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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

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
Superintending Engineer,
Operation Circle,
ELURU.

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 exceptional 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 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 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/Elec 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.
- l) 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 ... 4.6 meters
lines upto and including 11/000
volts/ if bare
 - II For low/ medium & high voltage ... 4.0 meters
lines upto and including 11/000
volts/ if insulated
 - 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 up to 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.	Functions / Service	Norms / Standards of	Time frame	Reference
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No.		performance set		document prescribing the norms (Citizen's charter/ service charter etc.
01.	Normal fuse of calls	Cities and Towns	Within 4 working hours	<p>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>
		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/ stuck up meters	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>As per APERC Regulation No. 7 of 2004 Licensees standards of performance issued by APERC Published in</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	A.P.Gazette Tuesday/ June/ 22nd 2004.
		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) & (VI)]

Sl. No.	Description	Gist of contents	Price of the publication if priced
1	The Indian Electricity Act 1910	An Act to amend the law relating to the supply and use of electrical energy	Rs. 100/-
2	The Indian Electricity Act 1956	An Act to regulate the production and sale of energy	Rs. 80/-
3	The Indian Supply Electricity Act 1948	An Act to provide for Rationalization for the production and supply of electricity and generally for taking measures conducive to electrical development	Rs.70/-
4	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/-
5	The Factories Act/ 1948	An Act to amend the Factories Act	Rs. 50/-
6	The Indian Electricity Act 2003	An Act to amend the law relating to the supply and use of electrical energy	Rs.100/-
7	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) V (I)]

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/Town/Rural/ Nidadavole/Bhimavaram/ Palacole/ T.P Gudem, J.R.Gudem & Tanuku.

02.	HT agreements	Release of HT Services	SAO / CO / Eluru
03.	Contract Agreements	Work Contract an maintenance contract works	AE/Tech/CO/Eluru/ AE/Tech/Division Offices (Eluru/ Nidadavole, Bhimavaram, J.R.Gudem & Tadepalligudem)
04.	Documents Assets	Registration of Property Documents	AEE/Civil/CO/Eluru/ DEEs/O/ Eluru/ Nidadavole/Bhimavaram/ J.R.Gudem & Tadepalligudem)

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) VIII]

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 – 9
DIRECTORY OF OFFICERS AND EMPLOYEES

[Section 4 (1) (b) (ix)]

9.1 Information on officers and employees working in different units or offices at different levels and their contact address in the following format (including officers in charge of grievances redressal Vigilance/ audit etc./)

ADDRESS & PHONE NUMBERS

Sl. No.	Name of Office/ Administrative Unit	Name/ Designation & Address of Officer/ Employee		STD	OFFICE	CELL
1	2	3	4	5	6	7
1	Superintending Engineer/	T.V. Surya Prakash	Superintending Engineer/ Operation Circle, Vidyuth Bhavan, R.R.Peta, Eluru	08812	288901	9440812702
2	Divisional Engineer/Technical	S Vijay Pratap	DE/Tech Operation Circle, Vidyuth Bhavan, R.R.Peta, Eluru	08812	288902	9440812703
3	Senior Accounts Officer	S Hari Babu	Senior Accounts Officer Circle Office, Vidyuth Bhavan, R.R.Peta, Eluru	08812	288915	9440812711
4	Divisional Engineer/M&P	P. Sanjeeva Rao	DE/M&P Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288950	9440812708
5	Divisional Engineer/Transformer	M. Tirumaladevi	DE/Transformer Vidyuth Bhavan, R.R.Peta, Eluru	08812	288947	9440812709
6	Divisional Engineer/Construction	P Venkateswarulu	Divisional Engineer/ Construction Division Vidyuth Bhavan, R.R.Peta, Eluru	08812	288941	9440812710
7	Divisional Engineer/DPE	V Raj Kumar	DE/DPE Vidyuth Bhavan, R.R.Peta, Eluru	08812	288933	9440812814
8	Assistant Divisional Engineer/Commercial	P Radha Krishna	Assistant Divisional Engineer/comm. Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288903	9440816384
9	Assistant Divisional Engineer/Purchases	P Srinivasu	Assistant Divisional Engineer/Purchases	08812	288904	9440902927

			Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru			
10	Assistant Divisional Engineer/DS/Vatluru	K.Shankar Rao	Assistant Divisional Engineer/DS District Stores Vatluru Eluru	08812	238312	9440816380
11	Assistant Engineer/Comm	Ch.Maruthi Venkata Ratnam	A E/Comm Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288911	9490610062
12	Assistant Engineer/Purchases	A.Subba Rao	Assistant Engineer/Purchases Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288909	9490610063
13	Assistant Engineer/T1	CVD Ramesh Babu	Assistant Engineer/T1 Operation Circle: Near Gajjalavari Cheruvu/ Eluru	08812	288906	9490610064
14	Assistant Engineer/T2	K Ramesh	Assistant Engineer/T2 Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288907	9490610065
15	Assistant Engineer/T3	V Suneetha	Assistant Engineer/T3 Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288908	9490610135
16	Assistant Engineer/MIS	PSN Murthy	Assistant Engineer/MIS Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288910	9490610136
17	Accounts Officer/Revenue	K.Satya Kishore	Assistant Accounts Officer/Revenue Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288916	9490614243
18	Accounts Officer/Expenditure	P.Venkateswara Rao	Assistant Accounts Officer/Expenditure. Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288921	
19	Asst. Accounts Officer	P Anantha Laxmi	Assistant Accounts Officer. Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru	08812	288922	9440814380
20	Personal Officer (FAC)	K Uma	Personal Officer.	08812	288912	9440814380

		Maheswara Rao	Operation Circle: Vidyuth Bhavan, R.R.Peta, Eluru			
21	Divisional Engineer/ Operation/ Eluru	B Veda Murthy	D E/Operation/Eluru. APEPDCL Vidyuth Bhavan, R.R.Peta, Eluru	08812	288952	9440812704
22	Asst.Divil.Engineer/ Operation/Town /Eluru	N Venu Gopal	Assistant Divisional Engineer/O/T/ Eluru. Ramakrishanapuram Eluru.	08812	227493	9440812712
23	Addl.Asst.Engineer/ Operation/South /Eluru	T.Rajkumar	Addl.Asst.Engineer/ Operation/South/Eluru APEPDCL/ Eluru.	08812	230368	9440812731
24	Asst.Engineer/ Operation/North/Eluru	B.Krishna Raja	Asst.Engineer/ Operation/North/Eluru APEPDCL Eluru.	08812	232258	9440812732
25	Asst.Engineer/O/ Powerpet/Eluru	S Sujatha	Asst.Engineer/ Operation/Powerpet/Eluru APEPDCL/Eluru	08812	231836	9440812733
26	Asst.Engineer/ Operation/D3/Eluru	S.Trivasu	Assistant Engineer/ Operation/D3/Eluru. APEPDCL/ Eluru.	08812	227509	9440812734
27	Asst.Engineer/ Operation/D4/Eluru	L.V.Srinivasa Rao	Assistant Engineer/ Operation/D4/Eluru/ APEPDCL	08812	231836	9440812735
28	Asst.Engineer/ Operation/Tangellamudi	D Rama Krishna	Assistant Engineer/ operation/Tangellamudi/ APEPDCL Tangellamudi.	08812	234553	9440812736
29	Asst. Divisional Engineer/ Operation/ Rual /Eluru	K.Gopala Krishna	Assistant Divisional Engineer /Operation/Rural / Eluru. Ramakrishanapuram/Eluru	08812	227510	9440812713
30	Asst.Engineer/ Operation/Pedavegi	E. Rambabu	Asst.Engineer/ Operation/Pedavegi APEPDCL.	08812	259421	9440812737
31	Asst.Engineer/ Operation/Vijairai	B Yohan	Asst.Engineer/Operation/ Vijairai/ APEPDCL.	08812	225406	9440812738
32	Addl.Asst.Engineer/Oper ation/Denduluru	KBSR Murthy	Addl.Asst.Engineer/ Operation/Denduluru APEPDCL.	08829	255386	9440812739
33	Asst. Engineer /Operation/ Pedapadu	G Suresh Reddy	Addl.Asst.Engineer/ Operation/Pedapadu	08812	247580	9440812740

