

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR POWER SECTOR

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



### Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms .....	3
4. OS Units.....	6
5. Annexure: Nomenclature for QP & OS.....	21
6. Assessment Criteria.....	23

### Introduction

## Qualifications Pack- Assistant: Electricity Meter Reader, Billing and Cash Collector

**SECTOR:** Power

**SUB-SECTOR:** Distribution

**OCCUPATION:** Electricity Metering, Billing and Revenue Generation

**REFERENCE ID:** PSS/Q3001

**ALIGNED TO:** NCO-2004/NIL

**Assistant Electricity Meter Reader, Billing and Cash Collector** interacts with a company's consumers to take the meter reading of energy meter installed in their premises to generate electricity bill on the spot as per actual energy consumption and collect the amount of billed payment made by the consumers.

**Brief Job Description:** The incumbent in the job takes the electricity energy meter reading of each consumer according to the walking sequence of complete area. Records the energy reading and posts the reading in MR Book (Meter Reading Book has a complete record of each consumer page wise covered in respective area), delivers the electricity bill after posting the meter reading and collects the cash amount of bill payment (full or part) paid by the prospective consumers with acknowledgement of payment received.

**Personal Attributes:** The job requires the individual to physically and mentally be able to perform essential functions including cash handling. Able to take meter reading in confined space safely, to work for long hours and be polite in communication with consumers.



Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential achieving the objectives of the function.
Job role	Job role defines unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job role satisfactorily at workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.
Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates. It includes elements of operational knowledge

	contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.

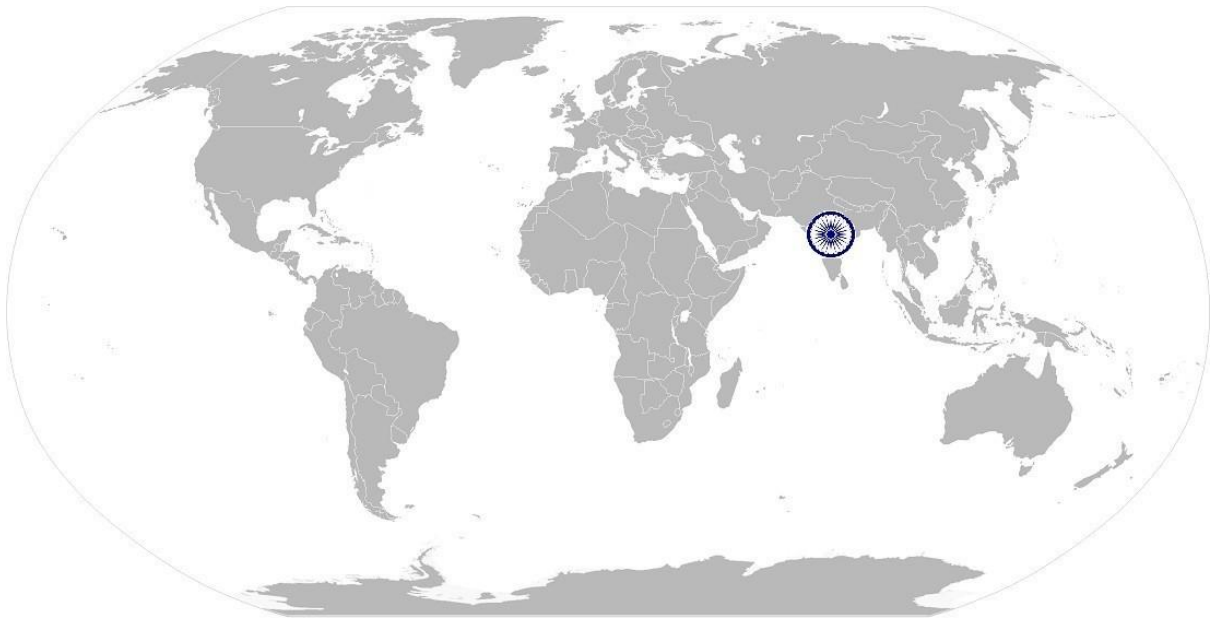
Acronyms	Keywords	Description
	A	Ampere (Unit of current)
ABC	Aerial Bunched Conductor	
AC	Alternating Current	
AT&C	Aggregate Technical & Commercial Losses	
BIS	Bureau of Indian Standards	
CBIP	Central Board of Irrigation and Power	
CEA	Central Electricity Authority	
CERC	Central Electricity Regulatory Commission	
CGRF	Consumer Grievance Redressal Forum	
CPRI	Central Power Research Institute	
CT	Current Transformer	
DC	Direct Current	
DISCOM	Distribution Company	
DP	Di-Pole (Double Pole)	
DT	Distribution Transformer	
ELCB	Earth Leakage Circuit Breaker	
HT	High Tension	
HVDS	High Voltage Distribution System	
IE Act	Indian Electricity Act 2003	
IS	Indian Standard	
KV	Kilo Volt	
KVA	Kilo Volt Ampere	
KVAh	Kilo Volt Ampere hour	
KVAR	Kilo Volt Ampere Reactive	
KW	Kilo Watt	
KWh	Kilo Watt hour	
LCD	Liquid Crystal Display	
LED	Light Emitting Diode	
LT	Low Tension	
MCB	Miniature Circuit Breaker	
MD	Maximum Demand	

*Qualifications Pack for Assistant: Meter Reader Bill  
Distributor & Cash Collector*



MVA	Mega Volt Ampere
MW	Mega Watt
MWh	Mega Watt hour
N	Neutral
PCC	Prestressed Cement Concrete Pole
PF	Power Factor
PT	Potential Transformer
PV	Photo-Voltaic
SEB	State Electricity Board
SERC	State Electricity Regulatory Commission
SMS	Short Message Service
T&D	Transmission and Distribution
T/F	Transformer
V	Voltage

# National Occupational Standard



## Overview

This unit is about activities and tasks performed by Assistant Meter Reader and posting of energy meter reading with hand held device (or in MR Book) in each billing cycle period during door to door visit in sequential predefined route.

