- PN-ABU-352

LEVEL-I DIVISION MANUAL

ORGANIZATION & YARDSTICK

PROCEDURAL CHANGES

TRAINING

BENEFITS

BASIC PAY SCALES

POSITION DESCRIPTIONS

NOVEMBER 1990

LEVEL-I DIVISION GUIDE

ORGANIZATION & YARDSTICK

PROCEDURAL CHANGES

TRAINING

BENEFITS

BASIC PAY SCALES

POSITION DESCRIPTIONS

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I. INTRODUCTION

A. GENERAL

A meeting of USAID, WAPDA and PTAT, was held at the Committee Room of WAPDA House on March 29, 1989, in which the Chairman WAPDA approved the reorganizational structure contained in this report based on the premise that the reorganization was to be implemented utilizing the existing staff.

The reorganization of the Divisions is referred herein as the Level-1 Organization. Level-1 is the initial implementation step of a possible three step implementation approach leading to an organization based upon the Muridke and Sheikhupura Model Divisions. As for commercial functions, Commercial Procedures Manual (Computer Billing) Volume-II, 3rd Edition, January 1985, as amended from time to time will remain in force.

This report presents a description of the new organization, organization charts with yardsticks, a summary of the changes, the scope of functional responsibilities, training outlines and a description of the new and/or available procedures that will be used by the field formations.

The Organization Chart on pages 1a and 1b shows the Division organization under both existing and reorganized Level-1. Yardsticks approved per office order # 1372-FD(P)-III/Vol.III/5137-5211 dated 30 August 1982, and amended from time to time are shown on an organizational basis for the Division Manager, Customer Services, and Sub-Division formations in figures on pages 2, 3 and 4 respectively.

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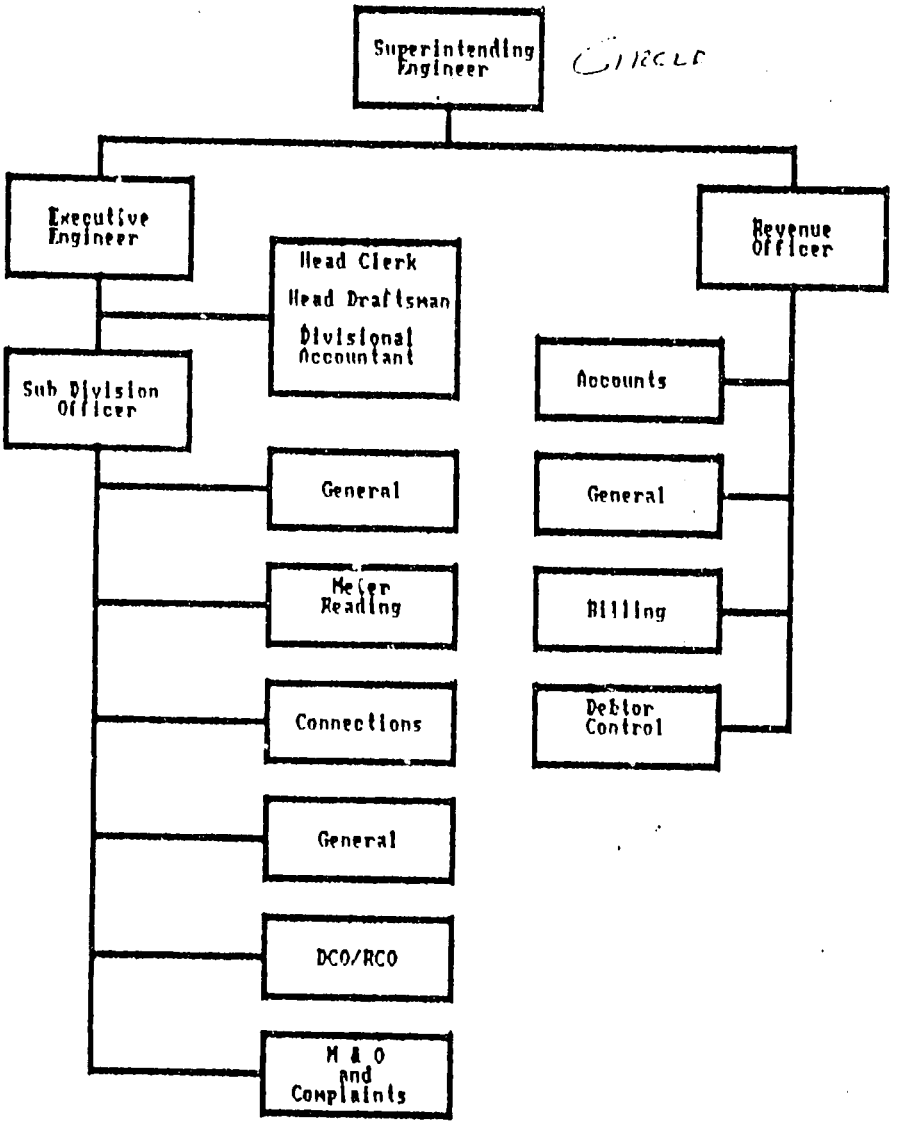
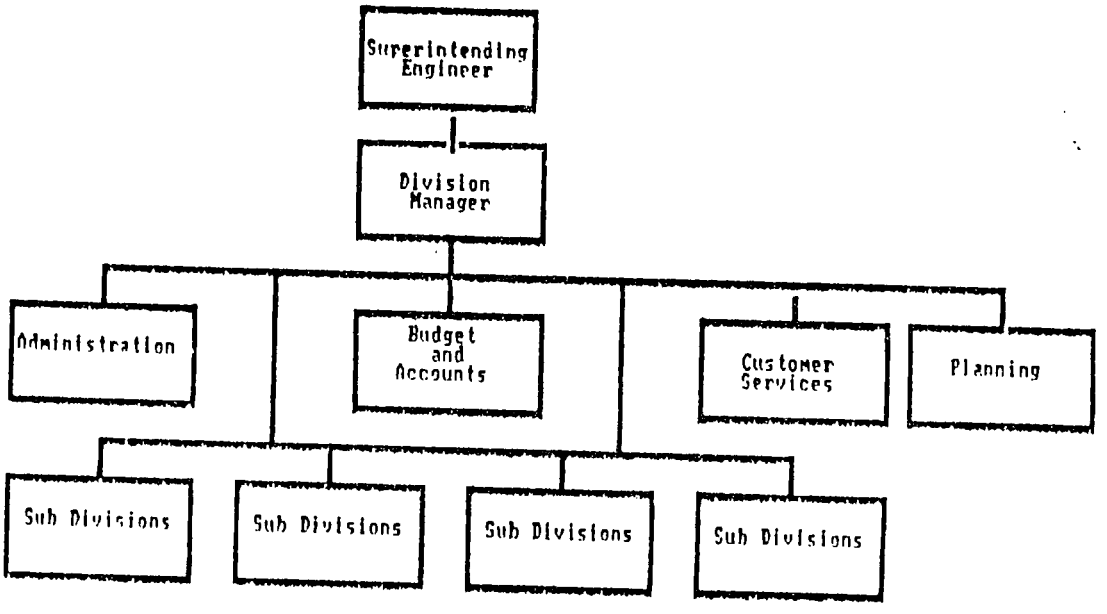
Existing Division Organization



Proposed Level-I Division Organization



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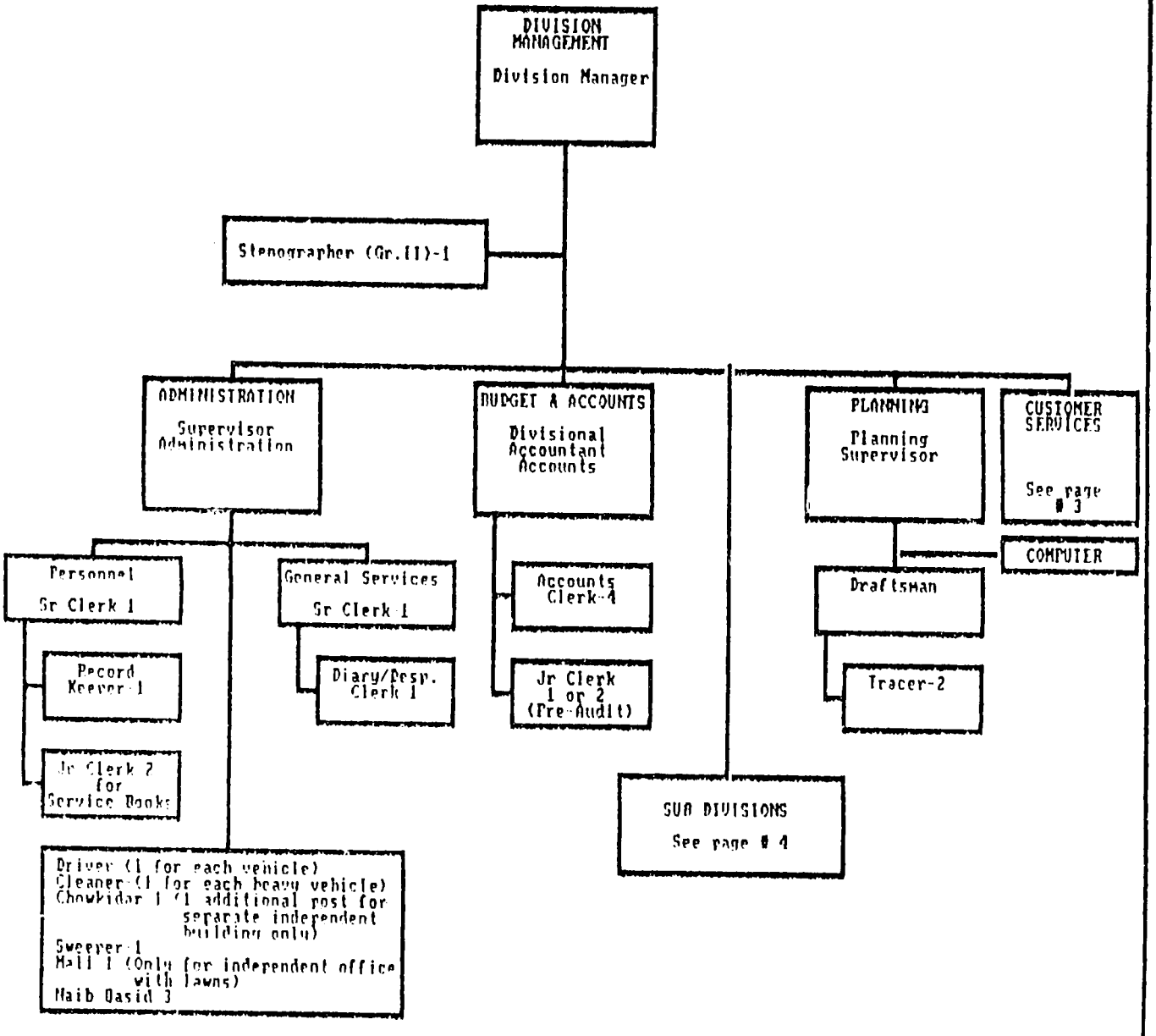
DIVISION MANAGER'S OFFICE
LEVEL-I DIVISION ORGANIZATION & YARDSTICK