			APEPDCL.			
34	Asst.Engineer/ Operation/D.M.Gudem	T Srinivas	Asst.Engineer/Operation/ D.M.Gudem/ APEPDCL	08823	245422	9440812741
			APEPDCL.			
35	Asst.Divisional Engineer/ Operation/Bhimadole	B.Veerabadra Rao	Asst.DivisionalEngineer/ Operation/Bhimadole Railway Quarters/ VSP	08829	222231	9440812714
36	Asst. Engineer/ Operation/ Bhimadole	N Venkateswara Rao	Asst.Engineer/ Operation/Bhimadole APEPDCL.	08829	223682	9440812742
37	Asst.Engineer/ Operation/D.Tirumala	K.J.Satyanarayan a	Asst.Engineer/Operation/ D.Tirumala./ APEDCL	08829	271435	9440812743
38	Addl.Asst.Engineer/ Operation/Ananthapalli	V Ravi Shankar	Addl.Asst.Engineer/Operat ion/Anathapalli APEPDCL.	08818	272417	9440812744
39	Asst.Engineer/ Operation/Nallajerla	B.Narasaiah	Asst. Engineer/O/ Nallajerla/ APEPDCL	08818	277239	9440812745
40	Asst.Engineer/Operation/ M.Nagulapalli	R Bhimeswara Rao	Asst. Engineer/ O/ M.Nagulapalli/APEPDCL APEPDCL.			9440812661
41	Asst. Divisional Engineer/O/K.Kota	N Samuel	Asst.DivisionalEngineer/ Operation/K.Kota/ K.Kota APEPDCL	08823	256223	9440812715
42	Addl.Asst.Engineer/ Operation/K.Kota	B Venkaiah	Addl.Asst.Engineer/ Operation/K.Kota K.Kota/ APEPDCL	08823	256003	9440812746
43	Addl.Asst.Engineer/ Operation / Tadikalapudi	VN Sudhakar	Addl.Asst.Engineer/ Operation Tadikalapudi / APEPDCL			7382299875
44	Asst. Divisional Engineer / O/ Chintalapudi	TS Praveen	Asst.DivisionalEngineer/ Operation Chintalapudi APEPDCL			9440812613
45	Asst.Engineer/ Operation/Chinthalapudi	B Rambabu Naik	Asst.Engineer/O Chinthalapudi/ APEPDCL	08823	222244	9440812747
46	Asst.Engineer/ Operation / Rangapuram	Satish	Asst.Engineer/O Rangapuram APEPDCL			7382299939

47	Asst.Engineer/ Operation/Raghavapuram	Kasi Nageswara Rao	Addl.Asst.Engineer /O	08823	275659	9440812798
			Raghavapuram/ APEPDCL.			
48	Addl.Asst.Engineer/ Operation/T.Narasapura m	D Srinivas	Addl.Asst.Engineer/O	08823	277231	9440812748
			T.Narasapuram APEPDCL			
49	Divisional Engineer/ Operation/Nidadavole	Sri P. Nageswara Rao	Divisional Engineer/ Operation/ Nidadavole	08813	221093	9440812706
			APEPDCL			
50	Asst.Divil.Engineer/ Operation/ Nidadavole	Md. Yousuf	Asst.Divil.Engineer/ Operation/ Nidadavole	08813	221316	9440812720
			APEPDCL			
51	Asst. Engineer/ Operation / Town / Nidadavole	D Chitti Raju	Addl.Asst.Engineer /O	08813	221083	9440812764
			Town / Nidadavole APEPDCL			
52	Asst.Engineer/ Operation/ Rural / Nidadavole	V Ram Babu	Addl.Asst.Engineer /O	08813	221083	9440812765
			Rural / Nidadavole APEPDCL			
53	Asst.Engineer/ Operation / Purushothapalli	S Trimurthulu	Addl.Asst.Engineer /O			7382299886
			Purushothapalli APEPDCL			
54	Asst.Engineer/ Operation / Chagallu	M.Sambasiva Rao	Addl.Asst.Engineer / Operation/ Chagallu	08813	271413	9440812766
			APEPDCL			
55	Asst. Divil. Engineer/ Operation / Kovvuru	G Tirumala Rao	Asst.Divil.Engineer/ Operation/ Kovvuru	08813	231587	9440812723
			APEPDCL			
56	Asst.Engineer/ Operation / D1 / Kovvur	Ch Srinivasa Rao	Asst.Engineer/O	08813	231589	9440812769
			Kovvuru / D1 APEPDCL			
57	Asst.Engineer/ Operation / D2 / Kovvur	T.Kiran Kumar	Addl.Asst.Engineer /O	08813	231082	9440812770
			Kovvuru / D2 APEPDCL			
58	Asst.Engineer/ Operation/ Tallapudi	M Krishna Naik	Asst.Engineer/O	08813	282226	9440812771
			Tallapudi APEPDCL			

