



شركة الكهرباء المناطق الريفية  
Rural Areas Electricity Company s.a.o.c



Seventh Issue - June 2013



## RAECO Family



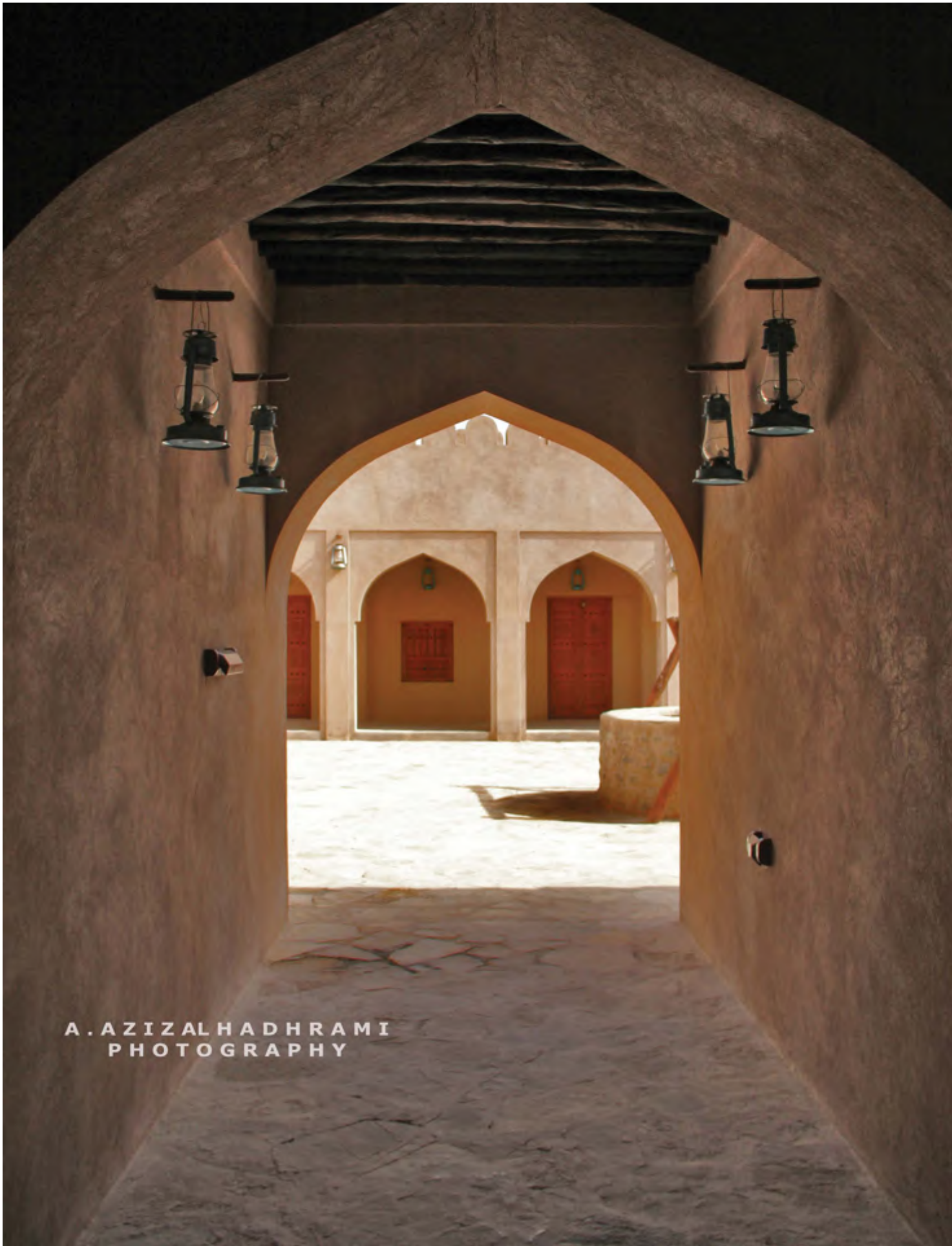
Every employee is scalable» long as there is a hand supports him» said Majid Ambusaaidi



blood donation campaign



Rural Areas Electricity Company launches its pages in social media web sites & opens



A. AZIZALHADHRAMI  
PHOTOGRAPHY





## Editor In - Chief

### A new policy and one goal

Every one of us has a system and time table in order to organize his objectives, goals which could be of general or private and may be professional or personal, although different, but based on one policy which is the determination and perseverance in order to achieve these goals.

Through the Rural Areas Electricity Company, series of goals has been but at the professional level aiming at developing and elevating the level of performance and access to quality characteristics, and until we get to this level, specific steps have been identified, we began to implement the formation of the structure of a new career more detailed and specific accurately so that helps on the distribution of tasks and business for competent departments and in turn contributes to the completion of the work and improve performance and service delivery at the best ways.

Expanding and enlarging departments and availing new job opportunities were all part of the strategy and of deliberate plans waited to be advertised to initiate its functions in a new and sophisticated and the best technologies at most important technological means to provide a suitable working environment for each department, which fits with the nature of the service provided, all that was provided to achieve One goal; elevating the level of service provided by the company to its customers wherever they are.

There is no doubt that the success of any organization refers to its policy of team working and team spirit to achieve the best results and overcome all difficulties, so that the new work policy depends on opening up opportunities for the participation of employees in making suggestions and ideas in everything that contributes to the development of work and the product. Finally, I would like to ensure the importance of staff participation on the development of the work and effective contribution to their eagerness to provide better results as far as they are the most important pillars of the company.

**Engineer / Hamed Salim AL Maghderi**  
**Chief Executive Officer**

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# Manager Editor

## Read Nation do not read

Reading is the most beautiful in human being life, which is considered since long time the the most important means of human learning by which acquires many rights of knowledge, science and ideas. It is the window for the reader to see easily what others got, it leads to the development of human being and opens new horizons for him that have been so far to dealt with. This is what our religion called for in its first verse revealed to our Prophet was (Read), the first word addressed by Jibreel (peace be upon him) to Prophet Muhammad (peace be upon him) is the word the (Read), and this is a significant to discover the importance of science and knowledge. Reading is our method of learning and get educated as a means to gain knowledge in general.

Reading is also considered as one of the most important sources of science and knowledge, where awakened nations are keen to spread science, and made the way to this goal through the promotion of reading and working on dissemination among all segments of the society. It is still one of the most important means of transporting human mind, thought, etiquette, arts and achievements, a peculiarity which is characterized by the developed nations, which is always seeking to improvement and leading.

In the modern era, reading process entered the in the daily activities of life of every individual, hence reading is the only way for creativity and composition of creators and inventors, writers and thinkers, the nations reads are those who are leading, those who read are the free people because reading and knowledge expel ignorance and superstition and backwardness.

On the other hand reading is one of the most important skills learned that achieve success and pleasure for everyone's life, that reading is the complementing part of our personal and professional lives; it is the key of the various science and knowledge doors, it was said that educated people are difficult to defeat.

