

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

Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 343 / 2009, dated 23-09-2009.

Sub:- A.P.E.P.D.C.L. – Formation of new Call Centers – certain instructions issued.

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It is proposed to improve the functional efficiency of the Stage-I Call Centers at Siripuram, Kakinada, Rajahmundry and the newly proposed one at NAD Kotha Road. Accordingly, the four aforementioned call centers are placed under the supervisory control of the respective Divisional Engineers for daily monitoring of the activities of the Call Centers. However, the administrative control will be exercised through the General Manager / CSC, following the already established processes.

The respective DEs are requested to be fully involved with the day-to-day functioning of these Call Centers, monitor the registration, tracking and redressal of the complaints and applications made at the Call Center. They should visit the call centers atleast every alternate day initially and take steps to ensure all the requirements of the Call Centers are met. They are also requested to pay personal attention and maintain these Call Centers as the best Customer Service Centers in the Country.

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

To
The Divisional Engineers of respective Call Centers.
Copy to Superintending Engineers (O)
Copy to General Manager / CSC / A.P.E.P.D.C.L.
Copy to Chief General Manager / O&CS / A.P.E.P.D.C.L.
Copy to Director / Operation / A.P.E.P.D.C.L..
Copy to Director / RA & REV / A.P.E.P.D.C.L..