



OPERATION CIRCLE :: VIZIANAGARAM

Right to Information Act

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INTRODUCTION

1.1 Background (RIGHT TO INFORMATION ACT & ITS OBJECTS):_

Set act the practical regime of right to information for the citizens to secure access to information under the control of Public authorities, in order to promote transparency & accountability in the working of every public utility.

1.2 OBJECTIVE/PURPOSE OF THIS INFORMATION HAND BOOK.

This information hand book is aimed to make suo-motto disclosure in respect of the particulars of the organization, functions duties etc., and standardized information for easy access & understanding by the public as per the provisions of section 4(1)(b) of the Right to Information Act.

1.3 WHO ARE THE INTENDED USERS OF THE HAND BOOK

Citizens, civil society organizations, public representatives, officers & employees of public authorities including PIO's, APIO's and Appellate Officers, Central & State information commission etc

1.4 ORGANIZATION OF INFORAMTION

The information in the hand book is organized in the following Chapters

Chapter : 1 Organization, functions and duties

Chapter : 2 Powers & Duties of Officers and employees

Chapter : 3 Procedure followed in Decision making process

Chapter : 4 Norms set for the discharge of functions

Chapter : 5 Rules, Regulations, Instructions, Manual & Records for Discharging functions

Chapter : 6 Categories of documents held by the Public authority under its control

Chapter : 7 Arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of

Chapter : 8 Boards, councils, committees and other bodies constituted as part of public authority

Chapter : 9 Directory of officers and employees

Chapter : 10 Monthly remuneration received by the officers and employees, including the system of compensation as provided in regulations.

Chapter : 11 Budget allocated to each agency including plans etc.,

Chapter : 12 Manners of execution of subsidy programmes

Chapter : 13 Particulars of recipients of concessions, permits or authorization granted by the public authority.

Chapter : 14 Information available in electronic form.

Chapter : 15 Particulars of facilities available to the citizens for obtaining information.

Chapter : 16 Names, Designations & Other particulars of Appellate authorities, PIO's & APIO's

1.5 NAME & ADDRESS OF KEY CONTACT POINTS.

Sri.D. Satyanarayana- Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan,
Dasannapeta, Vizianagaram – 535002 Phone 9440812447

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CHAPTER - 1
ORGANISATION/ FUNCTIONS AND DUTIES
[SECTION 4(1) (b) (i)]
PARTICULARS OF THE ORGANISATION/ FUNCTIONS AND DUTIES

NAME OF THE ORGANIZATION

ANDHRA PRADESH EASTERN POWER DISTRIBUTION COMPANY LIMITED

ADDRESS : Office of the Superintending Engineer,
Operation Circle, A.P.E.P.D.C.L
Vidyut Bhavan, Dasannapeta
Vizianagaram

FUNCTIONS:

- 1) Sale of Power
- 2) Collection of Revenue
- 3) Service to the Consumers
- 4) O&M of Power Supply to all the Electricity Consumers

DUTIES :

- 1) To maintain uninterrupted power supply to all Towns & MHQs.
- 2) To comply with the over all standards of performance parameters prescribed by the Honourable APERC.

CHAPTER – 2
POWERS AND DUTIES OF OFFICERS AND EMPLOYEES
[SECTION 4(1) (b) (ii)]
SUPERINTENDING ENGINEER (OPERATION)

The areas to be covered are:

- a) **Administration:** The offices of the Assistant Divisional Engineers and the Section Officers will be inspected by the Superintending Engineer as and when convenient and the office of the Divisional Electrical Engineers will be inspected not less than once a year. He will inspect whether the several registers and returns are properly maintained/ whether the progress reports/ interruption reports and load record statements are concurrently written up and whether the Divisional Engineers and the Asst. Divisional Engineers are exercising their checks efficiently and discharging their duties satisfactorily. He will further see that the stores are properly maintained and obsolete materials are not over stored/ that not more than the required spares and tools and plant are kept in
- b) **Technical & Commercial:** He will see that the distribution charts and plans and sketches of the transmission lines and sub-stations and other buildings are properly maintained; that the execution of operation/ maintenance and construction works are properly executed as per approved design and plans; that interruptions are properly remedied and that the sub-stations and equipments are well maintained. He will further see that the supply to HT consumers is well attended to; that their maximum demands/ metering arrangements are all well inspected periodically and that important technical matters are promptly attended to by the Asst. Divisional Engineers and the Divisional Engineers.
- c) **Financial:** From the commercial point of view/ the financial aspect of the under taking is most important. The Superintending Engineer should check/ wherever he consider necessary/ the following points during his inspections: That the HT power consumers services are periodically inspected by the Assistant Divisional Engineers and the Divisional Engineers to ensure correct recording of meters so that loss of revenue may not occur; that the maintenance staff and expenditure are kept at the minimum that the collections (wherever attached to sections) are properly watched that the initial record of accounts/ work orders are regularly maintained that the imprest accounts are correctly maintained and rendered to the Circle/Divisional Office; that no unauthorized works/ though in the interest of service/ are executed that the accounts returns are periodically and correctly rendered that measurement books and other initial records are properly maintained and work orders closed as expeditiously as possible. He should further check at least a few items of stores whenever convenient and ensure that the bin cards/ ledgers etc./ are concurrently posted and the quantitative balances agree.
- d) Sale of energy and achievements of targets in release of services/ revenue billing and collection of revenues/ Review of stuck-up and burnt meters and ensuring prompt replacement with special emphasis on high value services. Review and ensuring prompt and effective disconnections including dismantling of services which are continuously under disconnection for more than 3 months as per B.P. Ms.No.151/ dt: 25.8.1993 and as per clause 26.10 of Terms and Conditions of supply.

Identifying area where pilferage is prevalent and taking steps to eradicate the same by arranging continuous raids and prosecuting the offenders. Ensuring review of meter

readings/ attending to exceptionals on top priority with special emphasis on high value services.

Drawing up a programme and implementing it for quick realization of arrears of revenue.

Ensuring hundred percent collections of current month demand raised and at least 2% of the arrears in each ERO per month.

- e) Operation and maintenance of 33 KV/ 11 KV/ L.T Lines/ Sub-stations/ and Distribution and Power Transformers. Ensuring scheduled patrolling of lines and special patrolling consequent to tripping/ pre-monsoon inspections/ timely tree clearances and rectification of faults for total avoidance of breakdowns. All equipment at all sub-stations to be kept in trim condition and properly maintained as per schedules. Station batteries along with all protective features are to be ensured for providing protection to lines and equipment. Auxiliaries such as Fans/ Pumps/ O.L.T.C Gears/ Compressors (where available) are to be in working condition always.
- f) System improvements/ Review of low voltage pockets/ and peak readings reached on lines and power transformers and making proposals/ for enhancements/ new sub-stations/ installation of capacitor banks and AVBs etc. Also proposals towards reduction in system losses are to be made keeping system configuration in view.
- g) Construction works such as minor and major extensions.
- h) Rural electrification and urban extensions.
- i) Constant review of failure of equipments and follow up of repairs and also to take steps towards avoidance of failures.
- j) Conduct District-wise/ Division-wise/ sub-division wise/ section-wise/ 11 KV feeder-wise/ and Distribution Trans former-wise energy audit/ arrive at line losses/ and take remedial actions to plug the sources of losses and reduce them. The guidelines for calculation of line losses for 11 KV & LT system have been communicated vide Memo No. CMd/EPDCL/VSP/GM(EA)/E42/ D.No. 2665/03,dt: 13.9.03 enclosed vide Annexure 14
- k) Procurement of decentralized materials for works.
- l) Budgeting and budgetary control/ compilation of accounts in the circle/ pre-audit. Review of circle P & L Account/ Divisional Profit & Loss A/c to control cost and increase revenue for the company to meet the Target Set in.
- m) Implementing policies/ objectives and programmes set up by the DISCOM/ monitoring progress there on and reporting to DISCOM.
- n) See that accidents are avoided by reviewing all cases and ensuring that remedial actions are taken.
- o) Review of Internal Audit/Statutory Audit/CAG Audit findings in the operational and revenue areas and evolve necessary action to avoid/minimize the occurrence of such situation.
- p) Marketing / Market development for demand increase or new demand with proper strategy.
- q) Ensuring preparation of estimates for electrification of un electrified habitations and get it sanctioned by REC.
- r) Ensuring the release of new services with in schedule time.
- s) Ensuring preparation of estimates for electrification of un electrified habitations and get it sanctioned by REC.
- t) Drawing up a programme for inspection of exceptional services generated by CAT.
- u) Conducting Circle wise/ Division wise/ Sub-Division wise/ Section wise P & L statements every month and take remedial action to plug the revenue losses.