59	Asst.Engineer/ Operation/ Polavaram	SK Vemana	Addl.Asst.Engineer /O	08811	251266	9440812773
			Polavaram, APEPDCL			
60	Asst.Divil./Engineer/ Operation/ Gopalapuram	P.Atchuthachari	Asst.Divil.Engineer/ Operation/	08813	257436	9440812721
			Gopalapuram			
			APEPDCL			
61	Addl. Asst. Engineer/ Operation / Devarapalli	T.Eswara Rao	Asst. Engineer/ Operation/	08813	273399	9440812767
			Devarapalli			
			APEPDCL			
62	Addl. Asst. Engineer/ Operation / Yernagudem	Sd.Madarsha	Asst.Engineer/ Operation/	08813	229421	9440812768
			Yernagudem			
			APEPDCL			
63	Asst.Engineer/ Operation/ Koyyalagudem	D.Veera Swamy	Addl.Asst.Engineer /O	08821	236240	9440812775
			Koyyalagudem, APEPDCL			
64	Addl. Asst. Engineer/ Operation/ Gopalapuram	Ch Venkata Rao	Asst. Engineer/ Operation/	08813	257900	9440812772
			Gopalapuram, APEPDCL			
65	Asst. Divil. Engineer/ Operation / J.R.Gudem	B Jakkayya	Asst. Divil. Engineer/ Operation/	08821	225272	9440812722
			J.R.Gudem, APEPDCL			
66	Addl.Asst.Engineer/ Operation/ J.R.Gudem	A Pardha Saradhi	Addl.Asst.Engineer/O	08821	225258	9440812774
			J.R.Gudem			
			APEPDCL			
67	Addl. Asst. Engineer/ Operation/ Buttaigudem	T.Veerabadra Swamy	Addl.Asst.Engineer/O	08821	272229	9440812776
			Buttaigudem			
			APEPDCL			
68	Addl. Asst. Engineer/ Operation/Darbhadgudem	K Venkateswarlu	Addl. Asst. Engineer/ Operation/	08821	281140	9440812778
			Darbhadgudem			
			APEPDCL			
69	Asst.Engineer/ Operation/ Lakkavaram	K Venkateswara Rao	Asst.Engineer/O	08813	249258	9440812779
			Lakkavaram			
			APEPDCL			
70	Asst.Engineer/ Operation/ Taduvai	M Subba Rao	Asst.Engineer/ Operation/			9440817660
			Taduvai			
			APEPDCL			
71	Asst.Engineer/ Operation/ Bayyanagudem	S Srinivasulu	Addl.Asst.Engineer / Operation/			9440812662
			Bayyanagudem			
			APEPDCL			
72	Divisional Engineer/ Operation/ Bhimavaram	V. Janardhana Rao	Divisional Engineer/ Operation/	08816	223464	9440812707
			Bhimavaram			
			APEPDCL			

