



# TRAINING CALENDAR

2021-2022



**WEST ZONE POWER DISTRIBUTION COMPANY LIMITED**

*(An Enterprise of Bangladesh Power Development Board)*



... অবিরাম বিদ্যুৎ ⚡



## Training Calendar 2021-2022



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(An Enterprise of Bangladesh Power Development Board)

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(An Enterprise of Bangladesh Power Development Board)

## ... অবিরাম বিদ্যুৎ ⚡



Board of Directors of West Zone Power Distribution Company Limited (WZPDCL).

## ... অবিরাম বিদ্যুৎ ⚡



West Zone Power Distribution Company Limited (WZPDCL) is one of the Electricity Distribution Company in Bangladesh encompassing a large area of 21 districts stretching from Khulna and Barishal Division to Greater Faridpur District of Dhaka Division. The main objective of this utility is to provide reliable and quality electricity to the people at affordable price. Since its inception, "WZPDC Training Institute" of WZPDCL has been playing a pivotal role by providing technical and non-technical knowledge-based training throughout the whole year to ensure better service and quality electricity to the consumers. The entire training program is tailored meticulously so as to demonstrate and execute all the best available technological practices, service-quality, establishment of the disciplinary tasks needed for good governance. Through this need based training process trainees will become more efficient and productive by applying theoretically and practically acquired knowledge with confidence in themselves. Amid the lush green environment, immense opportunity is there in the training Institute to improve their knowledge and gear up their overall performance. Training has no alternative in order to achieve the goals and targets particularly set under the Annual Performance Agreement (APA) for each & every unit of the company. With that end in view, this Training Institute of WZPDCL has been organizing different types of training programs for officers and staffs (Technical & Non-Technical) to make the employees skilled in latest technologies and best practices in Operation, Maintenance of the system and Management techniques. This is how efficient administration and management of distribution system is possible in WZPDCL in order to serve the electricity need of the people. Some projects are under implementation and some are on the pipeline to improve the distribution system of WZPDCL. Therefore, a great challenge is ahead of us for coping with the new improved distribution system incorporated with latest technologies.

The training programs of WZPDCL for FY: 2021-2022 has been planned for training of 1,01,940 Man-hours, based on need assessment in line with training policy. The Training Calendar has been efficiently designed to provide all the necessary information of programs for the knowing of the authorities as well as the participants.

I hope the Training Program would be useful and helpful to the employees of WZPDCL for discharging their duties & responsibilities more efficiently.

(Engr. Md. Azharul Islam)  
Managing Director

West Zone Power Distribution Company Limited, Khulna.

# Management



**Engr. Md. Azharul Islam**  
Managing Director



**Engr. Md. Abu Hasan**  
Executive Director (Engg.) (A.C)



**Ratan Kumar Debnath, FCMA**  
Executive Director (Finance)

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WZPDCL Family at Gollamari Smrity South on 16<sup>th</sup> December, 2020



Headquarter, WZPDCL, Khulna.





# 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 9001:2015

For the following activities

**Electricity distribution Management.**

This certificate is valid from 11 October 2018 until 29 June 2020 and remains valid subject to satisfactory surveillance audits. Re certification audit due before 12 June 2020 Issue 2. Certified since 29 June 2017

The audit leading to this certificate commenced on 11 September 2018 Previous issue certificate validity date was until 14 September 2018

Authorised by



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The Approval is valid for the period specified in the certificate. The certificate holder is responsible for ensuring that the management system continues to conform with the requirements of the standard. The certificate holder is responsible for ensuring that the management system continues to conform with the requirements of the standard. The certificate holder is responsible for ensuring that the management system continues to conform with the requirements of the standard. Any unauthorised alteration, forgery or falsification of the content of any certificate or of this document is unlawful and offenders may be prosecuted to the extent of the law.