- v) Ensuring that the performance standards as envisaged in the citizen charter are implemented.
- w) Ensuring disposal of unserviceable absolute and scrap material lying in the stores.
- x) Ensuring the release of new services with in schedule time.
- y) Ensuring proper inter action with consumers & public by conducting meetings with consumers (both LT & HT)/ people representatives/ constituency meetings/ sub-station wise meetings. Obtain feed back for proper planning of works.
- z) Ensuring implementation of directives issued by APERC every year.
- aa) To take all steps necessary to develop performance orientation among employees to ensure that welfare policies and training activities are carried out for employee motivation and satisfaction.
- bb) To inspect all call centers established in his jurisdiction once in a month and initiate stringent action against defaulters.

The Superintending Engineer is responsible to keep sufficient no. of healthy DTRs in his head quarters for replacement of failed DTRs. He should arrange transport and erection of the DTRs at the cost of DISCOM only and should not allow the consumer to incur expenditure in this account. He should ensure that all failed DTRs are replaced after through inspection of connected LT lines and DTRs structures and rectify the defects before replacing sick units. All the failed DTRs are to be replaced in urban areas with in 12 hours and rural areas with in 24 hours.

The Superintending Engineer should interact and obtain feed back from the consumers on replacement of failed DTRs like whether the transformers are being replaced with in resolved time and the expenditure in replacing failed DTRs being incurred by any farmers/consumers.

DIVISIONAL ELECTRICAL ENGINEER (OPERATION)

The areas to be covered are:

a) Technical & Commercial: They will review the register of works/ check measure as many major works as possible concurrently as the works are proceeded with ; satisfy that the designs and specifications are correctly followed ; that deviations wherever necessary are brought to his notice for approval by competent authority. They should at least inspect once in six months all the H.T. services in their jurisdiction and report to the Superintending Engineer any important feature detected. The commercial activity of each sub-division is a main feature for the development of load and the Divisional Engineers should ensure that this item is well realized by the Assistant Divisional Engineers and sufficient progress in investigation made by them.

b) Financial: The Assistant Divisional Engineers are primarily responsible for all financial matters/ expenditure and revenue. However the Divisional Engineers should during their inspections check the initial records of all accounts/ works/ stores/ spares/ tools and plant/ imprest accounts/ measurement books/ collections/ petty cash books/ etc./ and take prompt action to communicate to the Superintending Engineer cases wherever negligence/ or oversight would result in loss of revenue or property/ unprofitable outlay/ etc. They should also check the register of meters/ history of services/ etc. The Divisional Engineers should be primarily responsible for the spending of appropriations and see that there are no excesses or lapses.

He should check measure all important works like utilization of conductors in his area and at least 24 works in a year and maintain a register for the purpose and produce it to Audit.

He should see that the initial accounts of works are properly maintained by the Assistant Divisional Electrical Engineers / Section Officers and that the works accounts are not long kept open by the Field Officers to admit of slow creeping in of discrepancies in the accounts.

The Divisional Engineer shall review Meter Reading Registers of the following category of services and shall take immediate action to safeguard the Revenues of the DISCOM.

- | | | |
|--|---|---|
| a) L.T. Services (which are not high value) Cat. I/ II and VII | : | Half Yearly |
| b) L.T. H.V. Services and all Industrial | : | Quarterly and check readings 40 per month. |
| c) H.T. readings 1000 KVA & above | : | Monthly and check readings of all services in one year. |

The Divisional Engineer shall review the following exception lists generated by the PAA/In-house computer/CAT cell/ if the services are repeated more than 3 times in a year and shall take appropriate action to safeguard the DISCOM revenue.

- a) Consumption too high (over 120% of month) (H.V. Services)
- b) Consumption too low (below 80% month) (H.V. Services)
- c) Readings not furnished
- d) Door lock
- e) Disconnected services showing progressive readings (L.V. Services)
- f) Negative readings (L.V. Services)
- g) Comparison of consumption for similar units per HP
- h) Meter stuck up (L.V)
- i) Burnt (L.V)
- j) Services not exists (L.V)

The Divisional Engineer should conduct sub-division wise/ section wise/ 11 KV feeder wise and distribution transformer wise/ energy audit/ arrive at line losses and take remedial actions to plug the sources of losses and reduce them. He should also furnish division losses to Superintending Engineer/Open concerned. The guidelines for calculation of line losses for 11 KV & LT system have been communicated vide Memo No. CMD/EPDCL/ VSP/GM(EA)/ F.42/D.No.2665/03 dt 13.9.03 enclosed vide Annexure 14

The Divisional Engineer is the administrative head of the EROs. The Divisional Engineer should conduct monthly coordination meetings with ERO Staff and field officers and these meetings should be purposeful and effective and should aim at improvement of performance and increase in revenue collections of the division. The Divisional Engineer should also inspect one ERO/sub-ERO in a month to satisfy himself that the internal checks prescribed for various activities in billing/ assessment of revenue/ realization of revenue etc. are strictly implemented.

The Divisional Engineer should also inspect all the sub-division offices once in a year/ 33/11 KV sub-stations once in six months/ H.T. services upto 1MVA as CMD once in six months and conduct intensive inspections by pooling up all the Assistant Divisional Engineers and Section Officers of the Division for not less than four days in a month. He should also conduct detailed investigation of theft of material cases involving more than Rs.5/000/- and upto Rs. 10/000/-.

The Divisional Engineer should prepare P & L statement for each section/ sub division and division every month.

The Divisional Engineer should arrange review of MRBs every month by the ADEs/AAs to ensure that the consumption billed for stuck up services/meter changed services is correct and send the report in the prescribed format to AAO (ERO).

He should inspect all the call centers/customer service centers established in his jurisdiction once in fortnight and ensure that the consumer grievances are redressed with in the prescribed time including release of new service connections from existing lines with in 48 hours.

The Divisional Engineer is responsible to keep sufficient no. of healthy DTRs in his head quarters for replacement of failed DTRs. He should arrange transport and erection of the DTRs at the cost of DISCOM only and should not allow the consumer to incur expenditure in this account. He should ensure that all failed DTRs are replaced after thorough inspection of connected LT lines and DTRs structures and rectify the defects before replacing sick units. All the failed DTRs are to be replaced in urban areas with in 12 hours and rural areas with in 24 hours.

The Divisional Engineer should interact and obtain feed back from the consumers on replacement of failed DTRs like whether the transformers are being replaced with in resolved time and the expenditure in replacing failed DTRs being incurred by any farmers/ consumers.

