

WHYMENTORING.COM



## The Mentor

**He Profits Most Who Serves Best and Service Above Self.**

وہ سب سے زیادہ فائدہ اٹھاتا ہے جو بہترین اور خود سے بڑھ کر خدمت کرتا ہے۔

## **1. HOME (WHY MENTORING)**

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## HOME (WHY MENTORING)

### Mentoring matters--everyone's life.

رہنمائی کے معاملات -- ہر ایک کی زندگی۔

Mentoring provides you with better clarity, new ideas, new habits, increased energy, and a more substantial perspective.

آپ کو رہنمائی کے ساتھ بہتر وضاحت، خیالات، نئی عادات، توانائی، اور زیادہ اہم نقطہ نظر حاصل ہوتا ہے۔ ...

In a world of constant change, in-the-moment mentoring is how we can stay afloat.

تبدیلی کی اس دنیا میں، لمحہ بہ لمحہ رہنمائی یہ ہے کہ اپنے آپ کو کیسے محفوظ رکھیں



The photo created by Erik Johansson captures the true essence of what the Mentoring Process is all about—making your destiny, rewriting the rules of life so you win and live on your terms.



Mentoring conveys the experience, gained wisdom, insights, and lessons one has learned. Mentors are like a lighthouse, a guidepost, a source of light or inspiration. They serve as guiding lights for both younger and older people. The aim is to help them understand their potential and identify their robust points, and to inspire and motivate them.

رہنمائی اس تجربے، حاصل کردہ حکمت، بصیرت اور زندگی میں سیکھے گئے اسباق کو بیان کرتی ہے۔ رہنما مینارہ کی مانند ہوتے ہیں، روشنی یا الہام کا ایک گائیڈ پوسٹ۔ وہ نوجوانوں کے لیے رہنمائی کی روشنی ہیں۔ اس کا مقصد ان کی صلاحیتوں اور مضبوط نکات کو سمجھنے میں مدد کرنا اور ان کی حوصلہ افزائی کرنا ہے۔

## Vision

**Be someone who matters to someone who matters. Be a mentor, be a philanthropist.**

ایسے شخص بنیں جو کسی کے لیے اہم ہو۔ مشیر بنیں ، انسان دوست بنیں۔

Get involved in social activities, spend quality time with loved ones, share your experience with new generations, listen to them, and admire their thoughts. I firmly believe those who live in the learning process never grow old. IRFAN RIZVI

## Mission

Sharing knowledge. Lead the leaders of tomorrow. As a mentor, one guides students and businesspeople through their most challenging turning points, enabling them to make informed decisions that benefit their lives, businesses, and communities.

اپنے علم کا اشتراک کریں۔ کل کے رہنماؤں کی رہنمائی کریں۔ ایک سرپرست جو رہنمائی کرتا ہے۔ طلباء ، اور کاروباری افراد جب وہ اپنے مشکل ترین موڑ سے گزر رہے ہیں ، تو وہ بڑے فیصلے کر سکتے ہیں جو ان کی زندگیوں ، کمپنیوں اور برادریوں کو فائدہ پہنچاتے ہیں