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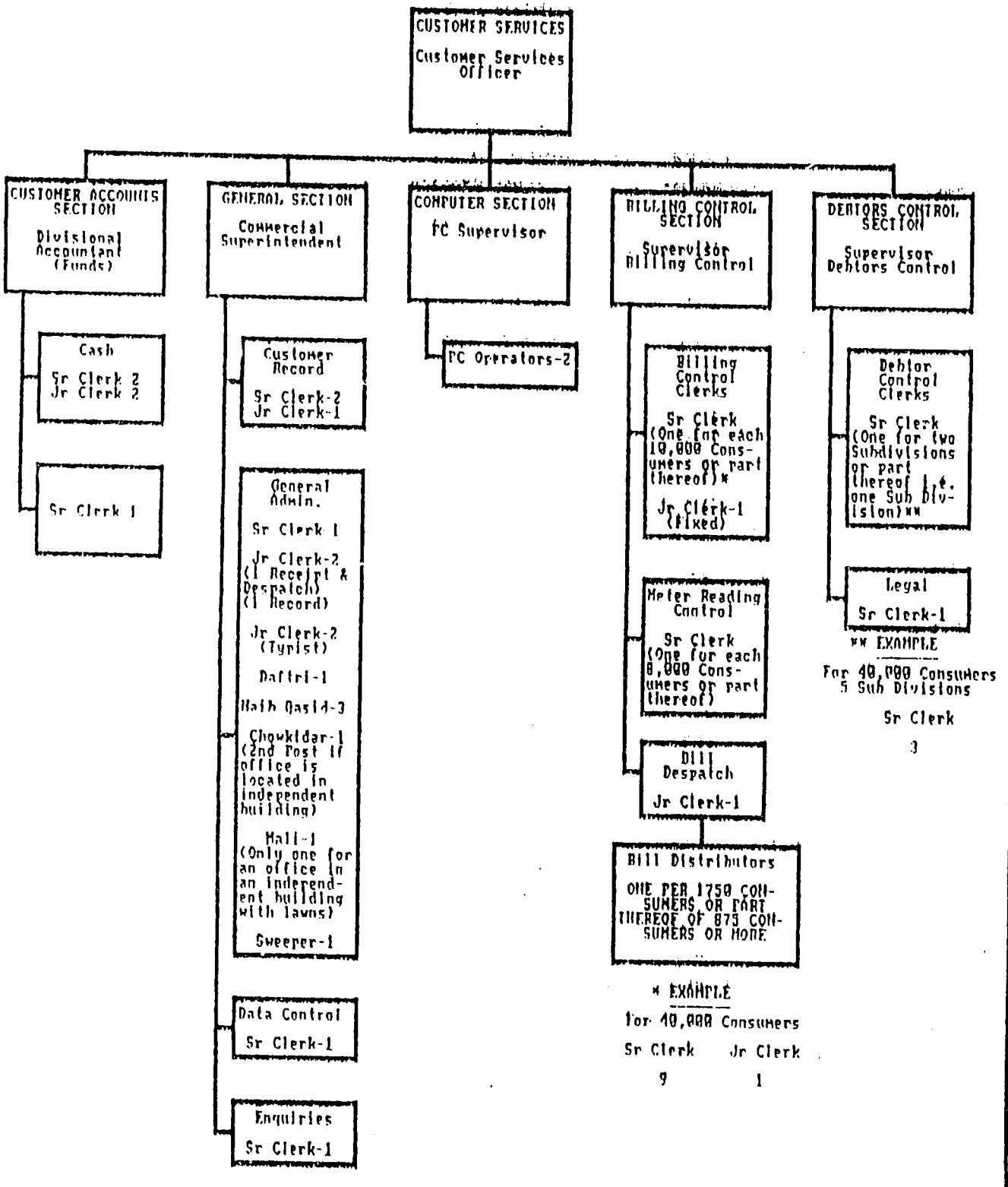
CUSTOMER SERVICES OFFICE
(FOR 40,000 CONSUMERS)
LEVEL-I DIVISION ORGANIZATION - YARDSTICK



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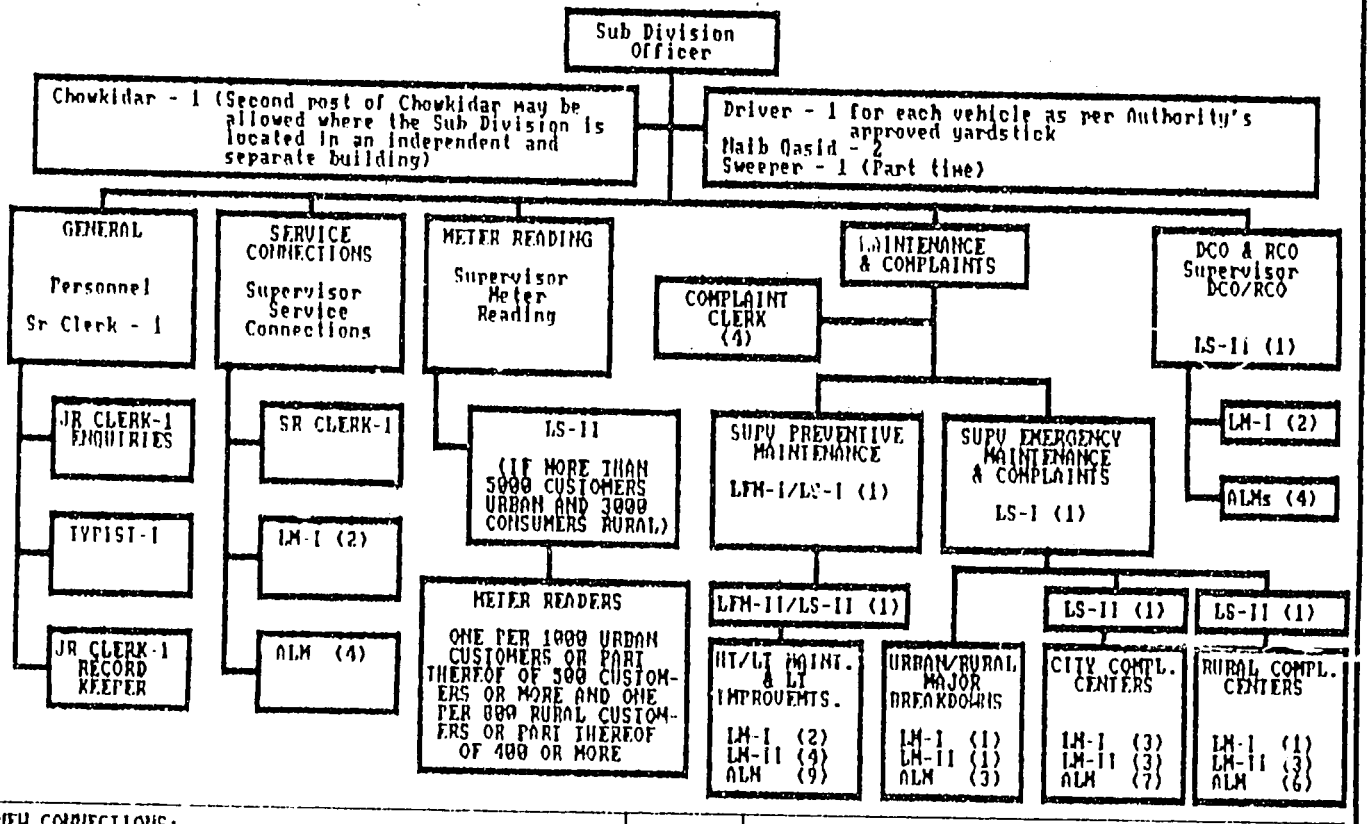
SUB DIVISION OFFICE
(FOR 10,000 CONSUMERS)
LEVEL-I DIVISION ORGANIZATION & YARDSTICK



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/HCO/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, TWICE 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:
ONE 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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I. ORGANIZATIONAL CHANGES:

Division

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

A: Administration:

1. Organization

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

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

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

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

2. Organization Chart

The organizational structure of the Administration Section will be:

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```
                    ------------------
                    | DIVISION MANAGER |
                    ------------------
                            |
                            |-----------------------
                            |                       |
        ---------------------------------------     -------------
        |Supervisor Administration|                | Steno II |
        ---------------------------------------     -------------
                            |
        ---------------------------------------
        |                   |                   |
  ---------------------     |     ---------------------
  | Senior Clerk      |     |     | Senior Clerk      |
  |   Personnel       |     |     |General Services   |
  ---------------------     |     ---------------------
  |                   |     |     |                   |
Jr.Clerk  Record Keeper Jr.Clerk|     Diary &
                            |     Desp. Clerk
                            |
        |                   |                   |
   Naib Qasid          Driver          Chowkidar       Sweeper
```

Duties and responsibilities will be reassigned to various personnel in this section as per job descriptions page 34 to 48.

D: Budget & Accounts:

1 Organization

- The Operations and Revenue Division accounts will be merged to form a sole accounting unit responsible for carrying out accounting functions for the reorganized division.

- The existing sanctioned staff will be used in reorganizing the Divisions.

  Out of the existing Banking and Accounts Section staff of the Revenue Office, only one UDC dealing with accounts will be transferred to the new Budget and Accounts.

- The Divisional Accountant - Accounts, who reports to Division Manager, will be responsible for the accounting functions and the Divisional Accountant - Funds, will be responsible for the banking operations of the division, accountable to Customer Service Officer.

2. Organization Charts

The following charts illustrate the staff organization under the Budget and Accounts and the Customer Services related to the accounting functions.