PSS/N3001

Electricity meter reading, billing and cash collection

National Occupational Standard	<b>Unit Code</b>	<b>PSS/N3001</b>
	<b>Unit Title (Task)</b>	<b>Electricity meter reading, billing and cash collection</b>
	<b>Description</b>	Recording reading of each consumer's meter reading and posting in billing register. Prepare spot electricity bill at consumer's premises, serve and collect the cash amount wherever applicable. Submit authentic utility money receipt.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>visit each consumers' premises and prepare for walking sequence route</li> <li>posting of correct energy meter, reading and energy consumption recording for billing and payment purpose</li> <li>respond to consumer requests, cash collection and work safely</li> <li>consumer Handling skills</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Visit each consumer's premises and prepare for walking sequence route</b>	<p>The user/individual on the job needs to :</p> <p>PC1. ensure reading and billing will be scheduled as per consumer's indexing prepared according to walking sequence route</p> <p>PC2. keep all record, namely Meter book, hand held device and Money receipt book handy before entry to consumer's premises</p> <p>PC3. ensure each consumer's premises will be attended in day time only with display of ID-card</p> <p>PC4. ensure specific care is taken in meter reading of domestic/residential consumers.</p> <p>PC5. make sure entry will only be up to energy meter to record reading with etiquettes and completed in a timely manner</p> <p>PC6. ensure that consumer's representative must accompany during meter reading up to meter terminal. whenever meter is situated inside the residential premises. Company policies and procedures must be followed</p> <p>PC7. visit the premises again in case premises found lock and must not try to force entry</p> <p>PC8. offer prompt greeting or acknowledgement and offer assistance to consumer.</p>
	<b>Posting of correct energy meter, reading and energy consumption recording for billing and payment purpose</b>	<p>The user/individual on the job needs to:</p> <p>PC9. ensure not to post average meter reading in two consecutive sequences</p> <p>PC10. prepare 'Recharge Coupon' from base computer of respective prepaid meter consumer and facilitate to recharge the meter by using key pads at the consumer's premises, where applicable</p> <p>PC11. ensure effective verbal communications are polite, clear and completed in a timely manner</p> <p>PC12. ensure every premise is physically attended to see the status of consumer's energy meter functioning before delivering electricity bill</p> <p>PC13. ensure cash is counted and received to the full satisfaction of consumer</p>

PSS/N3001

**Electricity meter reading, billing and cash collection**

	<p>PC14. ensure a proper receipt is given to a consumer</p> <p>PC15. verify each registered consumer with his address and meter number as per record</p> <p>PC16. post correct reading with date and confirm consumption pattern. Generate electricity bill as per consumer category and deliver for onward payment</p> <p>PC17. ensure proper communication using power industry terminology while avoiding jargon.</p> <p>PC18. ensure application of tariff applied for different time zone as per state regulatory orders. record meter reading accordingly of each time zone</p>
<p><b>Respond to consumer requests, cash collection and working safety</b></p>	<p>The user/individual on the job needs to :</p> <p>PC19. see that energy meter reading must be taken as per reading cycle and the same can't be deferred</p> <p>PC20. wear safety helmet, PPE's in case of hazardous installation,</p> <p>PC21. ensure proper illumination while working in a dark space</p> <p>PC22. ensure proper size ladder while taking reading of energy meter installed at height</p> <p>PC23. report suspicious behavior and suspected fraud in metering and billing in accordance with company policies and procedures</p> <p>PC24. ensure company policies and procedures are followed in case of non-availability of meter reading and bill payment</p> <p>PC25. ensure that appropriate explanation/solutions/options are determined for the consumer's situation and forwarded to competent authorities</p> <p>PC26. ensure that cash collection is deposited to utility's nearest treasury on the same day to avoid burglary with money receipt record</p> <p>PC27. ensure that information about requests and actions taken are communicated to appropriate personnel effectively and in a timely manner</p> <p>PC28. ensure that issues are escalated or advice is solicited from appropriate departmental staff when necessary to meet consumer needs</p>
<p><b>Consumer Handling Skills</b></p>	<p>The user/individual on the job needs to have:</p> <p>PC29. demonstrate ability to get due electricity bill payment from consumer in one visit</p> <p>PC30. practice patience while dealing with consumers</p> <p>PC31. display ability to attentively listen to consumers for providing great services</p> <p>PC32. practice clear communication skills and leave nothing to doubt</p> <p>PC33. practice time management skills to attend multiple complaints in limited timeframe.</p> <p>PC34. observe consumers carefully: look and listen for subtle clues about their current mood, patience level, personality, etc.,</p> <p>PC35. practice tenacity and remain motivated to never "cheat" your consumers</p>



