

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

Circular No.CMD/EPDCL/VSP/CGM/T/D.No. 376 / 2009, dated 24- 10-2009.

Sub:- A.P.E.P.D.C.L. – Streamlining of Customer Care Centers in releasing of new service connections – certain instructions – issued.

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On verification of the NSC and ECC applications made at the Stage-I, State-II and Stage-III Customer Care Centers, several fraudulent practices have come to notice. It is observed that some officials are harassing consumers and even demanding bribes for release of various services being provided by APEPDCL. A few such practices include:

1. Delaying registration of applications despite the consumer furnishing all the required documents.
2. Rejecting applications for silly administrative reasons, like consumer not available or wiring not ready, in order to harass the consumer into submission.
3. Submitting the test reports to call center without actually releasing the service.
4. Delays in the dispatch of payment intimation to the consumer.
5. Accepting application without all required documents so as to use that as an excuse to delay the release of service and make the consumer meet the officials repeatedly.
6. Release the service in an in-complete manner, by fixing a meter which is not working or with loose connections, and thereby harass the consumer.

It was also come to notice that a network of few brokers are acting as intermediary between officials and consumers in a few call centers. These brokers volunteer to get the services released on a payment of a fee by liaisoning with the officials.

The presence of brokers and all the aforementioned lapses and willful omissions of officials creates a bad name to the Company and leads to un-due harassment of consumers. In other words, the very objective of having set up the outsourced Customer Care Centers, as single window interfaces for consumers applying a service with APEPDCL, is defeated.

In order to overcome the aforementioned and streamline the activities of the all Customer Care Centers, the following instructions are issued.

- a. No application will be accepted under any circumstances without all the required documents.
- b. For registration of all new applications, it is mandatory that all the applicants shall produce photo identity like Electoral card/ Pan Card/ Ration card/ Driving license etc., along with other relevant documents.
- c. The Applicant must attend and submit the application in person for signing and taking digital photograph with digital signature/thumb impression in all CSCs including stage-I CSCs. The CSC In-charge shall verify as to whether the photograph on ID card tallies with that of the application.
- d. The captured digital photograph and signature shall be integrated to the respective application and stored as record.

- e. Where ever the consumer is not able to come, due to extraordinary reasons, application can be registered only if the person attending on his/her behalf produces a registered General Power of Attorney (GPA). In this case, the photograph of the GPA holder shall be taken.
- f. The telephone number (preferably mobile) of the applicant shall be mandatory for registration of any service other than Cat-I service. The counter in-charge shall physically verify the accuracy of the number by ringing to it before accepting the application.
- g. The rejected applications along with meters from field shall be verified at random by the DEs. This shall also be randomly verified by DPE and the third party quality agency, besides the Manager (CC).
- h. Any rejected application will be re-considered only within a period of 30 days. There will be no refund of amounts thereafter, and a fresh application will have to be made.
- i. All test reports of new services released should invariably contain the signatures of the consumer.
- j. All consumer intimation for payment for non-Cat-I services shall be done through SMS to the respective phone numbers. A report of the delivery of such SMSs shall be generated and reviewed by the CSCs. The sending of SMS shall be integrated with the CSC and EP-IMRS applications.

The above instructions shall be implemented from 01-11-2009 and any deviations will be viewed seriously.

Sd/- N. Gulzar, IAS
Chairman & Managing Director,
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To
All Assistant Engineers/Operation
All Assistant Divisional Engineers/Operation
All Divisional Engineers/Operation
All Superintending Engineers/Operation
All Managers/CSC/

Copy to:

Director/Operation/APEPDCL
Chief General Manager/O&CS
General Manager/CSC/APEPDCL

The General Manager / IT / APEPDCL is instructed to take necessary action to make the required changes to the CSC software, so that the deficiencies are plugged.