ASSISTANT DIVISIONAL ENGINEER

The areas to be covered are:

Technical & Commercial: They should inspect the various works and as many of the service connections as is possible and see that they are executed as per standard designs. They should check measure all works costing over Rs.2500 and all service connections costing over Rs. 1/000/- during inspections and make a record of all such check-measurements. As many of the important power service connections as possible should be verified to see that the wiring connection etc./ are intact. All the registers pertaining to technical returns due to the Chief Engineer or Superintending Engineer should be reviewed and instructions given to the Subordinates wherever required for maintaining up-to-date records. The return of service connections connected is an important record to watch load developments and should be reviewed by the Assistant Divisional Engineer during each inspection.

Financial: The following records maintained by the field are the initial records of accounts and of great financial importance. The Assistant Divisional Engineers should see that these are properly maintained and should report all cases requiring attention and rectification to the Divisional Engineers.

- a) **Cash :** The Assistant Divisional Engineers should check the imprest and temporary advance accounts and satisfy that the expenditure was necessary and no amount has been spent unnecessarily or to the advantage of an individual
- b) **Stores :** Forms and stationery/ service stamps and stores including spares and tools and plant are as good as cash/ the records are containing the numerical accounts/ bin cards/ stores ledger accounts should be checked in respect of a few items at least during each inspection so that the main important items may be verified completely in the course of the year and discrepancies traced and rectified without undue delay. A report should be made to the A.O. wherever losses are detected for pursuing action by the Circle Office.
- c) **Accounts :** The Assistant Divisional Engineers are responsible for appropriation/ expenditure and revenue should therefore check the initial records of works accounts maintained by the Section Office and should see that the estimates and appropriations are not exceeded or allowed to lapse ; that materials drawn for one work are not utilized

on another for which no appropriation is made/ that the execution of works are not delayed or protracted resulting in the postponement of revenue earning stage ; that the labour employed is no excessive/ etc.

They will completely inspect the offices of the Section Officer in their area once in a year and ensure that the office registers and accounts are well maintained. They will ensure that the work of the subordinates is correct and the technical and filed work up to date. They will go through the arrears list of the Section Offices as to

- (a) Correspondence with consumers ;
- (b) Correspondence on technical matters ;
- (c) Correspondence on accounts and pending references of superior officers (and the Circle Office) and see that they are dealt with expeditiously and issue necessary instructions as to disposals.

It will be the duty of the Assistant Divisional Engineer to regulate expenditure with economy and he should in no case exceed his budget allotments or the estimate amounts without the orders of the Superintending Engineer which should be obtained through his Divisional Engineer.

If any excess is seen to be unavoidable during the progress of a work he should submit details to the Divisional Engineer promptly who will make his recommendations to the Superintending Engineer for extra funds. Savings foreseen should also be dealt with in a similar manner. Copies of usual communications should be sent simultaneously to the Circle Office.

He should inform all fatal accidents departmental and non-departmental immediately after occurrence of accidents by means of telegram/telephone/fax to the concerned authorities. The same procedure to be followed in case of fatal accidents to animals also. He should submit preliminary reports on all accidents departmental fatal/non-fatal/ non- departmental fatal/non-fatal to the concerned authorities within 24 hours. He should also submit detailed report to C.E.I.G. Chief Engineer/Operation concerned Electrical Inspector/ Superintending Engineer and Divisional Engineer/Elecy within 72 hours (3 days) in all accidents cases. In departmental non-fatal cases/ non-departmental fatal/non-fatal cases/ he should submit within 15 days investigation reports to Chief Engineer/Operation with copies to Superintending Engineer and Divisional Engineer.

An Assistant Divisional Engineer will normally deal with all technical and commercial matters in regard to all consumers and sub transmission lines/ but should obtain the orders of Divisional Engineer in important matters.

He will check and see that the instructions from the Circle Office are complied with promptly. He should ensure prompt action being taken on consumers' arrears and disconnection notices issued by the Assistant Accounts Officer/E.R.O. Any abnormal conditions (including arrears) will be reported to the Divisional Engineer who will report to the Superintending Engineer/ if necessary.

The Assistant Divisional Engineer is the statutory authority to conduct statutory inspection of 33KV & 11KV lines under Indian Electricity Rule 63 and no line should be

charged without conducting inspection. The statutory inspection report should be conducted in the prescribed proforma vide Annexure-2.

The Assistant Divisional Engineer is responsible for the general condition of the tools/ plant and stores in his area and for the proper maintenance and due submission of the respective accounts by his subordinates. He shall report on all excesses or surpluses and take action on all unserviceable items and for this purpose review the condition of tools/ plant and stores not less than once in a year.

The Assistant Divisional Engineer shall review meter reading registers of the following category of services and shall take immediate action to safeguard DISCOM's revenue.

- a) L.T Services (which are not high value) : Quarterly (and 100 Cat I/ II and VII check readings per 1month.)
- b) L.T High Value services : Monthly and check (Cat. I/ II & VII) and all industrials readings 40 per month
- c) All HT services below 1000 KVA : Monthly readings

The Assistant Divisional Engineer should review the following exceptional lists generated by the PAA/in-house computer/ CAT cell and arrange inspection/ if the service is repeated more than two times in a year/ and shall take appropriate action to inspect by himself to safeguard the DISCOM revenue.

- a. Consumption too high (over 120% of normal)
- b. Consumption too low (below 80% of normal)
- c. Reading not furnished
- d. Door lock
- e. Disconnected services showing progressive readings
- f. Negative readings
- g. Comparison of consumption for similar units per HP
- h. Meter stuck up
- i. Meter burnt
- j. Not existing
- k. Meter Changes
- l. Under disconnection for more than 3 months to be dismantled.

The Assistant Divisional Engineer should conduct Section wise/ 11 KV feeder wise and distribution transformer wise/ energy audit/ arrive at line losses and take remedial actions to plug the sources of losses and reduce them. He should also furnish sub-division losses to the Divisional Engineer/Operation concerned and to submit the action plan to reduce the losses to 15% on all rural feeders first phase and less than 7.5% in respect of urban feeders.

- a) The Assistant Divisional Engineer should inspect all 33/11 KV sub-stations in his jurisdiction once in a quarter.
- b) All high value services of 35 HP and above should be inspected once in a quarter and a quarterly return shall be sent regularly before 5th of the month succeeding

the quarter/ to Chief Engineer/Operation by the Superintending Engineer/ Operation.

- c) The Assistant Divisional Engineer should inspect the Section Offices once in a year.
- d) The Assistant Divisional Engineer should review 'A' form register i.e. Pending Service Connection Application Register once in a month.
- e) The Assistant Divisional Engineer should ensure that sealing of AB switches of all HT services and terminal covers of all meters.
- f) He should attend all Court cases on behalf of Superintending Engineer/Operation/ DISCOM.
- h) He should conduct detailed investigation in respect of theft of material cases less than Rs.5000/-.
- i) He should conduct Sub-Station Advisory committee meeting on third Monday of every Month in each Mandal and he is responsible for Educate the Consumer and redressed the Grievances as per the citizen charter
- j) He should review the representations received in Praja Patham & Praja Vani programme and disposed of with in 30 days.
- k) He should review the interruptions to Industrial consumers/dedicated feeders and take remedial measures to bring down the interruption to permissible limits.

The Asst. Divisional Engineer is responsible to keep sufficient no./ of healthy DTRs in his head quarters for replacement of failed DTRs. He should arrange transport and erection of the DTRs at the cost of DISCOM only and should not allow the consumer to incur expenditure in this account. He should ensure that all failed DTRs are replaced after through inspection of connected LT lines and DTRs structures and rectify the defects before replacing sick units. All the failed DTRs are to be replaced in urban areas with in 12 h0ours and rural areas with in 24 hours.

