

QUALITY MANAGEMENT SYSTEM	POWER GRID COMPANY OF BANGLADESH LTD.					QUALITY PROCEDURES			
	TITLE: PROCEDURE FOR OPTICAL FIBER LEASE, BILL CALCULATION AND PREPARE OF BILL FOR CLIENT								
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1. Scope: Applies to the whole of POWER GRID COMPANY OF BANGLADESH LTD.

2. Purpose: To provide all supports and step for lease out the Dark Optical Fiber of PGCB and collect and verify the traffic data, calculate the bill and collect the bill amount of the Lease fiber.

SL. No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq. /Time	Output
1.0	Lease out Dark Optical Fiber				
1.1	Incase of EOI (Expression of Interest) is submitted by the client directly or invited by PGCB.		DGM, Manager(Tech) FOCL	As require	
1.1.1	Present the EOI (Expression of Interest) of the client/Bid to the Board for approval of the Lease route.		DGM, Manager(Tech) FOCL		
1.1.2	After approval from the board, arrange a negotiation meeting with the client.		DGM, Manager(Tech) FOCL		
1.1.3	After negotiation meeting than present it to board for final approval		DGM, Manager(Tech) FOCL		
1.1.4	After approval from the board than issue a LOI (Letter of Intent) for the client.		DGM, Manager(Tech) FOCL		
1.1.5	Prepare draft Lease agreement		DM/AM,JAM FOCL		
1.1.6	Sign of the Lease agreement with client		DGM, Manager(Tech) FOCL		
1.2	Incase of open bid invitation		DGM, Manager(Tech) Manager(A&A) FOCL	As require	
1.2.1	Prepare proposal for Leasing out the dark fiber through open bid		Manager(Tech), DM/AM,JAM, FOCL		
1.2.2	The clause 1.1.1 to 1.1.6 shall be followed for signing of the agreement.				

Reviewed by (GMSO) :

Approved by (Director O&M) :

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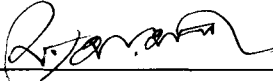
SL. No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq. /Time	Output
2.0	Planning of the Traffic verification/ inspection		DGM/ Manager(Tech) FOCL	As planned	
2.1	Ttraffic(data) verification/ inspection Schedule: FOCL makes a detailed schedule for traffic (Data) verification of the Lease fiber by LCT(Local Craft Terminal) into the field Multiplexer equipments and also verify the traffic(Data) with respect to CNMS(Client Network Management System) at biddyut bhaban, Dhaka.	QF-FCL-02	Manager(Tech), DM/AM, JAM, FOCL	As required. But at least thrice in a Year.	QF-FCL-05
3.	Traffic Data collection		DM/AM FOCL		
3.1	To collect traffic flow data of the Lease fiber from Client CNMS(Client Network Management System) at biddyut bhaban, Dhaka three time in a day.		JAM(Shift),FOCL	Daily	QF-FCL-01
4.	Monthly traffic data verification and store for quarterly bill for client		Manager (Tech), FOCL		
4.1	Put the daily data into the traffic status form for data verification by the client to formulate the quarterly bill for client.	QF-FCL-01	DM/AM,JAM FOCL	Monthly	QF-FCL-02
5.	Calculate and Prepare quarterly bill for the client		Manager(Tech), Manager(A&A), AM/DM, FOCL		
5.1	Monthly traffic data put into the calculation form for calculation quarterly bill for the clients	QF-FCL-02	Manager(A&A), DM/AM,JAM FOCL	Quarterly	QF-FCL-03
5.2	After calculating the quarterly bill, the invoice of the same amount is issued to the client.	QF-FCL-03	DGM, Manager(Tech), Manager(A&A), FOCL	Quarterly	QF-FCL-04
6.	Supervision of the Client CNMS(Client Network Management System)		Manager(Tech), DM/AM,JAM, FOCL		QF-FCL-05
6.1	If any problem arises in client CNMS system the respective client is informed for maintenance of the system.		DGM, Manager(Tech), DM/AM,JAM, FOCL	As when require	Letter is issued through QF-HRM-47
7.	Supervision of the offline Billing and Reporting Software of FOCL		DM/AM,JAM, FOCL		Visual Verification
7.1	If any problem arises take necessary action for maintenance of the system.		DM/AM,JAM, FOCL	As when require	System Maintained.

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8.	Dispute Management				
	When any dispute arise, DGM, FOCL will call a meeting with the respective Lessee and will be inform GM system operation. In the meeting, both parties will discuss the dispute matter and want to find a solution with respect to the Lease agreement of the PGCB and the Lessee. If both the parties (PGCB and Lessee) will come into a solution then the dispute matter will mitigate and DGM, FOCL will inform it to GM system operation. If both the parties (PGCB and Lessee) will not come into a solution then the dispute matter will go for arbitration as per Lease agreement.		DGM, Manager(Tech) FOCL	As require	
9.	Action for improvement				
9.1	After the completion of Fiscal year DGM, FOCL will submit a report to the management.		DGM, Manager(A&A), FOCL	Yearly	Annual Report
10.	Effectiveness of FOCL will be evaluated by the management.		GM, MR	During internal audit	
11.	Action will be taken, based on the evaluation, by the Management.		MD, MR, Management Review Committee	When required	


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