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|  | <b>Title: Quality Policy</b>     |                                  |                            |                    |
|                                                                                  | <b>Document Code: ISO/01/002</b> |                                  |                            |                    |
|                                                                                  | <b>Org: PBS KRL</b>              | <b>Effective Date: 10 Feb 19</b> | <b>Revision Status: 00</b> | <b>Page 1 of 1</b> |

The goal of our organization is to ensure quality, uninterrupted and affordable electricity supply to remote corners of the urban and rural areas of responsibility.

The purpose of our PBS is to use electricity as a means of creating opportunities for employment generation, agricultural production, industrialization, education, culture, and enhancing the socioeconomic development of rural areas and thus improving the standard of living and quality of life for the rural people. Lifestyle and living pattern in the rural areas have improved due to the introduction of modern electrical appliances that came with the rural electrification. The electrification of the rural areas has enhanced urbanization in the shape of civic amenities, higher productivity, longer working hours, better education system, sanitation, health care, etc.

In pursuit of this goal PBS has adopted the Quality Management System (QMS) as per the requirements of the ISO 9001: 2015 standard and complies with all applicable legal requirement of the country, including all the amendments and related rules, regulations, policies and instructions given from BREB and the GOB from time to time.

Being a service oriented organization, PBS places the most importance to the requirements of consumers with maximum efficiency and effectiveness. In addition, PBS will continually persevere to get cost effective equipment & tools for providing service with well-trained manpower. Our organization has already adopted various computerized programs to serve our valuable consumers better and better. The PBS has adopted rules and regulations for safety & security of line crews / staffs and consumers.

The Policy will be reviewed as and when required and all areas of QMS will be continually improved to achieve the goals and objectives/APA of the organization effectively. The policy will be communicated and understood within the headquarters of PBS.

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| <b>Approved By:</b>                        |
| <b>Sr. General Manager/General Manager</b> |
| <b>Date: 10-02-2019</b>                    |