The Asst/ Divisional Engineer is responsible to maintain ECC and CSCs established in this sub-division head quarters as per the guide lines issued by the Corporate office vide Memo No. CMD/APEPDCL /VSP/CGM(O&M)/D.No. 415 dated 14-03-03.

The Asst. Divisional Engineer should interact and obtain feed back from the consumers on replacement of failed DTRs like whether the transformers are being replaced with in resolved time and the expenditure in replacing failed DTRs being incurred by any farmers/consumers being incurred by any farmers / consumers.

ASSISTANT ENGINEER/ADDITIONAL ASSISTANT ENGINEER
(SECTION OFFICER)

The Section Officer who may be an Assistant Engineer or Additional Assistant Engineer has to assist superior officer who is normally an Assistant Divisional Engineer in carrying out DISCOM works. The section Officer will normally deal with all technical matters in regards to consumers/ Sub-Transmission lines and connected equipment.

The Section Officer is primarily responsible for :-

- a) Prompt disposal of pending service connection applications.
- b) Taking meter readings before 10th of the month and send the meter readings registers to ERO by 11th of the month after due review/ prompt replies to the exceptional lists communicated by P.A.A./In-house computer/CAT cell ensuring that the meter readings in full shape are made available to P.A.A./in-house computer by 20th at least.
- c) Taking check readings 1 % per month in case of L.T services (which are not high value) Cat. I/ II and HI.
- d) Taking monthly readings for all L.T high value services and all industrial services in his jurisdiction.
- e) Prompt action in disconnecting the services included in the defaulter list and in returning the Disconnection list with in the prescribed date.
- f) Prompt action in arranging to serve the Current Consumption charges bills to the consumers well before 1st of every month in respect of services covered in other than spot billing system.
- g) Ensuring that accidents are avoided by providing safety appliances to all O&M staff in his jurisdiction and in case of accidents/ he should report the matter immediately to the Assistant Divisional Engineer.
- h) Conduct 11 KV feeder wise and distribution transformer wise/ energy audit/ arrive at line losses and take remedial measures to reduce them.
- i) Prompt action in submitting the collections made through Demand Drafts towards Service Connection charges/ Consumption Deposits etc. to the Division Office/ERO.
- j) Maintaining initial accounts of the work orders received.
- k) Closing the work orders promptly.
- 1) Maintaining the account for the consumables drawn from Assistant Divil./ Engineer.
- m) Maintenance of all general records in office.
- n) To carry out maintenance of equipment and lines.
- o) Ensuring that guarding between power line and P&T lines are in existence and the following ground clearances are to be maintained for the Over Head lines as per Rule 77 of Indian Electricity Rules 1956.

Ground clearances:

Location of the Line	Low & Medium Voltage	High Voltage
Across the Street	5.8 meters	6.1 meters
Along the Street	5.5 meters	5.8 meters.

Lines erected elsewhere other than the above two cases:

- I For low/ medium & high voltage lines upto and including 11/000 volts/ if bare ... 4.6 meters
 - II For low/ medium & high voltage lines upto and including 11/000 volts/ if insulated ... 4.0 meters
 - III For high voltage lines above 11/000 ... 5.2 meters volts.
 - IV For extra high voltage lines Shall not be less than 5.2 meters plus 0.3 meter for every 33/000 volts or part thereof by which the voltage of the line exceeds 33/000 V. Provided the minimum clearance along or across the street shall not be less than 6.1 meters.
- p) Conduct pre-monsoon inspection for both H.T and L.T lines during the month of April & May and rectify the defects noticed at the time of pre-monsoon inspection before commencement of monsoon. The items to be inspected during inspection are indicated in Annexure '5'.
 - q) Contacting periodically the consumers in various locations to find out the continuity of supply/ voltage conditions and allied problems connected with supply.
 - r) Review of interruptions of all L.T and H.T lines/ blowing of transformer section/H.G fuses and take remedial measures to avoid re-occurrence particularly to Industrial consumers/Dedicated feeders.
 - s) Ensuring that stay sets are provided with guy insulators.**
 - t) The Section Officer should promptly attend the Breakdowns of lines and equipment and the breakdown reports on lines. The maintenance register of distribution transformers/ power transformers/ and sub-station equipment must be reviewed as per the periodical schedule. The failure of equipment must be reported to Assistant Divisional Engineer immediately so that the Assistant Divisional Engineer may submit the reports within 24 hours to the higher authorities.

The Section Officer should review the following exceptional lists generated by PAA/ in house computer/CAT cell and should take prompt action to inspect the same to safeguard the DISCOM revenue.

a) Readings:

- i. Consumption too high (over 120% or normal)
- ii. Consumption too low (below 80% or normal)
- iii. Readings not furnished
- iv. Door lock
- v. Disconnection service showing progressive readings
- Vi. Negative readings
- vii. Comparison of consumption for similar units per H.P.

b) Meter Defects:

- i. Stuck up
 - ii. Burnt
 - iii. Services not existing
 - iv. Meter change
3. The section officer is personally responsible to ensure quality in operation/ maintenance and construction works in his jurisdiction. The new service connections shall be released as per the standards vide annexure 10A & 10B. He is statutory authority to conduct inspections of LT lines
4. The Section Officer should prepare the handing over report.

CHAPTER – 3

PROCEDURE FOLLOWED IN DECISION – MAKING PROCESS

[SECTION 4(1) (b) (iii)]

Procedure followed in decision-making by the public authority.

Activity	Description	Decision making process	Designation final decision making authority
Goal-setting & Planning	1) Releasing of services 2) Reduction of Transformers failures 3) Reduction of line losses 4) 100% Revenue Collections 5) Raising of Revenue Demand 6) Implementation of APERC Directives	Corporate Office -> Circle Office	Chairman and Managing Director
Budgeting	Allocation of budget upto Division level	Corporate Office -> Circle Office -> Division Office	
Formulation of programmes/ schemes and projects	Formulation of programmes/ schemes and projects	Division Office -> Circle Office -> Corporate Office	
Recruitment/hiring of personnel	Recruitment / hiring of O&M cadre and LDC cadre	Circle Office	
Release of funds	1) Wages and salaries 2) Operation & Maintenance expenses 3) Payment of work bills * Funds will be released from Corporate Office	Corporate Office	
Implementation/ delivery of service / Utilization of funds	Implementation/delivery of service/Utilization of funds	Circle Office -> Division Office	
Monitoring & evaluation	To monitor for efficient effective integrated and economical functioning of the organization	Circle Office -> Division Office -> Sub-division Office -> Section Office	
Gathering feedback from public	Conducting District level Constituency level & Village level meetings & through regular meetings as per the guidelines.	Circle Office -> Division Office -> Sub-division Office -> Section Office	
Under taking improvements	Works to be taken up under System Improvements/ Transmission & Distribution works & Operation and Maintenance works and other improvement works covered under various scheme	Corporate Office -> Circle Office -> Division Office	

CHAPTER – 4
NORMS SET FOR THE DISCHARGE OF FUNCTIONS
[SECTION 4(1) (b) (iV)]

