Themes under R-APDRP Capacity Building

Theme No.	Name of Theme	Theme Outline (Theme broadly covers)
1.	**IT General**	• Introduction to computer, internet, Networking, Email, Hardware etc • Elements of Word, Excel, PowerPoint or similar packages • Customer Care Services , MIS , e- Governance , Data Center Operations and Maintenance etc.
2.	**IT in Distribution**	• IT Systems for Metering, Billing and Collection • System Integration Aspects • Development of Customer Information System (CIS)
3.	**GIS Applications**	• Concept and design of GIS Consumer Indexing and Asset Mapping • GIS based Integrated Electrical Network Analysis
4.	**SCADA & Smart Grid Application**	• SCADA • Smart Grid
5.	**R-APDRP awareness**	• Outline of R-APDRP Part A , B ,C
6.	**Best Practices in Distribution Operations & Management System**	• Exposure to best practices in operation and maintenance of all the equipment and gadgets in distribution system • Revisiting the safety procedures, accident prevention practices • Latest tools and techniques for better operation & efficient maintenance • Exposure to new technologies that help in quick fault location detection • Maintenance philosophy and benefits of preventive and predictive maintenance vis-à-vis break down maintenance • Customer confidence building by promptly attending the break down and reducing the break downs through preventive and predictive maintenance
7.	**Distribution Equipment – Technology and Applications**	• Design, selection, specifications of distribution equipments; • Testing & quality control, erection & commissioning of distribution equipments • Operation & Maintenance, corrective & preventive maintenance, failure analysis etc. Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications.
8.	**Disaster Management, Electrical Safety Procedures & accident Prevention**	• An in-depth understanding of electrical safety procedures, and accident prevention techniques • Learning how to manage the situation after an accident has occurred. • Participatory learning to fight the fire. • first aid techniques to assist the victims of an accident • Preparedness required for various types of disasters (floods, storms, etc.) • Learning to cope with the situations created by the various disasters. • 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.
9.	**Lineman Training – Operation & Maintenance of Sub-stations**	• Operation & Maintenance, corrective & preventive maintenance, failure analysis etc. Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications.
10.	**Change Management in Power Distribution**	• Why change is required? • Knowledge of the changed scenario • Process of change • People's perspective and roles of Managers • International case studies and best practices for change management
11.	**Efficiency Improvement Measures in Distribution System**	• Implications of Demand Side Management (DSM) • Inter-dependence of DSM and reliable and quality power supply • Role, functions, and responsibilities of DSM cell • Different types of DSM measures/applications in the industrial, commercial, agricultural / rural, and domestic sectors • Learning about pre-implementation issues, implementation issues, and post-implementation issues in DSM applications • Role of franchisee and distribution company in DSM • Ways and means to buy-in the customer in adopting the DSM measures • Energy accounting to assess losses, Energy auditing to identify measures for reduction of losses

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
14.	**Revenue Management & Loss Reduction**	• Energy accounting and auditing in distribution system to assess various losses, viz., technical, commercial and AT & C and causes thereof. • 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