**Amal Al-Wahaibi**  
**Media Section Head**





**At cost of More than Omani Rials 40 million**

**Rural Areas Electricity Co. signs contract to supply diesel fuel for its stations**



Rural Areas Electricity Co. has signed contract with Al Maha Petroleum Products Marketing Company for supplying diesel fuel to some of the company's Power stations in the governorates of Al Wuta and Musandam at cost of Omani Rials Forty Million and Five Hundred Fifty Nine Thousand and Eighty Only. (RO. 40.559.080) The agreement was signed by the Vice Chairman of the Rural Areas Electricity Company, Mr. Hamad Jabor Mahrooqi, and Mr. Ahmed Bakhit Al Shanfari, Director of Marketing and Operations at Al Maha Petroleum Products Marketing Co.

The Chief Executive Officer of the Rural Areas Electricity Co. Engineer, Hamed Salem Al Maghderi have stated after the signing ceremony that the contract has been Awarded by the Tender Board of under the Tender No. 1452012/ for a Period of Two years starting from 1st June 2013 until 31st May, 2015, while Al Maha Company will supply diesel fuel for Khasab Power Station in Musandam Governorate and Al Duqam Power Station in Al Wusta Governorate which are the largest Power stations of the Company.

Al Maghderi said that Khasab Power Station is the largest station in Musandam Governorate with a capacity reaches to 47 MW, and it is 100% operated and managed and by Omani nationals staff which is a very good indication encouraged us to continue in more similar projects in addition to encouraging contractors and workers to cooperate with us.

With regard to the Power stations Al Maghderi pointed out that the company added three new stations, two of which are new and the third is alternative station for old one. He said this is what clearly indicates that the company is keen to maintain the levels of higher efficiency and better as the company has stations with a lifespan is now between 30 to 35 years, where preparations are underway in order to replace them in order to ensure the efficiency of stations operation, in addition to reduce the cost per unit, where power generators will be replaced in the current year for 9 comprehensive stations.

**Electronic Tendering «RAECO» opens envelopes of its first Electronic Tenders**

The Rural Areas Electricity Company (RAEC) has recently opened its first tenders electronically in the presence of the Chief Executive Officer of the company Engineer / Hamed Salem Al Maghderi with relevant Tender Board. Mr. Al Maghderi praised the interaction of the companies participating in the system, saying: «This interaction indicates the effectiveness of the system and ease of participation

in it, and this is what the electronic tender aims at ; also allows more room and easier way to tendering and receive inquiries and send replies in order to provide special offers tenders automatically.»«The next step is the work is the technical and financial analysis of the offers and the assignment of the project through the internet; we thank the concerned with Council for their cooperation in this project.» He added.

## Communication and Participation

### Rural Areas Electricity Company launches its pages in social media web sites & opens Call Center



The Rural Areas Electricity Company (RAEC) has announced the launch of its pages in the social media web sites, and E-library access in City Seasons Hotel, attended by a number of media, where the company's Chief Executive Officer Eng/ Hamed Salem Al Maghderi who gave the kick-off signal for the company's pages in: Facebook, Twitter, Google Plus, YouTube and Instagram program. Mr. Al Maghderi stressed the importance of opening such communication channels between the company and the subscribers, describing this step as a unique move for the Company in electricity sector. The idea was initiated during a competition organized by the company's Career Creativity Committee, where the best creative idea is chosen every month. The idea of creating an account for RAEC in social media was initiated by Eng/ Mukhtar bin Saleh Al-Saifi, who began the implementation of the idea. RAEC Library was also launched, which is considered as a product of creative ideas of the company, the library provides technical and scientific books in various fields such as engineering, medicine, science, tourism, economy, development and politics, and in turn, facilitate the reading process in the advantage of the

company's employees. In addition, an electronic library was created to facilitate reading and selecting books indicating whether books are available or not and times in which they are available, and the number of copies of each book. Beside the Communications Center that was also launched, which was opened by the company in order to facilitate communication between its employees and subscribers in all areas of its concession, narrowing distances and provide customers needs. The Center also contributes to the Omanization and development of national cadres. Director of Communication & Information Department, RAEC, Samira AL Mughairi has ensured the importance of the Centre and its role in providing all the needs of subscribers in various regions of the company. Being the focus of communication because of its direct relationship customers as it works around the clock to receive calls and responding to inquiries related to electricity and company services; beside sorting them out according to the type of the call and updating the Interactive voice response. The Center's staff was trained to receive calls from different regions of the franchise company since the beginning of 2013.

## Support and Achievement

### The Inauguration of Supplier Development and Evaluation Manual

The Rural Areas Electricity Company (RAEC) has launched the Supplier Development Manual in the presence of Engineer Hamad Salim Al Maghdari, the Chief Executive Officer of RAEC, and a number of directors of departments beside the staff of Procurement and Contracts Department. Mr. Badr Al-Maliki, the head of development and evaluation department spoke to the audience pointing out the objectives of the Suppliers' Manual. RAEC Chief Executive Officer has welcomed the issuance of the Suppliers' Manual, ensuring its importance in terms projects performance development regarding evaluation systems, explaining that the company has always sought development and training in the workplace. The Supplier Manual features five sections, the first shows the objectives, responsibilities and purpose of the system, the second section illustrates the process is of collecting supplier/contractor and

what are the conditions required for registration, the third section focuses on identifying quality requirements such as quality of work, on-time delivery, risk management, security and safety, continuity of successful work and sustainable development, the fourth section explains the system of contractor development and what tools and methods that the evaluation system relay upon, it also contains performance index which is classified into five main categories: quality, delivery, safety management, complaints of beneficiaries and exploring the performance of contractors during the project, while the fifth section is a reference to some of the rules and regulations related to the company and forms applicable in performance evaluation system, such as non-identical performance, and the record of performance.





## Under the slogan «Rationalize and Save Money to your children»

### Rural Areas Electricity Company launches the fourth campaign of electricity consumption rationalization and safety

In a press conference held at its headquarters in Al Khuwair, the Rural Areas Electricity Company (RAEC) has launched its fourth campaign to rationalize the consumption of electricity and safety under the slogan «Rationalize and Save Money to your children» in its fourth edition in the period from April 1st until April 30, 2013.

On this occasion, Mr. Rashid Mohammed Al Azri, Assistant Senior Manager Customer Service, expressed his appreciation to the success of the former electricity consumption rationalization and safety campaigns under the same slogan over the last three years. He thanked all the companies, institutions and citizens who have responded to the campaign.

Al Azri explained that this year's campaign was marked by intensifying awareness campaigns in Schools, gathering places, institutions and companies through the moving caravans and tents of the campaign over thirty days around the provinces and regions of customization serviced by the company. The convoy has repeated its visits to the Willayats that it had passed by over the past years as well as other areas.

