

PRESS NOTE
SPANDANA of Sri Ahmad Nadeem , IAS, Chairman & Managing Director/APEPDCL to the grievances of Consumers of APEPDCL

Sri Ahmad Nadeem, IAS, Chairman & Managing Director, APEPDCL, Visakhapatnam has heard the grievances of consumers of APEPDCL today i.e on 14-06-2010 at the Corporate Office/APEPDCL, as usual, which is being conducted every Monday and received the representations/petitions from the consumers with regard to their power supply problems and instructed the concerned for processing of the files wherever necessary and issued instructions to the concerned to issue necessary orders as applicable. Sri Ahmad Nadeem, IAS is conducting this Spandana programme every Monday from 10:30AM to 12:00 Noon since his assumption of charge as CMD/EPDCL. Retired employees of the APEPDCL, dependents of the deceased employees of APEPDCL, Consumers of APEPDCL met the CMD and represented their grievances.

It is to appeal to the public that they can meet and represent their any unresolved grievances with regard to the services of APEPDCL and matters related to the APEPDCL, directly to the CMD/APEPDCL on every Monday from 10:30AM to 1:00 PM. He has stated that this programme is only for solving the grievances of consumers in the five circles under the company's limits. This is the special programme for solving the grievances of our customers but it is not for Employees of the EPDCL who are presently working in the company. The CMD has requested the Employees not to attend Spandana for redressal of their grievances if any. This year from 1 January to till this date 79 applications received from the consumers on various electricity problems. As on date only 10 problems are pending to solve at different wings of the company, the remaining 69 were solved. The CGMs P.Ram Mohan, B.Remesh Prasad, A.V.Suryanarayana, M.Bhaskara Rao,Nageswara Rao were present in the programme.

Good Response to "Online Spandana"

APEPDCL authorities were observed that good response is coming to "Online Spandana" System from consumers. The CMD of the Company has been inaugurated this specially on 25th of last month. With in 20 Days after its inauguration, 61 complaints were received through online from consumers of Five Districts. Out of them 43 were solved and remaining 18 were sent for redressed at Dist level. The response from our Officials for on line spandana is moderate.

Dy. General Manager-Corporate Communication
APEPDCL/Corporate Office/Visakhapatnam.