```
DIVISION MANAGER
        |
DIVISIONAL
ACCOUNTANT ACCOUNTS
(Payments & Accounts)
        |
        |
        |
        |
ACCOUNTS
CLERKS      = 4
LDC         = 1-2
```

```
CSO
        |
        |
DIVISIONAL
ACCOUNTANT FUNDS
(Revenue Cash &
Banking
        |
        |
SENIOR
CLERKS      = 3
JR.CLERKS   = 2
```

Under approved yardstick of WAPDA, one Junior Clerk for each Sub-Division is shown in Budget & Accounts Section. This post of Junior Clerk does not belong to Accounts cadre. The incumbent of this post is recruited in Administration cadre and assigned to Divisional Accountant office for pre-auditing the payment vouchers and maintaining Service Books of Sub-Divisional staff. Since the updation and maintenance of Service Books is now the responsibility of Administration Section in Level-1 Reorganization, this post is not now shown in Budget & Accounts Section.

Existing titles of the supervisory staff will be changed to match with the proposed set up of the Budget & Accounts Section.

Old Title	BPS	New Title
Divisional Accountant-Operation	11/12	Divisional Accountant-Accounts
Divisional Accountant-Revenue	11/12	Divisional Accountant-Funds

C: Customer Services

1. Organization

The existing Revenue Office administratively under the control of the Circle, will be converted to the Customer Services Office reporting directly to the Division Manager. The new division Customer Services Office will each be equipped with a computer to enter and validate data prior to updating and billing customer accounts.

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

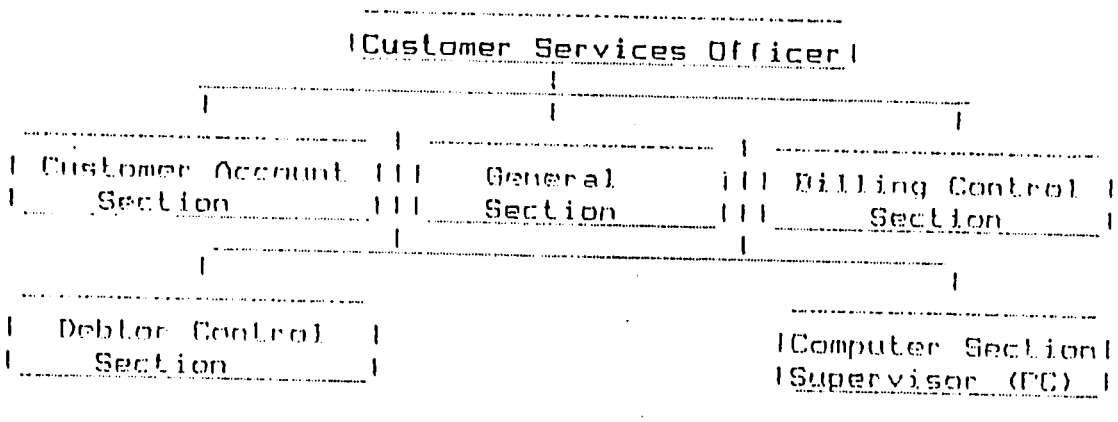
Computer Section

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

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

2. Organizational Chart

The following will be the organizational structure of the Customer Services Section:



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

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

D: Planning and Engineering

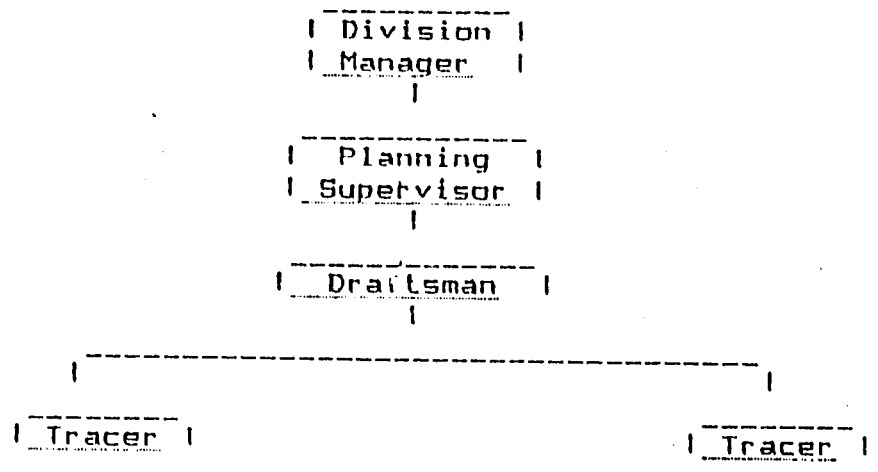
1. Organization

Reorganization of the Planning and Engineering components within the Division will improve the effectiveness to plan new services and associated rehabilitation. This will be accomplished primarily through computerization of planning techniques. A personal computer (PC) will be installed at the Division HQ which will be used primarily for planning, and secondarily for processing Stores, Administration, and Finance records. Effectiveness will be further increased when a computerized Work Order System is implemented in 1991. An Outage Reporting System will also be implemented in 1991 as a part of the Distribution Protection Program.

A Planning Section will be created under the Division Manager which will have responsibility for utilization of the PC as a planning tool. This Planning Section will review proposals for new service applications under direction of the Division Manager. In addition, the Planning Section will provide support to Sub division Officers as requested in preparation of proposals for new service applications. The Planning Section will be comprised of existing staff as follows:

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

The Planning Section will report to the Division Manager as shown in the following chart:



E: Sub Division (Rural & Urban)

Service

1. Organization

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

The two Sections will be responsible to the sub divisional officer (SDO) and will work under his direct supervision and guidance in accordance with the approved WAPDA policies and procedures.

New Connections

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

Crews comprising LMs and ALMs will install the approved connections in accordance with the WAPDA approved Construction/Installation standards and specifications.

Planning and analysis of the general connections applications up to 15KW will be the responsibility of the Service Connections Section. The SDO will review and approve feasibility of each connection before any of these are physically installed.

All new load applications other than and/or exceeding 15 KW general (Domestic and Commercial) connections will also be received at the sub division. However, related documentation, complete with technical data including feeder and line information, will be submitted by the SDO to the Division Planning Section for their analysis and subsequent approvals etc by the XEN. Over 15 KW connections above 70 kw load will be routed through already approved channels.

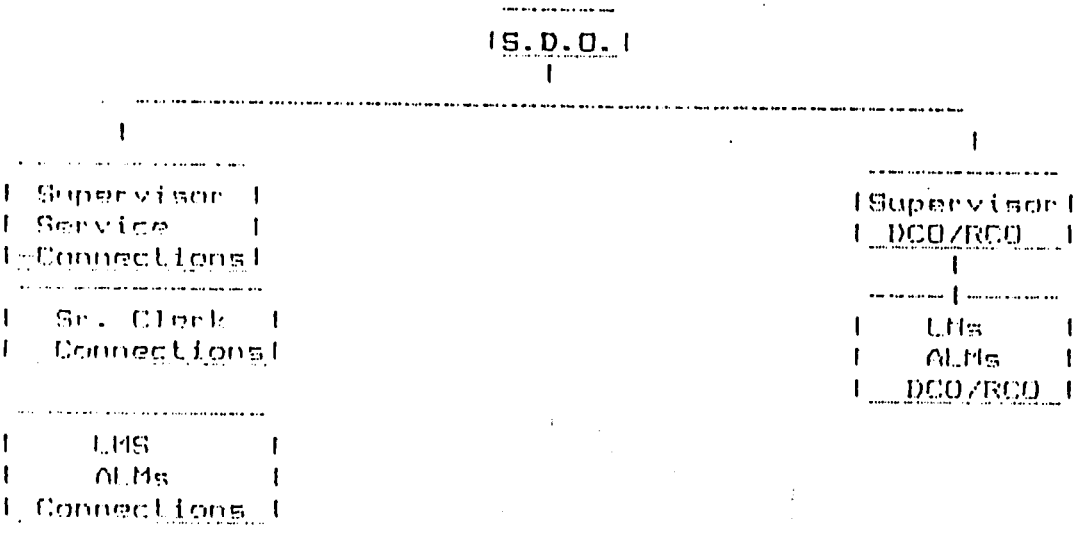
Disconnection and Reconnection

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

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

2. Organization Chart

The Service Organization structure is as shown in the following Diagram.



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

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

Maintenance & Complaints (M&C)

1. Organization

The maintenance and complaints Section in the Level I Divisions will continue to be called the Maintenance & Complaints Section. However, crews will be assigned specific responsibilities to ensure that proper preventive maintenance of the Distribution System within their respective sub divisional area is performed in accordance with specific maintenance schedules. Emergency crews will make maximum use of available communication and transportation means to improve response times to customer complaints.

a. Preventive Maintenance

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

b. Emergency Maintenance

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

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

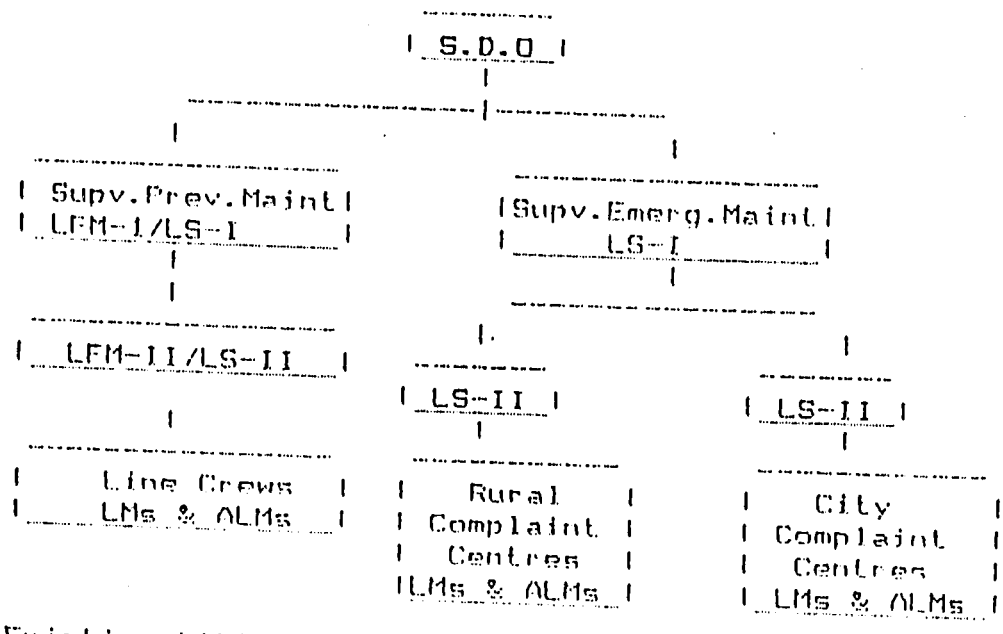
Major system emergency conditions that result in breakdowns beyond the scope and effort of the complaint crews will be reported to the Preventive Maintenance group for rectification on priority basis. The emergency complaint crews, however, wherever possible, will provide temporary power to the areas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

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

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

2. M&C Organization Chart

The Maintenance & Complaints Organization Chart will be as shown in the following Diagram.



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

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

Note:

A case for the three additional posts of Line Superintendents (one LS-I BPS-12 and two LS-II BPS-11) for the Subdivision M&C Section has been initiated for approval. However, the section can utilize the existing sanctioned most senior linemen to perform in accordance with the recommended M&C organizational structure of the Level-I Divisions.

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III: FUNCTIONAL/PROCEDURAL CHANGES:

A: Administration:

The Payroll system will be computerized similar to the Model Divisions.

Position descriptions of all personnel in the administration section will be as on pages 34-40. Supervisor Administration will maintain an up-to-date file of the position descriptions of all divisional personnel.

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

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

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

B: Budget & Accounts

Separate set of Cash Books for Imprest and Miscellaneous Receipts presently maintained by the Revenue Office will be dispensed with and only one cash book for Imprest and one for Miscellaneous Receipts will be maintained by the Divisional Accountant - Accounts.

Only one General Ledger will be maintained to record accounting transactions pertaining to the division.

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

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

a) Distribution Operating Statement
b) Revenue Statement
c) Miscellaneous Income Statement
d) Commercial Operation Statement

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

Ledger Posting Summaries for Banking/
Customer Services Transactions

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

C: Customer Services

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

D: Planning and Engineering

At present it is only required to introduce the PC as a planning tool. The sanctioning of new connection will continue as is. The introduction of the computerized Work Order System and Outage Reporting System will be deferred until a later date to allow a smooth and orderly implementation of those independent systems.

a) Planning Section

The Planning Section is responsible to review all proposed Work Orders on behalf of the Division Manager, including those requiring sanctioning by the Division Manager or by a higher authority, (15KW to 1,000 KW).

Computer analysis of H.T/L.T. systems is dependent on the availability of data describing existing H.T/L.T. facilities. The Planning Section is responsible to maintain current drawings provided by the respective

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SDO's. From the information provided, the Planning Section is responsible to maintain current data files describing the existing facilities. These files will be available for use by the SDO as well as the Planning Section.

The Planning Supervisor is responsible to supervise utilization of the PC by the Planning personnel and other users. All users must have appropriate training.

The Planning Supervisor is responsible to request computer supplies, operational assistance and maintenance from the PC Supervisor.

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

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

b) Overall Planning

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

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

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

a. Division Planning Guide

b. Technical Audit Procedures

c. Guidelines For Preparing Proposals
For the Rehabilitation of L.T. System

d. 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 Engineering Economic Studies

T8 WAPDA Distribution System Over Current Protection Report

T9 WAPDA Distribution System Planning Guide to Determine Equivalent Demand on Grid Station Transformers

T10 WAPDA Distribution System Planning Criteria

T11 WAPDA Distribution System Voltage Flicker Guideline

T12 Low Tension Conductor and Service Guidelines

h. Dist. Mapping Report

i. Procedure for Economic Analysis of ELR Works.

E: Sub-Division (Rural & Urban)

Service

a) New Connections Section:

Plan new service connections of Domestic and Commercial categories (general connections) upto 15 KW load, for approval by the SDO and maintain relevant record.

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

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

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

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

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

Prepare and submit relevant reports and returns as per procedures.

b. Disconnection and Reconnection Section

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

Maintenance and Complaints Section

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

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

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

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

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

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

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

The 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 Crews

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

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

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

