

BANGLADESH RURAL ELECTRIFICATION BOARD
DHAKA, BANGLADESH.
PBS INSTRUCTION : 300-41

SUBJECT: OPERATION AND MAINTENANCE GUIDELINES.

Date of Approval : 30-11-1981

Date of Last Revision : 19-02-2020

PURPOSE:

To set forth BREB guidelines for the successful management and operation of a PBS.

SENIOR GENERAL MANAGER/ GENERAL MANAGER:

A. **Scope of Responsibilities:**

Under delegated authority from the Samity Board of Directors, the Senior General Manager/ General Manager is responsible to the Samity Board for the following:

1. The development of a program and the organization of a staff for the engineering, construction and operation of the electric facilities required to meet needs of the PBS.
2. Managing the affairs of the PBS, with the objective of making area coverage electric service available to all farms, homes, commercial and industrial establishments, and community facilities within the PBS registration area.
3. Providing at the lowest feasible cost, an adequate supply of dependable electric energy that will add profitability to farming and industry and develop the local economy.
4. Developing among the members an understanding as to their ownership responsibilities and benefits in the PBS, and an acceptance of the PBS objectives and policies in the local communities.


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5. Operating the PBS on a prescribed margin basis for service in accordance with modern principles of management organization and sound human relations.
6. Assuring good working conditions for the PBS personnel and providing them opportunity for maximum creativeness, personal satisfaction, and sense of accomplishments.
7. Advising and assisting the Samity Board of Directors in developing sound written policies and in making informed decisions about objectives, programs, and basis controls for the PBS.
8. Plan, Direct and Coordinate a membership drive throughout the PBS service area.
9. Develop and implement the house wiring program so that wiring of houses will proceed concurrently with the construction of the distribution lines.
10. Develop and implement the operational directives required to carry out the policies and decisions of the Samity Board of Directors.
11. Establish and direct an organization to operate and maintain the facilities necessary to carry out the objectives of the program.
12. Develop management practices, methods, and procedures to assure effective operations of the system.
13. Provide advice and assistance to the organization staff to carry out an efficient operation.

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B. Senior General Manager/ General Manager's Functions:

1. Structure:

Recommends to the Samity Board the organizational structure best suited to carry out its objectives.

2. Staffing:

Interviews, selects, appoints, promotes department heads, subject to the approval of the Samity Board and when necessary, terminates.

3. Training:

Institutes training programs for the continuous development of his staff to insure that they meet, qualifications and work requirements of their respective departments.

4. Performance Appraisal:

Appraises his staff periodically to help them progressively raise the level of their performance.

5. Wage and Salary Administration:

Administers the PBS's wage and salary polices and recommends equitable pay system to the Samity Board of Directors for approval.


Determine periodically wage and salary adjustments for all employees of the PBS in accordance with approved wage and salary schedule, and performance records.

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6. **Position Description:**
Directs the preparation and periodic up-dating of position descriptions for the entire organization. Carries into effect the understanding and acceptance by each Department Head, of all authorities, responsibilities and relationship within the organization.
7. **Morale:**
Promotes, develops and maintains good interpersonal relationship among his staffing by recognition of accomplishments and affording advancement according to merit, ability and capability.
8. **Planning:**
- Formulates policies on operations, finance, wage and salary administration and research needed to carry out the objectives of the PBS and submits them to the Samity Board of Directors for approval.
 - Studies and plans the organizational structure staffing requirements and facilities necessary for the operation of the system.
 - Develops departmental procedures for the day to day operations of the PBS and studies ways and means to improve these procedures for a more efficient operation.
 - Plans and prepares agenda for weekly staff meeting.

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- e. Plans and develops ways and means that will ensure effective communication with all Departments and personnel.
- f. Prepares report to the Samity Board of Directors and to the members.
- g. Coordinates with his staff in planning social activities for all personnel to promote harmonious relationships within the entire organization.
- h. Initiates management development programs embracing all aspects of personnel administration.
- i. Reviews the proposed consolidated budget, based on departmental budgets.
- j. Reviews the Annual Work Plan.
- k. Determines the operating cash requirements for the present and future needs.
- l. Prepares the agenda for regular and special meetings of the Samity Board of Directors.

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- m. Coordinates with Department Heads in the preparation of the Annual Meeting program, and submits it to the Samity Board of Directors for approval.
- n. Plans a well rounded safety and training program for the PBS.
- o. With the assistance of the Department Heads and Consultants, plans and develops long and short range studies and system improvements where needed.
- p. Studies the system load growth and plans, in consultation with the BREB and Engineering Consultants, to assure all necessary actions are taken for an adequate wholesale power supply.
- q. Determines the need for consultants, and makes appropriate recommendations to the Samity Board of Directors.

C. Additional General Manager/ Deputy General Manager's Functions:

1. Plan, Direct and Co-ordinate the activities of the office;
2. Develop and implements the operational directives required to carry out the policies and decisions of the PBS;
3. Develop & implements management practices, methods and procedures so as to assure effective operation of the office;
4. Provides advice & assistance to the office personnel to carry out an efficient operation;

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