

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference
To be added by NSDA

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Power Sector Skill Council, 2nd Floor, CBIP Building Malcha Marg,
Chanakyapuri, New Delhi

Name and contact details of individual dealing with the submission

Name: Vinod Behari

Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. List of companies and Industry associations participated in the development of these qualification packs (part of report)
3. List of QP/NOS validating companies.

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SUMMARY

| | |
|---|---|
| Qualification Title | Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector |
| Qualification Code | PSS/Q3001 |
| Nature and purpose of the qualification | Nature of the qualification - Qualification Pack (QP) The main purpose of the qualification - Energy Meter Reading and Posting - Electricity bill distribution and collection |
| Body/bodies which will award the qualification | Power Sector Skill Council |
| Body which will accredit providers to offer courses leading to the qualification | Power Sector Skill Council |
| Body/bodies which will carry out assessment of learners | Navriti Tehcnologies Pvt Ltd, Bangalore Induslynk Training Service Pvt Ltd., Gurgaon Aspiring Minds Assessment Pvt Ltd., Gurgaon Manipal City and Builds Pvt Ltd. New Delhi Trendsetters Skill Assessors Pvt Ltd., Gurgaon Ace Assessments Pvt Ltd., New Delhi Assure Qualaity Management Certification Services Pvt Ltd. , Panchukula Prima Competencies Pvt Ltd., New Delhi |
| Occupation(s) to which the qualification gives access | Assistant Meter Reader, Bill Distributor and Cash Collector (Level 3) |
| Licensing requirements | N/A |
| Level of the qualification in the NSQF | 3 |
| Anticipated volume of training/learning required to complete the qualification | 200 |
| Entry requirements and/or recommendations | 12 th and minimum age of 18 years |
| Progression from the qualification | In-Charge: Meter Reader, Bill Distributor and Cash Collector (Level 4) |
| Planned arrangements for the Recognition of | RPL arrangements and policies are under development. The guidelines should be ready in 2-3 months. |

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| Prior learning (RPL) | | | |
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| International comparability where known | In the process of being developed | | |
| Date of planned review of the qualification. | 19/07/2018 | | |
| Formal structure of the qualification | | | |
| Title of component and identification code. | Mandatory/ Optional | Estimated size (learning hours) | Level |
| PSS/N3001 Electricity Meter Reader, Billing and cash collector | Mandatory | 144 | 3 |
| PSS/N2001 Use basic health and safety practices as the workplace | Mandatory | 32 | 3 |
| PSS/N1336 Work effectively with others | Mandatory | 24 | 3 |

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

- Qualification Pack is attached as Annexure 1

SECTION 1 ASSESSMENT

Body/Bodies which will carry out assessment:

1. Navriti Tehcnologies Pvt Ltd, Bangalore
2. Induslynk Training Service Pvt Ltd., Gurgaon
3. Aspiring Minds Assessment Pvt Ltd., Gurgaon
4. Manipal City and Builds Pvt Ltd. New Delhi
5. Trendsetters Skill Assessors Pvt Ltd., Gurgaon
6. Ace Assessments Pvt Ltd., New Delhi
7. Assure Qualaity Management Certification Services Pvt Ltd. , Panchukula
8. Prima Competencies Pvt Ltd., New Delhi

How will RPL assessment be managed and who will carry it out?

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets are then reviewed by PSSC official for consistency. The assessments are designed so as to assess maximum parts during the practical hands on work. The technical limitations at the training centres are taken care in theory and viva. Criteria such as use of lift to pick heavy objects or selection of fire extinguisher during a fire are also assessed under theory/viva.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to Ideally have assessor with minimum 15 years industry experience as an ITI graduate / minimum 10 years' industry experience as diploma engineer and minimum 5 years' industry experience as graduate engineer.

The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to PSSC Assessment Framework, competency based assessments, assessors guide etc.

