

BANGLADESH RURAL ELECTRIFICATION BOARD  
DHAKA, BANGLADESH.  
**PBS INSTRUCTION: 300-42**

**SUBJECT: ESTABLISHMENT OF ZONAL OFFICE, PBS SUB-ZONAL OFFICE,  
PBS AREA OFFICE & PBS COMPLAIN CENTRE.**

Date of Approval : 30-11-1981  
Date of Last Revision : 19-02-2020

**PURPOSE :** To establish and provide guidelines and criteria necessary for establishment of PBS Zonal Office, PBS Sub-Zonal Office, PBS Area Office and PBS Complain Centre within the service area of a PBS in order to extend and ensure better electric and consumer service facilities to PBS consumer-members.

**POLICY:** Each PBS, upon obtaining prior approval of the PBS Board, may establish PBS Zonal Office(s), PBS Sub-Zonal Office(s), PBS Area office(s) and complain Centre(s) within its service area as long as establishment of such office(s) or Centre(s) is/are economically justified and approved by the BREB and meets the following guidelines and criteria:

**1. REQUIREMENTS FOR ESTABLISHING PBS ZONAL OFFICE, PBS SUB-ZONAL OFFICE, PBS AREA OFFICE & PBS COMPLAIN CENTRE:**

- a) A PBS Zonal Office may be established for a declared geographical area under which there may be established a number of PBS Area offices and PBS Complain Centers. A PBS Zonal Office shall only be established with the prior approval of the PBS Board and the BREB chairman.
- b) In consideration to consumer mix & density, consumer number,

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kilometers of energized line, revenue, communication & considering important public place or any other essential factors Sub-Zonal Office, may be established with proper justification and subject to obtaining prior approval of the PBS Board and the BREB Chairman. Each PBS Sub-Zonal Office must be located in a strategic location of the Upa-zilla, based on consumer density.

- c) One PBS Area Office may be established in each Upa-zilla, No PBS Area Office should be established in the same Upa-zilla where PBS Headquarters or PBS Zonal Office or PBS Sub-Zonal facilities exist, unless it is economically and administratively justified and approved by the PBS Board and the BREB Chairman. Each PBS Area Office must be located in a strategic location of the Upa-zilla, based on consumer density.
- d) If the Upa-zilla size and area is such that it is geographically unmanageable from the PBS Headquarters/PBS Zonal Office/PBS Sub-Zonal Office or from one PBS Area Office, the PBS with the prior approval of the PBS Board may establish a Complain Centre in the same Upa-zilla provided that establishment of such office/centre is economically and administratively justified and approved by the BREB Chairman.

**Note-1:** The criteria of consumer numbers for establishment of any of the above offices shall be met individually and be mutually exclusive.

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**Note-2:** If an office is set up under Zonal Office or Sub-zonal Office or Area Office, the manpower may be proportionately devised.

**2. STAFFING AND CHARTER OF DUTIES & RESPONSIBILITIES OF PBS ZONAL OFFICE, PBS SUB-ZONAL OFFICE, PBS AREA OFFICE AND PBS COMPLAIN CENTER.**

The staffing requirements for PBS Zonal Office, PBS Sub-Zonal Office, PBS Area Office and PBS Complain Centre shall be economically justified and based on the rate of growth of electrified area under the proposed establishment, which shall include, but not limited to kilometers of line energized, consumer-service connected, numbers of potential consumers awaiting service connection, KWH of consumption, revenue collection & etc.

**A. PBS COMPLAIN CENTER:**

**1) Criteria.**

For a minimum number of 8,000 and above consumer service connection (which will be at least 10 km apart from nearest office), which however may be reduced subject to proper justification. In consideration to consumer mix & density, consumer number, kilometers of energized line, revenue, communication & considering important public place or any other essential factors the above criteria may be relaxed. Establishment of Complain Center shall be executed on the prior approval of the PBS Board and the BREB as per laid down in PBS Policy Instruction 300.01.

**2) Standard staffing & Transport Requirements.**

- Standard staffing and Transport requirement of each of the PBS Complain Centre is attached at ANNEXURE:A.
- When need arises, PBS Management may depute additional line crew and staff personnel from PBS Head-quarters establishment or other offices on temporary basis to any PBS Complain Centre provided such deputation is deemed

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economically and administratively justified.

- c. Line Technician shall remain in charge of the Centre.

**3) Office Accommodation.**

- a. Monthly Rents for hiring of accommodation for the Office shall be approved by the PBS Senior General Manager/ General Manager. However, if advance house rent exceeding 6 (six) months, is required for hiring of such accommodation, prior approval of the PBS Board is to be taken.
- b. PBS shall maintain provisions for accommodation of all designated line crew personnel inside the premises or adjacent to the premises of each Complain Centre (single accommodation at no cost) so as to ensure their constant presence in order to ensure quick disposal of complaints and consumer service.
- c. Each Line crew personnel posted to a Complain Centre shall serve for a minimum period of one year. They shall discharge all duties & responsibilities assigned against the office as and when need arises.

**4) Function & Duties.**

- a) Consumer service & Consumer complain receive and disposal.
- b) Implementation of CMO.
- c) Implementation of Meter Report when SBO is not required.
- d) Inspection of distribution of electric line & reporting.
- e) Operation & maintenance of distribution line.
- f) R-O-W when assigned pursuant of line Inspection report.
- g) Operation & maintenance of PBS Sub-Station, if and when required with prior approval of concerned Assistant General Manager.
- h) Maintaining close liaison with government officials, educational institutions & local elites to safeguard the greater interest of the PBS.
- i) Shall record all necessary information in respect to C-M-O, S-B-O & Meter Report Register
- j) Receive consumer complaint by on line and arrange reply against the

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complaints immediately after taking subsequent actions thereof preferably by SMS.

- k) Timely sending of reports of all activities to the controlling office.
- l) Any other duties & responsibilities as & when will be assigned by competent authority from time to time.

**NOTE:** Line crew personnel shall discharge such functions and responsibilities as outlined in PBS Policy Instruction 100-38 and also perform such other duties and responsibilities as may be assigned by PBS management from time to time.

**B. PBS AREA OFFICE:**

**1) Criteria:**

For above 15,000 (which will be at least 10 km apart from nearest office) consumer services connected, establishment of Area office shall be executed on the prior approval of the PBS Board and the BREB as per laid down in PBS Policy Instruction 300-01. In consideration to consumer mix & density, consumer number, kilometers of energized line, revenue, communication & considering important public place or any other essential factors the above criteria may be relaxed. Economic viability from revenue collection point of view should be carefully considered before deputing full staff personnel.

**2) Standard staffing & Transport Requirements.**

- a. Standard staffing and Transport requirement of each of the PBS Area Office is attached at **ANNEXURE: B**.
- b. When need arises, PBS Management may depute additional line crew and staff personnel from PBS Head-quarters establishment or other offices on temporary basis to any Area office provided such deputation is deemed economically and administratively justified.
- c. Junior Engineer/Assistant Junior Engineer shall remain in charge of the office.

