-PN-ABU-342

LEVEL-II DIVISION GUIDE

ORGANIZATION & YARDSTICK

PROCEDURAL CHANGES

TRAINING BENEFITS

BASIC PAY SCALES

POSITION DESCRIPTIONS

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LEVEL-II DIVISION
INTRODUCTION

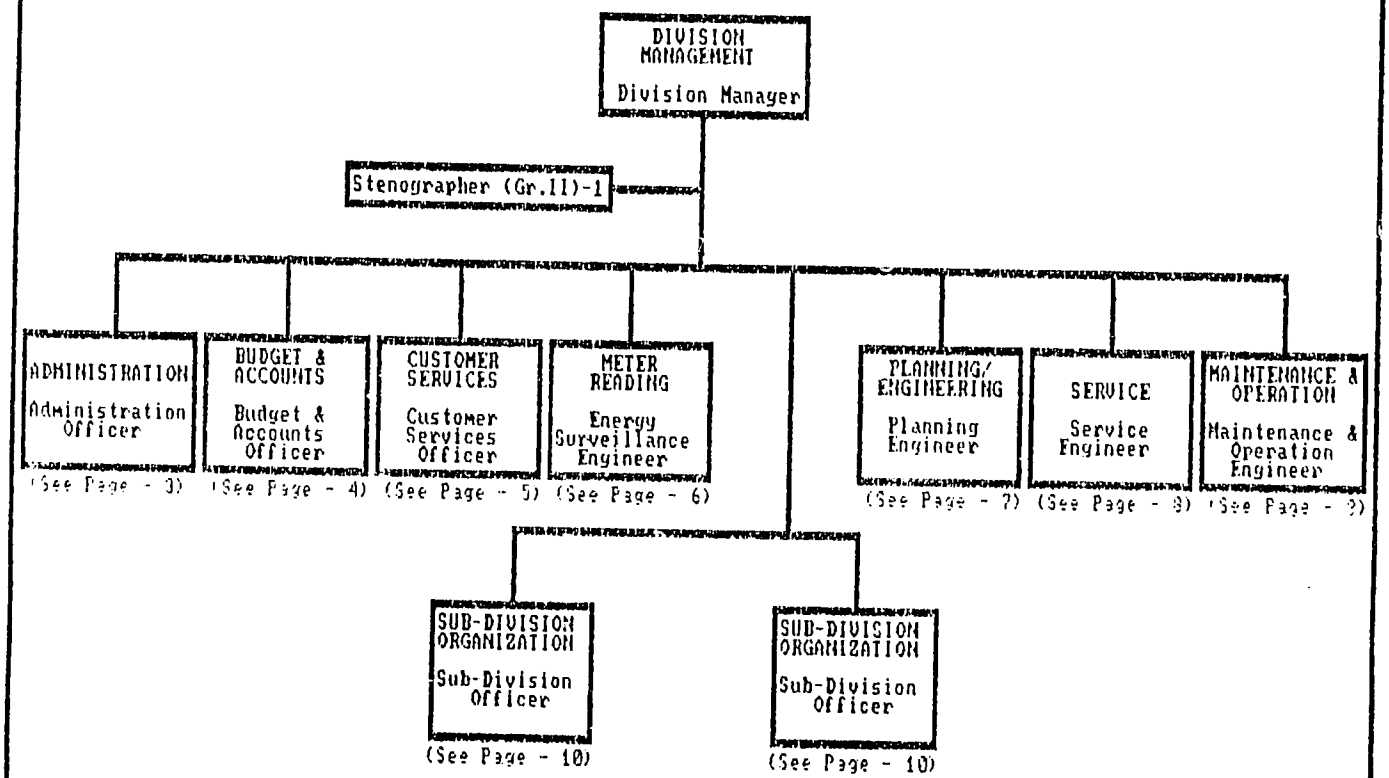
This Guidebook contains a description of the Level-II organization, organization charts with yardsticks, position description a summary of the changes, the scope of functional responsibilities, training outlines and a description of the new and/or available procedures that will be used by the field formations.

A level-II reorganized division will be comprised 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. 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 procedure.

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

The Organization Chart on the following page shows the Division reorganization under Level-II. Yardstick proposed are shown on an organizational basis for the Division Manager, Customer Services, and Sub-Division formations on page 2 to 9 respectively.

DIVISION OFFICE
(FOR 60,000 CUSTOMERS)
LEVEL-II DIVISION ORGANIZATION & YARDSTICK



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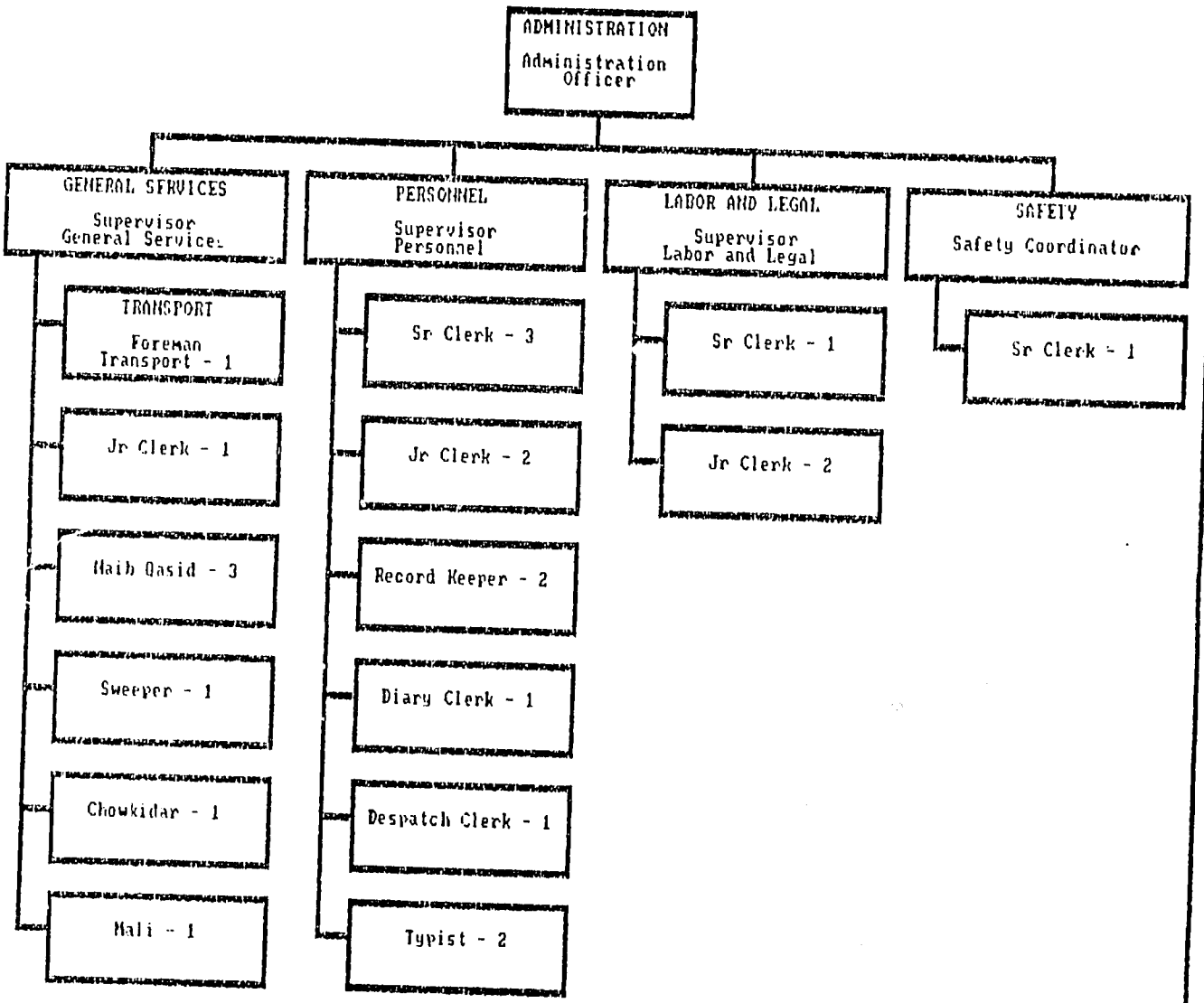
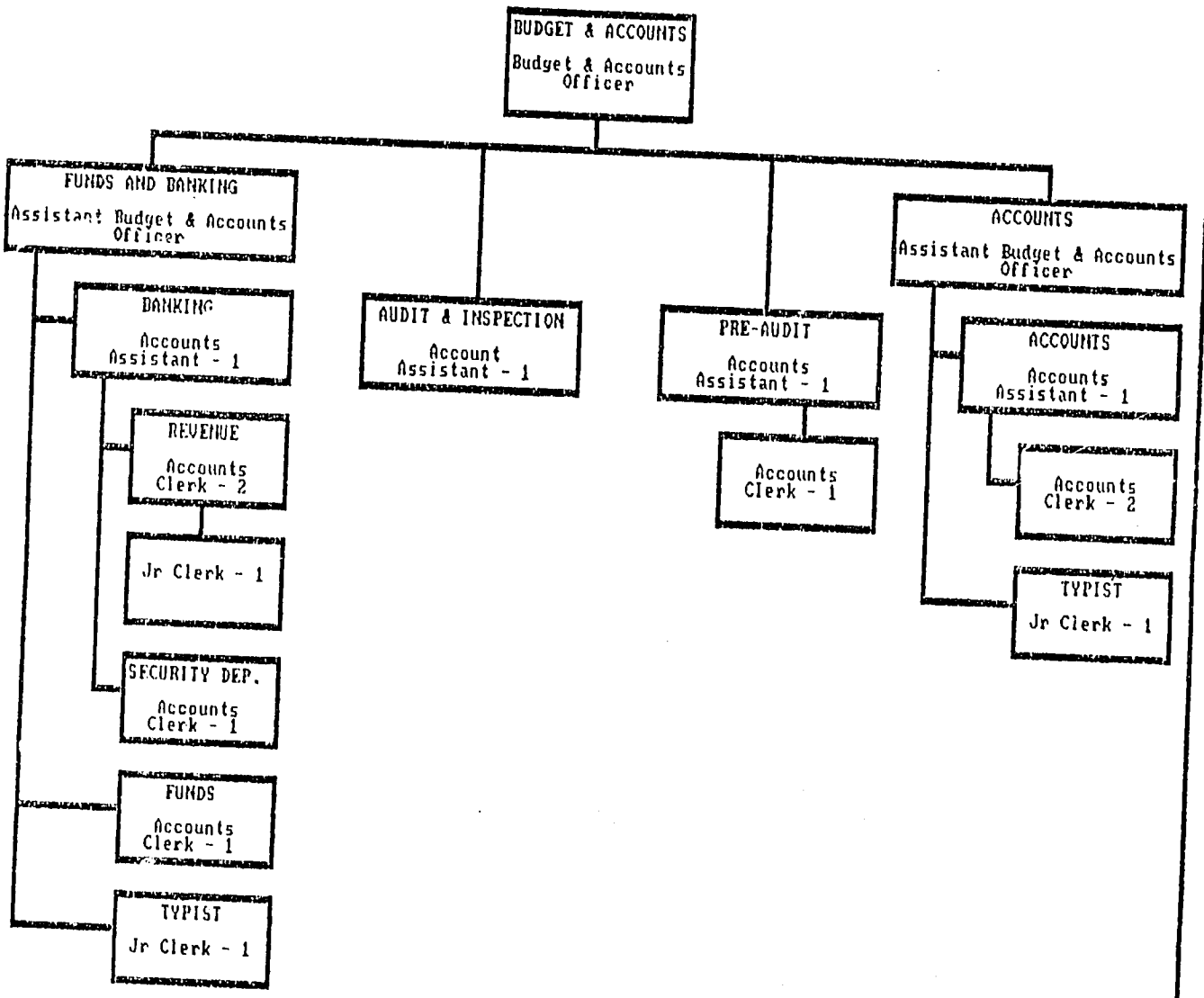
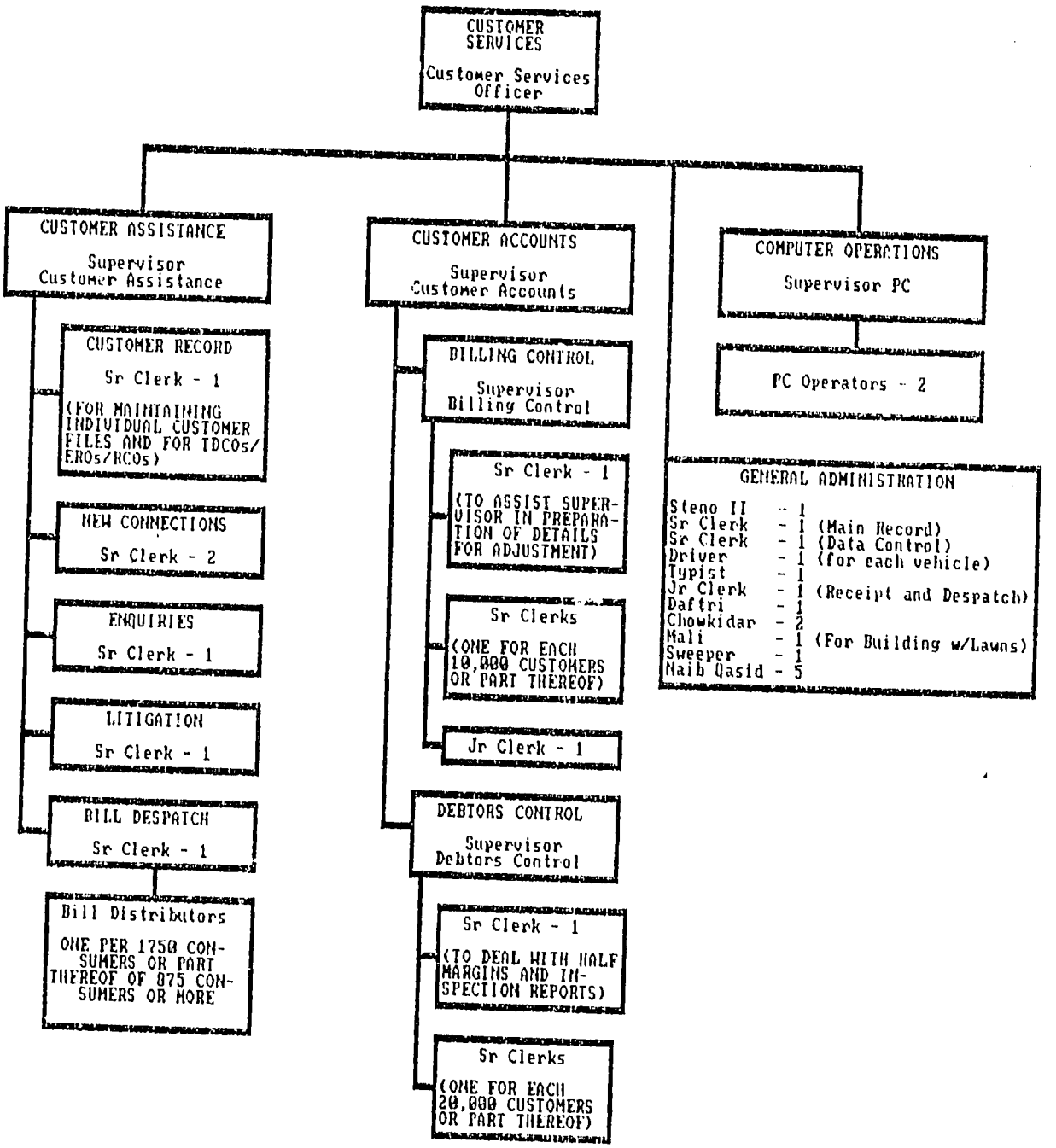
DIVISION OFFICE
LEVEL-II DIVISION ORGANIZATION & YARDSTICK
ADMINISTRATION



