



Eastern Power
Distribution Company of A.P. Ltd
ఆంధ్ర ప్రదేశ్ తూర్పు ప్రాంత విద్యుత్ పంపిణీ సంస్థ

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PRESS NOTE

Online grievance redressal system launched

It will improve delivery of services

Visakhapatnam: Eastern Power Distribution Company of AP Limited (APEPDCL) on Saturday launched the unified online Public Grievance Redressal System “online spandana” as part of its initiative to improve delivery of services to the people. In a function held at corporate office Mr. Ahmad Nadeem, I.A.S., Chairman and Managing Director of the company has launched this online system.

With the help of the online complaint redressal system, it will be able to register all complaints systematically and track their redressal. The system would structure the various types of complaints like supply related, billing related and others it will enable use for better grievance redressal duly assigning them to the departments concerned directly.

The Chairman and Managing Director Mr. Ahmad Nadeem, I.A.S., said, “This is one of the initiatives of the Discom to solve the various types of problems which will be helpful to the five districts of the Consumers.”

The system has also a provision to display the number of complaints in each Circle and Section. A complaint ID number would be generated automatically as acknowledgement. The number would help the complainants to track and can monitor the latest status. This is the new initiative of the company. The consumers can post their grievances, comments and suggestions at their convenience, Mr. Ahmad Nadeem said. People can visit the company’s website <http://www.apeasternpower.com> to make use of this facility. As part of this launching programme CMD released a Pham plate for creating awareness in the five circles of APEPDCL. In this programme Directors V.Suryanarayana, H.Y.Dora, Y.Narayana, V.Krishna Murthy, and CGM (Tech) P.Rama Mohan were participated.

(K.V.R Prasad)

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To
The bureau chief/Staff Reporter,
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