The assessors are provided with assessors guide developed by the Subject Matter Expert of the assessment agency as per the assessment framework. The assessment guides are developed to ensure the maximum possible consistency in the assessment by different assessors and elaborate on the following

- 1 Qualification Pack Structure
- 2 Guidance for the assessor to conduct theory, practical and viva assessments
- 3 Guidance for trainees to be given by assessor before the start of the assessments.

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- 4 Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 5 Viva guidance for uniformity and consistency across the batch.
- 6 Guidance on assessment evidence collection

The assessment results are backed by evidences collected by assessors.

- 1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In-charge /Head of the Training Centre.
- 2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
- 3 The assessor needs to take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.
- 4 The assessor needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.
- 5 The assessor also needs to carry a photo ID card.
- 6 The assessor also needs to take the photographs as evidence from appropriate angles/sides of the final work piece/job submitted by the trainee. This evidence is signed by the trainee at the time of submission of the job piece.
- 7 The assessor needs to measure the dimensions and finish of the submitted job piece as per the tolerance or standards mentioned in the assessment guide.
- 8 The assessor will also check internal record of assignments, performance records and feedback provided to candidates.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. This code of conduct is enclosed. The assessment agencies are instructed to Ideally have assessor with minimum 15 years industry experience as an ITI graduate / minimum 10 years' industry experience as diploma engineer and minimum 5 years' industry experience as graduate engineer.

Please attach any documents giving further information about assessment and/or RPL. Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information - ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector

Qualification Pack PSS/Q3001

Sector Skill Council Power Sector Skill Council

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 |
| 1. PSS/N3001 Electricity Meter Reader, Billing and cash collector | <ul style="list-style-type: none"> • ensure billing and reading schedule as per consumer's indexing prepared according to walking sequence route | 100 | 5 | 1 | 4 |
| | <ul style="list-style-type: none"> • keep all record namely meter book, hand held device and money receipt book before entry to consumer's premises | | 4 | 1 | 3 |
| | <ul style="list-style-type: none"> • ensure each consumer's premises will be attended in day time only with display of ID-card | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> • ensure specific care in meter reading of domestic/residential consumers | | 3 | 0 | 3 |
| | <ul style="list-style-type: none"> • make sure entry will only be up to energy meter to record reading with etiquette and | | 3 | 0 | 3 |

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| | completed in a timely manner | | | |
| | <ul style="list-style-type: none"> ensure the consumer's representative must accompany during meter reading up to meter terminal. Company policies and procedures must be followed | 1 | 0 | 1 |
| | <ul style="list-style-type: none"> visit the premises again in case premises found lock and must not try to force entry | 3 | 0 | 3 |
| | <ul style="list-style-type: none"> offer prompt greeting or acknowledgement and offer assistance to consumer | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> ensure not to post average meter reading in two consecutive sequences | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> 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 | 5 | 2 | 3 |
| | <ul style="list-style-type: none"> ensure effective verbal communications are polite, clear and completed in a timely manner | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> ensure every premises is physically attended to see the status of consumer's energy meter functioning before delivering electricity bill | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> ensure cash is counted and received to the full satisfaction of consumer | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> ensure proper receipt is given to a consumer | 4 | 0 | 4 |
| | <ul style="list-style-type: none"> verify each registered consumer with his address and meter number as per record | 4 | 0 | 4 |
| | <ul style="list-style-type: none"> post correct reading with date and confirm consumption pattern. Generate electricity bill as per consumer category and deliver for onward payment | 3 | 0 | 3 |