PSS/N3001

Electricity meter reading, billing and cash collection

	<p>with lazy service PC36. display calming presence PC37. use "positive language"</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b></p>	<p>The user/individual on the job needs to know and understand: KA1. process standards and procedures followed in the utility KA2. types of competency and operations in the utility to provide electrical services KA3. code of business conduct; Integrity &amp; IPR KA4. job responsibilities/duties, site offices, Cash collection counters and standard operating procedures KA5. Internal processes like key contact points for query resolution</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand: KB1. basic electricity, energy parameters: active, apparent, reactive energy, power factor, maximum demand, contact demand, sanctioned load and connected load KB2. category of consumers in terms of supply use as domestic, commercial, industrial, agriculture, mixed load and their tariff implication in billing KB3. types of energy meter mechanical, electronic, single phase, three phase, LT and HT ability to take correct meter reading in decimal count, digital, analogue, multiply factor and energy units in wh, Kwh and Mwh KB4. how to operate hand held device, connection with optical port of consumer energy meter, data down load and retrieve in base computer. manual posting of energy meter reading in meter reading book to electricity bill KB5. the prepaid metering system, key pad functions, concept of advance payment as per tariff, Display of amount in place of units consumed, alarm and beep indications, in built relay function to disconnect supply, generation of 'Recharge Coupon' and their application to restore supply. Advantage of prepaid metering to consumer and utility</p>

PSS/N3001

**Electricity meter reading, billing and cash collection**

<p><b>C.</b></p>	<p>KB6. how to read correct reading and bill generation in confined dark space</p> <p>KB7. specific health and safety precautions which must be taken care while noting energy meter reading under hazardous conditions and how they can be minimized. Hazards: e.g. blockages and obstructions, live wires and equipment's, unsecured ladders etc.</p> <p>KB8. how to generate correct electricity bill in terms of types of tariff, calculation of energy charges, fixed charges, electricity tax, and meter rent surcharges etc.</p> <p>KB9. energy consumption pattern as per sanctioned load of respective consumers of each category</p> <p>KB10. multiple slab system in tariff for energy consumption</p> <p>KB11. electricity rules, i.e. act, regulations and misuse of electricity. calculation of misuse tariff. competency to the entry in consumer's premises, etiquettes, day time and other rules</p> <p>KB12. company system software application and computer technology and ability to use technology proficiently in down loading reading and billing data</p> <p>KB13. industry rules and regulations</p> <p>KB14. the way of determining when and how to consult appropriate departmental staff and escalate when necessary.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated by the consumer</p> <p>SA2. note down observations standard signage, notation on display of energy meter (if any) related to metering and billing</p> <p>SA1. generate correct electricity bill in terms of registered consumer, address, CA No., consumption etc. Deliverance of money receipt</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand:</p> <p>SA3. how to read and interpret the process required for various types of metering and billing operations</p> <p>SA4. the ability to read, cash collection and bill payment process</p> <p>SA2. how to read manuals and operation documents to understand the metering equipment used into operation</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules and activities with the planner/operator</p> <p>SA6. effectively communicate with the team members</p> <p>SA7. attentively listen and comprehend the information given by the speaker</p> <p>SA3. communicate clearly with the consumer on the issues faced during query/fault</p>
<p><b>A. Professional Skills</b></p>	<p><b>Decision Making</b></p>

PSS/N3001

**Electricity meter reading, billing and cash collection**

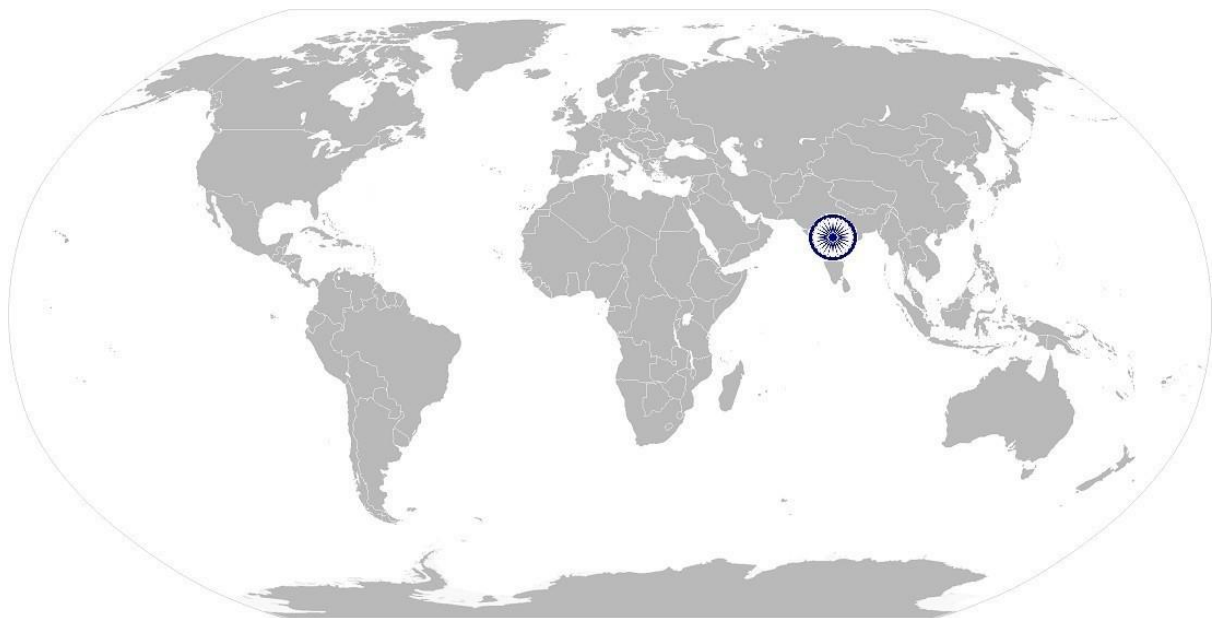
	The user/individual on the job needs to know and understand how to: SB1. follow organization rule-based decision making process SB1. take decision with systematic course of actions and/or response
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB2. planning and organization of tasks to meet deadlines
	<b>Consumer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. build consumer relationships and use consumer centric approach
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB2. seek and comprehend operation related inputs for clarification SB3. find ways of modifying difficult operating stages to make it operation SB4. friendly
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB5. apply domain information to set and define operation parameters that ensures economy and quality to supply
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB4. critically evaluate operation parameters in relation to job intended	