## Values

**A person's dreams are an index of his/her greatness .**

کسی شخص کے خواب اس کی عظمت کا اشارہ ہوتے ہیں

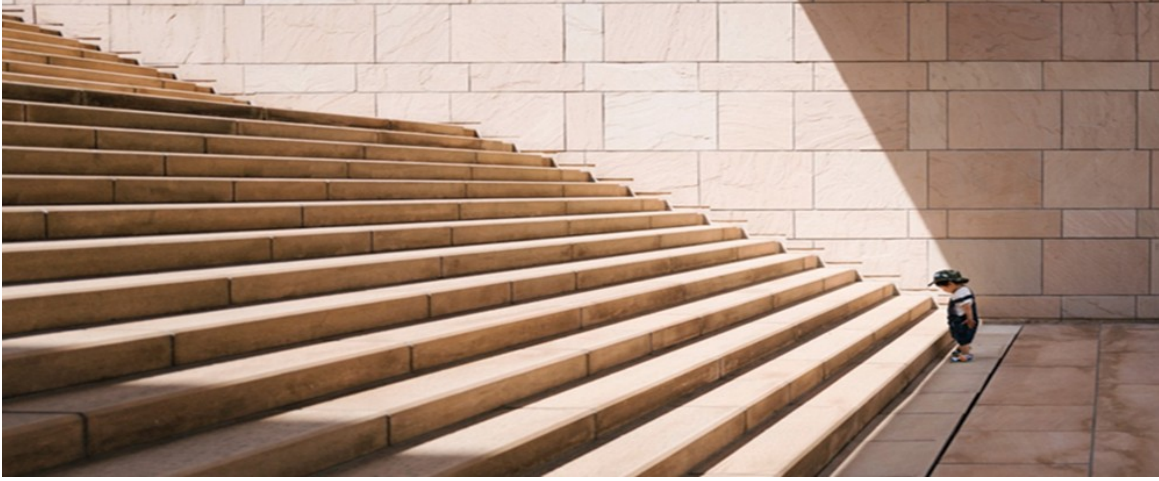
## VALUE OF CONTINUING LEARNING





**Creativity starts by thinking and dreaming big.**

تخلیقی صلاحیتیں سوچنے اور بڑے خواب دیکھنے سے شروع ہوتی ہیں۔



**The more you wait, the longer it takes for you to get to your goals.**

جتنا آپ انتظار کریں گے ، آپ کو اپنے مقاصد تک پہنچنے میں زیادہ وقت لگے گا۔

**“Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.” HENRY FORD:**

جو بھی سیکھنا چھوڑ دیتا ہے وہ بوڑھا ہو جاتا ہے ، چاہے بیس یا اسی سال کا ہو۔ جو بھی سیکھتا رہتا ہے وہ "جوان رہتا ہے۔ زندگی کی سب سے بڑی چیز اپنے دماغ کو جوان رکھنا ہے۔"

## **THE POWER OF MENTORSHIP**



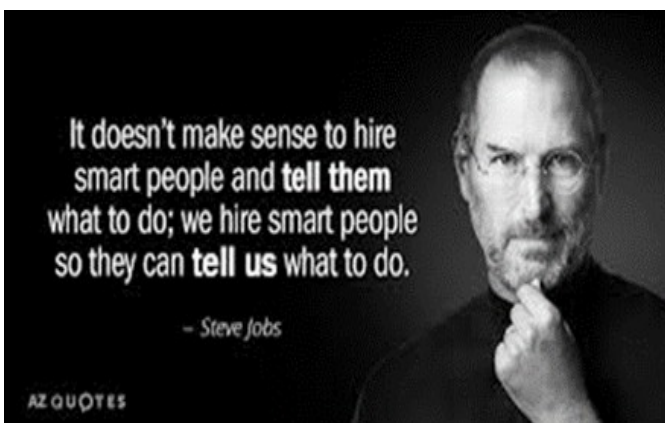
Irfan Rizvi, General Manager ( CEO ) & The Mentor, with Management and Teaching Staff(Trainer/Supporter/Guider/Motivator ), all teaching staff were full-time Senior-level officials in the same company. They educated and guided staff on weekends and after office hours in the Training Centre.



All Senior Officials of the Company graduated ( BBA, MBA, MCS )while working full-time as Department heads, Branch Managers, Divisional Heads, or Regional Heads. Most of them are in their early thirties to late fifties.

## Influential People Who Succeeded Because Of Their Mentors

1. **Steve Jobs mentoring Mark Zuckerberg:** In 2011, upon Steve's death, Mark Zuckerberg posted, 'Steve, thank you for being a mentor and a friend. Thanks for showing that what you build can change the world. I will miss you.'







**2. Warren Buffett mentoring Bill Gates:** Two of the world's most successful businessmen, Gates admits that over the years, he has turned to Buffett for advice on various subjects and has referred to Buffett as a one-of-a-kind. Oh, how we would love to sit with them at a table to find out what they discuss and share advice.



### **Why Mentorship in Student Success Matters.**

Success in education is not just about knowledge. It is also about guidance. Mentorship in student success plays a crucial role in helping students by:

1. Providing Guidance in Uncertain Times.
2. Overcome challenges,
3. Building confidence and resilience
4. Navigating their academic and career paths.

