



# Training Calendar 2019-2020



## WZPDCL TRAINING INSTITUTE



**WEST ZONE POWER DISTRIBUTION COMPANY LIMITED**



*(An Enterprise of Bangladesh Power Development Board)*





**WEST ZONE POWER DISTRIBUTION COMPANY LIMITED**  
(An Enterprise of Bangladesh Power Development Board)



*Managing Director, WZPDCL is presenting Flower bouquet to Honorable Dr. Tawfiq-e-Elahi Chowdhury, BB, Adviser (Minister) to the Prime Minister power, Energy & Mineral Resources Affairs.*





*Managing Director, WZPDCL is presenting Flower bouquet to Honorable Senior Secretary, Power Division, GOB. Dr. Ahmad Kaikaus, at the time of visiting Khulna.*





Managing Director  
**WZPDCL, Khulna.**

## MESSAGE

# MESSAGE

West Zone Power Distribution Company Limited (WZPDCL) has been carrying out the responsibility of electricity operation, distribution & development in south western zone of the country. It is the largest Power Distribution Company in terms of command area comprising 21 Districts & 20 sadar upazilla of the country. The greatest achievement of the Govt. Padma Bridge is under construction which will link important Commercial cities Khulna, Barishal, Gopalganj, Faridpur, Jashore & many more. Govt. is committed to provide electricity access to all the citizen of the country within year 2021. In fact hopefully it would be achieved before the targeted time. So to say WZPDCL has been working relentlessly to materialize this goal with new projects under implementation as well as taking up new projects with a view to provide uninterrupted power supply to every consumer at an affordable price. We are also giving emphasis to better customer service. Human resource development is the prime mover to accelerate all those programs ahead, without which the total machinery will not work properly. "WZPDC Training Institute" is the Institution where capacity development of the manpower is being taken place. This Institute is situated in Khulna with an area of 2.72 acre, probably the largest & beautiful one with soothing ambience among all the distribution utilities in the country. Technical & non-technical human resources both are needed equally for smoothly discharging their job responsibilities. Accordingly both professional groups are given training to develop their skill in the conventional subject matters as well as new methodology & technology to cope with modern needs. However, every year we are revisiting our needs of training modules & accordingly those are rearranged to cope with the new technology & services. Development of corporate culture, the best available technological practices, service-quality, institutionalizing the disciplinary norms are important issues imparted in the training process. Good governance & National integrity strategy, SDGs goals, Innovative idea are also included in our training program so that high moral excellence can be conceived & practiced in WZPDCL.

The training programs of WZPDCL for FY 2019-2020 has been planned for training to 1,31,390 Man-hours. The Training Calendar is prepared with all necessary details under different modules.

I hope the Training Program would pave the way for developing the company as one of the best utilities & take it to a different height with all the employees of WZPDCL.

Engr. Md. Shafique Uddin

“আপনার বিদ্যুৎ বিল যথা সময়ে পরিশোধ করুন সুনামগরিকের দায়িত্ব পালন করুন”





## MANAGEMENT TEAM



Engr. Md. Shafique Uddin  
Managing Director, WZPDCL



Engr. Md. Abu Hasan  
Executive Director (Engg.) Additional charge, WZPDCL



Ratan Kumar Debnath FCMA  
Executive Director (Finance), WZPDCL

## COMPANY SECRETARY



Abdul Motaleb FCMA  
Company Secretary, WZPDCL



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## ISO CERTIFICATION, WZPDCL



Certificate BD17/05597

The management system of

**West Zone Power Distribution  
Co. Ltd.**

Biddiut Bhaban, 35 Boyra Main Road,  
Khulna- 9000, Bangladesh

has been assessed and certified as meeting the requirements of

**ISO 9001:2008**


For the following activities

**Electricity distribution Management.**


Further clarifications regarding the scope of this certificate and the applicability of  
ISO 9001:2008 requirements may be obtained by consulting the organisation

This certificate is valid from 29 June 2017 until 14 September 2018 and  
remains valid subject to satisfactory surveillance audits.  
Re certification audit due before 14 August 2018  
Issue 1. Certified since 29 June 2017

Authorised by





SGS United Kingdom Ltd Systems & Services Certification  
Rossmore Business Park Ellesmere Port Cheshire CH65 3EN UK  
t +44 (0)151 350-6666 f +44 (0)151 350-6600 www.sgs.com

  
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extent of the law.



## WZPDCL'S Distribution Area



### Distribution Area:

#### Districts :

**Khulna Division:** 1. Khulna 2. Bagerhat 3. Satkhira 4. Narail 5. Jashore 6. Jhenidah  
7. Magura 8. Kushtia 9. Meherpur 10. Chuadanga.

**Dhaka Division:** 1. Faridpur 2. Rajbari 3. Madaripur 4. Shariatpur 5. Gopalganj.

**Barishal Division:** 1. Barishal 2. Jhalakathi 3. Patuakhali 4. Barguna 5. Bhola 6. Pirojpur.

#### Upazillas:

**Khulna Division:** 1. Fultala 2. Mongla 3. Kaligonj 4. Kotchandpur 5. Maheshpur  
6. Shaikupa 7. Alamdanga 8. Bheramara 9. Kumarkhali.

**Dhaka Division:** 1. Pangsha 2. Goalanda 3. Madhukhali 4. Sadarpur 5. Bhanga.

**Barishal Division:** 1. Bhandaria 2. Borhanuddin 3. Nalcity 4. Kathalia 5. Charfashion  
6. Monpura.



# CHAPTER 1

## Introduction





## COMPANY vision

West Zone Power Distribution Company Limited is to provide quality and reliable electricity to the people of west zone area for desired economic, social and human development and to become a model & best power service provider in Bangladesh.

## COMPANY mission



- To deliver quality electricity at reasonable and affordable prices with professional service excellence.
- To make electricity available to all citizens under WZPDCL area in 21 districts on demand by the year 2021.
- To provide specialized skilled services in distribution for promoting competition among ESUs.
- To follow international O & M standard and adopt modern technology and ensure improved, quality performance and satisfactory services to the consumers.
- To develop human resource by providing need based training.
- To ensure successful commercial operation with meaningful increase of income and reduction of expenditure and system loss.

## CORE objectives

- ☉ Rendering quality services for the consumers by innovativeness in the development of our service quality.
- ☉ Maximizing Profit and Wealth of the Company for the interest of the owners and the shareholders.
- ☉ Providing secured and friendly working atmosphere for the employees ensuring the contribution of each individual for the progress of the company.
- ☉ Strengthening the social views by ensuring better services towards customers and taking corporate responsibility.
- ☉ Taking all out efforts to uphold the national growth and development.







## VISION

### statement of training

As the Government takes an interest in developing its human capital through educating and training its employees, the government seeks to play an active and significant role in achieving this goal by preparing advanced training programs aimed at not only refining the skills of its cadre of well-educated nationals but also by actively promoting the professional development of nationals working in government & non-government agencies. To achieve these goals, the WZPDCL established a modern Training Institute named WZPDC Training Institute with qualified staff and equipped with computer labs and modern classrooms.

The term training refers to the acquisition of knowledge, skills and competencies as a result of the teaching of vocational or practical skills and knowledge that relate to specific useful competencies. Training has specific goals of improving one's capability, capacity and performance.

The need to continue training beyond initial qualifications: to maintain, upgrade and update skills throughout working life. People within many professions and occupations may refer to this sort of training as professional development.

## MISSION

### statement of training

Training is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules changing of attitudes and behaviors to enhance the performance of employees. An organization has a very close relationship with the trainee and the trainer because it is the first contact for both. The demand for the training in the organization increases when the organization wants:

- To hire new people - training as a means of training new recruits
- To Expand - When the company wants to increase its headcount
- To increase certain number of staff (in position) by a certain date
- To enhance the performance of employees

Demand for Training also increases when there is change in the nature of job, change in technology, Change in taste of consumer, change in methods of product development etc. The organization goes through the following steps for the transfer of training to the field.



It's a foremost duty of the organization to make the trainer and their organization aware of their culture, climate, responsibilities of organization etc.

## Objective

- ✦ To develop skill of WZPDCL employee with a view to enable them to implement extensive technical & non-technical Knowledge.
- ✦ To disseminate knowledge to the trainees about Modern Management & Administration.
- ✦ To give knowledge about Service Rules, Accounts Management, Verification & Financial Rules.

## Type of Training

- ✦ Training on Total Quality Management (TQM).
- ✦ Training on Power distribution related equipments & accessories.
- ✦ Training on Financial & Commercial Operation Management.
- ✦ Training on Computer (Hardware & Software, MS Word, Microsoft Excel, Power Point, Internet, E-mail), E-Filing, Web based Store inventory management system software, Online new connection & Customer Complain Management System, Computer Billing, Auto CAD.
- ✦ Training on Electricity Act.
- ✦ Basic Concept of DPP & DPP Preparation. PPR-2008 & Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs), Energy Sector in Bangladesh.
- ✦ Integrity Strategy, Customer Care, Customer Service Excellence.
- ✦ Training on General courses.

## Training Method

- ✦ Lecture/Discussion.
- ✦ Demonstration.
- ✦ Audio Visual System.
- ✦ Practical Work/Fieldwork.
- ✦ Library Work.
- ✦ Reading procedure.
- ✦ Group Discussion.
- ✦ Individual Evaluation.
- ✦ Overall Course Evaluation/Multimedia Presentation.

## Facility of Training

- ✦ 02 (Two) class room, 04 (Four) Laboratory room, 01 (One) Computer Training Room.
- ✦ 01 (One) Conference Room.
- ✦ Audio Visual Projection system: Overhead Projector, Multimedia Projector.
- ✦ Course Material (Soft Copy or Hard Copy).
- ✦ Library with different reference books and Booklet.
- ✦ Dormitory having 8 (Eight) single rooms, 04 (Four) double rooms and 04 (Four) general hostel rooms having accommodation facility of 32 trainees at a time.





- ✦ 1 (One) Dining room.
- ✦ Common room having Indoor games Facility (Chess, Playing Card, Ludo, Table Tennis, Caram),
- ✦ Newspaper, Magazine (Energy & Power).
- ✦ Outdoor Game (Volleyball).
- ✦ Wonderful Garden with seating arrangement.
- ✦ Television.
- ✦ 01 (One) Male Prayer Hall & 01 (One) Female Prayer Hall.
- ✦ Unlimited internet Facility through Wi-Fi Router.

## Trainer

Apart from experienced and skilled Engineers, management officers from WZPDCL, Experienced & highly qualified trainers from BPDB, PGCB and different guest lecturers are invited to this training institute for conducting training.

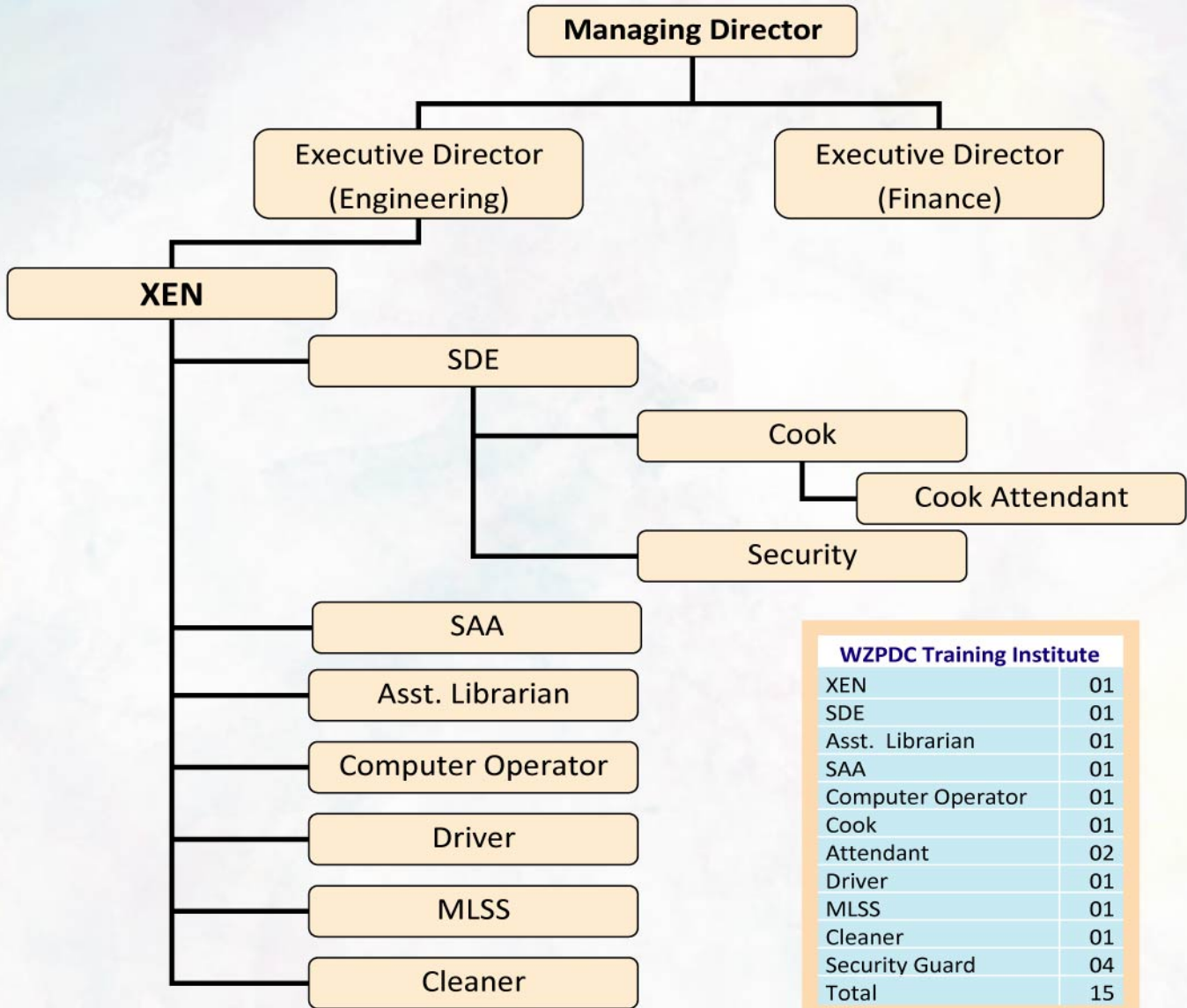
## Trainees

- ✦ Chief Engineer
- ✦ Superintending Engineer / Deputy General Manager
- ✦ Executive Engineer / Manager
- ✦ Sub Divisional Engineer / Deputy Manager
- ✦ Assistant Engineer / Assistant Manager
- ✦ Sub Assistant Engineer / Junior Assistant Manager
- ✦ All Staffs ( Technical & Non-Technical )

## Recreation

Study tour is arranged to different important projects site & installations under WZPDCL and keeping resemblance with the subject matter of training. To make the visit more successful & with that view visits are arranged to different sub-station, offices & historical important places. During the training period trainees are also recreated by different types of indoor and outdoor games such as Chess, Playing Card, Ludo, Table Tennis, Caram and Volleyball. A gymnastic facility will provide in near future.