**NOS Version Control**

<b>NOS Code</b>	PSS/N3001		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Power	<b>Drafted on</b>	04/11/2015
<b>Industry Sub-sector</b>	Distribution	<b>Last reviewed on</b>	19/07/2016
<b>Occupation</b>	Electricity Meter reading, Bill Distributions & Collection	<b>Next review date</b>	19/07/2018

[Back to Top](#)

# National Occupational Standard



## Overview

This unit covers health, safety and security for power related work. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.

PSS/N2001 Use basic health and safety practices for power related work

National Occupational Standard

<b>Unit Code</b>	PSS/N2001
<b>Unit Title (Task)</b>	Use basic health and safety practices for power related work
<b>Description</b>	This unit covers health, safety and security for power related work. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment. It covers responsibilities towards self, others, assets and the environment. .
<b>Scope</b>	<p><b>This unit/task covers the following:</b></p> <ul style="list-style-type: none"> <li>• health and safety</li> <li>• fire safety</li> <li>• emergencies, rescue and first-aid procedures</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Health and safety</b>	<p>The user/individual on the job needs to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions.</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. state the names and location of documents that refer to health and safety in the workplace</p> <p>PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace</p> <p>PC5. follow electrical safe working procedures such as Tag out/Lock out and display PTW (Permit To Work),</p> <p>PC6. follow warning signs (danger, out of service, etc.) while working with electrical systems</p> <p>PC7. use standard safe working practices when working at heights, confined areas and trenches</p> <p>PC8. test any electrical equipment and system using insulated testing devices before touching them</p> <p>PC9. ensure positive isolation of electrical equipment &amp; system as per given standards</p> <p>PC10. recognize any abnormalities in electrical equipment or system installed alarm annunciation and/or noticing parameters from gauge/ indicator installed</p> <p>PC11. carry out safe working practices while dealing with hazards to ensure the safety of self and others</p> <p>PC12. state methods of accident prevention in the work environment of the job role</p> <p>PC13. state location of general health and safety equipment in the workplace</p> <p>PC14. inspect for faults, set up and safely use of scaffolds and elevated platforms and ladder</p> <p>PC15. lift, carry and transport heavy objects &amp; tools safely using correct procedures from storage to workplace and vice versa</p> <p>PC16. inspect Grid station and its equipment routinely for any signs of oil and water leakage</p> <p>PC17. store flammable materials and machine lubricating oil safely and correctly</p> <p>PC18. check that the emission and pollution control devices are working properly in</p>

**PSS/N2001 Use basic health and safety practices for power related work**

	<p>line with environmental policy standards</p> <p>PC19. apply good housekeeping practices at all times</p> <p>PC20. identify common hazard signs displayed in various areas</p> <p>PC21. retrieve and/or point out documents that refer to health and safety in the workplace</p> <p>PC22. inform relevant authorities about any abnormal situation/behavior of any equipment/system promptly</p>
<b>Fire safety</b>	<p>The user/individual on the job needs to:</p> <p>PC23. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>PC24. distinguish types of fire</p> <p>PC25. demonstrate rescue techniques applied during fire hazard</p> <p>PC26. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC27. demonstrate the correct use of a fire extinguisher</p>
<b>Emergencies, rescue and first-aid procedures</b>	<p>The user/individual on the job needs to:</p> <p>PC28. demonstrate how to free a person from electrocution</p> <p>PC29. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.</p> <p>PC30. demonstrate basic techniques of bandaging</p> <p>PC31. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC32. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC33. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC34. demonstrate the artificial respiration and the CPR Process</p> <p>PC35. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC36. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p>PC37. demonstrate correct method to move injured people and others during an emergency</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace.</p> <p>KA2. names and location of documents that refer to health and safety in the workplace.</p>