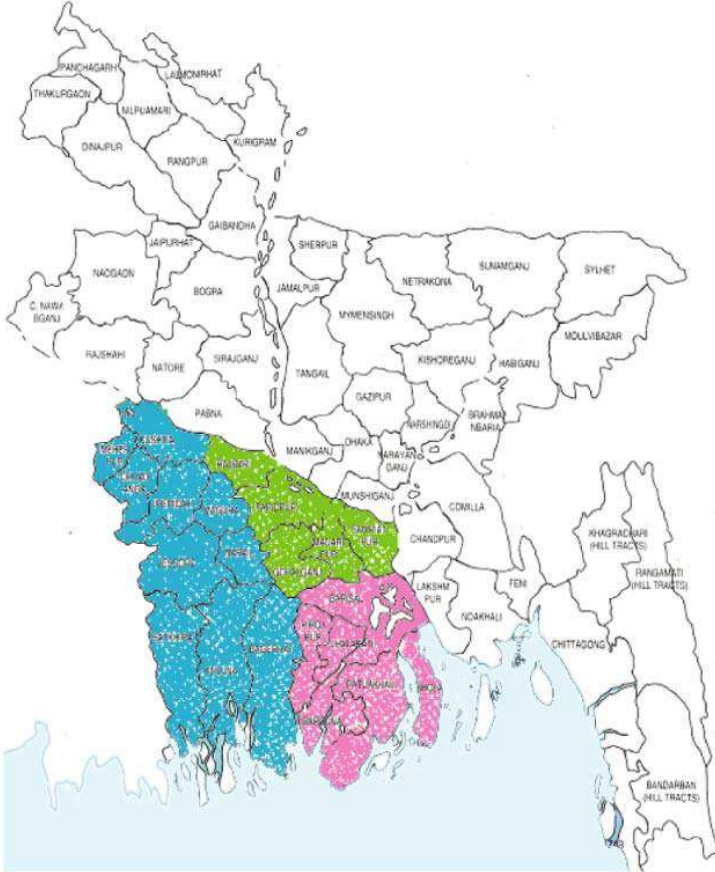
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“বন্ধ রাখলে অপ্রয়োজনীয় বাতি, লাভবান হবে দেশ ও জাতি।”

Training Calendar 2021-2022 08

## WZPDCL's Franchise Area

WZPDCL is the entity responsible for supplying and distribution of electricity to customers premises in the south-western part of the country (Khulna, Barishal Division and Greater Faridpur area comprising of 21 Districts and 20 Upazilas excluding REB area).



### Part of Dhaka Division

- Demand - 114 MW
- Consumer - 0.306 Million

### Khulna Division

- Demand - 441 MW
- Consumer - 0.758 Million

### Barishal Division

- Demand - 134 MW
- Consumer - 0.288 Million

## 21 Districts

### Districts

#### Khulna Division:

1. Khulna, 2. Jashore,
3. Bagerhat, 4. Satkhira,
5. Magura, 6. Narail,
7. Jhinaidah, 8. Kushtia,
9. Meherpur, 10. Chuadanga.

#### Barishal Division:

1. Barishal, 2. Jhalokathi,
3. Barguna, 4. Pirojpur,
5. Patuakhali, 6. Vola.

#### Dhaka Division:

1. Gopalganj, 2. Faridpur,
3. Rajbari, 4. Madaripur,
5. Shariatpur.

## 20 Upazilas

### Upazilas

#### Khulna Division:

1. Fultala, 2. Mongla,
3. Kaliganj, 4. Kotchadpur,
5. Moheshpur, 6. Shoilkupa,
7. Alamdanga, 8. Veramara,
9. Kumarkhali.

#### Barishal Division:

1. Bhandaria,
2. Borhanuddin,
3. Nalcity, 4. Charfashion,
5. Kathalia, 6. Monpura.

#### Dhaka Division:

1. Pangsha, 2. Goalanda,
3. Modhukhali, 4. Sadarpur,
5. Bhanga.

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Chapter-1

*Introduction*

# প্রশিক্ষণ দক্ষতা বাড়ায়



## 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's 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

- ❶ Rendering quality services for the consumers by innovativeness in the development of our service quality.
- ❷ Maximizing Profit and Wealth of the Company for the interest of the owners and the shareholders.
- ❸ Providing secured and friendly working atmosphere for the employees ensuring the contribution of each individual for the progress of the company.
- ❹ Strengthening the social views by ensuring better services towards customers and taking corporate responsibility.
- ❺ 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

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

## Type of Training

- ❶ Training on Computer (Hardware & Software, MS Word, Microsoft Excel, Power Point, Internet, E-mail), Computer Billing, E-Filing, Web based Store management, Online new connection & Customer Complain Management, Computer Billing, Auto CAD.
- ❷ Training on Operation & Maintenance of Power distribution related equipments & accessories.
- ❸ Training on Financial & Commercial Operation Management.
- ❹ Training on Accounts & Financial Management.
- ❺ Training on Electricity Act.
- ❻ Basic Concept of DPP & DPP Preparation.PPR-2008 & Electronic Government Procurement (e-GP).
- ❼ Training on Office Administration & Record Management.
- ❽ Sustainable Development Goals (SDGs).
- ❾ National Integrity Strategy (NIS), e-Governance & Innovation in Power Sector, Right to Information, Customer Service Excellence, Complain Management System.
- ❿ Human Relation & Etiquette.
- ⓫ Training on Total Quality Management (TQM).
- ⓬ Fire Fighting & Safety Procedure.

