
- o Consolidates Division requirement for stationery and obtains same using approved purchasing procedures or from Central Stationery Store.
- o Monitors the operation of the Division vehicles to maximum vehicle utilization.
- o Coordinates the maintenance and repair of vehicles and monitors that repairs performed by outside workshops or the WAPDA Central Repair Shop are completed in a timely manner.
- o Supervises record of legal cases.
- o Provides assistance and information to WAPDA Counsel engaged for the defence of Division cases. Attends courts of law with WAPDA Counsel, if necessary.
- o Prepares cases for obtaining legal advice and guidance from the AEB/WAPDA Headquarters.
- o Deals with the labour problems, arranges meetings of Divisional Engineer with CBA Union, if necessary. Records minutes of the meetings.
- o Keeps the Divisional Engineer informed on all matters relating to legal and labour welfare.
- o Reviews various monthly, quarterly, bi-annual and annual statements received from lower formations and forwards to the higher offices.
- o Arranges the Services Stamps from State Bank of Pakistan.
- o Scrutinizes the cases of pension, gratuity, General Provident Fund (GPF), Employee Provident Fund (EPF) and Group Life Insurance (GLI) and ensures that such cases are initiated in time.
- o Deals with the Inspection Reports and Audit Paras relating to administrative matters and SVRs.
- o Any other duty assigned by the Divisional Manager.

## DESIRED QUALIFICATIONS

### a. Education

Direct recruitment (for one third of the vacancies):  
Bachelors Degree from a recognized university with 'B' Grade.  
or

By promotion as per WAPDA Service Rules.

### b. Prior Work Experience

None for direct recruitment. Five to 10 years experience for promotion cases depending on the academic qualifications.

### c. Language Proficiency

Ability to read and write English and Urdu languages fluently.

### d. Knowledge of Specific Areas

Knowledge of WAPDA Service Rules, Transport Rules, Retirement, Pension, GPF/EPF/GLI Rules and various administrative policies and procedures.

### e. Abilities and Skills

Good communication ability and human relation skills.

## POSITION ELEMENTS

### a. Supervision Received

Direct supervision is received from the Divisional Engineer.

### b. Available Guidelines

Various WAPDA Rules/Procedures are available to guide the incumbent in day-to-day performance of his functions.

### c. Exercise of Judgment

The incumbent is expected to exercise his judgment on the proper documentation of the cases.

### d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

Contacts sub-Divisions in connection with the personnel matters.

f. Supervision Exercised

Supervises two Senior Clerks and four Junior Clerks.

POSITION TITLE

Senior Clerk - Personnel  
(Level-I Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Personnel is responsible to Supervisor Administration for processing cases for personnel actions postings, transfers, promotions, disciplinary cases, salary fixation, increments, General Provident Fund (GPF), Employee Provident Fund (EPF) and Group Life Insurance (GLI). Prepares payroll and statement of legal cases. Updates Seniority List of employees of the Division.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares cases of fixation of salary, grant of increments, workmen compensation, pension, welfare grants and scholarships to the employees children.
- o Prepares payroll of the Divisional Staff.
- o Scrutinizes and processes payroll of the Sub Divisional and other formations attached with the Division for payment purposes.
- o Assists Supervisor Administration in processing cases of posting, transfers, promotions, terminations and disciplinary action.
- o Places copies of personnel actions in the relevant personal files.
- o Assists Supervisor Administration in dealing with the legal cases and labor problems at Divisional level.
- o Prepares statement of legal cases of the Division.
- o Supervises preparation of the pay bills and updating of Service Books by Junior Clerks.
- o Drafts correspondence regarding establishment cases.
- o Does noting, drafting and referencing for all kinds of incoming letters regarding establishment, disciplinary and FIA cases.
- o Maintains record of Establishment Section.
- o Prepares, maintains and updates seniority list of Division.

- o Drafts reminders of routine nature for the signatures of Supervisor Administration/Divisional Engineer.
- o Any other duty assigned by the Supervisor Administration.

#### DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in AAs/Science/Commerce or Senior Cambridge with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

- Knowledge of office routine.
- Knowledge of WAPDA Service Rules.

e. Abilities and Skills

Communication skills.

#### POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Supervisor Administration.

b. Available Guidelines

WAPDA Service Rules/Procedures and instructions from the Supervisor Administration.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

Supervises the work of Junior Clerks maintaining Service Books.

POSITION TITLE

Senior Clerk - General Services  
(Level-I Division)

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk - General Services is responsible to Supervisor Administration for processing the cases of vehicle repair and maintenance, procurement of stationery and office equipment, leasing and re-leasing of accommodation. He maintains Vehicle Register and Stationery Register.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares requisition for repairs and maintenance of building, furniture and office equipment.
- o Prepares leasing and re-leasing cases of residential and office buildings for onward transmittal to the Rent Assessment Board.
- o Prepares requisitions of stationery supplies for procurement from the Central Stationery Stores or market.
- o Maintains and issues stationery supplies and forms. Maintains Stationery Register.
- o Assists Supervisor Administration in procuring office equipment and furniture.
- o Coordinates use of Divisional vehicles for maximum utilization.
- o Scrutinizes vehicle repair estimates.
- o Prepares papers for vehicle repairs and maintenance.
- o Maintains vehicle register.
- o Supervises the work of Diary and Despatch Clerk.
- o Any other duty assigned by the Seniors.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies):  
Intermediate in Arts/Science/Commerce or Senior Cambridge with "B" grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

Knowledge of office routine.

e. Abilities and Skills

Communication skills.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Supervisor Administration.

b. Available Guidelines

Concerned WAFDA Rules/Procedures and instructions from the Supervisor Administration.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

Supervises the work of Diary and Despatch Clerk.

POSITION TITLE

Junior Clerk - Service Books  
(Level-I Division)

GRADE

BFS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk- Service Books is responsible to Senior Clerk Personnel for maintaining Service Books of Divisional and Sub Divisional employees. Puts up Service Books with incoming letters for further action wherever necessary. Maintains Incumbency Register.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains Service Books of the Divisional and Sub Divisional employees.
- o Updates the Service Books.
- o Keeps up Service Books Movement Register.
- o Receives relevant letters and puts up the Service Books to Senior Clerk for further action.
- o Maintains Incumbency Register.
- o Puts up the General Provident Fund (GPF), Employee Provident Fund (EPF), Group Life Insurance (GLI), Workers Welfare cases to the Senior Clerk for processing.
- o Repairs the Service Book cover and sets its binding.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per service rules

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in spoken and written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE

Junior Clerk - Recordkeeper  
(Level-I Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Recordkeeper is responsible to Senior Clerk Personnel for maintaining personnel subject files and personal files and putting up the documents/files with the incoming mail for further action. Looks after the movement of the files.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains personal files and subject personnel files for the Division.
- o Retrieves files as and when required by the Divisional staff.
- o Receives incoming mail/correspondence/documents and puts up with relevant file to the concerned officials for further action.
- o Maintains file movement register and notes movement of all files.
- o Maintains all the files in his safe custody.
- o Replaces and repairs old file cover and sets its binding.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment
- 1. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.
- 11. A minimum speed of 40 words per minute in typing.

or

- By promotion as per service rules

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in spoken and written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE

Diary/Despatch Clerk  
(Level-I Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Diary/Despatch Clerk is responsible to Senior Clerk General Services for receiving and diarizing the incoming mail and despatching the outgoing mail.

MAJOR DUTIES AND RESPONSIBILITIES

- o Receives the incoming mail and diarizes it in the Diary Register.
- o Sends incoming mail to Divisional Engineer through Supervisor Administration.
- o Despatches outgoing mail.
- o Arranges delivery of the outgoing mail by Naib Qasid or by mail.
- o Maintains Service Stamps Register.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per service rules

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in spoken and written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine and diarizing/despaching.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk General Services.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

II . BUDGET & ACCOUNTS

POSITION TITLE

Divisional Accountant - Division

GRADE

BPS 13

BASIC FUNCTIONAL DESCRIPTION

The Divisional Accountant-Division is responsible to Divisional Engineer for the compilation of monthly accounts of reorganized Division, checking of all kinds of claims pertaining to work expenditure, operation and maintenance expenditure, establishment expenditure, serves as primary auditor and financial advisor to Divisional Engineer.