## Organogram of WZPDC Training Institute



### WZPDC Training Institute

XEN	01
SDE	01
Asst. Librarian	01
SAA	01
Computer Operator	01
Cook	01
Attendant	02
Driver	01
MLSS	01
Cleaner	01
Security Guard	04
<b>Total</b>	<b>15</b>

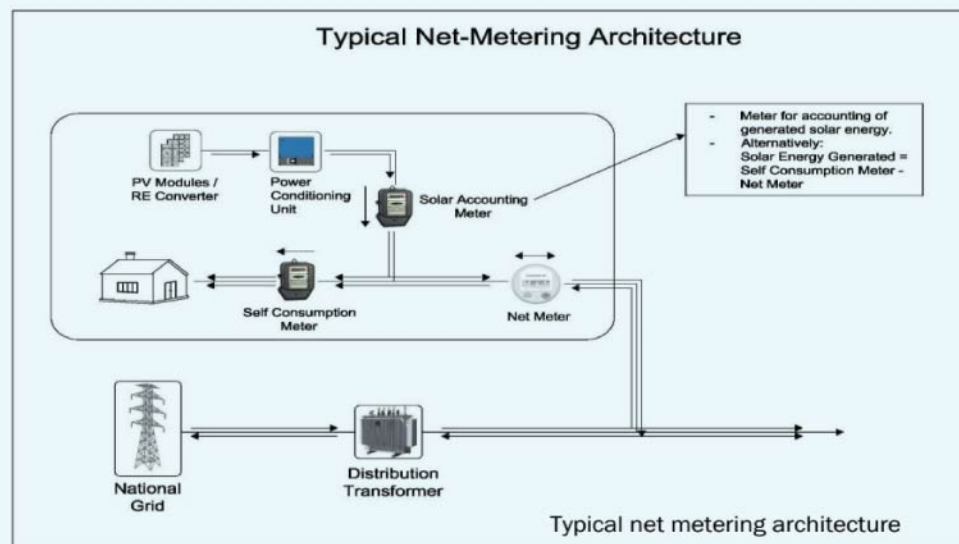
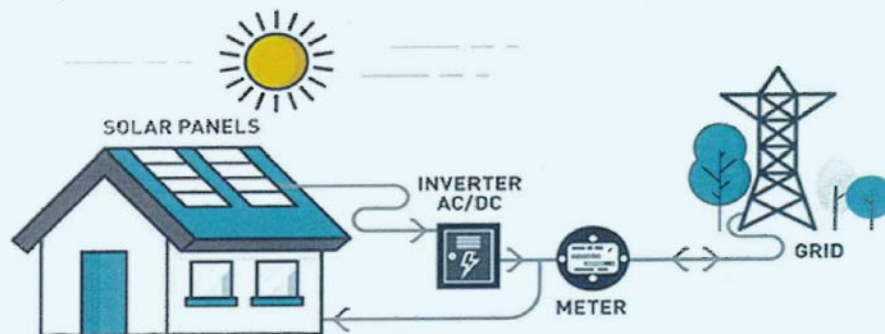


# CHAPTER 2

## Training Calendar



### Net Metering



# ওজোপাড়িকো পরিবার বিদ্যুৎ সেবায় আমরা আপনার পাশে



WZPDCL Family.



## WZPDC Training Institute, Khulna.

### Annual Training Program FY-2019-20

Course Contents	Trainee	Date (Duration)	No. of Course
Computer Courses			
Computer Billing, Hardware & Computer Trouble Shooting.	AA/SAA/JAA/LDA	13/10/2019 – 17/10/2019	01
Basic Concept of DPP & DPP Preparation. PPR-2008 & Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.	All Officer	14/07/2019 – 18/07/2019	03
		22/09/2019 – 26/09/2019	
		18/12/2019 – 24/12/2019	
Auto CAD	All Officer	20/10/2019 – 24/10/2019	01
Basic Computer, Digital Filing, Internet, E-mail.	Staff	22/07/2019 – 29/07/2019	01
E-Filing	All Officer & Related Staff	12/11/2019 – 14/11/2019	01
Web Based Store Inventory Management System Software.	All Officer & Related Staff	20/08/2019 – 22/08/2019	01
Online New Connection & Customer Complain Management System.	All Officer & Related Staff	01/10/2019 – 03/10/2019	02
		22/03/2020 – 25/03/2020	
Corporate & Financial Management			
Financial Management, Business Concept, Cost Control, Cost Reduction, Break-even analysis, Leadership, Motivation, Integrity Strategy, Disciplinary Procedures, KPI & APA.	All Officer	23/02/2020 – 27/02/2020	01
Mid Level Management, COP/Distribution Code & Electricity Act.	SDE/DM/AE/AM	05/01/2020 – 09/01/2020	01
Customer Relation			
Customer Care & Customer Service Excellence	Meter Reader	03/05/2020 -07/05/2020	01
Human Resource Development			
Human Relation, Company service rule, Etiquette Customer Service Excellence.	AA/SAA/JAA/LDA	19/01/2020 – 23/01/2020	01
Office Administration & Recode Management.	UDA/LDA	02/02/2020 – 06/02/2020	01
Integrity Strategy, Customer Care, Customer Service Excellence.	Staff	01/09/2019 – 05/09/2019	02
		01/12/2019 – 05/12/2019	
Enhancement of Technical Expertise			
Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.	SDE/AE	24/11/2019 – 28/11/2019	04
		08/03/2020 – 12/03/2020	
	SAE	26/01/2020 – 30/01/2020	
		19/04/2020 – 23/04/2020	
Power & Distribution Transformer, Circuit Breaker, Relay & Protection.	SAE	25/08/2019 – 29/08/2019	01
Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Technical Staff	07/07/2019 - 11/07/2019	04
		07/06/2020 – 11/06/2020	
	Helper	27/10/2019 – 31/10/2019	
Advanced Course on Power & Distribution Transformer, Circuit Breaker, Relay & Protection.	SAE	16/02/2020 – 20/02/2020	01
Operation & Maintenance of Substation, Sub-Station Equipments, Power & Distribution Transformer.	Technical Staff	15/09/2019 – 19/09/2019	04
		03/11/2019 – 07/11/2019	
		01/03/2020 – 05/03/2020	
	Lineman/Foreman	12/01/2020 – 16/01/2020	

Course Contents	Trainee	Date (Duration)	No. of Course
<b>Financial Management</b>			
Accounts & Financial Management.	AA/SAA/JAA/LDA	17/11/2019 – 21/11/2019	01
<b>General (Miscellaneous)</b>			
Security Training Course	Security Guard	05/04/2020 – 09/04/2020	01
Training Course of MLSS	MLSS	26/04/2020 – 30/04/2020	02
		14/06/2020 – 18/06/2020	
Training of Trainer	Officers		
Orientation / Induction Course	Newly Appointed Employee		





## WZPDC Training Institute, Khulna

### Month Wise Program 2019-2020

Duration	Course Name	Trainees
<b>July- 2019</b>		
<b>07-11</b>	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Technical Staff
<b>14-18</b>	Basic Concept of DPP & DPP Preparation. PPR-2008 & Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.	All Officer
<b>22-29</b>	Basic Computer (MS Word, Excel, Power Point), Digital Filing, Internet, E-mail & E-filing.	Staff
<b>August-2019</b>		
<b>20-22</b>	Web Based Store Inventory Management System Software.	All Officer & Related Staff
<b>25-29</b>	Power & Distribution Transformer, Circuit Breaker, Relay & Protection.	SAE
<b>September-2019</b>		
<b>01-05</b>	Integrity Strategy, Customer care, Customer Service Excellence.	Staff
<b>15-19</b>	Operation and Maintenance of Substation, Substation Equipment, Power & Distribution Transformer.	Technical Staff
<b>22-26</b>	Basic Concept of DPP & DPP Preparation. PPR-2008 & Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.	All Officer
<b>October-2019</b>		
<b>01-03</b>	Online New Connection & Customer Complain Management System.	All Officer & Related Staff
<b>13-17</b>	Computer Billing, Hardware and Computer trouble Shooting.	AA/SAA/JAA/LDA
<b>20-24</b>	Auto CAD	All Officer
<b>27-31</b>	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Helper
<b>November-2019</b>		
<b>03-07</b>	Operation & Maintenance of Substation, Substation Equipments, Power & Distribution Transformer.	Technical Staff
<b>12-14</b>	E-filing.	All Officer & Related Staff
<b>17-21</b>	Accounts & Financial Management.	AA/SAA/JAA/LDA
<b>24-28</b>	Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.	SDE/AE
<b>December-2019</b>		
<b>01-05</b>	Integrity Strategy, Customer care & Customer Service Excellence.	Staff
<b>08-12</b>	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Helper
<b>18-24</b>	Basic Concept of DPP & DPP Preparation. PPR-2008 & Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.	All Officer



Duration	Course Name	Trainees
<b>January-2020</b>		
05-09	Mid Level Management, COP/Distribution Code & Electricity Act.	SDE/DM/AE/AM
12-16	Operation and Maintenance of Substation, Substation Equipments, Power & Distribution Transformer.	Foreman/Lineman
19-23	Human Relation, Company service rule, Etiquette & Customer Service Excellence.	AA/SAA/JAA/LDA
26-30	Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.	SAE
<b>February-2020</b>		
02-06	Office Administration & Record Management.	UDA/LDA
16-20	Advanced Course on Power & Distribution Transformer, Circuit Breaker, Relay & Protection.	SAE
23-27	Financial Management, Business Concept, Cost Control, Cost Reduction, Break even analysis, Leadership, Motivation, Integrity Strategy, Disciplinary Procedures, KPI & APA.	XEN/Manager
<b>March-2020</b>		
01-05	Operation & Maintenance of Substation, Substation Equipments, Power & Distribution Transformer.	Technical Staff
08-12	Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.	SDE/AE
22-25	Online New Connection & Customer Complain Management System.	All Officer & Related Staff
<b>April-2020</b>		
05-09	Security Training Course.	Security Guard
19-23	Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.	SAE
26-30	Training Course of MLSS.	MLSS
<b>May-2020</b>		
03-07	Customer Care & Customer Service Excellence.	Meter Reader
<b>June-2020</b>		
07-11	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Technical Staff
14-18	Training Course of MLSS.	MLSS



# CHAPTER

# 3

## Course Content

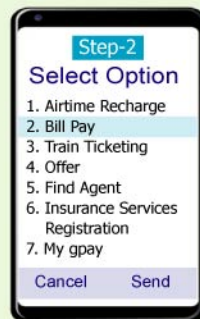


Smart Pre-Payment Meter

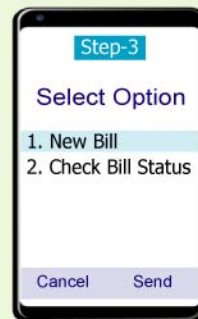
## WZPDCL Online Bill Pay System



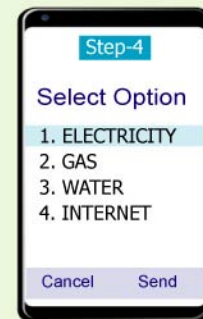
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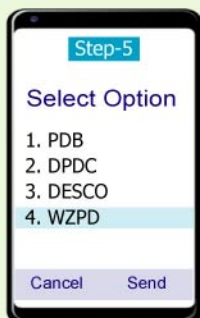
সেলুলার থেকে Bill Pay সিলেক্ট করার জন্য ২ প্রেস করে, সেড বাটন চাপুন



New Bill সিলেক্ট করার জন্য ১ প্রেস করে, সেড বাটন চাপুন



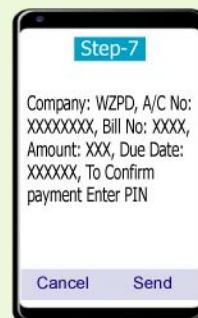
ELECTRICITY সিলেক্ট করার জন্য ১ প্রেস করে, সেড বাটন চাপুন



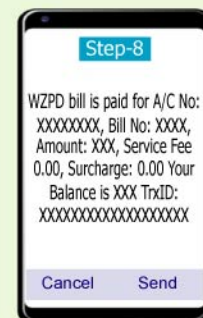
WZPD সিলেক্ট করার জন্য ৪ প্রেস করে, সেড বাটন চাপুন



কনজুমার নম্বর প্রবেশ করান



পেমেন্ট বিন্ধিত করতে পুনরায় আপনার পিন নম্বরটি দিন



আপনার বিল পেমেন্ট প্রক্রিয়াটি সফলভাবে সম্পন্ন হয়েছে

## AUTO CAD

<b>Name of the Course</b>	: Auto CAD
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: All Officer
<b>Duration</b>	: 20/10/2019 - 24/10/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To familiar with Auto CAD Program for developing modern Engineering Drawing through practicing with Auto CAD as well as free hand practice replacing old drawing Technique. Make capable Officer to draw existing and proposed line, Sub-station and also civil structure.