## 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 Institute

- 🌐 02 (Two) class rooms, 04 (four) Laboratory rooms, 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.
- 🌐 01 (One) Dining room.
- 🌐 Common room having Indoor games facility (Chess, Playing Card, Ludo, Table Tennis, Carom).
- 🌐 Outdoor Game: Having Playground with Gallery (Lawn Tennis, Badminton, Volleyball).
- 🌐 01 (One) GYM Room with 02 Treadmills, 02 exercise cycles, Dumbbell, Power Twister, Hand Gripper, Weight Machine.
- 🌐 Newspaper, Magazine (Energy & Power).
- 🌐 Wonderful Garden with seating arrangement.
- 🌐 Television with Akash DTH.
- 🌐 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 Power Division, Power Cell, BPDB, PGCB and different guest lecturers are invited to this training institute for conducting training.

## Trainees:

- Chief Engineer/General Manager.
- 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 tours are 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, different types of indoor and outdoor games such as Chess, Playing Card, Ludo, Carom, Table Tennis, Cricket, Lawn Tennis, Badminton and Volleyball also recreate trainees. Having a gymnastic facility with 02 Treadmill, 02 Exercise cycle, Dumbbell, Power Twister, Hand Gripper, Weight Machine. A Swimming Pool facility will provide in near future.