73	Asst. Divil. Engineer/ Operation / Bhimavaram	B Gopala Krishna	Asst. Divil. Engineer/ Operation / Bhimavaram APEPDCL	08816	222755	9440812724
74	Addl. Asst. Engineer/ Operation / D1 / Bhimavaram	J.Prabakara Rao	Addl. Asst. Engineer/ Operation / D1 / Bhimavaram APEPDCL	08816	233233	9440812780
75	Addl. Asst. Engineer/ Operation / D2 / Bhimavaram	U Srinivasa Rao	Addl. Asst. Engineer/ Operation D2 / Bhimavaram APEPDCL	08816	223448	9440812785
76	Asst. Engineer/ Operation/ Rural / Bhimavaram	G.Sudhakar	Asst.Engineer/ Operation/ Rural / Bhimavaram APEPDCL	08816	237656	9440812786
77	Addl. Asst. Engineer/ Operation / Palacoderu	A.Srinivasa Rao	Addl. Asst. Engineer/ Operation/ Palacoderu APEPDCL	08816	248588	9440812783
78	Addl. Asst. Engineer/ Operation/ D3 / Bhimavaram	B.Pradeep	Addl. Asst. Engineer/ Operation/ D3 / Bhimavaram APEPDCL			
79	Asst. Divil. Engineer/ Operation/ Akiveedu	D Srinivasa Rao	Asst.Divil.Engineer/ Operation/ Akiveedu APEPDCL	08816	252059	9440812725
80	Addl. Asst. Engineer/ Operation/ Akiveedu	T Venu	Addl. Asst. Engineer/ Operation/ Akiveedu APEPDCL	08816	252059	9440812782
81	Addl. Asst. Engineer/ Operation / Undi	B Ram Babu	Addl. Asst. Engineer/ Operation/ Undi APEPDCL	08816	276235	9440812781
82	Addl Asst. Engineer/ Operation/ Kalla	M Nagabhadram	Addl. Asst. Engineer/ Operation/ Kalla, APEPDCL	08816	258235	9440812784
83	Asst. Divil. Engineer/ Operation/ Palacole	D Adinarayana	Asst. Divil. Engineer/ Operation/ Palacole, APEPDCL	08814	222933	9440812726
84	Addl. Asst. Engineer/ Operation / Town / Palacole	Ch Rama Krishna	Addl. Asst. Engineer/ Operation/ Town / Palacole APEPDCL	08814	222929	9440812787

85	Addl. Asst. Engineer/ Operation / Rural / Palacole	D Rajeev	Addl. Asst. Engineer/ Operation/ Rural / Palacole, APEPDCL	08814	222933	9440812788
86	Asst. Engineer/ Operation / Penumantra	BV Ramana Murty	Asst. Engineer/ Operation/ Penumantra, APEPDCL	08814	246239	9440812790
87	Addl. Asst. Engineer/ Operation / Poduru	U Subba Rao	Addl. Asst. Engineer/ Operation/ Poduru, APEPDCL	08814	257143	9440812791
88	Asst. Engineer/ Operation /Veeravasaram	DBSR Tulasidas	Asst. Engineer / Operation/ Veeravasaram, APEPDCL	08816	285340	9440812792
89	Asst. Engineer/ Operation / Achanta	D Jagadeswara Rao	Asst. Engineer/ Operation/ Achanta APEPDCL	08814	234235	9440812797
90	Asst. Divil. Engineer/ Operation/ Narasapuram	M Chandra Sekhar Kumar	Asst.Divil.Engineer/ Operation/ Narasapuram APEPDCL	08814	273891	9440812727
91	Asst. Engineer/ Operation/Mogalturu		Asst.Engineer/ Operation/ Mogalturu APEPDCL	08814	247494	9440812796
92	Addl. Asst. Engineer/ Operation/Town / Narasapuram	N Rama Mohan Rao	Addl. Asst. Engineer/ Operation/ Town / Narasapuram APEPDCL	08814	275044	9440812793
93	Asst. Engineer/ Operation/ Rural / Narasapuram	Ch Veeraswamy	Asst.Engineer/ Operation/ Rural / Narasapuram APEPDCL	08814	273893	9440812794
94	Asst. Engineer/ Operation/ Yelamanchili	K Satyanarayana	Asst.Engineer/ Operation/ Yelamanchili APEPDCL	08814	251333	9440812795
95	Divisional Engineer/ Operation/ T.P.Gudem	P Kondalu	Divisional Engineer/ Operation/ T.P.Gudem APEPDCL	08818	221357	9440812705
96	Asst. Divil. Engineer/ Operation / Town / T.P.Gudem	K Ram Babu	Asst. Divil. Engineer/ Operation / Town / T.P.Gudem APEPDCL	08818	221075	9440812716
97	Asst. Engineer/ Operation / South / T.P.Gudem	A Sanjay Kumar	Addl. Asst. Engineer/ Operation / South / T.P.Gudem APEPDCL	08818	223108	9440812749