### Course Contents:

- ▶ To familiarize with basic elements of Auto CAD
- ▶ To Familiarize with two dimensional (2D) drawing
- ▶ Drawing with Auto CAD Practicing
- ▶ Editing, Formatting and Standard Auto CAD tool bars
- ▶ Practicing with specific two dimensional (2D) engineering drawing
- ▶ Practicing with some electrical drawing (single line diagram)
- ▶ Practicing with some civil drawing
- ▶ Editing and correction of some existing drawings
- ▶ Use of Library symbols for speeding the drawing work
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power distribution Employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Practical with Multimedia Presentation





## MS WORD

<b>Name of the Course</b>	: MS WORD.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 22/07/2019 - 29/07/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train & develop the participants on MS word application & make them enable to use their Office works (Documentation & also Official Reporting) using MS word.

### Course Contents:

- ▶ Introduction to application software, Opening of MS Word.
- ▶ Introduction to Menu bar, Use of Key Board & Mouse.
- ▶ Create and save new documents.
- ▶ Folder creating, renames of folder, delete folder, restore folder.
- ▶ File menu, Format menu and Tools menu.
- ▶ Table menu & discussion on Bijoy software, Bangla type.
- ▶ Unicode Bangla Typing
- ▶ Group discussion, Problem Solving & Decision making.
- ▶ Print Pre-view, Print.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## MS EXCEL

<b>Name of the Course</b>	: MS EXCEL
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 22/07/2019 - 29/07/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train & develop the participants on MS Excel applications & make them enable to complete use their Office works through MS Excel. Employee learns MS Excel an office can run efficiently.

### Course Contents:

- ▶ Introduction to MS Excel (work sheet, cell, row, column etc).
- ▶ Over view of menu bars and all tool bars.
- ▶ Calculation (Addition, Subtraction, Multiplication, Division).
- ▶ Application of vital formulas & functions.
- ▶ Creation of Salary Sheet: Graph and sorting of chart.
- ▶ Group discussion, Problem solving & Decision making.
- ▶ Print.

### Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical





## MS POWER POINT

<b>Name of the Course</b>	: MS Power Point
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 22/07/2019 - 29/07/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train & develop the participants on MS Power Point presentation, applications & make them enable to prepare their slide works through using MS Power Point.

### Course Contents:

- ▶ Introduction to MS Power Point.
- ▶ Over view of menu bar and all toolbars.
- ▶ Slide creation, insert new slide, delete slide, slide presentation with picture, graph & chart.
- ▶ Slide setup, various types of animation, slide transition.
- ▶ Group discussion, problem solving & decision making.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia

## DIGITAL FILING, INTERNET & EMAIL

<b>Name of the Course</b>	: Digital Filing, Internet & email.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 22/07/2019 - 29/07/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train & develop the participants on Digital filing & make them enable to complete use their Office works (Documentation) through using Digital filing. Learn about digital filing, create email account and send message using email.

### Course Contents:

- ▶ Digital filling system.
- ▶ Scope of digital filling system.
- ▶ Use of modem, scanner and printer.
- ▶ Basic idea of internet browsing.
- ▶ What is internet & how it works.
- ▶ Scope of internet.
- ▶ Discussion about email.
- ▶ Create an email account.
- ▶ Attachment of Document & sent.

### Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical





## HARDWARE & COMPUTER TROUBLE SHOOTING

<b>Name of the Course</b>	: Hardware & Computer Trouble Shooting
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 13/10/2019 - 17/10/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train up the participants on Trouble Shooting & Hardware of the Computer. Learn how to identify major and minor problems of a computer.

### Course Contents:

- Familiarize with computer fundamentals.
- Familiarize with basic electronics.
- Identification of computer accessories.
- Hardware assembling.
- Computer Trouble shooting.
- Installing operating system.
- Installing devices drivers.
- Installing application software.
- Practical demonstration & practice with computer.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical

# COMPUTER BILLING

<b>Name of the Course</b>	: Computer Billing
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff (AA/SAA/JAA/LDA)
<b>Duration</b>	: 13/10/2019 - 17/10/2019
<b>Number of Participant</b>	: 15/20/25

## Objectives:

Learn about computer billing & Billing Software of WZPDCL.

## Course Contents:

- ▶ How to start & shutdown the computer on billing.
- ▶ Opening of Computer billing software, Consumer Entry.
- ▶ Discuss about billing software.
- ▶ New Consumer Account Opening.
- ▶ Processing & Printing of bills.
- ▶ Credit posting.
- ▶ Disconnection List prepare & print.
- ▶ Reconnection.
- ▶ Meter Replacement & other bill.
- ▶ Billing schedule.
- ▶ Billing input meter reading. Verifying of reading.
- ▶ Bill checking status before bill printing and dispatch.
- ▶ Amendment and manual adjustment.
- ▶ MOD.

## Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical





## E-Filing (Nothi System)

<b>Name of the Course</b>	: E-Filing (Nothi System)
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: All Officer & Related Staff
<b>Duration</b>	: 22/07/2019 - 29/07/2019 12/11/2019 - 14/11/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To make paperless office as a Digital Bangladesh.

### Course Contents:

- ▶ Introduction to Nothi System, Use of Unicode, Unicode typing
- ▶ Login to Nothi System, Reset password, Profile management,
- ▶ Dak Upload (Public/Departmental), Dak Tracking, Draft Dak Preservation, Dak sending Receipt, Dak Receive, Send Dak, Seal Prepare etc
- ▶ See Received Dak, Give Decision over Dak, Finish Dak, Dak Register and Reports
- ▶ Nothi Preparation, Nothi Type, Nothi forward, Nothi Permission and Nothi Finish
- ▶ Convert Dak to Nothi, Dak Achieve
- ▶ Discuss about Nothi flow chart
- ▶ Give Decision to Nothi, Create Nothi Section, Set Flag, Set Attachment, Nothi Archive, Nothi Register etc
- ▶ Draft Letter preparation, different type of letter (Government/Autonomous), Letter circulation (System/Out of System/SMS), Letter circulation group
- ▶ Practice to create letter and circulation
- ▶ Various Reporting in Nothi System with Nothi Admin Part (User creation/Transfer/Release designation)
- ▶ Problem solving in using facebook
- ▶ Evaluation and mock test
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical in the Class.  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## Online New Connection & Customer Complain Management System (CCMS)

<b>Name of the Course</b>	: Online new connection
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: All Officer & Related Staff
<b>Duration</b>	: 01/10/2019 - 03/10/2019 22/03/2020 - 25/03/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To make paperless office as a Digital Bangladesh.

### Course Contents:

- ▶ Introduction to Customer Complain Management System (CCMS)
- ▶ Discussion about Citizen Charter
- ▶ Profile Management of Customer Complain Management System (CCMS)
- ▶ Login as a Complainer
- ▶ How to Submit Complain(Public/Unknown), PIN Reset
- ▶ Administrative Login
- ▶ Flow chart of Customer Complain Management System (CCMS)
- ▶ View Complain, Listing Complain, Complain Tracking
- ▶ Forward to get feedback from concern department
- ▶ Appeal regarding complain
- ▶ Various Reporting in Customer Complain Management System (CCMS)
- ▶ Evaluation and mock test
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## Web Based Store Inventory Management System Software

<b>Name of the Course</b>	: Web Based Store Inventory Management System Software.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: All Officer & Related Staff
<b>Duration</b>	: 20/08/2019 - 22/08/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation and Application of WZPDCL Web based Store Inventory Management System Software.

### Course Contents:

- Menu Introduction.
- User management system.
- Picture & Signature Upload, Information Update and Password Change.
- Code Introduction, New Product Entry, Opening Stock Entry.
- R&I, Product Purchase.
- Preliminary Receive, Post Delivery Received, Final Receive, Stock Entry.
- Stock Transfer, Requisition Request, Requisition Recommend, Requisition Approve.
- Stock Transfer SE approve, Stock Transfer Approve, Stock Transfer Issue, Stock Transfer Receive, Stock Entry.
- Loan Menu Introduction, Loan Request, Loan Recommend, Loan Approve.
- Gate Pass, Requisition Gate Pass, Loan Gate Pass, Stock Transfer Gate Pass.
- Material Return & Adjustment, Supplier Return, Material return slip.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in power sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## BASIC CONCEPT OF DPP & DPP PREPARATION. PPR-2008, ELECTRONIC GOVERNMENT PROCUREMENT (e-GP) Sustainable Development Goals (SDGs), Energy Sector in Bangladesh

<b>Name of the Course</b>	: Basic Concept Of DPP & DPP Preparation. PPR-2008, Electronic Government Procurement (e-GP). Sustainable Development Goals (SDGs), Energy Sector in Bangladesh
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 14/07/2019 - 18/07/2019 22/09/2019 - 26/09/2019 18/12/2019 - 24/12/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

This course will enable the participants to acquire the knowledge about DPP, PPR-2008 & Electronic Government Procurement (e-GP).

### Course Contents:

- ▶ E-GP guideline.
- ▶ Business Process Reengineering (BPR) Rules. (Regarding TEC, TOC formation).
- ▶ Public procurement Cycle.
- ▶ Security issue of e-GP system
- ▶ Stack holders of e-GP System
- ▶ Rules & Some Regulation of e-GP.
- ▶ Discussion on PPA-2006, PPR-2008, DOF of WZPDCL-2011, DOF for e-GP and Steps in Procurement Process.
- ▶ Tender Preparation (Select STD, TEC, TOC creation)
- ▶ Invitation of Tender
- ▶ Tender Doc Preparation.
- ▶ APP, TOC, TSC, TEC, Tender Evaluation, Approval Procedures and Contract Signing.
- ▶ Publication Workflow & of Tender Notice.
- ▶ e-GP Users and their roles (Like PE, PE Admin, HOPE, AU, AO, TEC, TOC)
- ▶ Creation of APP, Its approval & Publication. Workflow design and approval.
- ▶ Creation of TEC, its workflow design and approval.
- ▶ Creation of TOC, its workflow design and approval.
- ▶ Tender Opening.
- ▶ Evaluation of Tender Part-1.
- ▶ Tender Evaluation Part-2
- ▶ Report workflow and approving process
- ▶ NOA Given.
- ▶ Contract Signing.
- ▶ Release/forfeit of Tender Security/PG.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## FINANCIAL MANAGEMENT, BUSINESS CONCEPT, COST CONTROL, COST REDUCTION, BREAK-EVEN ANALYSIS, LEADERSHIP, MOTIVATION, INTEGRITY STRATEGY, DISCIPLINARY PROCEDURES, KPI & APA.

<b>Name of the Course</b>	: Financial Management, Business Concept, Cost Control, Cost Reduction, Break-Even analysis, Leadership, Motivation, Integrity Strategy, Disciplinary Procedures, KPI & APA.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 23/02/2020 - 27/02/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

- ▶ To acquaint with Financial Rules & Regulations of WZPDCL.
- ▶ To know about the important aspects of Accounts, Financial Management.
- ▶ To be well equipped with required information for financial decision.
- ▶ To know about National integrity policy, Etiquette & Manner.

### Course Contents:

- ▶ Mission, Vision, Goal & Reform action of WZPDCL & Corporate Culture.
- ▶ Accounting Information System of WZPDCL.
- ▶ Analysis of financial statements & its implication.
- ▶ Business Concept
- ▶ Cost control, Cost Reduction & Break even analysis.
- ▶ Leadership & Motivation
- ▶ Budgetary Control, Bank and Fund Management of WZPDCL.
- ▶ National integrity policy, Etiquette & Manner.
- ▶ Disciplinary Procedures of WZPDCL
- ▶ Key Performance Indicator (KPI)
- ▶ Annual Performance Agreement (APA)
- ▶ Awareness creation on disaster management and develop skill & abilities to affectively participate in disaster risk management activities.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Discussion and lecture  
Practical Demonstration  
Visit for on job demonstration / Recreation tour.  
Multimedia presentation  
Evaluation

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## MID LEVEL MANAGEMENT

<b>Name of the Course</b>	: Mid Level Management and Commercial Operation Procedure
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 05/01/2020 - 09/01/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To develop future executives of WZPDCL, the personnel to lead the Organization and to achieve the desired goal develop skill in carrying out the responsibilities as corporate. Demonstrate their ability in strategic management. Promote congenial organizational climate and quality culture for improving performance.