GYM



Table Tennis



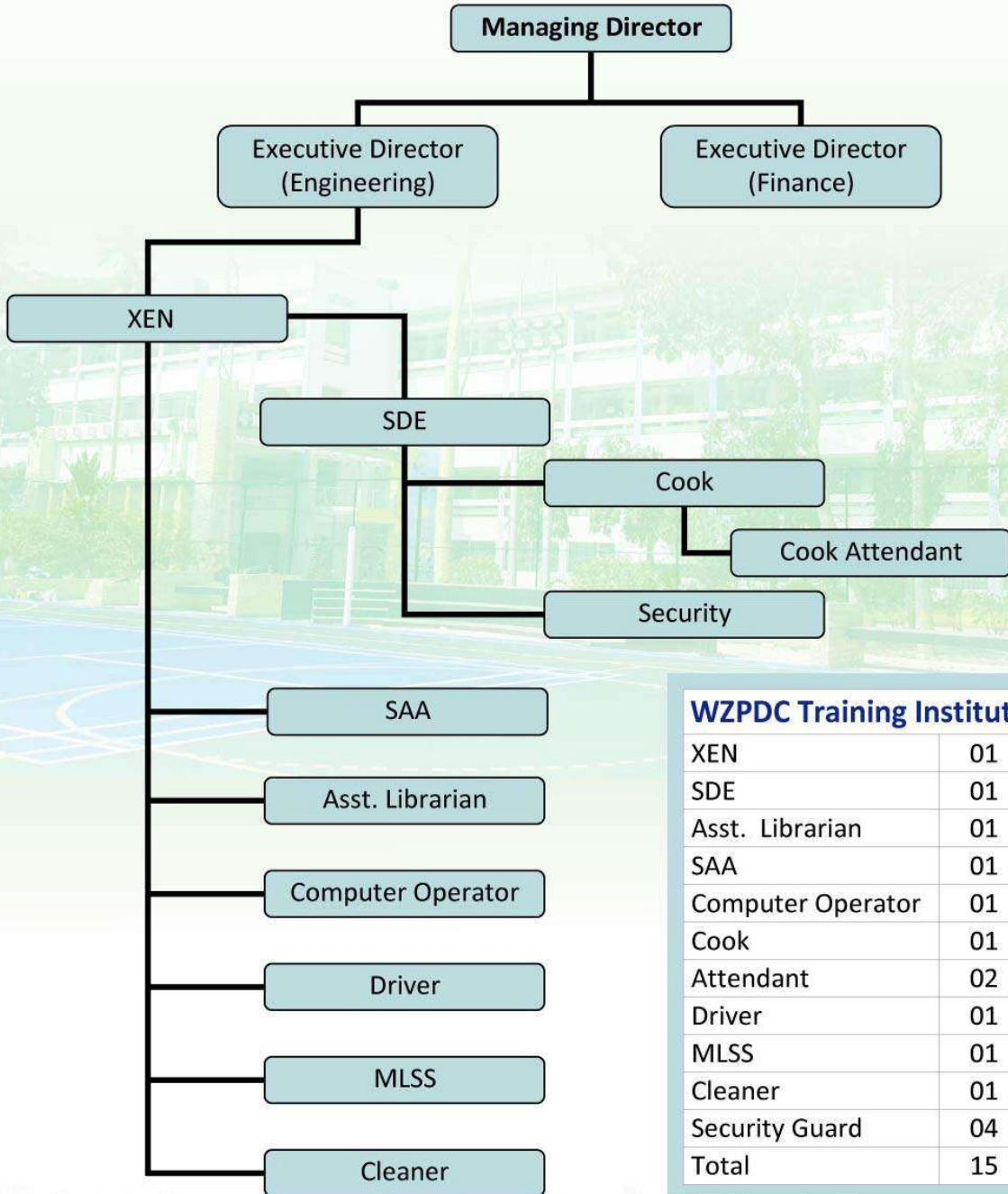
Carom



Multilateral Playground



## 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
Total	15

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## Chapter-2



TRAINING  
CALENDAR

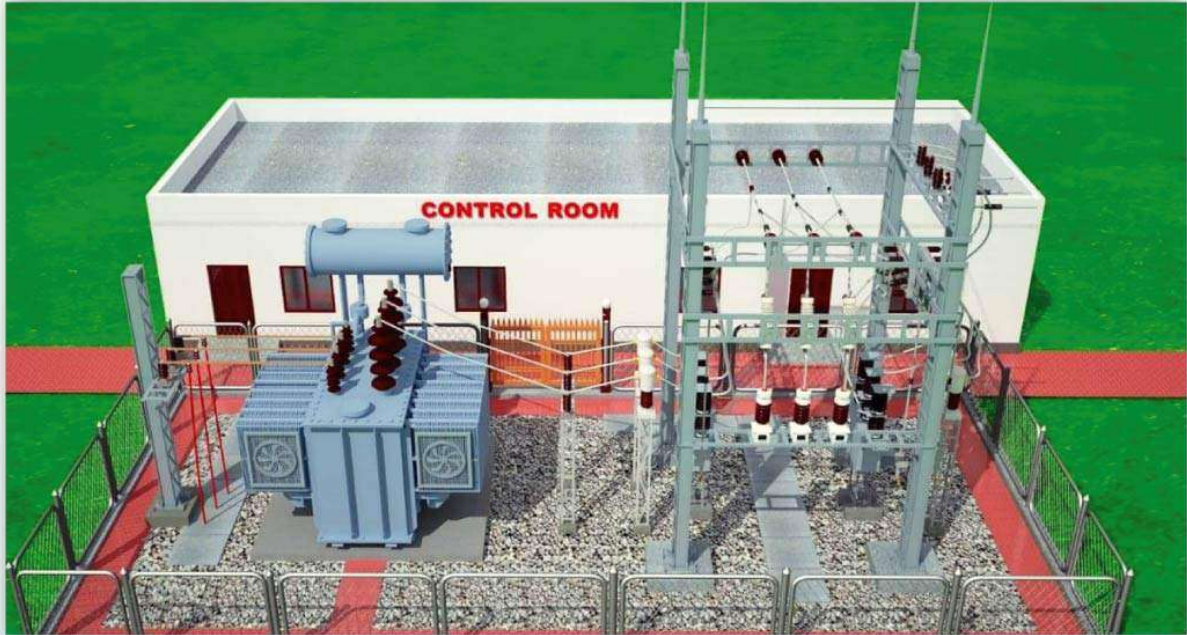
## WZPDC Training Institute, Khulna.

### Annual Training Program: FY-2021-2022

Course Contents	Trainee	Date (Duration)	No. of Course
<b>Computer Courses</b>			
Basic Idea on Computer Hardware, Trouble Shooting & Maintenance. MS Word, Excel, Power point, Internet & E-mail.	UDA/AA/SAA/JAA/ LDA	07/11/2021-11/11/2021	01
Auto CAD	SDE/AE/SAE	19/12/2021-23/12/2021	01
Online MOD, E-Filing, New Connection & Customer Service Excellence.	SAE	28/11/2021-30/11/2021 22/02/2022-24/02/2022	02
Electronic Government Procurement (e-GP).	XEN/SDE/AE	11/07/2021-15/07/2021	02
		13/02/2022-17/02/2022	
<b>Corporate &amp; Financial Management</b>			
Accounts & Financial Management. Delegation of Financial Power. Auditing Settlement of Audit Objection. Basic Idea on TAX, CD-Vat, VAT and Financial Matter.	XEN/Mang./SDE/ DM/AE/AM	24/10/2021-28/10/2021	01
Project Management & Legal Procedure of Land acquisition.	SE/XEN/Mang./ SDE/DM/AE/AM	27/03/2022-31/03/2022	01
<b>Human Resource Development</b>			
Interpersonal Communication & Personnel Management.	SE, PD & Above	24/08/2021-26/08/2021	01
Human Relation, Company Service Rules, Etiquette & Manner.	UDA/AA/SAA/JAA/ LDA	12/09/2021-16/09/2021	02
		16/01/2022-20/01/2022	
Human Relation, Motivation, Manner, Ethics & Etiquette.	MLSS	19/06/2022-23/06/2022	01
Office Administration, Record Keeping & Personnel Management	SDE/AE/DM/AM	08/08/2021-11/08/2021	01
<b>Enhancement of Technical Expertise</b>			
Operation & Maintenance of Sub-Station, Sub-Station Equipments, Power & Distribution Transformer.	SDE/AE/SAE	23/01/2022-27/01/2022	03
	Foreman/Lineman/ Helper/SBA	21/11/2021-25/11/2021 05/12/2021-09/12/2021	
Testing, Commissioning, Maintenance & Troubleshooting of Sub-Station.	XEN/SDE/AE	08/03/2022-16/03/2022	03
	SAE	07/11/2021-18/11/2021 22/05/2022-31/05/2022	
Energy Meter Installation, Connection, Testing & Loss Reduction Technique.	Foreman/Lineman/ Helper	19/09/2021-23/09/2021	03
		01/02/2022-10/02/2022 05/06/2022-09/06/2022	
Energy Meter Installation, Connection, Testing (HT, LTI, LT, 33 KV Import Meter & 11 KV Feeder Meter), Data Downloading Procedure, Data Analysis and Net Metering.	XEN/SDE/AE	05/09/2021-09/09/2021	01
Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Foreman/ Lineman/Helper	20/03/2022-24/03/2022	02
		15/05/2022-19/05/2022	