MAJOR DUTIES AND RESPONSIBILITIES

- o Assists the Divisional Engineer in preparation of all correspondence relating to finance and accounting matters.
- o Follows-up the procedure laid down in the Divisional Accounting Manual for smooth working of Accounts Section.
- o Undertakes the correspondence for obtaining imprest from Director Finance AEB and from Director Insurance and Pension Lahore for making the pension payments.
- o Preaudits and passes all kinds of bills and claims.
- o Operates the Imprest Bank Account. Prepares cheques and signs as first signatory and deliver to the right claimant after getting signature from Divisional Engineer. Also prepares payment voucher (A-4) and gets acknowledgement from the claimant.
- o Maintains Imprest Cash Book and Miscellaneous Receipt Cash Book. Prepares Reconciliation Statement, Remittance Summary and submits to AEB Accounts Directorate.
- o Verifies the pay fixation cases of the staff.
- o Deals with the Audit Reports and Audit paras relating to Primary Audit and Accounts of Division such as personnel claims, imprest cash and stores requisition etc.
- o Acts as an overall coordinator of the Division including Sub-Divisional Officers.
- o Operates the bank accounts of pension on behalf of Authority as first signatory and makes the pension payments.

- o Checks and supervises the preparation of:
  - Ledger Posting Summaries and Journal
  - General and Subsidiary Ledger
  - Job Card/Work-in-Progress
  - Computerization of Monthly Accounts
  - Management Reports and Statements
- o Supervises the preparation of Annual Maintenance Budget, Capital Budget and Income Budget. Watches the expenditure within budget ceiling. Also undertakes the reappropriation of budget statements.
- o Manages the issue of Work Order/Job Order numbers from AEB Accounts Directorates and supervises the Assets Accounting.
- o Watches and control the suspense balance and takes maximum efforts for its clearance.
- o Supervises the disposal/preparation of debit/credit advices and maintenance of incoming/outgoing Advice Register.

#### DESIRED QUALIFICATIONS

- a. Education  
Should be a graduate preferably B.Com or by promotion from a lower position with at least 3 years experience.
- b. Prior Work Experience  
Three year's work related experience.
- c. Abilities and Skills
  - Total fluency in written and spoken Urdu and reasonable understanding of English.
  - Knowledge of Accounting/Book-keeping.
  - Possess supervisory skills to deal with complex problems.
  - Deal effectively with people who come in contact with him.

#### POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Divisional Engineer.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities

e. Supervision Exercised

Supervises the work of staff assigned to him and ensures smooth work related functions.

POSITION TITLE

Accounts Clerk - 1

GRADE

BFS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk I is responsible for preparing Ledger Posting Summary, Deduction Schedules and checking a Sub Division's Imprest Cash Account and other duties assigned by the Divisional Accountant - Division.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares the Payroll Ledger Posting Summary, various Deduction Schedules and assists the Divisional Accountant - Division in making the Salary Payments.
- o Checks at least one Sub Division's Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- o Prepares Management Report and Subsidiary ledgers.
- o Assists in preparation of annual maintenance budget, its posting and submission to Superintending Engineer's Office.
- o Maintains all record of Accounts Section with the assistance of one Junior Clerk.

DESIRED QUALIFICATIONS

- a. Education  
Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.
- b. Prior Work Experience  
One year's work related experience.
- c. Abilities and Skills  
Total fluency in written and spoken Urdu and reasonable understanding of English.  
Knowledge of elementary book-keeping.

POSITION ELEMENTS

- a. Supervision Received  
Reports directly to Divisional Accountant - Division.
- b. Available Guidelines  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment  
Must be able to analyze the work related problems.
- d. Nature, Level and Purpose of Contacts  
Contacts with WAPDA personnel as necessary in the execution of responsibilities
- e. Supervision Exercised  
Supervises the work of staff assigned to him.

POSITION TITLE Accounts Clerk - 2

GRADE BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk-2 is responsible to Divisional Accountant - Division for handling various accounts documents flowing in and out of Accounts Section. Assists the Divisional Accountant - Division in checking, posting, summarizing, balancing, reconciling the books of accounts and preparation of management reports.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares Ledger Posting Summary for Sub Divisional Imprest Account.
- o Checks at least one Sub Divisional Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- o Maintains the Invoices Book and prepares Invoice Book Ledger Posting Summary.
- o Receives Store Requisitions and writes down the Accounts Code. Checks the Weekly Store Statements. Maintains the SS cheques. Registers and assists the Divisional Accountant - Division in issuing the SS cheques. Prepares "Stock Accounts Ledger Posting Summary".
- o Receives and issues the Debit/Credit Advices and maintains incoming/outgoing Advice Register and prepares Ledger Posting Summary. Prepares and reconciles the Current Accounts Statement each month.
- o Prepares the Management Reports and Subsidiary Ledgers specifically assigned to him.
- o Assists in preparation of Capital Budget and Income Budget.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - Division.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities

e. Supervision Exercised

Supervises the work of staff assigned to him.

POSITION TITLE

Accounts Clerk - 3

GRADE

BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk-3 is responsible to Divisional Accountant-Division for the preparation of posting summaries of cash books, checking of sub-Divisional imprest accounts. Assists the Divisional Accountant - Division in preparation of input for computer and validation of output data.

MAJOR DUTIES AND RESPONSIBILITIES

- o Assists the Divisional Accountant - Division in Maintaining and reconciliation of Imprest Cash Book and Miscellaneous Receipt Cash Book.
- o Checks at least one Sub Divisional Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- o Prepares the Ledger Posting Summary of Divisional Imprest Cash Book and Miscellaneous Receipt Cash Book.
- o Receives all Ledger Posting Summaries and prepares the input data for Computer and edit the output of computer.
- o Assists the Divisional Accountant - Division. in posting of all Ledger Posting Summaries to the General Ledger and abstract the trial balance (after computerization manual preparation of General Ledger will be discontinued).
- o Prepares the Management Report and Subsidiary Ledgers specifically assigned to him.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - Division.

b. Available Guidelines

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised

Supervises the work of staff assigned to him.

### III . PLANNING & ENGINEERING

POSITION TITLE Planning Supervisor (Level I Divisions)

GRADE BPS-12/16

BASIC POSITION DESCRIPTION

The Planning Supervisor is responsible to the Divisional Engineer for planning the service connections to the customers in the sub-Divisions.

MAJOR DUTIES AND RESPONSIBILITIES

- o Operates and utilizes the P.C. based feeder analysis Program for Distribution Planning.
- o Plans the service connections to new customers and the necessary changes to the connections of existing customers; determines the condition of the distribution system up to the proposed connection; visits the site, determines what HT, transformer changes and LT connections or changes are required.
- o Coordinates with the concerned S.D.O. for the preparation of Work Orders by the Sub-Divisions specifying the equipment required and its costs.
- o Monitors the assigned part of the distribution system to obtain data for system analysis.
- o Collects data from the Sub-Divisions on transformer loadings and load forecasting to permit the future planning for system improvements and expansion.
- o Directs the activities of the Division Planning Section and guides and supervises the work of assigned staff including utilization of the P.C.
- o Provides support to S.D.Os as requested, in preparation of proposal for new service connections.