He stressed that the goal of the campaign is linked to change the customer's behavior to encourage each individual to preserve the electricity power as a wealth belongs to

to everyone living on the Sultanate, moreover raising the awareness of the correct methods to deal with electricity to ensure the subscribers' safety.

The campaign began in Masirah where met with appreciation and desirability of the people in the region during three days. Sheikh Sultan bin Abdullah Al-Battashi Deputy of Wali Masirah launched the campaign exhibition with a present Masirah Shaikhs and citizens. the campaign exhibition included presentation about saving energy and about safety requirements while using electrical appliances and steps must followed during power interruptions. Women have her presence through the participation of Omani women's Association. Schools participated in this campaign through students visit to the exhibition.



### The visit of His Excellency the Minister of Agriculture and Fisheries to the campaign's exhibition of Mahout at Al Wusta Governate

Then the campaign moved to Mahout, where Dr / Fuad Jaafar Alsajwani, Minister of Agriculture and Fisheries, has visited the

campaign's exhibition, he was pleased on the objectives of the campaign and the results achieved during the past four years .

The campaign met visitor's expectation and campaign's exhibition satisfied them. The exhibition was launched by Sheikh / Saeed Mohammed Aharsusi, Mahout wali assistance, in the presence of number of willayat Mahout's Sheikhs and citizens with the participation of school students. The number of visitors exceeds our expectation and indicates to the increase of awareness's level for such events.

The campaign members visited the subareas and small villages to deliver the campaign goals and build a good relationship with the citizens.



### People of Al Mazyona appreciated and welcomed the campaign

The Governate of Dhofar was the third station of the campaign which began at Al Mazyona and recieved with acceptance and desirability of the people of the region and lasted for two days. The campaign was inaugurated under the patronage of Sheikh / Salem Suhail Tabuk, the Wali of Al Mazyona with the presence of a number of government officials, military, civil and private institutions beside Sheikhs and





citizens of the Wilayat. The ceremony began by the recitation of holy Quran and then a presentation on the ways of rationalizing electricity consumption, risks of the use of electricity, the services provided by the communications center and methods of meter reading and billing calculation.

The sponsor of the event and the attendants had roamed the exhibition of brochures and pamphlets Guidelines. In addition competitions were held for the children of the Wilaya and then the campaign's activity began with presentations about the rationalization of electricity consumption and the risk of electricity and bills reading. The campaign was attended by a large number of the citizens along with a prominent attendance for the Omani Women's Association at Al Mazyona as they are the most targeted category in the presentations. There was also a large participation of the people of the willaya with the committee of traffic and safety who came to the tent of the campaign demanding to participate in the campaign presentation on traffic safety and the company gave them the opportunity to contribute to support the efforts to promote the culture of road safety. The campaign was marked by a high spirit **of positive and significant interaction by government and private sections as well as the people of the state. The convoy of the campaign stopped then at Rakhyot,**

the second station of the campaign in Dhofar governorate which lasted for two days. It was launched under the patronage of His Excellency Sheikh / Ali Mohammed Shikaily, the Walli of Rakhyot, in a similar event that has been carried in AL Mazyona, but it showed a significant participation of school students and the Omani Women's Association as well as the residents.

During the campaign there were a couple of presentations for rationalizing consumption and risk of electricity usage, and the mechanism of meter reading and billing. An explanation of the latest services provided by the company was also explained. These services were recently supported by the company's call center and included readings for self-billing system. The event had delivered the goal of the campaign on both sides of rationalization and safety effectively. There was a positive interaction between the audience and the lecturers.



### **New & unique events took place across Musandam Governate**

Sheikh / Hamed Khalifa Al Abri, the walli of Dibba has also opened the fourth campaign events to rationalize the consumption of electricity and safety risks, amid a large gathering of dignitaries and Sheikhs.

Engineer Mahfoud Abdullah Al-Shehhi has also delivered a speech welcoming the attendees enlightening them of the objectives and activities of the campaign. He also explained that the campaign aims to publicize the awareness of culture of rationalization among subscribers and residents by changing the style of life, as an urgent necessity in our daily lives.

Engineer Ali Khamis Abdullah Al-Shehhi also presented a lecture about the campaign. He started it by defining the company and its services and projects in Musandam governorate. He also discussed the issue of rationalization in some electrical appliances and then the dangers resulting from improper use of electricity and methods of prevention. He concluded the lecture by clarifying the communications center and its number and how to communicate with the company for reporting emergencies. The evening period was dedicated to ladies in cooperation with Women's Association in Dibba. In turn they presented a lecture on the rationalization and risks interspersed with competitions regarding the topic of the lecture. Then they toured the exhibition of the campaign.

The campaign ended its activities in Musandam Governate, which was the last station completing thirty days marked by all sorts of awareness.

## New horizons and large- scale projects

«Raising energy production in Al Duqm to 147 MW and expansion of water desalination station to 12 thousand cubic meters»



The Rural Areas Electricity Company (RAEC) is implementing several projects in the special economic zone of Al Duqm and planning to execute more in the coming years. For example, the company is planning to increase the Generation capacity at the existing plant from 67 MW up to 147 MW during the next year along with the expansion of the water desalination station from 6 thousand cubic meters to 12 thousand cubic meters.

Al Duqm is considered as the giant of investment in the Sultanate of Oman, where the new projects in this region are expected to achieve a real boom in industries in particular and various areas of investment in general.

The networks in Al Duqm are supervised by well trained staff with high knowledge and qualification, where the company spends about half a million Omani Riyals (OR) annually on training and rehabilitation programs, thus contributing in raising the skills and experience of staff.

The electricity network at Al Duqm was constructed according to the latest international standards in order to meet the power demand for now and the future to serve the existing and coming different projects in the special investment area.

This network is running automatically and equipped with automatic cut-off control systems supervised by RAEC staff who are well trained in networks management. Moreover and as a part of the system upgrade, we introduce this year an electronic counter system for all new establishments in Al Duqm investment area. These meters are being installed to supplement the electronic control

system networks; starting by subscriber and ending with the electric power production stations, this will help a lot in the process of Power Load Control and its assessment, so that the information will be available to staff either in the planning or operation. The company operates 48 power stations in the Sultanate; all of them are diesel-powered. The rate of business growth reaches to 40 percent in some of concession areas. He also pointed out that the company has allocated OR 28 million this year to modernize and restructuring the stations. The electricity sector is largely supported by the Government; the government support for the electricity sector reaches more than OR 400 million in the year. Regarding the rural areas electricity supply, the Government support raised up to more than 43 million Omani Riyals in the year, possibly to rise this year to the limits of OR 49.5 million due to urban expansion which must be accompanied by expansion in electricity generation. The Rural Areas Electricity Company (RAEC) has made many achievements in the areas of efficiency, including reduction in electric power losses received by costumers which was amounted last year (2012) by approximately 11.2% and this is considered as a good achievement for the company. One of the most important new projects is the construction and design of Power Station in Madha State at the Governorate of Musandam. This project is considered as one of the major projects achieved by the Rural Areas Electricity Company in the Governorate. The capacity of the new power station is (7000 kW) and the total cost of it was OR 2.5 million. The purpose of this project is to meet the growing demand of electricity at the area.