## WZPDC Training Institute, Khulna. Annual Training Program FY-2021-2022

Course Contents	Trainee	Date (Duration)	No. of Course
Power Distribution System Protection & Switchgear	SDE/AE	03/10/2021-14/10/2021	02
		03/04/2022-13/04/2022	
Smart Grid, Smart Prepayment Meter & GIS Mapping.	XEN/SDE/AE	09/01/2022-13/01/2022	01
<b>General (Miscellaneous)</b>			
Occupational Health, Safety Environment, First Aid & Disaster management.	Staff	26/12/2021-30/12/2021	01
Security Training Course.	Security Guard	17/04/2022-21/04/2022	02
		12/06/2022-16/06/2022	
Orientation / Induction Course.	Newly Appointed Employee.		



Model Sub-Station of Training Institute 3D View.

## WZPDC Training Institute, Khulna. Month Wise Program 2021-2022

Duration	Course Name	Trainees
July- 2021		
11-15	Electronic Government Procurement (e-GP).	XEN/SDE/AE
27-28	Downloading power Interruptions data from on-line energy meter via remote communication & Preparing SAIDI-SAIFI report.	SDE/AE
August-2021		
08-11	Office Administration, Record Keeping & Personnel Management.	SDE/DM/AE/AM
24-26	Interpersonal Communication & Personnel Management.	SE, PD & Above
September-2021		
05-09	Energy Meter Installation, Connection, Testing (HT, LTI, LT, 33 KV Import Meter, 11 KV Feeder Meter), Data Downloading Procedure, Data Analysis and Net Metering.	XEN/SDE/AE
12-16	Human Relation, Company Service Rules, Etiquette & Manner.	UDA/AA/SAA/JAA/ LDA
19-23	Energy Meter Installation, Connection, Testing & Loss Reduction Technique.	Foreman/Lineman
October-2021		
03-14	Power Distribution System Protection & Switchgear.	SDE/AE
24-28	Accounts & Financial Management. Delegation of Financial Power. Auditing Settlement of Audit Objection. Basic Idea on TAX, CD-Vat, VAT and Financial Matter.	XEN/Mang./SDE/ DM/AE/AM
November-2021		
07-11	Basic Idea on Computer Hardware & Trouble Shooting & Maintenance. MS Word, Excel, Power Point, Internet & E-mail.	UDA/AA/SAA/JAA/ LDA
21-25	Operation & Maintenance of Sub-Station, Sub-Station Equipments, Power & Distribution Transformer.	Foreman/Lineman/ Helper/SBA
28-30	Online MOD, E-Filing, New Connection & Customer Service Excellence.	SAE
December-2021		
05-09	Operation & Maintenance of Sub-Station, Sub-Station Equipments, Power & Distribution Transformer.	Foreman/Lineman/ Helper/SBA
19-23	Auto CAD	SDE/AE/SAE
26-30	Occupational Health, Safety Environment, First Aid & Security.	Staff

## WZPDC Training Institute, Khulna.

### Month Wise Program 2021-2022

Duration	Course Name	Trainees
January-2022		
09-13	Smart Grid, Smart Prepayment Meter & GIS Mapping.	XEN/SDE/AE
16-20	Human Relation, Company Service Rules, Etiquette & Manner.	UDA/AA/SAA/JAA/LDA
23-27	Operation & Maintenance of Sub-Station, Sub-Station Equipments, Power & Distribution Transformer.	SDE/AE/SAE
February-2022		
01-10	Energy Meter Installation, Connection, Testing & Loss Reduction Technique.	Foreman/Lineman/Helper
13-17	Electronic Government Procurement (e-GP).	XEN/SDE/AE
22-24	Online MOD, E-Filing, New Connection & Customer Service Excellence.	SAE
March-2022		
08-16	Testing, Commissioning, Maintenance & Troubleshooting of Sub-Station.	XEN/SDE/AE
20-24	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Foreman/Lineman/Helper
27-31	Project Management & Legal Procedure of Land acquisition.	SE/PD/XEN/Mang./SDE/DM/AE/AM
April-2022		
3-13	Power Distribution System Protection & Switchgear.	SDE/AE
17-21	Security Training Course.	Security Guard
May-2022		
15-19	Distribution Line, Power & Distribution Transformer, Energy Meter & Customer Service Excellence.	Foreman/Lineman/Helper
22-31	Testing, Commissioning, Maintenance & Troubleshooting of Sub-Station.	SAE
June-2022		
05-09	Energy Meter Installation, Connection, Testing & Loss Reduction Technique.	Foreman/Lineman/Helper
12-16	Security Training Course.	Security Guard
19-23	Human Relation, Motivation, Manner, Ethics & Etiquette.	MLSS