DESIRED QUALIFICATIONS

a. Education

3 year Diploma in Electrical Engineering from a recognized institution.

b. Prior Work Experience

Minimum 5 years experience in a major functional area of Distribution.

c. Language Proficiency

Reasonable proficiency in written and spoken Urdu and English is required.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment involved.

e. Abilities and Skills

- Effective written and oral communication skills are required.
- Ability to implement technical instructions from supervisory staff is required.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Divisional Engineer follows approved policies, criteria and established standards .

b. Available Guidelines

Available planning policies, procedures and criteria, approved electrical standards, engineering service rules, safety codes and financial budgets.

c. Exercise of Judgment

Judgment and professional integrity are required.

d. Authority to Make Commitments

Does not have authority to make commitments.

e. Nature, Level and Purpose of Contact

Frequent contact with technical and non-technical field and operating staff to exchange job related matters.

f. Supervision Exercised

Direct supervision of skilled and semi-skilled staff assigned.

POSITION TITLE            Draftsman (Level I Divisions)

GRADE                      BPS-12

BASIC POSITION DESCRIPTION

The Draftsman is responsible to the Planning Engineer for preparing all types of layouts, drawings, diagrams and inventories of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES

- o Assists the Planning Supervisor in the development of planning proposals using the P.C. based feeder analysis program.
- o Prepares system layouts, drawings, equipment and material inventories for Distribution Planning.
- o Revises, corrects and updates the drawings, designs and other records for Distribution Planning.
- o Supervises the work of Tracers and other staff placed under his control.
- o Assumes other duties and responsibilities as assigned.

DESIRED QUALIFICATION

a. Education

3 years Diploma in Draftsman or by promotion from amongst lower staff on the basis of seniority-cum-fitness with at least 10 years experience.

b. Prior Work Experience

5 years experience in the relevant field.

c. Language Proficiency

Reasonable fluency in written and spoken English. Good command over written and spoken Urdu.

d. Knowledge of Specific Areas

- WAPDA organization and distribution function in detail.
- Good knowledge of engineering drafting practices.
- A good general knowledge of WAPDA electrical safety code requirements and standard symbols.

e. Abilities and Skills

- Must demonstrate ability to produce high quality drawings and sketches.
- Must be able to read drawings or make revisions.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from the Planning Engineer.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent operating procedures.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

e. Supervision Exercised

Supervision of all employees assigned.

POSITION TITLE Tracer (Level I, II & III Divisions)

GRADE BPS-5

BASIC POSITION DESCRIPTION

The Tracer is responsible to the Draftsman/Assistant Draftsman for tracing and preparing prints of all types of layouts, drawings and diagrams of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES

- o Prepares the tracings of system layouts, drawings, equipment and material diagrams for the Distribution Planning work.
- o Revises, corrects and updates the drawings, designs and other records for Distribution Planning as assigned.
- o Uses lettering machines, lettering guides, stencils and templates as required.
- o Prepares ammonia prints (blue prints) by operating the printing machine and properly folds the drawings.
- o Maintains record of sketches, drawings and equipment diagrams etc.
- o Assumes other duties and responsibilities as assigned.

DESIRED QUALIFICATION

a. Education

Minimum Matriculation.

b. Prior Work Experience

3 years experience in the relevant field.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu with working knowledge of English language.

d. Knowledge of Specific Areas

- Good knowledge of engineering term and symbols.
- Knowledge of Division/Sub-Division organizational structure.

e. Abilities and Skills

- Must demonstrate ability to produce high quality tracing and prints.
- Must be able to read drawings or make changes.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from the Draftsman/Assistant Draftsman.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent directions.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

IV. CUSTOMER SERVICES

POSITION TITLE: Customer Services Officer  
(Level-I Division)

GRADE: BPS-17

BASIC FUNCTIONAL DESCRIPTION:

The Customer Services Officer is responsible to the Divisional Engineer for Customer Services activities relating to the Commercial Procedures: for issuance of electric service bills and bill distribution, computer processing including data entry and validation, the customer inquiry procedures, and the Energy Surveillance program: for implementing new or revised procedures for the Customer Services: and for assuring good customer relations with all classes of customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Ensures that customer inquiries are expediently and fairly handled within the guidelines established by appropriate governmental authorities.
- o Directs office employees as they carry out customer contact to assure a prompt and courteous service to the customers.
- o Ensures efficient application of billing procedures.
- o Directs and monitors the maintenance of the customer records.
- o Responsible for the initiation of the write off procedure for the disconnected delinquent customers before referring to Government Recovery Officer.
- o Ensures timely recovery action through Government Recovery Officer under land Revenue Act.
- o Directs the handling of customer complaints, referring those not settled to the proper person or department for investigation. Follows up to ensure satisfactory completion.
- o Directs bill distribution activities and practices.
- o Directs the use of the Customer Services PC microprocessor.
- o Directs activities relating to extension of credit, collection or disconnection of delinquent accounts and requirements for security deposits.
- o Directs activities relating to billing adjustments.
- o Responsible for training of staff and that they are well conversant with update law, rules, orders, instructions and procedures.

- o Provides for preparation and verification of all required reports.
- o Consults the concerned officials in the Circle and AEB for functional guidance of policy matters.
- o Holds an imprest account for his office expenditure within the prescribed limits and is responsible for its proper disbursement and replenishment.
- o Ensures that provisions of Union Agreement are followed by both labor and management.
- o Recommends local procedures and practices as authorized where not covered by general instructions.
- o Recommends wage and salary changes, promotions, demotions, transfers, leaves of absence, hiring and release of personnel.
- o Responsible for attending to the audit para inquiries and the timely submission of reports to the appropriate authorities.
- o Recommends, develops and assists in training personnel.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

- a. Education:
  - i) Direct Recruitment. Master's degree in either commerce, statistics or mathematics, business administration or engineering.
  - ii) Promotees. Bachelor's degree.
- b. Prior Work Experience:
  - i) Direct Recruitment. Minimum of 3 years' experience with a private or public corporation on matters relating to financial and accounting aspects.
  - ii) Promotees. Minimum of 15 years' continuous service in a WAPDA Customer Service Office.
- c. Abilities and Skills/Knowledge:
  - Communication skills both in written and spoken English/Urdu.

- Knowledge of accounting and financial techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

- a. Supervision Received:  
Reports directly to Divisional Manager and functionally to the Deputy Director of Customer Services - Circle.
- b. Available Guidelines:  
Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.
- c. Exercise of Judgment:  
Must be able to analyse complex problems resulting in proposals and their implementation.
- d. Authority to Make Commitments:  
Has full authority to make commitments to the extent authorized by the Divisional Manager.
- e. Nature, Level and Purpose of Contacts:  
Contacts with customers, Government agencies and other WAPDA personnel as necessary in the execution of responsibilities.
- f. Supervision Exercised:  
Supervises the work of his staff, plans their workload and assignments, provides assistance in dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Divisional Accountant - CSO  
(Level-I Division)

GRADE: BPS-11/12

BASIC FUNCTIONAL DESCRIPTION:

The Divisional Accountant - CSO is responsible to the Customer Services Officer for activities relating to banking operations of the CSO in respect of maintenance of customers security deposits, capital contributions, customers energy bills, imprest cash book, miscellaneous receipt cash book.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Follow-up the procedure laid down in the Divisional Accounting Manual for smooth working of Accounts Section.
- o Undertakes the correspondence for obtaining imprest from Director Finance AEB and from Director Insurance and Pension Lahore for making the pension payments.
- o Preaudits and passes all kinds of bills and claims.
- o Operates the Imprest Bank Account. Prepares cheques and signs as first signatory and deliver to the right claimant after getting signature from CSO. Also prepares payment voucher (A-4) and gets acknowledgement from the claimant.
- o Maintains Imprest Cash Book and Miscellaneous Receipt Cash Book. Prepares Reconciliation Statement, Remittance Summary and submits to AEB Accounts Directorate.
- o Verifies the pay fixation cases of the staff.
- o Deals with the Audit Reports and Audit paras relating to Primary Audit and Accounts of CSO such as personnel claims, imprest cash and stores requisition etc.
- o Checks and supervises the preparation of Ledger Posting Summaries and Journal.
- o Assists the CSO in preparation of all correspondence relating to finance and accounting matters.
- o Maintenance of Customers Security Deposits Record/Refund of Customers Securities i.e., Customers Security Deposit Register. Collection of Scrolls and checking of their correctness with reference to stubs.
- o Bank Reconciliation of Customers Security Deposit Bank Account.