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| <ul style="list-style-type: none"> ensure proper communication using power industry terminology while avoiding jargon | 1 | 0 | 1 |
| <ul style="list-style-type: none"> ensure application of tariff applied for different time zone as per state regulatory orders. record meter reading accordingly of each time zone | 1 | 1 | 0 |
| <ul style="list-style-type: none"> see that energy meter reading must be taken as per reading cycle and the same can't be deferred | 3 | 0 | 3 |
| <ul style="list-style-type: none"> wear safety helmet, PPEs in case of hazardous installation | 3 | 1 | 2 |
| <ul style="list-style-type: none"> ensure proper illumination while working in a dark place | 3 | 1 | 2 |
| <ul style="list-style-type: none"> ensure proper size ladder while taking reading of energy meter installed at height | 3 | 1 | 2 |
| <ul style="list-style-type: none"> report suspicious behaviour and suspected fraud in metering and billing in accordance with company policies and procedures | 2 | 1 | 1 |
| <ul style="list-style-type: none"> ensure company policies and procedures are followed in case of non-availability of meter reading and bill payment | 2 | 1 | 1 |
| <ul style="list-style-type: none"> ensure that appropriate explanation/solution/options are determined for the consumer's situation and forwarded to competent authorities | 4 | 1 | 3 |
| <ul style="list-style-type: none"> ensure that cash collection is deposited to utilities nearest treasury on the same day to avoid burglary with money receipt record | 4 | 1 | 3 |
| <ul style="list-style-type: none"> ensure that information about requests and actions taken are communicated to appropriate personnel effectively and in a timely manner | 4 | 1 | 3 |
| <ul style="list-style-type: none"> ensure that issues are escalated or advice is solicited from appropriate departmental staff when necessary to meet | 4 | 1 | 3 |

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| | consumer needs | | | | |
| | <ul style="list-style-type: none"> ability to get due electricity bill payment from consumer in one visit | | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> practice patience while dealing with consumers | | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> display ability to attentively listen to consumers for providing great services | | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> Practice Clear communication skills and leave nothing to doubt | | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> Practice time management skills to attend multiple complaints in limited timeframe | | 1 | 1 | 0 |
| | <ul style="list-style-type: none"> observe consumers carefully: look and listen for suitable clues about their current mood, patience level, personality etc.. | | 1 | 0 | 1 |
| | <ul style="list-style-type: none"> practice tenacity and remain motivated to never “cheat” your consumers with lazy service | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> display calming presence | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> use “positive language” | | 1 | 1 | 0 |
| | | | 100 | 25 | 75 |
| 2. PSS/N3002 Electricity tariff and bill generation | <ul style="list-style-type: none"> ensure billing and reading will be scheduled as per consumer’s indexing prepared according to cycle and walking sequence route | 100 | 3 | 0 | 3 |
| <ul style="list-style-type: none"> keep all record namely Meter book, HHD and Money receipt book handy before entry to consumer’s premises | 3 | | 1 | 2 | |
| <ul style="list-style-type: none"> ensure each consumer’s premises will be attended in day time only with display of ID card | 3 | | 1 | 2 | |
| <ul style="list-style-type: none"> ensure specific care is taken in meter reading of domestic /residential family consumers for entry only after getting permission. entry will only up to energy meter to record reading | 3 | | 1 | 2 | |

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| | with etiquettes. communication is concise, courteous and completed in a timely manner | | | |
| | <ul style="list-style-type: none"> ensure that consumer's representative must accompany during meter reading up to meter terminal. company policies and procedures are followed | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> visit the premises again in case premises found lock. don't try to force entry | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> prompt greeting or acknowledgement and offer of assistance are provided to consumer. Consumer is asked if there is anything else they can be helped with | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> make sure tone of voice and pace are monitored to ensure that trust is built | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> ensure not to post average meter reading in two consecutive sequence | 3 | 0 | 3 |
| | <ul style="list-style-type: none"> 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 | 4 | 2 | 2 |
| | <ul style="list-style-type: none"> ensure effective verbal communications be polite, clear and completed in a timely manner | 3 | 0 | 3 |
| | <ul style="list-style-type: none"> ensure every premises be physically attended to see the status of consumer's energy meter functioning before delivering electricity bill | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> verify each registered consumer with his address and meter number as per record | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> post correct reading with date and confirm consumption pattern. generate electricity bill as per consumer category and | 4 | 2 | 2 |