## Chapter-3

## COURSE CONTENT



## Basic Idea on Computer Hardware & Trouble Shooting & Maintenance. MS Word, Excel, Power Point, Internet & E-mail.

Name of the Course	: Basic Idea on Computer Hardware & Trouble Shooting & Maintenance. MS Word, Excel, Power Point, Internet & E-mail.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: UDA/AA/SAA/JAA/LDA
Duration	: 04/07/2021-08/07/2021
Number of Participant	: 15/20/25

### Objectives:

To train & develop the participants on MS Office (MS Word, MS Excel and Power Point) application & make them enable to use their Office works (Documentation) using MS Office. Learn Internet Browsing. Create email account, sent message, Read Message Print Received Message using email. To train up the participants on Computer Hardware, Trouble Shooting & Maintenance. Learn how to identify major and minor problems of a computer and Maintenance it.

### Course Contents:

- Familiarize with computer fundamentals. Identification of computer accessories.
- Hardware assembling.
- Computer Trouble shooting & Maintenance.
- Opening of MS Office.
- Introduction to MS Office, MS Excel & Power Point.
- Introduction to Menu bar, Use of Key Board & Mouse.
- Create and save new documents.
- File menu, Format menu and Tools menu.
- Table menu & discussion on Bijoy software, Bangle typing.
- Unicode Bengali typing
- Print Pre-view, Print.
- Introduction to Internet Browsing.
- Sending a Mail, Open a received mail & Print them.
- Create mail account, using mail, writing mail, sending mail, read mail.
- Innovation in Power Sector.
- National Integrity Strategy (NIS).
- Customer Service Excellence.

### Training Procedure:

Theoretical lecture (About Computer, Hardware, Trouble Shooting & Maintenance) Practical Practice about Trouble Shooting & Maintenance, MS Office, Internet Browsing & E-mail. Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Written / Practical.



## AUTO CAD

Name of the Course	: Auto CAD
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SDE/AE/SAE
Duration	: 19/12/2021-30/12/2021
Number of Participant	: 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 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.
- e-Governance and Innovation in Power Sector.

### Training Procedure:

Theoretical lecture (About Auto CAD Tool Bar & Tools).  
Practical Drawing Practice with Auto CAD Software.  
Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Practical with Multimedia Presentation.

## Online MOD, E-Filing, New Connection & Customer Service Excellence.

Name of the Course	: Online MOD, E-Filing, New Connection & Customer Service Excellence.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SAE
Duration	: 24/08/2021-26/08/2021 28/11/2021-30/11/2021 22/02/2022-24/02/2022
Number of Participant	: 15/20/25

### Objectives:

To make paperless office as a Digital Bangladesh deliver knowledge & make them skilled on E-filing (Nothi System), Online MOD & Online New Connection of WZPDCL.

### Course Contents:

- Nothi System:
  - Introduction to Nothi System, 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
  - Give Decision to Nothi, Create Nothi Section, Set Flag, Set Attachment, Nothi Archieve, Nothi Register etc.
  - Draft Letter preparation, different type of letter (Government/Autonomous), Letter circulation (System/Out of System/SMS), Letter circulation group
- Online MOD:
  - Familiarization with Online MOD system.
  - Functionalities and Features of Online Based MOD.
  - working the Online MOD.
  - Data Entry.
  - Modification and Report Generation from Online based MOD.
- New Connection:
  - Online application process.
  - Online Payment.
  - Application Approval & Rejection.
  - Different user role, Reports, Setup & Trouble Shooting.

- Customer Service Excellence.
- Right to Information.

#### Training Procedure:

Theoretical lecture & Discussion on Software User Manual.

Practical Practice in the Computer Lab.

Multimedia presentation.

Trainer Evaluation: By Trainee.

Trainee Evaluation: Written / Practical.



Lab Building Modernization 3D View.

## ELECTRONIC GOVERNMENT PROCUREMENT (e-GP).

Name of the Course	: Electronic Government Procurement (e-GP)
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: XEN/SDE/AE
Duration	: 11/07/2021-15/07/2021 13/02/2022-17/02/2022
Number of Participant	: 15/20/25

### Objectives:

To Integrate and share all information about government procurement and make a single e-procurement system for all public organizations and develop standard procurement process and electronic document with digital signature.