**A mentor offers insights that textbooks cannot.** They share real-world experiences, offer career advice, and help students develop essential life skills.



**A mentor empowers a person to see a possible future and believe it can be obtained.**

### **Why Mentoring for Start-up Businesses**

The Harvard Business Review ran a cover article in 1983 entitled. The article reported a study of the top Fortune 500 executives in America. Each of them was asked questions to determine

**“ WHAT THEY HAD IN COMMON”**

**” Everyone who makes it has a Mentor.”**

Impact of Mentorship on Startup Success.

Guidance through Experience



Mentorship underpins the road to victory for startups & provides insights learned through hard-earned lessons.

Such experienced coaches offer valuable advice that helps startups overcome obstacles, make informed decisions, and establish effective plans. The startup leverages this mentorship to enhance learning and enables individuals to avoid making unnecessary mistakes that could jeopardize the company's success.

## Before Retirements: Why Mentoring is Needed

### Aging Gracefully

“Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.” **HENRY FORD.**

جو بھی سیکھنا چھوڑ دیتا ہے وہ بوڑھا ہو جاتا ہے، چاہے بیس یا اسی سال کا ہو۔ جو بھی سیکھتا رہتا ہے وہ جوان رہتا ہے۔  
"زندگی کی سب سے بڑی چیز اپنے دماغ کو جوان رکھنا ہے۔"

Don't let the aging process get you down. As **Abraham Lincoln** once said, "In the end, it's not the years in your life that count. It's the life in your years." So, get out of that recliner and start living!

عمر بڑھنے کے عمل کو آپ کو نیچے نہ آتے دیں۔ جیسا کہ ابراہم لنکن نے ایک بار کہا تھا: "آخر میں، یہ آپ کی زندگی کے سال نہیں ہیں جو شمار ہوتے ہیں۔ یہ آپ کے سالوں میں زندگی ہے۔" تو، اس جھکاؤ سے باہر نکلیں اور جینا شروع کریں!

Get involved in social activities, spend quality time with loved ones, share your experience with new generations, listen to them, and admire their thoughts. I firmly believe those who live in the learning process never grow old. **IRFAN RIZVI**

کچھ سماجی سرگرمیوں میں شامل ہوں، پیاروں کے ساتھ معیاری وقت گزاریں، نئی نسلوں کے ساتھ اپنے تجربے کا اشتراک کریں، انہیں سنیں، اور ان کے خیالات کی تعریف کریں۔ مجھے پختہ یقین ہے کہ جو لوگ سیکھنے کے عمل میں رہتے ہیں وہ کبھی بوڑھے نہیں ہوتے۔

## **ABOUT (THE MENTOR)**

### **IRFAN A. RIZVI**

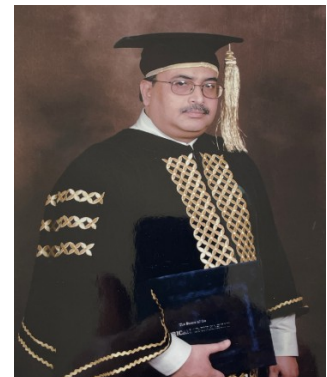
*Mentor, Academic Advisor, Influencer, Motivator.*

*Empowering young people to learn and take the lead. +*

*Building a lifelong learning culture.*

**Roots:** Born in Pakistan, he completed his university-level education in Karachi, Pakistan. Irfan Rizvi's family migrated from India and experienced the catastrophic calamity (the brutalities) of the partition of India. Irfan was groomed and cherished in an environment of love and sacrifices for the family, community, and country. He learned how to lead from the grassroots, explore the world, and learn from diversity.

**Education:** He completed his Master of Commerce (M. Com) with distinction (Position Holder), MBA(UK), DBA (USA) in Management, and Ph.D.(USA)(Abd) (Advanced Accounting) Business Administration. He is pursuing a DBA/Ph.D.- Leadership Excellence. Entrepreneurship develops an entrepreneurial mindset to prepare and educate that **Failure** is the prerequisite to **Success**. It helps think broadly and unleash Creativity. Irfan believes in never stopping the lifelong learning process.