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| | deliver for onward payment | | |
| | <ul style="list-style-type: none"> do not post more than two average meter reading and billing in two consecutive sequence | 3 | 1 2 |
| | <ul style="list-style-type: none"> ensure communications are carried out with correct grammar and proper use of utility and power industry terminology, appropriate to the audience while avoiding jargon | 3 | 1 2 |
| | <ul style="list-style-type: none"> ensure company policies and procedures are followed | 3 | 1 2 |
| | <ul style="list-style-type: none"> see that energy meter reading must be taken as per reading cycle and the same can not be deferred | 2 | 0 2 |
| | <ul style="list-style-type: none"> ensure that utility energy meter not be kept under lock and key by consumer for non display to authorised representative | 3 | 1 2 |
| | <ul style="list-style-type: none"> wear safety helmet, PPE's in case of hazardous installation wiring in front of energy meter | 3 | 0 3 |
| | <ul style="list-style-type: none"> use full beam torch while working in confined and dark space | 3 | 0 3 |
| | <ul style="list-style-type: none"> use proper size ladder while taking reading of energy meter installed at height | 2 | 0 2 |
| | <ul style="list-style-type: none"> report suspicious behaviour and suspected fraud in metering and billing in accordance with company policies and procedures | 4 | 2 2 |
| | <ul style="list-style-type: none"> ensure company policies and procedures are followed in case of non availability of meter reading and bill payment | 4 | 2 2 |
| | <ul style="list-style-type: none"> ensure that appropriate explanation/solutions/options are determined for the consumer's situation and forwarded to competent authorities | 3 | 1 2 |
| | <ul style="list-style-type: none"> ensure that cash collection be deposited to utility's nearest | 3 | 1 2 |

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| | treasury on the same day to avoid burglary with money receipt record | | | | |
| | <ul style="list-style-type: none"> ensure that information about requests and actions taken are communicated to appropriate personnel effectively and in a timely manner | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> ensure that issues are escalated or advice is solicited from appropriate departmental staff when necessary to meet consumer needs | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> ability to get due electricity bill payment from consumer in one visit | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> patience: if you deal with consumers on a daily basis, be sure to stay patient when they come to you stumped and frustrated | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> attentiveness: the ability to really listen to consumers is so crucial for providing great service for a number of reasons | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> clear communication skills: when it comes to important points that you need to relay clearly to consumers, keep it simple and leave nothing to doubt | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> time management skills: don't waste time trying to go above and beyond for a consumer in an area where you will just end up wasting both of your time | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> a calming presence | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> ability to use "positive language" | | 2 | 0 | 2 |
| | | | 100 | 25 | 75 |
| 3. PSS/N2001 Use basic health and safety practices as the workplace | <ul style="list-style-type: none"> use protective clothing/equipment for specific tasks and work conditions Protective clothing: leather or asbestos gloves, flame proof aprons, flame proof overalls | 100 | 3 | 0 | 3 |

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| | <p>buttoned to neck, cuffless (without folds), trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors Equipment: hand and face shields, machine guards, residual current devices, shields, dust sheets, respirator</p> | | | | |
| | <ul style="list-style-type: none"> state the name and location of people responsible for health and safety in the workplace | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> state the names and location of documents that refer to health and safety in the workplace | | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> identify job-site hazardous work and state possible causes of risk or accident in the workplace Hazards: electrical hazards (dealing with high voltage equipment, power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.); sharp edged and heavy tools; heated metals; oxyfuel and gas cylinders; welding radiation; hazardous surfaces(sharp, slippery, uneven, chipped, broken, etc.); hazardous substances(chemicals, gas, oxy-fuel, fumes, dust, hazardous waste materials, etc.); physical hazards(working at heights, working in windy or moist areas, large and heavy objects and machines, sharp and piercing objects, moving objects and part of machinery, tolls and machines, intense light, load noise, abnormal temperature; obstructions in corridors, by doors, blind turns, over stacked shelves and packages, etc.); | | 3 | 1 | 2 |

