



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

Circular Memo No. CMD / CGM /HRD / D.No. 30 /09 / Dt. 26 .08.2009

Sub: APEPDCL – Service delivery on employees problems by the HRD – Certain timeframes for disposal fixed – Implementation of Employees Charter - Orders - Issued.

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Of late it has been observed that, numerous complaints are being received on the delays in disposal of various employees service related applications/ requests/ complaints/ objections etc. It is also found that various requests benefiting the employees are either inordinately being delayed or deliberately being delayed by the concerned dealing staff and officers for one reason or the other, which gives scope for suspicion. In order to curtail this unwarranted practice and to provide better service to the employees also, it has been decided to formulate an Employees Service Charter in the same lines as public services being rendered through the Citizen Charter. An Employees Charter for various important employee related services is appended to this memo. Henceforth, the list of services appended to this memo shall be delivered by the concerned staff / officers strictly adhering to the time schedules, given there in.

2. If there is any delay in delivering the services to the employees with in the time frame mentioned in the annexure appended to this memo, the officers / staff concerned responsible for the delay are liable to pay compensation to the applicants. This will be recovered from the salaries of the concerned and paid to the applicants. Initially the amount of compensation is fixed at Rs.25/- for each day delay after maximum time limit fixed for such service. The liability for paying this compensation shall be shared in the ratio of 50:30:20 i.e., 50% to be borne by the concerned Clerk/Case worker and 30% by the PO / DGM and the remaining 20% to be borne by the GM / CGM. In case if the subject matter has to be dealt only by the concerned Clerk / Case worker and the HOD / officer concerned, the ratio shall be 60:40. If in the process more number of staff are involved, then the clerk shall bear 40% and the remaining to be equally borne by the other supervisory staff / officers, staff of other departments and the HOD. The above mentioned method of liability sharing shall be applied where the delay is equal at every level / stage. In other cases, where the time limits were followed by certain staff / officers and not-followed by some other staff / officers, the amount shall be recovered proportionately based on the number of days of delay from the staff / officers responsible for such delay. In case there is any genuine cause for delaying any of the applications such as referring the matter for audit remarks or for legal opinion or if the proposal received in incomplete shape etc. the applicant shall invariably be informed of the same within the time-frame fixed duly indicating the next probable date of answering his/her request. Further, in the Employees Charter appended to this order, wherever the file need to be circulated in accordance with the delegation of powers, to the Director concerned and / or CMD, on each such occasion, the stipulated time may be taken as 1 day in respect of each Director and 1 day for CMD.

3. Initially, the Employee Charter for certain important Services will be implemented in HRD Wing / Corporate Office / EPDCL / Visakhapatnam and in a phased manner the full-fledged Employee Charter will be implemented in respect of all other employee related services and in other offices Viz., Circle Office / Division Office / ERO etc.

4. The time limits specified in the Employee Charter appended to this order are maximum number of days required for delivery of a particular service to the employee. Hence, all the Officers / Staff concerned are directed to dispose the requests etc., of the employees as quickly as possible and try to provide the service well before the stipulated time frames to the extent possible.

5. Certain proposals like leave requests, pensions, GPF withdrawals, LTC, Medical reimbursement proposals etc., need to be routed through the Finance (Accounts) Department. The maximum number of days stipulated for clearing the proposal by Finance Department is fixed as 7 days. Beyond 7 days, if there is any delay on the part of the staff / officers concerned working in Finance Department, they are also liable for payment of compensation proportionately. That means, they have to share the amount of compensation to be paid to the applicant in line with/ along with the HRD staff / officers as the case may be, as mentioned in the para (2) of this order.

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6. All the Employees are free to request for a detailed pendency schedule of their application, indicating the respective dates of receipt and disposal at each stage / Officer after completion of maximum days of service delivery time as stipulated in the annexure. The department concerned should furnish this information to the employee within 3 days from the date of receipt of such request.
7. The payment of compensation does not need any further application from the applicant and it is the responsibility of the Dy. General Manager of HRD concerned for arranging recovery and payment to the concerned applicant by following due procedure.
8. These timeframes fixed shall be communicated to all staff including the Association/Unions and also to be displayed in Notice Board and website.
9. These orders shall come into force with effect from 01-09-2009.
10. These orders are also available in APEPDCL website at [www.apeasternpower.com](http://www.apeasternpower.com)

Encl: Annexure

N.GULZAR  
CHAIRMAN AND MANAGING DIRECTOR

To  
The Chief General Manager (HRD) / APEPDCL / Corporate Office / Visakhapatnam

Copy to:

All Directors / APEPDCL / Visakhapatnam  
All CGMs / APEPDCL / Visakhapatnam  
All SEs / APEPDCL / Visakhapatnam  
All GMs / APEPDCL / Visakhapatnam  
All DGMs / HRD Wing / Corporate Office / APEPDCL / Visakhapatnam  
The Pay Officer / APEPDCL / Visakhapatnam  
The Manager / CC / Corporate Office / APEPDCL / Visakhapatnam  
The AO / CPR / APEPDCL / Visakhapatnam  
All POs / HRD / Corporate Office / APEPDCL / Visakhapatnam  
Notice Board

//FORWARDED :: BY ORDER//

S/d.  
CHIEF GENERAL MANAGER (HRD)