

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

Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 419 /2009, dated 23 -11-2009.

Sub:- A.P.E.P.D.C.L. – Billing defects - certain instructions - Reg.

* * *

A large number of instances of billing related defects are being observed across all sections. Consumers have been complaining that their bills are recording consumption units which are far in excess of regular consumption pattern. They attribute this to defects in meters, improper recording of units while changing meters and so on.

In recent months, there have been a large number of instances of suppressed readings and stuck-up meters which have come to light during enumeration. The resultant remedial action has also contributed to the increase in billing complaints.

These billing complaints are more often getting escalated to the corporate office and the Chairman & Managing Director. In order to eliminate this, all the Superintending Engineers and Divisional Engineers are directed to nominate a capable Assistant Divisional Engineers or Assistant Engineers in their circle or division office respectively, who will be responsible for co-coordinating with the Assistant Engineer and ERO concerned and redressing this grievance on the spot. Wide publicity may be given in local news papers intimating the contact details, including cell phone numbers, of this nominated official.

Henceforth, these complaints should get resolved at the level of nodal officer, with or without the intervention of the Divisional Engineer or Superintending Engineer, and should not get escalated to the corporate office.

Sd / N. Gulzar
Chairman & Managing Director,
A.P.E.P.D.C.L., Visakhapatnam.

To

All Superintending Engineers/Opn/APEPDCL
All Divisional Engineers/Opn/APEPDCL

Copy to
Director/Operation/APEPDCL
Director/Finance/APEPDCL
Chief General Manager/Expr/APEPDCL