### Course Contents:

- ▶ Policies of GOB. Mission and Vision. Strategy and policy formulation. Roll of the Management. Strategic Management. Management by Objective. Office Management.
- ▶ Company Law.
- ▶ Development Scheme Preparation, Approval Method, Implementation Procedures. Preliminary Development project proposal, Development project proposal, project proposal, project completion Report.
- ▶ Decision making techniques. Leadership and team building. Behavior modification for improved performance. T Q M and Cultural Change.
- ▶ Manners, Etiquette & Honesty.
- ▶ Code of conduct Values & behaviors.
- ▶ Corporate Ethics. WZPDCL service rules.
- ▶ Anti Corruption Laws and combating corruption in the service sectors. Anti Corruption in Global Prospect. Anti Corruption in Power Sector.
- ▶ Budgetary control, Bank and Fund management.
- ▶ Customer service. Disaster management.
- ▶ Settlement of Audit Objection.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## CUSTOMER CARE & CUSTOMER SERVICE EXCELLENCE

<b>Name of the Course</b>	: Customer care & Customer Service Excellence.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Meter Reader
<b>Duration</b>	: 03/05/2020 - 07/05/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

This course will enable the participants to acquire the knowledge of Customer Care, Customer Service and Good Relation among the Customer & Authority.

### Course Contents:

- Modern concept of salesmanship & types of customers.
- Why executive fail on the job.
- Service marketing & its characteristics.
- How to offer better customer services.
- Dealing with objective & exercise.
- Handling customer complains.
- Qualities of an officer.
- Developing effective customer relationship.
- How to motivate customers.
- Wining market & how to retain customers.
- How to develop effective customer relationship.
- Public relating in service marking.
- Service supply relationship.
- Manner, code of conduct, citizen charter.
- Organizational behavior.
- Detailing of technical activities and write up.
- Items to be discussed in the pre Bid meeting.
- Detailing of evaluation as per technical norms and jobs financial rule bid bone etc.
- Preparation of comparative statement.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in power sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical

# HUMAN RELATIONS, COMPANY SERVICE RULE, ETIQUETTE & CUSTOMER SERVICE EXCELLENCE

<b>Name of the Course</b>	: Human Relations, Company Service Rule, Etiquette & Customer Service Excellence.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 19/01/2020 - 23/01/2020
<b>Number of Participant</b>	: 15/20/25

## Objectives:

This course will enable the participants to acquire the knowledge of etiquette to improve their behavior, manner, art of speaking, Service rules etc. Acquire the knowledge of Customer Care, Customer Service and Good Relation among the Customer & Authority

## Course Contents:

- ▶ Company service rule & Etiquette
- ▶ Discussion on human relation and techniques of etiquette
- ▶ Necessity of etiquette in a public service organization.
- ▶ Service rule, leave rule, pension, TA, DA rules, Overtime
- ▶ First aid.
- ▶ Organizational behavior.
- ▶ Etiquette & Ethics.
- ▶ Labor welfare.
- ▶ Discipline and conduct rules.
- ▶ Developing effective customer relationship.
- ▶ National Integrity Strategy.

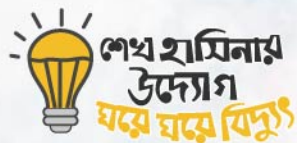
## Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical





## OFFICE ADMINISTRATION & RECORD MANAGEMENT

<b>Name of the Course</b>	: Office Administration & Record Management
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff (UDA / Stenographer / LDA)
<b>Duration</b>	: 02/02/2020 - 06/02/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

The participants will be able to understand the procedure & Process of Management & Record Keeping. Duties and responsibilities of the person concerned etc.

### Course Contents:

- File Management, Opening files, Docketing, Recording Indexing and Drafting.
- Receive and issue, disposal, procedure for Diarizing & as well as referencing, Movement, submission and Dispatch of files etc.
- Letter writing, Different types. Conducting meeting, writing working paper and writing Minutes, Office inspecting report there on.
- Classification of record, Preservation of records and destruction of records.
- Maintaining safe working environment of self & subordinate offices.
- Office Management
- Digital memo numbering and priority fixing etc.
- Basic idea of modern office equipments.
- Manners, Etiquette & Honesty.
- Audit objection and their Disposals
- Service rules, Corporate Ethics.
- Pay fixation, CPF and Gratuity.
- TA, DA, Medical Bill Etc.
- Inventory of stores, updating of stores, verification of stores, necessity of stores, procedure of keeping materials in stores and process of incoming and outgoing of materials.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical

## INTEGRITY STRETEGY & ANTICORRUPTION

<b>Name of the Course</b>	: Integrity Strategy & Anticorruption
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer/Staff
<b>Duration</b>	: 01/09/2019 - 05/09/2019 01/12/2019 - 15/12/2019
<b>Number of Participant</b>	: 15/20/25

### Objectives:

This course will enable the participants able to know Corruption, Anticorruption & Prevention of Corruption.

### Course Contents:

- ▶ Corruption.
- ▶ Corruption Law-2004 (Offence & Punishment).
- ▶ Anticorruption Procedure such as Investigation, inquire, Charge-sheet & Judgment.
- ▶ Prevention of various Corruptions procedure.
- ▶ Integrity, Ethics, Trust & Good Governance.
- ▶ Company Act, Labor Law: Major Features of labor Codes-2006.
- ▶ Energy Law: Major Features of BEREC (Bangladesh Energy Regulation Commission) Act.
- ▶ Money Laundering Act - 2012
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

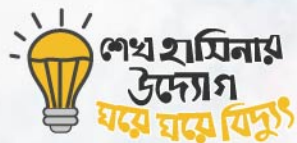
### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## ENERGY METER (HT, LTI, LT, 33 KV IMPORT METER, 11 KV FEEDER METER) Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.

<b>Name of the Course</b>	: Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter) Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer / Technical Staff
<b>Duration</b>	: 24/11/2019 - 28/11/2019 (SDE/AE) 08/03/2020 - 12/03/2020 (SDE/AE) 26/01/2020 - 30/01/2020 (SAE) 19/04/2020 - 23/04/2020 (SAE) 07/07/2019 - 11/07/2019 (Technical Staff) 27/10/2019 - 31/10/2019 (Helper) 08/12/2019 - 12/12/2019 (Helper) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation and different types of Errors of Energy meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter). Data downloading procedure and analysis.

### Course Contents:

- Basic principle of Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter)
- Classification & Types (Single Phase & Three Phase) Meters.
- Selection of Energy Meter.
- Installation, connection & repair of energy meters.
- Application of Overall Multiplication Factor.
- Cross checking procedure of OMF.
- Data downloading procedure of energy meter by using VinPlus software.
- Vector & Proper Connection Checking by using VinPlus software.
- Determination on proper meter sealing, neutral & Earthing of energy meter.
- Causes of improper meter reading & its remedy.
- Discussion on display, time of the day metering, Maximum Demand setting, reset setting etc.
- Practical demonstration 3-Phase & 1-Phase digital energy meter and site check technique at the consumer premises.
- Pilferage of electricity.
- Demonstration of error in energy meter due to circuit fault or faulty connection.
- CT, PT Matching, Indoor, Outdoor Meter, CT, PT Meter.
- Programming.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in Power Sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation



## PRE-PAYMENT METER

<b>Name of the Course</b>	: Pre-Payment Meter
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 24/11/2019 - 28/11/2019 08/03/2020 - 12/03/2020 26/01/2020 - 30/01/2020 19/04/2020 - 23/04/2020 07/07/2019 - 11/07/2019 (Technical Staff) 27/10/2019 - 31/10/2019 (Helper) 08/12/2019 - 12/12/2019 (Helper) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To familiarize with Pre-Paid Metering System. To develop the knowledge about future metering (Pre-Paid Meter, Smart Meter) of WZPDCL.

### Course Contents:

- ▶ A General Introduction to the Prepayment System
- ▶ Meter Standards, Regulations and Technologies
- ▶ Operational Component of Prepayment System
- ▶ Master Information Center (MIC)
- ▶ Utility Vending Stations (UVS)
- ▶ Utility Customization Center (UCC)
- ▶ Point of Sales (POS)
- ▶ Utility Consumers
- ▶ Three phase meters
- ▶ Hardware used in Prepayment System
- ▶ How prepayment meter works.
- ▶ How Smart Card, Keypad and On-line meter works.
- ▶ Network design for prepayment system.
- ▶ Software System for Prepayment metering system.
- ▶ Vending
- ▶ Load Management
- ▶ Tariff Management
- ▶ User Management
- ▶ Log Management
- ▶ Reporting
- ▶ Future Technology of Prepayment System (Smart metering system)
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in Power Sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

- Theoretical lecture & Discussion in the class
- Multimedia presentation
- Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## APPLICATION OF SOLAR NET METER GUIDELINE ENERGY EFFICIENCY & RENEWABLE ENERGY INTEGRATION TO THE GRID.

<b>Name of the Course</b>	: Application of Solar Net Meter Guideline Energy Efficiency & Renewable Energy Integration to the Grid.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer / Technical Staff
<b>Duration</b>	: 07/07/2019 - 11/07/2019 (Technical Staff) 27/10/2019 - 31/10/2019 (Helper) 24/11/2019 - 28/11/2019 (SDE/AE) 08/12/2019 - 12/12/2019 (Helper) 26/01/2020 - 30/01/2020 (SAE) 08/03/2020 - 12/03/2020 (SDE/AE) 19/04/2020 - 23/04/2020 (SAE) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Renewable Energy integration to the grid, Operation & Maintenance of Renewable Energy Systems and different types of Errors and protection of Renewable Energy Systems (Including Automatic Meter Reading (AMR) & Bi-directional Meter).

### Course Contents:

- Solar System.
- Application of Solar System.
- Renewable energy System.
- Definition of Net Metering.
- Working Principle.
- Applicant Qualification.
- Capacity and Power Energy Export Limit.
- Tariff Structure of Net Metering.
- Metering Curriculum.
- Application Submission Process.
- Approved Parts.
- Conditions for Net Metering.
- Energy Calculation.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in Power Sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation



## DISTRIBUTION LINE, POWER & DISTRIBUTION TRANSFORMER

<b>Name of the Course</b>	: Distribution Line, Power & Distribution Transformer.
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer/Technical Staff
<b>Duration</b>	: 07/07/2019 - 11/07/2019 (Technical Staff) 25/08/2019 - 29/08/2019 (SAE) 27/10/2019 - 31/10/2019 (Helper) 08/12/2019 - 12/12/2019 (Helper) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation and maintenance of Distribution line & Equipments, Power & Distribution Transformer, who are now serving in different offices of WZPDCL.

### Course Contents:

- ▶ Single line diagram study.
- ▶ **Substation Equipments:**
  - \* **Symbols:** Abbreviation and single line diagram
  - \* **Distribution Transformer:** Selection of fuse & MCCB for distribution transformer.
  - \* Basic Principal of transformer, installation, schedule maintenance, earthing, Transformer fault, detail
  - \* Repair procedure of transformer, preparation of bill of materials for repair.
  - \* Discussion on importance of Distribution Transformer earthing & load balancing.
  - \* Parallel operation of transformer & their loading.
  - \* General discussion on different tests (Open circuit / No load test, Oil test, Megar test etc).
  - \* **CT & PT:** Types & classification, construction, Testing.
  - \* **Lightening Arrester:** Working principle, construction,
  - \* **Bus bar:** Introduction to various bus bar systems, protection, Maintenance.
  - \* **System Grounding:** Introduction & Types, Materials used for grounding.
  - \* **Power Supply System:** Transmission line & Distribution line, Discussion about Fuse, Circuit Breaker,
  - \* Isolator, Relay and other Transformer protection equipments.
- ▶ Numbering, operating principle, fault calculation, relay coordination, curve, CT, PT selection, relay testing.
- ▶ **Shut Down and Clearance:** Process of shutdown, co-ordination with load Dispatch.
- \* **Energy Meter:** Classification & Type, Connection diagram, meter testing, meter testing with Meter
- \* Testing Equipments. CT, PT Matching, Indoor, Outdoor Meter, CT, PT Meter.
- ▶ Safety Practice.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in Power Sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation



## OPERATION & MAINTENANCE OF CIRCUIT BREAKER & ISOLATOR

<b>Name of the Course</b>	: Operation & Maintenance of Circuit Breaker & Isolator
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer/Technical Staff
<b>Duration</b>	: 07/07/2019 - 11/07/2019 (Technical Staff) 25/08/2019 - 29/08/2019 (SAE) 27/10/2019 - 31/10/2019 (Helper) 24/11/2019 - 28/11/2019 (SDE/AE) 08/12/2019 - 12/12/2019 (Helper) 26/01/2020 - 31/01/2020 (SAE) 08/03/2020 - 12/03/2020 (SDE/AE) 19/04/2020 - 23/04/2020 (SAE) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation, and maintenance of Circuit Breaker & Isolator, who are now serving in different offices of WZPDCL.