## New vision

### RAECO signs an agreement with Omantel to connect its branches through Multi Protocol System (MPLS).



RAECO signed an agreement with Omantel for the provision of MPLS technology.

The signing of this agreement comes in a bid by RAECO to connect its branches in different parts of the Sultanate with high speed internet with an aim at enhancing the services rendered to the company's customers and expedite the communication through Omantel's safe, reliable and efficient MPLS service.

Commenting on the agreement, Salem bin Said al Fudhaili, Director of Industrial Sectors Sales said "Omantel Business Unit seeks to provide its corporate customers with the best services that enable them to ensure an efficient and smooth communication between branches and management. The new technology will enable RAECO to get high speed internet, reduce the cost of the virtual network that connects it to the different branches in the various governorates." RAECO led by Chief Executive Officer Eng. Hamed Al Maghderi, who was very optimistic about connectivity of all the regions with the head office, Muscat.

It should be noted that RAECO is one of the leading power companies in the Sultanate. The company provides its services to thousands of subscribers in different parts of the Sultanate. Eng. Fahmi bin Nasser bin Khalfan al Busaidi, IT Manager at RAECO expressed his joy for such partnership and said "RAECO seeks to provide its customers with high quality services wherever they are. The MPLS technology from Omantel will help us in creating a link among the different branches in a safe and high speed manner; two pivotal elements in providing services to our customers.

### RAECO'S Business Continuity Manager Awarded The Best Public Sector Business Continuity Manager Of The Year Award By The Business Continuity Institute - U.K.



At the Annual BCM Summit held at Le Royal Meridien Hotel in Abu Dhabi, on 9th October 2011, RAECO's Business Continuity Manager - Farook A. Shakir was awarded the coveted trophy for "Best Public Sector Business Continuity Manager for year 2012". The award symbolizes the recognition of an International Institution (BCI - U.K.) of RAECO BC Manager's efforts in realizing the need for Business Continuity Management in RAECO, providing awareness briefings to managers and BC Co-ordinators as well as more general dissemination of awareness information to the wider RAECO staff. He also significantly contributed in preparation of the Program and Policy Documents and in preparation of the Business Impact Analysis tools to meet the needs of RAECO's business. Good project management and continuous involvement of the BCM Team ensured that the project ran exactly on time. This is major advantage to RAECO as it ensured cost control and prevented additional expenditure. In the next phase the RAECO BC team prepared the appropriate potential strategies ensuring that a range of these that met the business's Recovery Time Objectives and delivered the correct resources were put forward for consideration to the senior management. A sensible and imaginative approach resulted in the management team being presented with a range of appropriate strategies thus enabling them to make a well informed decision based on well-understood requirements. In the final part of Phase-II of BCM in RAECO, the BC Manager and the team prepared under the supervision and guidance of the Consultant (BTB Consulting) a sound set of departmental and corporate BC plans, including Crisis Communication plans, Incident management plans and departmental plans.



## Development and success

### Department of Planning



The Rural Areas Electricity Company, Department of Planning in cooperation with all departments of the company on continuity vital and dynamic business within the company's license granted by the Electricity Regulation Authority.

The following is some of works carried out by the Department of Planning:

- 1-Updating of the for the next three years business plan.
- 2-issuing the statement of electrical capacity system.
- 3-Making feasibility studies necessary to lightening the villages, and connecting networks, and the establishment of new generating stations.
- 4-Contributing to the reviewing and approval of preliminary designs before starting the construction of buildings of a public nature which supplied directly from the power grid the -Rural Areas Electricity Company.
- 6-Review and approval of the relevant technical designs at creating of new housing schemes by the Ministry of Housing.
- 7-To provide the required information and data necessary for the rest of the relevant authorities of electricity and water, and the Public Authority for Electricity and Water.

The company's administration have considered dividing of assignments on the quality and quantity of business carried out by the Department of Planning in the past years, and has established a new section for the year ٢٠١٣ under the name of Research & Development department to upgrade the quality of the work provided to create appropriate environment for the technical employee when studying topics and problems related to the electrical system and finding appropriate solutions, thus the Department of Planning is based on two main pillars, system planning and Studies and development Department.

## Methodology of Assets Management in Rural Areas Electricity Company

The Rural Areas Electricity Company is adopting and developing the capabilities of Assets Management (the properties) in order to improve their overall performance and access best standards in Assets Management to meet the requirements and standards of Assets Management, known as PASS-55. One of the important steps taken by the Company is restructuring in accordance with the methodology of Asset Management, which plays an active and influential role in the process of the company's Assets Management. In the same context, the company is trying to benefit from the experience of other global companies in this field; companies which developed successfully achieved and implemented the methodology of Assets Management. The QASR Company is one of the global consultancy companies that RAEC has contracted with to find the obstacles that hinder the process of development and improvement, besides that the QASR Company has made a roadmap for the implementation of best global systems in term of Assets Management controlled by timetables for next three years. The Rural Areas Electricity Company began trying MAXIMO system as a part of adherence to standards (PASS-55). MAXIMO is considered as one of the systems of Assets Management and organizing operations, planning and maintenance which is currently undergoing a trial period under the supervision of Asset Management Department and executed by Bahwan Cybertek. the company's effort and ambition is not limited here only, but seeks to apply geographic information system represented in the Department of Asset Management, the system is based on a computer which collects, fixes, stores, analysis and distributes data and geographic information to help in planning and decision-making concerning the extension of electrical networks, in addition to read infrastructure of any city. Of the main tasks which Assets Management Department seeks to be completed annually, which is one of the key priorities in the company is measuring performance indicators of the assets. Therefore, performance measures must be specified on basis of achieving the company's objectives, which is a set of elements such as (quality, time, reducing of costs, increasing age of the assets, customer service, etc.), which ultimately lead to the continuation of the company to make profits in the long run.

Mohammed Al Busaidi  
Asset Management Department

## Under the slogan «Share the life, donate with blood»

### Rural Areas Electricity company participates in a blood donation campaign organized by the Ministry of Health



Under the responsibility of the institutions affirming the importance of blood donation as a noble behaviour and a humanitarian initiative, the company has participated in the blood donation campaign organized by the Blood Services Department from Ministry of Health under the slogan «Share the life, donate with blood « which was organized at the company's HSE and Call centre Building. The campaign has received significant turnout of the company's employees and workers, which contributed to its success and achieving its goals encouraging such humanitarian initiatives.

The company's participation in the campaign comes out of responsibility towards the community and raise awareness of the importance of blood donation, as well as promoting the concept of participation humanity in providing the needs of the sick and injured, and to reflect social values high of compassion and a sense of the suffering of all segments of society where the company rural always keen to cooperate with the various bodies and institutions to support humanitarian efforts and voluntary.