**3) Office Accommodation.**

- a. Monthly Rents for hiring of accommodation for the office shall be approved by the PBS Senior General Manager/ General Manager. However, if advance house rent exceeding 6 (six) month is required for hiring of such accommodation, prior approval of the PBS Board is to be

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- b. PBS shall maintain provisions for accommodation of all designated line crew personnel inside the premises or adjacent to the premises of each PBS Area office so as to assure their constant presence in order to ensure quick disposal of complaints and consumer service.
- c. Each Line crew personnel posted to an Area office shall serve for a minimum period of one year. They shall discharge all duties & responsibilities assigned against the office as and when need arises.

**4) Function & Duties.**

- a. Consumer service & Consumer complain receive and disposal.
- b. Implementation of C-M-O.
- c. Implementation of all single-phase Meter Reports.
- d. Inspection of distribution of electric line & reporting.
- e. Operation & maintenance of distribution line.
- f. R-O-W when assigned pursuant of line Inspection report.
- g. Operation & maintenance of PBS Sub-station, as and when required with prior approval of concerned Assistant General Manager.
- h. Maintaining of close liaison with government officials, educational institutions & local elites of safeguard the greater interest of the PBS.
- i. Shall record all necessary information in respective C-M-O, S-B-O & Meter Report Register
- j. Receive consumer complaint by on line and arrange reply against the complaints immediately after taking subsequent actions thereof preferably by SMS.
- k. Timely sending of reports of all activities to the controlling office.
- l. Any other duties & responsibilities as & when will be assigned by competent authority from time to time.

**Note:** Line crew personnel shall discharge such functions and responsibilities as outlined in PBS Policy Instruction 100-38 and also perform such other duties and responsibilities as may be assigned by PBS management from time

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**c. PBS SUB-ZONAL OFFICE:**

**1) CRITERIA:**

- a. For above 20,000 (which will be at least 10 km apart from nearest office) consumer services connected. Establishment of PBS Sub-Zonal Office shall be executed with prior approval of the PBS Board and the BREB as per laid down in PBS Policy Instruction 300-01. In consideration to consumer mix & density, consumer number, kilometers of energized line, revenue, communication & considering important public place or any other essential factors the above criteria may be relaxed.
- b. PBS Management should, before submitting proposal for establishment of such office(s), meticulously consider and explore the administrative and financial effects of establishing such office(s), such as safety & security, revenue vis-a-vis expenditure, PBS(s) financial condition, prospect of reducing system loss and etc.
- c. Economic viability from revenue collection point of view should be carefully considered before deputing full staff personnel.

**2) STANDARD STAFFING & TRANSPORT REQUIREMENTS.**

- a. Standard staffing AND Transport requirement of each of the PBS Sub-Zonal Office is attached at ANNEXURE: C.
- b. When need arises, PBS management may deputy additional line crew and staff personnel from PBS Head-quarter establishment or other offices on temporary basis to any PBS-Sub-Zonal Office provided such deputation is deemed economically and administratively justified.
- c. Assistant General Manager (Senior-most be preferred) of the PBS shall be deputed to a PBS-Sub-Zonal Office as officer-in-charge. The Directorate of PBS Human Resource, BREB shall take necessary arrangement to this effect.

**3) OFFICE ACCOMMODATION.**

- a. Monthly Rents for hiring of accommodation for the office shall be approved

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by the PBS Board. However, if advance house rent exceeding 6 (six) months is required for hiring of such accommodation, prior approval of the PBS Board is to be taken.

- b. PBS shall maintain provisions for accommodation of all posted line crew personnel inside the premises or adjacent to the premises of each PBS Sub-Zonal office so as to ensure their constant presence in order to quick disposal of complaints and consumer service.
- c. Each Line crew personnel posted to a PBS Sub-zonal office shall normally serve for a period of two years. They shall discharge all duties & responsibilities assigned against the office as and when need arises.

#### 4) IMPREST FUND

There shall be an Imprest Fund Account against each PBS Sub-Zonal Office. The designated staff personnel shall be authorized to approve day-to-day official expenses. The reimbursable fund amount shall be determined on the basis of monthly requirement subject to a maximum of Taka 15,000 (Fifteen Thousand) only. All expenses by utilization of this fund must be limited within the approved budgetary allocation.

#### 5) FUNCTION & DUTIES OF PBS SUB-ZONAL OFFICE.

##### A. Administrative Delegation:

Administrative Delegation of Assistant General Manager shall be in accordance with provisions as is/are stipulated in the various PBS Instruction under Policy Series-100, 200 & 300.

##### B. General Administrative Activities:

1. Personnel files of the employees posted to the PBS Sub-Zonal office shall be maintained by the PBS Head quarters. PBS Sub-Zonal office shall maintain a shadow file for each employee.
2. Employees posted in PBS Sub-Zonal office, including the personnel of the PBS Area Office & PBS Complain Center under the jurisdiction of the respective PBS Sub-Zonal office shall perform their duties under the administrative control of the

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respective Assistant General Manager. PBS General Manager will approve administrative and disciplinary actions against employees posted to the Sub-Zonal Office and offices under its jurisdiction as per recommendation of Assistant General Manager. Assistant General Manager shall have the authority to show-cause/issue warning letter or suspend any employee of Sub-Zonal Office under his/her administrative control, with the approval of PBS Senior General Manager/ General Manager.

3. Casual leave of officers and employees under the administrative control of the Sub-Zonal Office shall be approved by the Assistant General Manager.
4. Earned leave, Maternity leave and other authorized leave shall be approved by PBS Senior General Manager/ General Manager as per recommendation of the Assistant General Manager. The Assistant General Manager shall maintain up-dated records of all sorts of leave in his/her office.
5. Office stationeries and printing materials which are procured centrally at PBS Head Quarter shall be supplied by the PBS Head Quarter as per requisition. PBS Sub-Zonal office shall maintain stock-ledger for accountability of such supplies. In case of emergencies, Assistant General Manager shall arrange procurement and supply of routine stationery and other materials to all office/centers under his jurisdiction from his/her Imprest fund within budgetary allocation. Necessary Register will be maintained for the purpose in all the offices/centers.
6. In the event of non-availability of any or all requisitioned items in the PBS Head quarters stores, PBS Sub-Zonal office(s) may be authorized for purchase of such items on an emergency basis as per PBS guidelines and shall transmit necessary particular/document for reimbursement. Record of such purchase is to be posted in the stock-Register of PBS Headquarter as well as the PBS sub-zonal office.

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7. Assistant General Manager shall be responsible for over-all supervision of all staff-personnel of the PBS Sub-Zonal office and the offices under its jurisdiction.
8. Preparation & maintenance of Daily Labor /work report (if required) for the designated staff- personnel for onward transmission with the monthly salary Bill to PBS Headquarters.
9. The Assistant Enforcement Coordinator/ Enforcement Coordinator posted in the PBS Sub-Zonal Office shall be responsible for looking after general administrative activities, assisting disconnection activities, repair & maintenance of transports, assisting legal proceedings and operation & management of the store.
10. Materials required for service connection and emergency maintenance works shall be provided to the PBS Sub-Zonal Office according to the requisition of Assistant General Manager. The Assistant General Manager shall ensure proper use of these items in the sub-zonal office and all other officers/Centers under its jurisdiction. Stock register for such items is to be maintained in the PBS-Sub-Zonal office for proper accounting.
11. Detail report on Meter connections, billing, load growth, system loss, bill collection, disposal of C.M.O & Meter Report, R-O-W and etc. will be prepared for submission to PBS Headquarters for placement in the monthly PBS Board Meeting.

