<table>
<thead>
<tr>
<th>Theme No.</th>
<th>Name of Theme</th>
<th>Theme Outline</th>
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<tbody>
<tr>
<td>1.</td>
<td>IT General</td>
<td>• Introduction to computer, internet, Networking, Email, Hardware etc&lt;br&gt;• Elements of Word, Excel, PowerPoint or similar packages&lt;br&gt;• Customer Care Services, MIS, e-Governance, Data Center Operations and Maintenance etc.</td>
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<td>2.</td>
<td>IT in Distribution</td>
<td>• IT Systems for Metering, Billing and Collection&lt;br&gt;• System Integration Aspects&lt;br&gt;• Development of Customer Information System (GIS)</td>
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<td>3.</td>
<td>GIS Applications</td>
<td>• Concept and design of GIS Consumer Indexing and Asset Mapping&lt;br&gt;• GIS based Integrated Electrical Network Analysis</td>
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<td>4.</td>
<td>SCADA &amp; Smart Grid Application</td>
<td>• SCADA&lt;br&gt;• Smart Grid</td>
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<td>5.</td>
<td>R-APDRP awareness</td>
<td>• Outline of R-APDRP Part A, B, C</td>
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<td>6.</td>
<td>Best Practices in Distribution Operations &amp; Management System</td>
<td>• Exposure to best practices in operation and maintenance of all the equipment and gadgets in distribution system&lt;br&gt;• Revisiting the safety procedures, accident prevention practices&lt;br&gt;• Latest tools and techniques for better operation &amp; efficient maintenance&lt;br&gt;• Exposure to new technologies that help in quick fault location detection&lt;br&gt;• Maintenance philosophy and benefits of preventive and predictive maintenance vis-à-vis break down maintenance&lt;br&gt;• Customer confidence building by promptly attending the break down and reducing the break downs through preventive and predictive maintenance</td>
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<td>7.</td>
<td>Distribution Equipment – Technology and Applications</td>
<td>• Design, selection, specifications of distribution equipments;&lt;br&gt;• Testing &amp; quality control, erection &amp; commissioning of distribution equipments&lt;br&gt;• Operation &amp; Maintenance, corrective &amp; preventive maintenance, failure analysis etc. Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications.</td>
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<td>8.</td>
<td>Disaster Management, Electrical Safety Procedures &amp; accident Prevention</td>
<td>• An in-depth understanding of electrical safety procedures, and accident prevention techniques&lt;br&gt;• Learning how to manage the situation after an accident has occurred.&lt;br&gt;• Participatory learning to fight the fire.&lt;br&gt;• first aid techniques to assist the victims of an accident&lt;br&gt;• Preparedness required for various types of disasters (floods, storms, etc.)&lt;br&gt;• Learning to cope with the situations created by the various disasters.&lt;br&gt;• Learning about the role and responsibilities of utility officials in the accident prevention, preparedness to cope with the disaster, and response in the aftermath of accidents and disasters.</td>
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<td>9.</td>
<td>Lineman Training – Operation &amp; Maintenance of Sub-stations</td>
<td>• Operation &amp; Maintenance, corrective &amp; preventive maintenance, failure analysis etc. Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications.</td>
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<td>10.</td>
<td>Change Management in Power Distribution</td>
<td>• Why change is required?&lt;br&gt;• Knowledge of the changed scenario&lt;br&gt;• Process of change&lt;br&gt;• People’s perspective and roles of Managers&lt;br&gt;• International case studies and best practices for change management</td>
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<td>11.</td>
<td>Efficiency Improvement Measures in Distribution System</td>
<td>• Implications of Demand Side Management (DSM)&lt;br&gt;• Inter-dependence of DSM and reliable and quality power supply&lt;br&gt;• Role, functions, and responsibilities of DSM cell&lt;br&gt;• Different types of DSM measures/applications in the industrial, commercial, agricultural/rural, and domestic sectors&lt;br&gt;• Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications&lt;br&gt;• Role of franchisee and distribution company in DSM&lt;br&gt;• Ways and means to buy-in the customer in adopting the DSM measures&lt;br&gt;• Energy accounting to assess losses, Energy auditing to identify measures for reduction of losses</td>
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| 12. Financial Management of Distribution Business | - Understanding of the fundamentals in financial management  
- Accounting practices  
- Financial statements demystified - Balance sheet, Profit & Loss account, Cash flow statements  
- Process in control – systems, organization structure, budgeting etc  
- Planning process – Business plans, Operational and Capital budgets  
- What is the concept and uses of cost management?  
- Cost and revenue tracking and reporting  
- Emerging tariff principles – MYT |
| 13. General Management in Power Distribution | - Understanding the impact of health of existing distribution system in power supply  
- Conceptualization of project development, Insight into the DPR components, their utility and requirements  
- Understanding of the distribution system planning, analysis, design  
- Tools available for development of viable schemes  
- Development of network schemes  
- Development of cost estimates, payback period and return on investment  
- Understanding the process of appraisal of DPR, issues of consideration for urban and rural DPRs |
- Insight into sources of technical losses and methods of controlling them  
- GIS application in distribution network analysis  
- Distribution automation and other new technology application in distribution  
- Insight into sources of commercial losses and methods of controlling them  
- Legal empowerment of distribution utilities to control power theft  
- Role of consumer association and franchisee in reducing commercial losses  
- Financial analysis of projects aimed at reducing ATC losses  
- Customer relation management  
- Corporate governance and HR policies |
| 15. Metering technology & AMR Application | - Automated Meter Reading Technology including data management  
- Accreditation of meter testing laboratories  
- Metering Protocol |
| 16. Communication & Soft Skills | - Employees’ skills development  
- Basics of Communication practices and interpersonal dynamics  
- Enhancing job satisfaction, upward mobility and overall commitment to the utility goals and missions  
- Methods of implementing and sustaining healthy and positive motivation of employees  
- Comprehensive training to increase work force productivity and overall employees’ satisfaction  
- Introducing a culture of pride in work at all levels within the utilities |
| 17. Performance benchmarking and quality of supply and service | - Needs, objectives and benefits of setting up performance bench marks  
- Identification and monitoring of key performance indicators  
- Comparison of organizations’ operations with peer DISCOMS and utilities  
- Understanding customer services with respect to quality of electricity supply  
- Regulatory requirements and performance benchmarking  
- Needs and process of change management to achieve objectives of benchmarking |
| 18. Material Management & Quality Assurance | - System Approach to material Management  
- Forecasting, Objective and the Material Organization  
- Purchasing in materials Management Concepts  
- Purchasing and Quality Assurance  
- Material Quality Control  
- Inventory and Control |
| 19. Regulatory | - Economic, legal, and social rationale for electricity distribution regulation  
- Role of regulation under the new legislation and economic environments  
- Types of regulation and rate making approaches  
- Regulation of quality of electricity supply and service  
- The role of the middle management executives of the utilities under independent regulatory framework |