### «RAEC Family»

#### A training program for the staff children of RAEC



In the context of the company's efforts to support and encourage their employees and develop work environment, the company has recently carried out the first training program for the employees children from the age of 6 to 15 years old starting from 19 - 22 January 2013. The program includes several training courses in the areas of (computer basics, software, Micro soft Office, the risks of electricity, training attendants on fire safety and some environmental guidelines) as well as organizing scientific visit to the Child's Museum. These programs have been implemented by the company's employees specialized in this aspect. After the success achieved in the first program, the Committee has prepared its second training program in the fields of calligraphy and photography. The number of participants was 19 boys and girls ranging in ages between 6 & 15 years old, the program has met with appreciation and desirability of all. this idea comes in view of the strategic communication and constant attention to personnel, where the program aims to create close links between the company and the its staff and avail opportunity for their children to take advantage of these programs to be provided by the company in the coming days, due to the efforts that staff exerts to add good reputation about the company's work features which makes it an attractive environments for efficiencies.

### Visit and bestowal

#### Chief Executive Officer Official visit to al wusta



Eng. Hamed Bin Salem Al Maghderi, CEO of Rural Area Electricity co. accompanied with Chief Engineer Abdullah Al-Shehhi has visited al wusta Customer service department in willayat Mahouton Monday March 18, 2013. This visit came along with CEO's continual encouragement and motivation for regions employee. The CEO visit could understand that he is always wishing to get all remote areas much closer regardless the scattered geographical distances as all RAECO departments looking to achieve the same vision and mission. The CEO has been to Al duqum as one of developed area in al wusta recently. He's visited the power station, distributions substations and water desalination plants and met the operators and listened to their suggestion and encouraged them to continue doing better effort. Eng. Hamed al maghderi has met the regional employee in Mahout and al duqum. He indicated to the achievements of the company for the past year 2012 and linked to the efforts made by the employees in the regions. He expressed his satisfaction of the work and pointed out that the company's growth is higher than the past year, he has motivated them to continue increasing the level of effort to overcome the challenges ahead as a continuous growth of al wusta governorate is expected and to face the scattered geographical requirements in the future.

## Department of Customers» affairs:

Zainab Al Rashdi - Customer Service Administrator

### Customers» Services with a high level of efficiency

The Department of Customers» affairs in the company is making intensified efforts to meet the needs and expectations of customers by providing high quality service resulting in the Customers» satisfaction, it also aims to strengthen the level of satisfaction of the consumers, to win the satisfaction of consumers and achieved the objectives of the company.

The administration of Customers Affairs of the company included six constituencies dispersed in the areas of company»s franchise, which includes 13 offices, dealing with each department to receive requests of citizens, wirings inspection of customers» residence, supply power, and educate citizens about the rationalization of electricity consumption and the risk of tampering with electrical tools.

The administration also receives complaints and finds solutions for citizens; the Department has easing approach and cooperation with other departments during their field visits to company»s branches in the provinces.



Rashed Al Azri-(Assest Senior Manager Customer Service)

The achievements of Department of customer»s affairs:

1)The implementation of the second stage by replacing old overhead wiring system by new ground cables lines in Salalah, Musandam and AL- Wusta.

2) meter reading and billing in the state of Madha as testing reading period followed by kicking-off implementation of reading application in all areas of (Salalah, Musandam, Madha and Al-Wusta), to avoid mistakes of meter reading.

1. The implementation of smart meters in the state of Masirah with number of meters estimated of 2300 smart meters, which are easily able to locate malfunctions, these unique meters also enables the consumer to value of their electricity consumption at any time through Meter Data Management (MDM), we can also monitor any manipulation in less than a second, in addition we find out power wastage in the network, this project is expected to be completed the end of June, this project is also being installed in the state of Duqm, AL- Wusta installing with 360 meters already installed.

3) The Holding Electricity Company has contracted with an Australian company operating in the field of information technology to purchase new billing system for all distribution companies in the sector, including the Rural Areas Electricity Company, the system will be operated in April 2013 for a trial period of six months in the Khasab state of the Musandam gradually the system will entirely run by the company. We hope this system help resolving the current billing problems, relying on national cadres.

4) Surveillance of areas that need lighting such as Altaheim and Joairah areas which are affiliated to state of Jalan Bani Bu Ali.

5)Updating Customers» data: using of technology in dealing with the customers, and ensure the validity of their information

and their presence in their locations.

6) Accelerate delivering electricity service to citizens within 60 days from date of approval relevant government authorities such as Ministryof Housing and municipality.

7) activating the Customer Relationship Management «CRM» program to solve customers» problems, which aims to facilitate and organize Customers» problems and help communicating with company management in a faster manner.

8) Conduct a comprehensive survey of zero reading for all meters across the regions to find appropriate solutions.

9) Organization of the fourth rationalization campaign.



Abdullah Al Abri- Customer Service Manager

Department of Customer Services.. Ambitious plans for better services The Department has been established recently within the company»s orientation for continuous development in the responsibilities and tasks entrusted to the company. The Department of Consumer Services is devoted to develop policies and procedures for customer service; study and analysis the company»s performance in this aspect in order and make recommendations to the executive management regarding aspects that need to be developed in the company. The Department also considers developing relationship with the Customers and means of communicating with them.



**One of the most of important achievements carried by the Department is the Customer Services Manual:**

The Manual covers routine aspects carried out by Customer Service Departments aims to organize the rules and principles that must be considered while offering customer service which is expected to be released in mid of 2013.

**Survey of Customers Satisfaction:**

The Department in cooperation with the Customer Service authorities has conducted questionnaires analyses Customers' satisfaction with the quality of services provided by the company. The survey also aims to know how far the customer is satisfied with the services provided by the company, as well as getting participants' feedback to developing a clear and a comprehensive vision for work plans that contribute in the ongoing development and enhancement of services, all the proposals will be taken into consideration that may make a huge difference in service after the implementation of the questionnaire where recommendations will be made to the administration based on survey findings.

**Self Reading Service:**

In accordance with the direction of the companies in electricity sector, this service provides smart solutions enable the Customer to self-recording his own meter reading to get invoice for monthly consumption, which will enable the Customer to use different methods such as text messages and through e-mail, form using, they can also use Smart Card.



Abdullah Al Mamari  
Al Wusta Customer Services Manager

**Lighting**

The efforts of Customer Service Department resulted in AL- Wusta in the past five years by the participation of other concerned departments of the company. With the support of the Chief Executive Officer support of the Rural Areas Electricity Company, most of the villages in the governorate have been lightened to reflect the vision of connecting electricity to all Customers in the rural areas of Oman. Meanwhile, the company has opened offices in Duqm, Al Jazir and Hema beside other offices for billing collection and emergency offices provided by young Omani cadre to achieve tasks and to face challenges of scattered Customers unlike cities, which requires more efforts to facilitate the procedures and speed of response to the Customers. The Department of Customer Service in AL- Wusta has succeeded recently by the support of Information Technology Department in processing of all AL- Wusta's offices of multi-protocol communication system which allowed the offices of ease usage of Customers' services programs as a customer's relationship management system as well as the Oracle software for extension requests.

