

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

Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 367 /2009, dated 20-10-2009.

Sub:- A.P.E.P.D.C.L. – Instructions on release of services through call centers – Reg.

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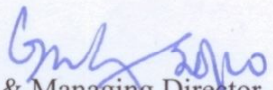
It has come to notice that some engineers are asking customers to meet them for providing various documents for release of new services, change of category etc. Further there have been complaints that these meetings are used to harass consumers by asking for already provided documents and demanding bribes from them.

The recent trappings of two Assistant Engineers by ACB for demanding undue favors from consumers is a manifestation of this unhealthy practice. Recently in Anakapalli Division too, one consumer complained that one Assistant Divisional Engineer asked him to meet him with certain documents required for release of services despite the documents being already available in the records.

In this context, it may be recalled that customer care centers were set up as single-stop interface counters for customers, so as to avoid any contact between official and customers subsequent to the payment by customers and before the release of new services. It was clearly informed to all officials that if the customer is required to submit any further clarification or documents, all such contacts and communications should be through the respective call centers only.

In view of all the aforementioned, it is hereby directed that the AEs, ADEs, DEs and SEs stop dealing directly with customer and inform the call centers wherever required. Further, they also directed to discourage consumers meeting them directly except under circumstances.

Any deviation from these instructions and reports of encouraging consumers to meet them shall be treating viewed seriously and appropriate action taken.


Chairman & Managing Director,
A.P.E.P.D.C.L., Visakhapatnam.

To
All Assistant Engineers/Opn
All Assistant Divisional Engineers/Opn
All Divisional Engineers/Opn.
All Superintending Engineers/Opn.

Copy to
Director / Operation / A.P.E.P.D.C.L.
Chief General Manger/O&CS
General Manager/CSC/APEPDCL