- o Preparation of Cash Remittance Summary for submission to AEB through Divisional Accountant - Accounts.
- o Reconciliation of Customers Security Deposit List (CP-Form-97) received bi-annually from Computer Center.
- o Collection of Bank Scrolls from Banks and checking their correctness. Initiate action regarding scrolls lost in transit and movement of Bank Scrolls to Computer Center.
- o Preparation of forwarding memo CP-Form-99, effecting their reconciliations with the respective bank branches and preparation of Bank Accounts, Reconciliation (CP-Form-48).
- o Preparation of Monthly Cash Remittance Summary.
- o Checking of various documents as per laid down procedures.
- o Preparation of Return of Assessment and Realization (CP-Form-41) and its reconciliation with debtors control account (CP-Form-45).
- o Adjustment of unidentified cash reported by Computer Center through Unidentified Cash List (CP-Form-107).
- o Checking of Daily List of Cash received on behalf of other Divisions (CP-Form-126) and Daily List of Cash posted by other Divisions (CP-Form-127) and arrangement of issuance of Credit Advices and disposal of Incoming Credit Advices.
- o Receipt of Bank Scrolls from the banks and checking of their correctness with reference to stubs and paid Demand Notices Statement received from Sub-Divisions.
- o Maintenance of Cash Book (CP-Form-51) in respect of Demand Notices and preparation of Bank Reconciliation Statement.
- o Preparation of Cash Remittance Summary in respect of Capital Contributions for submission to Budget & Accounts Section.
- o Receipt of Monthly Statement of Connections installed during the month and preparation of Journal Entry for adjustment of capital contribution and installations costs.
- o Deals with the Inspection Reports and Audit Paras relating to Customer Accounts & Funds.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

- a. Education:  
Bachelor's degree in Commerce or Business Administration.
- b. Prior Work Experience:  
Two years experience in the field of accounting.
- c. Language Proficiency:  
Total fluency in spoken and written English.
- d. Knowledge of Specific Areas:  
Basic knowledge of finance and accounting principles.
- e. Abilities and Skills:  
Ability and skill to organize the basic accounting work.

POSITION ELEMENTS:

- a. Supervision Received:  
Directions are received from the Customer Services Officer regarding job assigned.
- b. Available Guidelines:  
Has available all policies and procedures approved by Authority for accounting and banking business and expected to ensure their implementation.
- c. Exercise of Judgment:  
Required to exercise judgment in respect of accounting matters of the section assigned.
- e. Nature, Level, and Purpose of Contacts:  
Meets with the Division's Customer Services Officer to coordinate the functions.
- e. Supervision Exercised:  
Exercises direct supervision over assigned subordinate staff.

POSITION TITLE: Commercial Superintendent  
(Level-I Division)

GRADE: BPS-14

BASIC FUNCTIONAL DESCRIPTION:

The Commercial Superintendent is responsible to the Customer Services Officer for the supervision of general section for receiving duplicate copies of Application Forms and other specified connection documents from Sub-Divisional Offices, maintaining connection application registers and files for each consumer. Coordinates with the Supervisor Computer Operations for all data control and transmittal. Ensures prompt and fair service to all new and existing customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises the employees as they make customer contacts and ensures that they are dealt with within the guidelines established by WAPDA and appropriate Governmental authorities.
- o Ensures prompt and courteous service to all existing and new customers.
- o Responsible for file maintenance of the customer records, the proper and timely billing of new customers and existing customers whose meters are changed and/or reconnected after a temporary disconnection.
- o Coordinates with the Supervisor - Computer Operations for all data control and data transmittal.
- o Coordinates with the S.D.Os for all new connections, reconnections, disconnections and equipment removals.
- o Refers customer complaints not settled within the office to the proper person or department for investigation and follows up to ensure a satisfactory solution.
- o Ensures proper record keeping of customer's statistics and logging of all correspondence and transmittal of data.
- o Responsible for the preparation of all customer's statistical reports.
- o Provides training to new staff under his section.
- o Ensures adequate supply of forms, stationery, office supply and handouts for customers and the maintenance of office equipment in the customer services section.

- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees in his section.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATION:

a. Education:

Bachelor's degree holder or suitable existing old employees with intermediate or matriculation education.

b. Prior Work Experience:

Minimum of 15 years relevant experience required.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Deal effectively with people both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to the Customer Services Officer.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the level authorized by Customer Services officer.

e. Nature, Level, and Purpose of Contacts:

Contacts with customers, government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Supervisor P.C.  
(Level-I Division)

GRADE: BPS-16

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor P.C. is responsible to the Customer Services Officer and functionally to the AEB Assistant Director - Computer Operations; is responsible for the operation and use of the customer services computer and other machines associated with data processing.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Responsible for the integrity and security of all programs and data files used in the operation of the customer services computer equipment.
- o Supervises the key entry and the verification of customer services data entry to diskette.
- o Directs others in the operation of the computer and peripheral equipment, which includes printers, disk drives, terminals and other equipment associated with computers.
- o Maintains statistical records on data entry functions including errors, reruns, equipment failures and all job processed on the microprocessor.
- o Works with user departments within the Division to establish a schedule for the data entry function that satisfies the needs and requirements of all department.
- o Performs or directs routine preventive maintenance on equipment following prescribed procedures.
- o Provides technical assistance to all users of Divisional computers.
- o Performs diagnostics to determine the nature of equipment problems; communicate problems to the AEB D.F.M. through proper line of management.
- o Performs routine software maintenance, adding or changing program libraries as directed by the AEB Computer Section.
- o Maintains supplies inventory for the data processing function following prescribed procedures.

- o Trains new or existing computer operators to operate the computer and peripheral equipment; and trains them to perform data scheduling and control functions, program and equipment maintenance functions, and other administrative tasks in his absence.
- o Conducts training classes on the proper and approved use of new software for the customer services computer.
- o Distributes computer outputs from the customer services computer system following prescribed procedures.
- o Observes safety regulations and ensures their compliance.
- o Responsible for protection of equipment from dust, heat and other environmental hazards. Also maintains current schedule of planned outages to avoid unexpected power failures as far as possible.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Bachelor's degree in Computer Science.

b. Prior Work Experience:

5 years' in the Computer Department of a public or private company.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Technical knowledge of computer science application and techniques.
- Deal effectively with employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to the Customer Services Officer and functionally to the AEB Asstt. Director of Computer Operations.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the level authorized by the Manager - Customer Services.

e. Nature, Level, and Purpose of Contacts:

Contacts with customers, government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluate performance and ensure their work is carried out in compliance with plans.