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



DIVISION OFFICE
LEVEL-II DIVISION ORGANIZATION & YARDSTICK
CUSTOMER SERVICES



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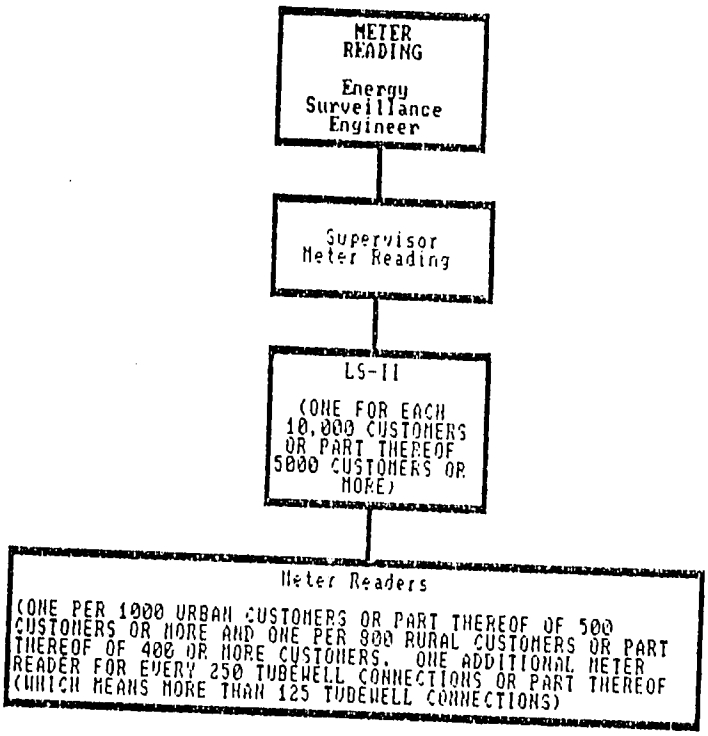
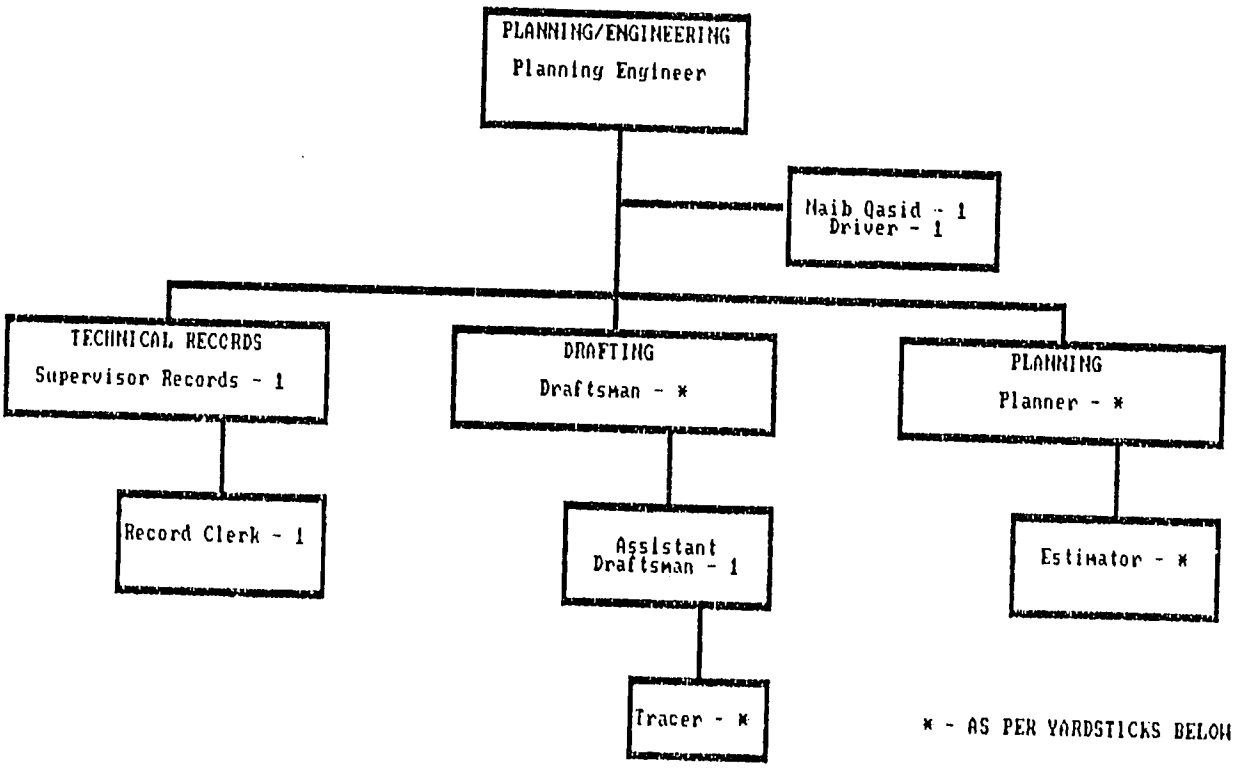
DIVISION OFFICE
LEVEL-II DIVISION ORGANIZATION & YARDSTICK
METER READING



DIVISION OFFICE
LEVEL-II DIVISION ORGANIZATION & YARDSTICK
PLANNING/ENGINEERING



* - AS PER YARDSTICKS BELOW

YARDSTICK:

- ONE PLANNER AND ONE ESTIMATOR FOR 15 GENERAL, 1 INDUSTRIAL AND 2 TUBEWELL CONNECTIONS PER MONTH OR PART THEREOF.
- ONE DRAFTSMAN AND ONE TRACER FOR 30 GENERAL, 2 INDUTRIAL AND 4 TUBEWELL CONNEDTIONS PER MONTH OR PART THEREOF

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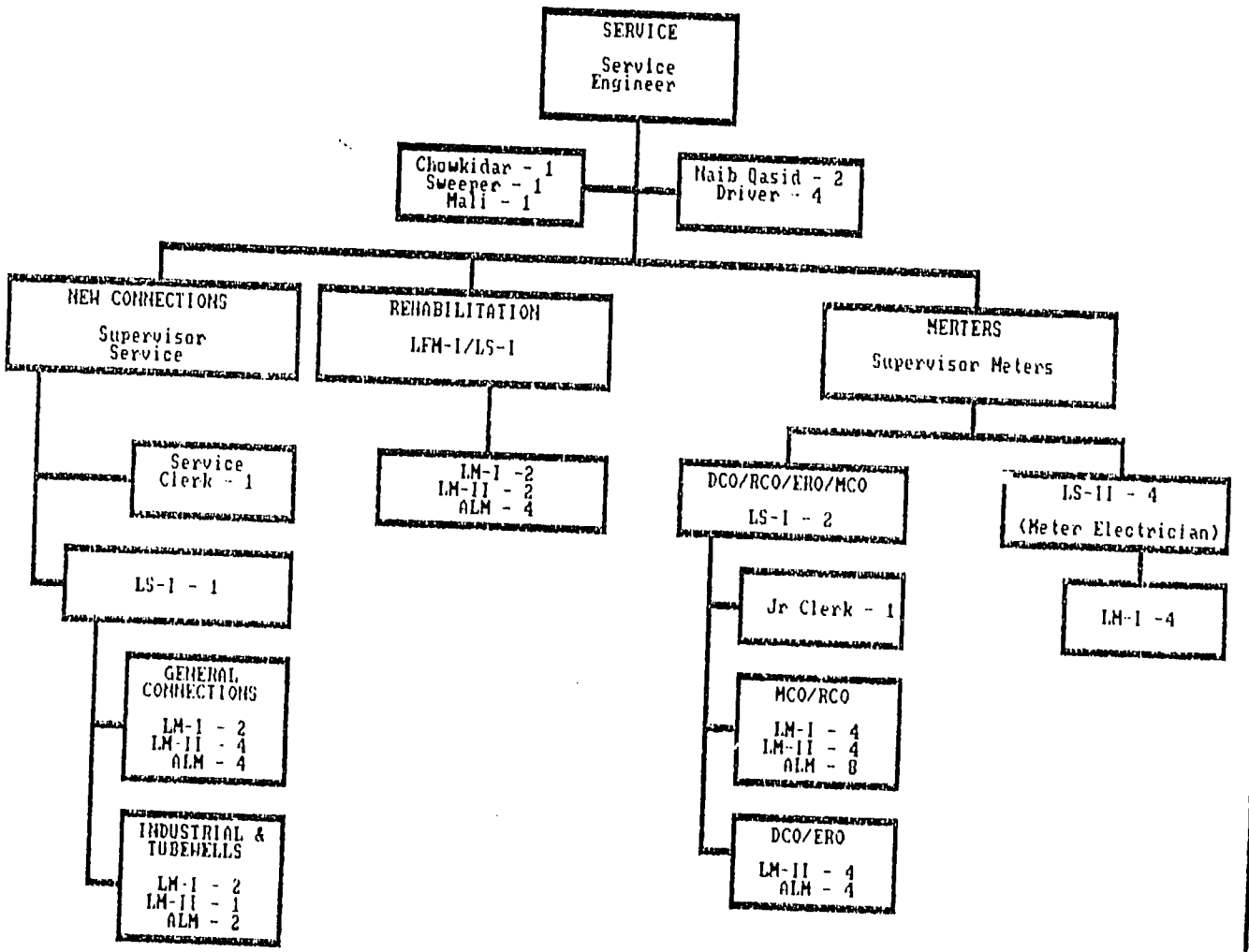
DIVISION OFFICE
LEVEL-II DIVISION ORGANIZATION & YARDSTICK
SERVICE



YARDSTICK:

NEW CONNECTIONS: (GENERAL)	ONE CREW (ONE LM-I, TWO LM-II & TWO ALMs) TO INSTALL FIVE CONNECTIONS PER DAY.
INDUSTRIAL/TUBEWELL:	ONE CREW (ONE LM-I, TWO LM-II & TWO ALMs) TO INSTALL FIVE CONNECTIONS PER DAY.
MCO/RCO:	TWO CREWS (TWO LM-I, TWO LM-II & FOUR ALMs) FOR FIRST 20,000 CUSTOMERS AND FOR EACH ADDITIONAL 20,000 CUSTOMERS ONE CREW OR PART THEREOF, 10,000 CUSTOMERS OR MORE.
DCO/ERO:	TWO CREWS (TWO LM-II & FOUR 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, TWO LM-II & TWO ALMs) TO EXECUTE THREE TO FOUR LT REHABILITATION WORKS PER MONTH.
METER ACCURACY TESTING:	TWO CREWS (TWO METER ELECTRICIANS AND TWO LM-I) FOR FIRST 20,000 CUSTOMERS AND FOR EACH 20,000 CUSTOMERS ONE CREW OR PART THEREOF, 10,000 CUSTOMERS OR MORE.
CHOWKIDAR, SWEEPER/MALI:	ONLY IF OFFICE IS IN A SEPARATE BUILDING/A LAWN IS TO BE MAINTAINED.