### Course Contents:

- Basic Principles of Public Sector Procurement.
- e-GP guideline.
- Business Process Reengineering (BPR) Rules.(Regarding TEC, TOC formation).
- Public procurement Cycle.
- Security issue of e-GP system.
- Rules & Some Regulation of e-GP.
- Tender Preparation (Select STD, TEC,TOC creation)
- Invitation of Tender
- Tender Document Preparation.
- APP, TOC, TSC, TEC, Tender Evaluation, Approval Procedures and Contract Signing.
- Publication Workflow & 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.
- Evaluation of Tender Part-2.
- Report workflow and approving process
- NOA Given.
- Contract Signing.
- Release/forfeit of Tender Security/PG.
- e-Governance & Innovation in Power Sector.

### Training Procedure:

Theoretical lecture & Discussion in the class.  
Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Multimedia Presentation.

## ACCOUNTS & FINANCIAL MANAGEMENT, DELEGATION OF FINANCIAL POWER, AUDITING SETTLEMENT OF AUDIT OBJECTION, BASIC CONCEPT ON TAX, CD-VAT, VAT AND FINANCIAL MATTER.

Name of the Course	: Accounts & Financial Management, Delegation of Financial Power. Auditing Settlement of Audit Objection. Basic Concept on TAX, CD-Vat, VAT and Financial Matter.
Name of the Venue	: WZPDCL Training Institute, Khulna.
Trainees	: XEN/Mang./SDE/DM/AE/AM
Duration	: 24/10/2021-28/10/2021
Number of Participant	: 15/20/25

### Objectives:

- ▣ To acquaint with Financial Rules & Regulations of WZPDCL.
- ▣ To know about the important aspects of Accounts, Finance & Audit Management.
- ▣ To be well equipped with required information for financial decision.
- ▣ To know about the Financial Delegation Power of WZPDCL.
- ▣ To know about TAX, CD-Vat, VAT and Financial Matter.

### Course Contents:

- ▣ Mission, Vision, Goal & Reform action of WZPDCL & Corporate Culture.
- ▣ Accounting Information System of WZPDCL.
- ▣ Analysis of financial statements & its implication.
- ▣ Business Concept.
- ▣ Computerized Accounting System.
- ▣ Commercial Operation Procedure & Billing System of WZPDCL.
- ▣ Analysis of Financial statement & its implication.
- ▣ Financial Delegation Power (Revenue & Project) of WZPDCL.
- ▣ Settlement of Audit Objection of WZPDCL.
- ▣ Budgetary Control, Bank and Fund Management of WZPDCL.
- ▣ Financial analysis on Investment.
- ▣ TAX Calculation.
- ▣ CD-Vat & VAT Calculation.
- ▣ National Integrity Strategy (NIS).
- ▣ e-Governance & Innovation in Power Sector.

### Training Procedure:

Discussion and lecture.  
Multimedia presentation.

**Trainer Evaluation:** By Trainee.

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

## PROJECT MANAGEMENT & LEGAL PROCEDURE OF LAND ACQUISITION.

Name of the Course	: Project Management & Legal Procedure of Land Acquisition.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SE/XEN/Mang./SDE/DM/AE/AM
Duration	: 27/03/2022-31/03/2022
Number of Participant	: 15/20/25

### Objectives:

This course will enable the participants to acquire knowledge about project management & Legal Procedure of Land acquisition.

### Course Contents:

- Concept of effective Project Management.
- Developing Project Feasibility Studies and Proposals.
- Project Scope, Time, Resource & financial analysis and Delegations
- Planning and Project Cycle.
- Environmental impacts assessment
- Project Quality & Risk Management
- Pre work Management.
- Project Procurement Management.
- Tendering Procedure.
- Project Monitoring, Evaluation & Control.
- Project completion report.
- Legal Procedure of Land acquisition.
- Bangladesh Public Procurement Act. 2006
- Project Communication.
- Project Closing.
- Exercises & Case Study.
- National Integrity Strategy (NIS).
- e-Governance & Innovation in Power Sector.

### Training Procedure:

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

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Written / Practical.

## INTERPERSONAL COMMUNICATION & PERSONNEL MANAGEMENT.

Name of the Course	: Interpersonal Communication & Personnel Management.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SE, PD & Above
Duration	: 27/07/2021-29/07/2021
Number of Participant	: 15/20/25

### Objectives:

This Course intended to provide knowledge on the concept & process of communication, develop skills to demonstrate presentation skills by using various communication media, generate listening, writing and speaking ability to communicate effectively, identify the communication problems and gateways to overcome those barriers.