2. Construction Procedures Manual for Line Crews

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

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

3. Operating Procedures Manual for Line Crews

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

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

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4. Distribution Switching Operations Procedures Manual

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

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

5. Field Switching Guide

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

6. Capacitor Bank Field Maintenance Procedure

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

IV: TRAINING & IMPLEMENTATION:

A: Administration:

The PTAI Advisor (Administration) and the Chief Consultant will instruct the field staff comprised of the Supervisors Administration (previously Head Clerks) and will follow-up the implementation activities. A schedule for completion of cash books and their handing over to the Divisional Account will be prepared and PTAI will monitor and assist in its implementation.

D: Budget & Accounts

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

PC Supervisor
Divisional Accountant
Accounts Clerk

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

Finance Trainers

WAPDA Headquarters	P T A T	A E B
M. Shoaib WAPDA Computer Center	M. Saleem Sr.B&A Officer	Ghulam Habib B&AO Implementatior
M. Idrees D & A Officer	Ch.Noor Mohammad Sr. Audit Officer	

C: Customer Services

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

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

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

The trainees will cover the following topics:

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

The trainees in each division will be:

1) Customer Services Officer
2) Commercial Superintendent

3) Billing Supervisor
4) Debtor Control Supervisor
5) P.C. Supervisor
6) P.C. Operator(s)
7) Data Control Clerk

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

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

The Supervisory Committee shall consist of:

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

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

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

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

D: Planning & Engineering

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

Title	No.
Planning Supervisor	1
Draftsman	1

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

E: Sub-Division (Rural & Urban)

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

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

1.	Lineman Training Course T-300	For LM-Is & IIs
2.	Asst. Lineman Training Course T-100	For ALMs

A Line Superintendent's Technical Training Course T-500 is under development at the DTI Lahore and is expected to be available for implementation in the near future. However, the Line Superintendents should attend the presently available refresher courses at the Faisalabad Training Institute.

V. BENEFITS

A: Administration

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

B: Budget And Accounts

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

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

C: Customer Services

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

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

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

D: Planning and Engineering

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

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

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

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

Communications between the Division Manager and Subdivisions will be improved.

Responsibility for compliance with planning criteria will be defined.

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

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

Losses will be reduced through rehabilitation planning.

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

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

F: Sub-Division (Rural & Urban)

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

BASIC PAY SCALES

LEVEL-I
BPS - LEVELS

TITLE	BPS
Division	
Division Manager	18
Stenographer II	12
Administration	
Supervisor Administration	11/13
Senior Clerk Personnel	7
Senior Clerk General Services	7
Driver	7
Diary & Despatch Clerk	5
Junior Clerk/Typist	5
Recordkeeper	5
Sweeper	1
Chowkidar	1
Naib Qasid	1
Mali	1
Budget & Accounts	
Divisional Accountant - Accounts	11
Accounts Clerks	7
Junior Clerks	5
Planning & Engineering	
Planning Supervisor	12/16
Draftsman	12
Tracer	5
Customer Services	
Customer Services Officer	17
Divisional Accountant (Funds)	11/12
Commercial Superintendent	14
P.C. Supervisor	16
P.C. Operator	12
Supervisor Billing Control	11
Supervisor Debtor Control	11
Senior Clerk	7
Junior Clerk	5
Bill Distributor	3
Daftri	1
Naib Qasid	1
Chowkidar	1
Mali	1
Sweeper	1

TITLE	BPS
Sub-Division	
Sub-Division Officer	17
Meter Reading	
Supervisor Meter Reading	12
LS-II Meter Reading	11
Meter Readers	5
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
Maintenance and Complaints	
Supervisor Preventive Maintenance	12/16
Supervisor Emergency Maintenance	12/16
LFM-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-I 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, Planning, and the 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, Planning, and Customer Services functions.

- Ensures that the provisions of the Union agreement are followed by both labor and management.

- Observes safety regulations and ensures their compliance.

- Approves capital and operating expenditures and for emergency repairs within the approved financial powers. Reviews and forwards expenditures greater than his authority to a higher authority for approval.

- Directs the planning and activities of the division and sub-divisions for economical and efficient 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.

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

- 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 AEDs. 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 — Supervisor Administration (Level-I Division)

GRADE — BPS 11/13

BASIC FUNCTIONAL DESCRIPTION

Supervisor Administration is responsible to Division Manager for assisting the him in administrative matters of the Division. Directly supervises and provides guidance for the processing of personnel matters of the Division and concerned Sub Division personnel including employment, transfers, promotions, compensation, training, employee welfare, maintenance of employee record and retirement. Also supervises general services activities including processing of stationery, vehicles utilization, repair and maintenance, leasing of accommodations etc.

MAJOR DUTIES AND RESPONSIBILITIES

- Scrutinizes and processes cases of fixation of salary, grant of increments, honoraria, compensation to the deceased employees families, scholarships to employees children, welfare grant etc.
- Reviews employee payroll.
- Processes the cases of posting, transfers, promotions, terminations and disciplinary action according to Authority's Rules.
- Performs duties in connection with employment of personnel.
- Conducts personnel orientation of new employees appointed at the division level including proper completion of all forms and documents, responsible for obtaining all the documents necessary to complete the personal files of the concerned employees.
- Performs duties in connection with maintaining files and Services Books up-to-date and complete in all respects, schedules meetings and convenes Boards for Selection purpose.
- Ensures that the employees service records are kept up-to-date.
- Processes the nomination of trainees for local and centralized training programs.

- Processes the leasing and re-leasing of residential accommodation to the Rent Assessment Board.

- Arranges procurement of office furniture, using approved purchasing procedures and maintains record thereof.

- Ensures the services and repair of office equipment and divisional telephone.

- Consolidates division requirement for stationery and obtains same using approved purchasing procedures or from Central Stationery Store.

- Monitors the operation of the division vehicles to maximum vehicle utilization.

- Coordinates the maintenance and repair of vehicles and monitors that repairs performed by outside workshops or the WAPDA Central Repair Shop are completed in a timely manner.

- Supervises record of legal cases.

- Provides assistance and information to WAPDA Counsel engaged for the defence of Division cases. Attends courts of law with WAPDA Counsel, if necessary.

- Prepares cases for obtaining legal advice and guidance from the OED/WAPDA Headquarters.

- Deals with the labour problems, arranges meetings of Division Manager with CBA Union, if necessary. Records minutes of the meetings.

- Keeps the Division Manager informed on all matters relating to legal and labour welfare.

- Reviews various monthly, quarterly, bi-annual and annual statements received from lower formations and forwards to the higher offices.

- Arranges the Services Stamps from State Bank of Pakistan.

- Scrutinizes the cases of pension, gratuity, General Provident Fund (GPF), Employee Provident Fund (EPF) and Group Life Insurance (GLI) and ensures that such ases are initiated in time.

- Deals with the Inspection Reports and Audit Paras relating to administrative matters and SVRs.

- Any other duty assigned by the Divisional Manager.

DESIRED QUALIFICATIONS

a. Education

Direct recruitment (for one third of the vacancies): Bachelors Degree from a recognized university with 'B' Grade.

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct recruitment. Five to 10 years experience for promotion cases depending on the academic qualifications.

c. Language Proficiency

Ability to read and write English and Urdu languages fluently.

d. Knowledge of Specific Areas

Knowledge of WAPDA Service Rules, Transport Rules, Retirement, Pension, GPF/EPF/GLI Rules and various administrative policies and procedures.

e. Abilities and Skills

Good communication ability and human relation skills.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from the Division Manager.

b. Available Guidelines

Various WAPDA Rules/Procedures are available to guide the incumbent in day-to-day performance of his functions.

c. Exercise of Judgment

The incumbent is expected to exercise his judgment on the proper documentation of the cases.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

Contacts sub-divisions in connection with the personnel matters.

f. Supervision Exercised

Supervises two Senior Clerks and four Junior Clerks.

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POSITION TITLE — Senior Clerk - Personnel (Level-I Division)

GRADE — BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk Personnel is responsible to Supervisor Administration for processing cases for personnel actions postings, transfers, promotions, disciplinary cases, salary fixation, increments, General Provident Fund (GPF), Employee Provident Fund (EPF) and Group Life Insurance (GLI). Prepares payroll and statement of legal cases. Updates Seniority List of employees of the Division.

MAJOR DUTIES AND RESPONSIBILITIES

- Prepares cases of fixation of salary, grant of increments, workmen compensation, pension, welfare grants and scholarships to the employees children.
- Prepares payroll of the Divisional Staff.
- Scrutinizes and processes payroll of the Sub Divisional and other formations attached with the Division for payment purposes.
- Assists Supervisor Administration in processing cases of posting, transfers, promotions, terminations and disciplinary action.
