



Eastern Power News



Eastern Power Distribution Company of A.P Ltd

In-house news letter

APRIL - JUNE

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New CMD

... and Director Operations

ISO 9001 : 2000 for EPDCL

విద్యుత్ భద్రత

అవగాహన కార్యక్రమం

జులై 3వ తేదీ నుండి 24వ తేదీ వరకు

Key things on Safety

HRD Special Training programme

Consumer Awareness Live Program on AIR

Customer Service Centres

with an **ISO 9001 : 2000** Certification

Towards better customer service, 55 customer service centres(CSCs) have been established in EPDCL in 2002-03. CSCs have been consistently performing well with respect to customer service since their establishment in 2003. EPDCL Management has decided to adopt Quality Management Systems at its CSCs and in achieving desired standards, has decided to go for ISO 9001-2000 certification of all its CSCs at circle Head and District Head Quarters.

Audit of the Quality Management Systems implemented at Circle Head Quarters and District Head Quarters Centres of EPDCL was conducted by Lead Auditors of M/s. Perry Johnson Register INC, Michigan, USA in the last week of March 2007. It is a matter of pride for EPDCL that now, the Registers have accepted the Audit Report and Certified all the SIX centres in EPDCL have ISO 9001-2000 certification.



Customer service centre at Visakhapatnam

ISO 9000 is a family of standards for quality management systems. ISO 9000 is maintained by ISO, the International Organization for Standardization and is administered by accreditation and certification bodies.

ISO 9000 currently includes three quality standards: ISO 9000:2005, ISO 9001:2000, and ISO 9004:2000. ISO 9001:2000 presents requirements, while ISO 9000:2005 and ISO 9004:2000 present guidelines. All of these are process standards (not product standards). ISO's purpose is to facilitate international trade by providing a single set of standards that people everywhere would recognize and respect.

ISO 9001:2000 Quality management systems - Requirements is intended for use in any organization which designs, develops, manufactures, installs and/or services any product or provides any form of service. It provides a number of requirements which an organization needs to fulfill if it is to achieve customer satisfaction through consistent products and services which meet customer expectations. This is the only implementation for which third-party auditors may grant certifications.

Message of CMD



My dear colleagues,
It is my pleasure to interact with you through Eastern Power News for the first time after assuming the

charge, and I feel immensely proud to be associated with this organization, which was envisioned realized and nurtured by all of you. And at this juncture I would like to place on record my appreciation to all of you for bringing the company to its present stage. But at the same time, any achievement is not end in itself and there is always a room for improvement.

In this light we need to work together and harder to accomplish out our foundational objectives. In this regard it should be our joint concern to focus on key areas like Loss Reduction, Improved Revenue Collection and most importantly Customer Care, through finer services and improved quality supply of power.

The ongoing Safety Drive has thrown up the various aspects that invite our immediate attention from the point of view of safety to the public and our employees. Let us endeavor to take all precautionary measures to eradicate potential dangers emanating from loose lines, damaged poles, exposed meter boxes, unprotected transformers, in this direction.

Customer service always should be our top priority. And importantly we should look farword for building a brand for ourselves in taking the network of our electricity call centres and customer service centres to offer more services. This can be achieved in a true sense only when the services are offered at sub-divisional and lower levels. Further, it is a matter of great pride that Six of our Customer Service

Centres (CSCs) have been given ISO 9001-2000 certification, which is an indication of quality management systems being implemented in these CSCs. Let us work towards manning all 55 CSCs as equally competent and orient ourselves accordingly. We need to strategize, reorient and redefine our process and move towards more consumer services. In this connection the operation circles at rural level should sincerely put their efforts and ensure that complaints and grievances are redressed in time.

Let us emphasize on value addition in whatever work we do and devote more time towards yielding qualitatively better output. Better use of existing information technological systems and website and intranet of the Company for routine and cyclic communication processes and evolving standard formats is required for making this possible.

I invite all constructive suggestions of employees for improving quality of our services and meeting the objectives of our organization.

I would like to reiterate that we need to take up the required initiatives, only then a change which is better, would be possible and this change may , however small initially would eventually result in great monitory benefit for the state and ultimately the people. All these initiatives should be mutually reinforcing and together we have to make an exiting, contemporary and growing brand.