Sl. No.	Functions / Service	Norms / Standards of performance set	Time frame	Reference document prescribing the norms (Citizen's charter/ service charter etc.
01.	Normal fuse of calls	Cities and Towns	Within 4 working hours	As per APERC Regulation No. 7 of 2004 Licensees standards of performance issued by APERC Published in A.P.Gazette Tuesday/ June/ 22nd 2004.
		Rural areas	Within 12 working hours	
02.	Overhead line	Cities and Towns	Within 6 working hours	
			Within 24 working hours	
03.	Underground cable breakdowns	Cities and Towns	Within 12 working hours	
		Rural areas	Within 48 working hours	
04.	Distribution Transformer failures	Cities and Towns	Within 24 working hours	
		Rural areas	Within 48 working hours	
05.	Period of Scheduled outage	Maximum duration in single stretch	Not exceed 12 hours	
		Restoration of supply	By not later than 06:00 PM	
06.	Voltage fluctuations	No expansion / enhancement of network involved	Within 10 days	
		Up-gradation of Distribution System Required	Within 120 days	
		Erection of Sub-station	Within the time period as approved by the commission	
07.	Meter Complaints	Inspection and replacement of slow/ fast / creeping/ stuckupmeters	Inspection within 7 days and Town and Cities and within 15 days in rural areas an replacement within 15 days there after	
		Replace Burnt meters if attributable to licensee	Within 7 days	
		Replace Burnt meters if attributable to Consumer	Within 7 days of receiving payment from consumer	

08.	Application of new connection / additional load connection feasible from existing network	Release of supply	Within 30 days of receipt of application (along with prescribed charges)	
09.	Network expansion / enhancement require to release supply	Release of supply – low tension	Within 30 days of receipt of prescribed charges	<p style="text-align: center;">As per APERC Regulation No. 7 of 2004 Licensees standards of performance issued by APERC Published in A.P.Gazette Tuesday/ June/ 22nd 2004.</p>
		Release of supply – high tension 11 KV	Within 60 days of receipt of prescribed charges	
		Release of supply – high tension 33 KV	Within 90 days of receipt of prescribed charges	
		Release of supply – extra high tension	Within 180 days of receipt of prescribed charges	
		Erection of Sub-station required for release of supply	Within the time period as approved by the commission	
10.	Transfer of ownership and conversion services	Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee. If any	
		Change of Category	Within 7 days along with necessary documents and prescribed fee. If any	
		Conversion from LT 1-ph and LT 3-ph and vice-versa	Within 30 days payment of charges by the consumer	
		Conversion from LT HT and vice-versa	Within 60 days payment of charges by the consumer	
11.	Resolutions of Complaints on consumers bill	If no additional information is required	Within 24 working hours of receipt of complaint	
		If additional information is required	Within 7 working days hours of receipt of complaint	
12.	Reconnection of supply following disconnection due to nonpayment of bills	Cities and Towns	Within 4 working hours on production of proof of payment by consumer	
		Rural areas	Within 12 working hours on production of proof of payment by consumer	

CHAPTER – 5
RULES/ REGULATIONS INSTRUCTIONS/ MANUAL AND RECORDS FOR DISCHARGING
FUNCTIONS
[SECTION 4(1) (b) (V)]

Sl. No.	Description	Gist of contents	Price of the publication if priced
1	The Workmens Compensation Act Rules their under	An Act to provide for the payment by certain classes of employers to their workmen of compensation for injury by accident	Rs.60/-
2	The Factories Act/ 1948	An Act to amend the Factories Act	Rs. 50/-
3	The Indian Electricity Act 2003	An Act to amend the law relating to the supply and use of electrical energy	Rs.100/-
4	The APED Manual	The rules and regulations to be follow in the electricity department	Rs.190/-

CHAPTER – 6

CATEGORIES OF DOCUMENTS HELD BY THE PUBLIC AUTHORITY UNDER ITS CONTROL

[SECTION 4(1) (b) (Vi)]

Sl.No.	Category of document	Title of the document	Designation and address of the custodian (held by / under the control of whom)
01.	LT agreements	Release of Agricultural and Industrial and Domestic Services	AAO/ ERO Vizianagaram Town / Vizianagaram Rural Bobbili & Parvathipuram
02.	HT agreements	Release of HT Services	SAO / CO / Vizianagaram
03.	Contract Agreements	Work Contract an maintenance contract works	AE/Technical/CO/Vizianagaram, AE/Purchases/CO/Vizianagaram AE/Commercial/Division Offices (Vizianagaram & Bobbili)
04.	Documents Assets	Registration of Property Documents	AEE/Civil/CO/Vizianagaram/ DEE/O/ Vizianagaram & DEE/O/ Bobbili

CHAPTER – 7

ARRANGEMENT FOR CONSULTATION WITH/ OR REPRESENTATION BY THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF

[SECTION 4(1) (b) (Vii)]

Sl.No.	Function / Service	Arrangement for consultation with or representation of public in relations with policy formulation	Arrangements for consultation with or representation of public in relations with policy implementation
01.		Not applicable	

The Policies are made by the Andhra Pradesh Electricity Regulatory Commission.

CHAPTER – 8

BOARDS/ COUNCILS/ COMMITTEES AND OTHER BODIES CONSITUTED AS PART OF PUBLIC AUTHORITY

[SECTION 4(1) (b) (Viii)]

Name of Board/ council/ Committee etc./	Composition	Powers & Functions	Whether its meetings open to Public / Minutes of its meetings accessible for public
District Level Committee	<p>Chairman : District Collector & District Magistrate Convener : Superintending Engineer / Operation Members : MPs/ MLAs/ Chief Executive Officer/ Zillaparshed/ Additior/ Superintendent of Police/ All Divisional Engineers / (Operation in the district)/ District Punchayat Officer/ Executive Engineer / R&B Department/ Commissioner/ Municipal Corporation / Municipalities in the District/ General Manager/ District Industries Center/ Joint Collector/ Agriculture Department/ Representative from Domestic Consumer Organization/ Representative from Agriculture Consumer Organization/ Representative from Industrial Consumer Organization. Periodicity : Once in a quarter</p>	<p>a) To Co-ordinate and review the extension of electrification in each district. b) To Review the quality of power supply and consumer satisfaction. c) To Promote energy efficiency and its conservation. d) To Review the replacement of DTRs. e) To Review new Agricultural services. f) To Review schedule of Agl./ power supply.</p>	NO
Constituency wise advisory committee	<p>Chairman : MLA Convener : ADE Members : MPPs of the Constituency M.P.D.Os/ MROs/ ZPTCs/ Two nominees of Government Periodicity : Once in a quarter</p>	<p>a) Review of power supply. b) Review of replacement of Distribution Transformers c) Review of new Agl./ services d) Schedule of Agricultural Power supply. e) Implementation of DSM measures as per modified power policy</p>	NO
Village Level Committee	<p>Chairman : Village Sarpanch Convener : Lineman Members : One domestic consumer and one agriculture consumer from each Distribution Transformer Periodicity : Once in a month</p>	<p>a)Review of power supply b)Review of replacement of DTRs in the village. c)Review of Agl./ services in the village.</p>	NO

CHAPTER - 9
DIRECTORY OF OFFICERS AND EMPLOYEES
[Section 4 (1) (b) (iX)]