- Places copies of personnel actions in the relevant personal files.
- Assists Supervisor Administration in dealing with the legal cases and labor problems at Divisional level.
- Prepares statement of legal cases of the Division.
- Supervises preparation of the pay bills and updating of Service Books by Junior Clerks.
- Drafts correspondence regarding establishment cases.
- Does noting, drafting and referencing for all kinds of incoming letters regarding establishment, disciplinary and FIA cases.
- Maintains record of Establishment Section.
- Prepares, maintains and updates seniority list of division.

- Drafts reminders of routine nature for the signatures of Supervisor Administration/Division Mananager.

- Any other duty assigned by the Supervisor Administration.

DESIRED QUALIFICATIONS

a. Education

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

or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

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

c. Language Proficiency

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas

Knowledge of office routine.

Knowledge of WAPDA Service Rules.

e. Abilities and Skills

Communication skills.

POSITION ELEMENTS

a. Supervision Received

Direct supervision is received from Supervisor Administration.

b. Available Guidelines

WAPDA Service Rules/Procedures and instructions from the Supervisor Administration.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

Supervises the work of Junior Clerks maintaining Service Books.

POSITION TITLE — Senior Clerk - General Services (Level-I Division)

GRADE — BPS 7

BASIC FUNCTIONAL DESCRIPTION

Senior Clerk - General Services is responsible to Supervisor Administration for processing the cases of vehicle repair and maintenance, procurement of stationery and office equipment, leasing and re-leasing of accommodation. He maintains Vehicle Register and Stationery Register.

MAJOR DUTIES AND RESPONSIBILITIES

- Prepares requisition for repairs and maintenance of building, furniture and office equipment.
- Prepares leasing and re-leasing cases of residential and office buildings for onward transmittal to the Rent Assessment Board.
- Prepares requisitions of stationery supplies for procurement from the Central Stationery Stores or market.
- Maintains and issues stationery supplies and forms. Maintains Stationery Register.
- Assists Supervisor Administration in procuring office equipment and furniture.
- Coordinates use of divisional vehicles for maximum utilization.
- Scrutinizes vehicle repair estimates.
- Prepares papers for vehicle repairs and maintenance.
- Maintains vehicle register.
- Supervises the work of Diary and Despatch Clerk.
- Any other duty assigned by the Seniors.

DESIRED QUALIFICATIONS

a. Education

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

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or

By promotion as per WAPDA Service Rules.

b. Prior Work Experience

None for direct hires. Three to five years experience for promoters 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

Supervision Received

Direct supervision is received from Supervisor Administration.

b. Available Guidelines

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

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Exercised

Supervises the work of Diary and Despatch Clerk.

POSITION TITLE Junior Clerk - Service Books (Level-I Division)

GRADE BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk- Service Books is responsible to Senior Clerk Personnel for maintaining Service Books of Divisional and Sub Divisional employees. Puts up Service Books with incoming letters for further action wherever necessary. Maintains Incumbency Register.

MAJOR DUTIES AND RESPONSIBILITIES

- Maintains Service Books of the Divisional and Sub Divisional employees.
- Updates the Service Books.
- Keeps up Service Books Movement Register.
- Receives relevant letters and puts up the Service Books to Senior Clerk for further action.
- Maintains Incumbency Register.
- Puts up the General Provident Fund (GPF), Employee Provident Fund (EPF), Group Life Insurance (GLI), Workers Welfare cases to the Senior Clerk for processing.
- Repairs the Service Book cover and sets its binding.
- Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

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

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

or

- By promotion as per service rules

b. Prior Work Experience

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

c. Language Proficiency

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

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE — Junior Clerk - Recordkeeper (Level-I Division)

GRADE — BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Recordkeeper is responsible to Senior Clerk Personnel for maintaining personnel subject files and personal files and putting up the documents/files with the incoming mail for further action. Looks after the movement of the files.

MAJOR DUTIES AND RESPONSIBILITIES

- Maintains personal files and subject personnel files for the division.
- Retrieves files as and when required by the divisional staff.
- Receives incoming mail/correspondence/documents and puts up with relevant file to the concerned officials for further action.
- Maintains file movement register and notes movement of all files.
- Maintains all the files in his safe custody.
- Replaces and repairs old file cover and sets its binding.
- Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

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

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

or

- By promotion as per service rules

b. Prior Work Experience

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

c. Language Proficiency

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

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

POSITION TITLE — Diary/Despatch Clerk (Level-I Division)

GRADE — BPS 5

BASIC FUNCTIONAL DESCRIPTION

Diary/Despatch Clerk is responsible to Senior Clerk General Services for receiving and diarizing the incoming mail and despatching the outgoing mail.

MAJOR DUTIES AND RESPONSIBILITIES

- Receives the incoming mail and diarizes it in the Diary Register.
- Sends incoming mail to Division Manager through Supervisor Administration.
- Despatches outgoing mail.
- Arranges delivery of the outgoing mail by Naib Qasid or by mail.
- Maintains Service Stamps 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 service rules

b. Prior Work Experience

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

c. Language Proficiency

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

d. Knowledge of Specific Areas

Knowledge of office routine and diarizing/despatching.

e. Abilities and Skills

Typing skill at 40 words a minute.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk General Services.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

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POSITION TITLE Divisional Accountant - Accounts

GRADE BPS 13

BASIC FUNCTIONAL DESCRIPTION

The Divisional Accountant-Accounts is responsible to Division Manager for the compilation of monthly accounts of reorganized division, checking of all kinds of claims pertaining to work expenditure, operation and maintenance expenditure, serves as primary auditor and financial advisor to Division Manager.

MAJOR DUTIES AND RESPONSIBILITIES

- Assists the Division Manager in preparation of all correspondence relating to finance and accounting matters.
- Follows-up the procedure laid down in the Divisional Accounting Manual for smooth working of Accounts Section.
- Undertakes the correspondence for obtaining imprest from Director Finance AEB and from Director Insurance and Pension Lahore for making the pension payments.
- Preaudits and passes all kinds of bills and claims.
- Operates the Imprest Bank Account. Prepares cheques and signs as first signatory and deliver to the right claimant after getting signature from Division Manager. Also prepares payment voucher (A-4) and gets acknowledgement from the claimant.
- Maintains Imprest Cash Book and Miscellaneous Receipt Cash Book. Prepares Reconciliation Statement, Remittance Summary and submits to AEB Accounts Directorate.
- Verifies the pay fixation cases of the staff.
- Deals with the Audit Reports and Audit paras relating to Primary Audit and Accounts of division such as personnel claims, imprest cash and stores requisition etc.
- Acts as an overall coordinator of the division including Customer Services Office and Sub-Divisional Officers.
- Operates the bank accounts of pension on behalf of Authority as first signatory and makes the pension payments.
- Checks and supervises the preparation of:

- Ledger Posting Summaries and Journal
- General and Subsidiary Ledger
- Job Card/Work-in-Progress
- Computerization of Monthly Accounts
- Management Reports and Statements

o Supervises the preparation of Annual Maintenance Budget, Capital Budget and Income Budget. Watches the expenditure within budget ceiling. Also undertakes the reappropriation of budget statements.

o Manages the issue of Work Order/Job Order numbers from AED Accounts Directorates and supervises the Assets Accounting.

o Watches and control the suuspense balance and takes maximum efforts for its clearance.

o Supervises the disposal/preparation of debit/credit advices and maintenance of incoming/outgoing Advice Register.

DESIRED QUALIFICATIONS

a. Education

Should be a graduate preferably B.Com or by promotion from a lower position with at least 3 years experience.

b. Prior Work Experience

Three year's work related experience.

c. Abilities and Skills

- Total fluency in written and spoken Urdu and reasonable understanding of English.
- Knowledge of Accounting/Book-keeping.
- Possess supervisory skills to deal with complex problems.
- Deal effectively with people who come in contact with him.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Manager.

b. Available Guidelines

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

c. Exercise of Judgment

Must be able to analyze the work related problems.

d. Nature, Level and Purpose of Contacts

Contacts with WAPDA personnel as necessary in the execution of responsibilities

e. Supervision Exercised

Supervises the work of staff assigned to him and ensures smooth work related functions.

POSITION TITLE Accounts Clerk - 1

GRADE BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk 1 is responsible for preparing Ledger Posting Summary, Deduction Schedules and checking a Sub Division's Imprest Cash Account and other duties assigned by the Divisional Accountant - Accounts.

MAJOR DUTIES AND RESPONSIBILITIES

- Prepares the Payroll Ledger Posting Summary, various Deduction Schedules and assists the Divisional Accountant - Accounts in making the Salary Payments.
- Checks at least one Sub Division's Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- Prepares Management Report and Subsidiary ledgers.
- Assists in preparation of annual maintenance budget, its posting and submission to Superintending Engineer's Office.
- Maintains all record of Accounts Section with the assistance of one Junior Clerk.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE Accounts Clerk - 2

GRADE BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk-2 is responsible to Divisional Accountant - Accounts for handling various accounts documents flowing in and out of Accounts Section. Assists the Divisional Accountant - Accounts in checking, posting, summarizing, balancing, reconciling the books of accounts and preparation of management reports.

MAJOR DUTIES AND RESPONSIBILITIES

- Prepares Ledger Posting Summary for CSO and Sub Divisional Imprest Account.
- Checks at least one Sub Divisional Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- Maintains the Invoices Book and prepares Invoice Book Ledger Posting Summary.