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| <p>working in high temperatures. Possible causes of risk and accident: physical actions; not following instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness); not taking safety precautions</p> | | | |
| <ul style="list-style-type: none"> • follow electrical safe working procedures such as Tag out/Lock out, PTW (Permit To Work), | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • follow warning signs (danger, out of service, etc.) while working with electrical systems | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • use standard safe working practices when working at heights, confined areas and trenches | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • test any electrical equipment and system using insulated testing devices before touching them | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • ensure positive isolation of electrical equipment & system as per given standards | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • recognize any abnormalities in electrical equipment or system installed alarm annunciation and/or noticing parameters from gauge/ indicator installed Parameters: temperature, pressure, flow& current | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • carry out safe working practices while dealing with hazards to ensure the safety of self and others Safe working practices: using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all | 3 | 1 | 2 |

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| <p>electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; take due measures for safety while working at heights, etc. including safety harness, fall arrestors, guardrails, proper work positioning, do not jump or overload, etc.; take due measures for safety while working in confined spaces or trenches, etc.</p> | | | |
| <ul style="list-style-type: none"> state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors | 2 | 0 | 2 |
| <ul style="list-style-type: none"> state location of general health and safety equipment in the workplace General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations(e.g. fire exits, exhaust fans) | 2 | 0 | 2 |
| <ul style="list-style-type: none"> inspect for faults, set up and safely use of scaffolds and elevated platforms and ladder Faults: corrosion of metal components, deterioration, splits and cracks timber components, imbalance, loose | 2 | 0 | 2 |

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| | rungs, missing/ unfixed nuts or bolts, etc. Set up: firm/level base, clip/lash down, leaning at the correct angle, appropriate load as per capacity, etc. | | | |
| | <ul style="list-style-type: none"> lift, carry and transport heavy objects & tools safely using correct procedures from storage to workplace and vice versa | 2 | 1 | 1 |
| | <ul style="list-style-type: none"> inspect power plant and its equipment routinely for any signs of oil, water and/or steam leakage | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> store flammable materials and machine lubricating oil safely and correctly | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> check that the emission and pollution control devices are working properly in line with environmental policy standards | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> identify common hazard signs displayed in various areas Various areas: on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc. | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> retrieve and/or point out documents that refer to health and safety in the workplace Documents: fire notices, accident reports, safety instructions for equipment and procedures, company notices and documents, legal documents (e.g. government notices) | 2 | 0 | 2 |
| | <ul style="list-style-type: none"> inform relevant authorities about any abnormal situation/behavior of any equipment/system promptly | 3 | 0 | 3 |

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| <ul style="list-style-type: none"> • use the various appropriate fire extinguishers on different types of fires correctly | 2 | 1 | 1 |
| <ul style="list-style-type: none"> • types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids; Class C: e.g. combustible gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class D: combustible chemicals and metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) These categories of fires become Class A, B, C and D fires when the electrical equipment that initiated the fire is no longer receiving electricity; Class E: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • demonstrate rescue techniques applied during fire hazard | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • demonstrate good housekeeping in order to prevent fire hazards | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • demonstrate the correct use of a fire extinguisher. | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • demonstrate how to free a person from electrocution | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc. | 3 | 0 | 3 |
| <ul style="list-style-type: none"> • demonstrate basic techniques of bandaging | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments | 3 | 1 | 2 |
| <ul style="list-style-type: none"> • perform and organize loss minimization or rescue activity during an accident in real or | 3 | 1 | 2 |

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| | <ul style="list-style-type: none"> simulated environments | | | | |
| | <ul style="list-style-type: none"> 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 |
| | <ul style="list-style-type: none"> demonstrate the artificial respiration and the CPR Process | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> 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 |
| | <ul style="list-style-type: none"> complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified | | 3 | 1 | 2 |
| | <ul style="list-style-type: none"> demonstrate correct method to move injured people and others during an emergency | | 3 | 1 | 2 |
| | | | 100 | 24 | 76 |
| 4. PSS/N1336 Work effectively with others | <ul style="list-style-type: none"> accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required | 100 | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt | | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> give information to others clearly, at a pace and in a manner that helps them to | | 10 | 3 | 7 |