I look forward to working closely with you all to elicit your views and support to embark on this journey. Wish you and your families all the very best

Lav Agarwal, IAS
Chairman and Managing Director
APEPDCL, Visakhapatnam

Sri Lav Agarwal IAS has assumed charge as the new Chairman and Managing director of Eastern power Distribution Company of Andhra Pradesh limited on 10th June, 2007. Prior to this Sri Lav Agarwal was District Collector and Magistrate of West Godavari district. Earlier he worked with the Andhra Pradesh Chief Minister's Peshi and Joint Collector of Nellore Dist.

Sri Agarwal, a mechanical engineering graduate from IIT, Delhi, belongs to the 1996 batch of Indian Administrative Service.

Our New CMD



APEPDCL directors and employees heartily welcomed him and greeted

him on the occasion. The CMD in his opening address stated that in the present competitive environment, there was no point in being the second best. He heard that EPDCL was the best and being the best and that we have to top by a margin. He also stated that ownership is the key to success and a team had to own the work they take to ensure success.

Eastern Power News extends him a hearty welcome and wishes him all success in his new assignment.

Safety Drive in EPDCL

EPDCL is conducting a Safety Drive in order to ensure consume awareness and orient the staff towards safety measure, during the months of July and August. The focus is on towns and mandals of all the five operation circles of EPDCL. The safety drive in being held in three phases.

Checking and Identification

3rd July to 13th July 2007

The staff checked and identified the visible potential causes for accidents like loose lines, no earthing, illegal tapping etc in each and every village in the five operation circles of the company

Rectification Preliminary Stage

14th July to 24th July

In this stage all possible rectifications were carried out and where there was a requirement of additional material, the concerned officer initiated steps for procurement of materials. The problems faced during rectification were brought to the notice of the Management .

Rectification Final Stage

1st August to 31st August

In this stage the officers and staff take up all neces-

sary activities for final ratification of the identified problems. The activities include material tie up, etc. Any persisting problems in the rectification shall be brought to the notice of the management at this stage

The purpose of the safety drive is to ensure better awareness among the public as to safety measures, with emphasis on precautionary measures to avoid electrical accidents. At the same time it is intended to orient the staff and officers towards the concept of safety and implementation of safety measures in carrying out their duties. During the drive,

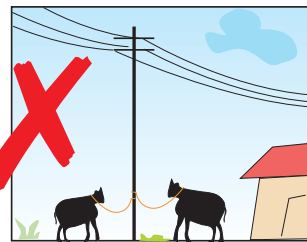
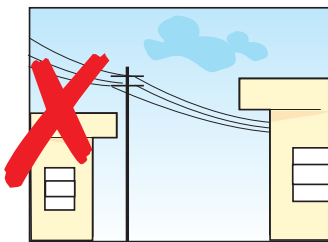
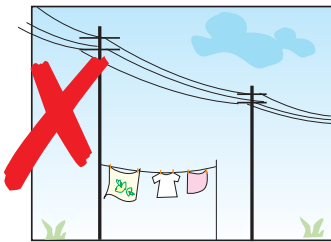
Prajapatham complaints, if any shall also be considered.

The modus operandi included distribution of posters and pamphlets, meetings and discussions with public. A handbook was released for the O&M cadre during the programme.

A survey was conducted and consumer complaints were received on telephone during the drive at the operation circle offices, where the complaints so received were registered and duly acknowledged.



Electrical Safety and Key Aspects



KVV Satyanarayana,
G.M/E.A

As the first phase of safety survey in the ongoing Company wide Safety awareness cum defects rectification drive has just concluded (3.07.2007 - 13.07.2007) and the work of rectification of minor defects is now under progress, I would like to exchange my thoughts on certain aspects of Electrical safety which may be of use as we embark on the 2nd stage i.e. continuation of survey and completing the major rectifications by the end of the August, 2007 as scheduled.

Since the notion that Accidents are unforeseen, unexpected and are God sent is not withstanding and the conclusion that Accidents are Caused and are man made is predominantly convincing both to ourselves and the Public, it is needed that we concentrate more and more on preventive steps which are felt as follows.