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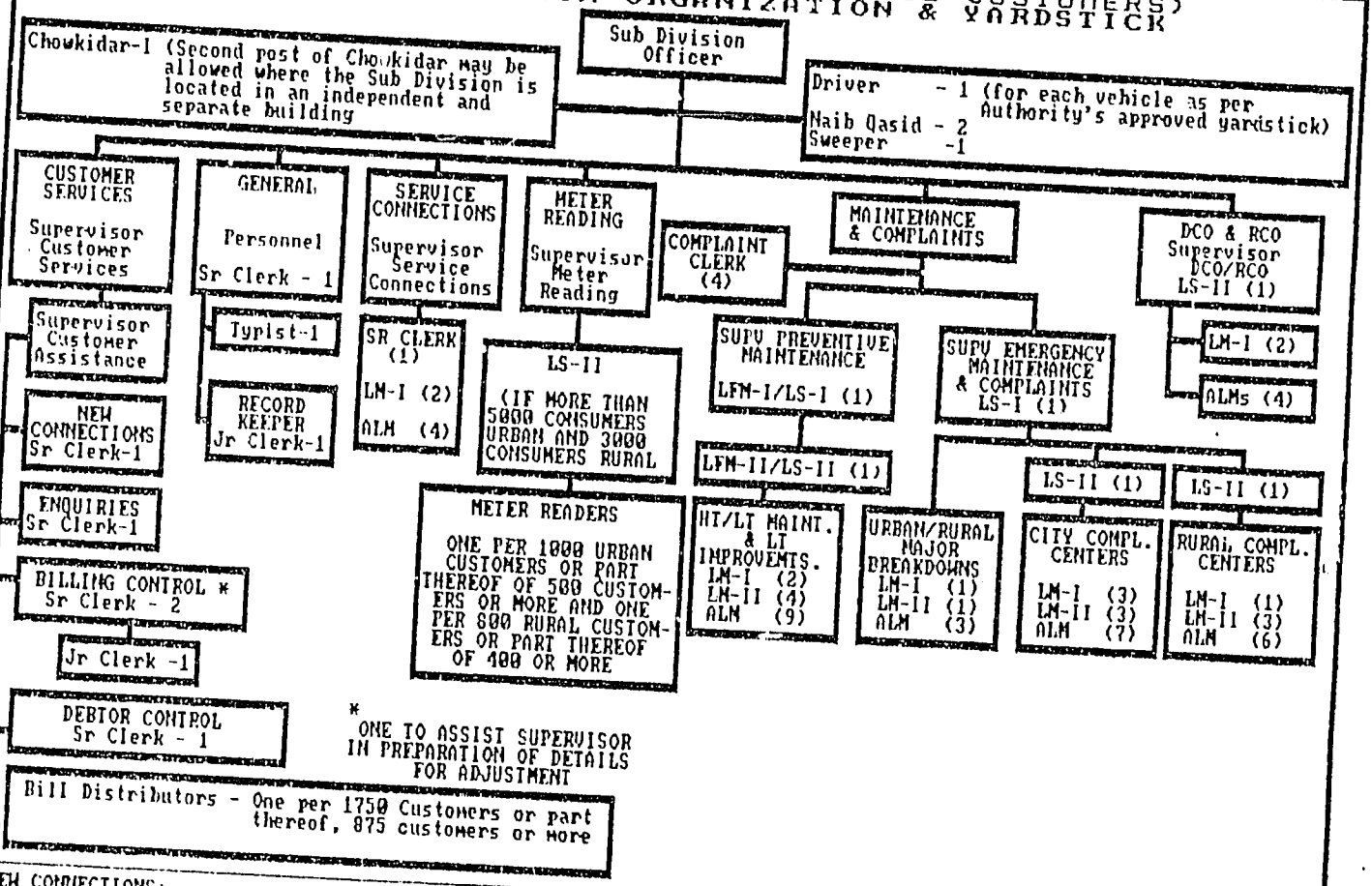
SUB DIVISION OFFICE – (FOR 10,000 CUSTOMERS)
LEVEL-II DIVISION ORGANIZATION & YARDSTICK



YARDSTICK

NEW CONNECTIONS:
LM-I (2), ALM (4) TO INSTALL 2 GENERAL CONNECTIONS AND/OR 1 INDUTRIAL/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)
EVENING SHIFT - LM-I (1), LM-II (2), ALM (4)
NIGHT SHIFT - LM-I (1), ALM (1)

THREE SHIFTS - STAFF TO OPERATE FROM ONE (CENTRAL) LOCATION. STAFF FOR 10,000 CUSTOMERS OR PART THEREOF 5000 CUSTOMERS OR MORE.

RURAL - ONE COMPLAINT CENTER EVERY 8 TO 10 KILOMETER OF RADIUS EACH

COMPLAINT STAFF
MORNING SHIFT - LM-II (2), ALM (3)
NIGHT SHIFT - LM-I (1), LM-II (1), ALM (3)

TWO SHIFTS - STAFF DIVIDED OVER THE COMPLAINT CENTERS. STAFF FOR 6000 CUSTOMERS OR PART THEREOF 3000 CUST. OR MORE.

PREVENTIVE MAINTENANCE:

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

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

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:
PONE 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 CATAGORY.

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

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

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III. ORGANIZATIONAL CHANGES

DIVISION

The Level-II organization basically consists of the following changes from the Level-I organization.

A: Administration

There will be no change in the Level-I organization for level-II Reorganization.

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 Account-Funds and Divisional Accountant-Accounts will be absorbed in the budget and accounts section and redesignated as accounts assistant.

C. Customer Services

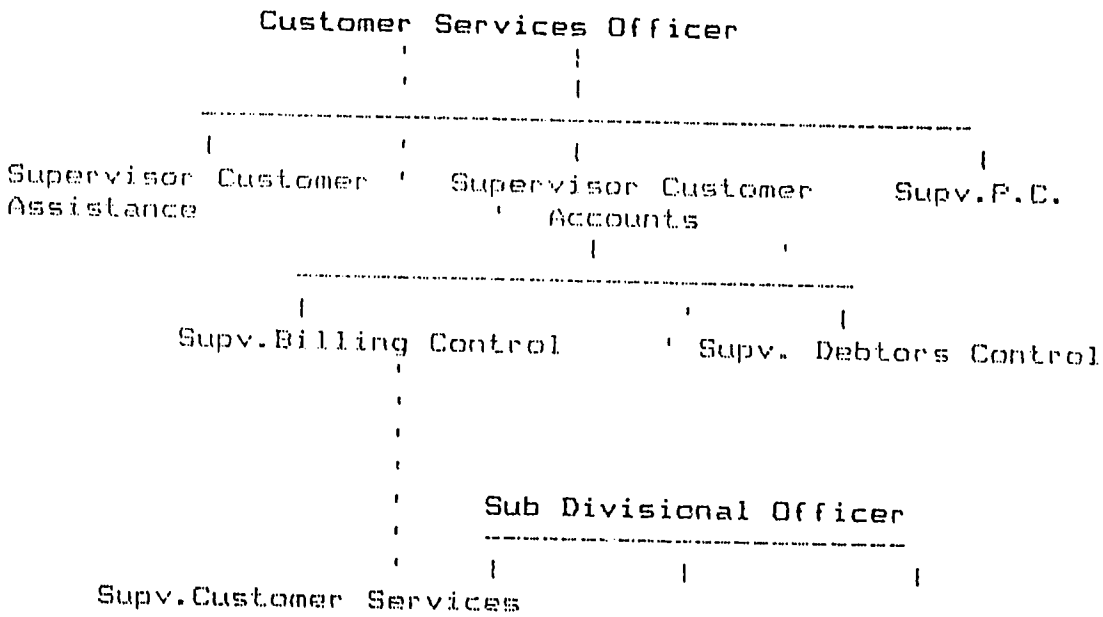
The Revenue Office previously under the administrative control of Circle, was converted to the Customer Services Office reporting directly to the Division Manager in Level-I reorganization. The new division Customer Services office was equipped with a computer to enter and validate data prior to updating and billing customer accounts.

The Level II Customer Services organization will undergo changes synonimous with its name i.e., become more customer service oriented. More customer oriented services like; submission and processing of new applications and bill distribution will be added under the direct control of Customer Services Officer. In Level-II divisions where remote subdivisions also exist, similar customer services sections will be added under the administrative control of SDO but functionally reporting to the Customer Services Officer in the division.

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 with an additional supervisor in the remote subdivisions.

An important change in the organization is 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 DM, 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.

Following is an extract of customer services organizational structure showing salient positions followed by the detailed functional activities:



The customer services function is responsible for the following activities:

a. Customer Assistance

Customers requesting a new service will make their application to Customer Assistance. The required documents will be prepared and processed at the computer. The design of the physical facilities will be done by the Planning Engineer. Applications for service above 70KW will be forwarded to the Superintending Engineer for action.

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.

b. 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.

c. Computer Operations

The use of computer systems will be an important tool in providing management with information for improving control. In the Divisions 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 applications, 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.

D. Planning and Engineering

Planning Section

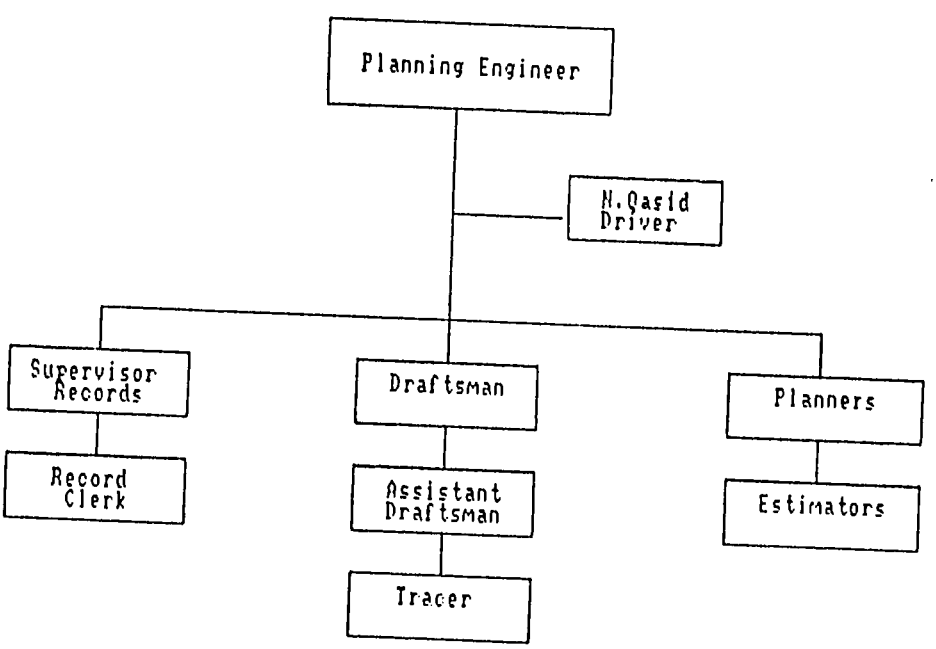
- The Planning Section will be supervised by a Planning Engineer of Grade 17.

