

Right to Information Act - 2005

**4 (1) (b) MANUAL
for Circle Office / APEPDCL**



**EASTERN POWER DISTRIBUTION COMPANY OF ANDHRA PRADESH LIMITED
CIN: U40109AP2000SGC034117
CIRCLE OFFICE
3rd FLOOR, VIDYUTH BHAVAN,
DASANNAPETA, VIZIANAGARAM - 535002
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INDEX

Item	Description	Page No
-	Introduction	01
Chapter : 1	Organization, functions and duties	02
Chapter : 2	Powers & Duties of Officers and employees	03
Chapter : 3	Procedure followed in Decision making process	14
Chapter : 4	Norms set for the discharge of functions	15
Chapter : 5	Rules, Regulations, Instructions, Manual & Records for Discharging functions	17
Chapter : 6	Categories of documents held by the Public authority under its control	17
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	18
Chapter : 8	Boards, councils, committees and other bodies constituted as part of public authority	18
Chapter : 9	Directory of officers and employees	20
Chapter : 10	Monthly remuneration received by the officers and employees, including the system of compensation as provided in regulations.	23
Chapter : 11	Budget allocated to each agency including plans etc.,	24
Chapter : 12	Manners of execution of subsidy programmes	28
Chapter : 13	Particulars of recipients of concessions, permits or authorization granted by the public authority.	29
Chapter : 14	Information available in electronic form.	30
Chapter : 15	Particulars of facilities available to the citizens for obtaining information.	31
Chapter : 16	Names, Designations & Other particulars of Appellate authorities, PIO's & APIO's	32

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 INFORMATION

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 thereof

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.P.Nageswara Rao- Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan,
Dasannapeta, Vizianagaram – 535002 Phone 9440812447

Sri.M Dharmaraju - Executive Engineer (Technical), APEPDCL, Vidyut Bhavan,
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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-535002

FUNCTIONS:

- 1) To ensure reliable, efficient and sufficient power supply to Domestic, Commercial, Agriculture, Industrial and Other Category Consumers in Vizianagaram District
- 2) To ensure a balanced all-round development of power infrastructure in Vizianagaram District
- 3) To ensure operational efficiency through managerial, functional autonomy and technological up gradation
- 4) To focus on customer care and customer service in all spheres of activity, by maintaining good quality and cost- effectiveness in power distribution

DUTIES:

- 1) To provide reliable power supply to its consumers and allied activities as specified in Electricity Act, 2003.
- 2) Compliance of APERC directives activities as specified in Electricity Act, 2003.

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 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 within 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 feedback 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.

ab) 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 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 within 12 hours and rural areas within 24 hours.

The Superintending Engineer should interact and obtain feedback 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.

EXECUTIVE 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 Deputy Executive Engineers are primarily responsible for all financial matters/ expenditure and revenue. However the Executive 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 Deputy Executive 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 Executive 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 Executive 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 Executive 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 Executive Engineer is the administrative head of the EROs. The Executive 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 Executive 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 Executive 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 Deputy Executive 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.5000/- and upto Rs. 10000/-.

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

The Executive Engineer should arrange review of MRBs every month by the ADEEs/AEEs 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 Executive 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 within 12 hours and rural areas within 24 hours.

The Executive Engineer should interact and obtain feedback 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.

DEPUTY EXECUTIVE 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 Deputy Executive Engineer during each inspection.

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

- a) **Cash :** The Deputy Executive 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 Deputy Executive 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 consumer;
- (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 Deputy Executive 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 Executive 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 Executive Engineer.

Deputy Executive 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 Executive 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 Executive Engineer who will report to the Superintending Engineer/ if necessary.

The Deputy Executive 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 Deputy Executive 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 Dy. Executive 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 check readings per month)
- b) L.T High Value services : Monthly and check readings 40 per month
- c) All HT services below 1000 KVA :Monthly readings

The Deputy Executive 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 Deputy Executive 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 Deputy Executive 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 Deputy Executive Engineer should inspect the Section Offices once in a year.
- d) The Deputy Executive Engineer should review 'A' form register i.e. Pending Service Connection Application Register once in a month.
- e) The Deputy Executive 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 the Superintending Engineers/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 Deputy Executive 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 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 Deputy Executive 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 EXECUTIVE ENGINEER/ ASSISTANT ENGINEER **(SECTION OFFICER)**

The Section Officer who may be an Assistant Executive Engineer or Assistant Engineer has to assist superior officer who is normally an Deputy Executive 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 Deputy Executive 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 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	<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>
		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 12 working hours	
		Rural areas	Within 24 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	As per APERC Regulation No. 7 of 2004 Licensees standards of performance issued by APERC Published in A.P.Gazette Tuesday/ June/ 22nd 2004.
		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 and maintenance contract works	AE/Purchases/CO/Vizianagaram AE/Technical/CO/Vizianagaram, AE/Commercial/Division Offices (Vizianagaram , Bobbili & Parvathipuram)
04.	Documents Assets	Registration of Property Documents	AEE/Civil/CO/Vizianagaram/ EE/O/ Vizianagaram , EE/O/ Bobbili & EE/O/Parvathipuram