### Course Contents:

- ▶ Circuit Breaker Classification.
- ▶ Charging system.
- ▶ Inter locking of Circuit Breaker.
- ▶ Basic operation Principle, Maintenance, Shut down procedure & use of Danger plates.
- ▶ Difference between Circuit Breaker. & Isolator.
- ▶ Types of Isolators.
- ▶ Oil C.B & Types.
- ▶ Detail - Vacuum Circuit Breaker, its usefulness.
- ▶ Detail - SF<sub>6</sub> Circuit Breaker, Single puff, Double Puff.
- ▶ Refill of SF<sub>6</sub> Gas, uses of SF<sub>6</sub> Circuit Breaker..
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in Power Sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## RELAY AND PROTECTION (Basic Course)

<b>Name of the Course</b>	: Relay and Protection
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 25/08/2019 - 29/08/2019 (SAE) 24/11/2019 - 28/11/2019 (SDE/AE) 26/01/2020 - 31/01/2020 (SAE) 08/03/2020 - 12/03/2020 (SDE/AE) 19/04/2020 - 23/04/2020 (SAE)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To Familiarize with basic principal of Protection, kind of Protection, Electromagnetic & Digital Relay Uses & Programming. To know about testing and calculation of the common relays.

### Course Contents:

- Concept on Devise numbering. Basic concept of different type of relays (electro-magnetic, electronic and microprocessors based relays.)
- Operating principle, time curves, selection of curves, definite time etc as per field requirements.
- Relay coordination with the equipment, equipments operating time, charging time, Breaker operating cycle, time gap with other relays.
- Introduction of vector and vector notations, solving the vector calculations, calculations of complex quantity, analysis pf symmetrical and un-symmetrical faults.
- CT and PT selection as required by the protection requirements. Mac curve, knee point, ALU factors for the protection.
- DC system and its requirement for reliable protection.
- Basic relay testing, test on schedule maintenance work and recording.
- Feeder protection O / C, E / F and its circuit details, HRC fuses verses the relay curves.
- Digital Relays: Programming (By Computer), setting (Practical).
- Transformer protections.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh..
- Innovation in Power Sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## RELAY AND PROTECTION (ADVANCED COURSE)

<b>Name of the Course</b>	: Relay and Protection (Advanced Course)
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 16/02/2020 - 20/02/2020 (SAE)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To build up expertise on Protection of equipments in power system and to become conversant with protective equipments so that the leadership in protection related activities can be maintained. The advanced calculation of the relays and the determination of the protective malfunction of the existing system will be learned.

### Course Contents:

- Discussion on detail fault level and fault calculation.
- Discussion on detail different types of relays.
- Basic calculation & setting principles of different types of distance relay.
- Discussion Microprocessor based modern relays covering distance and other line protection.
- Discussion on Industrial, bulk load motor protection, method of creating differential zones, Protection principles & its use in industrial environment.
- Discussion on bus - bar protection for different bus bar arrangement of sub - station.
- Discussion on different types of protection for transformer and feeders.
- Discussion of change over & auto transfer scheme for maintaining continuous auxiliary power.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in power sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Discussion & Lecture  
Practical Demonstration  
Visit for on job demonstration/Recreation tour  
Multimedia Presentation  
Evaluation of Training

**Trainer Evaluation** : By Trainee

**Trainee Evaluation:** Written / Practical / Multimedia Presentation



## OPERATION & MAINTENANCE OF DISTRIBUTION SUB-STATION, SUB-STATION EQUIPMENTS, POWER & DISTRIBUTION TRANSFORMER.

<b>Name of the Course</b>	: Operation & Maintenance of Distribution Sub-station, Sub Station Equipments, Power & Distribution Transformer.
<b>Name of the Venue</b>	: WZPDCL Training Institute, Khulna.
<b>Trainees</b>	: Officer/Staff
<b>Duration</b>	: 15/09/2019 - 20/09/2019 (Technical Staff) 03/11/2019 - 07/11/2019 (Technical Staff) 12/01/2020 - 16/01/2020 (Lineman / Foreman) 01/03/2020 - 05/03/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation, and maintenance of Distribution Substation, Sub-Station Equipments, Power & Distribution Transformer, who are now serving in different offices of WZPDCL.

### Course Contents:

- ▶ Single line diagram study.
- ▶ **Symbols:** Abbreviation and single line diagram.
- ▶ **Substation Equipments:**
- ▶ **Transformer:** Types & classification, Basic principle, Installation, Operation & Maintenance.
  - \*Transformer nameplate study.
  - \*Testing procedures of Power & Distribution Transformer.
  - \*Method of oil collection from transformer for testing.
  - \*Transformer oil testing procedure.
  - \*Discussion on Off Load & On Load tap changer of power transformer.
  - \*Effect of temperature on transformer operation.
  - \*Routine maintenance of transformers.
  - \*Transformer vector group & their different mode of connection.
- ▶ **CT & PT:** Types & classification, construction, Testing.
- ▶ **Lightening Arrester:** Working principle, construction.
- ▶ **Bus bar:** Introduction to various bus bar systems, protection, Maintenance.
- ▶ **System Grounding:** Types, Materials used for grounding.
- ▶ **Power Supply System:** Transmission line & Distribution line, Discussion about Fuse, Circuit Breaker, Isolator, Relay, Carrier Communication and Transformer Protection.
- ▶ **Battery & Battery Charger:** Introduction, classification & Types, Operation Principle, Maintenance.
- ▶ **Shut Down and Clearance:** Process of shutdown, co-ordination with load Dispatch. Safety Practice.
- ▶ **Customer Service:** Dealings with the consumer, Public relation.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## SUBSTATION EQUIPMENTS OPERATION & MAINTENANCE

<b>Name of the Course</b>	: Substation Equipments Operation & Maintenance
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Switch Board Attendant (SBA), Technical Staff
<b>Duration</b>	: 07/07/2019 - 11/07/2019 (Technical Staff) 15/09/2019 - 20/09/2019 (Technical Staff) 27/10/2019 - 31/10/2019 (Helper) 03/11/2019 - 07/11/2019 (Technical Staff) 08/12/2019 - 12/12/2019 (Helper) 12/01/2020 - 16/01/2020 (Lineman, Foreman) 01/03/2020 - 05/03/2020 (Technical Staff) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To familiarize with basic principal of switching, safe operation and awarding shutdown, receiving clearance to restore power, recording the incidence, operation in emergency condition, fire fighting and emergency management

### Course Contents:

- Introduction to substation equipments.
- Discussion on Off Load & On Load tap changer of power transformer.
- Introduction to meters reading and recording technique in log book record.
- Introduction to record complain and to attend complain of Substation.
- Normal switching technique and procedure.
- Discussion about the process of shutdown, co-ordination with load dispatch.
- Discussion about different types of meter, CB, Relays & other necessary equipments used in sub-station.
- Numbering, operating principle, fault calculation, relay coordination, curve, CT, PT selection, relay testing.
- Emergency switching and management.
- Awarding shutdown and receiving the clearance, power restoration.
- Fire fighting and safety application.
- Reporting an accident.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in power Sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## ELECTRICITY ACT, CASE FILING & REPORTING

<b>Name of the Course</b>	: Electricity Act, Case Filing & Reporting
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 05/01/2020 - 09/01/2020 (SDE/DM/AE/AM)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

- ▶ To familiarize with Electricity Act.
- ▶ To familiarize with judicial system of Bangladesh.
- ▶ To familiarize with essential elements of a case.
- ▶ Handling a case, protecting WZPDCL's right etc.

### Course Contents:

- ▶ Discussion on structure of judicial system.
- ▶ Classification of criminal courts.
- ▶ Procedure of submission a case.
- ▶ Electricity Act 2018, rule no 7.
- ▶ Procedure of making prosecution report as per Electricity act.
- ▶ Submission of report to the court, issuance of notice to the accused.
- ▶ Processing of issuance of summon, warrant and P & A.
- ▶ Framing a charge against a accused.
- ▶ Procedure of taking evidence and cross the prosecution.
- ▶ Sending the accused to the Hajat.
- ▶ Recovery of fine.
- ▶ Procedure of conduct of the mobile Court etc.
- ▶ National integrity policy, Etiquette & Manner.
- ▶ Awareness creation on disaster management and develop skill & abilities to affectively participate in disaster risk management activities.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Discussion and lecture  
 Practical Demonstration  
 Visit for on job demonstration / Recreation tour.  
 Multimedia presentation  
 Evaluation

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## RENEWABLE ENERGY & ITS APPLICATION

<b>Name of the Course</b>	: Renewable Energy & Its Application
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	: 07/07/2019 - 11/07/2019 (Technical Staff) 27/10/2019 - 31/10/2019 (Helper) 24/11/2019 - 28/11/2019 (SDE/AE) 08/12/2019 - 12/12/2019 (Helper) 26/01/2020 - 30/01/2020 (SAE) 08/03/2020 - 12/03/2020 (SDE/AE) 19/04/2020 - 23/04/2020 (SAE) 07/06/2020 - 11/06/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To provide training on the selected aspects of renewable energy applications and to create enough scopes to implement it in Bangladesh covering the rural and urban, commercial and industrial prospects of renewable energy and its applications

### Course Contents:

- Conventional & Non-conventional energy scenario of the world and Bangladesh.
- Fundamentals of Solar Radiation and Measurement Fundamentals of Electricity.
- Solar cells and panel.
- Charge controller.
- Measurement of solar radiation, Measurement of Current & Voltage characteristics of a solar module performance testing of Charge Controller.
- Electrical Energy storage. Inverter
- Design of Solar Home System. Grid connected PV system Installation of a off grid solar energy system.
- Demonstration of a grid connected PV system.
- Study on an inverter.
- Passive house heating and cooling.
- Solar cooker and dryer. Solar water pumping. Solar water Heaters.
- Determination of thermal efficiency of a flat plate solar water heating system.
- Thermal testing of a Box type solar cooker.
- Instrumentation, Measurement and Wind resource assessment.
- Wind turning aerodynamics, turbine types and output power estimation.
- Biogas and technology options. Biomass and improved cook stoves.
- Engineering Economics. Energy efficient lighting.
- Feasibility study of a off grid solar home system.
- National integrity policy, Etiquette & Manner.
- Awareness creation on disaster management and develop skill & abilities to affectively participate in disaster risk management activities.
- Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- Innovation in power sector.
- Capacity Building for Power Distribution employees.

### Training Procedure:

Discussion and lecture  
Practical Demonstration  
Visit for on job demonstration / Recreation tour.  
Multimedia presentation  
Evaluation

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## FIRE FIGHTING & SAFETY PROCEDURE

<b>Name of the Course</b>	: Fire Fighting & Safety procedure
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff
<b>Duration</b>	: 15/09/2019 - 20/09/2019 (Technical Staff) 03/11/2019 - 07/11/2019 (Technical Staff) 12/01/2020 - 16/01/2020 (Lineman / Foreman) 01/03/2020 - 05/03/2020 (Technical Staff)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To familiarize Fire, accident, hazard and to train up personnel (staffs) develop skill initial warning and to act rapidly to the fire and hazard.

### Course Contents:

- ▶ Discussion about fire and its classification.
- ▶ Discussion about source of fire.
- ▶ Discussion about different types of Hazard storage guideline.
- ▶ Discussion about different types of firefighting equipment.
- ▶ Danger & caution notice.
- ▶ Practical demonstration.
- ▶ First aid.
- ▶ Idea on flame detector, smoke detector, alarm, and resetting technique.
- ▶ Description on Accident Reporting.
- ▶ Treatment of electric shock, awareness, and precaution of health problem.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical



## ACCOUNTS AND FINANCIAL MANAGEMENT

<b>Name of the Course</b>	: Accounts and Financial Management
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer / Staff (AA/SAA/JAA)
<b>Duration</b>	: 17/11/2019 - 21/11/2019 (AA/SAA/JAA/LDA) 23/02/2020 - 27/02/2020 (All Officer)
<b>Number of Participant</b>	: 15/20/25

### Objectives:

On completion of the course, the participants shall be able to acquaint with financial rule & regulations relating to be important aspects of accounts, audit and solve any problem with the help of TQM.

### Course Contents:

- ▶ Financial rules and financial delegation of power.
- ▶ Accounting & Budget.
- ▶ Commercial Activities, MOD Preparation.
- ▶ Tender (PPR-2008).
- ▶ Project Implementation.
- ▶ Discussion of TQM. 5-S Techniques, PISA, KAIZEN.
- ▶ Problem solving with the help of TQM, Case study.
- ▶ Income TAX & VAT.
- ▶ Pay fixation, pension and gratuity.
- ▶ A brief history of Audit, Audit methodology, Audit planning, Guidelines for internal auditors, Relationship between internal audit and external audit.
- ▶ Important concepts affection for the internal auditor's field work.
- ▶ How is an audit carried out in practice? Settlement of Audit Objection.
- ▶ Accounting information system.
- ▶ Commercial operation procedure and billing system.
- ▶ Budgetary control, Bank and fund management in WZPDCL.
- ▶ Managerial finance.
- ▶ Financial management on investment.
- ▶ Bank Reconciliation.
- ▶ Corporate Management and corporate culture.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.
- ▶ Capacity Building for Power Distribution employees.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation

## TRAINING OF SECURITY

<b>Name of the Course</b>	: Security Guard Training
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff (Security Guard)
<b>Duration</b>	: 05/04/2020 - 09/04/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To trained up personnel (Security) about Security of Companies Wealth, existing service rules, regulations & importance of their Duties.