**C. Member Service, Power Use & Member Education Activities:**

Each PBS-Sub-zonal office shall discharge the following Member Service, Power Use and Member Education Activities:

- 1) Receive different types of applications and enquires and enquiries from consumer Members applicants on hard copy or soft copy.
- 2) Maintain Registers against different types of applications as per PBS policy Instruction and guidelines.

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- 3) Perform preliminary Survey Report (PSR) for all applications of consumer connection.
- 4) The PSR shall be reported to Deputy General Manager (Zonal Office) through AGM (O&M) of the Zonal office and to Senior General Manager/ General Manager through Deputy General Manager (HQ-tech) for approval, when load demand is higher than 2 (two) KW and the connection types are other than residential, commercial or charitable institutions.
- 5) Assistant General Manager shall have the authority to approve application for new connections within the approved distance for service drops when load demand is within 2 (two) KW and the connection types are only residential, commercial or charitable institutions and take appropriate actions for connecting them, provided that the connected load remains within surplus load capacity of the installed transformer. A summary of all such connections along with detailed information and documents shall be sent to PBS Headquarters at the end of every month.
- 6) For connection other than service drops, if the PSR indicates that such connections are feasible, the PBS Sub-Zonal Office shall send the applications along with PSR(s) to Member Service Department of PBS Headquarters for further action. Member Service Department will send it to Consultant / Retainer Consultant to prepare TSR, Design, Estimate and/ or Staking Sheet. On completion of TSR/ Design/Estimate/Staking Sheet, Consultant / Retainer Consultant shall submit the applications along with required documents to the PBS Departmental Head (Engineering), who will immediately place it to Senior General Manager/ General Manager through Deputy General Manager (HQ-Tech) for approval along with their comments on the application by evaluating the TSR/Design/Estimate/Staking Sheet prepared by the consultant/Retainer Consultant. After approval or disapproval from Senior General Manager/ General Manager, the Departmental Head (Engineering) shall forward the said application to the Member Service Department. The Engineering Department shall not hold the application beyond

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the reasonable period. the Member Service Department will return back the application to the PBS Sub-Zonal Office as soon as possible. The PBS where Engineering Department is yet to be established, the Member Service department will be responsible for this function.

- 7) Distribution of Membership/Electric Connection form to the deserving applicants.
- 8) Inspection of wired houses and submission of wiring report accordingly.
- 9) Meter-Reading, if and when assigned, especially for Irrigation consumers, on a regular monthly schedule as prepared by the Billing section of sub-zonal office.
- 10) Conduct Meter renovation work within designated service area of the sub-zonal office.
- 11) Initial field survey relating to Temporary/ provisional service connections, the report of which is to be forwarded to Headquarters for further decision.
- 12) Monthly statement of House-wiring report Membership/Electric connection and other related information pertinent to operation & Management of the respective office.
- 13) The Membership Certificate of Consumer Members under the sub-zonal office & its sub-ordinate office(s) is to be issued within a maximum of one month from the date of PBS Board approval.
- 14) Provide assistance and advice to consumer-members in order to solve their enquiries and problems.
- 15) Prepare and sign Contract Forms and other documentation for all service connections under the jurisdiction of the sub-zonal office & transmit relevant documents to PBS Headquarter for further action.
- 16) Reply to all application and enquiries relating to electric connections and consumer services.

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- 17) Necessary measures for the approved new connections and re-connections.
- 18) Measurement of power factor & recommendation for imposition of penalty, if and when applicable.
- 19) Consumer Education, Consumer motivation, Consumer awareness & Elaka elite meetings.
- 20) Operation & Management of one-point.
- 21) Receive application by on line and arrange reply against the applications immediately after completing PSR and/or subsequent actions thereof preferably by SMS.
- 22) Receive complainants by on line and arrange reply immediately after taking actions thereof preferably by SMS.
- 23) Identify overloaded transformers and taking appropriate action to change them.
- 24) Identify obstacles for system up-gradation and provide necessary advice and assistance to solve it.
- 25) Check single phase meter installed in the consumer end.
- 26) Monitor meter reading GP/LP consumer.
- 27) Justify technical standard of sub-station under zonal office.
- 28) completion of ERC.
- 29) Take decision against meter report and CMO.
- 30) Monitor and supervise the one point service, preliminary survey of new connection application, selling of Grounding rod and Meter board etc. of relevant Zonal Office.

**PBS Headquarters shall discharge the following Member Service & Member Education activities within the service area of PBS Sub-zonal office.**

1. Receive different type of applications/enquiries (to be specified by PBS General Manager).

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2. Prepare Technical Study Report (TSR) including staking sheet by utilizing local consultants for new connections/ extensions excluding connections under service-drop distance, be it within existing free load of the installed Transformer of up-gradation of Transformer size.
3. Maintain procedural actions for approval of extension/expansion/intensification of electric lines.
4. Conduct Training/Seminars on member Education & Member Service activities, consumer awareness, role of consumers for proper implementation of PBS electric service, use of Electricity for productive/income generations purposes and etc.

**D. FINANCE & REVENUE ACTIVITIES:**

**PBS-Sub-zonal office shall discharge the following Finance & Revenue activities.**

1. Consumer files, Meter-reading, subsidiary ledger sheets (Billing data base) and Meter Record Cards of each consumer under the PBS sub-zonal office.
2. Reading of all 1-phase & 3-phase, Billing, Collection of Bills/Bank statement (as the case may be), delivery of Bills, Aging of Consumer Accounts and other related activities as per PBS policy Instructions & Guidelines shall be made in PBS sub-zonal office relation to consumer service.
3. Assignment of personnel for Industrial & Irrigation Meter Reading in each month by PBS Sub-Zonal Office's supervisory level employees, which however must be rotated in every month.
4. Preparation of C.M.O for New connection, Disconnection, Re-

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connection & change of Meters as per PBS policy Instruction & Guidelines, including determination of applicable connection, disconnection and reconnection charges and penalties.

5. Incorporation of necessary information in Meter Book & subsidiary Ledger (Billing data base) immediately after the installation of Meter and the respective C.M.O be preserved in the Consumer file forthwith.
6. In the event of any illegal interference with metering equipment (Excluding primary meters) PBS Sub Zonal Office shall take final decision as per PBS Instructions, which however is to be instantly intimated to PBS Headquarter.
7. Preparation of list for all Delinquent consumers for disconnection and its prompt execution.
8. Reconciliation of accounts for Bills collected as per Bank statement/Collection report with the Billing section. The Cashier/Assistant Cashier shall prepare daily cash collection report as per PBS Instruction 200-6. Daily Cash Collection report shall be transmitted to the PBS Headquarter on verification by Billing Supervisor and after having approval of the Assistant General Manager.
9. All CMO and meter Report shall be issued including monitoring of implementation thereof and maintained for the consumers under its jurisdiction by the PBS Sub-Zonal office as per PBS Instruction(s).
10. Uploading CSV (Comma Separated Values) data file daily by SMS.
11. Download SMS bill collection.