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</p> <p>Convener : Superintending Engineer / Operation</p> <p>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.</p> <p>Periodicity : Once in a quarter</p>	<p>a) To Co-ordinate and review the extension of electrification in each district.</p> <p>b) To Review the quality of power supply and consumer satisfaction.</p> <p>c) To Promote energy efficiency and its conservation.</p> <p>d) To Review the replacement of DTRs.</p> <p>e) To Review new Agricultural services.</p> <p>f) To Review schedule of Agl./ power supply.</p>	NO

Constituency wise advisory committee	<u>Chairman :</u> MLA <u>Convener :</u> Dy.EE <u>Members :</u> MPPs of the Constituency M.P.D.Os/ MROs/ ZPTCs/ Two nominees of Government <u>Periodicity :</u> Once in a quarter	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	NO
Village Level Committee	<u>Chairman :</u> Village Sarpanch <u>Convener :</u> Lineman <u>Members :</u> One domestic consumer and one agriculture consumer from each Distribution Transformer <u>Periodicity :</u> Once in a month	a) Review of power supply b) Review of replacement of DTRs in the village. c) Review of Agl./ services in the village.	NO

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

PLACE OF WORKING & PHONE NUMBERS

Designation	Office No	Mobile Number	E-mail Id
Circle Office			
Superintending Engineer/Operation	226327	9440812447	sevzm@apeasternpower.com
Divisional Engineer/ Technical	224291	9440812448	ee_t_oc_vzm@apeasternpower.com
DEE/Commercial	224291	9490610848	dee_c_oc_vzm@apeasternpower.com
AEE/Commercial	224291	9490610104	aee_c_oc_vzm@apeasternpower.com
AEE/Technical	224291	9490610103	aee_t_oc_vzm@apeasternpower.com
AEE/Purchase	224291	9490610105	aee_pur_oc_vzm@apeasternpower.com
Senior Accounts Officer	226780	9440812454	sao_vzm@apeasternpower.com
Accounts Officer/Expenditure	226780	9490612982	ao_exp_vzm@apeasternpower.com
Accounts Officer/Revenue	226780	9440814241	ao_rev_vzm@apeasternpower.com
Personnel Officer	224291	9490612643	po_vzm@apeasternpower.com
Senior Assistant/HCM(SAP)	226780	7382299926	hcm__vzm@apeasternpower.com
DEE/District Stores	244258	9440816366	dee_ds_vzm@apeasternpower.com
AEE/Indoor/Stores	244258	9490610107	aee_id_ds_vzm@apeasternpower.com
AEE/Outdoor/Stores	244258	9490610108	aee_od_ds_vzm@apeasternpower.com
AEE/Transport/Stores	244258	9490610109	aee_trp_ds_vzm@apeasternpower.com
DEE/Civil/Vizianagaram	224291	9440817671	dee_cvl_oc_vzm@apeasternpower.com
AEE/Civil/Vizianagaram	224291	9440817672	aee_cvl_oc_vzm@apeasternpower.com
AEE/Civil/Bobbili	-	9440817673	aee_cvl_oc_bbl@apeasternpower.com
Meters and Protection Division			
EE/Meters and Protection/Vizianagaram	226041	9440812451	ee_mp_vzm@apeasternpower.com
AEE/Technical to DE/M&P/Vizianagaram	226041	9490610111	aee_t_vzm@apeasternpower.com
DEE/HT Meters/Vizianagaram	251406	9440814219	dee_htm_vzm@apeasternpower.com
AEE/HT Meters/Vizianagaram	251406	9490610115	aee_htm_vzm@apeasternpower.com
DEE/Protection/Vizianagaram	251406	9440814221	dee_prot_vzm@apeasternpower.com
AEE/Protection/Vizianagaram	251406	9490610116	aee_prot_vzm@apeasternpower.com
DEE/CT Meters/Vizianagaram	251406	9490610845	dee_ctm_vzm@apeasternpower.com
AEE/CT Meters/Vizianagaram	251406	9490610117	aee_ctm_vzm@apeasternpower.com
AEE/LT Meters/Vizianagaram	251406	9490610114	aee_ltm_vzm@apeasternpower.com
Transformers Division			
EE/Transformers/Vizianagaram	226041	9440812452	ee_trs_vzm@apeasternpower.com
AEE/Technical to DE/Transformers	226041	9490610110	aee_t_trs_vzm@apeasternpower.com
DEE/TRE/Vizianagaram	244045	9490610846	dee_tre_vzm@apeasternpower.com
AEE/TRE/Vizianagaram	244045	9490610112	aee_tre_vzm@apeasternpower.com
DEE/SPM/Vizianagaram	244251	9490610847	dee_spm_vzm@apeasternpower.com
AEE/SPM/Vizianagaram	244251	9490610113	aee_spm_vzm@apeasternpower.com
Construction Division			
EE/Construction/Vizianagaram	251230	9440812453	ee_con_vzm@apeasternpower.com