**PSS/N2001 Use basic health and safety practices for power related work**

<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident</p> <p>KB5. methods of accident prevention</p> <p>KB6. safe working practices when working with tools and machines</p> <p>KB7. safe working practices while working at various hazardous sites</p> <p>KB8. where to find all the general health and safety equipment in the workplace</p> <p>KB9. various dangers associated with the use of electrical equipment</p> <p>KB10. positive isolation of electrical equipment and system</p> <p>KB11. safe handling and disposal of hazardous power plant wastes</p> <p>KB12. use of emission and pollution control devices and measures taken to control pollution</p> <p>KB13. various safety procedures and equipment used to work at heights, trenches and confined places</p> <p>KB14. safe working practices specific to working with electrical equipment &amp; system e.g. lock out/ tag out, PTW, etc.</p> <p>KB15. preventative and remedial actions to be taken in the case of exposure to toxic materials</p> <p>KB16. importance of using protective clothing/equipment and other insulated work gear while handling electrical system and equipment</p> <p>KB17. precautionary activities taken to prevent fire accident</p> <p>KB18. various causes of fire</p> <p>KB19. techniques of using the different fire extinguishers</p> <p>KB20. different methods of extinguishing fire</p> <p>KB21. different materials used for extinguishing fire</p> <p>KB22. emergency rescue techniques applied during a fire hazard</p> <p>KB23. various types of safety signs and what they mean</p> <p>KB24. appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated by the officer incharge.</p> <p>SA2. note down observations (if any) related to the operation/maintenance.</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and interpret the process required for different types of manuals for maintenance.</p> <p>SA4. read and interpret the flowchart of all parts of an assembly.</p> <p>SA5. read manuals and documents to understand the product-details &amp; how they</p>

**PSS/N2001 Use basic health and safety practices for power related work**

	<p>can be used.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. discuss task lists, schedules and activities with the colleague/supervisor. SA7. effectively communicate with the team members. SA8. attentively listen and comprehend the information given by the colleague/supervisor/contractor. SA9. communicate clearly with the colleague on the issues faced during query/fault.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow colleague/contractor rule-based decision making process. SB2. take decisions with systematic course of actions and/or response.</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB3. planning and organization of tasks to meet deadlines.</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. build customer relationships and use customer centric approach.</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. seek and comprehend operation related inputs for clarification SB6. find ways of modifying difficult operating stages to make it operation friendly</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. work systematically and logically to resolve the issues and identify causation and anticipate unexpected results. SB8. quick approach and solution towards faults repairing.</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. critically evaluate operation parameters in relation to system normality SB10. develop a holistic and comprehensive profile of grid station on segregated discrete process stages of blank forming processes</p>

