

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

**Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 353 /2009, dated 5-10-2009.**

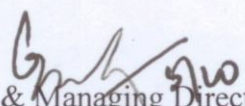
Sub:- Conducting of Consumer Grievances Redressal Forums at Circles –  
Reg.

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In order to strengthen the customer care activities of APEPDCL, it is henceforth decided to broaden the activities of the Consumer Grievances Redressal Forum (CGRF). Accordingly, the CGRF will be holding Forums for accepting public grievances on various electricity services related issues as per the following schedule every month.

- First Monday at Rajahmundry SE Office.
- Second Monday at Srikakulam SE Office
- Third Monday at Eluru SE Office
- Fourth Monday at Vizianagaram SE Office

The respective Superintending Engineers (Operation) are requested to co-ordinate and provide all necessary support for ensuring the success of these Forums. They are requested to give wide publicity for these Forum meetings and ensure that consumer grievances get addressed locally and more effectively. The CGRF is requested to hold meetings at few other locations in the Circle during these visits, on a rotation basis, so as to cover all the Divisions in a Circle atleast once in 3 months.

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

To  
The Chairman (CGRF) A.P.E.P.D.C.L.  
Copy to All Superintending Engineers (Operation) A.P.E.P.D.C.L.  
Copy to Manager (CC) → to give publicity on this on the respective days.  
Copy to Director (Operation) A.P.E.P.D.C.L.