PLACE OF WORKING & PHONE NUMBERS

Sl No.	Name of the Officer	Designation	STD Code	Office Telephone	Mobile Number
1	D SATYANARAYANA	SE\O\VZM	08922	227036, 274100 F 226327	9440812447
2	Ch. Srinivas	STENO			9490610126
3	L DYVA PRASAD	DE\CO\VZM	08922	224291	9440812448
4	KSP KUMAR	ADE\COMML\VZM	08922	224291	9490610848
5	A SURESH KUMAR	AE\TECH.\CO\VZM	08922	224320	9490610103
6	K KAMALA	AE\COMM.\CO\VZM	08922	224851	9490610104
7	N PADMINI	AE\PUR.\CO\VZM	08922	224851	9490610105
8	-	ADE\DS\NELLIMARLA	08922	244258	9440816366
9	P CHITTI THALLI	AE\INDOOR	08922	244258	9490610107
10	K RAVI KUMAR	AE\OUTDOOR	08922	244258	9490610108
11	M V RAMA RAO	AAE\TRANSPORT	08922	244258	9490610109
12	N MANJUSHA	MANAGER/CALL CENTRE	08922	236273, 272692	9440814190
13	G VENKATA RAJU	SAO\CO\VZM	08922	226780, 224239	9440812454
14	R S NAGESWARA RAO	AO\EXP.\VZM	08922	273655, 276210	-
15	M UMA MAHESWARA RAO	AAO-I\CO\VZM	08922	276210	8121370467
16	P S N RAJU	AAO-II\CO\VZM	08922	276210	-
17	S SUJATHA	AAO-III\CO\VZM	08922	226780	9490610865
18	P NOOKA RAJU	AO\REVENUE\VZM	08922	226780	9440814241
19	G SREENIVASAM	PERSONNEL OFFICER	08922	224802	9490612643
20	P PRABHAKARA RAO	DE\M&P\VZM	08922	222174	9440812451
21	LN VAIDEHI	AAE\TECH.\M&P\VZM	08922	222174	9490610111
22	G YAGNESWARA RAO	ADE\CT M\VZM	08922		9490610845
23	L SUSEELA	AE\TM\VZM	08922		9490610114
24	M SATYA RAO	AAE\CTM\VZM	08922		9490610117
25	K RAJA SEKHAR	ADE\HT M\VZM	08922	251406	9440814219
26	M RAVI	AE\HT METERS\CO\VZM	08922	251406	9490610115
27	Y V R K PRASAD	ADE\PROT\VZM	08922		9440814221
28	VRN NAGENDRA	AE\PROT\VZM	08922		9490610116
29	P SRIDEVI	DE\TRS.\VZM	08922	224292	9440812452
30	N ARUNA	AE\TECH.\TRS\VZM	08922	224292	9490610110
31	-	ADE\TRE\NELLIMARLA	08922	244045	9490610846
32	Sk. MASTAN VALLI	AAE\TRE\NELLIMARLA	08922	244045	9490610112
33	M SUDHARSHAN RAO	ADE\SPM\NELLIMARLA	08922	244251	9490610847
34	M SRINIVAS RAO	AAE\SPM\NELLIMARLA	08922	244251	9490610113
35	E GIRESWARA RAO	DE\CONST\VZM	08922	251230	9440812453
36	A SAILAJA	AE\Tech\CONSTRUCTION	08922	251230	9490610125
37	N APPALA NAIDU	ADE\CONST.\VZM	08922	251230	9440812463
38	K. Jyotheeswara Rao	AAE\CONSTRUCTION\VZM	08922	251230	9440812824

Sl No.	Name of the Officer	Designation	STD Code	Office Telephone	Mobile Number
39	B CHANDRA VARDHANA RAJU (DEPUTED TO HYB)	AE\CONSTRUCTION\BOBBILI			9440814209
40	B GOPI	AE\CONSTRUCTION\SALUR			9440814220
41	P V RAMANA RAO	DE\DPE\VZM	08922	224730	9440812811
42	E KRISHNA	AE\TECH\DPE\VZM	08922	224730	9490610825
43	P MURALI KRISHNA	ADE\DPE-I\VZM	08922	224730	9440814084
44	P RAJ KUMAR	AAE\DPE\VZM	08922	224730	9490610826
45	PAS NAIDU	AAE\DPE\VZM	08922	224730	9490610827
46	K TIRUPATHI RAO	ADE\DPE-II\VZM	08922	224730	9440814194
47	M RAJENDRA PRASAD	AE\DPE\VZM	08922	224730	9490610828
48	-	AAE\DPE\VZM	08922	224730	9490610829
49	B.SRINIVASA RAO	AEE\CIVIL\CO\VZM	08922	222942	9440817671
50	T RAVI	AE\CIVIL\VZM	08922		9440817672
51	V SUNIL KUMAR	AE\CIVIL\BBL	08944	254669	9440817673
52	T SEETHARAM	CI\VIGILANCE\APTS\VZM	08922	234579	9440812816
53	G V RAMANA	SI\VIGILANCE-1	08922	234579	9491049814
54	VACANT	SI\VIGILANCE-2	08922	234579	9491049815
55	K BUTCHI RAMA REDDY	SP VIGILANCE	0891	2705477	-
56	A GOWRI SHANKAR	DEPUTY THASILDAR			9490611434
57	LMC		08922	222942	9490610102
58	P VENU GOPALA RAO	BLA			7382299921
59	K SRINIVAS RAO	HCM			7832299926
VIZIANAGARAM DIVISION					
60	N KRISHNA MURTHY	DE\O\VIZIANAGARAM	08922	272150(F) 276020, 272683	9440812449
61	Y NALINI	AE\TECHNICAL\VZM	08922	276020	9490610118
62	D ROJA	AE\COMMERCIAL I\VZM	08922	276020	9490610119
63	K. NIRMALA	AAE\COMMERCIAL II\VZM	08922	276020	9490610120
64	B V RAMANA	ADE\DIST.\VIZIANAGARAM	08922	276891, 272685	9440812455
65	M SRINIVAS RAO	AAE\D1\VIZIANAGARAM	08922	221029	9440812465
66	U MANKALA RAO	AE\D2\VIZIANAGARAM	08922	276942	9440812466
67	S. RAVI SHANKAR	AAE\D3\VIZIANAGARAM	08922	255843 255371	9440812467
68	D V RAMANA MURTHY	AE\D4\VIZIANAGARAM	08922	237176 272653	9440814200
69	M BHIMA RAJU	AE/D5/VIZIANAGARAM	08922	274377 224893	9440817653
70	A KIRAN KUMAR	ADE\L\VIZIANAGARAM	08922	272689, 252403	9440812457
71	K. PRASANNA KUMAR	AE\O\NELLIMARLA	08922	244227	9440812468
72	G RAMA RAO	AAE\O\GURLA	08922	204510, 247606	9440817664
73	S SRINIVAS	AE\L\BHOGAPURAM	08922	240326, 240000	9440812469
74	D SRINIVASA RAJU	AAE\L\P.REGA	08922	258838	9440812470
75	G SIVAKUMAR	AAE\L\DENKADA	08922	202380	9490610106
76	K SRINIVAS RAO	ADE\O\GAJAPATHINAGARAM			9491049812
77	S NAGA RAJU	AE\O\BONDAPALLI	08965	204428	9440812464
78	-	AE\O\GAJAPATINAGARAM	08965	285224, 284224	9440812471