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| | | | | |
|--|--|------------|-----------|-----------|
| | understand | | | |
| | <ul style="list-style-type: none"> display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> consult with and assist others to maximize effectiveness and efficiency in carrying out tasks | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> display appropriate communication etiquette while working. Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa)etc. | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> display active listening skills while interacting with others at work | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> demonstrate responsible and disciplined behaviors at the workplace. Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. | 10 | 3 | 7 |
| | <ul style="list-style-type: none"> escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict | 10 | 3 | 7 |
| | | 100 | 30 | 70 |

SECTION 2 EVIDENCE OF LEVEL

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OPTION B

| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|---|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| Process | 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. 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 | The job expects a person to carry out a job which may require limited range of activities routine and predictable. Hence, it qualifies as a Level 3 role. Since it does not involve situation of clear choice, the role does not qualify for Level 4. This role requires the job holder to work in a familiar, routine, predictable, and the activities that h/she is expected to perform are not repetitive, on a regular basis, with little application of understanding and requires the individual to physically and mentally be able to perform essential functions including cash handling which is more of practice. Hence it cannot be placed at level 2. | 3 |
| Professional knowledge | <ul style="list-style-type: none"> • basic Electricity, Energy parameters Active, Apparent, Reactive energy, Power factor, Maximum demand, Contact demand, Sanctioned load and Connected load • how to take correct meter reading in decimal count, digital, analogue, multiply Factor and energy units in Wh, kWh and Mwh • types of energy meter: Mechanical, Electronic, Single Phase, Three Phase, LT and HT • energy conservation practices being adopted to save energy and | The job holder is expected to have Basic facts, process and principle applied in trade of employment. The role qualifies for Level 3. The job holder is expected to be familiar with all machines and equipment's and basic Electricity, Energy parameters Active, Apparent, | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <p>AT&C loss as per directives of State Regulatory Commission. Time of day (TOD) features in meter display for 1. General Tariff (Day load) 2. Peak tariff (Evening load) and 3. Discount tariff (Night load) to encourage consumer's to save energy bill by consuming electricity during night</p> <ul style="list-style-type: none"> • category of consumers in terms of supply use as domestic, commercial, industrial, agriculture, mixed load and their tariff implination in billing • energy consumption pattern as per sanctioned load of respective consumers of each category • 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 Metr Reading Book • sealing procedures within the preview of meter reader on the respective points of consumer energy meter at optical port, maximum demand reset and meter box window/door • utility network and power industry terminology • complete geographical area of his juridictrion covering all the consumer meter installations in walking sequence in the reading and billing cycle. • company computer technology and ability to use technology proficiently in down loading meters reading data • electricity rules, industry rules and regulations. competency to the entry in consumer's premises, etiquettes, day time and other rules • how to take meter reading under hazardus condition, dark and confined space. specific health and safety precautions which must be | <p>Reactive energy, Power factor, Maximum demand, Contact demand, Sanctioned load and Connected load. He/she is not expected to know material, tools and applications in a limited context, understands context of work and quality, it cannot be pegged at level 2.</p> | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|--|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <p>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 equipments, unsecured ladders etc.</p> <ul style="list-style-type: none"> • how to determine when and how to consult with appropriate departmental staff and escalate when necessary | | |
| Professional skill | <ul style="list-style-type: none"> • follow organization rule-based decision making process • take decisions with systematic course of actions and/or response • planning and organization of tasks to meet deadlines • build consumer relationships and use consumer centric approach • seek and comprehend operation related inputs for clarification • find ways of modifying difficult operating stages to make it operation friendly • apply domain information to set and define operation parameters that ensures economy and quality supply • critically evaluate operation parameters in relation to job intended | <p>The job holder is expected to carry out recall and demonstrate practical skill, routine and repetitive in narrow range of application, hence qualifying the role for a Level 3.</p> <p>As this job does not requires limited service skills used in limited context; select and apply tools; assist in professional works with no variables; differentiate good and bad quality and build consumer relationships and use consumer centric approach.</p> <p>Therefore, it cannot be pegged at level 2.</p> | 3 |
| Core skill | <ul style="list-style-type: none"> • schedule reading as per consumer's indexing prepared according to walking sequence route • attend each consumer's premise in day time only with display of id card • take meter reading of domestic/residential family consumers for entry only after getting permission with specific care. entry will only up to energy meter to record reading with etiquettes. communication is concise, courteous and completed in a timely | <p>The job holder is expected to Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment.</p> <p>Hence, this role qualifies for Level 3.