### Course Contents:

- ▶ Importance of security & Duties.
- ▶ Customer focused service
- ▶ Anticorruption laws & combating corruption in service sectors
- ▶ Corporate Ethics
- ▶ Behavior modification for improve performance
- ▶ Maintaining safe working environment of self & subordinate
- ▶ Customer service.
- ▶ Superior - subordinate relationship.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical





## TRAINING OF Member of Lower Subordinate Staff (MLSS)

<b>Name of the Course</b>	: Training of Member of Lower Subordinate Staff (MLSS)
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Staff (MLSS)
<b>Duration</b>	: 26/04/2020 - 30/04/2020 14/06/2020 - 18/06/2020
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To train up personnel (MLSS) about how to serve Customers, Office personnel and familiarize with the manners and etiquette.

### Course Contents:

- ▶ Important of cleaning.
- ▶ How to put up file.
- ▶ How to receive the telephone call, distribute letter, idea about protocol.
- ▶ How to serve food & beverage at meeting.
- ▶ Table manner.
- ▶ Customer focused service.
- ▶ Corporate ethics.
- ▶ Behavior modification for improved performance.
- ▶ Maintaining safe working environment of self & subordinate.
- ▶ Superior-subordinate relationship.
- ▶ Manners, Etiquette & Honesty.

### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical

## TRAINING OF THE TRAINER (TOT)

<b>Name of the Course</b>	: Training of the Trainer (TOT)
<b>Name of the Venue</b>	: WZPDC Training Institute, Khulna.
<b>Trainees</b>	: Officer
<b>Duration</b>	:
<b>Number of Participant</b>	: 15/20/25

### Objectives:

To familiarize modern concept and principal of training, enable to develop lecture delivery capacity and training management, open discussion for exchange of personal experiences for improving training quality and train up resource person to develop employees of companies as assets.

### Course Contents:

- Theoretical concept of training and training management.
- Difference between training and education, learning principles, training principles and styles, training cycle.
- How to assess the training requirement of individual trainee.
- Determining the level of trainees knowledge of lecture delivery.
- Formulating the course module for specific target group.
- Presentation technique, class note, documentation preparation assess of lecture time etc.
- Completing, reviewing delivery modification to be made after receipt of feedback.
- Training Needs Analysis (TNA) lesson plan preparation and quality assurance in Training function.
- Test and evaluation technique.

### Training Procedure:

Theoretical lecture & Discussion in the class  
 Practical Demonstration  
 Multimedia presentation  
 Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation





## ORIENTATION COURSE

Name of the Course	: Orientation Course
Name of the Venue	: WZPDCL Training Institute, Khulna.
Trainees	: Newly recruited employee
Duration	:
Number of Participant	:

### Objectives:

- ▶ To get basic idea of overall activities of WZPDCL.
- ▶ To acquaint with the Service rules, financial activities & other laws related to office functionalities.
- ▶ To acquaint with the technical & administrative activities related to distribution offices.
- ▶ To know about Operation and maintenance of Substation Equipments, Power & Distribution Transformer.
- ▶ To know about Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis in case of Technical Officer.

### Course Contents:

- ▶ Introduction to Organogram in WZPDCL.
- ▶ Discussion on service rules of WZPDCL.
- ▶ Discussion about TQM.
- ▶ Discussion on Financial rules of WZPDCL.
- ▶ Commercial Operation Procedure (COP).
- ▶ Audit.
- ▶ Discussion on Human Resource Development, Human Recourse Management & Planning.
- ▶ Discussion on Operation & Maintenance of Sub-station & Sub-station Equipments such as CT & PT: Types & classification, construction, Testing, Maintenance Procedure.
- ▶ **Circuit Breaker & Isolators:** Types & classifications.
- ▶ Operation, principle, maintenance, Difference between circuit breaker & isolator.
- ▶ **Lightening Arrester:** Working principle, construction.
- ▶ **Bus bar:** Introduction to various bus bar systems, protection, Maintenance.
- ▶ **System Grounding:** Introduction & Materials used for grounding
- ▶ Discussion on Battery & Battery Charger
- ▶ **Symbols:** Abbreviation and single line diagram.
- ▶ **Transformer:** Types, Basic principle, Installation, Operation, Maintenance. Transformer Protection. Transformer oil characteristics & oil testing.
- ▶ **Power Supply System:** Transmission line & Distribution line, Discussion about Relay, Very High Frequency (VHF), Carrier Communication.
- ▶ Discussion on line hardware, conductor, cable, pole, Insulator & fitting.
- ▶ Bill of materials for LT & HT line, new connection & procedure for load approval.
- ▶ Discussion on digital single & three phase energy meter, Classification & Type, connection diagram, meter testing, Pilferage of electricity and protection. And also 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter, Net Metering.
- ▶ **Customer Service:** Dealings with the consumer, Public relation.
- ▶ **Tree Trimming:** Process, Right of ways, Line patrolling, Safety practice.
- ▶ **Solar Energy:** Discussion about solar module, solar panel.
- ▶ Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh.
- ▶ Innovation in power sector.

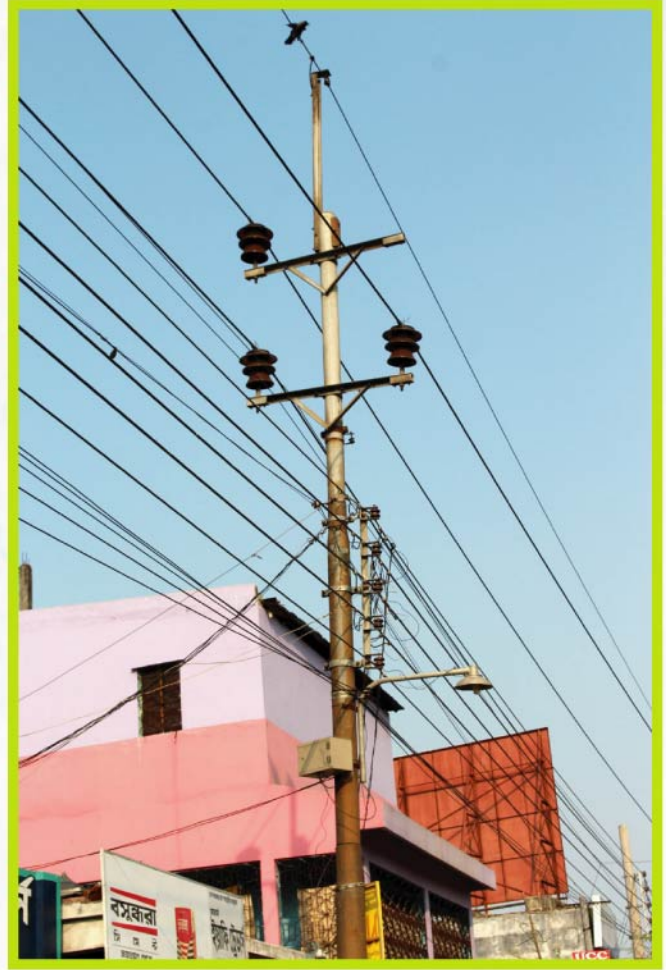
### Training Procedure:

Theoretical lecture & Discussion in the class  
Practical Demonstration  
Multimedia presentation  
Group discussion

**Trainer Evaluation** : By Trainee

**Trainee Evaluation** : Written / Practical / Multimedia Presentation







# CHAPTER 4

**Overview of WZPDC Training Institute**  
**Internal Resource Person**  
**External Resource Person**



**Dirty hands are a sign of**



**Clean money**



## Targeted Training Programs of WZPDCL During 2019-2020

Total Employee of WZPDCL = 1877 nos.  
 Targeted training man hour 70 per employee  
 Required Total training (man hour) =  $1877 \times 70 = 1,31,390$   
 In house training = 20,647 Man hour  
 On the job training = 1,10,743 Man hour  
**Total man hour** = In house + O J T = 1,31,390 Man hour (Target)  
 In house Average Training Hours =  $20647/1877=11$   
 Total Employee of WZPDCL Last Year (2018-19) = 1957 nos  
 Targeted Man Hours, Last Year (2018-19) = 1,36,990  
 Targeted Training per employee 70 man hour  
 Achieved Training per employee 71.57 man hour

**Achived Man Hours = 1,40,071**  
**Achivement in % = 102.25**

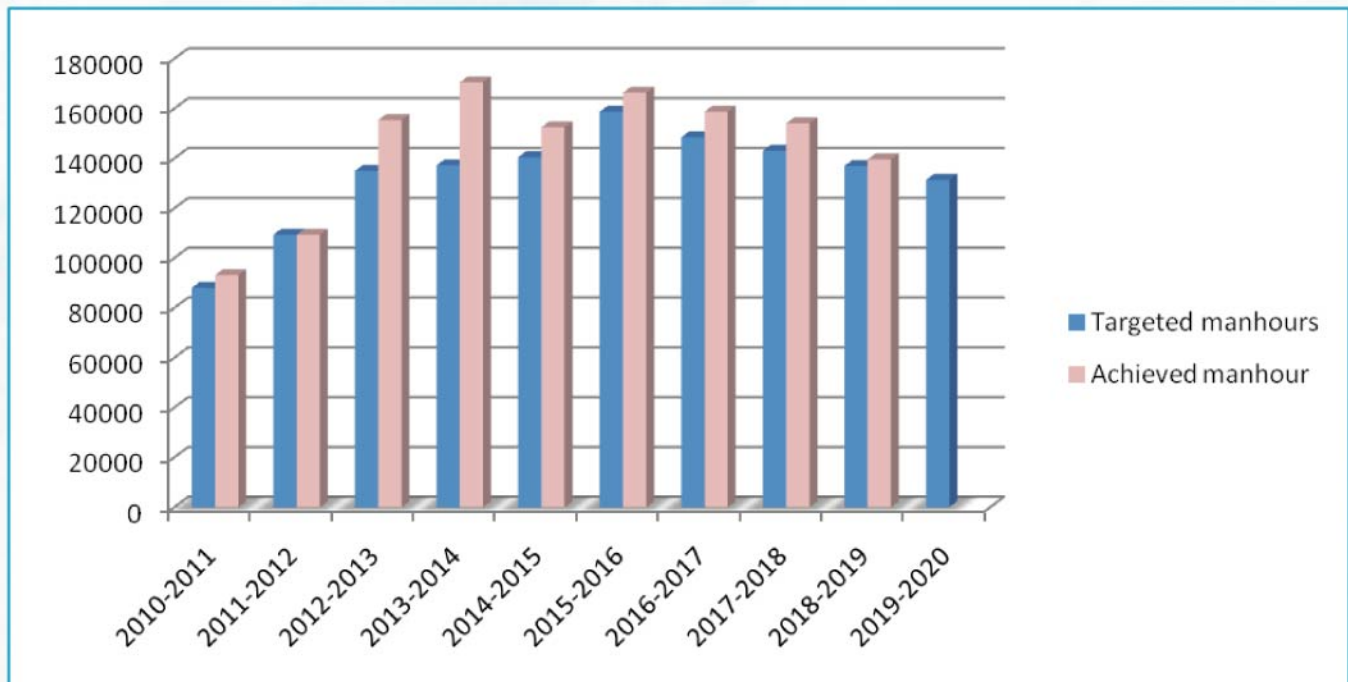
### On the Job Training Places & Target (2019-2020) WZPDCL

Sl no	Training Place	Total person to be Trained	Factor to be Multiplied= Targeted Trg. (-) Av. In House Trg. ie (60-11)=49	Total man Hours / Year	Man-hour / Month	Remark
1	Head Quarter	86	59	6020	502	
2	Project	50	59	3500	292	
3	WZPDC Training Institute	14	59	980	82	
4	Khulna O & M Circle & its Jurisdiction and RAO	464	59	32480	2707	
5	Jashore O & M Circle & its Jurisdiction and RAO	241	59	16870	1406	
6	Faridpur O & M Circle & its Jurisdiction and RAO	273	59	19110	1593	
7	Barishal O & M Circle & its Jurisdiction and RAO	326	59	22820	1902	
8	Kushtia O & M Circle & its Jurisdiction and RAO	305	59	21350	1779	
9	Patuakhali O & M Circle & its Jurisdiction	118	59	8260	688	
	<b>Total</b>	<b>1877</b>		<b>131390</b>	<b>10951</b>	

## FISCAL YEAR WISE TRAINING PROGRESS

WZPDC Training Institute, WZPDCL, KHULNA.