POSITION TITLE: P.C. Operator  
(Level-I Division)

GRADE: BPS-12

BASIC FUNCTIONAL DESCRIPTION:

The P.C. Operator is responsible to the Supervisor P.C. and performs routine computer operations including key entry and key verification of Division transactions. Performs various other clerical duties such as filing of department reports, maintenance of Section records and preparation of required section and Division forms.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Operates the Division computer and associated equipment including entry of security codes, setting of operations parameters, selection of program applications, preparation of diskette files, transfer of information files to the fixed storage files, and other similar operations administrative tasks.
- o Monitors operation of the computer and peripheral equipment, which includes printers, disk drives, terminals and other equipment associated with the computer; analyzes problems and assists in correction.
- o Key enters data to diskette from user prepared transactions and transmittal controls.
- o Verifies the data key entered to diskette and audits results following standard control procedures.
- o Prepares output reports, verifies reasonableness of contents, and distributes them to users for distribution.
- o Assists in the training of new or existing Computer Operators to operate the computer and peripheral equipment.
- o Assists with routine preventive maintenance and emergency maintenance of equipment following standard maintenance procedures.
- o Assists in conducting training classes on the proper and approved use of new software for the computers.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate with technical Diploma in Computer operations.

b. Prior Work Experience:

2 years' in the computer department with a private and public company.

c. Abilities and Skills/Knowledge:

- Strong communication skills both in written and spoken English and Urdu.
- Basic technical knowledge of computer application and techniques.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor Computer Operations.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

POSITION TITLE: Supervisor Billing Control  
(Level-I Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Billing Control is responsible to the Customer Services Officer for the customer billing, customer billing complaints and billing adjustments.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises billing section employees as they carry out their work.
- o Ensures the maintenance of all billing ledgers and their reconciliation within the customer accounts system.
- o Ensures correctness of all bills by conducting a random check of bills pertaining to each customer class.
- o Maintains computer generated billing register to look after billing complaints.
- o Ensures that all bill adjustments are carried out by the computer and the bills corrected accordingly.
- o Ensures prompt and courteous service for customer's complaints.
- o Assists in the preparation of billing related reports of routine nature or those on an adhoc basis.
- o Reviews reports, data and information as it relates to the customer billing.
- o Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- o Responsible for proper and timely distribution of bills within the Division.
- o Observes safety regulations and ensures their compliance.
- o Undertake other responsibilities as assigned.

DESIRED QUALIFICATION:

a. Education:

Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.

b. Prior Work Experience:

12 years' prior related experience.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Knowledge of customer Accounting applications and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Commercial Superintendent.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Supervisor Debtors Control  
(Level-I Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Debtors Control is responsible to the Customer Services Officer for activities relating to debtors, extension of credit, collection or disconnection of delinquent accounts and requirements for security deposits.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Ensures the maintenance of debtor's ledgers and their reconciliation within the customer accounts system.
- o Supervises the control and analysis of arrears the date and amount and the disconnection/reconnection procedures.
- o Monitors the timely despatch of disconnection notices and orders to the delinquent customers.
- o Supervises the maintenance of security deposit records and monitors, the enhancement, collection of refund of customer's security deposits as required.
- o Directs activities consequent to all MIS reports on active debtors and delinquents.
- o Assists Customer Services Officer in implementing recovery and write-off procedures.
- o Assists in the preparation of debtor related reports of routine nature or others as required.
- o Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- o Observes safety regulations and ensures their compliance.
- o Undertake other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.

b. Prior Work Experience:

12 years' prior related experience.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Knowledge of customer Accounting applications and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Commercial Superintendent.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Senior Clerk  
(Level-I Division)

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Senior Clerk is responsible to the Commercial Superintendent or respective Section Supervisor Clerical Services in the collection and maintenance of statistics and customer data as needed for the billing, debtors, customer services, or other general duties.

MAJOR DUTIES AND RESPONSIBILITIES:

Within the limits of approved Customer Services policies and as directed by his supervisors:

- o Maintains data regarding billing, debtors, new connections, DCO/RCO/MCO etc., within Customer Services Office.
- o Assists in the preparation and maintenance of records and registers as assigned by the supervisor.
- o Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

Minimum of 8-10 years experience in major functional areas of Customer Services or related offices.

c. Language Proficiency:

Proficient in written and spoken Urdu. Working knowledge of English language.

d. Knowledge of Specific Areas:

Technical knowledge of the distribution system and the associated inventory and costing.

e. Abilities and Skills:

- Reasonable communication skills in both written and oral forms.
- Technical ability to implement instructions from supervisory staff.

POSITION ELEMENTS:

a. Supervision Received:

Under general direction of the Section Supervisor, follows approved policies, criteria and standards established.

b. Available Guidelines:

Receives guidance from Commercial Superintendent or Section Supervisors on policies, procedures and criteria. Has approved electrical standards, engineering rules and safety codes.

c. Exercise of Judgment:

Judgment and professional integrity is required in discharge of his duties.

d. Authority to Make Commitments:

Does not have authority to make commitments.

e. Nature, Level, and Purpose of Contacts:

Frequent contact with technical and non-technical field and operating staff to exchange job related matters.

POSITION TITLE: Junior Clerk  
(Level-I Division)

GRADE: BPS-5

BASIC FUNCTIONAL DESCRIPTION:

The Junior Clerk is responsible to the Commercial Superintendent or respective Section Supervisor for maintenance of correspondence files and keeping record of activities pertaining to the different subsections of Customer Services Office.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files on correspondence between the CSO and his lower and upper formations.
- o Maintains record of reports made by the CSO subsections on the activities assigned.
- o Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- o Keeps track of the correspondence and puts up the same to the Section Supervisor for his review and action.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
3 years experience in Customer Services or related offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
Good knowledge of record keeping.

e. Abilities and Skills:

- Ability to organize records.
- Must be able to link correspondence and related references.

POSITION ELEMENTS:

a. Supervision Received:

Receives direct supervision from the Commercial Superintendent or Section Supervisor.

c. Exercise of Judgment:

Judgment on the basis of the reports and correspondence received to sort out priority matters for the perusal of Commercial Superintendent or Section Supervisor.

POSITION TITLE: Bill Distributor  
(Level-I Division)

GRADE: BPS-3

BASIC FUNCTIONAL DESCRIPTION:

The Bill Distributor is responsible to the Supervisor Billing Control for the distribution of bills at the customers premises in the area assigned to him.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Distributes bills at customers premises in the area assigned by the Supervisor.
- o Maintains the bill delivery book for the bills assigned to him.
- o Coordinates with Bill Despatch Clerk in respect of stamping and separation of bills.
- o Observes safety regulations and ensure their compliance.
- o Undertakes other responsibilities assigned to him.

DESIRED QUALIFICATION:

- a. Education:  
At least Matriculation from a recognized institution.
- b. Prior Work Experience:  
2 years experience in Power Distribution Offices.
- c. Language Proficiency:  
Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.
- d. Knowledge of Specific Areas:  
General knowledge of the area covered by the Division/ sub-Division.
- e. Abilities and Skills:
  - Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor Billing Control.

V. SUB-DIVISION

POSITION TITLE Sub-Division Officer (Level I & II Divisions)

GRADE BPS 17

BASIC FUNCTIONAL DESCRIPTION

The Sub-Division Officer is responsible to the Divisional Engineer for supervising the customer services, service connections, maintenance and operation of the distribution system in the Sub-Division with functional guidance given by the Division staff.

MAJOR DUTIES AND RESPONSIBILITIES

- o Supervises all Sub-Division personnel involved in scheduling, and coordinating of engineering activities pertaining to the customer connection, maintenance, and operation of Sub-Division customer related facilities.
- o Directs the customer service personnel engaged in meter reading, debtor control, customer complaints, bill distribution, and the customers' request for service.
- o Directs the program of energy surveillance within the Sub-Division and takes corrective action as necessary.
- o Directs the plans and procedures governing the prompt restoration of service to customers.
- o Participates and assists in personnel and accounting functions to the extent required by the remoteness of the location of the Sub-Division to ensure its efficient operation.
- o Ensures cooperation and coordination of activities among Sub-Division employees to enhance efficient operation of WAPDA.
- o Works closely with Divisional Engineer to establish programs and plans for the improvement and expansion of the Distribution system and implements those that are approved.
- o Assists in the preparation of the capital and operating budgets.
- o Assures that provisions of the Union Agreement are followed by both labor and management.
- o Prepares performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leave of absence, hiring and release of persons supervised and approves these documents and actions for the next lower level of management.

- o Responsible for the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.
- o Reads meters of industrial customers with demands above 70KW up to 500KW.

#### DESIRED QUALIFICATIONS

a. Education

Bachelor's degree in Electrical Engineering.

b. Prior Work Experience

A minimum of 3 years' experience in a Power System Technical area.

c. Language Proficiency

Must be fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

- Knowledge of management principles and supervisory skills. Requires an understanding of customer accounting, marketing and customer relations.
- Knowledge of the methods used to motivate employees.

e. Abilities and Skills

- Ability to understand and evaluate recommendations made by customer service and engineering personnel.
- Ability to interpret policies and procedures.
- Ability to make oral presentations before large groups.
- Ability to write clear concise reports.
- Ability to react rationally and calmly to stressful situations.