**Experience with Growth strategies:** Irfan has demonstrated achievements and contributions over 30 years in Business Management. Diversified Senior Management had leading roles with exposure to a different world. Expert Budget Planner, Short-Middle-Long Term Strategic Planner, developed team leader and Influencer, Coaching, Mentoring, and motivating skills. Has a high level of Emotional Intelligence and Winning Leadership Strategies.

**Achievement/Contribution:** Irfan Rizvi has made a significant impact on various business organizations, enabling them to excel in Pakistan, the Middle East, and the United States over the last three decades. As a dynamic visionary, he believes that “disruption is relentless” and organizational disruption is not new; having the right strategy to restructure or turn around an organization can help turn adversity into opportunity. Irfan is a co-author of the book “Human Resources in Action.”

***A journey from Intrapreneur to Entrepreneur:*** Make a business more successful by thinking like an entrepreneur -- but within a company that is not afraid of failure or loss of jobs. As an Intrapreneur, Irfan Rizvi finds the ultimate joy in building a company within the company, helping others succeed, reach their full potential, and feel good about themselves. He is a dreamer, a thinker, and a leader.

As an Intrapreneur, Irfan has demonstrated the potential to become an entrepreneur who can transform an idea into a viable business prospect. He is the difference-maker between success and failure, and survival and death, given innovation's vital role in helping a company survive (and thrive); few are:

- Founded a “Utilities Service Division” as a Profit Center. Within five years, this division became the most significant, a major profit contributor, and Oman's largest utilities financial services provider.
- First time introduced state-of-the-art billing and collection system in the Sultanate of Oman, UAE, Middle East in 2001.
- The first time the semi-automatic billing system was introduced in the Sultanate of Oman in 1998.
- First time introduced the Concept of “Familism in Corporate Culture.”
- Mobile Billing & Collection Services was first introduced at customers' doorsteps in Oman in 2004.
- Founded the Institute “Center for Professional Development” for staff education and upskilling the workforce, and professional development under the familism concept in corporate culture. All the educators and instructors were senior executives of the company, successfully building a new culture within the organization.

Irfan successfully implemented the philosophy that employees are motivated to expand their knowledge and skills by learning from their colleagues and seniors and supporting the organization's mission.





# Electronic phone bill collection from 2005

## From Page 1

The Omantel executive president also said the new billing system is one of a series of confidence-building procedures the company adopts with the ultimate goal to enhance cooperation and strengthen relationships with customers wherever they are.

Wohabi paid high tribute to OIFC and highlighted its collection efforts and commendable inputs over the past period, noting that Omantel would continue introducing more sophisticated systems

and innovative devices to satisfy various segments of customers.

The executive president also said the company studied over the existing situation and all customer-end areas.

For the paper, he said, Omantel hired international consultancy to come up with a concept projection on the best way to deal with the customers, how to enhance the users and other areas, adding billing.

Omantel, Wahabi asserted, is keeping up with the



**DEAL:** Mohammed bin Ali Al Wohabi exchanging the signed agreement with Dr Ertan Ahmed Radawi, Onec deputy general manager, yesterday. — Photo by Mohammed Mahjoub

times to provide services in line with its new approach, hinting that more payment alternatives, including instalments, are in the pipeline.

Wohabi further added the two agreements would revolutionise bill collection as well as facilitate and improve areas of telephone bill payment in all regions and wilayats of the Sultanate.

"Oman Arab Bank will distribute the RPMs in all regions of the Sultanate beside the normal manual payment that will be avail-

able to Omantel customers in all the bank's branches in various wilayats and regions of the Sultanate," he added.

Onec would make bill payment available throughout its network branches in all the regions and wilayats of the Sultanate and all transactions will be linked online between Omantel and Oman Arab Bank.

This, Wahabi said, would enable every subscriber to pay electronically and know details of his invoices and thus finding a once-and-for-all solution for the invoicing

troubles, which both Omantel and Oman Mobile customers currently face.

Wohabi maintained that Omantel preferred the electronic option, which is better and easier for the customers.