- Receives Store Requisitions and writes down the Accounts Code. Checks the Weekly Store Statements. Maintains the SS cheques. Registers and assists the Divisional Accountant - Accounts in issuing the SS cheques. Prepares "Stock Accounts Ledger Posting Summary".
- Receives and issues the Debit/Credit Advices and maintains incoming/outgoing Advice Register and prepares Ledger Posting Summary. Prepares and reconciles the Current Accounts Statement each month.
- Prepares the Management Reports and Subsidiary Ledgers specifically assigned to him.
- Assists in preparation of Capital Budget and Income Budget.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE Accounts Clerk - 3

GRADE BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk-3 is responsible to Divisional Accountant-Accounts for the preparation of posting summaries of cash books, checking of sub-divisional imprest accounts. Assists the Divisional Accountant - Accounts in preparation of input for computer and validation of output data.

MAJOR DUTIES AND RESPONSIBILITIES

- Assists the Divisional Accountant - Accounts in Maintaining and reconciliation of Imprest Cash Book and Miscellaneous Receipt Cash Book.
- Checks at least one Sub Divisional Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- Prepares the Ledger Posting Summary of Divisional Imprest Cash Book and Miscellaneous Receipt Cash Book.
- Receives all Ledger Posting Summaries and prepares the input data for Computer and edited the output of computer.
- Assists the Divisional Accountant, Accounts, in posting of all Ledger Posting Summaries to the General Ledger and abstract the trial balance (after computerization manual preparation of General Ledger will be discontinued).
- Prepares the Management Report and Subsidiary Ledgers specifically assigned to him.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE Accounts Clerk - 4

GRADE BPS 7

BASIC FUNCTIONAL DESCRIPTION

Accounts Clerk-4 is responsible to Divisional Accountant - Accounts for receipt of various posting summaries for CSO and checking thereof. Assists the Divisional Accountant - Accounts in maintaining the Assets Accounting record.

MAJOR DUTIES AND RESPONSIBILITIES

- Receives Ledger Posting Summaries of Bills Cash Book (Revenue) Billing Cash Book (Capital), Billing Cash Book (Security Deposit), Assessment and Realization Summary from CSO and incorporates in accounts.
- Checks CSO's office Imprest Cash Account and prepares the abstract of expenditure for incorporation in Ledger Posting Summary.
- Prepares Assets Accounting and maintains Assets Register and File.
- Assists in arrangement of Work Order/Job Order numbers and maintains the Job Card.

DESIRED QUALIFICATIONS

a. Education

Intermediate Certificate/Senior Cambridge Examination or by promotion from a lower position.

b. Prior Work Experience

One year's work related experience.

c. Abilities and Skills

Total fluency in written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE Junior Clerk - 1 (Pre-audit)

GRADE BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk-1 is responsible to Divisional Accountant - Accounts for proper maintenance of records/files in the Accounts Section. Assists the Divisional Accountant - Accounts in the preparation of salary bills and their arithmatic checking.

MAJOR DUTIES AND RESPONSIBILITIES

- Checks the arithmetical accuracy of paybills received from Supervisor Administration.
- Affixes the pass order stamp and allots the token number.
- Assists in preparation of Payroll Summary, various Deduction Schedules and Statements.
- Assists in maintenance of record of Accounts Section.
- Types all letters and statements.

DESIRED QUALIFICATIONS

a. Education

Matriculate or 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 written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE Junior Clerk - 2 (Pre-audit)

GRADE BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk-2 is responsible to Divisional Accountant - Accounts for preparation of payroll summaries, allotment of token number to various claims/bills submitted for preaudit by Divisional Accountant - Accounts.

MAJOR DUTIES AND RESPONSIBILITIES

- Checks the arithmetical accuracy of paybills received from Supervisor Administration.
- Affixes the pass order stamp and allots the token number.
- Assists in preparation of Payroll Summary, various Deduction Schedules and Statements.
- Assists in making the cash/cheque payments and cancellation of payment voucher.
- Types all letters and statements.

DESIRED QUALIFICATIONS

a. Education

Matriculate or 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 written and spoken Urdu and reasonable understanding of English.

Knowledge of elementary book-keeping.

POSITION ELEMENTS

a. Supervision Received

Reports directly to Divisional Accountant - 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 the work of staff assigned to him.

POSITION TITLE: Planning Supervisor (Level I Divisions)

GRADE: 12/16

BASIC POSITION DESCRIPTION:

The Planning Supervisor is responsible to the Division Manager for planning the service connections to the customers in the sub-divisions.

MAJOR DUTIES AND RESPONSIBILITIES:

- Operates and utilizes the P.C. based feeder analysis Program for Distribution Planning.

- Plans the service connections to new customers and the necessary changes to the connections of existing customers; determines the condition of the distribution system up to the proposed connection; visits the site, determines what HT, transformer changes and LT connections or changes are required.

- Coordinates with the concerned S.D.O. for the preparation of Work Orders by the Sub-divisions specifying the equipment required and its costs.

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

- Collects data from the Sub-divisions on transformer loadings and load forecasting to permit the future planning for system improvements and expansion.

- Directs the activities of the Division Planning Section and guides and supervises the work of assigned staff including utilization of the P.C.

- Provides support to S.D.Os as requested, in preparation of proposal for new service connections.

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 Division Manager, 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: Draftsman (Level I Divisions)

GRADE: DPS-12

BASIC POSITION DESCRIPTION:

The Draftsman is responsible to the Planning Supervisor for preparing all types of layouts, drawings, diagrams and inventories of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES:

- Assists the Planning Supervisor in the development of planning proposals using the P.C. based feeder analysis program.
- 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 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: Tracer (Level I, II & III Divisions)

GRADE: DPS-5

BASIC POSITION DESCRIPTION:

The Tracer is responsible to the Draftsman/Assistant Draftsman for tracing and preparing prints of all types of layouts, drawings and diagrams of materials for Distribution Planning.

MAJOR DUTIES AND RESPONSIBILITIES:

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

DESIRED QUALIFICATION:

a. Education

Minimum Matriculation.

b. Prior Work Experience

3 years experience in the relevant field.

c. Language Proficiency

Reasonable fluency in written and spoken Urdu with working knowledge of English language.

d. Knowledge of Specific Areas

- Good knowledge of engineering term and symbols.
- Knowledge of Division/Sub-division organizational structure.

e. Abilities and Skills

- Must demonstrate ability to produce high quality tracing and prints.

- Must be able to read drawings or make changes.

POSITION ELEMENTS:

a. Supervision Received

Direct supervision is received from the Draftsman/Assistant Draftsman.

b. Exercise of Judgment

Judgment on the basis of the instructions received and strict adherence to pertinent directions.

c. Authority to Make Commitments

Nil.

d. Nature, Level and Purpose of Contacts

Nil.

POSITION TITLE: Customer Services Officer (Level-I Division)

GRADE: BPS-17

BASIC FUNCTIONAL DESCRIPTION:

The Customer Services Officer is responsible to the Division Manager for Customer Services activities relating to the Commercial Procedures; for issuance of electric service bills and bill distribution, computer processing including data entry and validation, the customer inquiry procedures, and the Energy Surveillance program; for implementing new or revised procedures for the Customer Services; and for assuring good customer relations with all classes of customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- Ensures that customer inquiries are expediently and fairly handled within the guidelines established by appropriate governmental authorities.
- Directs office employees as they carry out customer contact to assure a prompt and courteous service to the customers.
- Ensures efficient application of billing procedures.
- Directs and monitors the maintenance of the customer records.
- Responsible for the initiation of the write off procedure for the disconnected delinquent customers before referring to Government Recovery Officer.
- 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 and practices.
- Directs the use of the Customer Services PC microprocessor.
- Directs activities relating to extension of credit, collection or disconnection of delinquent accounts and requirements for security deposits.
- Directs activities relating to billing adjustments.

- Responsible for training of staff and that they are well conversant with update law, rules, orders, instructions and procedures.

- Provides for preparation and verification of all required reports.

- Consults the concerned officials in the Circle and AED for functional guidance of policy matters.

- 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 local procedures and practices as authorized where not covered by general instructions.

- 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.

- Recommends, develops and assists in training 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 documents issued from time to time.

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the extent authorized by the Divisional Manager.

e. Nature, Level and Purpose of Contacts:

Contacts with customers, Government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

f. Supervision Exercised:

Supervises the work of his staff, plans their workload and assignments, provides assistance in dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Divisional Accountant - Funds (Level-I Division)

GRADE: BPS-11/12

BASIC FUNCTIONAL DESCRIPTION:

The Divisional Accountant - Funds is responsible to the Customer Services Officer for activities relating to banking operations of the division in respect of maintenance of customers security deposits, capital contributions and customers energy bills.

MAJOR DUTIES AND RESPONSIBILITIES:

- Maintenance of Customers Security Deposits Record/Refund of Customers Securities i.e., Customers Security Deposit Register, Collection of Scrolls and checking of their correctness with reference to stubs.
- Bank Reconciliation of Customers Security Deposit Bank Account.
- Preparation of Cash Remittance Summary for submission to AED through Divisional Accountant - Accounts.
- Reconciliation of Customers Security Deposit List (CP-Form-97) received bi-annually from Computer Center.
- Collection of Bank Scrolls from Banks and checking their correctness. Initiate action regarding scrolls lost in transit and movement of Bank Scrolls to Computer Center.
- Preparation of forwarding memo CP-Form-99, effecting their reconciliations with the respective bank branches and preparation of Bank Accounts, Reconciliation (CP-Form-48).
- Preparation of Monthly Cash Remittance Summary.