</p> <p>As this job does not requires to receive</p> | 3 |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|---|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <p>manner</p> <ul style="list-style-type: none"> • ensure that consumer's representative must accompany during meter reading • visit the premises again in case premises found lock and must not try to force entry • attend every premise physically to see the status of consumer's energy meter functioning • verify registered consumer, his address and meter number as per record • post correct reading with date and confirm consumption pattern • ensure to not post average meter reading in two consecutive sequences • Apply knowledge of tariff applied for different time zones as per state regulatory orders. Record meter reading accordingly of each time zone • ensure that effective verbal communications is polite, clear and completed in a timely manner • take energy meter reading as per reading cycle and the same can-not be deferred • ensure that utility's energy meter can not be kept under lock and key by consumer for non display • wear safety helmet, PPEs in case of hazardous installation wiring in front of energy meter • use full beam torch while working in confined and dark space • use proper size ladder while taking reading of energy meter installed at height as and when required • report suspicious behaviour and suspected fraud in metering and | <p>and transmit written and oral messages, basic arithmetic, personal financing and understanding of social, political, and religious diversity, hygiene and environment and, attend every premise physically to see the status of consumer's energy meter functioning therefore, it cannot be pegged at level 2</p> <p>The role does not requires to possess skills and language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment. Hence cannot be pegged at level 4</p> | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <p>billing in accordance with company policies and procedures</p> <ul style="list-style-type: none"> • ensure company policies and procedures are followed in case of non-availability of meter reading • ensure supervisor or co-worker support is solicited when necessary to meet consumer needs • have patience: if you deal with consumers on a daily basis, be sure to stay patient when they come to you stumped and frustrated • be attentive: the ability to really listen to consumers is so crucial for providing great service for a number of reasons • have clear communication skills: when it comes to important points that you need to relay clearly to consumers, keep it simple and leave nothing to doubt • have time management skills: don't waste time trying to go above and beyond for a consumer in an area where you will just end up wasting both of your time • "read" consumers: look and listen for subtle clues about their current mood, patience level, personality, etc., and you'll go far in keeping your consumer interactions positive • have tenacity: remember that your consumers are people too, and knowing that putting in the extra effort will come back to you ten-fold should be your driving motivation to never "cheat" your consumers with lazy service • have closing ability: being able to close with a consumer means being able to end the conversation with confirmed satisfaction (or as close to it as you can achieve) and with the consumer feeling that everything has been taken care of • ensure a calming presence | | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|--|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <ul style="list-style-type: none"> • use "positive language" • ensure billing and reading will be scheduled as per consumer's indexing prepared according to cycle and walking sequence route • keep all record, namely Meter book, HHD and Money receipt book handy before entry to consumer's premises • ensure each consumer's premises will be attended in day time only with display of ID card • ensure specific care is taken in meter reading of domestic/residential family consumers for entry only after getting permission. Entry will only be up to energy meter to record reading with etiquettes. Communication must be concise, courteous and completed in a timely manner • ensure that consumer's representative must accompany during meter reading up to meter terminal. Company policies and procedures must be followed • visit the premises again in case premises found lock and must not try to force entry • prompt greeting or acknowledgement and offer assistance to consumer. Consumer must be asked if there is anything else they can be helped with • make sure tone of voice and pace are monitored to ensure that trust is built • ensure not to post average meter reading in two consecutive sequences • 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 | | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <ul style="list-style-type: none"> • ensure effective verbal communications are polite, clear and completed in a timely manner • ensure every premise is physically attended to see the status of consumer's energy meter functioning before delivering electricity bill • verify each registered consumer with his address and meter number as per record • post correct reading with date and confirm consumption pattern. Generate electricity bill as per consumer category and deliver for onward payment • not post more than two average meter reading and billing in two consecutive sequence • ensure communications are carried out with correct grammar and proper use of utility and power industry terminology, appropriate to the audience while avoiding jargon • ensure company policies and procedures are followed • see that energy meter reading must be taken as per reading cycle and the same can not be deferred • ensure that utility' energy meter is kept under lock and key by consumer for non display to authorised representative • wear safety helmet, PPE's in case of hazardous installation wiring in front of energy meter • use full beam torch while working in confined and dark space • use proper size ladder while taking reading of energy meter installed at height • report suspicious behaviour and suspected fraud in metering and billing in accordance with company policies and procedures | | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|---|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| | <ul style="list-style-type: none"> • ensure company policies and procedures are followed in case of non availability of meter reading and bill payment • ensure that appropriate explanation/solutions/options are determined for the consumer's situation and forwarded to competent authorities • ensure that cash collection is deposited to utility's nearest treasury on the same day to avoid burglary with money receipt record • ensure that information about requests and actions taken are communicated to appropriate personnel effectively and in a timely manner • ensure that issues are escalated or advice is solicited from appropriate departmental staff when necessary to meet consumer needs • the ability to get due electricity bill payment from consumer in one visit • patience: if you deal with consumers on a daily basis, be sure to stay patient when they come to you stumped and frustrated • attentiveness: the ability to really listen to consumers is so crucial for providing great service for a number of reasons • clear communication skills: when it comes to important points that you need to relay clearly to consumers, keep it simple and leave nothing to doubt • time management skills: don't waste time trying to go above and beyond for a consumer in an area where you will just end up wasting both of your time • a calming presence • the ability to use "positive language" | | |

