

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

Memo.No.CMD/EPDCL/VSP/CGM/T/D.No. 425 /2009, dated 25-11-2009.

Sub:- A.P.E.P.D.C.L. – Improvement of services at Stage-I call centers –
instructions - issued.

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It has come to notice that in some call centers, the bill collection activities are taking precedence over the main purpose of ECC, CSC and NSC for which these centers were set up in the first place. Further, there are also complaints that customers are not being properly acknowledged and are often being harassed by referring them to other offices, including the Section Officer concerned. In this context, it needs to be borne in mind that the CSCs were set up precisely to avoid interface between consumers and company staff, so that it acts as a single-stop counter for the customer. Therefore, in order to improve the service delivery at Stage-I call centers, it is proposed to implement the following:

1. Take steps to improve the environment in the CSC and direct all personnel to behave politely with consumers.
2. Under no circumstances, should any consumer be referred to any office – Section, Sub-division, Division, Circle, Corporate Office or ERO. If any such instance comes to notice, the person who has referred shall be removed summarily from the CSC and action will be initiated on the manager. The manager may speak to the officials directly and solve the problem, without sending consumer to the official.
3. One of the counters can also be designated for general enquiries and the counter in-charge can be asked to assist all customers with their applications / grievances if they encounter any problem.
4. Physical demarcation to be made between call centers collection and consumer grievances / consumer application activities. This is to ensure that the customers coming for applying for CSC and NSC applications do not get crowded by those who come to pay the regular monthly bills.
5. Appropriate signage, highly visible for everyone, indicating the activities dealt with by each counter should be provided. The counters should also display the name plates of those attending to the activities.

The Manager / CSCs and the Head Quarter Divisional Engineers of all these eight Stage-I call centers are directed to take action on the aforementioned immediately and report compliance. The GM (CSC) and CGM (O&CS) are requested to ensure implementation of these instructions.


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

To
The Manager / CSCs / Stage-I Call Centers / A.P.E.P.D.C.L.
The Divisional Engineers / Operation / A.P.E.P.D.C.L.
The Superintending Engineers / Operation / A.P.E.P.D.C.L.

Copy to:
The General Manager / CSC / A.P.E.P.D.C.L.
The Chief General Manager / O&CS / A.P.E.P.D.C.L.
The Director / Operation / A.P.E.P.D.C.L.
The Director / Projects / A.P.E.P.D.C.L.