

সিরাজগঞ্জ পল্লী বিদ্যুৎ সমিতি-২  
শিয়ালকোল, সিরাজগঞ্জ।

Course curriculum/Outlines

Training Date-19/09/2019  
Total Training Dates: 06 days.  
Probable Number of Trainee:- 42  
Probable Class Hours: 09 Hours

1. Course Code : NBT-030
2. Course Name : **Office Environment**
3. Total Period : 09 Hours
4. Participants : Junior Engineer, Junior Engineer (IT), Assistant Junior Engineer, Power Use Coordinator, Member Service Co- coordinator, Accountant, Plant Accountant, Accountant (Revenue), Assistant Accountant, Assistant Plant Accountant, Billing Supervisor, DEO Cashier, Lineman, Wearing Inspector, Billing Assistant and Assistant Cashier.
5. Course Director : Engr. Syed Kamrul Hasan, General Manager
6. Course Co-coordinator : Md. Shameem Kawser
7. Course Content :

Topic Code	Topics	Trainer's	Time	Class Hour	Class Weight
T-01	Concept of Office Environment- physical and non physical office Environmental elements those should be provided by the Management.	General Manager	9:00-10:00	01	
T-02	Role of Management. To ensure congenial and employee friendly office environment.	General Manager	10:00-11:00	01	
<b>Tea Break t 11:00-11:20</b>					
T-03	Duties Responsibility of employees for Maintaining healthy and congenial office atmosphere.	AGM( Admin)	11:20-12:20	01	
T-04	Required qualities for PBS employees: As service providing organization.	AGM( Admin)	12:20-1:20	01	
<b>Prayer &amp; Lunch Break: t 01:20-02:00</b>					
T-05	Benefit of congenial, healthy and working friendly office environment.	AGM( Admin)	02:00-03:00	01	
T-06	Against gender Discrimination: Measures should be taken to uphold female employee's right and position in work place.	AGM( Admin)	03:00-04:00	01	
T-07	Awareness and requirement of ISO 9001:2015 standard	AGM( Fin)	04:00-05:00	01	
T-08	Ethics and National Integrity.	AGM (Ms)	05:00-06:00	01	
T-09	Closing session (Question & Answer Review and Closing Speech)	AGM( Admin)	06:00-07:00	01	
Total				09	

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শিয়ালকোল, সিরাজগঞ্জ।

Course curriculum/Outlines

Training Date-18/07/2019  
Total Training Dates: 05 days.  
Probable Number of Trainee: 42  
Probable Class Hours: 09 Hours

1. Course Code : NBT-028
2. Course Name : **PBS Fund Management**
3. Total Period : 09 Hours
4. Participants : Junior Engineer, Junior Engineer (IT), Assistant Junior Engineer, Power Use Coordinator, Member Service Co- coordinator, Accountant, Plant Accountant, Accountant (Revenue), Assistant Accountant, Assistant Plant Accountant, Billing Supervisor, DEO Cashier, Lineman, Wearing Inspector, Billing Assistant and Assistant Cashier.
5. Course Director : Engr. Syed Kamrul Hasan, General Manager
6. Course Co-coordinator : Md. Shameem Kawser
7. Course Content :

Topic Code	Topics	Trainer's	Time	Class Hour	Class Weight
T-01	Introduction Various Funds of PBS	General Manager	01	9:00-10:00	
T-02	Cash General Fund and Bill Collection Bank Account	AGM( Fin)	01	10:00-11:00	
<b>Tea Break t 11:00-11:20</b>					
T-03	Imprest Fund and its Management	DGM ( Kazipur)	01	11::20-12:20	
T-04	CPF, Gratuity and Membership Fund Management.	AGM( Fin)	01	12:20-01:20	
<b>Prayer &amp; Lunch Break: t 01:20-02:00</b>					
T-05	Workmen Compensation and Employee Benevolent Fund.	DGM (Kazipur)	01	02:00-03:00	
T-06	Awareness and Requirement of ISO 9001:2015.	AGM( Fin)	01	03:00-4:00	
T-07	Disaster Management.	DGM ( Kazipur)	01	04:00-05:00	
T-08	Ethics & National Integrity.	AGM( Fin)	01	05:00-6:00	
T-09	Closing session (Question & Answer Review and Closing Spcech)	DGM ( Kazipur)	01	06:00-07:00	
Total				09	

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শিয়ালকোল, সিরাজগঞ্জ।  
Course curriculum/Outlines

Training Date-13/11/2019 Total Training Dates: 05 days. Probable Number of Trainee:-42 Probable Class Hours: 09 Hours
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1. Course Code : NBT-033
2. Course Name : **Detection Procedure of Over load Distribution Transformer**
3. Total Period : 09 Hours
4. Participants : Junior Engineer, Junior Engineer (IT), Assistant Junior Engineer, Power Use Coordinator, Member Service Co- coordinator, Accountant, Plant Accountant, Accountant (Revenue), Assistant Accountant, Assistant Plant Accountant, Billing Supervisor, DEO Cashier, Lineman, Wearing Inspector, Billing Assistant and Assistant Cashier.
5. Course Director : Engr. Syed Kamrul Hasan, General Manager
6. Course Co-coordinator : Md. Shameem Kawser
7. Course Content :

