

EASTERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED
CORPORATE OFFICE - VISAKHAPATNAM-530 013

Memo.No.HRD/IR/TRG/E13/12/D.No.11/12, Dt.27-01-2012.

Sub:- APEPDCL - HRD - IR - TRAINING - To dispose the cases in time and to ensure the Implementation of orders issued in favour of consumers by CGRF & Ombudsman- Deputation of Certain Officers & Staff - Nomination of Nodal Officer at Corporate Office and at Circle Level - Instructions - Issued.

Ref:- 1) Lr.No.S-324/Secy/DD-CA/2011/04, Dt.08.11.2011.
2) U.O./CGRF/HMISC/D.No.953/11, Dt.14.12.2011.

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In the reference 1st cited minutes of the Hon'ble commission with 5No's of consumer Grievances Redressal Forums and Vidvut Ombudsman were communicated where in it was directed to appoint a Nodal Officer in the rank of DE to arrange the reports from the respondents so as to enable the CGRF & Ombudsman to dispose the cases in time and also to ensure the implementation of the orders issued in favour of consumers by CGRF & Ombudsman.

2. After careful consideration of the issue, the following Nodal Officers both at Corporate Office and Circle Level are nominated for attending the works of CGRFs & Ombudsman.

a) General Manager- Opn (I) at Corporate Office Level.
General Manager- RAC

b) Divisional Engineer's/ Technical of operation circles at circle level.

3. Accordingly the nominated officers shall coordinate with CGRF & Ombudsman in arranging the reports from the respondents so as to enable the CGRF & Ombudsman to dispose the cases in time and also to ensure the implementation of the orders issued by CGRF & Ombudsman in favour of consumers without fail.

4. Further, the nominated officers shall ensure to conduct proper training to field officers and staff on the mechanism of CGRF available to the consumers in consultation with CGRF Authorities.

5. The above instructions shall be followed scrupulously without any deviation.

AHMAD NADEEM
CHAIRMAN & MANAGING DIRECTOR

To

The General Manager - Opn (I) / General Manager (RAC)
(through CGM (O&CS) / CGM (RAC))

All Divisional Engineer's Technical / Operation Circles
(through The Superintending Engineers / Operation)

Copy to:

The Asst. Divisional Engineer / Tech. / CMD's Res. / EPDCL / Visakhapatnam for Information

The Chairperson / CGRF / EPDCL / Visakhapatnam for Information and necessary action.

The AO to Director / Fin & HRD / EPDCL / Visakhapatnam

All ADE's to DIR (O&C) / Projects / EPDCL / Visakhapatnam

All Chief General Managers / Corporate Office / EPDCL / Visakhapatnam.

All General Managers / Corporate Office / EPDCL / Visakhapatnam.

All Superintending Engineers / Operation / EPDCL / Visakhapatnam.

The Commission Secretary / APERC #11-4-660, 4th & 5th Floor, Singareni Bhavan, Red Hills,
Lakshapool / Hyderabad - 500004, A.P.

Notice Board.

The Stock File.

//FORWARDED: BY ORDER//

PERSONNEL OFFICER (IR&Trg)