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**PBS Headquarters shall discharge the following financial activities within the area of the PBS Sub-Zonal Office:**

1. Work-order procedures for new construction & connection are to be undertaken by the PBS Headquarters. Material tickets and tabulation sheets, credit tickets, as-built staking sheets & Close-out documents related to the constructions of such lines and installation of Meters, if not otherwise specified is to be supplied by the respective PBS sub-Zonal office. Sub Zonal office shall maintain a stock-Register of materials used/to be used for such purposes.
2. Periodic Checking and verification of Billing and financial activities by the Departmental Head (Finance-Revenue) with special emphasis on aging of consumer accounts, Billing, Collection, execution of Connection + Disconnection + re-connection C.M.O, Meter Book, maintenance of subsidiary Ledger (consumer data sheet) and etc.
3. Transmission of advice to local Bank for disbursement of salary of PBS sub-Zonal Office and its controlling office/Center's staff personnel.

**E. OPERATION & MAINTENANCE ACTIVITIES:**

**Each PBS-Sub-zonal office shall discharge the following operation & Maintenance activities.**

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1. Receive Complain, maintain complaint register and attend each Complain as per PBS Policy Instruction 100-38.
2. Testing of 1-phase Meters in pursuance to consumer application upon receipt of meter testing Fee.
3. Installation & connection of new Meters, change of Meters for Reconnection and disconnection of meters as per issued C.M.O After inserting proper information as per Instruction 300-3 in the register against the C.M.O by the Billing Section, the O&M Section shall Implement the assigned job as specified in the C-M-O including recording the particulars of the Meters, pad-lock/lead seals/ twist-tight seals & fill in the Meter Record Card for their port.
4. Shall record all necessary information in respective C.M.O, S.B.O & Meter Report Register.
5. Disconnection of meters.
6. Regular & routine inspection of Electric distribution line & installed equipments.
7. Regular and routine maintenance including clearing of right-of-way work of electric distribution lines.
8. Maintain stock Register of materials issued by the PBS Headquarters for maintenance of electric lines. Each PBS Sub-Zonal office shall maintain a small quantity of materials for maintenance purposes, which shall be replenished as per need and requirements from PBS Headquarters stock.

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9. PBS Sub-Zonal office Billing Supervisor shall maintain all Meter Record Cards of the consumers within the jurisdiction of the Sub-Zonal Office.
10. Assistant General Manager shall have the authority to approve Seal Breaking Orders (SBO) for Meters excluding all 3-phase connection. However, the broken seal shall be sent to PBS Headquarters for preservation. All types of 1-phase Meter and/ or Meter Socket may be changed subject to obtaining prior approval of the Assistant General Manager.
11. There shall be a Testing Bench for 1-phase Meter in the PBS Sub-Zonal office similar to that of PBS Headquarters.
12. For providing new connection including operation & maintenance of electric lines, by the sub-zonal office, a small scale store with revolving stock of Meters, Meter seals, transformer, hardware, service drop cables, conductors, Hardware and etc. shall be maintained by the Sub-Zonal office. The PBS Headquarters on 60% consumption of the items shall replenish the stock. The Junior Engineer/Assistant Junior Engineer posted in the sub-zonal office, under the close supervision of Assistant General Manager, shall be responsible for looking after the operation, management and record keeping of the store.
13. In case of small extensions of new electric lines, Assistant General Manager, subject to obtaining prior approval of the PBS General Manager, will construct such lines under force work order by the utilization of his/her own work force & required outsourced labors. In the absence or scarcity of adequate work force, Assistant General Manager shall seek necessary help and assistance of PBS Headquarters and will send all related papers and documents to PBS General Manager for his action.
14. Update ERC (Equipment Record Card) and link with billing software in billing section.
15. Collect data of TQS (Technical Quality Service) and prepare

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monthly or other reports.

16. Receive consumer complaint by on line. Inform the consumers the actions taken preferably by SMS.

**PBS Head-quarters shall discharge the following O&M and E&C activities within the area of the PBS sub-zonal office.**

1. Enquiry for tempering/illegal interference with all 3-phase Meters with CT/CT & PT.
2. Attendance of major complaints such as breaking/burning of Line poles, major damage to electric lines and etc.
3. Installation of all 3-phase Meter with CT & PT.
4. Spot checking of meters (3-phase/1-phase) as and when needed.
5. Sub-station schedule maintenance.
6. Maintenance of sub-station & electric lines as per annual work-plan.
7. Testing & calibration of 1-phase Meters if when needed.

**NOTE:** Line crew personnel shall discharge such function and responsibilities as outlined in PBS policy Instruction 100-38, and also perform such other duties and responsibilities as may be assigned by PBS management from time to time.

#### **D. PBS ZONAL OFFICE:**

##### **1) Criteria:**

For above 35,000 billed consumer (which will be at least 15 km apart from headquarter & nearest zonal office) or in consideration of remote location with adverse communication of a particular area from PBS Head quarters having a good number of large-load consumer with substantial revenue income demanding constant vigilance to ensure uninterrupted power supply to large Industrial/ commercial consumer-members including quick disposal of their inquiries and complaints, PBS may with the prior approval of the PBS Board and the BREB as per laid down in PBS Policy Instruction 300-01, establish a PBS Zonal Office comprising of at least one Upa-zilla or a particular area upon fulfillment of all the stated criteria under special consideration.

The PBS Zonal Office shall preferably be established at a strategically

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located Upa-Zilla Head Quarters. In consideration to consumer mix & density, consumer number, kilometers of energized line, revenue, communication & considering important public place or any other essential factors the above criteria may be relaxed.

## 2) Standard Staffing and Transport requirements.

- a. Standard Staffing and Transport requirements of each of the PBS zonal office is attached at **ANNEXURE: D-1 thru D-4.**
- b. When need arises, PBS management may depute additional line crew and staff personnel from PBS Headquarters establishment or other officers on temporary basis to any PBS Zonal office provided that such deputation is deemed economically and administratively justified.
- c. Deputy General Manager shall remain in-charge of the office.
- d. Each Line crew personnel posted to PBS Zonal office shall normally serve for a period of two years. They shall discharge all duties & responsibilities assigned against the office as and when need arises.
- e. When need arises, PBS Management may depute additional staff personnel from PBS Headquarters establishment or from other office on temporary basis to the PBS Zonal office provided such deputation is deemed economically and administratively justified. PBS shall maintain provisions for accommodations of all deputed personnel inside or adjacent to the premises of each Zonal office Complex at no cost so as to ensure their constant presence and quick disposal of the special assignment.

## 3) Office Accommodation.

- a. PBSs shall undertake all-out efforts to establish its own zonal

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Office complex having official & residential facilities. In the absence of own office complex, monthly rents for hiring of accommodation for the office shall be approved by the PBS Board. However, if advance house rent exceeding 6 (six) months is required for hiring of such accommodation, prior approval of the PBS Board.

- b. PBS shall maintain provisions for accommodation of all posted line crew personnel inside the premises or adjacent to each Zonal office so as to ensure their constant presence in order to quick disposal of complaints and consumer service.