- The Planning Engineer will be assisted by Planners (Line Superintendents of grade 12/11) and Estimators (Lineman-I of grade 7) in planning and expansion or modifications to the network and 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 and Draftsmen and Tracers are assigned for this purpose.

The Organization Chart for Level II, Divisions Planning Engineering function is as follows:



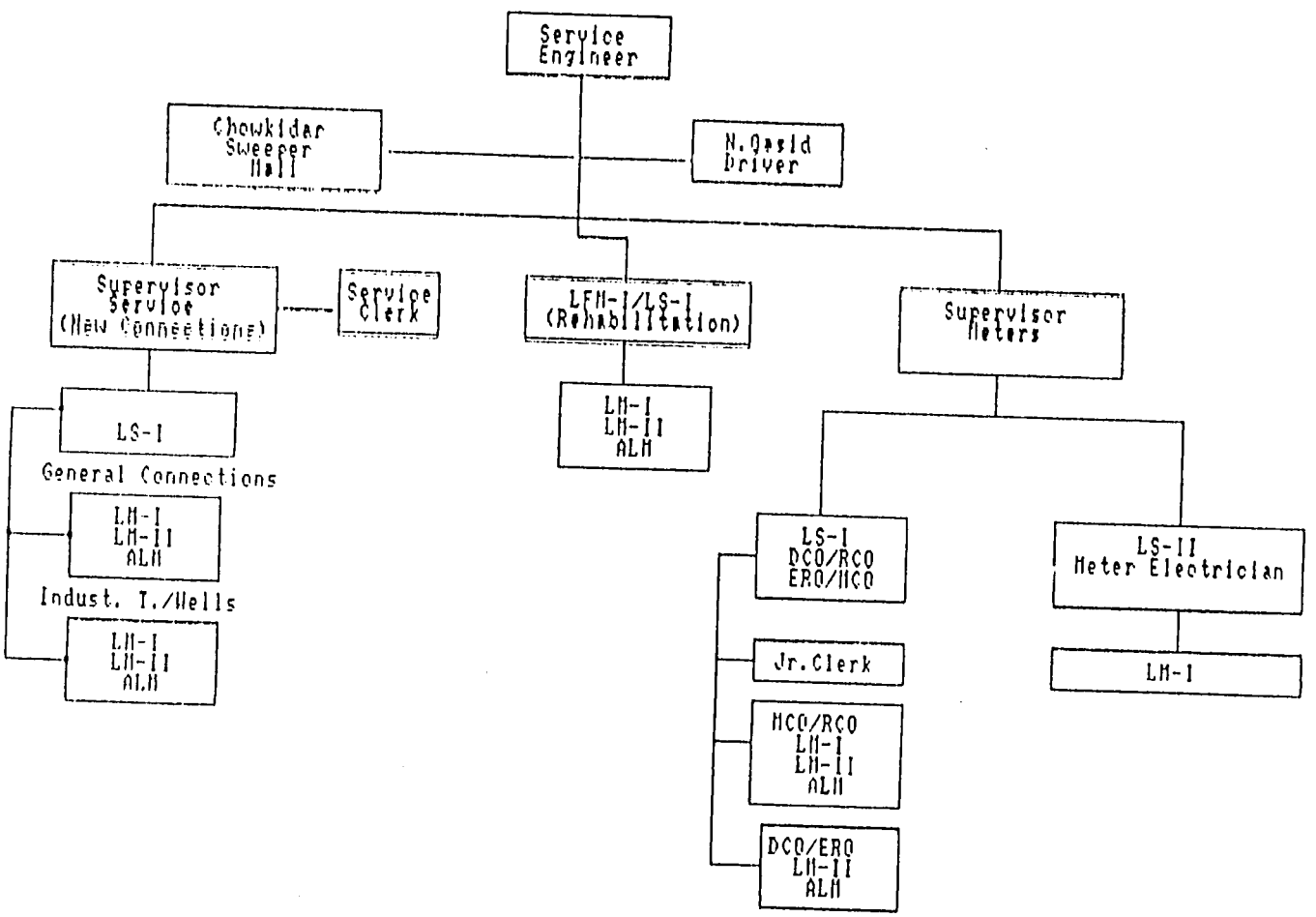
E. Service Section

- The Service Section will be headed by a Service Engineer of grade 17 who will be responsible for installation of customer services including meters, extensions/modifications and improvements of secondary lines and service drops, disconnection and reconnections of customer services; and meter testing and replacement.

  The Service Engineer will be assisted by Supervisors (Line Superintendents of grade 16/12) in supervising and executing the assigned responsibilities through subsections 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 Level II, Divisions, Service function is as follows:



F. Maintenance & Operation (M&O) Section Organization

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

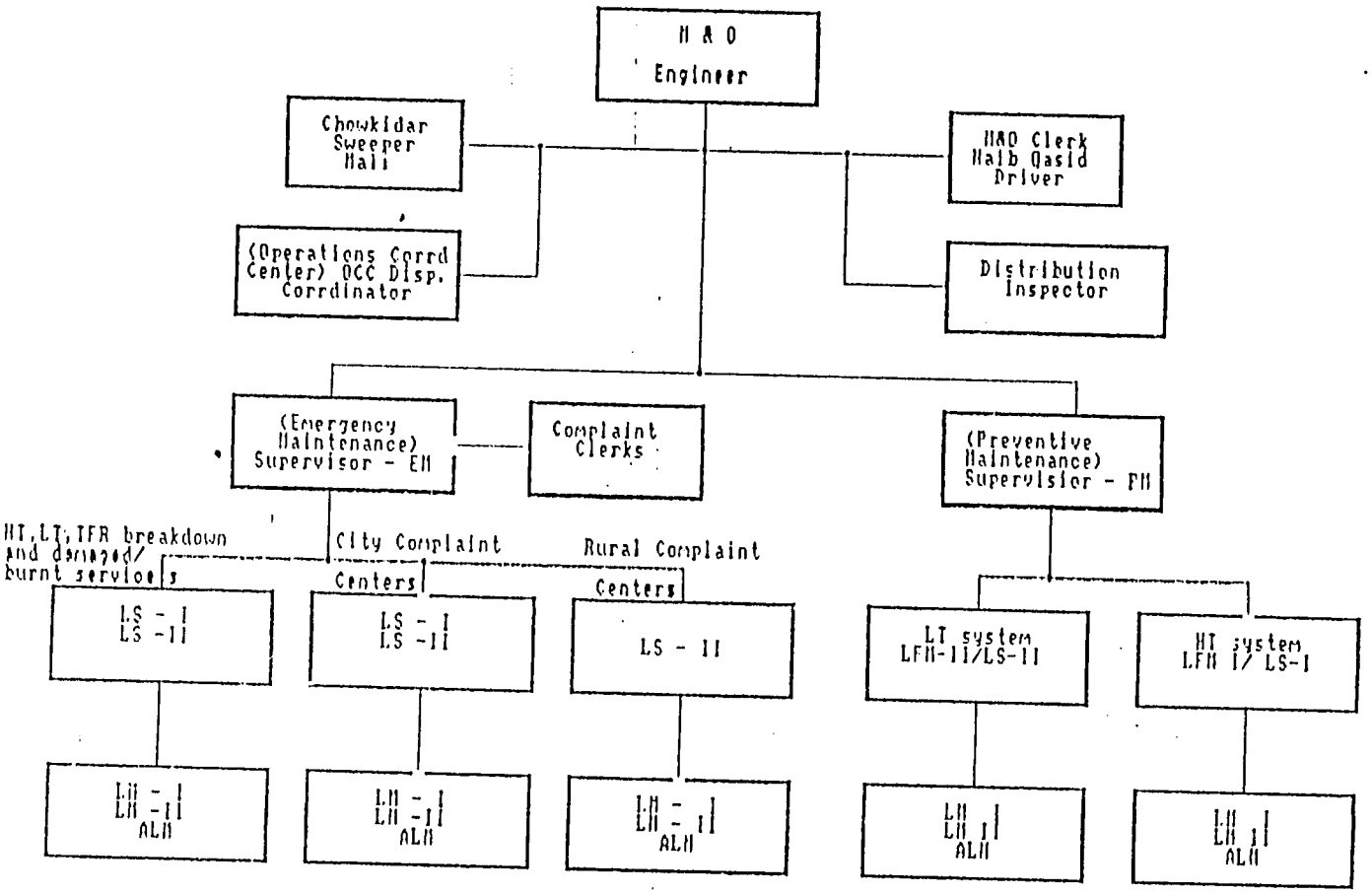
- A service despatch center (Operation Coordinating Center (OCC) operated by despatch coordinators (LS-I of grade 16) round the clock, will be established to receive the transmit information about work activity system conditions, giving clearances to ensure safe working areas and arrange for maintenance 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 will 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 no power complaints as well as system outages occurring due to emergency conditions created by storms, rains and floods etc. both in urban and rural areas.

- 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 Level II, Divisions M&O functions is as follows:



Sub Division (Remote)

There will be no further organization change in the Remote Sub Division of Level-II Reorganization. It will be same as Level-I Sub Division.

IV. FUNCTIONAL PROCEDURES/CHANGES

A. Administration

- o Functions/procedures performed under Level I will remain unchanged in Level II.

B. Budget and Accounts

- o The functions/procedures performed under Level I, will remain unchanged. The B&AO will be vested with the powers to preaudit bills up to Rs.10,000.

C. Customer Services

A revised Commercial Procedure Vol.IV (Yellow Book) has been written to apply to the Level II 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 Division PC.

Data Entry:

New Applications
Meter Reading
Adjustments

Data Output:

MIS Reports
Exception Reports
Customer History (Enquiries)

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 its 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 WAPDA and WAPDA will function as a better corporate entity.

Following are the salient features of revised Commercial Procedures:

Expanded Master Record:

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
Pole 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

New Applications:

The application for service connection will now be submitted to the Customer Services Office instead of S.D.O. Therefore, Customer Services will become the only point of contact for the customer for obtaining connection, lodging billing complaint or making other enquiries. This "one window service" concept will greatly facilitate the customer as well as convert the Customer Services into a real Customer Services Office. The computer in the Customer Services Office will be used for registering application, monitoring and control of the new application procedure and issue MIS reports for follow up action by field engineers and act as a tool of control by Division Manager and his superiors to see that fair and prompt service is provided to WAPDA's customers. Following are the main features of new application process in the revised Commercial Procedures:

Computer Registration
Allocation of Priority by Computer
Tariffwise Control of Priority
One Window Service
Completeness of Data Validated

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 "log checking lists" 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 centre. 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 Computer Entered and Validated in the Division

Data Transmitted to Main Billing Computer on Diskette

Control on Estimations

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. Planning and Engineering

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. Reimbursement Work Order System

e. Location Code

f. PC Feeder Analysis 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 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.

E. Service, Maintenance & Operation

The division/subdivision 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.

VI. TRAINING AND IMPLEMENTATION

A. Administration

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

Training to all level personnel will be provided by PTAT in respective offices of WAPDA.

o 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

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

o 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

Two formal Commercial Procedures courses will be available; a Customer Services Management course for officers and managers and a Customer Services Clerical course for clerks. Both these courses will offer introduction to the concepts of Level-II and give details of revised Commercial Procedures as applied in the Level-II divisions. The Customer Services Commercial Procedure courses dwell more on the details of procedures introduction to computer operations and flow of communication in a two way traffic i.e., compliance of instruction from the top and feedback from the bottom. The proper, timely and legible filling of new transaction forms will be taught together with the importance of these computer inputs that form the basis of computer generated outputs and its significant impact on the results that will affect WAPDA's management. A Customer Services Management course is complete and is being presented to Directors and Dy. Directors Customer Services from HQ and AEHs. 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.

An implementation team consisting of WAPDA'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. The implementation schedule will be made such that it follows the training of respective divisions whose officers and staff have already attended the previously mentioned courses prior to implementation. A supervisory committee will comprise of WAPDA's HQ and AED Directors both from Customer Services and Computer Sections with the PIAT 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 encoutered 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.

D. Planning /Engineering

Division Planning Engineer and the Planners will be trained in PC based HT/LT feeder analysis program and the development of related work orders. 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 PIAT as necessary.

It will be the responsibility of the AED 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.

Availability of recommended staffing along with necessary transport, I&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 for Level II Divisions.

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

E. Service, Maintenance & Operation

Supervisor Meter 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. A training course is in the final stages of development at the DTI and is expected to be available for implementation shortly. The training course will be offered at the DTI or at the Faisalabad Training Center.

