

QUALITY MANAGEMENT SYSTEM	POWER GRID COMPANY OF BANGLADESH LTD.					QUALITY PROCEDURES			
	TITLE: PROCEDURE FOR MANAGEMENT INFORMATION SYSTEM (MIS)								
Document No:	QP-MIS-1	Revision No:	01	Effective Date:	01.02.17	Page:	1	of	6

1. Scope: Applies to the whole of Power Grid Company of Bangladesh Ltd.

2. Purpose: To ensure continuous monitoring of the activities and achievement of different discipline by proper reporting to the Management and to uphold the adequacy and effectiveness of QMS in PGCB.

SL No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq./ Time	Output
1.0	Preparing Monthly MIS Report.				
1.1	Monthly Management Information System (MIS) is a report which is prepared once in a month for a month (month means current month minus 2 month).	QF-MIS-01 to QF-MIS-21	All Functional Head, Xen (MIS)	Once in a month	Management Information System (MIS) Report.
1.2	Receive data/information on each item of the MIS report from the concerned field offices in their respective Quality Forms.				
1.2.1	<u>Land Mark Events of the company :</u> Land mark events mean achievement in any activity of the company which has some significance. Energization of new Transmission Line(s), Sub-station(s), any action which successfully performed the system from any catastrophe, extraordinary performance of an employee etc.				
1.2.2	Key Performance Indicators & Operational data of Transmission System.	QF-GMD-02 to QF-GMD-11 QF-LDC-22 to QF-LDC-37	CE, T-1 & T-2 CE, SO Xen (MIS)		
1.2.3	Project Activity (ADP & Non ADP)	QF-MIS-09 to QF-MIS-12	PD, Concerned Project.		
1.2.4	Financial Activity	QF-MIS-14 to QF-MIS-16	DGM, Finance		
1.2.5	Activity on Personnel & Administration Functional Unit	QF-MIS-17 to QF-MIS-20	GM, P&A		
1.2.6	Audit Information (Financial)	QF-MIS-13	DGM Audit		
1.2.7	Share Trading at Dhaka Stock Exchange (DSE)	QF-MIS-21	Company Secretary		Authenticity of MIS report shall be ensured.
1.3	MIS report submitted in QF-MIS-01 to QF-MIS-21 forms is checked for any data/information error before compiling it. The current month data is compared with that of previous month data for checking. If the data remains within reasonable range compared to previous month figure without any abnormal difference then clause 1.4 is followed. Otherwise concerned office is informed over telephone to verify /cross check the report to ensure the authenticity of the MIS report.		All Functional Head, Xen(MIS), AE/SAE (MIS)		
1.4	Compile the data / information to make the final MIS report.		AE/SAE (MIS)		Compilation of Report
1.5	The final MIS report thus prepared under step 1.4 is distributed to all concerned as per distribution list.		AE/SAE (MIS)		Report shall be distributed

Reviewed by (MR):

Approved by (MD):