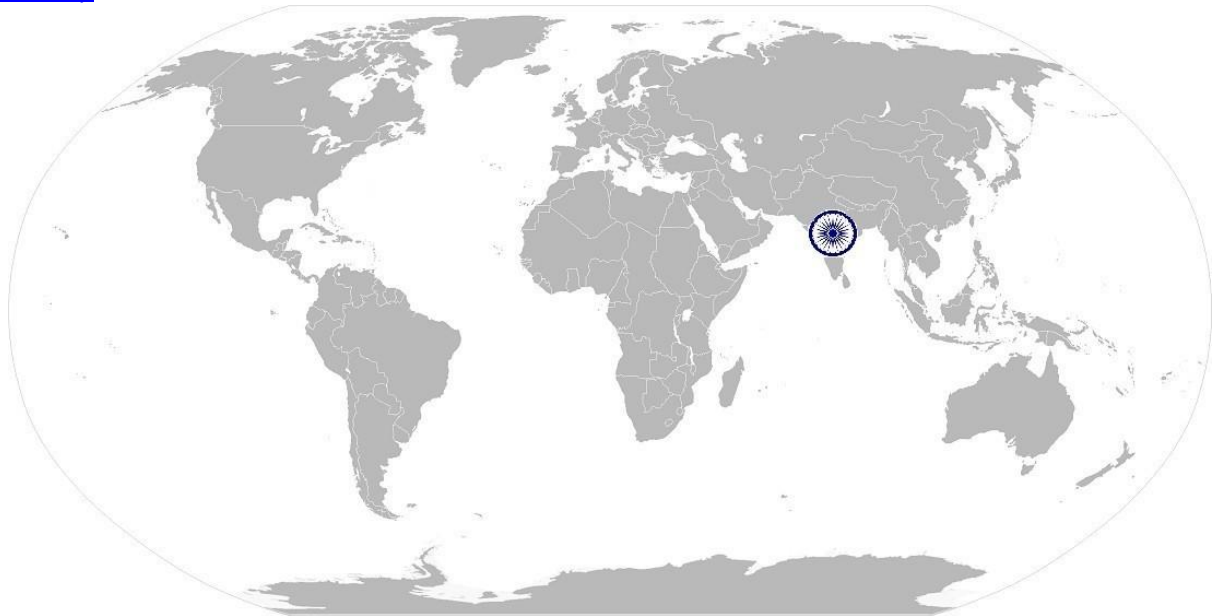


**PSS/N2001      Use basic health and safety practices for power related work**

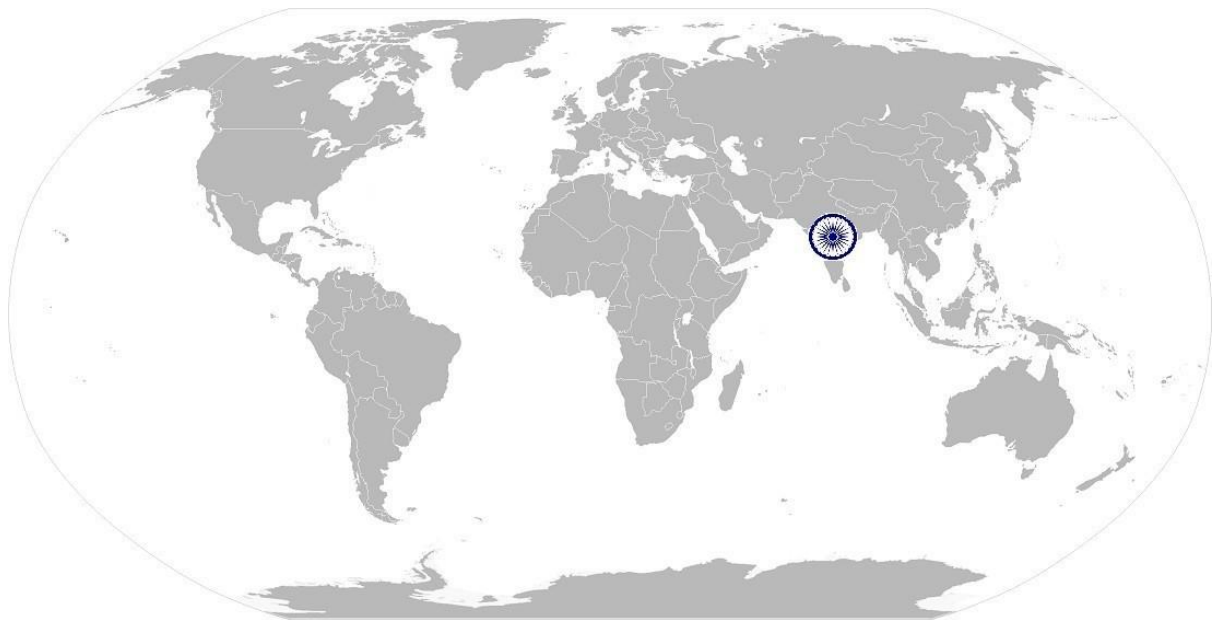
## NOS Version Control

<b>NOS Code</b>	<b>PSS/N2001</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Power</b>	<b>Drafted on</b>	<b>04/06/2016</b>
<b>Industry Sub-sector</b>	<b>Generation, Transmission &amp; Distribution</b>	<b>Last reviewed on</b>	<b>19/07/2016</b>
<b>Occupation</b>	<b>Technician</b>	<b>Next review date</b>	<b>19/07/2018</b>

[Back to Top](#)



# National Occupational Standard



## Overview

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up

PSS/N 1336

Work effectively with others

National Occupational Standard

<b>Unit Code</b>	<b>PSS/N1336</b>
<b>Unit Title (Task)</b>	<b>Work effectively with others</b>
<b>Description</b>	<p>This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace.</p> <p>These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.</p>
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>working with others</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Working with others</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behavior at the workplace</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the organisation relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p>

PSS/N 1336

**Work effectively with others**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p> <p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. importance of ethics for professional success</p> <p>KB12. importance of discipline for professional success</p> <p>KB13. what constitutes disciplined behavior for a working professional</p> <p>KB14. common reasons for interpersonal conflict</p> <p>KB15. importance of developing effective working relationships for professional success</p> <p>KB16. how to express and address grievances appropriately and effectively</p> <p>KB17. importance and ways of managing interpersonal conflict effectively</p>
<p><b>Skills (S) (Optional)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated by the officer incharge.</p> <p>SA2. note down observations (if any) related to the operation/maintenance.</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and interpret the process required for different types of manuals</p> <p>SA4. read and interpret the flowchart of all parts of an assembly.</p> <p>SA5. read manuals and documents to understand the product-details &amp; how they can be used.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. discuss task lists, schedules and activities with the colleague/supervisor.</p> <p>SA7. effectively communicate with the team members.</p> <p>SA8. attentively listen and comprehend the information given by the colleague/supervisor/contractor.</p> <p>SA9. communicate clearly with the colleague on the issues faced during query/fault.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. follow colleague/contractor rule-based decision making process.</p>

PSS/N 1336

**Work effectively with others**

	SB12. take decisions with systematic course of actions and/or response.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB13. planning and organization of tasks to meet deadlines.
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB14. build customer relationships and use customer centric approach.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB15. seek and comprehend operation related inputs for clarification find ways of modifying difficult operating stages to make it operation friendly
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB16. work systematically and logically to resolve the issues and identify causation and anticipate unexpected results. Quick approach and solution towards faults repairing.
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB17. critically evaluate operation parameters in relation to system normality develop a holistic and comprehensive profile of grid station on segregated discrete process stages of blank forming processes

**NOS Version Control**

<b>NOS Code</b>	PSS/N1336		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Power	<b>Drafted on</b>	04/06/2016
<b>Industry Sub-sector</b>	Generation, Transmission & Distribution	<b>Last reviewed on</b>	19/07/2016
<b>Occupation</b>	Technician	<b>Next review date</b>	19/07/2018