#### 4) IMPREST FUND.

There shall an Imprest Fund Account against each Zonal office. The Deputy General Manager shall be authorized to day-to-day official expenses out of this fund, The reimbursable fund amount shall be determined on the basis of monthly requirement subject to a maximum of Taka 30,000 (Taka Thirty Thousand) only. All expenses by utilization of this fund must be limited within the approved budgetary allocation.

#### 5) FUNCTIONS & RESPONSIBILITIES ACTIVITIES:

##### A. ADMINISTRATIVE DELEGATION:

Administrative delegation of Deputy General Manager shall be in accordance with the provisions as is/are stipulated in the various PBS Instructions Under policy series-100, 200 & 300.

##### B. GENERAL ADMINISTRATIVE ACTIVITIES:

1. Personnel file of the employee posted to the PBS Zonal office shall be maintained by the PBS Headquarters. PBS Zonal office shall maintain a shadow file for each employee.

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2. Employee posted in PBS Zonal office, including the personnel of the PBS Area office & PBS Complain Center under the jurisdiction of the respective PBS Zonal office shall perform their duties under the administrative control of the respective Deputy General Manager. PBS Senior General Manager/General Manager will approve administrative and disciplinary actions against employees posted to the zonal office and officers under its jurisdiction as per recommendation of Deputy General Manager. Deputy General Manager shall have the authority to show-cause/issue warning letters to employees under his/her administrative control. Deputy General Manager shall also have the authority to suspend any employee under his/her administrative control, with the approval of PBS Senior General Manager/General Manager.
3. Casual leave of officers and employees under his/her administrative control shall be approved by the Deputy General Manager.
4. Earned leave, Maternity leave and other authorized leave shall be approved by PBS Senior General Manager/ General Manager as per recommendation of the Deputy General Manager. The Deputy General Manager shall maintain up-dated records of all sorts of leave in his/her office.
5. Office stationers and printing materials which are procured centrally at PBS Headquarters shall be supplied by the PBS Headquarters as per requisition. PBS Zonal office shall maintain stock-ledger for accountability of such supplies. In case of emergencies, Deputy General Manager shall arrange procurement and supply of routine stationery and other materials to all officers/centers under his jurisdiction from his/her Imprest Fund within budgetary allocation. Necessary Register will be maintained for the purpose in all the officers/Centers.

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6. In the event of no-availability of any or all requisitioned items in the PBS Headquarters stores, PBS Zonal office(s) may be authorized for purchase of such items on an emergency basis as per PBS guidelines and shall transmit necessary particular/document for reimbursement. Record of such purchase is to be posted in the stock-Register of PBS Headquarters as well as the PBS Zonal office.
7. Deputy General Manager shall be responsible for over-all supervision of all staff-personnel of the PBS Zonal office and the office under its jurisdiction.
8. Preparation & maintenance of Daily Labour report (if required) for the designated staff-personnel for onward transmission with the monthly salary Bill to PBS Headquarters.
9. The Assistant Enforcement Coordinator/Enforcement coordinator posted in the PBS Zonal office shall be responsible for looking after general administrative activities assisting disconnection activities repair & maintenance of transports, assisting legal proceedings and operation & management of the store.
10. Materials required for service connection and emergency maintenance works shall be provided to the PBS Zonal office according to the requisition of Deputy General Manager. The Deputy General Manager shall ensure proper use of these items in the Zonal office and all other office/Centers under its jurisdiction. Stock Register for such items is to be maintained in the PBS Zonal office for proper accounting.
11. Detail report on Meter connections, billing, load growth, system loss, bill connection, disposal of C.M.O & Meter Repot, R-O-W and etc, will be prepared for submission to PBS Headquarter for placement in the monthly PBS Board Meeting.

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### C. MEMBER SERVICE, POWER USE & MEMBER EDUCATION ACTIVITIES:

Each PBS Zonal office shall discharge the following Member Service, Power Use and Member Education activities:

1. Receive different types of application and enquires from consumer Members/application on hard copy as well as soft copy.
2. Maintain Register against different type of application as per PBS policy Instruction and guidelines.
3. Perform preliminary Survey Report (PBS) for all consumer applications.
4. Deputy General Manager shall have the authority to approve applications for new connections within the approved distance for service drops and take appropriate actions for connecting them, provided that the connected load remains within surplus load capacity of the installed transformer. A summary of all such connections along with detailed information and documents shall be sent to PBS Headquarters at the end of every month.
5. The PSR shall be reported to Deputy General Manager (Zonal office) through AGM (O&M) of the Zonal office for approval. For connections other than service drops, if the PSR indicates that such connections are feasible, the PBS Zonal office shall send the applications along with PSR(s) to Member Service Department of PBS Headquarters for further action. Member Service Department will send it to Consultant/Retainer Consultant to prepare TSR, Design, Estimate and/or Staking Sheet. on completion of TSR/ Design, Estimate and/or Staking Sheet, Consultant/Retainer Consultant shall submit the applications along with required documents to the PBS Departmental Head (Engineering & Construction), who will immediately place it to Senior General Manager/General Manager through Deputy General Manager (HQ-

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Tech) for approval along with their comments on the application by the Senior General Manager/General Manager, the Departmental Head ((Engineering & Construction) shall forward the said application to the Member Service Department. The Engineering Department shall to the hold the application beyond the reasonable period. The Member Service department will return back the application to the PBS Zonal office as soon as possible. The PBS where Engineering Department is yet to be established, the Member Service department will be responsible for this function.

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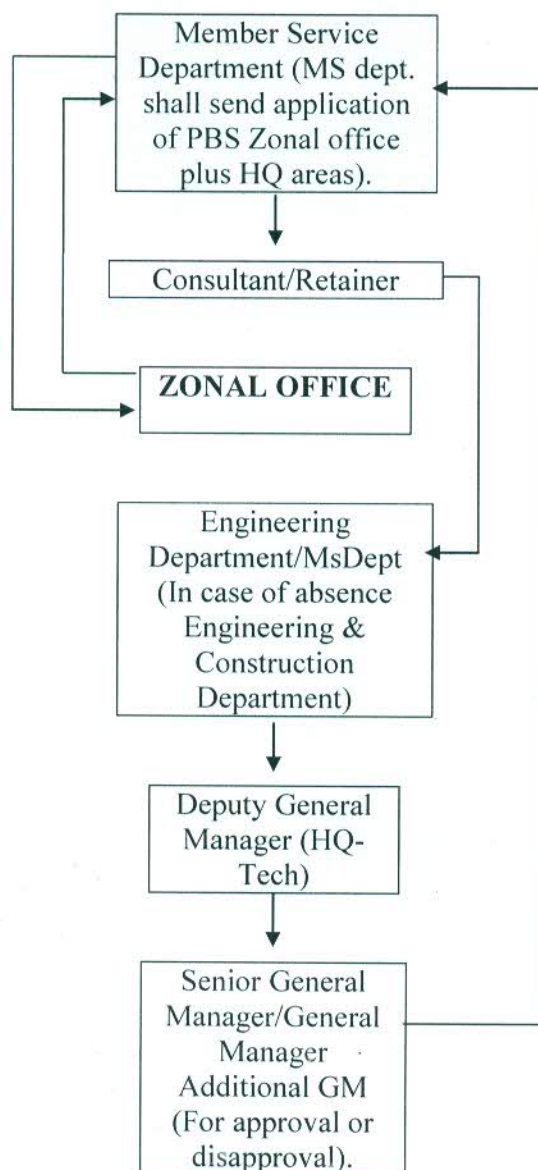
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**06. FLOW CHART OF CONSUMER APPLICATION FOR  
TSR/DESIGN/STAKING**