The signing ceremony was attended by Dr Amer bin Awadh Al Rawas, managing director of Oman Mobile, Engineer Tariq Al Anri, Omantel's vice-president for corporate resources and customer services, and a number Omantel, OAB and Onec officials.

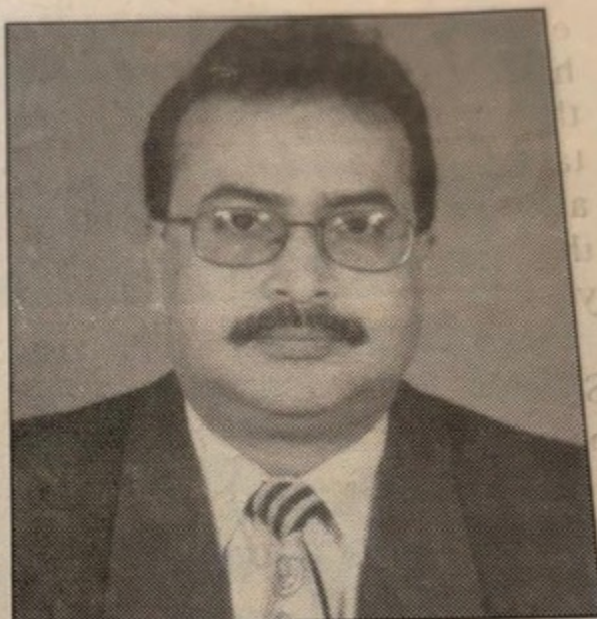
## Qatar opts for SmartMeter for water, power

will be available from April at Mohsin Haider Darwish LLC.

## Doctorate for ONEC executive

S IRFAN Ahmed Rizvi, Deputy General Manager and Head of Billing Operations of Oman National Electric Co (ONEC), has been conferred the Doctor of Business Administration (DBA) degree by the American University of Hawaii. He also received a gold medal for his dissertation on "Finance and Management Control Systems".

Rizvi, who joined ONEC in 1985, is credited with introducing ONEC customers to computerised billing services in the first such initiative of its kind in the utility services sector.



## درجة الدكتوراة لنائب المدير العام للفواتير بشركة الكهرباء الوطنية العمانية



• عرفان احمد رضوي

وذلك لتقديم الخدمة  
للمشتركين بفعالية اكثر ولاول  
مرة يتم تطبيق هذه النوعية  
من الخدمة في كل ارجاء  
المنطقة.

ان تطبيق مهنية الشهادة  
المذكورة اعلاه مع خبرة عرفان  
رضوي سيؤدي الى تقديم  
خدمات اضافية لشركة الكهرباء  
الوطنية العمانية بوجه عام  
ولدائرة الفواتير بوجه خاص  
والتي حصلت بالفعل على  
تقدير مختلف الجهات  
الحكومية والشخصيات الهامة  
بالسلطنة.

منح سيد عرفان احمد  
رضوي نائب المدير العام  
للفواتير ورئيس دائرة عمليات  
الفواتير بشركة الكهرباء  
الوطنية العمانية (ش.م.ع.ع)  
درجة الدكتوراة في ادارة  
الاعمال (دي بي ايه) من  
الجامعة الامريكية بهاواي  
تحت اشراف واعتراف مجلس  
الشيوخ وحكومة ولاية هاواي  
بالولايات المتحدة الامريكية.  
كما منح ايضا الميدالية  
الذهبية نظير اطروحاته  
وابحائه الممتازة في مجال  
نظام الرقابة المالية والادارية.  
حيث ان عرفان حاصل على  
درجة ماجستير بامتياز في  
التجارة وعلى درجة ماجستير  
اخرى في ادارة الاعمال من  
جامعة ليستر بالمملكة المتحدة  
وقد بدأ عمله مع شركة الكهرباء  
الوطنية العمانية عام ١٩٨٥  
وترقى فيها تدريجيا الى ان  
وصل الى المنصب الحالي  
بجهود شاقة وباحترافية  
عالية.