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1.6	Preserve the Final MIS report & data/information (QF-MIS-01 to QF-MIS-21) as a record in the respective files of MIS department.		AE/SAE (MIS)		Records are kept.
1.7	Upload MIS summary Report as a Soft Copy in the PGCB website in time.		AE/SAE (MIS)		
2.0	Transmission Loss:				
2.1	To prepare Transmission Loss which is one of the vital indicators in KPI report & contain high weighted Factor. Updated Current-2 (Months).	MoD of BPDB, NLDC	CE SO Xen (MIS)	Once in a month	QF-MIS-06
2.2	For preparing import data, collect the generation data as a soft copy through e-mail from IMD, NLDC & GM (Commercial), BPDB are compared with each other .If both the generation units mentioned are approximately same and also within reasonable range without any abnormal difference then finalize the import data of Transmission Loss. Otherwise the concerned offices of PGCB and GM (Commercial) are communicated to investigate about the difference in readings (generation Units) and to identify the error/mistake to solve the problem.				
2.3	For preparing export data, collect the information of BPDB, DPDC'S, DESCO'S, WZPDCO'S & PBS Wheeling Energy Unit (KWH). The entire data/information collect from PGCB & GM (Commercial), BPDB are compared with each other. If both the Wheeling Energy Unit (KWH) mentioned are approximately same and also within reasonable range without any abnormal difference. Then finalize the Export data of Transmission Loss. Otherwise the concerned offices of PGCB and GM (Commercial) are communicated to investigate about the difference in readings (Wheeling Energy Units) and to identify the error/mistake to solve the problem.	MoD of BPDB, PBS, BPDB, DPDC, DESCO & WZPDCO Billing Statement	All Functional Head, Xen (MIS)		
2.4	To find out the Import & Export data then finalize the Transmission Loss & also send Transmission Loss for Power Cell as a hardcopy & softcopy through post & email respectively.				Tr.Loss report for Power Cell.
3.0	Key Performance Indicator (KPI):				
3.1	To prepare KPI Report which contain several indicators.		Xen (MIS) AE/SAE (MIS)	Once in a month	KPIs' Report is prepared for Power Cell. Backup record shall be kept.
3.2	For preparing KPI Report, collect the entire data as a soft copy through e-mail or hard copy from the respective Grid Circle & respective Offices of PGCB. If the data remain within reasonable range without any abnormal difference then finalize the Report. Otherwise the concerned offices of PGCB are communicated to investigate about the difference in data to identify the error/mistake to solve the problem.	QF-MIS-05 QF-MIS-06 QF-HRM-48 QF-HRM-101			
3.2	To send KPI Report for Power Cell as a hardcopy & softcopy through post & email respectively.				
3.3	To Present KPI report for Management Meeting.		Xen (MIS)		Presentation for Management Meeting.

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4.0	Preparation of Wheeling Bill centrally (From PGCB Head Office) for different distribution agency.	WI-SSO-01			
4.1	Processing of wheeling Bill for DPDC.				
4.1.1	Current month reports are received by MIS division from the following offices: a) "Total Energy Wheeled to DPDC" collect from the CE-T-1 & SE, Dhaka (N+S), PGCB. b) Collect "Tariff Bill for DPDC" issued by GM, Commercial Operation, BPDB.	QF-GMD-12 & GM (Commercial), BPDB Billing Statement.	CE T-1, PGCB SE, Dhaka (N+S)	Once in a month	Wheeling Statement is received.
4.1.2	Units mentioned in 4.1.1 (a) and 4.1.1 (b) are compared with each other and also compared with the "wheeled units" in previous month. If both the units mentioned are same and also within reasonable range with previous months figure without any abnormal difference then clause 4.1.3 and 4.1.4 is followed. Otherwise clause 4.1.5 will be followed.		Xen, MIS		Authenticity of Wheeling Statement is verified.
4.1.3	The report on "Total Energy Wheeled to DPDC" from the office of CE T-1 & SE Dhaka (N+S) is forwarded to ED (finance) through ED (O&M) for issuing Wheeling Bill to DPDC.		ED(O&M) Xen, MIS		Final Wheeling Bill Statement is forwarded to Accounts Div.
4.1.4	DGM (finance) will prepare the bill. Then the bill will be sent to DPDC after duly signed by the authorized signatory of the company.		ED(Finance) DGM (Finance)		QF-GMD-12
4.1.5	<ul style="list-style-type: none"> The offices of CE (Transmission-1), SE Dhaka (N+S) PGCB and GM (Commercial Operation), BPDB are communicated to investigate about the difference in reading (wheeled Units) prepared by the two different entities (PDB & PGCB) and to identify the error/mistake to solve the problem. Necessary actions are taken by the concerned to rectify the error/mistake to achieve ZERO DIFFERENCE in billing process to ensure correct billing to the customer. The report on "Total Energy Wheeled to DPDC" from the office of CE (Transmission-1) & SE Dhaka (N+S) will be corrected accordingly (as necessary and applicable) and will be sent to Executive Engineer (MIS) for necessary action. <p>Clause 4.1.3 and 4.1.4 is then followed after the confirmation about the correct reading.</p>		CE T-1, SE, Dhaka (N+S), GM (Commercial Operation), BPDB & Xen, MIS	As required	Error/Mistake is eliminated to achieve Zero Difference to ensure customer satisfaction.
4.1.6	A Photocopy of wheeling statement by CET-1 & SE Dhaka (N+S) forwarding letter is kept in the master file named "DPDC Wheeling Bill".		Xen, MIS	Once in a month	Backup record shall be kept.