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7. Distribution of Membership/Electric Connection form to the deserving application.
8. Inspection of wired houses and submission of wiring report accordingly.
9. Meter-Reading, if and when assigned, especially the Irrigation consumers, on a regular monthly schedule as prepared by the Billing section of PBS Zonal office.
10. Conduct Meter renovation work within prescribed service area the Zonal office.
11. Initial field survey relating to temporary/provisional service connections.
12. Monthly statement of House wiring report, Membership/Electric connection and other related information pertinent to operation & Management of the respective office.
13. The Membership Certificate of Consumer Members under the Zonal office & its sub-ordinate office(s) is to be issued within a maximum of one month from the date of PBS Board approval.
14. Provide assistance and advice to consumer-members in order to solve their enquiries and problems.
15. Prepare and sing contract Forms and other documentation for all service connections under the jurisdiction of the PBS Zonal office & transmit relevant documents to PBS Headquarters for further action.
16. Reply to all applications and enquires relating to electric connections and consumer service.
17. Necessary measures for the approved new connections and re-connections.
18. Measurement of power factor & recommendation for imposition of penalty, if and when applicable.
19. Consumer Education, Consumer motivation, Consumer awareness

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&Elaka elite meetings.

20. Operation & Management of one-point.
21. Receive application by online and arrange reply against the application immediately after competing PSR and/or subsequent actions thereof preferably by SMS.
22. Receive complaints by online and arrange reply immediately after taking actions thereof preferably by SMS.
23. Identify overloaded transformers and taking appropriate action to change them.
24. Indentify obstacles for system up-gradation and provide necessary advice and assistance to solve it.
25. Check single phase meter installed in the consumer end.
26. Monitor meter reading of GP/LP consumer.
27. Justify technical standard of sub-station under zonal office.
28. Completion of ERC Functions.
29. Take decision against meter report and CMO.
30. Monitor and supervise the one point service, preliminary survey of new connection application, selling of Grounding rod and Meter board ect. of relevant Zonal office.

**C-1. PBS Headquarters shall discharge the following Member Service & Member Education activities within the service area of PBS Zonal office.**

1. Receive different type of applications/enquires (to be specified by PBS General Manager).

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2. Prepare Technical Study Report (TSR) including staking sheet by utilizing local consultants for new connections/extensions excluding connections under service-drop distance, be it within existing free load of the installed Transformer or up-gradation of Transformer size.
3. Maintain procedural actions for approval of extension/expansion/intensification of electric lines.
4. Conduct Training/Seminars on Member Education & Member Service activities, consumer awareness, role of consumer for proper implementation of PBS electric Service, use of Electricity for productive/income generations purpose and etc.

**D. ACTIVITIES OF FINANCE DEPARTMENT:**

**PBS Zonal office Shall discharge the following activities of Finance & Revenue Department.**

1. Consumer files, Meter-reading, subsidiary ledger sheets (Billing data base) and Meter Record Cards of each consumer under the Zonal office.
2. Reading of all 1-phase & 3-phase Meters, Billing, Collection of bills/Bank statement (as the case may be), delivery of Bills, aging and other related activities as per PBS policy Instruction & Guidelines shall be made in PBS Zonal Office relating to consumer served.
3. Assignment of personnel for Industrial & Irrigation Meter Reading in each month by PBS Zonal office's supervisory level employees, Which however must be rotated in every month.
4. preparation of C.M.O for New connection, Disconnection, re-connection & change of Meters as per PBS policy Instructions & Guidelines, including

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5. Incorporation of necessary information in Meter book & Subsidiary Ledger (Billing data base) immediately after the installation of Meter and the respective C.M.O be preserve in the customer file forthwith.
6. In the event of any illegal interference with metering equipment (Excluding primary Meters) PBS Zonal office shall take final decision as per PBS Instructions, which however is to be instantly intimated to PBS Headquarter.
7. preparation of list for all Delinquent consumers for disconnection and its prompt execution.
8. Reconciliation of accounts for Bills collected as per Bank Statement/Collection report with the Billing section. The Cashier/Assistant Cashier shall prepare daily cash collection report as per PBS Instruction 200-6. Daily Cash Collection report shall be transmitted to the PBS Headquarters on verification by Revenue Coordinator and in his/her absence, by Billing Supervisor and after having approval of the Deputy General Manager.
9. All CMO and Meter Report shall be issued including monitoring of implementation and maintained for the consumers under its jurisdiction by the Zonal office as per PBS Instructions.
10. Uploading CVS data file daily by SMS:

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1. Work-order procedures for new construction & connection are to be under by the PBS Headquarters. Material tickets and tabulation sheets, credit tickets, As-built staking sheets & Close out documents related to the construction of such lines and installation of Meter is to be supplied by the respective PBS Zonal office shall maintain a stock-register of materials used/to be used for such purposes.
2. Periodic checking and verification of Billing and financial activities by the Departmental Head, (Finance-Revenue) with special emphasis on aging of accounts, Billing, Collection, execution of Connection + Disconnection + Re-connection C.M.O Meter Book, maintenance of subsidiary ledger (consumer data sheet) and etc.
3. Transmission of advice to local Bank for disbursement of salary of PBS Zonal office and its controlling office/center's staff personnel.

**E. ACTIVITIES OF OPERATION & MAINTENANCE DEPARTMENT:**

1. Each PBS Zonal office shall discharge the following activities of Operation & Maintenance Department.
  - 1) Receive Complaints, maintain complaint register and attend each complaint as per PBS Policy Instruction 100-38.
  - 2) Testing of 1-phase Meters in pursuance to consumer application upon receipt of meter testing Fee.

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- 3) Installation & Connection of new Meter change of Meters for Reconnection and disconnection of Meters as per issued C.M.O After inserting proper information as per Instruction 300-3 in the register against the C.M.O by the Finance Department, the O&M department shall implement the assigned job as specified in the C.M.O including recording the particulars of the Meters, pad-lock/lead seals/twist-tight seals & fill in the Meter Record Card for their part.
- 4) Shall record all necessary information in respective C.M.O, S-B-O & Meter Report Register.
- 5) Disconnection of meters
- 6) Regular & routine inspection of Electric distribution line & installed equipments.
- 7) Regular & routine maintenance including clearing of Right of Way work of electric distribution lines.
- 8) Maintain stock Register of materials issued by the PBS Headquarters for maintenance of electric lines. Each Zonal office shall maintain a small quantity of materials for maintenance purposes, which shall be replenished as per need and requirements from PBS Headquarters stock.
- 9) PBS Zonal office Assistant plant Accountant shall maintain all Meter Record Cards of the consumers within the jurisdiction of the Zonal office.
- 10) Deputy General Manager shall also have the authority to approve seal Breaking orders (SBO) for three phase Meters and Assistant General Manager (O&M) shall also have the authority to approve Seal Breaking Orders (SBO) for Single Phase Meters. However, the broken seal shall be sent to PBS Headquarters for preservation. all types of Meter and/or Meter Socket may be changed Subject to obtaining prior approval of the Deputy General Manager.
- 11) There shall be a Testing Bench for 1-phase Meter in the PBS Zonal office similar to that of PBS Headquarters.