ولقد قام بتطبيق نظام  
الحاسبات الالكترونية في  
مجال اصدار الفواتير بشركة  
الكهرباء الوطنية العمانية

AL-Shabiba  
29/03/2003



## ONEC ANNOUNCES DR. IRFAN AS NEW GM

The chairman and board of directors of Oman National Electric Co. (ONEC) have announced the promotion of Dr. Irfan A. Rizvi as new General Manager of the company.

"The decision has been taken in recognition of Dr. Irfan's capability, rich experience, dedication and long association with the company", the company informed in a press release. Employed with the company for over 19 years, he has been head of Accounts & Finance Department for more than 10 years. He was also heading the largest and major profit-earning centre of the company, prior to his new assignment in the capacity of DGM, Billing Division. He is credited with introducing new technologies in utility services in Oman which include Semi-automatic Meter Reading, Bar-Coding on utility bills, Computerized Collection System, which not only eliminates human errors but, at the same time, updates on



the spot, consumer account and online networking. He also established the biggest in-house training centre for staff. More than seventy (70) Omanis and expatriate staff are having their in-house job enrichment training programme.

Dr. Irfan is one of the highly qualified officials in ONEC. He did his Master of Commerce (M.Com) and secured position in the university, MBA from Laciester University (UK), and Doctorate in Business Administration (DBA) from USA. He was awarded with Gold Medal on his research paper "Management Control System". He is also a member of American Management Association, and Institute of Management Accountant (USA). He is expecting membership status from Association of Certified Fraud Examiners (USA). Dr. Irfan is also a co-author of the book "*Human Resources Strategies in Actions*", which is published recently.



## تعيين مدير عام لشركات الكهرباء الوطنية العمانية ش.م.ع.ع

معهد التدريب الداخلي بالشركة والذي يعد الأكبر من نوعه بسلطنة عمان والذي استفاد من فعالياته حتى تاريخه أكثر من ٧٠ من العاملين بالشركة.

مما لا شك فيه فإن الدكتور عرفان من أكفأ العاملين بالشركة وأكثرهم تأهيلاً أكاديمياً حيث نال درجة الماجستير في الاقتصاد من جامعة لاسيتر بالمملكة المتحدة ونال درجة الدكتوراه في إدارة الأعمال من الولايات المتحدة الأمريكية لذا فقد شرفته الجامعة بالميدالية الذهبية عن أطروحته القيمة في مجال "نظم الرقابة الإدارية" علاوة على أنه زميل رابطة الإداريين الأمريكية وزميل معهد المحاسبة الإدارية الأمريكية فضلاً عن ترشيحه حالياً لعضوية رابطة المحققين المعتمدين في وقائع الاحتيايل المالي إضافة إلى أسهامه ككاتب مشارك في إصدار كتاب "التطبيقات الاستراتيجية لتوظيف الموارد البشرية" الذي صدر مؤخراً.



د. سيد عرفان

عبر الحاسب الآلي الأمر الذي أدى إلى خفض مستويات الخطأ البشري في هذا المجال فضلاً عن الأسهم الفاعل في إصدار فواتير الاستهلاك وفقاً لأحدث التقنيات وربط القراءات بشبكة المعلومات وهذا غيض من فيض إنجازاته الباهرة لدى الشركة كما لا ننسى الإشارة إلى أنه قد أسس

قرر مجلس إدارة شركة الكهرباء الوطنية العمانية مؤخراً تعيين الدكتور سيد عرفان أحمد رضوي لشغل منصب المدير العام للشركة وعليه نرجو من كافة المعنيين بالأمر تقديم كل مساعدة له لتمكينه من أداء مهام عمله كما هو مطلوب.

لقد جاء قرار مجلس الإدارة على ضوء ما يتميز به الدكتور عرفان من خبرات جمة ومقدرات أكاديمية متميزة علاوة على تفانيه المشهود له في عمله فضلاً عن سيرة خدمته الناصعة والطويلة لدى الشركة والتي امتدت على مدى تسعة عشر عاماً حافلة بالعطاء والجهد حيث ترأس خلال هذه الفترة دائرة الشؤون المالية بالشركة على مدى ١٠ سنوات متصلة فضلاً عن أنه قد كان يشغل أكبر دوائر الشركة وأكثرها مساهمة في الأرباح دائرة الفواتير.