Things TO FOLLOW : Voltage wise allowable line clearances (w.r.t other Lines, ground, buildings, Trees) , best standards in material procurements ,construction and in O&M of lines and equipments.

Things TO GIVE UP : Over confidence, Ignorance and Shortcuts

Things TO ENSURE : Use of Proper T&P (Well Insulated pliers, Safety Gloves, Safety Shoes, Helmet, Safety Belt, Earth rods), proper communications-Pre-intimation to public on LCs, proper issue and returning of LCs, STL services to be co-terminus with DTRs, educating the consumers on safety, Display of Danger Boards during work under progress, 100% sealing of Terminal covers, aerial disconnections for UDC services , proper sizing/grading of fuses and protective relays and perfect Earthing.

Things TO CHERISH : Study of equipment catalogues, O&M Manuals, Safe handling & storage of materials and proper Housekeeping -net work clean up through minimum jumbling of service wiring, rectification of /replacement of defectives likes leaned or damaged poles, tilted cross arms and loose stays etc .

Things TO CHEER ABOUT : Supply of all safety aids, according quick Approvals on Works related to safety and enhancing safety awareness through training to Employees and inviting customer participation by way of complaints /suggestions to call centers on 155333.

"Concern for the man himself and his fate must always form the chief interest of all technical endeavor, never forget this in the mist of your diagrams and equations "

- Albert Einstein

Sri. V. Suryanarayana

Appointment of the New Director Operations



Sri. V. Suryanarayana assumed charge as Director - Operations APEPDCL on 2nd July, 2007. He joined APSEB in 1976 as Junior Engineer in Power House, KTPS - C Station after receiving a Bachelor's Degree in Electrical Engineering from Andhra University, Kakinada.

Sri.Suryanarayana was key participant in the Company's Operation and Maintenance initiative. He had a long stint of 29 years in all the wings of Generation, Transmission and Distribution activities. He worked as a Chief General Manager-O&CS, APEPDCL. Prior to that he worked as Superintending Engineer, Srikakulam and Raja - mundhry circles.

SAP Implementation in EPDCL

APEPDCL is implementing Project ACE (AP DISCOMS CUSTOMIZED ENTERPRISE SOLUTIONS THROUGH SAP) along with all other DISCOMs . Siemens Information Systems Limited is the facilitator.

The following modules of SAP R/3 are being implemented in APEPDCL.

Financial Accounting (FI)	General Ledger Cash and Bank Receivables and Payables Treasury & Cash Management
Controlling (CO)	Cost Centre Accounting Cost Element Accounting Profit Centre Accounting Internal Orders
Investment Management (IM)	Investment Program (Schemes) Estimates(Appropriation Requests) Capital work (Investment) Orders Interest / Expenses capitalized Settlement to Fixed Assets
Asset Management (AM)	Asset Management Acquisitions / Retirements Depreciation runs Asset under Constructions
Funds Management (FM)	LOC Processing
Material Management (MM)	Purchasing Receiving Inventory Quantity Checks

- o SAP stands for 'Systems, Applications and Products in Data Processing'.
- o R/3 stands for the real time situation involving the Client - Server environment, Operating System and the Data base combinations.
- o SAP is the third-largest software company in the world with the highest market share in the Enterprise Resource Planning space.
- o SAP R/3 is a highly integrated ERP software package that provides standard as well as Industry specific business solutions through its various standard modules and the new dimensional products

BENEFITS OF SAP IMPLEMENTATION

- Ø Integration of processes across the company leading to avoidance of redundancy of data
- Ø Standardisation of processes & Master data
- Ø Transparency in the transactions through streamlined information flow across the organization
- Ø Improved efficiency through speedy decision making & reduced process times
- Ø Improved Information System through Online reports.
- Ø Improves individual accountability through adequate system controls.

The following SAP team members of APEPDCL participated in the training cum implementation held for all DISCOM team members at SCADA building, Hyderabad since December 2004 and returned by October 2005, and since are actively involved in the implementation process in the company.