## Training Courses

### Development of Human Resources

One of the most important training courses carried out by the Human Resources Department is the Engineering Course of Success and Human Communication - Phase II - in collaboration with Dr. «Ahmed Janahi» the expert and specialist of human resources development, which will cover all the company's employees. Meanwhile all members of the staff in deferent departments and regions have participated in this session which was divided into five groups. The first group began in February 2013 in Salalah. The objectives of this session is to know the skills of the art of persuasion and negotiation according to the latest methods of psychology and human communication; how to maintain stabled mental state to increase the sense of creativity, knowing human behavior and therefore the ability to resolve the differences, how to deal with anger and absorb others anger and methods to gain their satisfaction, how to get rid of frustration in order to raise the level of performance and productivity, speaking to public and influence them and the ability to assign tasks despite the different despite their behavior and nature, training on the skills of changing the way of thinking and framework of thinking to reach positive approach in resolving problems, avoid illusions that prevent employees from achieving success and finally learn how to succeed consistently. The Department has also organized a course in Indicators of Job Performance in collaboration with «Ideas for management consulting». The aim of this course is to prepare and qualify its employees through training on the latest techniques in self-development and activation of productivity in the work environment.

## Electricity is a gift! Let us preserve it

Countries spend huge amounts of money to secure the electrical energy at all times, the rationalization of electricity consumption is everyone's responsibility to preserve energy as it is an absolute benefit for all. Since we are on the verge of summer season we will focus on rationalization of energy consumption regarding air conditioning, which represents the largest load on term of electricity consumption because A/Cs are the most consuming devices due to high temperature during summer where A/Cs consume up to 75% of the electrical energy which is reflected on the consumers' bill. To reduce the bills value we must cooperate and avoid wasting energy beside active participation - with the Rural Areas Electricity Company - to guarantee the continuation of the service efficiently by reducing loads on the power stations and distribution networks. Following are some ways to rationalize electricity consumption regarding Air Conditioners:

- 1-Before the summer season starts make sure to clean A/Cs external units, whether by air pressure or water in maintenance centers to ensure better performance and efficient cooling to reduce electricity consumption.
- 2-Clean the internal filters because dust makes it difficult for the passage of air through which increases the electrical power consumption.
- 3-Check the Freon gas .

- 4-Ensure proper functioning of the thermostat which regulates continuity and disconnecting the compressor.
- 5-Set the thermostat to temperate instead of maximum to thus significantly reduce A/C efficiency.
- 6-Close windows and doors to prevent the entry of hot air into the room.
- 7-Use curtain for the windows to prevent the entry of external heat to the interiors.
- 8-Turn off air conditioners when going out of the room for a long period of time.
- 9-Install dual heat reflective glass for windows to reduce transferring of heat into the room.
- 10-Application of heat isolation system in buildings; experts believe that it reduces electricity consumption up to 50% it also reduces the heat leakage of from outside the building in the summer, as well as in the winter.

Thus the heat that seep through the walls and ceilings in the summer days represent the bulk of the heat to be dislodged by air conditioning which is estimated at about 60% - 70%. A study of one of the buildings found that 66% of the electrical energy consumed in summer goes in cooling the building.

Nabil Al-Shehhi -Project Engineer

## Customers Service Quality

Modern organizations obtain their reputation of their products quality, this can be seen in the relations between the enterprise and suppliers and expertise and skills of employees, beside providing products that meet the needs of enterprise customer, if the products was of low quality that can be improved in order to achieve good reputation in order to compete with similar institutions in the same industry. Therefore, the American Society has identified Quality as: (a set of advantages and characteristics of the product or service that meet the needs of consumers). Quality hence represents the ability of the product to satisfy the clients expectations, while the service is identified as: (activities or benefits that displayed for sale or those relate to a particular commodity).

### Method of Customers Service Quality:

This method is characterized by high level of procedural and personal aspects that considered as one of the best methods used to provide service to customers, briefed in the following forms:

#### First: Procedural aspect:

- A - To provide service in a timely manner.
- B - Service must be consistent and regular.

C - Standard of service provided to all customers.

#### Second: the personal aspect:

- A - Personal treatment must be friendly and adorable.
- B - Methods of service must be attractive and eye-catching.
- C - Methods of offering service brilliantly.
- D - Service provided desired by client; here the message is addressed to the customers, «We take care of you and we seek to serve».

#### Quality of Electrical supply:

A result of the rapid development and increasing use of electronic circuits in most components and electrical equipment, these devices became common in every office, factory, business establishment or a home, where its functioning is accompanied by interruption resulted in instability in the feeding source which is affected by these disorders. The quality of electric power source is a term newly emerged; so what is it stands for? And how can we obtain this source? And what is the importance and merging of this concept? The quality of the power supply or the so-called quality of ability or «Power Quality» is one of the biggest problems faced by the electricity distribution companies in the world.

Eng. Mohsin Ba-Omar -Networks Department, Dhafar

## Role of volunteerism in community development

The concept of volunteer work is what human donation of his own non-binding and has no charge, whether was donating the opinion or work or funding. Emerged sector of civil society institutions in the Sultanate in recent years as one of the most prominent sectors complementary in state-building, and became such institutions destinations mission to enrich the arena culturally, socially and morally, artistically, and contributed locally to broadcast the idea of volunteerism and collective participation in decision-making, where the crystallization of the work of these institutions in the in 2000 after the release of the NGO law by Royal Decree No. 142000/ on the impact of pursuing the establishment of several associations and institutions.

### Volunteer

Volunteer work has become a mainstay in the community-building and dissemination of social cohesion among citizens of any community, volunteering human practice closely associated with all the meanings of good and righteous deeds when all human groups since time immemorial.

### A distinction can be made between two basic forms of volunteer work:

1-volunteer work singles: a business or social behavior practiced by an individual on his own and the desire of him and will not wanting him any financial returns, based on ethical considerations, social or humanitarian or religious group, in the area of literacy -for example- may capita teach a group of literate individuals who know them,

or donate money to the association concerned with the education of illiterate.

2-volunteer work institutional: it is more advanced than the volunteer work of individual and more organized and a wider impact in the community, in the Arab world there are multiple institutions and civil associations contribute to the work of voluntary great to serve the community and in society at many institutions occupy the volunteer work of great importance and contribute (associations and NGOs and government) in the development of society as the institutional work contributes to the collection efforts and energies social scattered, they can not individual to submit pursuant specific in the context of literacy, but donates money; then you can social institutions of different make of fragmented efforts synergistic effect large and effective if What was met coordination between them.

### Some of the proposals for the development of volunteer work.

1-The importance of the upbringing of their children proper socialization through the different modes of socialization such as family, school and the media play a coordinated and integrated aspects in instilling the values of sacrifice, selflessness and teamwork spirit in the hearts of emerging since early childhood.