Sl No.	Name of the Officer	Designation	STD Code	Office Telephone	Mobile Number
79	P MADHUNIAH	AE/O/DATTIRAJERU			7382299904
80	MD ISMAIL ALI	AAE/O\GANTYADA	08922	249431	9440812472
81	A RAMA KRISHNA	ADE/C&O\SKOTA	08966	276266	9440812458
82	D SIMHACHALAM	AE/C&O\S.KOTA	08966	276266	9440812473
83	CH DEMUDU	AE/O\KOTHAVALASA	08966	273362	9440812474
84	R RAVI KUMAR	AE/O\ L KOTA	08966	279639	9440814201
85	B RAVI	AE/O\VEPADA			7382299905
86	B VENKATESWARA RAO	AE/O\JAMI	08966	278803	9440817652
BOBBILI DIVISION					
87	M LAKSHMAN RAO	DE/O\BOBBILI	08944	(F) 255369, 254869	9440812450
88	G S K S S KRISHNA MURTHY	AE\TECH.\BOBBILI	08944	254669	9490610121
89	-	AE\COMML-I\BOBBILI	08944	253379	9490610122
90	M UDAYA BHANU NAIDU	AAE\COMML-II\BOBBILI	08944	254669	9490610123
91	P TRINADHA RAO	ADE/O\BOBBILI	08944	255218	9440812459
92	SSSHKK CHAKRAVARTHI	AAE\D1\BOBBILI	08944	255211	9440812475
93	P SASIBHUSANA RAO	AAE\D2\BOBBILI	08944	254669	9440812476
94	B SAMBASIVA RAO	AE/O\SITANAGARAM	08944	250539	9440812477
95	M JOSEPH	AE/O\BALIJIPETA	08944	256226	9440814203
96	A JAGAN MOHANA RAO	AE/O\MAKKUVA	08964	253835	9440814204
97	-	ADE/O\SALURU	08964	252543	9440812461
98	-	AAE/O\SALURU	08964	252343	9440812479
99	M VIJAY KUMAR	AE/RB PURAM			7382299899
100	-	AE/O\THERLAM	08944	259332	9440812478
101	M. CHANDRA SEKHAR	AE/O\BADANGI	08944	247735	9440812480
102	Y SURYANARAYANA	AAE/O\PACHIPENTA	08964	253573	9440814202
103	L SATYANARAYANA	ADE/O\PARVATIPURAM	08963	221080	9440812460
104	-	AE\T\PARVATIPURAM	08963	221523, 222178	9440812481
105	G SURYANARAYANA	AE\R\PARVATIPURAM	08963	220269	9490610127
106	K GOVINDA RAJU	AE/O/GARUGUBILLI	08963	226877	9440812482
107	CH BHANU PRAKASH	AAE/O/KOMARADA	08963	224602	9440817654
108	-	ADE\ITDA\PARVATIPURAM	08963	229220	9440812462
109	DIVERTED	AE\ITDA\PARVATHIPURAM	-	-	-
110	V VARA PRASAD	AE\ITDA\PARVATHIPURAM	-	-	-
111	K SOMA SEKHAR	AE/O/ GL PURAM	08963	223435	9490610128
112	M DHAMBIKA RAO	AAE\ITDA\PARVATHIPURAM	-	-	
113	P. SOLMAN RAJ	AAE\ITDA\PARVATHIPURAM	-	-	9490610124
114		AAE\ITDA\PARVATHIPURAM	-	-	-
115	K N NAIDU	AAE/O\GMVALASA	08963	225438	9440814205
116	-	AE/O\KURUPAM	08963	225772	9440812483
ERO'S					
117	T SANYASI RAO	AAO\ERO\RURAL\VZM	08922	224649, 224839 274625	9440812484
118	K APPA RAO	AAO\ERO\TOWN\VZM	08922	273732, 224135	9440812485
119	B. Chiranjeevi Naidu (I/C)	AAO\ERO\BOBBILI	08944	255394, 253350	9440812486
120	P RAMA GANESH	AAO\ERO\PARVATHIPURAM	08963	220155	9491049813

CHAPTER – 10

**MONTHLY REMUNERATION RECEIVED BY OFFICERS AND EMPLOYEES/ INCLUDING THE
SYSTEM OF COMPENSATION AS PROVIDED IN REGULATIONS**

[SECTION 4(1) (b) (X)]

Sl.No.	Designation	Monthly Remuneration including its composition	System of compensation to determine Remuneration as given in regulation
Workmen			
1	Attender, Watchman, SCG etc.,	12561	8420.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
2	J.L.M & Equilent	13048	8760.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
3	Record Asistant	13291	8930.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
4	A.L.M & Equilent	14136	9520.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
5	L.D.C, Typist, Line Man & Equilent	15569	10520.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
6	Line Inspector & Equilent	17431	11820.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
7	U.D.C, U.D Steno, S.L.I, F.M Gr. II	18469	12545.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
8	F.M Gr.I	19615	13345.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
Other than workmen			
1	Sub Engineer	17037	11545.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
2	Junior Accounts Officer	28360	19450.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
3	Addl. Asst. Engineer	32242	22160.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
4	Asst. Engineer/ Asst. Accounts Officer/ Personal Officer	33610	23115.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
5	Asst. Divisional Engineer/ Accounts Officer	39540	27255.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
6	Divisional Engineer/ Senior Accounts Officer	44331	30600.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance
7	Superintending Engineer	47998	33160.00 Basic + 33.240% DA + 10% HRA (Limited to 8000) + 500.00 Medical allowance

Note: For the Employees, who are working in Vizianagaram & Bobbili Municipal areas H.R.A is 14.5% instead of 12%

CHAPTER – 11

11.1 Budget Allocated to Each Agency including plans etc./ (Section 4 (1) (b) xi)

ABSTRACT OF DIVISION WISE BUDGET ESTIMATE OF OPERATION CIRCLE/VIZIANAGARAM FOR THE FY 13-14 (Amounts in Rs.Crores)

Sl. No.	Name of the scheme	Funding Agency	Division wise Budget allocation for FY 2013-14		
			VZM	BBL	Total
I	Release of services				
1	Normal works	EPDCL	12.000	5.000	17.000
II	R- APDRP Schemes				
1	Part - A : IT Works	GOI & PFC	2.367	1.098	3.465
2	Part - B : Distribution Strengthening Works	GOI & PFC	0.000	0.000	0.000
III	SI - Schemes				
1	SI - Conductors	EPDCL	1.000	1.000	2.000
2	SI - Lines	EPDCL	1.000	1.000	2.000
3	SI - VCBs	EPDCL	1.000	1.000	2.000
4	SI - Meters	EPDCL	4.000	4.000	8.000
5	SI - Power Transformers	EPDCL	1.000	1.000	2.000
6	SI - DTRs	EPDCL	1.000	1.000	2.000
IV	HVDS Schemes				
1	HVDS (Phase-3) for Rajahmundry circle	REC	0.000	0.000	0.000
2	HVDS (Phase-4) for Eluru circle	SBH & EPDCL	0.000	0.000	0.000
3	HVDS (Phase-3) new for SKL, VZM & VSP Circles	EPDCL	18.535	16.104	34.639
4	HVDS (Phase-4) for Rajahmundry circle	REC & EPDCL	0.000	0.000	0.000
5	HVDS (Phase-5) for Eluru circle	REC & EPDCL	0.000	0.000	0.000
V	RGGVY Schemes				
1	RGGVY Rural including DDG Projects	GOI & REC	0.100	0.100	0.200
VI	Other schemes				
1	New 33/11 KV Sub Stations (T&D SS)	EPDCL	5.000	5.000	10.000
2	33 KV Interlinking Lines	EPDCL	1.650	1.050	2.700
3	Segregation Agricultural Feeders	EPDCL	0.100	0.000	0.100
4	24 Hrs supply to SS Head quarters	EPDCL	0.786	0.028	0.814
5	Non-R APDRP works	EPDCL	0.041	0.033	0.074
6	SPA:PE (Agricultural services)	EPDCL	6.500	7.500	14.000
VII	T&D Works				
1	T&D Other Works	EPDCL	5.000	5.000	10.000
2	T&D Civil works	EPDCL	1.000	1.000	2.000
3	T&D Works (Circle Office)	EPDCL			0.250
4	T&D Works (MRT Division)	EPDCL			2.750
	T O T A L		62.079	50.913	115.992

11.2 BUDGET ALLOCATED IN EACH AGENCY INCLUDING PLANS ETC./

[SECTION 4(1) (b) xi]