98	Addl. Asst. Engineer/ Operation / North / T.P.Gudem	I.V.Malleswara Rao	Asst. Engineer/ Operation	08818	222075	9440812750
			North / T.P.Gudem			
			APEPDCL			
99	Asst. Engineer/ Operation/ Rural / T.P.Gudem	V Yuvaraj	Asst.Engineer/Operation	08818	227075	9440812751
			Rural / T.P.Gudem			
			APEPDCL			
100	Addl. Asst. Engineer/ Operation / SS / T.P.Gudem	R.Suryanarayana	Asst. Engineer/ Operation/ SS / T.P.Gudem	08818	222027	9440812752
			APEPDCL			
101	Asst. Divil. Engineer/ Operation/ Rural / T.P.Gudem	P.Omkaram	Asst.Divil.Engineer/ Operation/ Rural / T.P.Gudem	08818	225007	9440812717
			APEPDCL			
102	Addl. Asst. Engineer/ Operation/ Neeladripuram	V.V.Satyanaraya na	Addl. Asst. Engineer/ Operation/ Neeladripuram	08818	276230	9440812753
			APEPDCL			
103	Addl. Asst. Engineer/ Operation / Chebrole	U.Ramesh	Addl. Asst. Engineer/ Operation/ Chebrole	08818	251221	9440812755
			APEPDCL			
104	Addl. Asst. Engineer/ Operation / Gollagudem	R Subrahmanyam	Addl. Asst. Engineer/ Operation/ Gollagudem			9493177764
			APEPDCL			
105	Asst. Divil. Engineer/ Operation/ Ganapavaram	N Venkateswara Rao	Asst. Divil. Engineer/ Operation/ Ganapavaram, APEPDCL	08818	256948	9440812718
106	Addl. Asst. Engineer/ Operation / Nidamarru	Srinivasa Raju	Addl. Asst. Engineer/ Operation/ Nidamarru	08818	256485	9440812754
			APEPDCL			
107	Asst. Engineer/ Operation / Ganapavaram	T Venkata Rao	Asst. Engineer/ Operation/ Ganapavaram, APEPDCL	08818	256458	9440812756
108	Asst. Engineer/ Operation / Attili	Ch.M.Prasad	Asst. Engineer/ Operation/ Attili, APEPDCL	08819	255026	9440812757
109	Asst. Divil. Engineer/ Operation/ Tanuku	Ch Meena Kethana Rao	Asst.Divil.Engineer/ Operation/ Tanuku	08819	224195	9440812719
			APEPDCL			
110	Addl. Asst. Engineer/ Operation/D1 / Tanuku	ChPRV Prasad	Addl. Asst. Engineer/O/ D1 / Tanuku	08819	222194	9440812758

			APEPDCL			
111	Asst. Engineer/ Operation/ Rural / Tanuku	B Divakara Rao	Addl. Asst. Engineer / Operation/ Rural / Tanuku	08819	222195	9440812759
			APEPDCL			
			Asst.Engineer/ Operation/ Iragavaram			
112	Asst. Engineer/ Operation/ Iragavaram		APEPDCL	08819	289228	9440812760
			Asst.Engineer/ Operation/ Peravali			
			APEPDCL			
113	Asst. Engineer/ Operation/ Peravali	NNVR Babu	Asst.Engineer/ Operation/ Peravali	08819	231494	9440812763
			APEPDCL			
			Asst.Engineer/O/ Mortha			
114	Addl Asst. Engineer/ Operation/ Mortha	A.Veerabadra Rao	APEPDCL	08819	234420	9440812762
			Addl Asst. Engineer/ Operation/ Penugonda			
			APEPDCL			
115	Addl Asst. Engineer/ Operation/ Penugonda	M Trimurthulu	Asst.Engineer/O D2 / Tanuku	08819	246139	9440812761
			APEPDCL			
			Asst.Divil.Engineer/ Operation/Pedavegi			
116	Addl Asst. Engineer/ Operation/ D2 / Tanuku	M Suryanarayana	Asst.Divil.Engineer/ Operation/Penugonga	08819	260096	9440817663
			APEPDCL			
			Asst. Divil. Engineer/ Operation/Pedavegi			
117	Asst. Divil. Engineer/ Operation/Pedavegi	D.Raja Babu	Asst.Divil.Engineer/ Operation/Penugonga			9491049798
118	Asst. Divil. Engineer/ Operation/Penugonda	B Narasimha Rao	Asst.Divil.Engineer/ Operation/Penugonga			9491049799
119	Asst. Divil. Engineer/ Operation/Koyyalagudem	E.Mohana Rao	Asst.Divil.Engineer/ Operation/ Koyyalagudem			9491049800
120	Divisional Engineer/ Operation/J.R.Gudem	V Prakasa Rao	Divisional Engineer/ Operation/ J.R.Gudem			9491049797