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

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

As like level I, emphasis has been placed on preventive maintenance of the system on a regular basis under the Level II Divisions 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/Subdivisions. However, if required and as determined by the Division Managers, to update and refresh the technical knowledge and to improve upon the existing work practices, the line staff in the Level II and III Divisions including the supervisors should undergo training in Distribution Construction, Maintenance and

Operation functions at the DII Lahore or Faisalabad Training Centers (for supervisory level training) and at the Circle Level Lineman Training Schools.

Following courses will be offered 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 PTAT as necessary.

Availability of recommended staffing along with necessary transport, I&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 for Level II and III Divisions.

VI. BENEFITS

A. Administration

o The payroll will be computerized and it will save substantial time of the staff.

o Duties and responsibilities will be clearly defined which will result into better productivity rather than confusion.

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

o 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

o 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.

o The Division Manager 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 Division Manager will not be required. With the delegation of these functions to the Budget & Accounts Officer and Division Manager 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 Accounts, 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 AFR and the Headquarters.

- The Budget & Accounts Officer will be able to provide better guidance to the Division Manager 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 be available on computer

Improved Reporting system as detailed data base is built-up.

Provides for Improved System Planning as pole/transformer data associated with customer usage will be available through the computer.

NEW APPLICATIONS:

Personal discretion will be minimized due to computer monitoring and follow up of application status.

Customer convenience due to one window service.

Fair and impartial service on first come first served basis with computer priority system.

METER READING

Reducing billing errors due to log clearance at division level.

Reduced time between meter reading and billing due to?

Reduced personel discretion of meter readers

BILLING

Improved cash flow because of prompt and error free billing.

Expedient updating of Master File now on a daily basis.

First bill will be issued promptly to the benefit of both WAPDA and customer.

D. Planning and Engineering

- Optimal use of resources available to WAPDA.
- Reduction of system losses through improved engineering.
- Improvement in system configuration through proper designing.
- Periodic review of the system conditions for timely improvements to accommodate future loads.
- Enhancement of system reliability ensuring continuity of supply through proper system planning.
- Improvement of quality of service to existing consumers including voltage levels and outage durations.
- More efficient review of cases to sanction new loads.
- Planning for HT/LT rehabilitation through use of computerized feeder analysis.
- Enforcement of standards through proper planning design will improve safety.
- Human resources will be upgraded through

training,particularly in the computer area.

E. 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&P 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.

- A stream lined new connection function as a result of coordinated functioning of planning, customer service and service connection functions.

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

BASIC PAY SCALES

LEVEL-II
BPS - LEVELS

TITLE	BPS
Division	
Division Manager	18
Stenographer II	12
Administration	
Administration Officer	17
Safety Coordinator	16
Supervisor General Services	11/14
Supervisor Personnel	11/14
Supervisor Legal & Labor Welfare	11/14
Foreman Transport	11
Senior Clerk	7
Driver	7
Junior Clerk	5
Recordkeeper	5
Typist	5
Diary & Despatch Clerk	5
Naib Qasid	1
Sweeper	1
Chowkidar	1
Mali	1
Budget & Accounts	
Budget & Accounts Officer	17
Assistant Budget & Accounts Officer	16
Accounts Assistants	11
Accounts Clerks	7
Junior Clerks	5
Naib Qasid	1
Sweeper	1
Customer Services	
Customer Services Officer	17
Supervisor Customer Assistance	14
Supervisor Customer Accounts	14
Supervisor P.C.	16
P.C. Operator	12
Supervisor Billing Control	11
Supervisor Debtors Control	11
Senior Clerk	7
Junior Clerk	5

T I T L E	BPS
Bill Distributor	3
Stenographer	11
Typist	5
Daftri	1
Naib Qasid	1
Chowkidar	1
Mali	1
Sweeper	1
Driver	7

Energy Surveillance

Energy Surveillance Engineer	17
Supervisor Meter Reading	12
LS-II Meter Reading	11
Meter Reader	5

Planning & Engineering

Planning Engineer	17
Supervisor Technical Records (LS-I)	16
Record Clerk	5
Planners (LS-I)	12
Planners (LS-II)	11
Estimator (LM-I)	7
Draftsman	12
Assistant Draftsman	11
Tracer	5
Driver	7
Naib Qasid	1
Sweeper	1

Service

Service Engineer	17
Supervisor Service	16
Supervisor Meters	16
LFM-I/LS-I	12
Meter Electrician (LS-II)	11
LM-I	7
LM-II	6
ALM	5
Service Clerk	5
Driver	7
Naib Qasid	1
Chowkidar	1
Mali	1
Sweeper	1

T I T L E	BPS
Maintenance & Operation	
M&O Engineer	17
Despatch Coordinators	16
Distribution Inspectors	12
Supervisor Preventive Maintenance	16
Supervisor Emergency Maintenance	16
LS-I/LFM-I	12
LS-II/LFM-II	11
LM-I	7
LM-II	6
ALM	5
M&O Clerk	5
Complaint Clerk	5
Driver	7
Naib Qasid	1
Chowkidar	1
Mali	1
Sweeper	1
Sub-Division	
Sub-Division Officer	17
Meter Reading	
Supervisor Meter Reading	12
LS-II Meter Reading	11
Meter Readers	5
Customer Services	
Supervisor Customer Services	14
Supervisor Customer Assistance	11
Senior Clerk	7
Junior Clerk	5
Bill Distributor	3
Service Connections	
Supervisor Service Connections	12/16
Senior Clerk	7
LM-I	7
ALM	5
Disconnection and Reconnection	
Supervisor DCO/RCO (LS-II)	11/12
LM-I	7
ALM	5

T I T L E	BPS
Maintenance and Complaints	
Supervisor Preventive Maintenance	12/16
Supervisor Emergency Maintenance	12/16
LEM-II/LS-II	11
Senior Clerk	7
Driver	7
LM-I	7
LM II	6
ALM	5
Complaint Clerk	5
Chowkidar	1
Naib Qasid	1
Sweeper	1

POSITION DESCRIPTIONS

POSITION TITLE: Division Manager
(Level-II Division)

GRADE: BPS-18

BASIC FUNCTIONAL DESCRIPTION:

The Division Manager 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, Meter Reading, Planning and Engineering, Service, and Maintenance and Operations and Sub-Divisions. He receives functional guidance from the Directors AED. He administers approved policies, procedures and budgets.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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.
- Ensures the efficient and economical internal functioning of the division through the Administration, Budget & Accounts, Customer Services, Planning/Engineering, Services, and Maintenance & Operations functions.
- Ensures that the provisions of the Union agreement are followed by both labor and management.
- Directs the administration of Safety Program and ensure the enforcement of Safety policies and procedures.
- Directs the annual preparation of budget.
- Approves capital and operating expenditures and for emergency repairs within the delegated financial powers. Reviews and forwards expenditures greater than his authority to a higher authority for approval.
- Arranges approval in respect of all commercial matters beyond his competency through line of management.
- Directs the planning and activities of the division and sub-divisions for economical connections, operation, maintenance and service restoration.
- Monitors the program to minimize line loss and eliminate unauthorized use of energy in the Division.
- Develops with the Superintending Engineering programs for the improvement and expansion of the Division and implements those that are approved.

- Ensures timely preparation of employee performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leave of absence, hiring and release of personnel.

- Maintains coordination among different sections of his office responsible for new connections, meter reading, disconnections, bill correction, bank reconciliation and accounting.

- Ensures that the required facilities and resources are available to achieve the assigned tasks.

- Participates in public communications programs throughout the Division to enhance customer understanding of energy conservation, established commercial procedures and customer safety.

- Reads meters of all customers with load above 500KW.

- 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 WAPDA.

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: 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

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

- Interprets laws, rules and regulations framed by the Authority obtains advice on legal matters from the concerned authorities.

- Disposes of disciplinary/enquiry cases in accordance with the laid down policies and practices.

- Monitors the legal cases in the Court of law in coordination with Assistant Director - Legal, Area Electricity Board and provides assistance where needed.

- Prepares, implements and monitors the budget of his section.

- 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.

- Exercises overall control over the operation of the division vehicles to maximize employees efficiency and vehicle utilization and to eliminate unauthorized use.

- Directs that the maintenance and repair of the division vehicles is accomplished in a timely manner.

- Arranges procurements of office furniture, equipment and insures their service and repair during use.

- Recommends replacement of obsolete and unserviceable office furniture and equipments.

- Arranges supplies of stationery items for the Division.

- Assists in establishing and maintaining position description of employees of the Division.

- 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.

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 AED 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 AED 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:

- 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.
- Answers or resolves inquiries of safety from management and employees.
- Assists and guides accident investigation committees.
- Conducts inspection of safety equipment and tools for their availability, serviceability and suitability and provides reports with recommendation to correct the deficiencies found.
- Initiates requests for the acquisition of safety equipment not available in the field store.
- Monitors implementation of recommendation for accident prevention.
- Conducts monthly safety meetings to review the WAPDA Safety Code and discuss the safety matters with the Division employees.
- Organizes monthly safety committee meetings under the chairmanship of Division Manager to review and discuss safety problems.
- Submits monthly summary of safety activities and statistics on accidents to the Deputy Director Safety, AEB.
- Assists in organizing on site safety training programs for the Division employees.
- 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.
- 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:

- Recommends the leasing, re-leasing and vacating of all types of buildings including complaint offices, customer service centers and area offices as required.
- Coordinates repairs and maintenance of all buildings within the division.
- Arranges procurement of office furniture, equipment using approved purchasing procedures.
- Maintains records of office furniture and equipment in the division.
- Recommends replacement of obsolete and unserviceable office furniture and equipment and prepares purchase documents for approved replacements. Also recommends purchase of required additional items.
- Ensures the service and repair of office equipment.
- Consolidates division requirement for stationery and obtains same using approved purchasing procedures.
- Obtains authorized telephone service and telexes system and insures equipment is properly maintained.
- 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.
- 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 AED 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:

- Handles cases of fixation of salary, grant of increments, incentive awards, honoraria, compensation to the deceased employees's families, scholarships to employees' children, welfare grant.
- Scrutinises and processes employee's claims (salaries, wages, TAS, etc).
- Processes the cases of postings, transfers, promotions, terminations and disciplinary actions according to Authority's rules.
- Performs duties in connections with employment of personnel.
- 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.
- 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.
- Ensures that the employees service records are kept up-to-date.
- Assists in preparing position descriptions of the clerical staff.
- Assists in preparing and scheduling local and centralised training programs.
- 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-II/14

BASIC POSITION DESCRIPTION

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

MAJOR DUTIES AND RESPONSIBILITIES:

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

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

- Maintains confidential files (disciplinary cases) in his custody.
- Processes disciplinary cases of Divisional and Sub Divisional personnel.
- Prepares correspondence regarding disciplinary cases for the signature of competent authority.
- 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

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

- Reviews payroll for preparing changes to be notified to the Computer Center.
- Initiates Pension papers for the retiring employees.
- Scrutinizes TA bills as to the authorization of journey.
- 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

- Maintains and keeps up-to-date record of accidents involving the Divisional/Sub Divisional employees and property, public and animals.
- Maintains statistics of the attendees of special safety training.
- Maintains record of accidents investigation reports.
- Maintains record of documents, instructions and correspondence concerning safety and related matters.
- 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 legal and labor welfare cases for onward transmittal to the higher authorities. Provides assistance to the Legal Counsel in courts.

MAJOR DUTIES AND RESPONSIBILITIES

- Provides information to legal counsel engaged for the defence of divisional cases.
- Processes cases for obtaining legal advice and guidance for AED/WAPDA Headquarters.
- Contacts Legal Counsel in the absence of Supervisor Labor and Legal.
- Processes Power of Attorney letters for the Legal Counsel.
- Assists Supervisor Labor and Legal in CBA affairs.
- 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 — DPS 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

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

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

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

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

- Does all typing work for the Section of Supervisor Personnel.
- 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 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 — 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

- Receives outgoing letters from different sections.
- Assigns despatch number to the outgoing mail.
- Despatches letters by post or by Naib Qasid.
- Maintains record of acknowledgements for the letters if necessary.
- Maintains Stamp Register.
- 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 diarising the incoming mail.

MAJOR DUTIES AND RESPONSIBILITIES

- Receives incoming mail and stamps it.
- Diarizes the incoming mail.
- Puts up the mail to Administration Officer through Supervisor Personnel.
- 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.