SL No.	Financial Year	Total Employee to be Trained	Targeted manhours	Achieved manhour	Achievement (%)
1.	2010-2011	2201	88040	93162	105.80
2.	2011-2012	2188	109400	109400	100.00
3.	2012-2013	2250	135000	155420	115.13
4.	2013-2014	2287	137220	170561	124.00
5.	2014-2015	2341	140460	152516	108.58
6.	2015-2016	2268	158760	166426	104.83
7.	2016-2017	2121	148470	158813	107.00
8.	2017-2018	2044	143080	154093	107.70
9.	2018-2019	1957	136990	140071	102.25
10.	2019-2020	1877	131390		





## WZPDC Training Institute, Khulna.

### Training Flow Chart 2019-20

Subject	July 2019	Aug. 2019	Sept. 2019	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020	Feb. 2020	Mar. 2020	Apr. 2020	May 2020	Jun. 2020
Computer Billing, Hardware, Computer Trouble Shooting.				13-17								
Basic concept of DPP, DPP Preparation. Electronic Government Procurement (e-Gp). Sustainable Development Goals (SDGs), Energy Sector in Bangladesh.	14-18		22-26			18-24						
Auto CAD				20-24								
Basic Computer, Digital Filing, Internet, E-mail.	22-29											
E-Filing.					12-14							
Web Based Store Inventory Management System Software.		20-22										
Online New Connection & Customer Complain Management System.				01-03					22-25			
Financial Management, Business Concept, Cost Control, Cost Reduction, Break even analysis, Leadership, Motivation, Integrity Strategy, Disciplinary Procedures, KPI & APA.								23-27				
Mid Level Management, COP/ Distribution Code & Electricity Act.							05-09					
Customer Care & Customer Service Excellence.											03-07	
Human Relation, Company service rule, Etiquette .							19-23					
Office Administration & Record Management, Web Based Store Management Software System.								02-06				
Integrity, Customer Care, Customer Service Excellence.			01-05			01-05						
Energy Meter (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter, Prepaid Meter), Net Metering. Data Downloading Procedure From Meter by Vinplus Software and Procedure Downloaded Data Analysis.					24-28		26-30		08-12	19-23		
Power & Distribution Transformer, Circuit Breaker, Relay & Protection.		25-29										

## WZPDCL Training Institute, Khulna.

### Training Flow Chart 2019-20

Subject	July 2019	Aug. 2019	Sept. 2019	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020	Feb. 2020	Mar. 2020	Apr. 2020	May 2020	Jun. 2020
Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	07-11			27-31		08-12						07-11
Advanced Course on Power & Distribution Transformer, Circuit Breaker, and Relay & Protection.								16-20				
Operation & Maintenance of Substation, Substation equipments, power & Distribution Transformer.			15-19		03-07		12-16		01-05			
Accounts & Financial Management & Labor Law					17-21							
Security Training Course										05-09		
Training Course of MLSS										26-30		14-18
Training of Trainer (TOT)												
Orientation / Induction Course												



## ON THE JOB TRAINING PROGRAM (CIRCLE WISE):- 2019-2020

Name of O & M Circle: Khulna, Jashore, Kushtia, Faridpur, Barishal, Patuakhali.

SL. No.	Month	Subject
1.	July - 19	Illegal electricity consumption and panel code. Electricity Act 2018, rule no 7. Financial management, Final Final Deligation of Power of WZPDCL, Public Procurement rules (PPR-2008) and Tender. Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
2.	Aug - 19	Office Administration. TQM, KAIZEN. Natural disaster management, Firefighting & Safety practice. Motor Vehicle Maintenance, Logbook writing. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
3.	Sep - 19	New Service connection (1-Phase & 3-Phase), Online new Connection. Load clearance, Meter test in spot, Meter reading collection procedure, Meter earthing (Practical). Pre-paid Meter Supervision. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
4.	Oct - 19	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule, Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
5.	Nov - 19	Illegal electricity consumption and panel code. Electricity Act 2018, rule no 7. Financial management, Final Final Deligation of Power of WZPDCL, Public Procurement rules (PPR-2008) and Tender. Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
6.	Dec - 19	Transformer Megger test, Preparation of test result sheet, Routine check as per schedule, Earthing test of transformer, Transformer load balancing (Practical), Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
7.	Jan - 20	COP (Part 1 to 4) Its application, Data collection & Preparation of MOD. Solar energy and its application, Pollution of environment. Motor Vehicle Maintenance, Logbook writing, Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
8.	Feb - 20	New Service connection (1-Phase & 3-Phase), Online new Connection. Load clearance, Meter test in spot, Meter reading collection procedure, Meter earthing (Practical). Pre-paid Meter Supervision. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
9.	Mar - 20	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule, Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
10.	Apr - 20	COP (Part 1 to 4) Its application, Data collection & Preparation of MOD. Solar energy and its application, Pollution of environment. Motor Vehicle Maintenance, Logbook writing, Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
11.	May - 20	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
12.	Jun - 20	Office Administration. TQM, KAIZEN. Natural disaster management, Firefighting & Safety practice. Motor Vehicle Maintenance, Logbook writing. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.



## WZPDCL Training Institute, Khulna.

### ON THE JOB TRAINING PROGRAMME, FY - 2019 - 2020 (CIRCLE WISE)

SL	Month	Subject	Name of Circle					
			H/Q Khulna.	Jashore.	Kushtia.	Faridpur.	Barishal.	Patuakhali.
1.	July – 19	Illegal electricity consumption and penal code. Electricity Act 2018, rule no 7. Financial management, Financial Delegation of Power of WZPDCL, Public Procurement rules (PPR-2008) and Tender. Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	08/07/19 22/07/19	09/07/19 23/07/19	11/07/19 25/07/19	10/07/19 24/07/19	14/07/19 29/07/19	15/07/19 30/07/19
2.	Aug – 19	Office Administration. TQM, KAIZEN. Natural disaster management, Firefighting & Safety practice. Motor Vehicle Maintenance, Logbook writing. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	05/08/19 25/08/19	06/08/19 26/08/19	06/08/19 27/08/19	08/08/19 28/08/19	07/08/19 29/08/19	08/08/19 29/08/19
3.	Sep – 19	New Service connection (1-Phase & 3-Phase), Online new Connection. Load clearance, Meter test in spot, Meter reading collection procedure, Meter earthing (Practical). Pre-paid Meter Supervision. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	08/09/19 24/09/19	09/09/19 25/09/19	11/09/19 26/09/19	12/09/19 26/09/19	08/09/19 29/09/19	09/09/19 30/09/19
4.	Oct – 19	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule, Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	07/10/19 21/10/19	07/10/19 22/10/19	09/10/19 23/10/19	10/10/19 24/10/19	10/10/19 24/10/19	13/10/19 28/10/19
5.	Nov – 19	Illegal electricity consumption and penal code. Electricity Act 2018, rule no 7. Financial management, Financial Delegation of Power of WZPDCL, Public Procurement rules (PPR-2008) and Tender. Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	11/11/19 24/11/19	12/11/19 25/11/19	13/11/19 26/11/19	11/11/19 27/11/19	12/11/19 28/11/19	13/11/19 26/11/19
6.	Dec – 19	Transformer Megger test, Preparation of test result sheet, Routine check as per schedule, Earthing test of transformer, Transformer load balancing (Practical), Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	08/12/19 22/12/19	09/12/19 23/12/19	10/12/19 24/12/19	11/12/19 24/12/19	12/12/19 26/12/19	10/12/19 26/12/19



SL	Month	Subject	Name of Circle					
			H/Q, Khulna.	Jashore.	Kushtia.	Faridpur.	Barishal.	Patuakhali.
7.	Jan – 20	COP (Part 1 to 4) Its application, Data collection & Preparation of MOD. Solar energy and its application, Pollution of environment. Motor Vehicle Maintenance, Logbook writing, Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	05/01/20 19/01/20	06/01/20 20/01/20	07/01/20 21/01/20	08/01/20 22/01/20	09/01/20 23/01/20	09/01/20 23/01/20
8.	Feb – 20	New Service connection (1-Phase & 3-Phase), Online new Connection. Load clearance, Meter test in spot, Meter reading collection procedure, Meter earthing (Practical). Pre-paid Meter Supervision. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	09/02/20 24/02/20	10/02/20 25/02/20	11/02/20 25/02/20	12/02/20 26/02/20	13/02/20 27/02/20	09/02/20 27/02/20
9.	Mar – 20	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	08/03/20 22/03/20	09/03/20 22/03/20	10/03/20 23/03/20	11/03/20 23/03/20	12/03/20 24/03/20	12/03/20 25/03/20
10.	Apr – 20	COP (Part 1 to 4) Its application, Data collection & Preparation of MOD. Solar energy and its application, Pollution of environment. Motor Vehicle Maintenance, Logbook writing, Disaster Management. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	05/04/20 19/04/20	06/04/20 20/04/20	07/04/20 21/04/20	08/04/20 22/04/20	09/04/20 23/04/20	09/04/20 23/04/20
11.	May – 20	Line maintenance (33/11/0.4KV). Substation & Power Transformer Maintenance. Tree trimming, Preparation of Substation Maintenance Schedule. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	03/05/20 24/05/20	04/05/20 25/05/20	05/05/20 25/05/20	06/05/20 26/05/20	06/05/20 27/05/20	07/05/20 28/05/20
12.	Jun – 20	Office Administration. TQM, KAIZEN. Natural disaster management, Firefighting & Safety practice. Motor Vehicle Maintenance, Logbook writing. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.	14/06/20	15/06/20	16/06/20	17/06/20	17/06/20	18/06/20





## West Zone Power Distribution Company Ltd. Internal Resource Person

In House & On the Job Trainer  
WZPDCL Training Institute, WZPDCL, Khulna.

Sl. no	Name	Designation	Present Office	Contact No.	Mail address	Subjects
1.	Engr. Md. Shafique Uddin	Managing Director	H/Q	01713001424	enshafiq@yahoo.com wzpdcl.md@gmail.com	Power & Distribution Transformer, Energy Meter, Natural Disaster Management, Safety Management, Customer care, KPI, APA, Anticorruption, Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
2.	Engr. Md. Abu Hasan	Executive Director (Engg.) (In charge)	H/Q	01713001425	wzpdcl.ede@gmail.com	Power & Distribution Transformer, Energy Meter. Customer care. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
3.	Mr. R. K. Debnath	Executive Director (Finance)	H/Q	01713001426	ratanwzpdcl@gmail.com	Accounts & Finance. Budget, Commercial Operation.
4.	Engr. Md. Abu Hasan	Chief Engineer (O & M) (In charge)	H/Q	01711297968	wzpdcl.ce@gmail.com	Substation Equipment, Power & Distribution Transformer, Energy Meter, Safety Management, Customer care. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
5.	Engr. Md. Mostafizur Rahman	Chief Engineer (Energy, System Control & Services) (In charge)	H/Q		wzce.escs@gmail.com	System Loss, SAIDI, SAIFI, Project Management, Project work & Development. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
6.	Mr. Abdul Motaleb	Company Secretary	H/Q	01714023405	motalebku@gmail.com	Company Affairs, Integrity Strategy.
7.	Engr. Md. Mostafizur Rahman	SE	O & M, Khulna.	01711297974	wzse.khulna@gmail.com	Power & Distribution Transformer, Energy Meter. Customer care. Integrity Strategy.
8.	Engr. A. T. M. Tariqul Islam	SE	O & M, Circle Faridpur.	01711430895	wzse.faridpur@gmail.com	Power & Distribution Transformer, Energy Meter. Customer care. Integrity Strategy.
9.	Engr. Roknuzzaman	SE	H/Q	01713850214	wzse.com@gmail.com	Energy Import & Sells, SAIDI, SAIFI, System Loss Calculation, MOD.
10.	Engr. Md. Abdul Moizid	PD	SPDSP	01713012160	wzpd.spdsp@gmail.com	Project work & Developments.
11.	Engr. Md Saifuzzaman	SE	System Control & Protection	01700709718	wzse.protection@gmail.com	System Protection & Control.
12.	Engr. Md Saifuzzaman	SE	P & D	01700709718	wzpdcl.planning@gmail.com	Project Management, Project work & Development. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
13.	Engr. Shafiqul Islam	SE	H/Q	01700709730	eaupdsp@gmail.com	Project work & Developments. Integrity Strategy. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
14.	Engr. Md. Shahidul Alam	SE	O & M, Circle Jashore.	01711298373	wzse.jessore@gmail.com	Power & Distribution Transformer, Energy Meter. Integrity Strategy.