#### POSITION ELEMENTS

a. Supervision Received

Reports directly to the Divisional Engineer and receives functional guidance from the Division staff.

- b. Available Guidelines  
Has available pertinent policies and procedures approved by the Authority and is expected to ensure implementation.
- c. Exercise of Judgment  
Required to exercise sound judgment and arrive at correct decisions based on policies and procedures approved by the Authority.
- d. Authority to Make Commitments  
Makes commitments based on the agreed policies and procedures and within the limits of established financial powers.
- e. Nature, Level and Purpose of Contacts  
Regular contacts with Division Supervisors, village leaders and the general public as necessary to ensure timely and accurate information.
- f. Supervision Exercised  
Directly supervises all Sub-Division Supervisors.

POSITION TITLE: Supervisor - Meter Reading  
(Level-I Sub-Division)

GRADE: BPS-12

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Meter Reading is responsible to the S.D.O. for meter reading and line losses of all feeders and performs responsible and difficult duties which require independent analysis, moderately extensive judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with other sections and departments, some external contacts with customers and the general public. Supervises, coordinates and directs the work of others.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises, coordinates and directs the meter reading staff.
- o Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- o Supervises the reading of kilowatt-hour meters in accordance with daily schedules.
- o Carries out field checking duties as prescribed in the laid down procedures.
- o Reviews reports, data and information as it relates to the meter reading, and checking their accuracy.
- o Ensures follow up on meter reading exceptions and timely return of meter reading lists and meter reading error lists to the Computer Supervisor.
- o Responsible for minimizing losses of all feeders in the Sub-Division.
- o Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists S.D.O. in changes of existing meter reading routes as appropriate.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate preferably Degree holder or by promotion from a lower position.

b. Prior Work Experience:

Minimum 12 years experience required of similar nature.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.

- Basic technical knowledge of Electrical Engineering.

- Deal effectively with people both customers and employees.

- Possess supervisory skills to deal with complex problems and develop practical solutions.

- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to S.D.O.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Nil.

e. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

f. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: LS-II - Meter Reading  
(Level-I Sub-Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The LS-II Meter Reading is responsible to the Supervisor Meter Reading for meter reading and line loss of group of feeders assigned and follow up duties which require analysis, judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with customers and the general public. Supervises, coordinates and directs the work of Meter Readers under him.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Supervises, coordinates and directs the meter reading staff in the group of feeders assigned to him.
- o Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- o Supervises the reading of kilowatt-hour meters in accordance with daily schedules prepared by Supervisor Meter Reading.
- o Carries out field checking duties as prescribed in the laid down procedures.
- o Prepares reports, data and information as it relates to the meter reading, and checking their accuracy.
- o Ensures follow up on meter reading exceptions and timely submission of meter reading lists and meter reading error lists to the Supervisor Meter Reading.
- o Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists Supervisor Meter Reading in changes of existing meter reading routes as appropriate.
- o Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- o Observes safety regulations and ensures their compliance.
- o Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate Diploma holder or by promotion from a lower position.

b. Prior Work Experience:

Minimum 10 years experience required of similar nature.

c. Abilities and Skills/Knowledge:

- Communication skills in both written and spoken English and Urdu.
- Basic technical knowledge of Electrical Engineering.
- Deal effectively with people both customers and employees.
- Possess supervisory skills to deal with.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Supervisor - Meter Reading.

b. Available Guidelines:

Guidelines are available from WAPDA manuals, policies, procedures and other documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Nil.

e. Nature, Level, and Purpose of Contacts:

Contacts with WAPDA personnel as necessary in the execution of responsibilities.

f. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Meter Reader  
(Level-I Sub-Division)

GRADE: BPS-5

BASIC FUNCTIONAL DESCRIPTION:

The Meter Reader is responsible to the Supervisor Meter Reading/LS-II Meter Reading for recording of meter reading upto 70KW at customers premises.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Records meter reading of all customers upto 70KW on meter reading sheets allotted to him.
- o Records meter reading on meter reading card at customers premises.
- o Maintains records on meter reading and reports in accordance with laid down procedures.
- o Observes unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- o Assists in allocation of customer reference No., and changes of existing meter reading routes.
- o Observes safety regulations and ensure their compliance.
- o Undertakes other responsibilities assigned to him.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

3 years in Power Distribution Offices.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas:

General knowledge of the area covered by the Division/ sub-Division.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor Billing Control.



b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Must be reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Senior Clerk (Service) (Level I Divisions)

GRADE: BPS-7

BASIC POSITION DESCRIPTION:

The Senior Clerk is responsible to the Supervisor Service Connections for processing and record keeping of the matters related to customer new service connections and enhancement of load applications.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Receives new connections and enhancement of load applications from the new and existing customers and makes sure that the applications are complete with all the required documents and enters the same in the register.
- o Forwards the applications to the Supervisor Service Connections for preparation of the feasibility report.
- o Prepares the Demand Notice documents for the signature of SDO upto 15 KW of general load and forwards the same to the customer.
- o Prepares forwarding memo for the SDO's signatures, sending the applications to Divisional Engineer for loads above 15 KW of general connection.
- o Forwards new connections application to the Supervisor Service Connections for verification of Test Report after obtaining the same from the customer.
- o Puts up completed cases of new service or enhancement of load applications for final approval by the SDO.
- o Hands over all approved connection cases to the Supervisor Service Connections for installation according to the priority allotted.
- o Maintains the record of all new connections or enhancement of load cases installed or forwarded to higher formations for approval etc. and makes the record available as and when required.
- o Keeps liaison with the customers in connection with their applications for service connections.
- o Performs all other duties as assigned.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

5 years experience in Distribution related functions.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Working knowledge of English language.

d. Knowledge of Specific Areas:

- Must have knowledge of commercial procedure as these relate to new service connections.
- Knowledge of power distribution terms and equipment nomenclature.

e. Abilities and Skills:

- Must have ability to deal with the customers.
- Must be polite but firm in public dealings.
- Must know typing and drafting.

POSITION ELEMENT:

a. Supervision Received:

Works under the direct supervision of Supervisor Service Connections and the SDO.

b. Available Guidelines:

Has available commercial procedures and approved rules and regulations to guide him in his work.

c. Authority to Make Commitment:

Has limited authority to make commitments under the rules and regulations pertaining to the grant of new service connections.

POSITION TITLE Supervisor DCO/RCO (Level I Divisions)

GRADE BPS-12/11

BASIC POSITION DESCRIPTION

The Supervisor DCO/RCO is responsible to the Sub Divisional Officer to whom he is assigned. He has responsibility for the coordination and supervision of the work involved in the disconnection, reconnection, meter change and equipment removal activities related to customer electric service as per directions received from the Customer Service Officer.

MAJOR DUTIES AND RESPONSIBILITIES

- o Directs and supervises the disconnection and reconnection of service in coordination with the customer service section of the sub-Division.
- o Directs and supervises the implementation of Meter Change Orders and Equipment Removal Orders related to relevant customers in accordance with the information received from the Division Customer Service Section.
- o Maintains record and submits return of implemented and/or pending DCO/RCO and MCO/EROs to SDO and the Customer Services Officer.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- o Ensures that provisions of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS

a. Education

3 years Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/ Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE

Supervisor Preventive Maintenance  
(Level I & II Sub Divisions)

GRADE

BPS-12/16

BASIC POSITION DESCRIPTION

The Supervisor Preventive Maintenance is responsible to the Sub Divisional Officer to whom he is assigned. He has responsibility for the coordination and supervision of work involved in the routine scheduled maintenance of the overhead and underground distribution lines and associated equipment to minimize the recurring faults and ensure the stability of the Distribution System.