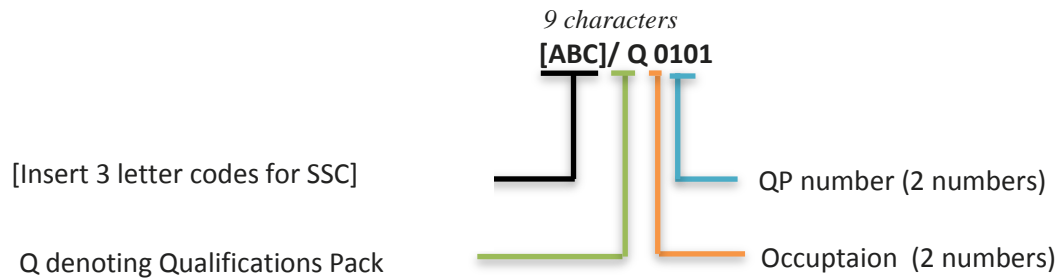
[Back to Top](#)

*Qualifications Pack for Assistant: Meter Reader, Bill Distributor  
& Cash Collector*

## Annexure

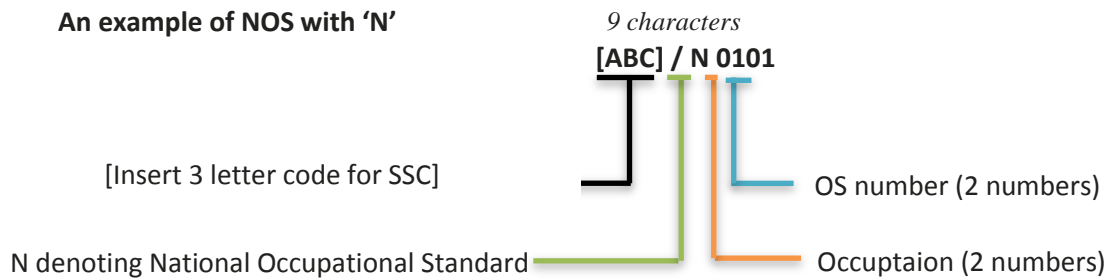
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



*Qualifications Pack for Assistant Meter Reader, Bill Distributor  
& Cash Collector*

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
[ Insert Name of Sub-sector1, Font: Calibri (Body), size 11, Bold]	[Insert range]
[ Insert Name of Sub-sector2, Font: Calibri (Body), size 11, Bold]	[Insert range]
[ Insert Name of Sub-sector3, Font: Calibri (Body), size 11, Bold]	[Insert range]
[ Insert Name of Sub-sector4, Font: Calibri (Body), size 11, Bold]	[Insert range]
...	...

Sequence	Description	Example
Three letters	Industry name	[ABC, Font: Calibri (Body), size 11]
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

**Assessment Criteria**

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role** Assistant: Electricity Meter Reader, Billing and Cash Collector

**Qualification Pack** PSS/Q3001

**Sector Skill Council** Power

**Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable outcomes	Assessment criteria for outcomes	Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
<b>1. PSS/ N 3001 Energy Meter Reading and Posting</b>	PC1. ensure billing and reading will be scheduled as per consumer's indexing prepared according to walking sequence route.	<b>100</b>	5	1	4
	PC2. keep all record, namely Meter book, hand held device and Money receipt book handy before entry to consumer's premises		4	1	3
	PC3. ensure each consumer's premises will be attended in day time only with display of ID-card		3	1	2
	PC4. ensure specific care is taken in meter reading of domestic/residential consumers		3	0	3



PC5.	make sure entry will only be up to energy meter to record reading with etiquettes and completed in a timely manner
PC6.	ensure that consumer's representative must accompany during meter reading up to meter terminal. Company policies and procedures must be followed
PC7.	visit the premises again in case premises found lock and must not try to force entry
PC8.	offer prompt greeting or acknowledgement and offer assistance to consumer.
PC9.	ensure not to post average meter reading in two consecutive sequences
PC10.	prepare 'Recharge Coupon' from base computer of respective prepaid meter consumer and facilitate to recharge the meter by using key pads at the consumer's premises, where applicable
PC11.	ensure effective verbal communications are polite, clear and completed in a timely manner
PC12.	ensure every premise is physically attended to see the status of consumer's energy meter functioning before delivering electricity bill
PC13.	ensure cash is counted and received to the full satisfaction of consumer
PC14.	ensure a proper receipt is given to a consumer
PC15.	verify each registered consumer with his address and meter number as per record
PC16.	post correct reading with date and confirm consumption pattern. Generate electricity bill as per

3	0	3
1	0	1
3	0	3
2	1	1
3	1	2
5	2	3
2	0	2
3	1	2
3	1	2
4	0	4
4	0	4
3	0	3

consumer category and deliver for onward payment
PC17. ensure proper communication using power industry terminology while avoiding jargon.
PC18. ensure application of tariff applied for different time zone as per state regulatory orders. record meter reading accordingly of each time zone
PC19. see that energy meter reading must be taken as per reading cycle and the same can't be deferred
PC20. wear safety helmet, PPE's in case of hazardous installation,
PC21. ensure proper illumination while working in a dark space
PC22. ensure proper size ladder while taking reading of energy meter installed at height
PC23. report suspicious behavior and suspected fraud in metering and billing in accordance with company policies and procedures
PC24. ensure company policies and procedures are followed in case of non-availability of meter reading and bill payment
PC25. ensure that appropriate explanation/solutions/options are determined for the consumer's situation and forwarded to competent authorities
PC26. ensure that cash collection is deposited to utility's nearest treasury on the same day to avoid burglary with money receipt record
PC27. ensure that information about requests and actions taken are communicated to appropriate personnel effectively and in a timely