- Checking of various documents as per laid down procedures.
- Preparation of Return of Assessment and Realization (CP-Form-41) and its reconciliation with debtors control account (CP-Form-45).
- Adjustment of unidentified cash reported by Computer Center through Unidentified Cash List (CP-Form-107).

- Checking of Daily List of Cash received on behalf of other Divisions (CP-Form-126) and Daily List of Cash posted by other Divisions (CP-Form-127) and arrangement of issuance of Credit Advices and disposal of Incoming Credit Advices.

- Receipt of Bank Scrolls from the banks and checking of their correctness with reference to stubs and paid Demand Notices Statement received from Sub-Divisions.

- Maintenance of Cash Book (CP-Form-51) in respect of Demand Notices and preparation of Bank Reconciliation Statement.

- Preparation of Cash Remittance Summary in respect of Capital Contributions for submission to Budget & Accounts Section.

- Receipt of Monthly Statement of Connections installed during the month and preparation of Journal Entry for adjustment of capital contribution and installations costs.

- Deals with the Inspection Reports and Audit Paras relating to Customer Accounts & Funds.

- Observes safety regulations and ensures their compliance.

- Undertakes other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Bachelor's degree in Commerce or Business Administration.

b. Prior Work Experience:

Two years experience in the field of accounting.

c. Language Proficiency:

Total fluency in spoken and written English.

d. Knowledge of Specific Areas:

Basic knowledge of finance and accounting principles.

e. Abilities and Skills:

Ability and skill to organize the basic accounting work.

POSITION ELEMENTS:

a. Supervision Received:

Directions are received from the Customer Services Officer regarding job assigned.

b. Available Guidelines:

Has available all policies and procedures approved by Authority for accounting and banking business and expected to ensure their implementation.

c. Exercise of Judgment:

Required to exercise judgment in respect of accounting matters of the section assigned.

e. Nature, Level, and Purpose of Contacts:

Meets with the Division's Customer Services Officer to coordinate the functions.

e. Supervision Exercised:

Exercises direct supervision over assigned subordinate staff.

POSITION TITLE: Commercial Superintendent (Level-I Division)

GRADE: BPS-14

BASIC FUNCTIONAL DESCRIPTION:

The Commercial Superintendent is responsible to the Customer Services Officer for the supervision of general section for receiving duplicate copies of Application Forms and other specified connection documents from Sub-Divisional Offices, maintaining connection application registers and files for each consumer. Coordinates with the Supervisor Computer Operations for all data control and transmittal. Ensures prompt and fair service to all new and existing customers.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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 for all data control and data transmittal.
- Coordinates with the S.D.Os for all new connections, reconnections, disconnections and equipment removals.
- 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 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 in his section.

- Observes safety regulations 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 of 15 years relevant experience required.

c. Abilities and Skills/Knowledge:

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

- Deal effectively with people both customers and employees.

- Possess supervisory skills to deal with complex problems and develop practical solutions.

- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to the Customer Services Officer.

b. Available Guidelines:

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

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Has full authority to make commitments to the level authorized by Customer Services officer.

e. Nature, Level, and Purpose of Contacts:

Contacts with customers, government agencies and other WAPDA personnel as necessary in the execution of responsibilities.

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Supervisor P.C.
(Level-I Division)

GRADE: BPS-16

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor P.C. is responsible to the Customer Services Officer and functionally to the AEB Assistant Director - Computer Operations; is responsible for the operation and use of the customer services computer and other machines associated with data processing.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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-I Division)

GRADE: BPS-12

BASIC FUNCTIONAL DESCRIPTION:

The P.C. Operator is responsible to the Supervisor P.C. and performs routine computer operations including key entry and key verification of division transactions. Performs various other clerical duties such as filing of department reports, maintenance of Section records and preparation of required section and division forms.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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 peripherial 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-I Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Billing Control is responsible to the Customer Services Officer for the customer billing, customer billing complaints and billing adjustments.

MAJOR DUTIES AND RESPONSIBILITIES:

- Supervises billing section employees as they carry out their work.
- Ensures the maintenance of all billing ledgers and their reconciliation within the customer accounts system.
- Ensures correctness of all bills by conducting a random check of bills pertaining to each customer class.
- Maintains computer generated billing register to look after billing complaints.
- Ensures that all bill adjustments are carried out by the computer and the bills corrected accordingly.
- 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.
- Responsible for proper and timely distribution of bills within the division.
- Observes safety regulations and ensures their compliance.
- Undertake other responsibilities as assigned.

DESIRED QUALIFICATION:

a. Education:

Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.

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b. Prior Work Experience:

12 years' prior related experience.

c. Abilities and Skills/Knowledge:

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

- Knowledge of customer Accounting applications and techniques.

- Deal effectively with people, both customers and employees

- Possess supervisory skills to deal with complex problems and develop practical solutions.

- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Commercial Superintendent.

b. Available Guidelines:

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

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Nature, Level, and Purpose of Contacts:

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

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Supervisor Debtors Control (Level-I Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Debtors Control is responsible to the Customer Services Officer for activities relating to debtors, extension of credit, collection or disconnection of delinquent accounts and requirements for security deposits.

MAJOR DUTIES AND RESPONSIBILITIES:

- Ensures the maintenance of debtor's ledgers and their reconciliation within the customer accounts system.
- Supervises the control and analysis of arrears the date and amount and the disconnection/reconnection procedures.
- Monitors the timely despatch of disconnection notices and orders to the delinquent customers.
- Supervises the maintenance of security deposit records and monitors, the enhancement, collection of refund of customer's security deposits as required.
- Directs activities consequent to all MIS reports on active debtors and delinquents.
- Assists Customer Services Officer 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.
- Undertake other responsibilities as assigned.

DESIRED QUALIFICATIONS:

a. Education:

Intermediate certificate holder or by promotion from a lower position with at least 10 years experience.

b. Prior Work Experience:

12 years' prior related experience.

c. Abilities and Skills/Knowledge:

- Strong communication skills in both written and spoken English and Urdu.
- Knowledge of customer Accounting applications and techniques.
- Deal effectively with people, both customers and employees.
- Possess supervisory skills to deal with complex problems and develop practical solutions.
- Able to react in a reasonable manner to a wide range of stressful situations.

POSITION ELEMENTS:

a. Supervision Received:

Reports directly to Commercial Superintendent.

b. Available Guidelines:

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

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Nature, Level, and Purpose of Contacts:

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

e. Supervision Exercised:

Supervises the work of his staff, plans their work load and assignments, provides assistance when dealing with complex administrative problems, evaluates performance and ensures that their work is carried out in compliance with plans.

POSITION TITLE: Senior Clerk
(Level-I Division)

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Senior Clerk is responsible to the Commercial Superintendent or respective Section Supervisor Clerical Services in the collection and maintenance of statistics and customer data as needed for the billing, debtors, customer services, or other general duties.

MAJOR DUTIES AND RESPONSIBILITIES:

Within the limits of approved Customer Services policies and as directed by his supervisors:

- Maintains data regarding billing, debtors, new connections, DCO/RCO/HCO 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-I 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-I Division)

GRADE: BPS-3

BASIC FUNCTIONAL DESCRIPTION:

The Bill Distributor is responsible to the Supervisor Billing Control for the distribution of bills at the customers premises in the area assigned to him.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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: Sub-Division Officer (Level I & II Divisions)

GRADE: DPS 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-I Sub-Division)

GRADE: BPS-12

BASIC FUNCTIONAL DESCRIPTION:

The Supervisor Meter Reading is responsible to the S.D.O. for meter reading and line losses of all feeders and performs responsible and difficult duties which require independent analysis, moderately extensive judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with other sections and departments, some external contacts with customers and the general public. Supervises, coordinates and directs the work of others.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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 laid down 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 lists and meter reading error lists to the Computer Supervisor.
- Responsible for minimizing losses of all feeders in the Sub-Division.
- Refers for investigation, observed unauthorized use of energy, broken or damaged meters and seals, abnormal consumption and questionable tariff violations.
- Assists S.D.O. 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 S.D.O.

b. Available Guidelines:

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

c. Exercise of Judgment:

Must be able to analyse complex problems resulting in proposals and their implementation.

d. Authority to Make Commitments:

Nil.

e. Nature, Level, and Purpose of Contacts:

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

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-I Sub-Division)

GRADE: BPS-11