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- 12) For providing new connections including operation & maintenance of electric lines by the operation & maintenance department a small scale store with revolving stock of Meters, Meter seals, transformers, hardware, service drop cables, conductors, Hardware and etc.
  - 13) In case of small extension s of new electric lines, Deputy General Manager, subject to obtaining prior approval of the PBS General Manager, Will construct such lines under force work order by the utilization of his/her own work force & required outsourced labors. In the absence or scarcity of adequate work force, Deputy General Manager shall seek necessary help and assistance of PBS Headquarters and will send all related papers and documents to PBS General Manager for his action.
  - 14) Update ERC (Equipment Record Card) and link with billing software in billing section.
  - 16) Receive consumer complaint by on line. Inform the consumer the actions taken preferably by SMS.
- 2. Head-quarters shall discharge the following O&M and E&M activities within the area of the Zonal office:**
- 1) Enquiry for tempering/illegal interference with all 3-phase Meters with CT/CT&PT.
  - 2) Attendance of Major complaints such as breaking/ burring of line poles, major, damage to electric lines and etc.
  - 3) Installation of all 3-phase Meters with CT&PT.
  - 4) Spot checking of meters (3 phase/1 phase) as and when needed.
  - 5) Sub-station schedule maintenance.
  - 6) Maintenance of sub-station & electric lines as per annual work-plan.
  - 7) Testing & calibration of 1-phase Meters if needed.

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**3. AUTHORIZATION IN FAVOR OF PBS ZONAL OFFICE & PBS SUB-ZONAL OFFICE'S**

With the approval of PBS Board, the Deputy General Manager and Assistant General Manager, on behalf of Senior General Manager/ General Manager, will be delegated with the authority to sing service contract agreement, impose penalties for illegal interference of Meters & Metering equipments (exception CT/CT&PT), breaking of meter seals and other matters prone to legal suits/proceedings in respect to their respective Zonal office and Sub-Zonal office consumers. Service contract agreement shall however be placed in the immediate succeeding meeting of the PBS Board for ratification & signature of the Secretary of the Board.

**4. OFFICE HOUR FOR PBS ZONAL OFFICE, PBS SUB-ZONAL OFFICE, PBS AREA OFFICE AND COMPLAIN CENTERS.**

- 1) PBS Zonal office, PBS Sub-Zonal office, PBS Area office & PBS Complain Center shall maintain the same office operating hour and days that will be observed by the same office operating hour and days that will be observed by the PBS Head-quarters.
- 2) PBS Management, in consultation with BREB System operation Directorate, shall workout further detailed work plan & ensure physical facilities for making round the clock complaint services available in each PBS Zonal office, PBS Sub-Zonal office, PBS Area office and PBS Complain Centers.

**5. ROUTINE INSPECTION FROM PBS HEADQUARTERS.**

For smooth functioning of the PBS Zonal office(s), PBS Sub-Zonal office(s), PBS Area office(s) and PBS Complain Center(s), PBS Senior General Manager/General Manager, additional General Manager, Deputy General Manager (HQ-Tech), Deputy General Manager (Zonal office) & Departmental Heads stationed in the PBS Headquarters/ PBS Zonal office/ PBS Sub-Zonal shall in a cyclic manner pay visits to the PBS Zonal office (s), PBS Sub-Zonal office (s), PBS Area office (s) & PBS Complain Center(s) to inspect, supervise & monitor activities of the offices at least once in a month. Monthly reports based on such inspection shall simultaneously be submitted to the Senior General Manager/General Manager and

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concerned Deputy General Manager.

## 6. REPRESENTATION

The Deputy General Manager of the PBS Zonal office and the assistant General Manager of the PBS Sub-Zonal office shall remain present in regular monthly meetings of the PBS Board of Directors and staff meetings and submit progress & situation report of his/her office. Apart from these, the Deputy General manager/Assistant General manager shall be also participating in different coordination meetings relating to his Zonal office/Sub-Zonal office.

## 7. SIGNATORY

Deputy General Manager and assistant General Manager will be the authorized signatory for matters related with and dealt by the PBS Zonal office (s) and PBS Sub-Zonal office(s) respectively. Form Agreements, Registers and etc. annexed in different PBS Instructions and that in practice, shall be modified by replacing the designation of General Manager with Deputy General Manager (PBS Zonal office) and Assistant General Manager (PBS Sub-Zonal office) as signatory for use in PBS Zonal office and PBS Sub-Zonal office respectively.

## ANNEXURE : A

### ORGANIZATION SET UP

### PBS COMPLAIN CENTER

Consumer	Above 6,000 up to 8,000
Manpower	
Line Technician	1
Lineman Gr-1/Gr-2/Apprentice Lineman	3 <sup>(1)</sup>
Transport Requirement	Motor cycle-1+

### Note:

- 01 (One) Additional Lineman may be posted when the number of consumer exceeds 8000 subject to proper justification and with the approval of the PBS

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Board & BREB as stated in PBS Instruction 300-01.

2. 01 (One) Additional motor cycle may be allocated when the number of consumer exceeds 8000 subject to proper justification and with the approval of the PBS Board & BREB as stated in PBS Instruction 300-01.

**Special Note:**

**Additional Transport/Manpower may be provided upon proper justification and with the approval of the PBS Board & BREB as stated in PBS Instruction 300-01.**

**ANNEXURE : B**

**ORGANIZATION SET UP**

**PBS AREA OFFICE**

Consumer	Above 12,000 up to 20,000
Manpower	
Assistant Junior Engineer/ Junior Engineer	1
Line Technician	1
Lineman Gr-1/Gr-2/Apprentice Lineman <sup>(1)</sup>	5
Lineman Gr-1/Gr-2, Gr-2 for DNP & CMO	1
Sweeper (Part time)	1
Transport Requirement (one for DNP)	Motor cycle-4

**Note:**

**01 (One) Additional line crew (Lineman Grade-1 or 2/Apprentice) may be**

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posted when the number of consumers exceeds 20,000 subject to prior approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

**Special Note:**

- A. Additional Transport/Manpower may be provided upon proper justification and with the approval of the PBS Board and the BREB in stated in PBS Instruction 300-01.
- B. Cleaning and sweeping of the Area office may be done by outsourcing/ daily basis personnel.