1	0	1
1	1	0
3	0	3
3	1	2
3	1	2
3	1	2
2	1	1
2	1	1
4	1	3
4	1	3
4	1	3

	manner				
	PC28. ensure that issues are escalated or advice is solicited from appropriate departmental staff when necessary to meet consumer needs		4	1	3
	PC29. ability to get due electricity bill payment from consumer in one visit		2	1	1
	PC30. practice patience while dealing with consumers		2	1	1
	PC31. display ability to attentively listen to consumers for providing great services		2	1	1
	PC32. practice clear communication skills and leave nothing to doubt		2	1	1
	PC33. practice time management skills to attend multiple complaints in limited timeframe		1	1	0
	PC34. observe consumers carefully: look and listen for subtle clues about their current mood, patience level, personality, etc.,		1	0	1
	PC35. practice tenacity and remain motivated to never "cheat" your consumers with lazy service		2	0	2
	PC36. display calming presence		2	0	2
	PC37. use "positive language"		1	1	0
			<b>100</b>	<b>25</b>	<b>75</b>
<b>2. PSS/N2001 Use basic health and safety practices for power related work</b>	PC38. use protective clothing/equipment for specific tasks and work conditions.	<b>100</b>	3	0	3
	PC39. state the name and location of people responsible for health and safety in the workplace		2	0	2
	PC40. state the names and location of documents that refer to health and safety in the workplace		2	0	2
	PC41. identify job-site hazardous work and state possible causes of risk or		3	1	2

	accident in the workplace
PC42.	follow electrical safe working procedures such as Tag out/Lock out and display PTW (Permit To Work),
PC43.	follow warning signs (danger, out of service, etc.) while working with electrical systems
PC44.	use standard safe working practices when working at heights, confined areas and trenches
PC45.	test any electrical equipment and system using insulated testing devices before touching them
PC46.	ensure positive isolation of electrical equipment & system as per given standards
PC47.	recognize any abnormalities in electrical equipment or system installed alarm annunciation and/or noticing parameters from gauge/indicator installed
PC48.	carry out safe working practices while dealing with hazards to ensure the safety of self and others
PC49.	state methods of accident prevention in the work environment of the job role
PC50.	state location of general health and safety equipment in the workplace
PC51.	inspect for faults, set up and safely use of scaffolds and elevated platforms and ladder
PC52.	lift, carry and transport heavy objects & tools safely using correct procedures from storage to workplace and vice versa
PC53.	inspect Grid station and its equipment routinely for any signs of oil and water leakage

3	1	2
3	1	2
3	1	2
3	1	2
3	1	2
3	1	2
3	1	2
3	1	2
2	0	2
2	0	2
2	0	2
2	1	1
2	0	2

PC54.	store flammable materials and machine lubricating oil safely and correctly
PC55.	check that the emission and pollution control devices are working properly in line with environmental policy standards
PC56.	apply good housekeeping practices at all times
PC57.	identify common hazard signs displayed in various areas
PC58.	retrieve and/or point out documents that refer to health and safety in the workplace
PC59.	inform relevant authorities about any abnormal situation/behavior of any equipment/system promptly
PC60.	use the various appropriate fire extinguishers on different types of fires correctly
PC61.	distinguish types of fire
PC62.	demonstrate rescue techniques applied during fire hazard
PC63.	demonstrate good housekeeping in order to prevent fire hazards
PC64.	demonstrate the correct use of a fire extinguisher
PC65.	demonstrate how to free a person from electrocution
PC66.	administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
PC67.	demonstrate basic techniques of bandaging
PC68.	respond promptly and appropriately to an accident situation or medical emergency in real or simulated

2	0	2
3	1	2
3	1	2
2	0	2
2	0	2
3	0	3
2	1	1
3	1	2
3	1	2
3	1	2
3	1	2
3	0	3
3	1	2
3	1	2

	environments				
	PC69. perform and organize loss minimization or rescue activity during an accident in real or simulated environments		3	1	2
	PC70. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		3	1	2
	PC71. demonstrate the artificial respiration and the CPR Process		3	1	2
	PC72. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work		3	1	2
	PC73. complete a written accident/incident report or dictate a report to another person, and send report to person responsible		3	1	2
	PC74. demonstrate correct method to move injured people and others during an emergency		3	1	2
			<b>100</b>	<b>24</b>	<b>76</b>
<b>3. PSS/N1336 Work effectively with others</b>	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	<b>100</b>	10	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required		10	3	7

	and possible			
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	10	3	7
	PC6. display appropriate communication etiquette while working	10	3	7
	PC7. display active listening skills while interacting with others at work	10	3	7
	PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	10	3	7
	PC9. demonstrate responsible and disciplined behaviors at the workplace	10	3	7
	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	10	3	7
		<b>100</b>	<b>30</b>	<b>70</b>