

**EASTERN POWER DISTRIBUTION COMPANY OF A.P LTD.**  
**CORPORATE OFFICE::VISAKHAPATNAM.**

**Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 403 /2009, dated 11 -11-2009.**

Sub:- A.P.E.P.D.C.L. – certain instructions on registering of applications at call centers – reg.

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The following deficiencies and lapses have come to notice during the inspections carried out by the Special Officers in Stage-I, II and III Call Centers.

1. The practice of not registering or delaying registration of applications has been found rampant in many call centers. In fact, registration is found to have been done on the same day as estimate preparation and sanction, and even consumer payment.
2. It is observed that estimates are being prepared even before the application is registered on the oral instructions of ADE.
3. Payment intimation is not being made promptly and the due procedures of dispatching through post are not being followed. In many places payment intimation is done orally without any record of the same.
4. Applications are rejected on flimsy grounds, both before and after payment, and the ADEs are not verifying such rejections in field inspections.
5. Consumers are not being intimated on the rejection of their applications, indicating the reasons thereof. Again oral intimation is being done to the consumer to meet the AE/ADE for resolving their problem.
6. DDs collected from the consumers are not being transmitted to bank for many days and is being kept unauthorizedly in the call centre, thereby causing financial loss by way of interest foregone. This is tantamount to temporary misappropriation of public money.
7. The DDs received have been found with dates which are before even the registration of application, leave alone estimate sanction and consumer intimation. This clearly indicates that the estimates are being prepared informally and intimated to the consumer, thereby defeating the purpose of putting call centers.
8. The PCB register, which contains the record of daily DD collections, and which has to be verified and signed by the ADE is being signed and maintained by the call center operator.
9. Test reports are being sent to ERO office by forcibly taking signature of the consumer and before the actual release of the service.
10. It is observed that the test reports are being updated in Stage-II and III call centers by collecting information over phone from the field without receipt of test report physically from the field.

11. It is noticed that no.of applications are being registered in one day from one village in Stage-II and III call centers. This clearly indicates that the mediators / electricians/ brokers are being encouraged by the call centers.
12. Applications are registered, estimates prepared and consumer intimation done despite the consumer and site not being ready for releasing of service. Accordingly, it is decided that for multistoried buildings and group houses applications shall be registered only on certification from the consumer that the panel board is erected in the premises.

The ADEs are requested to strictly ensure that applications are registered immediately on receipt from the consumer; site inspections and estimates are prepared and sanctioned expeditiously; consumer intimation done on the same day preferably by post and dispatch register updated; rejections are intimated immediately and giving reasons; DDs remitted and PCB register updated; work executed in time; and test reports updated only after service is actually released and only on its physical receipt at the CSC. They should also personally monitor the rejections and also randomly inspect rejected cases.

The field functionaries and ADEs/DEs/SEs are requested to ensure that none of the aforementioned lapses are allowed in the functioning of the call centers. It is proposed to critically monitor the back-end database of the CSCs to bring out such willful fraudulent practices. Any such practice, which repeats henceforth, shall be viewed very seriously as an example of malafide activity by the ADE/AE concerned and severest disciplinary action shall be initiated.

Sd/- N. Gulzar  
Chairman & Managing Director,  
A.P.E.P.D.C.L., Visakhapatnam.

To  
All Asst.Engineers (O)  
All Asst.Divisional Engineers (O)  
All Divisional Engineers (O) and Superintending Engineers (O)  
Copy to Director / Projects / A.P.E.P.D.C.L.  
Copy to Director / Operation / A.P.E.P.D.C.L.  
Copy to Chief General Manager / O&CS / A.P.E.P.D.C.L.  
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