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
01.	Assistant Engineer	23115.00	23115.00 Basic + 33.24% DA + 20% HRA (Limited to 8000) + 140 CCA
02.	Assistant Divisional Engineer	27255.00	27255.00 Basic + 33.24% DA + 20% HRA (Limited to 8000) + 140 CCA
03.	Divisional Engineer	30600.00	30600.00 Basic + 33.24% DA + 20% HRA (Limited to 8000) + 140 CCA
04.	Superintending Engineer	33160.00	33160.00 Basic + 33.24% DA + 20% HRA (Limited to 8000) + 140 CCA

CHAPTER – 11

**11.1 Budget Allocated to Each Agency including plans etc./ (Section 4 (1) (b) xi)
ABSTRACT OF DIVISION WISE BUDGET ALLOCATED TO OPERATION CIRCLE/ELURU
FOR THE FY 2013-14**

(Amounts in Rs.Crores)

Sl. No.	Name of the scheme	Funding Agency	AWP for FY 2013-14					
			Approved by Corporate Office					
			Eluru	NDD	TPG	BVRM	JRG	Circle

								Total
I	Release of services							
1	Normal works	EPDCL	7.000	6.000	9.000	13.000	5.000	40.000
II	R- APDRP Schemes							
1	Part - A : IT Works	GOI & PFC	1.999	0.820	1.623	1.542	0.000	5.984
2	Part - B : Distribution Strengthening Works	GOI & PFC	21.530	0.00	0.00	14.010	0.00	35.540
III	SI - Schemes							
1	SI-Conductors	EPDCL	1.000	1.000	1.000	1.000	1.000	5.000
2	SI - Lines	EPDCL	1.000	1.000	1.000	1.000	1.000	5.000
3	SI - VCBs	EPDCL	1.500	1.000	1.000	1.000	1.500	6.000
4	SI - Meters	EPDCL	6.000	6.000	6.000	5.000	5.000	28.000
5	SI - Power Transformers	EPDCL	5.000	2.000	3.000	3.000	3.000	16.000
6	SI-DTRs	EPDCL	2.000	2.000	1.000	3.000	1.000	9.000
IV	HVDS Schemes							
1	HVDS (Phase-4) for Eluru	SBH & EPDCL	0.000	0.000	1.000	0.000	0.000	1.000
2	HVDS (Phase-5) for Eluru	SBH & EPDCL	39.884	50.344	20.346	3.525	42.112	156.211
V	RGGVY Schemes							
1	RGGVY Rural including DDG Projects	GOI & REC	0.100	0.300	0.100	0.000	0.500	1.000
VI	Other Schemes							
1	New 33/11 KV SS	EPDCL	5.000	5.000	5.000	5.000	5.000	25.000
2	33KV Interlinking line	EPDCL	2.150	2.700	1.900	2.150	3.700	12.600
3	Segregation of AGL Fedders	EPDCL	0.100	0.000	0.500	0.000	0.000	0.600
4	24Hrs. supply to SS Head Qtrs.	EPDCL	2.754	1.676	1.696	0.000	2.633	8.759
5	Non-RAPDRP Works	EPDCL	0.029	0.031	0.032	0.023	0.047	0.162
6	SAP:PE (AGL Services)	EPDCL	12.000	8.000	9.000	0.500	40.000	69.500
VII	T&D							
1	T&D Other Works	EPDCL	3.000	4.000	6.500	5.000	7.000	25.500
2	T&D Civil works	EPDCL	1.000	2.500	1.500	1.500	2.000	8.500
3	T&D works (Circle Office)	EPDCL	0.000	0.000	0.000	0.000	0.000	0.500
4	MRT Divisions	EPDCL	0.000	0.000	0.000	0.000	0.000	10.000
	T O T A L		113.046	94.371	71.197	60.250	120.492	469.856