### Course Contents:

- Introduction to interpersonal communication.
- Verbal and non-verbal communication: Happy and sad behavior
- Nonviolent communication.
- Communication: Concept, Process & Importance.
- Interpersonal communication
- Effective written communication in English
- Guidelines and rules of effective speaking & behavior.
- Basic principles of effective listening
- Communication barrier of Communication & Gateways to overcome the barriers of communication.
- Effective presentation of individual.
- Basic idea of modern office Equipments.
- Manners and Etiquette including Dining table Manners.
- National Integrity Strategy (NIS).
- e-Governance & Innovation in Power Sector.

### Training Procedure:

Theoretical lecture & Discussion in the class.  
Practical Demonstration.  
Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Written / Multimedia presentation.

## OFFICE ADMINISTRATION, RECORD KEEPING & PERSONNEL MANAGEMENT.

Name of the Course	: Office Administration, Record Keeping & Personnel Management.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SDE/DM/AE/AM
Duration	: 08/08/2021-11/08/2021
Number of Participant	: 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:

- Discussion about Office Administration, Office Management, Office Environment, Customer service Excellence.
- Discussion about Good Governance.
- Discussion about Leadership, Team Building.
- HRM and Human Resource Development.
- File Management, Opening files, Docketing, Recording Indexing and Drafting.
- Receive and issue, disposal, 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.
- Digital memo numbering and priority fixing etc.
- Basic idea of modern office equipments.
- Manners and Etiquette including Dining and table Manners.
- Conflict Management and other Management issues.
- Leave Rules.

### Training Procedure:

Theoretical lecture & Discussion in the class.

Practical Demonstration.

Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Written / Multimedia presentation.



## HUMAN RELATION, COMPANY SERVICE RULES, ETIQUETTE & MANNER.

Name of the Course	: Human Relation, Company Service Rules, Etiquette & Manner.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: UDA/AA/SAA/JAA/LDA
Duration	: 08/08/2021-12/08/2021 12/09/2021-16/09/2021 16/01/2022-20/01/2022
Number of Participant	: 15/20/25

### Objectives:

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

### Course Contents:

- Company service rule.
- Discussion on human relation and techniques of etiquette.
- Necessity of etiquette in a public service organization.
- Service rule, leave rule, CPF, Gratuity, TA/DA rules, Overtime etc.
- First aid & Birth control.
- Organizational behavior.
- Etiquette, Manner & Ethics.
- Labor welfare and trade union.
- Discipline and conduct rules.
- Developing effective customer relationship.
- National Integrity Strategy (NIS).
- Complain Management System.

### Training Procedure:

Theoretical lecture & Discussion in the class.  
Multimedia presentation.

**Trainer Evaluation:** By Trainee.

**Trainee Evaluation:** Written.

## HUMAN RELATION, MOTIVATION, MANNER, ETHICS & ETIQUETTE.

Name of the Course	: Human Relation, Motivation, Manner, Ethics & Etiquette.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: Staff (MLSS)
Duration	: 19/06/2022-23/06/2022
Number of Participant	: 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.
- National Integrity Strategy (NIS).
- e-Governance & Innovation in Power Sector.

### Training Procedure:

Theoretical lecture & Discussion in the class.

Practical Demonstration.

Multimedia presentation.

Trainer Evaluation: By Trainee .

Trainee Evaluation: Written.

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

Name of the Course	: Operation & Maintenance of Sub-Station, Sub-Station Equipments, Power & Distribution Transformer.
Name of the Venue	: WZPDC Training Institute, Khulna.
Trainees	: SDE/AE/SAE/Foreman/Lineman/Helper/SBA
Duration	: 23/01/2022-27/01/2022 (SDE/AE/SAE) 21/11/2021-25/11/2021 (Foreman/Lineman/Helper/SBA) 05/12/2021-09/12/2021 (Foreman/Lineman/Helper/SBA)
Number of Participant	: 15/20/25

### Objectives:

To deliver knowledge & make them skilled on Operation and Maintenance of Distribution Sub-Station, 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.
- Sub-Station Equipments.
- Transformer:** Types & classification/Basic principle/Installation/Operation & Maintenance.
- Transformer nameplate study.
- Testing procedures of Power & Distribution Transformer.
- Method of oil collection from transformer and testing Procedure.
- Discussion about on Load, Off Load tap changing of power transformer.
- Effect of temperature on transformer operation.
- Routine maintenance of transformers.
- CT & PT: Types & classification, construction, Testing.
- Lightning 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 and Transformer Protection.
- Battery & Battery Charger:** Introduction, classification and Maintenance.
- Shut Down and Clearance:** Process of shutdown, co-ordination with load Dispatch.
- Safety Practice.
- National Integrity Strategy (NIS).
- Complain Management System.

### Training Procedure:

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

Trainer Evaluation: By Trainee.

Trainee Evaluation: Written / Practical.