2-Support and training courses for workers in the institutions and bodies working in the field of volunteerism, materially and morally to enable it to perform its mission and increase its services and provide them with appropriate skills and expertise.

Ahmed Al-Hinai -Procurement & Contracts

## How to make a decision

The decision-making process is to choose the best alternative among several different alternatives, through how to make the right decision, and how to choose between different alternatives to get to the effective decision.

After reaching a better alternative, make a plan of actions that will be taken, and people who will carry it out, then place the criteria for the evaluation of the results so you can compare the results achieved according to the required standards and that the follow-up to the same degree of importance such as resolution itself, remember that when you reach the decision, and proceed in its implementation, you have to disregard all the responsibilities and only care about the result by the following steps:

1. Be courageous and take your decision, always remember that life is either a daring adventure, or nothing at all.
2. Learn from your previous experiences, try to take advantage of

the wrong decisions that you have been taken in the past, you will also have to learn from past successes.

3. You need to consult experts, learn from them how they make their own decisions, and know that those decisions are only a point of view of those who are more experienced than you, so it may be a great help but it is not necessarily the final answer which you are seeking.

4. Judge from another point of view, imagine that you are someone else, and then try to look at the situation or problem from a different perspective; that would increase the alternatives available to you.

5. Be flexible, if you made a decision and proceeded to implement it, be prepared to undertake changes that required to the success of your plan.

Always remember that when it comes to excellence, it is not enough to know, but you should try to get knowledge in order to use it.

Mohammed Al Shahry -Customer Services (Dhofar)



## Rural information (House of lock)

While man chooses to stabilize his life among the mountains; he must possess its strength and hardness, he has to know its rocks, one by one, though was the inhabitants of mountain areas across the country living in harmony with the nature of their knowing its secrets, and having its the keys as they possessed the keys of the «house of lock», which they choose to build from the mountain rocks tramway stronger and safer. (Five Senses) wandering among the shrubs of «House lock» to recognize its characteristics and secrets from its people and inhabitants.

The «House of lock» represents a special architect design known by Al shhoh tribes that inhabited the tops of the mountains hundreds of years ago; distinguished by its strength and ability to get along with the conditions of difficult life, and adapted the environment around to fit the needs of the mountains» family.

There for, it is natural that home comes at the forefront of his family which ensures the protection of his people and provides them with adequate housing, so the «House of lock» came to be a source of warmth to resist the cold rainy winter.

About the mountains life and its past; a resident of Khasab state who belongs to Al Shohoh tribe says: «our life was linked to the mountain, we live and work there, we used to build our houses in upland areas in winter, we do not go down to the runoff, but in the summer, houses were built of stones, mountains rocks and bricks that made of clay mixed with leaves, and the roof is built of brown trunks that cut in special seasons in order to be resistance to moisture and changes in the atmosphere». after that, a thick layer of mud spread on top to prevent rainfall and the door of the house is made of lotus wood, the house is usually built in the



in the bottom of the mountain, or into the ground to provide warmth and security for the family; the houses were spread between the mountains, far from each other close to preserve the privacy of each family as it was also dedicated to the winter. building the «House of lock» represents another story of cohesion and social communication as people cooperate with each other to build the house; there is neither construction companies nor paid labours, but the enthusiasm ignites among young people to compete about who can raise the rock bulk, and so was cooperation reduces the weight of life and its difficulties that time. The «House of lock» enjoys the details of simple of family's life; there are a corner for food preparation and storage of grain in addition to the sitting room and family sleeping place. The most characteristic feature of «House of lock» in addition to its unique building is that the wooden door which is characterized by its strength severe, in addition to the high level of protection; it opens only in the hands of its owners who know the secrets of the lock, as the length of the key reaches to half meter, and kept in a special place known only for house people, and if lost the only solution is to break down the door which is a very rare.

Eng. Abdulaziz Al Hadrami -Networks Department

## The Barber Story

A man went to the barber to shave his head and enhance his beard; as the barber began to shave the head of the man, he started speaking with the barber in many things... He began to talk about the existence of God ... the barber said: I do not believe in the existence of God. The customer said: Why do you say that? He replied: Well, just to go out into the street to realize that God does not exist, tell me, if God exists, do you see sick people? If God exists, do you see these large numbers of displaced children? Of course, if God exists, you will not see such pains and sufferings, I cannot imagine how merciful God allows such things?

Customer thought for a moment, but he did not respond to the barber's words in order to avoid harsh debate ... After the barber has finished his work ... the customer went out into the street he saw a man with long hair, long shaggy bearded dirty and dusty, the customer returned immediately to the barber and said to him: Did you know that there is no barber ever? the barber astonishingly said: How can you say that?... I'm here and you have cut your hair just now, the customer said: if there are barbers why I would not find such a man. The barber said: barbers even exist, but what you see is because these people do not come to me to shave them. The customer said: This exactly even about God ... he exists, but that happens only when people do not go to him when they need him, therefore we see pains and suffering in the world.

Rashid Al Kamzari - Operations



## A Coincidence or a Fate??

How various are the situations we always experience! And how many are the faces we continuously meet! Great are the situations that help us to discover ourselves. Some might last for short moments and some will continue for years and years to come. However they are all driven from the same basis: is it a coincidence or a fate??

A question that has always been enticing me over and over again although everyone dogmatizes that coincidence does not exist. It is only fate that controls us and designs our lives without our notice. The path that we walk through is in fact already designed by our fate. If you have once taken a closer look around, you will note that there are a lot of details been planned professionally and deliberately in a future insight you won't understand until you pass through them in reality. Despite my belief on fate I just always continue being amazed at how powerful fate is in driving us to the same path predestined for us.

Go back to all the details of people you met, the streets you passed by, the situations you faced, and even the disappointments you suffered from and you will find out it all happened for your own good; for a hidden reason that guided you to the right way. You will recognize that if you have the chance to go back to the past you would have chosen to make the same decisions even if they were so hard on you. Every way of life has thorns and in order to reach your current position you must step forward through them. Therefore, you never get sad no matter how bitter your experiences are. Trust that everything to come will be better and make sure that Allah might sometimes postpone some of our wishes but he never forgets them.

Ameera Al-Aufi -Communication & Media

### Pen has a chronicle

Ink has scattered over maze and hope ..Seeking to write words those effects some animates..Not that animates for itself and a magic of miraculous strength, As every mind contains an awaiting magic to be scattered, so as see your private world ..But the most knows only stick waving ..Unaware that stick will create nothing .. But still pursuing the same way.. Love, liberality, encouragement and stimulation words Remains to enhance fighter's sprit on you For a rare triumph appearance .. It doesn't complete unless awakening distinguish and humility ethics.. It's the forgotten magic .. Patent magic .. Its what creates success .. when you search for a success inspirer then its the true friend.