BASIC FUNCTIONAL DESCRIPTION:

The LS-II Meter Reading is responsible to the Supervisor Meter Reading for meter reading and line loss of group of feeders assigned and follow up duties which require analysis, judgment and detailed knowledge of WAPDA and/or meter reading work procedures. Includes frequent contact with customers and the general public. Supervises, coordinates and directs the work of Meter Readers under him.

MAJOR DUTIES AND RESPONSIBILITIES:

- 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 lists 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-I Sub-Division)

GRADE: BPS-5

BASIC FUNCTIONAL DESCRIPTION:

The Meter Reader is responsible to the Supervisor Meter Reading/LS-II Meter Reading for recording of meter reading upto 70KW at customers premises.

MAJOR DUTIES AND RESPONSIBILITIES:

- Records meter reading of all customers upto 70KW on meter reading sheets 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.

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d. Knowledge of Specific Areas:

General knowledge of the area covered by the division/ sub-division.

e. Abilities and Skills:

- Must be polite and patient when dealing with the customers.

POSITION ELEMENTS:

Supervision Received:

Direct supervision is received from the Supervisor Billing Control.

POSITION TITLE: Supervisor Service Connections (Level I Sub Divisions)

GRADE: BPS-12/16

BASIC POSITION DESCRIPTION:

The Supervisor Service Connections is responsible to the Sub Divisional Officer to whom he is assinged. 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 9 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Must be reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.

- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assign personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Senior Clerk (Service) (Level 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 availabe 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: Supervisor DCO/RCO (Level I Divisions)

GRADE: BPS-12/11

BASIC POSITION DESCRIPTION:

The Supervisor DCO/RCO is responsible to the Sub Divisional Officer to whom he is 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 8 to 10 years experience in a major functional area of distribution work.

c. Language Proficiency

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.

- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available construction and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Supervisor Preventive Maintenance (Level I & II Sub Divisions)

GRADE: DPS-12/16

BASIC POSITION DESCRIPTION:

The Supervisor Preventive Maintenance is responsible to the Sub Divisional Officer to whom he is assinged. He has responsibility for the coordination and supervision of work involved in the routine scheduled maintenance of overhead and underground distribution lines and associated equipment to minimize the recurring faults and ensure the stability of the Distrbution System.

MAJOR DUTIES AND RESPONSIBILITIES:

- Plans and schedules the Preventive Maintenance of the Distribution System lines and equipment on a continuous basis.
- Plans crew formations and assigns work in accordance with approved schedules.
- Supervises the maintenance of the primary and secondary overhead and underground distribution lines and equipment.
- Supervises the scheduled maintenance of transformers, line voltage regulators, capacitor banks, fuses, switches, reclosers, sectionalizers, arresters and other distribution system equipment.
- Ensures maintenance work practices in accordance with the WAPDA Distributinn Maintenance Procedures Manual.
- Makes recommendation on changes pertaining to improvement of distribution system.
- 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

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.

- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available maintenance and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Technical judgment, discretion and professional integrity is required to supervise work and assigned personnel.

d. Authority to Make Commitments

Has authority to make commitment on approved policies and procedures.

e. Nature, Level and Purpose of Contact

Contact with technical management at Sub Division/Division level and with field personnel to exchange views on job related matters.

f. Supervision Exercised

Direct supervision of assigned personnel and line staff.

POSITION TITLE: Supervisor Emergency Maintenance (Level I & II Sub Divisions)

GRADE: BPS-12/16

BASIC POSITION DESCRIPTION:

The Supervisor Emergency Maintenance is responsible to the Sub Divisional Officer to whom he is assinged. He has responsibility for the coordination and supervision of work involved in the maintenance and restoration of overhead and underground distribution lines and associated equipment in case of faults and breakdowns under normal and extreme weather conditions that may result into disconnection of supply to the customers. He will also be responsible for attending the customer no power complaints received through the Area Complaint Centres.

MAJOR DUTIES AND RESPONSIBILITIES:

- Guides and supervises the emergency maintenance of the primary and secondary overhead and underground distribution lines and equipment and supervises the operation of the switches and equipment in case of fault and breakdowns.

- Supervises and directs the operation of the Complaint Centres both in rural and urban areas.

- Supervises the emergency 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.

- 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

Reasonably fluent in written and spoken English and Urdu.

d. Knowledge of Specific Areas

Technical knowledge of the distribution and utilization of electric energy and the equipment.

e. Abilities and Skills

- Strong written and oral communication skills.

- Technical knowledge of construction standards, maintenance techniques and equipment operation.

POSITION ELEMENTS:

a. Supervision Received

Under direction of the Sub Divisional Officer follows approved policies, criteria and established standards.

b. Available Guidelines

Available maintenance and operation procedures, standards, schedules, service rules and safety codes.

c. Exercise of Judgment

Techoical 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: Complaints Clerk (Level I, II & III Divisions)

GRADE: DPS-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: Line Superintendent - Grade I/II (Level I, II & III Divisions)
- Service
- Maintenance and Operation
- DCO/RCO

GRADE: DPS-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 required.
- Ensures cooperation and coordination of activities among employees to enhance efficient operation of activities.

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- 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: 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: 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 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: DPS 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: Senior Clerk - Personnel

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Senior Clerk is responsible to the Sub Divisional Officer for for processing cases for personnel actions, postings, transfers, disciplinary cases, and increments. Prepares payroll and statement of legal cases.

MAJOR DUTIES AND RESPONSIBILITIES:

- Prepares cases of fixation of salary, grant of increments, workmen compensation, pension, welfare grants and scholarships to the employees children.
- Prepares payroll of the Sub Divisional staff.
- Prepares cases of posting, transfers and disciplinary action.
- Places copies of personnel actions in the relevant personal files.
- Prepares pay bills and updates of Service Books.
- Drafts correspondence regarding establishment cases.
- Does noting, drafting and referencing for all kinds of incoming letters regarding establishment, disciplinary and FIA cases.
- Maintains record of Establishment Section.
- Drafts reminders of routine nature for the signature of Sub Division Officer.
- Any other duty assigned by the Sub Division Officer.

DESIRED QUALIFICATION:

a. Education:

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

or

By promotion as per WAPDA Service rules.

b. Prior Work Experience:

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

c. Language Proficiency:

Reasonable fluency in spoken and written Urdu and English languages.

d. Knowledge of Specific Areas:

- Knowledge of office routine
- Knowledge of WAPDA Services Rules.

e. Abilities and Skills:

Communication skills.

POSITION ELEMENTS:

a. Supervision Received:

Direct supervision is received from Sub Division Officer.

b. Available Guidelines:

WAPDA Service Rules/Procedures and instructions from the Sub Division Officer.

c. Exercise of Judgment:

None.

d. Authority to Make Commitments:

None.

e. Nature, Level, and Purpose of Contacts:

None.

f. Supervision Exercised

Supervises the work of Junior Clerks.

POSITION TITLE: Junior Clerk - Enquiries

GRADE: BPS-7

BASIC FUNCTIONAL DESCRIPTION:

The Junior Clerk - Enquiries is responsible to the Senior Clerk - Personnel for maintenance of correspondence files and keeping record of activities pertaining to the customer complaints and enquiries.

MAJOR DUTIES AND RESPONSIBILITIES:

- o Maintains files on correspondence regarding customer complaints and enquiries.
- o Maintains record of reports regarding customer complaints and enquiries and on the activities assigned.
- o Keeps track of the correspondence.
- o Performs other duties as assigned.

DESIRED QUALIFICATION:

a. Education:

- Direct Recruitment

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

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

or

- By promotion as per service rules

b. Prior Work Experience

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

c. Language Proficiency

Reasonable fluency in written and spoken Urdu. Job related working knowledge of English language.

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

POSITION ELEMENTS:

a. Supervision Received:

Receives direct supervision from the Senior Clerk - Personnel.

c. Exercise of Judgment:

Nil.

POSITION TITLE — Junior Clerk - Recordkeeper (Level-I Division)

GRADE — BPS 5

BASIC FUNCTIONAL DESCRIPTION

Junior Clerk - Recordkeeper is responsible to Senior Clerk Personnel for maintaining personnel subject files and personal files and putting up the documents/files with the incoming mail for further action. Looks after the movement of the files.

MAJOR DUTIES AND RESPONSIBILITIES

- Maintains personal files and subject personnel files for the division.
- Retrieves files as and when required by the divisional staff.
- Receives incoming mail/correspondence/documents and puts up with relevant file to the concerned officials for further action.
- Maintains file movement register and notes movement of all files.
- Maintains all the files in his safe custody.
- Replaces and repairs old file cover and sets its binding.
- Any other duty assigned by the superiors.

DESIRED QUALIFICATIONS

a. Education

- Direct Recruitment

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

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

or

- By promotion as per service rules

b. Prior Work Experience

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

c. Language Proficiency

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

d. Knowledge of Specific Areas

Knowledge of office routine and filing.

POSITION ELEMENTS

a. Supervision Received

Supervision is received from the Senior Clerk Personnel.

b. Available Guidelines

Verbal instructions from the superiors.

c. Exercise of Judgment

None.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

None.

f. Supervision Received

None.

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