Sl. no	Name	Designation	Present Office	Contact No.	Mail address	Subjects
1.	Engr. Md. Kowsar Ali Hawlader	SE (In Charge)	O & M, Circle Patuakhali.	01713850219	wzse.patuakhali@gmail.com	Power & Distribution Transformer, Energy Meter. Integrity Strategy.
2.	Engr. Arifur Rahman	SE (In Charge)	O & M, Circle Kushtia.	01711431410	wzse.kushtia@gmail.com	Power & Distribution Transformer, Energy Meter. Integrity Strategy.
3.	Mr. Md. Alamgir Kabir	DGM	H/Q	01700709703	dgmhrnadmn_wzpdcl@yahoo.com	Office Administration & Management. Integrity Strategy.
4.	Mr. Md. Moklesur Rahman	DGM	H/Q	-	-	MS Word, Excel, MOD, COP.
5.	Mr. Md. Abdulla Faruk	DGM	H/Q	-	-	MS Word, Excel, MOD, COP.
6.	Engr. Shahin Akter Pervin	XEN	WZPDC Training Institute, Khulna	01818326148 01700709719	wzpdcl.dtc@gmail.com shahin3112@gmail.com	Distribution line, MS Word, Solar Energy, Electricity Act. Integrity Strategy.
7.	Engr. Md. Mahmudul Haque	XEN	S&D-1, Khulna.	01711297972	wz.khulna1@gmail.com	Battery, DC System.
8.	Engr. Md. Mamunur Rahman	XEN	S&D-2, Khulna.	01711297971	wz.khulna2@gmail.com	Distribution line, Power & Distribution Transformer.
9.	Engr. Monjul kumer Sarnakar	XEN	S&D-3, Khulna.	01711297973	wz.khulna3@gmail.com	Distribution line, Power & Distribution Transformer.
10.	Engr. Md. Rakib Uddin	XEN	DD-1, SPDSP	01700709720 01700709721	wzdpd.spdsp@gmail.com xen1.spdsp@gmail.com	Project work, Distribution Line, Power & Distribution Transformer. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
11.	Engr. Md. Tofazzel Hossain	XEN	Prepayment Project	01700709722	tofaz73@gmail.com	Smart Prepayment Meter.
12.	Engr. Zahan-E-Shabnam	XEN	S&D-1, Jashore.	01711298372	wz.jessore1@gmail.com	New Connection, Distribution Line. Power & Distribution Transformer.
13.	Engr. Md. Shahidul Alam	XEN	S&D-2, Jashore.	01711298374	wz.jessore2@gmail.com	Distribution line, Power & Distribution Transformer.
14.	Engr. Poritos Chandra Sarkar	XEN	DD-2, SPDSP, Jhenaidah.	01700709724 01734554784	Xen2.spdsp@gmail.com	Power & Distribution Transformer, Energy Meter, Project work & Developments.
15.	Engr. Md. Shahidul Islam	XEN	S&D-2, Kushtia.	01700709834	wz.kushtia2@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
16.	Engr. Poritos Chandra Sarkar	XEN	S & D Jhenaidah.	01711423522	wz.jhenaidah@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
17.	Engr. Md. Abdul Aziz	XEN	Meherpur ESU	01700709876	wz.meherpur@gmail.com	Power & Distribution Transformer, Energy Meter.
18.	Engr. G. M. Mahmud Prodan	XEN	DD-3, SPDSP, Faridpur	01700709725	xen2.spdsp@gmail.com	Project work, Distribution Line.
19.	Engr. Amullia Kumar Sarkar	XEN	S&D-2, Barisal	01713850221	wz.barisal2@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
20.	Engr. Md. Rashidul Hasan	XEN	ZRS, Barisal	01700709976	wzpdclzrs.bsl@gmail.com	Power & Distribution Transformer, Energy Meter.
21.	Engr. Md. Ruhul Amin	Asst. Chief (In Charge)	HQ	01711297969	wzpdcl.ce@gmail.com	Project work & Development
22.	Mr. Md. Azizur Rahman	Manager	H/Q	01700709706	aziz429@gmail.com	Audit.
23.	Mr. Abul Kashem Mollik	Manager	H/Q	01700709707	wzpdcl.com@gmail.com	Accounts. Commercial Operation, TQM, KAIZEN.
24.	Mr. Sachindra Nath Halder	Manager	H/Q	01700709705	wz.manpro@gmail.com sacinwz@gmail.com	DPP, PPA-2006, PPR-2008, Tender.
25.	Mr. Md. Nazmul Huda	Manager (Admin)	HQ	01700709709	nazmulwzpdcl@gmail.com	Office Administration, Management.
26.	Engr. Md. Mosharrof Hossain	XEN MIS (In Charge)	H/Q	01700709716 01700709717	wzpdcl.mis@gmail.com dmdba@wzpdcl.org.bd hossain55@gmail.com	E-Filing, Online New Connection, Paperless Complain Management, e-GP, MS Word, MS Excel, Internet, email. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
27.	Engr. Md. Monjurul Islam	XEN (In Charge)	Magura, ESU	01700709802	magura.esu@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
28.	Engr. Md. Sabuktagin	XEN (In charge)	S & D Chuadanga.	01700709864 01700709865	wz.chuadanga@gmail.com	Power & Distribution Transformer, Energy Meter.
29.	Engr. Md. Kamal Uddin	XEN (In Charge)	S&D-1, Faridpur	01700709884	wz.faridpur1@gmail.com	New Connection, Distribution Line, Distribution line, Power & Distribution Transformer.



Sl. no	Name	Designation	Present Office	Contact No.	Mail address	Subjects
1.	Engr. Md. Murshid Alam	XEN (In Charge)	S&D-2, Faridpur	01700709893	wz.faridpur2@gmail.com	New Connection, Distribution Line, Distribution line, Power & Distribution Transformer.
2.	Engr. Pronob Kumar debnath	XEN (In Charge)	S&D-1, Kushtia.	01700709821	wz.kushtia1@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
3.	Engr. Md. Aminur Rahman	XEN (In Charge)	Rajbari ESU	01700709906	wz.rajbari@gmail.com	Distribution line, Power & Distribution Transformer.
4.						
5.	Engr. Md. Mamun-ur-Rashaid	XEN (In Charge)	Gopalganj ESU	01700709916	wz.gopalganj@gmail.com	Distribution line, Power & Distribution Transformer.
6.	Engr. Md. Rashidul Hasan	XEN (In charge)	S & D-1, Barisal	01713850220	wz.barisal1@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
7.	Engr. Md. Zia-ul-Haq	XEN (In Charge)	S & D Pirojpur	01700709959	wz.pirojpur@gmail.com	Distribution line, Power & Distribution Transformer, New Connection.
8.	Engr. Md. Mijanur Rahman	XEN (In Charge)	S & D Jhalokathi	01700709964	wz.jhalokathi@gmail.com	New Connection, Distribution Line.
9.	Engr. Md. Abdus Salek Khan	XEN (In Charge)	S & D Potuakhali	01700709977	wz.patuakhali@gmail.com	New Connection, Distribution Line.
10.	Engr. Md. Idris Ali Molla	XEN (In Charge)	S & D Shariatpur	01700709921	wz.shariatpur@gmail.com	New Connection, Distribution Line. Distribution line, Power & Distribution Transformer.
11.	Engr. Md. Jahangir Hossain	XEN (In Charge)	S&D-4, Khulna.	01711297970	wz.khulna4@gmail.com	Distribution line, Power & Distribution Transformer.
12.	Mr. Tapon Kumar Datto	Manager (In Charge)	RAO, Khulna	01724459944	wzrao.khulna@gmail.com	CPF, GPF, TA Bill, Income TAX, etc.
13.	Mr. Md. Toakkel Hossain	Manager (In Charge)	RAO, Barishal	01713580222	wzrao.barisal@gmail.com	Pay fixation, TA Rule and preparation of TA Bill. Income Tax, Gratuity, CPF, MOD, COP.
14.	Mr. Md. Anisur Rahman	Manager (In Charge)	RAO, Kushtia	01700709882	wzpdclrao.kushtia@gmail.com	Pay fixation, TA Rule and preparation of TA Bill. Income Tax, Gratuity, CPF, MOD, COP.
15.	Mr. Sonkkor Mondol	Manager (In Charge)	RAO, Jashore.	01700709819	wzrao.jessore@gmail.com	Pay fixation, TA Rule and preparation of TA Bill. Income Tax, Gratuity, CPF, MOD, COP.
16.	Engr. S. M. Monim	SDE	S&D-2, Khulna	01612965192	wz.khulna2@gmail.com	System Protection.
17.	Engr. Md. Shafiqul Islam	SDE	Expansion and Upgradation of Power Distribution System in West Zone area.	01717515021	eaupdsp@gmail.com	New Connection, Distribution Line, Transformer, Meter, MS office, COP, KPI, APA Substation. Sustainable Development Goals (SDGs) & Energy Sector in Bangladesh. Innovation in power sector.
18.	Engr. Gobaind Chandra Shaha	SDE	SPDSP, Khulna	01718507228	mak16_01@gmail.com	PPA-2006, PPR-2008, e-Gp, Project work & Development.
19.	Engr. Debashis Pal	SDE	System Protection & Control	01926662344	dkp_eee@yahoo.com	Substation, Power & Distribution Transformer, System Protection, Battery. Energy Metering, Net Metering.
20.	Engr. Md. Rakibul Islam	SDE	H/Q	01927413869	rakibislam04@gmail.com	Smart Prepayment Metering.
21.	Mr. Md. Rezaul Karim	DM	H/Q	01716258014	reza.wzpdcl@gmail.com	CPF, GPF, TA Bill etc.
22.	Engr. Md. Aminur Rahman	SDE	P&D, HQ	01912382795	eee.amin@yahoo.com	Solar Energy, New Connection, Distribution Line, Energy Meter.
23.	Engr. Md. Mehedi Hasan	SDE	SPDSP, HQ	01717488614	xen1.spdsp@gmail.com	PPA-2006, PPR-2008, e-GP, Project work & Development
24.	Engr. Kollayan Kumar Debnath	SDE	System Protection & Control	01714556987	wzse.protection@gmail.com	Auto CAD, Sub-station Equipments, System Protection
25.	Engr. Sadia Tabbasum	AE	MIS, HQ	01713850207	sadiawzpdcl@gmail.com	MS office, Internet, E-mail.
26.	Engr. Md. Nazrul Islam	AE	ICT	01713850205	nazrul.iba@gmail.com	MS office, Internet, E-mail, e-Filing.
27.	Engr. Md. Mizanur Rahman	AE	HQ	01721429935	mizan074017@gmail.com	Smart Prepayment Metering.
28.	Engr. Md. Motiur Rahman	AE	System Protection & Control	01713580202	motiur.grs@gmail.com	Substation, Power & Distribution Transformer, System Protection. Energy Metering, Net Metering. Innovation in Power Sector.
29.	Engr. Md. Khoshrul Islam	AE	WZPDC Training Institute	01713850217	khoshrul.mech@yahoo.com	Auto CAD, e-filing.
30.	Mr. Md. Mominur Rahman	JAM	H / Q	-	-	Security System.
31.	Mr. Kazi Tauhid Imran	SAE	WZPDC TI	01917711356	tauhid.imran@gmail.com	Computer , Digital filing, Internet.



## External Resource Person

West Zone Power Distribution Company Ltd. Khulna

Sl. no	Name	Designation	Present Office	Contact No.	Mail Id	Subjects
1.	Mr. Mizanur Rhaman	Principal	Industrial Relation Institute, Khulna	01712617597	-	Bangladesh Labor Law Act., Rules
2.	Mr. Zahid Hossain Shaikh	XEN Elec.	K. C. Corp.	01715166900	-	Solar Energy
3.	Engr. Md. Alamgir Hossain	XEN	Bangladesh India Friendship Power Company Ltd	01811959575	-	PPA-2006, PPR-2008, e-GP
4.	Mr. Md. Abdullah-Al-Mamun	Add. Chief Metropolitan Magistrate.	Biddut Court, Khulna.	01712515718		Electricity Act.
5.	Md. Ariful Islam Munna	Director	Computer Gates, Khulna.	01711982583 01935782426		Computer Billing
6.	Mr. Noor Hasan Ahmed	DD	Fire Service & Civil Defense. Khulna.	01714383291 01968880012		Fire Protection System.
7.	Mr. Rashedul Hasan	Instructor	Fire Service & Civil Defense. Khulna.			Fire Protection System.





*Managing Director, WZPDCL at a Question Session in Asia Clean Energy Forum (ACEF-2018) held in Manila, Philippines.*





## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Workshop on Finalizing of Draft power sector training policy, under CBISP.*



*Workshop on Energy Management & Monitoring at Conference room, HQ, WZPDCL, Khulna.*



## Photo Gallery of WZPDC TRAINING INSTITUTE



*Tree Plantation at WZPDC Training Institute premises by Managing Director, WZPDCL.*



*Cleaning week-2019*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Trainees in front of new Main Gate, WZPDC Training Institute.*



*Trainees in front of new Porch, WZPDC Training Institute.*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Officers at Training Class in WZPDC Training Institute, Khulna.*



*Staff's at Training Class in WZPDC Training Institute, Khulna.*



## Photo Gallery of WZPDC TRAINING INSTITUTE



*"Awareness workshop on Solar Rooftop Development under net-metering Guideline" at WZPDCL Conference Room.*



*Managing Director, WZPDCL at discussing about Web Based Store Management System WZPDC Training Institute, Khulna.*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Practical Class on Fire Extinguisher at WZPDC Training Institute, Khulna.*



*Practical Training on Relay Protection at Central Sub-station, Khulna.*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Managing Director, WZPDCL at SACADA Training Session with KFW Trainer at WZPDC Training Institute.*



*Director, BPMI During Visit at WZPDC Training Institute.*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Certificate Awarding Ceremony of Officer's at WZPDC Training Institute.*



*Certificate Awarding Ceremony of Officer's at WZPDC Training Institute.*



Photo Gallery of  
**WZPDC TRAINING INSTITUTE**



*Certificate Award Ceremony of Staff's at WZPDC Training Institute.*



*Certificate Award Ceremony of Officer's at WZPDC Training Institute.*





*Certificate Awarding Ceremony of Officer's at WZPDC Training Institute.*



*Officer's foreign Training (L&T Electical & Automation, India)*



Photo Gallery of

## WZPDC TRAINING INSTITUTE



*On The Job Training at Satkhira Electric Supply.*



*Training Tour to Rampal Thermal Power Plant, Rampal, Mongla.*



## Photo Gallery of **WZPDC TRAINING INSTITUTE**



*Tour to Harbaria, Sundarban.*



*Staff's tour to Niribili Picnic Spot, Narail.*





## **WZPDC Training Institute**

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