SAP Team - APEPDCL

SAP - Functional

Financial Accounting (FI)

Sri J. Sriramamurthy, AO 9440814376

Sri K.S.Satya Kishore, AAO 9440814380

Controlling (CO)

Sri Shaik Babar, AAO 9440814379

Investment Management And Asset Management (IM / AM)

Sri Ch.Srinivasa Rao, JAO 9440814381

Material Management (MM)

Sri T.Vishnumurthy, AE 9440814378

SAP -Technical

Advanced Business Application Programming(ABAP)

Smt M.Vijaya Chamundi, ADE 9440814254

Sri A.V. SivaKumar, AE 9490610048

Sri K.Rajesh Kumar, Sub-Engnr

BASIS

Sri M.Dharmaraju, ADE 9440814375

Sri D.N.Kishore, AE 9440814377

Sri M.Ravindra, SAO assumed charge in April 2007, for SAP Implementation.

The team is being headed by Sri C. Srinivasa Murthy General Manager/IT.

Functional Team members gave End User training to all identified Units personnel and SAP is being implemented in all circles presently.

Email id : sapgroup@apeasternpower.com
Or visit at : <http://groups.yahoo.com/groups/sapgroupapepdcl>.

Performance Highlights : April to June 2007

PARTICULARS	ACHIEVEMENTS
Energy Sales	1971.85 MU
HT Sales	815.27 MU
LT Sales	830.06 MU
Assessed agricultural Sales	326.52 MU
Distribution Losses	366.73 Crs (11.25%)
Revenue Demand	572.31Crs *
Revenue Collection	372.45 Crs *
Collective Efficiency	97%

(* Up to May 2007)

PERSONNEL MOVEMENTS

Promotions

Eastern Power News congratulates you on your promotion

NAME	Promoted As	Month of Promotion
Sarvasri		
B Ramesh Babu	CGM	May-07
V.Krishna	SE	Apr-07
B.A.Mehar Kumar	SE	Apr-07
M.Tirumala Devi	DE	Apr-07
A.V.V.Surya Pratap	DE	Apr-07
K.Rama Rao	ADE	Apr-07
P.Usha Rani	ADE	Apr-07
B.V.Gopala Krishna	ADE	Apr-07
A.V.L.K.Jagannadha Sarma	ADE	May-07
P.Atchuta Chari	ADE	May-07
A.Bhaskara Rao	ADE	May-07
P.Chelli Babu	ADE	May-07
E.Narasimha Kumar	ADE	May-07
N.V. Ramana Murty	AO	Apr.-07
M.Srinivas	AO	Apr.-07
S.Narasinga Rao	AO	Apr.-07
S.Appalanaidu	AAO	Apr.-07
S.Sai Priyatham	AAO	Apr-07
J.Rajasekhara Babu	AAO	MAY-07

Retirements

We cherish your association with us during your tenure of service. Eastern Power News wishes you all a happy and peaceful retired life.

Name	Designation	Month of Retirement
Sarvasri		
V Suryanarayana	CGM	May-07
V B Jagannadham	CGM	June-07
M V Ramana	GM	April-07
P P N Swamy	GM	May -07
S Varahalu	DE	June -07
S Satyanarayana Reddy	DE	June -07

A vigil on the press clippings Up gradation of the existing tool

The existing software for monitoring news clippings has been upgraded by the IT team at EPDCL Corporate Office by bringing in certain modifications to it. By these modifications, the concerned officer will be intimated about the news clipping and the officer concerned can directly give field comments online.

The news clipping shall be scanned and uploaded by the Corporate Communications wing, onto the company's website on a day to day basis. An e-mail and a SMS then would be sent on

mobile phones to the concerned SE, DE and ADE. The concerned officer on receipt of this intimation can directly report by giving the comments online on the intranet portal of the company's website. One special feature of this newly upgraded software is that, at the end of five days, an escalation report would be automatically generated and sent to the CMD, for the news items for which no filed comments are furnished by the concerned officer within five days of uploading the news item.



SAFETY DRIVE

EPDCL is conducting a Safety Drive in order to ensure consume awareness and orient the staff towards safety measure.

Bhadrathra Varo sthavalu at Srikakulam circle.

FROM... THE EDITOR'S DESK

We regard communication between employees and Eastern Power News as necessary and important for improving the format and content of the newsletter. Hence we invite your feedback, suggestion and queries. You may write to us on email at mgr_cc@apeasternpower.com

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