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4.2	Processing of Wheeling Bill for DESCO:				
4.2.1	Same procedure is followed for processing the Wheeling Bill for DESCO, as mentioned in clause 4.1.1 to 4.1.6.	QF-GMD-12 GM (Commercial), BPDB Billing Statement	CE T-1, SE Dhaka (N+S), GM (Commercial Operation), BPDB & Xen,MIS	Once in a month	Final Wheeling Bill Statement is forwarded to Accounts Div.
4.3	Processing of Wheeling Bill for BPDB:				
4.3.1	BPDB has divided its distribution area in six different zones as mentioned below 1. Mymensingh 2. Sylhet 3. Rangpur 4. Rajshahi 5. Comilla 6. Chittagong <ul style="list-style-type: none"> There are some energy wheeled directly from some Power Station Bus There are also some isolated generations in Comilla and Chittagong zone. Energy transmitted to GK project 132kV sub- station will be booked in BPDB account. 	QF-GMD-09 GM (Commercial), BPDB Billing Statement QF-GMD-11	BPDB, CE T-1, CE T-2, All Concerned SE & Xen,MIS	Once in a month	Final Wheeling Bill Statement is forwarded to Accounts Div.
4.3.2	GM (Commercial Operation). BPDB issues a report, published monthly, comprising <ul style="list-style-type: none"> Total unit of energy import in different distribution zones of BPDB. Total isolated generation in different distribution zones. Total energy wheeled directly from some power station Bus. Energy transmitted to GK project. 132 kV Consumers Category wise sale of energy in each Tariff category for the Current month. 		GM (Commercial Operation), BPDB		
4.3.3	Energy Wheeled to six distribution zones of BPDB is calculated separately in the following way:	MoD of GM (Commercial Operation), BPDB	Xen,MIS	Once in a month	
(a)	<u>Energy Wheeled to Distribution zone Mymensing:</u> Zone (Mymensing) import total - Energy Imported (in 33kV & 11 kV) by REB in Mymensing Zone.				
(b)	<u>Energy Wheeled to Distribution zone Chittagong:</u> Zone (Chittagong) import total - Energy Imported (in 33kV & 11 kV) by REB in Chittagong Zone - Isolated Generation (Generation of Hatya).				
(c)	<u>Energy Wheeled to Distribution zone Comilla:</u> Zone (Camilla) import total - Energy Imported (in33kV & 11 kV) by REB in Camilla Zone - Isolated Generation(Generation of San dip & Kutubdia)				