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 Division Manager 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

- Serves as the Principal Assistant to the Division Manager on all accounting functions of the Division.
- Pays and records expenditure for the division by using the procedures laid down in the Divisional Accounting Manual.
- Receives funds from the Director Accounts AEB to meet the imprest demands of Division.
- Ensures that the accounts books record the expenditure being incurred in the Division.
- Deals with pre-audit function and pays bills up to Rs 10,000/- with the provision for a post-audit by the AED.
- Ensures timely submission of various accounting and management reports to the Director Accounts AED and other concerned entities.
- Deals with all policy matters concerning accounts.
- 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 Division Manager 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 Division Manager and Director Accounts are expected to be detailed, accurate and in the best interest of WAPDA.

d. Authority to Make Commitments

Has full authority to commit the Authority within the perscribed 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 — BPS 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

- Requisitions fund from the AEB.
- Makes payments of bills and invoices.
- Maintains imprest cash book, miscellaneous receipts cash book, billing cash book, capital contribution cash book, and securities cash book.
- Prepares bank reconciliations.
- Prepares ledger posting summaries for his own section.
- 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

- Prepares CP-42 (Bank Query Letter).
- Prepares CP-102 (Weekly Remittance Summary and submits to WCC.
- Prepares CP-48 (Bank Reconciliation Statement).
- Prepares CP-49 (Collection & Remittance Summary) and forwards to AEB.
- Reconciles CP-104 (Divisional collection cash book) with CP-108 and CP-49.
- Maintains cheques register and arranges deposit in the relevant bank.
- Reconciles CP-45 with CP-41.
- Prepares CP-41 on the basis of CP-48, 49, 95 and 104.
- 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.
- 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

- Prepares CP-99 of each Bank.
- Reconciles CP-99 with CP-100.
- Prepares stubs/scrolls of Debit/Credit.
- Reconciles weekly bank statement with CP-99/101.
- 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

- Receives the bank scrolls daily from the authorized collection center.
- Compares the stubs with related bank scrolls and points out differences if any.
- Submits the CP-42 (Bank Query Letters) and prusues 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 WAPDA 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

- Receives bank scroll with stubs of security deposit.
- Checks scroll with stubs and enter in the Security Deposit Register CP-26.
- Prepares CP-99 of each bank and feeds to WCC.
- Reconciles CP-26A with the CP-99.
- Prepares CP-51 of each bank.
- Reconciles monthly bank statement with CP-26.
- 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

- Maintains the Pension Cash Book.
- Makes payment of all the pension claims after pre-audit.
- Prepares the bank reconciliation statement of pension cash book.
- Prepares the billing cash book CP-51 (Capital).
- Prepares the bank reconciliation statement of billing cash book (Capital).
- Checks the stubs of capital receipts with scrolls.
- Prepares CP-99 (Capital Receipts) and feeds to WCC.
- Incorporates the entry of payment on demand notice received from the CSO and Remote Sub Division.
- Numbers the voucher number and cancels all payment vouchers approved by the Divisional Manager for payment.
- Records the certificate (PAID BY ME) on payment voucher and forwards to the Assistant Budget & Accounts Officer.
- Submits the paid voucher with imprest cash book to AFR.

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 (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

- Does all typing work.
- Performs any other duty assigned by the Supervisor Personnel.

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/despatching.

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

- Deals with the Audit and Inspection parties such as Chief Auditor WAPDA - Internal and Director General Audit WAPDA - External.
- Prepares replies of Inspection Reports, advance paras, draft paras, PAC meeting paras, and summary of important points.
- 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 — BPS 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

- Checks the Suppliers/Contractors' bills, contingent bills, free electricity supply bills, utilities bills, pay bills, and TA bills.
- Prepares SS cheques, ledger posting summaries of cash accounts of Remote Sub Division, replies on audit notes issued by AEB, and payroll summary.
- Assists the Assistant Budget & Accounts Officer - Accounts in preparation of Annual Budget Estimate.
- Maintains record of the Accounts Section as a whole.
- 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 requistion and weekly store statements and assists in maintaining the office record.

MAJOR DUTIES AND RESPONSIBILITIES

- Maintains the Salary Audit Register.
- Receives and checks the cash accounts of Remote Sub Division.
- Checks the store requisition in respect of accounts classification and budget provision.
- Checks the weekly store statement with the relevant store requisition and material return notes.
- Maintains the local purchase register.
- Prepares the payment vouchers for remittance of various deduction such as GLI, CPF, WEF etc.
- 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

- Receives ledger posting summary from each section.
- Writes general ledger.
- Prepares the trial balance each month.
- 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.
- 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

- Prepares the list of subsidiary ledger balance.
- Prepares current accounts statement and reconciles with AGR statement.
- Prepares budget control register.
- Prepares management report: 4/8c, 4/21, 4/24, 4/26, 4/31.
- Maintains the journal ledgers.
- Prepares the suspense balance statement.
- Prepares the asset accounting documents.
- Gets allotment of job number of works.
- Maintains all subsidiary ledger.
- Maintains job cards.
- 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

- Maintains the register of IOT incoming/outgoing.
- Issues the debit/credit advices outgoing.
- 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 — BPS 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

- Maintains the summary of stock account.
- Maintains the SS cheque issue and receipt register.
- Prepares the management reports rural/urban 4/6, 4/10, 4/3a, 4/3b, 4/5.
- 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.

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:

- Ensures that customer inquiries are expediently and fairly handled within the guidelines established by appropriate governmental authorities.
- Ensures the prompt and fair handling of customer requests for electric service.
- Directs office employees as they carry out customer contact to assure a prompt and courteous service to the customers.
- Directs and monitors the maintenance of the customer records.
- Ensures efficient application of billing procedures.
- Responsible for the initiation of the write off procedure for the disconnected delinquent customers in accordance with laid down procedures and policies.
- Ensures timely recovery action through Government Recovery Officer under Land Revenue Act.
- Directs the handling of customer complaints, referring those not settled to the proper person or department for investigation. Follows up to ensure satisfactory completion.
- Directs bill distribution activities.
- Directs the use of Microprocessors.
- Directs activities relating to billing adjustments.

- Directs the energy surveillance program as it applies to the Customer Services area of responsibility.
- Responsible for preparation and verification of all required reports.
- Provides functional guidance to the Sub-Division Supervisor Customer Services in all activities and makes personal visits as required.
- Seeks functional guidance on policy matters from AED through line of management.
- Responsible for preparing the customer services section of the Division's annual budget.
- Holds an imprest account for his office expenditure within the prescribed limits and is responsible for its proper disbursement and replenishment.
- Ensures that provisions of Union Agreement are followed by both labor and management.
- Recommends changes in the laid down procedures for efficient operation of the system to the appropriate authority.
- Recommends wage and salary changes, promotions, demotions, transfers, leaves of absence, hiring and release of personnel.
- Responsible for attending to the audit para inquiries and the timely submission of reports to the appropriate authorities.
- Arranges appropriate education and training for subordinate personnel.
- Observes safety regulations and ensures their compliance.
- 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 documets 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.

POSITION TITLE: Supervisor - Customer Assistance (Level-II Division)

GRADE: BPS-14

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Customer Assistance is responsible to the Customer Services Officer for customer assistance, customer inquiries and customer records. Coordinates with Supervisor - Computer Operations for data control and transmittal. Ensures prompt and fair service to all new and existing customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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.
- Ensures prompt and courteous service to all existing and new customers.
- 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.
- Coordinates with the Supervisor - Computer Operations in registering new applications, and obtaining customer history for customer inquiries.
- Ensures timely despatch of final demand and disconnection notices/ERO's to the delinquent customer and DCO's to Service Engineer.
- Coordinates with the Service Engineer for all new connections, reconnections, disconnections and equipment removals.
- Coordinates with Supervisor - Customer Accounts for attending to all customer billing complaints and preparing reconnection orders.
- Responsible for proper and timely distribution of bills within the Division.
- Refers customer complaints not settled within the office to the proper person or department for investigation and follows up to ensure a satisfactory solution.

- Ensures proper record keeping of customer's statistics and logging of all correspondance and transmittal of data.

- Responsible for the preparation of all customer's statistical reports.

- Provides training to new staff under his section.

- Ensures adequate supply of forms, stationery, office supply and handouts for customers and the maintenance of office equipment in the customer services section.

- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees in his section.

- Observes safety regulations and ensures their compliance.

- 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:

- Supervises the maintenance of customer accounts ledgers and reconciliation of assessment, realization and debtors outstanding, on a monthly basis.
- Supervises the staff of customer accounts section as they attend to customer complaints to ensures prompt and fair service.
- Coordinates with computer section for incorporation of all bill adjustments during the month.
- Coordinates with Budget & Accounts Section on banking matters.
- Coordinates with Service Section for disconnection/ reconnection procedures.
- Responsible for initiating a recovery procedure with the Government Recovery Officer for old delinquent accounts on a periodic basis.
- Responsible for the preparation of all customer accounts reports.
- Reviews reports, data and information as it relates to customer accounts.
- Assists in the interpretation of customer accounts manuals and provides continuing instruction for customer accounts personnel in policies, practices and procedures.
- Provides training to new customer accounts personnel.
- Ensures adequate supply of forms and stationery and maintenance of office machines and equipment in the customer accounts section.

- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees in his section.

- Observe safety reguiations and ensures their compliance.

- 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 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.

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 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:

- Responsible for the integrity and security of all programs and data files used in the operation of the customer services computer equipment.
- Supervises the key entry and the verification of customer services data entry to diskette.
- Directs others in the operation of the computer and peripheral equipment, which includes printers, disk drives, terminals and other equipment associated with computers.
- Maintains statistical records on data entry functions including errors, reruns, equipment failures and all job processed on the microprocessor.
- 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.
- Performs or directs routine preventive maintenance on equipment following prescribed procedures.
- Provides technical assistance to all users of divisional computers.
- Performs diagnostics to determine the nature of equipment problems; communicate problems to the AEB D.P.M. through proper line of management.
- Performs routine software maintenance, adding or changing program libraries as directed by the AEB Computer Section.
- Maintains supplies inventory for the data processing function following prescribed procedures.

- 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.

- Conducts training classes on the proper and approved use of new software for the customer services computer.

- Distributes computer outputs from the customer services computer system following prescribed procedures.

- Observes safety regulations and ensures their compliance.

- 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.

- 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:

- 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.
- Monitors operation of the computer and peripherial equipment, which includes printers, disk drives, terminals and other equipment associated with the computer; analyzes problems and assists in correction.
- Key enters data to diskette from user prepared transactions and transmittal controls.
- Verifies the data key entered to diskette and audits results following standard control procedures.
- Prepares output reports, verifies reasonableness of contents, and distributes them to users for distribution.
- Assists in the training of new or existing Computer Operators to operate the computer and peripheral equipment.
- Assists with routine preventive maintenance and emergency maintenance of equipment following standard maintenance procedures.
- Assists in conducting training classes on the proper and approved use of new software for the computers.
- Observes safety regulations and ensures their compliance.
- 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:

- Supervises billing section employees as they carry out their work.
- Ensures the maintenance of all billing records and their reconciliation with the laid down procedures.
- Ensures proper maintenance of computer generated billing registers and other outputs to attend billing complaints.
- Ensures that all bill adjustments have been accounted for correctly and are carried out by the computer.
- Ensures prompt and courteous service for customer's complaints.
- Assists in the preparation of billing related reports of routine nature or those on an adhoc basis.
- Reviews reports, data and information as it relates to the customer billing.
- Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- Observes safety regulations and ensures their compliance.
- 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:

- Ensures the maintenance of debtor's control account and their reconciliation with the laid down procedures.
- Ensures that analysis of arrears produced by computer is correct.
- Directs activities consequent to all MIS reports on active debtors and delinquents.
- Assists Supervisor Customer Accounts in implementing recovery and write-off procedures.
- Assists in the preparation of debtor related reports of routine nature or others as required.
- Assists in rating, discipline and other personnel matters as they apply to the employees under his section.
- Observes safety regulations and ensures their compliance.
- 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:

- Maintains data regarding billing, debtors, new connections, DCO/RCO/MCO etc., within Customer Services Office.
- Assists in the preparation and maintenance of records and registers as assigned by the supervisor.
- Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.
- 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:

- Maintains files on correspondence between the CSO and his lower and upper formations.
- Maintains record of reports made by the CSO subsections on the activities assigned.
- Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- Keeps track of the correspondence and puts up the same to the Section Supervisor for his review and action.
- 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:

- Distributes bills at customers premises in the area assigned by the Supervisor.
- Maintains the bill delivery book for the bills assigned to him.
- Coordinates with Bill Despatch Clerk in respect of stamping and separation of bills.
- Observes safety regulations and ensure their compliance.
- 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: Energy Surveillance Engineer (Asstt. Director Energy Surveillance (Level-II Division)

GRADE: BPS-17

BASIC FUNCTIONAL DESCRIPTION:

The Energy Surveillance 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:

- 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.
- Reads all meters above 70 KW and upto 500 KW in the Division, excluding remote Sub-Divisions.
- Assures that Supervisor Meter Reading arranges the reading of all customers of loads upto 70 KW in the Division.
- Assures that Supervisor Meter Reading allocates and rotates meter reading routes to individual Meter Reader.
- Scrutinizes the "List of suspected cases" of meter reading and ensures billing each month in all cases.
- Assures proper meter readings for all type of loads and keeps watch on follow up work.
- Carries out surprise checks to detect cases of illegal abstraction of energy and defects in metering equipment, besides ensuring corrective and remedial action.
- Analyses, calculates and works out consumption of suspected customers and reports to AEB Surveillance Cell through Division Manager, where necessary.
- 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.
- Ensures that Line Superintendent-II/Meter Supervisor-I or Meter Supervisor-II and Supervisor Meter Reading carry out their prescribed checks over meter readings.