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| Title/Name of qualification/component: Assistant-Electricity-Meter-Reader-Billing-and-Cash-Collector | | Level: 3 | |
|--|--|--|------------|
| NSQF Domain | Key requirements of the job role | How the job role relates to the NSQF level descriptors | NSQF Level |
| Responsibility | Under close supervision Some Responsibility for own work within defined limit. | <p>The job holder is having some responsibility for own work under close supervision within defined limit. And the ability to really listen to consumers is so crucial for providing great service for a number of reasons, Hence, this role qualifies for Level 3. It does not comprise of any supervisory activities.</p> <p>Since, the job holder is expected to be responsible for own working under defined limit and is not responsible for own work and learning. Therefore, this role cannot be pegged at level 4.</p> | 3 |

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from secondary sources (Details mentioned in the attached skill gap report) and industry representatives, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on dominant roles in the sector, volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of PSSC gave final approval and endorsement for the same.

Estimated Demand for the qualification:35,761

What is the estimated uptake of this qualification and what is the basis of this estimate?

Internal Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. These include CEA and 12th plan reports.

- Feedback from industry for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged

An LMS development initiative is being put in place to be more precise regarding the demand and supply

An RFP is being issued for a more detailed occupational map and skills gap study and will be used to further provide information regarding the same.

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.
- Monitoring of results of assessments
- Employer feedback will be sought post-placement
- A formal review is scheduled in two year time (2018)

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

- Report to the Governing Council
- Minutes of the meeting of GC meetings
- Power Sector Skill Council Skill Gap Report

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SECTION 4 EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

- Vertical mobility have been articulated, horizontal mobility will be articulated once full occupational mapping of the sector is completed.
- Vertical Mobility to In-Charge: Electricity Meter Reader, Billing and Cash Collector

Please attach any documents giving further information about any of the topics above. Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

Detailed Occupation Mapping for Distribution Subsector