لقد قام الدكتور عرفان بإدخال أحدث التقنيات المعروفة عالمياً في مجال تحصيل فواتير استهلاك الخدمات بما يشمل القراءة شبه الآلية لعدادات الاستهلاك وترميز فواتير الاستهلاك وتحصيل الفواتير

**Business Mentor to American Small Business Entrepreneurs:** Joined SCORE-USA local chapter as the First Pakistani-origin Business mentor, awarded with GOLD BADGE within a year, and designated as a Certified Business Mentor, and conducted 500+ hours of mentoring sessions, mostly with local Americans. (SCORE, powered by the U.S. Small Business Administration, the nation's largest network of expert business mentors, continues to help small business owners and entrepreneurs pursue the American dream). Irfan was awarded 30+ "the Certificate of Completion," the approved course of study from Score for enhancing Counseling & Mentoring Skills as a self-learning process parallel with Business Mentoring, Motivating, & Educating American Entrepreneurs in the USA.

**Academic Advisor and Motivator to Youngsters:** Irfan Rizvi advises and motivates youngsters in a developmental process that helps students clarify their life and career goals and develop educational plans to achieve their dreams. In this digital age, he provides new opportunities for youth leadership. As an advisor, Irfan helps hundreds of students explore their academic interests, identify resources for additional information and support, and develop study plans tailored to their educational goals in Pakistan, the Middle East, and the USA.



**Empowering the familism (Mutualism) concept in corporate culture: Irfan implemented this concept in Oman when he was the GM/CEO/MD of large organizations, providing financial and community benefits for both the organization and its employees.** Familism is a welfare system that prioritizes the families of employees and Business Entrepreneurs' benefits.



Irfan Rizvi lives in the USA with his wife and four children.

**Be a lifelong learner and proactive. Keep on improving Yourself and your surroundings. Keep on Striving, Changing the world every day. Irfan Rizvi**

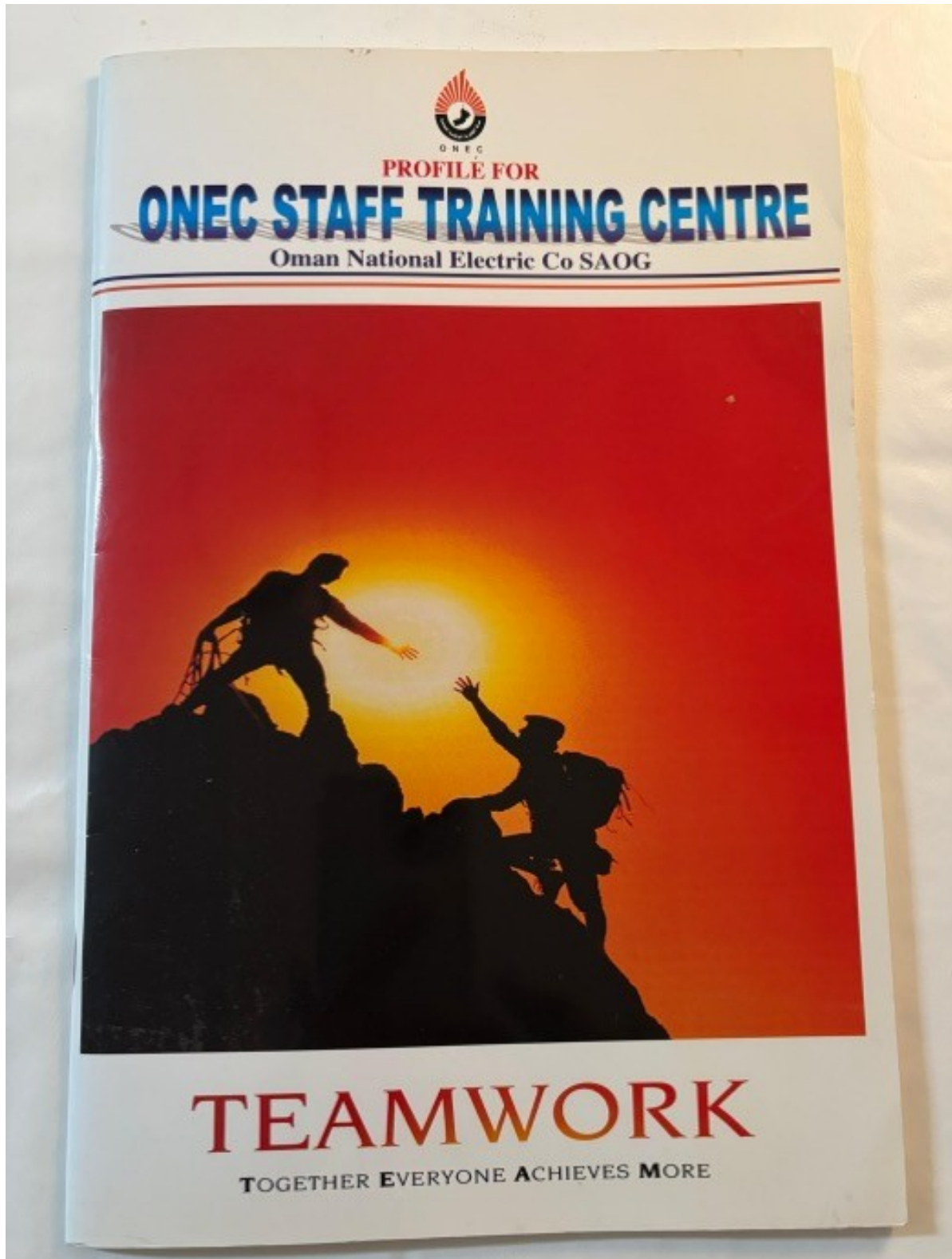
زندگی بھر سیکھنے والے اور فعال رہیں۔ اپنے آپ کو اور اپنے گردونواح کو بہتر بناتے رہیں۔ ہر روز دنیا کو بدلنے کی کوشش کرتے رہیں۔