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 Circle Office / Eluru	High Voltage Distribution System, System Improvements Lines, Accelerated power development & reforms programme(APDRP)& JBIC scheme and Rajiv Gandhi Grameena Vidyuteekarna Youjana	V Raj Kumar, DE/Const. Office of SE/O/Eluru	9440812710 (Cell) 233836 (O) 288941 (F)	seelr@apeastern power. Com
All DEs/ Operation	Transmission and Distribution/ System Improvements Lines/ Distribution Budget (Release of new services & Rajive Gandhi Grameena Vidyuteekarana Yojana)	B Veda Murthy DE/O/Eluru	9440812704 (Cell), 08812 252150(C &F)	deoelr@apeastern power. Com
		Sri P. Nageswara Rao DE/O/Nidadavole	9440812706 (Cell) 08813 221093(O&F)	deondd@apeastern power. Com
		Sri V. Janardhana Rao DE/O/ Bhimavaram	9440812707 (Cell) 08816 223464(O&F)	deobvrm@ap easternpower. com
		Sri V. Prakasha Rao DE/O/ J.R.Gudem	9491049797 (Cell)	Deojrg @apeasternpower. com
		Sri P Kondalu DE/O/T.P.Gudem	9440812705 (Cell) 08818 221075(O&F)	deotpgudem@ap easternpower. 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	Nature /	Date of grant	Name and
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	address of recipient institutions	quantum of benefit of granted		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 FORM [SECTION 4(1) (b) x (iv)]

Electronic Format	Description (site address / location where available etc./	Contents or title	Designation and address of the Custodian of information (held by whom ?)
CD	Office of Superintending Engineer/ Operation Circle/ Eluru	Rajivgandhi Grameena Vidyuteekarna Youjana	ADE / Comml/CO/Eluru Office of the Superintending Engineer/ Operation Circle/ Eluru

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 Center at Eluru Narasapuram & Bhimavaram	1800 4255 5333 facility fuse of call complaints information
Customer Service Centers	At various Sub-division offices	Regarding the applications for new services category change and name transfer
Consumer grievance cell	Circle Office / Eluru	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]

APPELLATE AUTHORITY

Sl. No.	Name Designation & Address of Appellate Officer	Jurisdiction of Appellate Officer (offices / administrative units of the authority)	Office Tel : Residence Tel: Tel: Fax	E mail
01.	H.Y.Dora, Director / Operation & HRD/ A.P.E.P.D.C.Ltd / Corporate Office / P&T Colony/ Seethammadara / Visakhapatnam	Office of CMD / APEPDCL / VSP	9440812666 (Cell) 2550836 (O) 2737675 (F)	diro@apeasternpower.com

PUBLIC INFORMATION OFFICER

Sl. No.	Name of office / administrative unit	Name and Designation of PIO	Office Tel : Residence Tel: Tel: Fax	E mail
01.	Office of CMD / APEPDCL /VSP.	Sri K.V.R. Prasad/ Manager/ (Corporate Communication)	9440812384 (Cell) 2737682 (O) 2737681 (F)	mgr_cc@apeasternpower.com

ASSISTANT PUBLIC INFORMATION OFFICER

Sl. No.	Name of office / administration unit	Name and Designation of APIO	Office Tel : Residence Tel:	E mail
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			Fax	
01.	Office of SE/O/ APEPDCL/Eluru	Sri S Vijay Pratap / Divisional Engineer/T/CO/Eluru	9440812703 (Cell) 231287 (O) 288902 (F)	seelr@apeasternpower.com

NAMES/ DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION

OFFICERS

[SECTION 4(1) (b) xvi]

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.	Office of SE/O/ APEPDCL/Eluru	Sri T.V.Surya Prakash / Superintending Engineer/O/CO/Eluru	9440812702 (Cell) 231287 (O) 288901 (F)	seelr@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 SE/O/ APEPDCL/Eluru	Sri S Vijay Pratap / Divisional Engineer/Tech/CO/Eluru	9440812703 (Cell) 231287 (O) 288902 (F)	seelr@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.	O/o SE/O/ APEPDCL/ Eluru	Sri V Suneetha / Assistant Engineer/ T3/CO/Eluru	9490610135 (Cell) 231287 (O) 288908 (F)	seelr@apeasternpower.com