Topic Code	Topics	Trainer's	Time	Class Hour	Class Weight
T-01	Inauguration & Importance of the Course	General Manager	9:00-10:00	01	
T-02	Over load detection Equipment of Distribution Transformer	General Manager	10:00-11:00	01	
<b>Tea Break t 11:00-11:20</b>					
T-03	Over load Distribution Transformer detection Procedure	DGM (Belkuchi)	11:20-01:20	01	
<b>Prayer &amp; Lunch Break: t 01:20-02:20</b>					
T-04	Over load Distribution Transformer detection Procedure	AGM (O&M) (Belkuchi)	02:20-06:20	01	
T-05	Course Review and Examination	AGM( Admin)	06:20-07:20	01	
Total				<b>05</b>	

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Course curriculum/Outlines

Training Date-12/10/2019  
Total Training Dates: 05 days.  
Probable Number of Trainee:-42  
Probable Class Hours: 09 Hours

1. Course Code : NBT-032
2. Course Name : **Protection Setting /Relay Setting Of Defferent AC Cirecuit Breker**
3. Total Period : 09 Hours
4. Participants : Line Technician, Lineman, Linecruce.
5. Course Director : Engr. Syed Kamrul Hasan, General Manager
6. Course Co-coordinator : Mohammed Morshedur Rahim, DGM(HQT)
7. Course Content :

Topic Code	Topics	Trainer's	Time	Class Hour	Class Weight
-	Registration And Pre Evaluation	DGM ( HQ-technical)	9:00- 9:20	-	
T-01	Inauguration & Importance of the Course	General Manager	9:20- 10:00	<b>01</b>	
T-02	Protection Setting /Relay Setting Of Defferent ACR/ Cirecuit Breker	AGM (O&M)	10:00- 10:40 10:40- 11:40 11:40- 12:20	<b>03</b>	
<b>Tea Break 11:00-11:40 / Prayer &amp; Lunch Break 13:00-14:00</b>					
T-03	Protection Setting /Relay Setting Of Defferent ACR/ Cirecuit Breker Practical	DGM ( HQ-technical)	14:00- 15:00 15:00- 16:00	<b>08</b>	
T-04	Course Review & Examination	AGM (O&M)	16:00- 16:40	<b>01</b>	
Total				<b>13</b>	

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শিয়ালকোল, সিরাজগঞ্জ।

Course curriculum/Outlines

Training Date-27/11/2019 Total Training Dates: 05 days. Probable Number of Trainee:-42 Probable Class Hours: 09 Hours
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1. Course Code : NBM-001
2. Course Name : **Customer Service Excellence & Office Etiquette**
3. Total Period : 09 Hours
4. Participants : Junior Engineer, Junior Engineer (IT), Assistant Junior Engineer, Power Use Coordinator, Member Service Co- coordinator, Accountant, Plant Accountant, Accountant (Revenue), Assistant Accountant, Assistant Plant Accountant, Billing Supervisor, DEO Cashier, Lineman, Wearing Inspector, Billing Assistant and Assistant Cashier.
5. Course Director : Engr. Syed Kamrul Hasan, General Manager
6. Course Co-coordinator : Md. Shameem Kawser
7. Course Content :

Topic Code	Topics	Trainer's	Time	Class Hour	Class Weight
-	Registration & Pre-Test	AGM(Admin)	9:00-9:20	-	
CS-01	Inauguration & Understanding the importance of Customer Service	General Manager	9:20-10:00	01	
CS-02	Concepts of Customer Services & Different types of customers and how to Hand die them & 6 basic needs of a customer	General Manager	10:00-10:40	01	
		AGM( MS)	11:00-11:40	01	
<b>Tea Break t 11:20-11:40</b>					
CS-03	Handling Customer Complaints. How to Offer Better Customer Service	General Manager	11:40-12:20		
		AGM (F)	12:20-13:00	01	
CS-04	Office Etiquette: How'to Say No, Body Language & Self Grooming, Telephone & E-mail etiquette, Do's and Don'ts with the consumers	General Manager	14:00-14:40	01	
		AGM (O&M)	14:40-15:20	01	
<b>Prayer &amp; Lunch Break 13:00-14:00</b>					
CS-05	Role Play, Question & Answer	AGM( Admin)	15:20-16:00	01	
CS-06	Review Post-Test and Closing session	AGM( Admin)	16:00-16:40	01	
<b>Total</b>				<b>08</b>	

### বিশেষ দ্রষ্টব্যঃ

- ০১। প্রশিক্ষককে কোর্স ম্যাটেরিয়াল Power Point এ প্রস্তুত করতঃ উহার Hard Copy সরবরাহ করার জন্য অনুরোধ করা হলো।
- ০২। ক্লাস শুরুর পূর্বে প্রশিক্ষকগণকে ওয়েট ফ্যাক্টর অনুযায়ী মডেল উত্তর সহ প্রশ্ন সংশ্লিষ্ট কোর্স পরিচালক/ কোর্সে সমন্বয়কারীর নিকট আবদ্ধ খামে সরবরাহ করার জন্য অনুরোধ করা হলো।
- ০৩। যথাসময়ে উপস্থিত হয়ে ক্লাস গ্রহণের জন্য অনুরোধ করা হলো। অনিবার্য কারণ বশতঃ যথাসময়ে উপস্থিত থাকতে না পারলে পূর্বেই কোর্স পরিচালক/ কোর্স সমন্বয়কারীকে অবহিত করা হলো। এ বিষয়ে সকলের সহযোগিতা একান্ত কাম্য।