



Citizen's Charter

**EASTERN POWER DISTRIBUTION COMPANY OF A.P. LIMITED
P&T COLONY, SEETAMMADHARA, VISAKHAPATNAM-530013**

Website: www.apeasternpower.com

March' 2013

CITIZENS CHARTER

Following the advent of power reforms in the country, the Eastern Power Distribution Company of Andhra Pradesh Limited (APEPDCL) was formed on the 31st of March' 2000, to serve as a Distribution Company, after the unbundling of the erstwhile Andhra Pradesh State Electricity Board (APSEB). It caters to the electricity consumers of 5 districts viz Srikakulam, Vizianagaram, Visakhapatnam, East Godavari and West Godavari.

1) Vision:

- To ensure reliable, efficient and sufficient power supply to consumers.
- To ensure a balanced all-round development of power infrastructure in all circles of operation.
- To be the leading Power Distribution Utility in the country.

2) Mission:

- To provide POWER TO ALL on demand.
- To provide quality and reliable power at an affordable cost.
- To provide power system network with minimal environmental impact.
- To ensure operational efficiency through managerial, functional autonomy and technological up gradation.
- To minimize AT&C losses.

3) Objectives:

- To provide uninterrupted power to all.
- To promote energy efficiency by minimizing the Technical and Commercial losses.
- To promote energy conservation by the consumers for achieving sustainable growth.
- To minimize customer grievances and to provide speedy redressal of complaints.
- To continually improve on standards of performance of service levels.

4) Service Standards:

The service standards are enclosed in Annexure-1.

5) Grievance Redress Mechanism:

The Grievance Redress Mechanism is enclosed in Annexure-2.

6) Stakeholders:

The citizen charter is prepared as per Regulation 7 of 2004 issued by the honourable Andhra Pradesh Electricity Regulatory Commission.

7) Responsibility Centres and Subordinate Organizations:

The Responsibility Centres and Subordinate Organizations information are as per column (e) of Annexure-1 and column (b) of Annexure-2 respectively.

8) Indicative expectations from service recipients:

The requirements from the consumers are as per column (d) of Annexure-1.

9) Month and Year for the next review of the Charter:

The citizen charter will be reviewed once in every year in the month of March and will incorporate the final changes on 31st March.

10) Facilities available to citizens for obtaining information:

This information is available in the Annexure-3.

Annexure-1: Service Standards

CCC toll free number: 18004255533					
S. No.	Service (a)	Standard (time in hours/ days) (b)	Process (c)	Requirements from Customer (Documents, forms, fees etc) (d)	Name and contact details of Officer responsible (e)
1	Normal fuse off				
	Cities and towns	Within 4 working hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 4 working hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
	Rural areas	Within 12 working hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 12 working hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
2	Overhead Line/ cable breakdowns				
	Cities and towns	Within 6 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 6 hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
	Rural areas	Within 24 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 24 hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
3	Underground cable breakdowns				
	Cities and towns	Within 12 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 12 hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
	Rural areas	Within 48 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 48 hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
4	Distribution transformer failure				
	Cities and towns	Within 24 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:

			within 24 hours.		
	Rural areas	Within 48 hours	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 48 hours.	Consumer has to call CCC & register complaint	AE-Operation Mobile: E-mail:
5	Period of Scheduled Outage				
	Maximum duration in a single stretch	Not to exceed 12 hours	The concerned DE-Operation will give press note.	Consumer has to call CCC	DE-Operation Mobile: E-mail:
	Restoration of supply	By not later than 6.00PM	The concerned DE-Operation will ensure that the supply is restored before 6.00PM	Consumer has to call CCC	DE-Operation Mobile: E-mail:
6	Voltage fluctuations				
	No expansion/enhancement of network involved	Within 10 days	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 10 days.	Consumer should make a call to CCC and register complaint	AE-Operation Mobile: E-mail:
	Upgradation of distribution system required	Within 120 days	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within 120 days.	Consumer should make a call to CCC and register complaint	AE-Operation Mobile: E-mail:
	Erection of substation	Within the time period as approved by the Commission	1) Consumer has to call CCC & register complaint. 2) The concerned AE-Operation will rectify the complaint within the time period approved by the Commission.	Consumer should make a call to CCC and register complaint	AE-Operation Mobile: E-mail:
7	Meter complaints				
	Inspection and replacement of slow, fast/creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will rectify the complaint within 22 days in towns and cities and 30 days in rural areas.	Consumer should register a request at concerned CSC with the following: 1. Application form 2. Copy of latest bill 3. Amounts required (if necessary)	AE-Operation Mobile: E-mail:
	Replacement of burnt meters if cause attributable to Licensee	Within 7 days	1) Consumer should register a request at concerned CSC along with the required documents. 2) The concerned AE-Operation will rectify the complaint	Consumer should register a request at concerned CSC with the following: 1. Application form 2. Copy of latest bill	AE-Operation Mobile: E-mail:

			within 7 days.	3. Request letter	
	Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will rectify the complaint within 7 days from the date of receiving payment.	Consumer should register a request at concerned CSC with the following: 1. Application form 2. Copy of latest bill 3. Request letter 4. Amounts Required (if necessary)	AE-Operation Mobile: E-mail:
8	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)	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will release the supply within 30 days.	Consumer should register a request at concerned CSC with the following: 1. LT application 2. Wiring Certificate (Commencement and Completion) 3. Proof Of Ownership 4. Passport Size Photos - 2 Nos. 5. Photo ID Proof 6. Necessary amounts	AE-Operation Mobile: E-mail:
9	Network expansion/ enhancement required to release supply				
	Release of supply Low Tension	Within 30 days of receipt of prescribed charges	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will release the supply within 30 days of receipt of prescribed charges.	Consumer should register a request at concerned CSC with the following: 1. LT application 2. Wiring Certificate (Commencement and Completion) 3. Proof Of Ownership 4. Passport Size Photos - 3 Nos. 5. Photo ID Proof 6. Necessary amounts	AE-Operation Mobile: E-mail:
	Release of supply High Tension 11KV	Within 60 days of receipt of prescribed charges	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will release the supply within 60 days of receipt of prescribed charges.		AE-Operation Mobile: E-mail:
	Release of supply High Tension 33KV	Within 90 days of receipt of	1) Consumer should register a request at concerned CSC along with the required		AE-Operation Mobile: E-mail:

		prescribed charges	documents and amounts. 2) The concerned AE-Operation will release the supply within 90 days of receipt of prescribed charges.		
	Release of supply Extra High Tension	Within 180 days of receipt of prescribed charges	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will release the supply within 180 days of receipt of prescribed charges.		AE-Operation Mobile: E-mail:
	Erection of substation required for release of supply	Within the time period approved by the Commission	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will release the supply within the time period approved by the Commission.		AE-Operation Mobile: E-mail:
10	Transfer of ownership and conversion of services				
	Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee, if any	1) Consumer should register a request at concerned CSC along with the required documents and amounts. 3) The concerned ADE-Operation will make the title transfer within 7 days.	Consumer should register a request at concerned CSC with the following: 1. LT applications -3 Nos. 2. Test reports - 2 Nos. 3. Transfer application 4. Indemnity bond (if necessary) 5. Copy of registered documents with attestation 6. Copy of latest bill 7. Passport size photos - 3 Nos. 8. ID Proof 9. Fees based on category and 10. Security deposit, if needed.	ADE- Operations Mobile: E-mail:

	Change of category	Within 7 days along with necessary documents and prescribed fee, if any	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned ADE-Operation will make the category change within 7 days. 	Consumer should register a request at concerned CSC with the following: <ol style="list-style-type: none"> 1. Request letter 2. Copy of latest bill 3. ID Proof 4. Necessary amount based on category, if any 	ADE-Operations Mobile: E-mail:
	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AE-Operation will make the conversion within 30 days of payment of charges by the consumer. 	Consumer should register a request at concerned CSC with the following: <ol style="list-style-type: none"> 1. LT Application - 3 Nos. 2. Test reports - 3 Nos. 3. Wiring certificate 4. ID Proof 5. Copy of latest bill and 6. Necessary charges based on category 	AE-Operation Mobile: E-mail:
	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned ADE-Operation will make the conversion within 60 days of payment of charges by the consumer. 		ADE-Operation Mobile: E-mail:
11	Resolution of complaints on consumer's bill				
	If additional information is required	Within 7 working days of receipt of complaint	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AAO-ERO will resolve the complaint within 7 working days. 	Consumer should register a request at concerned CSC with the following: <ol style="list-style-type: none"> 1. Application form 2. Request letter and 3. Copy of latest bill 	AAO-ERO Mobile: E-mail:
	If no additional information is required	Within 24 working hours of receipt of complaint	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned AAO-ERO will resolve the complaint within 	Consumer should register a request at concerned CSC with the following: <ol style="list-style-type: none"> 1. Application form 2. Request letter 	AAO-ERO Mobile: E-mail:

			24 working hours.	and 3. Copy of latest bill	
12	Reconnection of supply following disconnection due to non-payment of bills				
	Cities and towns	Within 4 working hours of production of proof of payment by consumer	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned ADE-Operations will resolve the complaint within 4 working hours of production of proof of payment by consumer. 	<p>Consumer should register a request at concerned CSC with the following:</p> <ol style="list-style-type: none"> 1. Application form 2. Request letter and 3. Proof of payments 	ADE-Operations Mobile: E-mail:
	Rural areas	Within 12 working hours of production of proof of payment by consumer	<ol style="list-style-type: none"> 1) Consumer should register a request at concerned CSC along with the required documents and amounts. 2) The concerned ADE-Operations will resolve the complaint within 12 working hours of production of proof of payment by consumer. 	<p>Consumer should register a request at concerned CSC with the following:</p> <ol style="list-style-type: none"> 1. Application form 2. Request letter and 3. Proof of payments 	ADE-Operations Mobile: E-mail:

Annexure-2: Grievance Redress Mechanism

S.No.	Service (a)	Designation, Name, Email and mobile number of Grievance Officer (b)	Helpline number/ website url to lodge grievance (c)
1	Normal fuse off		
	Cities and towns	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Rural areas	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
2	Overhead Line/ cable breakdowns		
	Cities and towns	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Rural areas	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
3	Underground cable breakdowns		
	Cities and towns	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Rural areas	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
4	Distribution transformer failure		
	Cities and towns	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Rural areas	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
5	Period of Scheduled Outage		
	Maximum duration in a single stretch	SE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com

	Restoration of supply	SE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
6	Voltage fluctuations		
	No expansion/ enhancement of network involved	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Upgradation of distribution system required	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Erection of substation	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
7	Meter complaints		
	Inspection and replacement of slow, fast/ creeping, stuckup meters	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Replacement of burnt meters if cause attributable to Licensee	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Replacement of burnt meters if cause attributable to consumer	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
8	Application of new connection/ additional load connection feasible from existing network		
	Release of supply	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
9	Network expansion/ enhancement required to release supply		
	Release of supply Low Tension	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Release of supply High Tension 11KV	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Release of supply High Tension 33KV	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com

	Release of supply Extra High Tension	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Erection of substation required for release of supply	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
10	Transfer of ownership and conversion of services		
	Title transfer of ownership	DE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Change of category	DE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Conversion from LT 1-ph to LT 3-ph and vice versa	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Conversion from LT to HT and vice versa	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
11	Resolution of complaints on consumer's bill		
	If additional information is required	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	If no additional information is required	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
12	Reconnection of supply following disconnection due to non-payment of bills		
	Cities and towns	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com
	Rural areas	ADE-Operation Name: Email: Mobile:	180042555333, www.apeasternpower.com

Note: For every office, the above data has to be furnished.

Annexure-3: Facilities available to citizens for obtaining information

S.No.	Office	Place	Name, Designation	Email	Office phone Mobile
1	Public Information Officer under RTI Act, 2005	Corporate Office	Smt. V.Vijaya Lalitha, CGM-HRD	cgm_hrd@apeasternpower.com	0891-2582400, 9440812370
2	Nodal Officer		Sri G.Samuel Raju, DGM-CC	dgm_cc@apeasternpower.com	0891-2582210, 9440812384
3	General queries		Centralized Call Centre (180042555333)		
4	Website address		www.apeasternpower.com		

Note: For every office, the above has to be designated and furnished.