MAJOR DUTIES AND RESPONSIBILITIES

- o Plans, schedules the Preventive Maintenance of the Distribution System lines and equipment on a continuous basis.
- o Plans crew formations and assigns work in accordance with approved schedules.
- o Supervises the maintenance of the primary and secondary overhead and underground distribution lines and equipment.
- o Supervises the scheduled maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionlizers, arrestors and other distribution system equipment.
- o Ensures maintenance work practices in accordance with the WAPDA Distribution Maintenance Procedures Manual.
- o Makes recommendations on changes pertaining to improvements in distribution system.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation.
- o Assures that provision of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS

a. Education

3 year Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available maintenance and operation procedures, standards, schedules, service rules and safety code.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/ Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and the line staff.

POSITION TITLE

Supervisor Emergency Maintenance  
(Level I & II Sub Divisions)

GRADE

BPS-12/16

BASIC POSITION DESCRIPTION

The Supervisor Emergency Maintenance is responsible to the Sub Divisional Officer to whom he is assigned. He has responsibility for the coordination and supervision of work involved in the maintenance and restoration of the overhead and underground distribution lines and associated equipment in case of fault and breakdown under normal and extreme weather conditions that may result into disconnection of supply to the customers. He will also be responsible for attending the customer no power complaints received through the Area Complaint Centers.

MAJOR DUTIES AND RESPONSIBILITIES

- o Guides and supervises the emergency maintenance work of the primary and secondary overhead and underground distribution lines and equipment and supervises the operation of the switches and equipment in case of fault and breakdown.
- o Supervises and directs the operation of the Complaint Centers both in rural and urban areas.
- o Supervises the emergency maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches reclosers, sectionalizers, arresters and other distribution system equipment.
- o Makes recommendations on changes pertaining to improvements in distribution lines.
- o Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- o Ensures that provision of the Union Agreement are followed.
- o Assists in the administration of the WAFDA Safety Program and the enforcement of safety policies and practices.

DESIRED QUALIFICATIONS

a. Education

3 year Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency .

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available maintenance and operation procedures, standards, schedules, service rules and safety code.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at the Sub Division/ Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and the line staff.

POSITION TITLE: Complaints Clerk (Level I, II & III  
Divisions)

GRADE: BPS-5

BASIC POSITION DESCRIPTION:

The Complaints Clerk is responsible to the Supervisor Emergency Maintenance for the operation of the Area Complaint Centre to which he is assigned. His responsibilities include registration of customer "no power" complaints and their prompt communication to the Central Complaint Centre for rectification. He will also be responsible for maintaining upto date record of all complaints registered with the complaint office.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Operates the Area Complaint Centre in shifts as assigned.
- o Receives and registers "no power" complaints reported in person or telephonically by the customers.
- o Promptly communicates customer "no power" complaints to the Central Complaint Centre telephonically or through radio (as the case may be) for rectification.
- o Maintains updated record of all complaints registered, transmitted for rectification or pending transmittal and hands over the same to his next shift counterpart.
- o Ensures that the communications facilities available to him in the complaints Centre (telephone and/or radio) are always in proper working condition. Promptly contacts the relevant maintenance staff in case of trouble in the communications equipment.
- o Takes cognizance of emergent conditions where loss of life and/or property is possible due to damaged power lines and/or equipment and informs the Emergency crews for prompt action accordingly.
- o Performs other related duties as assigned.

DESIRED QUALIFICATION:

a. Education:

At least Matriculation from a recognized institution.

b. Prior Work Experience:

3 years in Power Distribution Offices.

c. Language Proficiency:

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas:

- Knowledge of Distribution lines and equipment terms and nomenclature.
- General Knowledge of the area covered by the relevant Complaint Centre.
- Familiarity with the operation of two way radio.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.
- Must be thorough but concise in recording description and nature of reported complaints.

POSITION ELEMENT:

a. Supervision Received:

Direct supervision is received from the Supervisor Emergency Maintenance.

- b. Judgement to identify the power breakdown complaints where priority attendance is necessary to avoid loss of life and property.



- o Ensures that provisions of the Union Agreement are followed.
- o Assists in the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

#### DESIRED QUALIFICATIONS

a. Education

3 years Diploma in Electrical Engineering.

b. Prior Work Experience

Minimum of 4 to 5 years experience in a major functional area of distribution work.

c. Language Proficiency.

Must be reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

#### POSITION ELEMENTS

a. Supervision Received

Under direction of the Service and Maintenance & Operation Engineer he follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and maintenance procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of Line Superintendent II, Linemen and Assistant Linemen.



c. Language Proficiency

Must be fluent in written and spoken Urdu. Some working knowledge of English is desirable.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong oral and reasonable written communication skills.
- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction, maintenance and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/ Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE Lineman I & II (Level I, II & III Divisions)

GRADE BPS 7 and 6

BASIC POSITION DESCRIPTION

The Lineman (I or II) is responsible to Line Suptd or the Line Foreman to whom he is assigned. The Lineman performs all types of line work involved in the installation, maintenance, operation, removal and inspection of electric distribution facilities. He will work on electric lines and equipment dead or energized at LT voltage. He will operate dead or energized HT reclosers, sectionalizers and replace fuses and operate cutouts.

MAJOR DUTIES AND RESPONSIBILITIES

- o Responsible to Line Superintendent incharge of work.
- o Perform duties in accordance with WAPDA safety rules, operating regulations and practices. Report unsafe conditions and practices to the proper authority.
- o Use and care for insulated protective equipment such as rubber gloves, when working on lines energized up to 450 volts.
- o Train Assistant Linemen.
- o Install or remove three-phase transformers on structures/ poles or ground-mounted platforms.
- o Make proper transformer earthing connections.
- o Identification of line voltages by means of the transformer nameplate.
- o Use volt meters, ammeters and voltage detectors, on equipment where required.
- o Install and maintain street lights and street light systems.
- o Patrol and inspect distribution lines and report conditions found.
- o Install and remove three-phase capacitor banks on poles. Check and remove faulty units.
- o Install and remove single phase and three phase services.
- o Install, maintain, and switch underground facilities under the supervision of a Line Superintendent. Be able to remove underground facilities when required.

- o Utilize proper standard drawings, interpret specifications and proceed with construction, operation and maintenance work with a minimum of supervision.
- o Supervise crew members assigned and display leadership and judgement when in charge.
- o Operate line switches; locate and repair faults; re-fuse line and transformer cutouts and change line and transformer connection.
- o Know when and where to install temporary protective earthing on de-energized lines for safety purposes.
- o Using standards, determine fuse size and L.T. conductor size for transformers of different capacities.
- o Install and remove when required line regulators, reclosers, sectionalizers, switches, and other distribution equipment.
- o Follow proper procedure and perform switching as directed on distribution lines.
- o Install, replace and connect pad mount transformers.
- o Maintain tools, equipment and work areas in a clean and orderly condition.
- o Maintain required personnel and work records.
- o Use Earth Tester and Meggar for earth resistance testing and insulation resistance testing of conductors, insulators and underground cables.
- o Install meters and meter equipment.
- o Assist employees of equal or higher classification.
- o Report irregularities or abnormal conditions to the proper authority.
- o Direct the loading and unloading of distribution equipment.
- o Direct the work of the Assistant Lineman in the absence of Line Superintendent.

#### DESIRED QUALIFICATIONS

##### a. Education

Matriculation

b. Prior Work Experience

Minimum of three years experience as an Assistant Lineman.

c. Language Proficiency

Must have the ability to read and write the local language.

d. Knowledge of Specific Areas

Comprehensive knowledge of WAPDA construction operation and maintenance practices and procedures, and distribution facilities is required.

e. Abilities and Skills

- Communication skills in writing and speaking the local language.
- Must know the WAPDA Distribution Standards and procedures.
- Must have ability to deal with employees, customers, and the general public.
- Must know various distribution circuit connections, voltages of lines, phasing and transformer connections and switching devices.
- Must have the ability to interpret field prints, switching diagrams and know the fundamentals of electricity.