- Carries out his prescribed check over meter readings.
- Ensures correct allotment of Account Number by the Supervisor Meter Reading alongwith Service Supervisor to all new connections.
- Ensures that all unauthorized connections reported to him are investigated and appropriate action taken.
- Identifies training needs and provides for such training through the training function.
- Assures that provisions of the Union Agreement are followed by both labour and management.
- Assures safety of the employees and the public, endorsing and fostering safe work practices and environment.
- Cooperates and maintains relationships with other sections of WAPDA as is required to perform job function.
- Develops and maintains an 'Energy Surveillance Engineer' manual.
- Observes safety regulations and ensures their compliance.
- 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.

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:

- Directs the planning for new customer connections and for required or requested changes to the supply for existing loads.
- Participates with the power market survey and load forecasting group in the collection of data for the load forecasts.
- Directs the distribution transformer monitoring studies for the preparation of the transformer replacement program.
- Directs the collection of data for system analysis and for the system expansion plans and the energy loss reduction program.
- Coordinates with the Assistant Director of Planning at the AEB and at Distribution Headquarters.
- Reads meters of industrial customers with demands above 70KW.

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 mjor 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: BPS 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: 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:

- Maintains files of records of all equipment nameplate data such as transformers, regulators, reclosers, sectionalizers and capacitors etc.
- Maintains record files of up-to-date cross reference of customer accounts associated with each substation transformer.
- Maintains files of circuit maps, wiring diagrams, instruction books, specifications, product descriptions and construction standards.
- Maintains files of estimate requests, budgets, work orders, outage reports and maintenance schedules etc.
- Maintains all other technical data files and Division technical records as may be added from time to time.
- 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:

- 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.

- Monitors the assigned part of the distribution system to obtain data for system analysis.

- 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:

- Collects data regarding transformer loadings, conductor sizes, customer loads etc for the preparation and finalization of new service and system improvement plans.
- Assists in the preparation of service and rehabilitation BOQs and cost estimates.
- 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 WAPDA 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:

- Prepares system layouts, drawings, equipment and material inventories for Distribution Planning.
- Revises, corrects and updates the drawings, designs and other records for Distribution Planning.
- Supervises the work of Assistant Draftsmen, Tracers and other staff placed under his control.
- 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:

- Prepares the tracings of system layouts, drawings, equipment and material diagrams for the Distribution Planning work.
- Revises, corrects and updates the drawings, designs and other records for Distribution Planning as assigned.
- Uses lettering machines, lettering guides, stencils and templates as required.
- Prepares ammonia prints (blue prints) by operating the printing machine and properly folds the drawings.
- Maintains record of sketches, drawings and equipment diagrams etc.
- 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 role 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.

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:

- Directs the construction of the facilities for service, metering and service entrance work to customers.
- Directs the inspection of various phases of contracted work for the construction of service.
- Plans and schedules personnel, equipment and material for construction of service within the division.
- Implements L.T. System and Distribution Transformer rehabilitation Work Orders.
- Assists in formulating policies, practices and procedures involved in distribution construction of service, meters and service entrance and administer those approved.
- Cooperates in maintaining training programs for education of personnel to develop the skills to insure the proper use of equipment.
- Enforces company safety practices to safeguard employees, the public and company equipment.
- Directs the use of the radio communication equipment.
- Assists the Division Manager in preparation and monitoring of the budgets.
- 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 supervison of work involved in the construction of overhead and underground service and associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- Provides the necessary coordination and assistance during the approval/sanctioning of the new service cooections in accordance with the approved commercial procedures.
- Supervises the construction of service work related to primary overhead and underground distribution lines and equipment.
- Supervises the construction of service work related to secondary overhead and underground distribution line, equipment and meters.
- Supervises the installation of transformers, line voltage regulators, capacitor banks, fuses, swtiches, reclosers, sectionalizers, arresters, meters and other distribution system equipment.
- Directs and supervises the implementation of L.T. System and Distribution Transformer Rehabilitation Work Orders.
- Assists in directing various phases of contracted work related to overhead and underground line construction.
- Insures cooperation and coordination of activities among employees to enhance efficient operation.
- Assures that provision of the Union Agreement are followed.
- 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

- Supervises field tests, inspection, repairs, removal and installation of meters and meter equipment.
- Checks installation on customer premiss and assure conformity with company standards and satisfactory operating conditions.
- 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.
- Supervises the preparation of meter reports and records.
- Implements monitoring of the meter work and record collection.
- Ensures cooperation and coordination of the activity among employees to enhance operation of WAPDA.
- 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.

POSITION TITLE: Line Foreman - Grade I/II (Level I Divisions)
(Level II & III Divisions)

GRADE: BPS-12/11

BASIC POSITION DESCRIPTION:

A Line Foreman is responsible to the Sub Divisional Officer or the Division Service/M&O Engineer to whom he is assinged. He has responsibility for the coordination and supervision of work involved in the construction, maintenance and operation of overhead and underground distribution lines and associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- Supervises the maintenance of the primary and secondary overhead and underground distribution lines and equipment and supervises the operation of the related switches and equipment.
- Supervises the installation and maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- Makes recommendation on changes pertaining to improvement of distribution lines.
- 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.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- Ensures that provisions of the Union Agreement are followed.
- 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 work.

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:

- 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.
- Tests instrument transformers (CT and PT) for insulation, ratio and polarity.
- Inspects meter and service installations on customer premises for conformity with company standards and satisfactory conditions.
- Makes calculations and prepares reports.
- Maintains equipment, tools and work area in a clean and orderly condition.
- Performs work in accordance with company meter standards, safety rules and operating regulations and practices.
- 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 vailable 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 Supld 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:

- Responsible to Line Superintendent incharge of work.
- Perform duties in accordance with WAPDA safety rules, operating regulations and practices. Report unsafe conditions and practices to the proper authority.
- Use and care for insulated protective equipent such as rubber gloves, when working on lines energized up to 450 volts.
- Train Assistant Linemen.
- Install or remove three-phase transformers on structures/poles or ground-mounted platforms.
- Make proper transformer earthing connections.
- Identification of line voltages by means of the transformer nameplate.
- Use volt meters, ammeters and voltage detectors, on equipment where required.
- Install and maintain street lights and street light systems.
- Patrol and inspect distribution lines and report conditions found.
- Install and remove three-phase capacitor banks on poles. Check and remove faulty units.
- Install and remove single phase and three phase services.
- Install, maintain, and switch underground facilities under the supervision of a Line Superintendent. Be able to remove underground facilities when required.
- Utilize proper standard drawings, interpret specifications and proceed with construction, operation and maintenance work with a minimum of supervision.

- Supervise crew members assigned and display leadership and judgement when in charge.
- Operate line switches; locate and repair faults; re-fuse line and transformer cutouts and change line and transformer connection.
- Know when and where to install temporary protective earthing on de-energized lines for safety purposes.
- Using standards, determine fuse size and L.T. conductor size for transformers of different capacities.
- Install and remove when required line regulators, reclosers, sectionalizers, switches, and other distribution equipment.
- Follow proper procedure and perform switching as directed on distribution lines.
- Install, replace and connect pad mount transformers.
- Maintain tools, equipment and work areas in a clean and orderly condition.
- Maintain required personnel and work records.
- Use Earth Tester and Meggar for earth resistance testing and insulation resistance testing of conductors, insulators and underground cables.
- Install meters and meter equipment.
- Assist employees of equal or higher classification.
- Report irregularities or abnormal conditions to the proper authority.
- Direct the loading and unloading of distribution equipment.
- 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 electricitry.

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:

- Performs duties in accordance with the WAPDA safety code, operating regulations and practices. Reports unsafe conditions and practices to proper authority.
- Assists Lineman -I and Lineman-II in the performance of their duties working from the ground only.
- Assists in maintaining vehicles, tools and plants (T&P) and line material, and keeps them in proper repair, adjustment and clean.
- Assists and attends Lineman-I and Lineman-II while they are working on structures/poles through the use of rope, pulley and equipment bag.
- Performs artificial respiration and cardio pulmonary resuscitation (C.P.R.) as specified in WAPDA safety code.
- Constructs pulley block lines -single pulley/double pulley.
- Coils and uncoils ropes. Insures proper care and storage.
- Ties various rope knots used in line work.
- Assists in loading, unloading and hauling of structures/poles, tools and plant (T&P) and other electrical equipment.
- Dig holes for structures, anchors holes, trenches, etc.
- Assists in installing and replacing structures/poles other electrical equipment working from the ground only.
- Assists in the installation of strut stay or support guy from the ground only.
- Assembles material for and install anchors and guys.
- Cares for and uses various kinds of personal protective equipment as specified in WAPDA safety code.

- Identifies various lines high tension (H.T), low tension (L.T) and street light and how to determine voltage while working on the ground.

- Assembles material for single and double crossarms while working on the ground.

- 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.

- Splices sold and stranded conductors using proper splice and press.

- Assembles various kinds of secondary and primary deadend and street light material in preparation for sending aloft by means of rope and pulley.

- Assists in the installation or removal of services from building side only while "dead".

- Assists in the installation of underground facilities such as digging trenches, laying of conduits, pulling of conductors and back filling trench.

- 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: BPS-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:

- Maintains record of all new service connections installed alongwith necessary data and information.
- 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.
- 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.
- Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- 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.

POSITION TITLE: Maintenance and Operation Engineer (Level II & III Divisions)

GRADE: DPS - 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:

- 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.
- 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.
- Directs the switching operations of the system to permit construction and maintenance.
- Directs the complaint crews who are available at all times to restore service.
- Supervises the office work of maintaining records, requisitioning equipment, investigation and reporting on faults and failures of the system and its equipment.
- Supervises the inspection of the operations and testing of the system facilities and the study of load and voltage conditions.
- Cooperates in maintaining training programs for education of personnel to ensure the proper use of equipment, application of procedures and development of skill.
- Assists the Division Manager in preparation and monitoring of the budget.
- Ensures cooperation and coordination of activities among distribution employees as well as personnel of other formations to enhance efficient operation of WAPDA.
- Prepares performance evaluations and recommends salary changes, promotions, demotions, transfers, discipline, leaves of absence, hiring and release of persons supervised.
- Ensures that provisions of the Union Agreement are followed by both labor and management.

- Assumes responsibility for administration of the WAPDA safety program and enforcement of safety and practices.

- 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 AED 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.

Supervision Exercised

Directly supervises technicians and linemen who perform prescribed tests and clerks who maintain records.

POSITION TITLE: Service Dispatcher (Dispatch Coordinator)
(Level II & III Divisions)

GRADE: BPS-16

BASIC POSITION DESCRIPTION:

The Service Dispatcher is responsible to the Maintenance and Operation Engineer for the processing of customer complaints, dispatching trouble crews to restore service or isolate hazardous conditions, issuing work clearances for work on distribution primary and secondary feeders, coordinating of feeder work with grid system operation and maintaining records of all complaints, restoration reports and all conversations with dispatch crews.

MAJOR DUTIES AND RESPONSIBILITIES:

- Operates the Distribution Service Despatch Centre on a daily - 24 hours basis.
- Receives and records customer complaints from customers or from service centers.
- Dispatches linemen to restore service by radio or by a written complaint and reports, in writing, the cause of the trouble, time and method of service restoration and whether repairs are temporary or permanent.
- Dispatches construction and maintenance crews, handles messages for other Departments with 2-way Radio and reports any radio problems to the Communication Technician.
- Refers abnormal complaints to the Maintenance & Operation Engineer for investigation and suitable action.
- Records number of interruptions and customer hours lost due to each interruption.
- Submits copies of completed complaint forms to the Maintenance & Operation Engineer for review and compilation of periodic service reports.
- Issues Work Clearance Permits for all line work involving live feeders in the division.
- Coordinates work clearance with Grid System Operation.
- Maintains marked circuit diagrams to show manually set positions of all switches, breakers, reclosers, cutouts, sectionalizers at all times.
- Records times of all switching and/or grounding operations.
- Proposes changes to the Maintenance & Operation Engineer to improve service continuity.