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(d)	<u>Energy Wheeled to Distribution zone Rangpur:</u> Zone (Rangpur) import total - Energy Imported (in 33kV & 11 kV) by REB in Rangpur Zone - Non Grid Generation (Generation of Thakurgaon DPS)	MoD of GM (Commercial Operation), BPDB	Xen, MIS	Once in a month	
(e)	<u>Energy Wheeled to Distribution zone Rajshahi:</u> Zone (Rajshahi) import total - Energy Imported (in 33kV & 11 kV) by REB in Rajshahi Zone - Non Grid Generation (Generation of 24MW RPP Boqra)				
4.3.4	Total unit of Energy wheeled to BPDB zone is then calculated from the following formula: Total Unit Energy wheeled to BPDB zone = \sum Total unit of energy wheeled to individual BPDB zone + \sum Total unit of Energy supplied directly from Power Station Bus + Energy transmitted to 132kV sub-station of GK project + \sum 132kV Consumers	QF-GMD-11			Total Wheeling Bill Calculated
4.3.5	A summary note on total unit of energy wheeled to BPDB zone is prepared by MIS division utilizing the formula mentioned in clause 4.3.3 and 4.3.4 and this note is forwarded to ED (Finance) through ED (O&M) for issuing Wheeling bill to BPDB.		ED (O&M) Xen, MIS		Wheeling Bill statement is forwarded to Accounts Div.
4.3.6	DGM (Finance) will prepare the bill. The bill will then be sent to BPDB after duly signed by the authorized signatory for the company.	Billing Statement from MIS	ED (Finance) DGM (Finance)		QF-GMD-12
4.3.7	A Photocopy of the summary note is kept in the master file named "BPDB Wheeling Bill".		Xen, MIS		Backup record shall be kept.
4.4	Wheeling Bill for WZPDCO:				
4.4.1	In the office of the SE, Khulna & HVDC a report is prepared containing the following information. 1. Total unit of Energy wheeled to different PBS for which Wheeling Bills are issued. 2. Total unit of energy wheeled through 132/33 kV Transformers of different Grid Sub-stations calculated at 33 kV Side. 3. Energy wheeled to GK Project.	QF-GMD-09 QF-GMD-11	SE, Khulna & HVDC	Once in a month.	QF-GMD-11 QF-MIS-43
4.4.2	Total unit of Energy wheeled to WZPDCO, which is consequently the difference of the two mentioned in clause 4.4.1 i.e Energy wheeled to WZPDCO = Total unit of energy wheeled through 132/33 kV transformers - Total unit of Energy wheeled to different PBS				
4.4.3	Units calculated as mentioned in clause 4.4.2 is compared with the Tariff unit reports prepared by Energy Auditing Unit of BPDB to ensure correct billing to the customer.	Concerned EAUD, BPDB			
4.4.4	A summary note on total unit of energy wheeled to WZPDCO is prepared by MIS division utilizing the formula mentioned in clause 4.4.2 and this note is forwarded to ED (Finance) through ED (O&M) for issuing Wheeling bill to WZPDCO.		ED(O&M) Xen, MIS		Wheeling Bill statement is forwarded to Accounts Div.
4.4.5	DGM (Finance) will prepare the bill. The bill will then be sent to WZPDCO after duly signed by the authorized signatory for the company.	Billing Statement from MIS	ED (Finance) DGM (Finance)		QF-GMD-12
4.4.6	A Photocopy of the summary note is kept in the master file named "WZPDCO Wheeling Bill".		Xen, MIS		Backup record shall be kept.

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4.5	Wheeling Bill for NWZPDCO:				
4.5.1	In the office of the SE, Bogra & HVDC a report is prepared containing the following information. 1. Total unit of Energy wheeled to different PBS for which Wheeling Bills are issued. 2. Total unit of energy wheeled through 132/33 kV Transformers of different Grid Sub-stations calculated at 33 kV Side.	QF-GMD-09 QF-GMD-11	SE, Bogra & HVDC	Once in a month.	Wheeling Bill statement is forwarded to Accounts Div.
4.5.2	Same procedure is followed for processing the Wheeling Bill for WZPDCO , as mentioned in clause 4.4.1 to 4.4.6.				
5.0	Objective (Achievement) of different offices of PGCB.				
5.1	For preparing achievement Report, collect the entire data as a soft copy through e-mail or hard copy from the respective offices of PGCB. If the data remain within reasonable range without any abnormal difference then finalize the Report. Otherwise the concerned offices of PGCB are communicated to investigate about the difference in data to identify the error/mistake to solve the problem.	Respective offices of QF-MNG-03	Concerned Head of Administrative Offices.	Once in a month.	Consolidated Report is prepared and shown to MRC meeting. Backup record shall be kept.
5.2	A Photocopy of the report is kept in the master file named "Achievement".		Xen,MIS		
6.0	Electricity Consumption of PGCB's Administrative Offices (For Ministry)				
6.1	For preparing Electricity Consumption Report, collect the entire data as a soft copy through e-mail or hard copy from the respective Administrative offices of PGCB. If the data remain within reasonable range with previous month figure without any abnormal difference then finalize the Report. Otherwise the concerned Administrative offices of PGCB are communicated to investigate about the difference in data to identify the error/mistake to solve the problem.	QF-MIS-22	Concerned Head of Administrative Offices.	Once in a month.	Consolidated Report is prepared and sent to HRM Div. Backup record shall be kept.
6.2	A Photocopy of the report is kept in the master file named "Electricity Consumption".		Xen,MIS		
7.0	The effectiveness of the procedure for Preparation of all tasks of MIS department will be evaluated and reviewed during internal Audits.	QF-IQA-05 QF-IQA-06	MD,MR & Management Review Committee	During Internal Audit	QF-MNG-01
8.0	The Management will take actions on the basis of the evaluation.		MD, ED(O&M), ED(P&D) & MR	At least once in a year.	Efficiency improvement

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