**ANNEXURE : C**

**ORGANIZATION SET UP**

**PBS SUB-ZONAL OFFICE**

Consumer	Above 20,000 up to 30,000
<b>Manpower</b>	
Assistant General Manager	1
Assistant Junior Engineer/ Junior Engineer	1
Assistant Enforcement Coordinator/Enforcement Coordinator	1
Billing Supervisor	1
Cashier/Assistant Cashier	1
Billing Assistant <sup>(1)</sup>	
Meter Tester	1
Wiring Inspector: One for each Upa-Zilla or against each 15,000 connector consumers with the minimum number of 1 (one).	
Line Technician	1
Lineman Gr-1/Gr-2/Apprentice Lineman	4

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Lineman Gr-1/Gr-2/Apprentice Lineman for DNP and for CMO <sup>(2)</sup>	2
Data Entry Operator/Computer Operator	1
Office peon	1
Security Guard <sup>(3)</sup>	3
Sweeper (Part time)	1
Billing Assistant (One point Service)	1
Transport Requirement [AGM-1, DNP-1, WI-1, JE-/AJE/O&M/Complain-2]	Motor cycle-5

**NOTE:**

- 1 01 (One) Billing Assistant for each 10,000 consumer. One additional Billing Assistant for each 30,000 Consumers(excluding the number of prepaid meter's)
- 2 Line Crew to be posted on rotation provided that incumbents posted for the purpose of DNP shall remain in the section for a minimum period of one year. One Motor cycle shall be assigned for the purpose of DNP.
- 3 Security Guard may be outsourced.

**Special Note:**

- A. Additional Transport/Manpower may be provided upon proper justification and the approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.
- B. In the absence of Assistant General Manager of the Sub-Zonal office, One Assistant General Manager from the PBS's other office shall be deputed to hold the additional charge of the office.

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PBS Instruction 300-42: ESTABLISHMENT OF PBS ZONAL OFFICE, PBS SUB-ZONAL OFFICE, PBS AREA OFFICE & PBS COMPLAIN CENTRE.				
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ANNEXURE: D-1

ORGANIZATION SET UP

PBS SUB-ZONAL OFFICE  
(ADMINISTRATION)

PBS Zonal office may be established for the purpose of extending improved electric and other ancillary services to its consumer Members Subject to obtaining prior approval of the PBS Board and the BREB Chairman.

Deputy General Manager	1
Data Entry Operator/Computer Operator <sup>(1)</sup>	1
Driver	1
Office peon	1
Administration Section	
AEC/EC	1
Security Guard <sup>(4)</sup>	4
Sweeper <sup>(2)</sup>	1
Mail <sup>(3)</sup>	1
Transport Requirement	
Pick-up Double	1
Motor cycle	1

NOTE:

- 1 01 (One) Additional Data Entry Operator/Computer Operator may be appointed

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when number of billed consumer exceeds 35,000 subject to obtaining prior approval of PBS Board and the BREB as stated in PBS Instruction 300-01.

- 2 Sweeper to be outsourced.
- 3 To be appointed on contract or out sourced only when the PBS Zonal office is established at its own campus.
- 4 Security Guard may be outsourced.

**Special Note:**

- A. Additional Transport/Manpower may be provided upon proper justification and the approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.
- B. In the absence of Deputy General Manager, one Assistant General Manager of the PBS (to be decided by PBS Senior General Manager/General Manager) shall be deputed to hold the additional charge of the office.

Revision:				
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PBS Instruction 300-42: ESTABLISHMENT OF PBS ZONAL OFFICE, PBS SUB-ZONAL OFFICE, PBS AREA OFFICE & PBS COMPLAIN CENTRE.				
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**ANNEXURE : D-2**

**ORGANIZATION SET UP**

**PBS SUB-ZONAL OFFICE  
(REVENUE)**

PBS Zonal office may be established for the purpose of extending improved electric and other ancillary services to its consumer Members Subject to obtaining prior approval of the PBS Board and the BREB Chairman.

Billing Supervisor	1
Assistant Plant Accountant	1
Billing Assistant <sup>(1)(6)</sup>	
Lineman Gr-1/Gr-2/Gr-3/for DNP <sup>(2)(5)</sup>	2
Lineman for DNP	2
Peon-Cum Messenger/Messenger <sup>(3)</sup>	
Meter Reader Cum-messenger <sup>(3)</sup>	
Cashier	1
Assistant Cashier <sup>(4)</sup>	1
<b>Transport Requirements</b>	
Motor cycle for DNP	1

**NOTE:**

- 01 (One) Billing Assistant for each 10,000 consumer, One additional Billing Assistant for each 30,000 Consumers.(excluding the number of prepaid meter's).

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- 2 1 (one) Line Crew for every 15,000 billed consumer or any part thereof exceeding 5,000 consumers, provided that additional Lineman against the fraction may be appointed with prior approval of the PBS Board and the BREB as stated in PBS Policy Instruction 300-01.
- 3 1 (One) for a minimum of 2,000 Consumers (In case of Meter Reader cum Messenger excluding Irrigation+GP+LP) and one additional for every 15,000 billed consumers. In case of adverse communication system, Large operational area & thin consumer density, consumer criteria may be reduce with prior approval of the PBS Board and the BREB as stated in PBS Policy Instruction 300-01
- 4 For above 40,000 billed consumer, one additional Assistant Cashier to be recruited.
- 5 Line Crew to be posted on rotation provided that incumbents posted for the purpose of DNP shall remain in the section for a minimum period of one year. One motor-cycle shall be assigned for the purpose of DNP.
- 6 The Billing assistant shall be posted on rotation as and felt necessary by PBS Management.

**Special Note:**

- A. Additional Transport/Manpower may be provided upon proper justification and the approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

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**ANNEXURE : D-3**

**ORGANIZATION SET UP**

**PBS SUB-ZONAL OFFICE  
(MEMBER SERVICE)**

Power Use Coordinator/Member Service Coordinator <sup>(1)</sup>	
Wiring Inspector <sup>(2)</sup> One for each Upa-Zilla or against each 15,000 connecter consumers with the minimum number of 2 (Two).	
Billing Assistant (One point Service) <sup>(3)</sup>	
<b>Transport Requirements</b> Motor cycle	2

**NOTE:**

- 01 (One) Power Use Co-ordinator/Member Service Co-ordinator will be posted when a number of consumer exceeds 30,000 subject to obtaining prior approval of the PBS Board and the BREB Member (Samity Management). 01 (One) additional Motor Cycle will be allocated for this position.
- 01 (One) additional Billing Assistant (One Point Service) shall be recruited when the number of consumers exceeds 40,000 Subject to obtaining prior approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

**Special Note:**

- Additional Transport/Manpower may be provided upon proper justification and with approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

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## ORGANIZATION SET UP

PBS SUB-ZONAL OFFICE  
(OPERATION AND MAINTENANCE)

Assistant General Manager (O&M)	1
Assistant Junior Engineer/ Junior Engineer	2
Line Technician	2
Lineman Gr-1/Gr-2/Apprentice Lineman	9
Meter Tester	1
Meter Testing Supervisor <sup>(2)</sup>	
Transport Requirement:(Motorcycle [AGM-1, JE-/AJE/Complain-2])	3

## NOTE:

- 01 (One) Meter Testing Supervisor(Meter Mechanic Cum Supervisor) may be posted when the number of consumer exceeds 40,000 subject to obtaining prior approval of the PBS Board and the BREB as Stated in PBS Instruction 300-01.
- 02 (two) additional Line Crew personnel Shall be posted when the number of consumer exceeds 50,000Subject to obtaining prior approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

## Special Note:

- A. Additional Transport/Manpower may be provided upon proper justification and with approval of the PBS Board and the BREB as stated in PBS Instruction 300-01.

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