POSITION ELEMENTS

a. Supervision Received

Directions are received from Line Superintendent/Line Foreman regarding policies, procedures and operations.

b. Available Guidelines

Pertinent distribution standards, electricity rules and WAPDA safety code

c. Exercise of Judgment

Required to exercise sound judgment and arrive at correct decisions pertaining to job duties.

d. Authority to Make Commitments

No authority to make commitments.

e. Nature Level and Purpose Contacts

Contacts with associates, supervisors, customers and public for job related matters.

f. Supervision Exercised

In the absence of the Line Superintendent directly supervises the Assistant Lineman and has management and supervisory responsibility for the assigned task.

POSITION TITLE     Assistant Lineman (Level I, II & III Divisions)

GRADE                BPS 5

BASIC FUNCTIONAL DESCRIPTION

Assistant Lineman is responsible to the Lineman. He assists, attends and helps in the installation, rearrangement, maintenance, operation, removal and inspection of electrical distribution facilities from the ground only.

MAJOR DUTIES AND RESPONSIBILITIES

- o Performs duties in accordance with the WAPDA safety code, operating regulations and practices. Reports unsafe conditions and practices to proper authority.
- o Assists Lineman -I and Lineman-II in the performance of their duties working from the ground only.
- o Assists in maintaining vehicles, tools and plants (T&P) and line material, and keeps them in proper repair, adjustment and clean.
- o Assists and attends Lineman-I and Lineman-II while they are working on structures/poles through the use of rope, pulley and equipment bag.
- o Performs artificial respiration and cardio pulmonary resuscitation (C.P.R.) as specified in WAPDA safety code.
- o Constructs pulley block lines -single pulley/double pulley.
- o Coils and uncoils ropes. Insures proper care and storage.
- o Ties various rope knots used in line work.
- o Assists in loading, unloading and hauling of structures/poles, tools and plant (T&P) and other electrical equipment.
- o Dig holes for structures, anchors holes, trenches, etc.
- o Assists in installing and replacing structures/poles other electrical equipment working from the ground only.
- o Assists in the installation of strut stay or support guy from the ground only.
- o Assembles material for and install anchors and guys.
- o Cares for and uses various kinds of personal protective equipment as specified in WAPDA safety code.

- o Identifies various lines high tension (H.T), low tension (L.T) and street light and how to determine voltage while working on the ground.
- o Assembles material for single and double crossarms while working on the ground.
- o Assists in stringing wire on new construction or on de-energized lines working on the ground only such as pulling out conductors or maintaining wire stand or wire trailer.
- o Splices solid and stranded conductors using proper splice and press.
- o Assembles various kinds of secondary and primary deadend and street light material in preparation for sending aloft by means of rope and pulley.
- o Assists in the installation or removal of services from building side only while "dead".
- o Assists in the installation of underground facilities such as digging trenches, laying of conduits, pulling of conductors and back filling trench.
- o Foot patrols and inspects high tension (H.T) and low tension (L.T) lines, street lights and maintains records.

DESIRES QUALIFICATIONS

a. Education

Must be Matriculate.

b. Prior Work Experience

No previous line work experience required.

c. Knowledge of Specific Areas

- Must have the ability and desire to acquire the necessary knowledge and skills to perform the duties and responsibilities of Lineman Grade I.
- Knowledge of how to test and support suspected defective single and two pole structures.

d. Abilities and Skills

- Must have ability to work with employees, customers and general public in a courteous and proper manner.
- Must be familiar with tools.

- Must have the ability to work aloft on poles, towers and structures (physical and mental fitness).
- Becomes familiar with distribution tools and equipment and the maintenance of same.

#### POSITION ELEMENTS

a. Supervision Received

Directions are received from Line Superintendent regarding policies, procedures and operations.

b. Available Guidelines

Pertinent distribution standards, electricity rules and WAPDA Safety Code

c. Exercise of Judgment

Required to exercise sound judgment and arrive at correct decisions pertaining to job duties.

d. Authority to Make Commitments

No authority to make commitments.

e. Nature Level and Purpose Contacts

Contacts with associates, supervisors, customers and public for job related matters.

f. Supervision Exercised

In the absence of the Line Superintendent directly supervises the Assistant Lineman and has management and supervisory responsibility for the assigned task.

POSITION TITLE: Senior Clerk - Personnel

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Senior Clerk is responsible to the Sub Divisional Officer for processing cases for personnel actions, postings, transfers, disciplinary cases, and increments. Prepares payroll and statement of legal cases.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Prepares cases of fixation of salary, grant of increments, workmen compensation, pension, welfare grants and scholarships to the employees children.
- o Prepares payroll of the Sub Divisional staff.
- o Prepares cases of posting, transfers and disciplinary action.
- o Places copies of personnel actions in the relevant personal files.
- o Prepares pay bills and updates of Service Books.
- o Drafts correspondence regarding establishment cases.
- o Does noting, drafting and referencing for all kinds of incoming letters regarding establishment, disciplinary and FIA cases.
- o Maintains record of Establishment Section.
- o Drafts reminders of routine nature for the signature of Sub Division Officer.
- o Any other duty assigned by the Sub Division Officer.

DESIRED QUALIFICATION:

a. Education:

Direct recruitment (for one third of the vacancies):  
Intermediate in AAs/Science/Commerce or Senior Cambridge with  
"B" grade.

or

By promotion as per WAPDA Service rules.

b. Prior Work Experience:

None for direct hires. Three to five years experience for promotees depending upon the academic qualifications.

c. Language Proficiency:

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas:

- Knowledge of office routine
- Knowledge of WAPDA Services Rules.

e. Abilities and Skills:

Communication skills.

POSITION ELEMENTS:

a. Supervision Received:

Direct supervision is received from Sub Division Officer.

b. Available Guidelines:

WAPDA Service Rules/Procedures and instructions from the Sub Division Officer.

c. Exercise of Judgment:

None.

d. Authority to Make Commitments:

None.

e. Nature, Level, and Purpose of Contacts:

None.

f. Supervision Exercised

Supervises the work of Junior Clerks.

POSITION TITLE: Junior Clerk - Enquiries

GRADE: BPS-5

BASIC FUNCTIONAL DESCRIPTION:

The Junior Clerk - Enquiries is responsible to the Senior Clerk - Personnel for maintenance of correspondence files and keeping record of activities pertaining to the customer complaints and enquiries.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files on correspondence regarding customer complaints and enquiries.
- o Maintains record of reports regarding customer complaints and enquiries and on the activities assigned.
- o Keeps track of the correspondence.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

a. Education:

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per service rules

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

POSITION ELEMENTS:

a. Supervision Received:

Receives direct supervision from the Senior Clerk - Personnel.

c. Exercise of Judgment:

Nil.

POSITION TITLE

Junior Clerk - Recordkeeper  
(Level-I Division)

GRADE

BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Recordkeeper is responsible to Senior Clerk Personnel for maintaining personnel subject files and personal files and putting up the documents/files with the incoming mail for further action. Looks after the movement of the files.

MAJOR DUTIES AND RESPONSIBILITIES

- o Maintains personal files and subject personnel files for the Division.
- o Retrieves files as and when required by the Divisional staff.
- o Receives incoming mail/correspondence/documents and puts up with relevant file to the concerned officials for further action.
- o Maintains file movement register and notes movement of all files.
- o Maintains all the files in his safe custody.
- o Replaces and repairs old file cover and sets its binding.
- o Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

i. Secondary School Certificate Examination with 'C' Grade or equivalent qualification from a recognized University or Board or Junior Cambridge.

ii. A minimum speed of 40 words per minute in typing.

or

- By promotion as per service rules

b. Prior Work Experience

None for direct hires. Five years experience in case of promotees.

c. Language Proficiency

Reasonable fluency in spoken and written and spoken Urdu language. Can read English language.

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.