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Rural Areas Electricity Company s.a.c



شركة الكهرباء المناطق الريفية س.أ.ع

«Every employee is scalable long as there is a hand supports him» said Majid Ambusaaidi



#### Personal Profile

The Manager of Human Resources Department, Rural Areas Electricity Company Mr. Majid Khamis Ambusaaidi, was born in 1976, he is BSc. Holder commerce & economy as main field of specialization. He is also MBA holder.

#### The Kick-Off

Every one of us has starting point in his career from which begins his new road and makes his first steps towards future. Mr. Majid Ambusaaidi tells us about his professional life, saying: «I have worked as administrative supervisor at Galfar Engineering & Contracting since 2003 till I have moved as administrator at Rural Areas Electricity Company in 2006. There I have walked my first actual step lead me to be promoted from administrator to executive then section head of human resources department and finally the Manager of the Human Resources Department in 2011.

#### Achievements

Successful people only put their fingerprint in business they achieve, and the fact that the Department of Human Resources has won the Award of the Department of outstanding for the year 2011, is clear evidence of the rapid success that has occurred in a short period somewhat after the appointment of Majid Ambusaaidi as a Director. Ambusaaidi continues saying: «of the most important achievements is the award received by the Department, which means to me the dream that I have been trying to achieve and a Grace of God, for having a unique work group, our success did not stop at this point, but extended to include awards from around the world and the Middle East, we have been awarded also the prize of human resources among three first grades. The Department was present in most of exhibitions and conferences, whether inside or outside the Sultanate, which helped development and gaining experience, in turn achieving good results in the company.

#### Omanisation

The Rural Areas Electricity Company is one of most companies committed to applying the system of Omanisation, where the percentage of national cadres in the company's reached up to 93.37%, Ambusaaidi adds that: «the department strictly deals with the plan of Omanisation, annually there are plans and strategies to increase and improve the national employees, Omanisation committee has been

established to contribute effectively to the development of employment policy and the implementation of Omanisation system in the company, the Department is also committed to replacement system.

#### Training and Rehabilitation

One of the most important goals that the Department of Human Resource seeks in any organization is how to develop its employees to improve them to the highest levels of workmanship and skill, and of course, Every employee can be developed as long there is a hand supports his development. Ambusaaidi tells us the role of the department in this aspect, saying: «The Department is training the staff in two methods: the direct and indirect training, direct as it is known is through training courses that are either internal or external offering high levels of efficiency, after agreeing with specialists trainers in the field of leadership by holding a training meeting between the employee and the trainer individually or the so-called one-to-one which is applied worldwide.

regarding indirect training, it takes place through the process of leadership gives employees more responsibilities and powers more than usual, where care is routed through continuous monitoring, to gain practical experience qualifies him to leading positions in various fields in the company or any other place.

#### Employment process:

Ambusaaidi says: «There is accurate mechanism carried out by the department when there is a new vacancy, in the beginning to take approval according to employment plan of the company, then give the detailed job description, then the concerned employee sends the announcement of the vacancy which has different ways either an internal advertisement within the company or via daily news papers or to be posted in the company's website, then receive requests and to sort them according to their eligibility with the requirements of the vacancy and conducting interviews and selecting the person suited and then recruitment officer takes the rest of the actions of the Department in this aspect.

#### Ambitious look

Ambusaaidi confirms that: «There is an ambition that the Department seeks to reach, to expand the Department of Human Resources to become a large unit includes boundless qualifications, as I aspire to locate partners of the Department in the company's offices in Dhofar, Central and Musandam to have representative for Human Resources Department in each office. The department also seeks to develop efficiency project, which is particularly I care about due to its importance in the development of the employee and improve his performance.

#### A concluding word

Ambusaaidi concludes the interview saying: «I thank Engineer Hamed Salem Al Maghderi, the CEO of the company, who is the real supporter of Human Resources Department, due to his recommendations and guidance we got to where we are today.



## Why safety is Important?



Safe workplaces don't happen by accident. They happen when safety is a primary concern and motivator for management and staff alike and when active steps are taken to plan a safe work environment. The benefits of maintaining a safe work environment are many, but first and foremost, safety is about what you can do to protect your workers. It's the right thing to do. Employers should send their workers home in the same condition they came in.

### Workplace Safety Tips:

1. Design a safe work area. Safety should be planned into your work areas from the start.
2. Maintain a clean work area. The most productive work areas are clean, neat and organized. Not only will you remove many hazards from a work area by keeping it clean, but you will also provide a more productive work environment for your employees.
3. Involve your employees in the safety planning.



There is no one on your staff who knows more about the potential dangers on your working areas than the employees themselves. Get their input and follow their suggestions to engineer safety into their work areas instead of relying upon personal protection equipment to safeguard their health.

4. Provide clear work instructions. Make sure your employees know precisely what you expect of them by providing thorough training and clear, written instructions. Although they should be made aware of safety concerns, an effective safety program extends well beyond a list of things not to do. When you document your work processes, make sure that you include basic safety instructions that each worker reads and acknowledges.

5. Focus your safety efforts on the most likely problems. The most frequent safety violations are not the most catastrophic; they're typically those that are smaller but more likely to occur.

6. Encourage your employees to bring safety deficiencies to management's attention. Safety is everyone's concern and your employees should be actively encouraged to bring any type of safety concern to management's attention.

7. Watch and learn how each employee performs their job. Even though you may have documented proper procedures for each work station, different workers may perform even the same job with undocumented variations. Watch how your employees perform their jobs to see if they're following procedures, if they're taking shortcuts that could reduce safety, and even to learn if they're performing tasks in an improved manner that should be adopted by other operators.

8. Maintain all machinery in good working order. As your machines age and wear, your operators may make modifications of their own to maintain productivity. As the business owner, it's your responsibility to ensure that you have a routine maintenance program in place so that your machines perform as well as they can and as safely as they can.

9. Avoid unnecessary hazards. Check your workplace frequently with a discerning eye to identify any new equipment or materials that could pose a potential safety hazard. Identify any changes and evaluate them for potential safety concern.

10. Revisit your safety guidelines every year. Nothing stays the same in your workplace. Your staff changes, your machines age or are replaced with new machines, and your plant layout may even change.

## Differences

Find the difference between two images:



## Password

D	I	A	T	S	R	I	F	G	E	N	I
A	T	T	S	R	J	O	B	A	R	E	E
L	A	E	E	U	E	O	T	S	U	T	F
L	C	R	G	R	T	Y	P	E	T	A	A
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G	M	S	I	O	G	I	B	S	W	N	A
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K	W	E	B	S	I	T	E	M	D	G	A

Scratch the following words, and then the entire re-maining get keyword: Department of Rural Areas Electricity Company.

Ahmed Al-Yafei - Reefiah - First Aid - Musandam - Energy - Website - Rural - Power - Company - Muscat- Future - Center - All - Governorate - Type - Images - Article - Hat - Gas - Map - Secret - To -Big - Job .



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