- Encourage cooperation and insures coordination of activities among distribution employees as well as personnel of other formations to enhance efficient operation of WAPDA.

- 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:

- Inspects the operation of switching, control and other equipment on the primary and secondary lines, sectionalizing points and grid substations.
- Schedules visual inspection of facilities and if necessary makes performance checks on them.
- Makes current, voltage and power factor surveys of feeders and load for the Planning Engineer.
- Inspects facilities and reports any irregularities and abnormal conditions.
- Ensures checks and schedule changes to tapes and charts on recording instruments and maintains required supply levels of related spares and material.
- 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. Prior 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 Despathers 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: DPS-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:

- 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.

- Plans, schedules and supervises the maintenance work of transformers, line voltage regulators, capacitor banks, fuses, switches reclosers, sectionalizers, arresters and other distribution system equipment.

- Plans Crew formations and assigns work in accordance with approved schedules.

- Supervises the switching necessary to carrying out the preventive maintenance activities.

- Ensures coordination and liasion with the Distribution Inspector in knowing the health of the Distribution System.

- Makes recommendations on changes pertaining to improvements in Distribution System.

- Provides assistance to the Emergency Maintenance Staff in case major breakdowns and system damages under storm conditions.

- Ensures cooperation and coordination of activities among employees to enhance efficient operation.

- Assures that provision of the Union Agreement are followed.

- 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 writtn 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:

- Guides and supervises the emergency maintenance work of the primary and secondary overhead and underground distribution system.
- 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.
- Guides and supervises the switching necessary to carrying out the emergency maintenance activities.
- Supervises the operation of Complaint Centres both in rural and urban areas.
- Makes recommendations on changes pertaining to improvements in Distribution System.
- Ensures coordination and liasion with the Operations Coordinating Centre for information on customer complaints and system breakdowns.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation.
- Keeps liasion with the Distribution Inspectors to ensure timely attendance of faults reported by the Distibution Inspectors.
- Assures that provision of the Union Agreement are followed.
- 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 writtn 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 assinged. 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:

- Plans new service connections of Domestic and commercial categories (general connections) of upto 15 KW load for approval by the SDO.
- 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.
- Supervises the construction of customer service for new connections and augmentation of existing load.
- Supervises the maintenance of the primary and secondary overhead and underground distribution lines and equipment and supervises the operation of the switches and equipment.
- Supervises the disconnection and reconnection of service in coordination with the customer service section of the division and sub-divisions.
- Supervises the installation and maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- Makes recommendation on changes pertaining to improvement of distribution lines.
- 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 requires.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.

- Ensures that provisions of the Union Agreement are followed.
- 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:

- Maintains files on correspondence between the M&O Engineer and his lower and upper formations.
- Maintains record of reports made by the M&O subsections on the activities assigned.
- Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- Keeps track of the correspondence and puts up the same to the M&O Engineer for his review and action.
- 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 uptodate record of all complaints registered with the complaint office.

MAJOR DUTIES AND RESPONSIBILITIES:

- Operates the Area Complaint Centre in shifts as assigned.
- Receives and registers "no power" complaints reported in person or telephonically by the customers.
- Promptly communicates customer "no power" complaints to the Central Complaint Centre telephonically or through radio (as the case may be) for rectification.
- Maintains updated record of all complaints registered, transmitted for rectification or pending transmittal and hands over the same to his next shift counterpart.
- 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.
- 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.
- 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:

- Supervises, coordinates and directs the meter reading staff.
- Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- Supervises the reading of kilowatt-hour meters in accordance with daily schedules.
- Carries out field checking duties as prescribed in the appropriate procedures.
- Reviews reports, data and information as it relates to the meter reading, and checking their accuracy.
- Ensures follow up on meter reading exceptions and timely return of meter reading documents and meter reading reports to the Computer Supervisor.
- Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- Assists Supervisor Customer Accounts in changes of existing meter reading routes as appropriate.
- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- Observes safety regulations and ensures their compliance.
- 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: 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:

- 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.

- Directs the customer service personnel engaged in meter reading, debtor control, customer complaints, bill distribution, and the customers' request for service.

- Directs the program of energy surveillance within the Sub-Division and takes corrective action as necessary.

- Directs the plans and procedures governing the prompt restoration of service to customers.

- 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.

- Ensures cooperation and coordination of activities among Sub-Division employees to enhance efficient operation of WAPDA.

- 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.

- Assists in the preparation of the capital and operating budgets.

- Assures that provisions of the Union Agreement are followed by both labor and management.

- 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.

- Responsible for the administration of the WAPDA Safety Program and the enforcement of safety policies and practices.

- 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:

- Supervises, coordinates and directs the meter reading staff.
- Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- Supervises the reading of kilowatt-hour meters in accordance with daily schedules.
- Carries out field checking duties as prescribed in the appropriate procedures.
- Reviews reports, data and information as it relates to the meter reading, and checking their accuracy.
- Ensures follow up on meter reading exceptions and timely return of meter reading cards and meter reading error lists to the Computer Supervisor.
- Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- Assists Supervisor Customer Accounts in changes of existing meter reading routes as appropriate.
- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- Observes safety regulations and ensures their compliance.
- 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: DPS-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:

- Supervises, coordinates and directs the meter reading staff in the group of feeders assigned to him.
- Maintains records and files on the meter reading and reports in accordance with the laid down procedures.
- Supervises the reading of kilowatt-hour meters in accordance with daily schedules prepared by Supervisor Meter Reading.
- Carries out field checking duties as prescribed in the laid down procedures.
- Prepares reports, data and information as it relates to the meter reading, and checking their accuracy.
- Ensures follow up on meter reading exceptions and timely submission of meter reading cards and meter reading error lists to the Supervisor Meter Reading.
- Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- Assists Supervisor Meter Reading in changes of existing meter reading routes as appropriate.
- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his supervision.
- Observes safety regulations and ensures their compliance.
- 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:

- Records meter reading of all customers upto 70KW on meter reading cards allotted to him.
- Records meter reading on meter reading card at customers premises.
- Maintains records on meter reading and reports in accordance with laid down procedures.
- Observes unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- Assists in allocation of customer reference No., and changes of existing meter reading routes.
- Observes safety regulations and ensure their compliance.
- 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: Supervisor - Customer Services (Sub-Division) (Level-II Division)

GRADE: BPS-14

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Customer Services is responsible to the Sub-Divisional Manager and functionally to the Customer Services Officer in the divisional office for supervising and coordinating sub-divisional customer services activities in accordance with policies, practices and procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

- Ensures that Customer Services activities, customer inquiries, customer records, meter reading, billing, collection, debtors control and bill distribution etc., are carried out in accordance with laid down policies and procedures efficiently.
- Ensures the prompt and fair handling of customer applications and changes.
- Supervises the handling of customer complaints and referring those of a technical nature to the proper department for investigation.
- Assists in Energy Conservation and Load Management activities.
- Responsible for the timely preparation and submission of prescribed reports to SDO and concerned quarters.
- Arranges for the procurement of office supplies and handouts for customers and for the maintenance of office machines and equipment.
- Provides continuing instruction for customer services personnel in policies and procedures.
- Refers customer complaints not settled within the office to the proper person or department for investigation and/or authorization and follows up to assure satisfactory completion.
- Ensures proper record keeping of customers statistics and logging of all correspondence and transmittal of data.
- Responsible for the preparation of all customers statistical reports.
- Provides training to new staff under his section.

- Ensures adequate supply of forms, stationery, office supply and handouts for customers and the maintenance of office equipment in the customer services section.

- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his control.

- Observes safety regulations and ensures their compliance.

- Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate with preferred Bachelor's degree.

b. Prior Work Experience:

Minimum 12 years experience within WAPDA.

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 rural Sub-Divisional Manager and functionally to Manager - Customer Services.

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 rural Sub-Divisional Manager.

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: Supervisor - Customer Assistance (Sub-Division) (Level-II Division)

GRADE: BPS-14

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Customer Assistance is responsible to the Supervisor - Customer Services for customer assistance, customer inquiries and customer records. Ensures prompt and fair service to new and existing customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- Responsible for all customer inquiries and customer contact on advice of a routine nature.

- Supervises all employees under his section as they make customer contact. Ensures that customers are dealt with according to the guidelines established by WAPDA and appropriate Governmental authorities.

- Ensures prompt and fair service to all existing and new customers.

- 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 those reconnected after a temporary disconnection.

- Coordinates with the Supervisor P.C. in the Division in registering new applications, obtaining customer history for customer inquiries, and exercising control on transmittal of data.

- Coordinates with the Supervisor Service for all new connections, reconnections, disconnections and equipment removals.

- Coordinates with Supervisor Customer Accounts for attending to all billing oriented customer complaints and preparing reconnection orders.

- Responsible for proper and timely bill distribution within the Sub-Division.

- Refers customer complaints not settled within the office to the proper person or department for investigation and/or authorization and follows up to assure satisfactory completion.

- Ensures proper record keeping of customer's statistics and logging of all correspondence and transmittal of data.

- Responsible for the preparation of all customer's statistical reports.

- Provides training to new staff under his section.

- Ensures adequate supply of forms, stationery, office supply and handouts for customers and the maintenance of office equipment in the Customer Services Section.

- Makes recommendations on rating, discipline and other personnel matters as they apply to the employees under his control.

- Observes safety regulations and ensures their compliance.

- Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate preferably degree holder or diploma in Electrical Engineering.

b. Prior Work Experience:

Minimum 12 years experience in WAPDA.

c. Abilities and Skills/Knowledge:

Strong communication skills in both written and spoken English and Urdu.

Deal effectively with people.

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 Supervisor Customer Services.

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.

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: Senior Clerk
(Level-II Sub-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:

- Maintains data regarding billing, debtors, new connections, DCO/RCO/MCO etc., within Customer Services Office.
- Assists in the preparation and maintenance of records and registers as assigned by the supervisor.
- Participates in collection of data regarding transformer load management programs, load forecasting and system expansion and improvement studies.
- 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 Sub-Division)

GRADE: DPS-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:

- Maintains files on correspondence between the CSO and his lower and upper formations.
- Maintains record of reports made by the CSO subsections on the activities assigned.
- Maintains record of leave, awards, punishments, recommendations and the staff performance evaluation reports.
- Keeps track of the correspondence and puts up the same to the Section Supervisor for his review and action.
- 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.

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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.

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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:

- Distributes bills at customers premises in the area assigned by the Supervisor.
- Maintains the bill delivery book for the bills assigned to him.
- Coordinates with Bill Despatch Clerk in respect of stamping and separation of bills.
- Observes safety regulations and ensure their compliance.
- 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.

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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 associated equipment.

MAJOR DUTIES AND RESPONSIBILITIES:

- Plans new service connections of Domestic and commercial categories (general connections) of upto 15 KW load for approval by the SDO.
- 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.
- Arranges material and supervises the construction of customer service for new connections and augmentation of existing load.
- Supervises the installation of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- Makes recommendation on changes pertaining to improvement of distribution lines.
- 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.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- Ensures that provisions of the Union Agreement are followed.
- 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 assinged. 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:

- Directs and supervises the disconnection and reconnection of service in coordination with the customer service section of the sub-division.
- 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.
- Maintains record and submits return of implemented and/or pending DCO/RCO and MCO/EROs to SDO and the Customer Services Officer.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.
- Ensures that provisions of the Union Agreement are followed.
- 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 9 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

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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.

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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:

- 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.

- Forwards the applications to the Supervisor Service Connections for preparation of the feasibility report.

- Prepares the Demand Notice documents for the signature of SDO upto 15 KW of general load and forwards the same to the customer.

- Prepares forwarding memo for the SDO's signatures, sending the applications to Division Manager for loads above 15 KW of general connection.

- Forwards new connections application to the Supervisor Service Connections for verification of Test Report after obtaining the same from the customer.

- Puts up completed cases of new service or enhancement of load applications for final approval by the SDO.

- Hands over all approved connection cases to the Supervisor Service Connections for installation according to the priority allotted.

- 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.

- Keeps liasion with the customers in connection with their applications for service connections.

- 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 updatate record of all complaints registered with the complaint office.

MAJOR DUTIES AND RESPONSIBILITIES:

- Operates the Area Complaint Centre in shifts as assigned.
- Receives and registers "no power" complaints reported in person or telephonically by the customers.
- Promptly communicates customer "no power" complaints to the Central Complaint Centre telephonically or through radio (as the case may be) for rectification.
- Maintains updated record of all complaints registered, transmitted for rectification or pending transmittal and hands over the same to his next shift counterpart.
- 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.
- 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.
- 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.