*“Wisdom is not a product of education; it is a result of a lifetime of learning.”*



**GALLERY**

**PICTURES SPEAKS**







# ONEC Staff Training Centre

## OMAN NATIONAL ELECTRIC CO. (S.A.O.G)

Tel.: (968) 24788379, Fax.: (968) 2479154, Email: [oneceducation@yahoo.com](mailto:oneceducation@yahoo.com)  
Post Box 1365, P.C 112, Ruwi, Sultanate of Oman,



ONEC Staff Training centre for Professional Development was established in 2002 a unique training Centre for imparting education to its staff within the Sultanate of Oman. The Centre is duly approved by the Directorate of Vocational Training in the Ministry of Manpower.



The objective of the centre is to create the learning environment and build a strong team of staff in all ONEC's divisions to face the future challenges and to meet the customers and consumers demand.

To further strengthen our Commitment to quality, ONEC has acquired the International Acclaimed Quality Management System Certificate ISO 9001-2001.

ONEC has seven Professional Development Staff Training Centres all over the Sultanate of Oman.

- 1- MUSCAT, 2- MUSSANAH, 3- SOHAR, 4- NIZWA,  
5- AL- KAMIL, 6- RUSAYL, 7- SALALAH

There are 180 students (STAFF) enrolled in our various centres in different courses.



Our Training Centre is having a unique certification from the ACCA U.K., who have recognized ONEC as "Accredited Employer" and further awarded "Registered Status" in recognition of Management's support to their employees for the training and development of ACCA Professional.

The only company in Oman achieved this status from ACCA (U.K) for their Staff Training Centre.



Our Training Centre is having accreditation from A B E (Association of Business Executive) U. K., for ABE and BBA Courses.



Our Training Centre is having approval from EAL (Emta Award Limited) U.K., for Training of Electrical and Mechanical Engineering Advance and Diploma Courses.



Our Training Centre is having approval from City & Guilds U.K., for International Examinations of City & Guilds.















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Dr. Irfan A. Rizvi, GM of ONEC, garlanded the award to one of the successful Omani students.



A few of the Graduated Omani Students are also working full-time as Department heads, Branch Managers, Divisional Heads, or Regional Heads.

