Agency	Programme / Scheme	Name/ Designation and Address of Office / Employee	Telephone & Fax Office Tel : Residence Tel : Fax :	Email
Private Contractors under the supervision of construction wing of Operation Circle, Vizianagaram	A) H.V.D.S B) R.G.G.V.Y C) 33 KV Interlinking Lines D) New 33/11 KV Sub Stations (T&D SS) E) Segregation Agricultural Feeders	Sri. E. Gireeswara Rao Divisional Engineer (Construction) O/o Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan, Dasannapeta, Vizianagaram – 535002	9440812453 08922 251230	deconvzm@apeasternpower.com
DEs/ Operation Divisions	A) Release of New Services B) R. APDRP C) S.I. Schemes D) T&D Works	Sri. N Krishna Murthy Divisional Engineer (Operation) O/o Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan, Dasannapeta, Vizianagaram – 535002	9440812449 08922 276020	deovzm@apeasternpower.com
		Sri. M. Lakshman Rao O/o Divisional Engineer (Operation) Operation Division: APEPDCL Near Kota Cheruvu College Road Bobbili – 535558	9440812450 08922 255369	deobbl@apeasternpower.com

CHAPTER – 12
MANNER OF EXECUTION OF SUBSIDY PROGRAMMES
[SECTION 4(1) (b) (xii)]

Name of the Programme / Activity	Nature / scale of subsidy	Eligibility criteria for grant of subsidy	Designation of officer to grant subsidy
Not Applicable			

* No subsidy is provided by this public authority

Name of Programme / Activity	Application Procedure	Sanction Procedure	Disbursement procedure
Not Applicable			

* No subsidy is provided by this public authority

CHAPTER – 13

**PARTICULAR OF RECIPIENTS OF CONCESSIONS/ PERMITS OR AUTHORISATION GRANTED BY
THE PUBLIC AUTHORITY
[SECTION 4(1) (b) (xiii)]**

Name of Programme / Scheme :				
Sl.No.	Name and address of recipient institutions	Nature / quantum of benefit of granted	Date of grant	Name and designation of grant authority
Not Applicable				

Sl.No.	Name and address of recipient institutions	Nature / quantum of benefit of granted	Date of grant	Name and designation of grant authority
Not Applicable				

INDIVIDUAL BENEFICIARIES

Name of Programme / Scheme :				
Sl.No.	Name and address of recipient Beneficiaries	Nature / quantum of benefit of granted	Date of grant	Name and designation of grant authority
Not Applicable				

Sl.No.	Name and address of recipient institutions	Nature / quantum of benefit of granted	Date of grant	Name and designation of grant authority
Not Applicable				

CHAPTER – 14
INFORMATION AVAILABLE IN ELECTRONIC FROM
[SECTION 4(1) (b) (xiv)]

Electronic Format	Description (site address / location where available etc./	Contents or title	Designation and address of the Custodian of information (held by whom ?)
CD & Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	General Terms and Conditions of Supply of Distribution and Retail Supply Licensees	Divisional Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
CD & Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Retail tariffs public notice 2013-14	Divisional Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
CD & Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Cost Data 10-11	Divisional Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
CD	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Standard Schedule Rates	Divisional Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram

CHAPTER – 15

PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

[SECTION 4(1) (b) (xv)]

Facility	Description (Location of facility / Name etc./)	Details of information made available
Notice Board	Section Offices/ Division Offices and Circle Office	Regarding release of service/ payment particulars/ contact numbers and regarding customer care center and citizen charter .
Pamphlets brochures and advertisements	Distributed an advertised to the consumers at Section Offices/ Call Centers and Sub-division Offices and Division Offices	Regarding Customer care centers/ Call Centers an all other services done in APEPDCL
Website	Available in Internet www.apeasternpower.com	All the information regarding the company is available
Electricity Call Centers	Call Centers at Vizianagaram, S.Kota, Gajapathinagaram, Bobbili, Parvathipuram, Saluru & Kurupam	180042555333 facility fuse of call complaints & complaints related to failure of DTRs
Customer Service Centers	Customer Service Centers at Vizianagaram, S.Kota, Gajapathinagaram, Bobbili, Parvathipuram, Saluru & Kurupam	Regarding the applications for new services category change and name transfer
Consumer grievance cell	Circle Office / Vizianagaram Divisiona Office/ Viziangaram & Bobbili	Redressal of the various grievances faced by the consumers

CHAPTER – 16

NAMES/ DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS

[SECTION 4(1) (b) xvi)]

[FOR EPDCL]

APPELLATE AUTHORITY

Sl. No.	Name Designation & Address of Appellate Officer	Jurisdiction of Appellate Officer (offices / administrative units of the authority)	Office Tel : Residence Tel: Fax	E mail
01.	Sri. P.RAM MOHAN RAO DIRECTOR (OPERATION & COMML) FAC Corporate Office, 5 TH FLOOR, APEPDCL, Visakhapatnam-13	Office of CMD/ APEPDCL/VSP	0891-2582507 (O) 0891-2582511 (F) 9490618687 (M)	diro@apeasternpower.com

PUBLIC INFORMATION OFFICER

Sl. No.	Name of office / administrative unit	Name and Designation of PIO	Office Tel : Residence Tel: Fax	E mail
01.	Office of CMD/ APEPDCL/VSP.	Sri.A.V.Suryanarayana CGM (HRD) Corporate Office, 4 TH FLOOR, APEPDCL, Visakhapatnam-13	0891-2582400 (O) 0891-2582402 (F) 9440812369 (M)	cgm_hrd@apeasternpower.com

ASSISTANT PUBLIC INFORMATION OFFICER

Sl. No.	Name of office / administration unit	Name and Designation of APIO	Office Tel : Residence Tel: Fax	E mail
01.	Office of CMD/ APEPDCL/VSP.	SRI. M.Y. Koteswara Rao GM (HRD) Corporate Office, 4 TH FLOOR, APEPDCL, Visakhapatnam-13	0891-2582110 (O) 0891-2582402 (F) 9440812384 (M)	gm_hrd@apeasternpower.com

NAMES/ DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS

[SECTION 4(1) (b) xvi]

APPELLATE AUTHORITY

[FOR OPERATION CIRCLE:: VIZIANAGARAM]

Sl. No	Name Designation & Address of Appellate Officer	Jurisdiction of Appellate Officer (offices / administrative units of the authority)	Office Tel : Residence Tel: Fax	E mail
01.	Sri. D.Satyanarayana Superintending Engineer Operation, APEPDCL, Vidyut Bhavan, Dasannapeta, Vizianagaram - 535002	O/o Superintending Engineer, Operation Circle, Vizianagaram	9440812447 08922 222942 08922 274100 (Fax)	sevzm@ apeasternpower .com

PUBLIC INFORMATION OFFICER

Sl.No.	Name of office / administrative unit	Name and Designation of PIO	Office Tel : Residence Tel: Fax	E mail
01.	O/o Superintending Engineer, Operation Circle, Vizianagaram	Smt. L. Dyva Prasad Divisional. Engineer (Tech) Circle Office: Vizianagaram	94401812448 08922 224291 08922 274100 (Fax)	sevzm@ apeasternpower.co m

ASSISTANT PUBLIC INFORMATION OFFICER

Sl.No.	Name of office / administration unit	Name and Designation of APIO	Office Tel : Residence Tel: Fax	E mail
01.	O/o Superintending Engineer, Operation Circle, Vizianagaram	Sri. A. Suresh Kumar Asst. Engineer (Tech) Circle Office: Vizianagaram	9490610103 08922 279933 08922 274100 (Fax)	sevzm@ apeasternpower.co m