Designation	Office No	Mobile Number	E-mail Id
AEE/Technical to DE/Construction	251230	9490610125	aee_t_con_vzm@apeasternpower.com
DEE/Construction/Vizianagaram	251230	9440812463	dee_con_vzm@apeasternpower.com
AEE/Construction/Vizianagaram	251230	9440812824	
AEE/Construction/Saluru	-	9440814220	
AEE/Construction/Bobbili	-	9440814209	
DPE Division			
EE/DPE/Vizianagaram	224730	9440812811	ee_dpe_vzm@apeasternpower.com
AEE/Technical to DE/DPE	224730	9490610825	aee_t_dpe_vzm@apeasternpower.com
DEE/DPE-1/Vizianagaram	224730	9440814194	dee_dpe1_vzm@apeasternpower.com
AEE-1/DPE-1/Vizianagaram	224730	9490610826	aee1_dpe1_vzm@apeasternpower.com
AEE-2/DPE-1/Vizianagaram	224730	9490610827	aee2_dpe1_vzm@apeasternpower.com
DEE/DPE-2/Vizianagaram	224730	9440814084	dee_dpe2_vzm@apeasternpower.com
AEE-1/DPE-2/Vizianagaram	224730	9490610828	aee1_dpe2_vzm@apeasternpower.com
AEE-2/DPE-2/Vizianagaram	224730	9490610829	aee2_dpe2_vzm@apeasternpower.com
Vizianagaram Division			
EE/Operation/Vizianagaram	276020	9440812449	ee_opn_vzm@apeasternpower.com
AEE/Technical	272150	9490610118	aee_t_od_vzm@apeasternpower.com
AEE/Commercial-1	272150		aee1_c_od_bbl@apeasternpower.com
AEE/Commercial-2	272150	9490610120	aee2_c_od_vzm@apeasternpower.com
DEE/Operation/Vizianagaram	276891	9440812455	dee_opn_vzm@apeasternpower.com
AEE/Operation/Vizianagaram-D1	221029	9440812465	aee_opn_d1_vzm@apeasternpower.com
AEE/Operation/Vizianagaram-D2	276942, 272684	9440812466	aee_opn_d2_vzm@apeasternpower.com
AEE/Operation/Vizianagaram-D3	255843 255371	9440812467	aee_opn_d3_vzm@apeasternpower.com
AEE/Operation/Vizianagaram-D4(Ayyanna peta)	237176	9440814200	aee_opn_d4_vzm@apeasternpower.com
DEE/Lines/Vizianagaram	276464	9440812457	dee_opn_lines_vzm@apeasternpower.com
AEE/Operation/Vizianagaram-D5(Poolbagh)	224893	9440817653	aee_opn_d5_vzm@apeasternpower.com
AEE/Operation/Nellimarla	244227	9440812468	aee_opn_nlml@apeasternpower.com
AEE/Operation/Gurla	247606	9440817664	aee_opn_gurla@apeasternpower.com
DEE/Operation/Bhogapuram	-	7382585683	
AEE/Operation/Bhogapuram	240326	9440812469	aee_opn_bgprm@apeasternpower.com
AEE/Operation/PuspatiRega	258838	9440812470	aee_opn_psprga@apeasternpower.com
AEE/Operation/Denkada	202380	9440812471	aee_opn_dnkda@apeasternpower.com
DEE/Operation/Gajapathinagaram	-	9491049812	dee_opn_gjpt@apeasternpower.com
AEE/Operation/Gajapathinagaram	285224	9490610119	aee_opn_gjpt@apeasternpower.com
AEE/Operation/Gantyada	249431	9440812472	aee_opn_gntyda@apeasternpower.com
AEE/Operation/Bondapalli	204428	9440812464	aee_opn_bndpl@apeasternpower.com
AEE/Operation/Dattirajeru	-	7702126888	aee_opn_dtrjr@apeasternpower.com
DEE/C&O/S.Kota	275277	9440812458	dee_opn_skta@apeasternpower.com
AEE/C&O/S.Kota	275277	9440812473	aee_opn_skta@apeasternpower.com
AEE/Operation/Kothavalasa	273362	9440812474	aee_opn_ktvlsa@apeasternpower.com

Designation	Office No	Mobile Number	E-mail Id
AEE/Operation/Jami	278803	9440817652	aee_opn_jami@apeasternpower.com
AEE/Operation/L.Kota	279639	9440814201	aee_opn_lkota@apeasternpower.com
AEE/Operation/Vepada	-	7382299905	aee_opn_vepada@apeasternpower.com
Bobbili Division			
EE/Operation/Bobbili	255369	9440812450	ee_opn_bbl@apeasternpower.com
AEE/Commercial-1	255369	9490610121	aee1_c_od_bbl@apeasternpower.com
AEE/Commercial-2	254669	9490610122	aee2_c_od_bbl@apeasternpower.com
AEE/Technical	254669	9490610123	aee_t_od_bbl@apeasternpower.com
DEE/Operation/Bobbili	255218	9440812459	dee_opn_bbl@apeasternpower.com
AEE/Operation/Bobbili-D1	255211	9440812475	aee_opn_d1_bbl@apeasternpower.com
AEE/Operation/Bobbili-D2	255218	9440812476	aee_opn_d2_bbl@apeasternpower.com
AEE/Operation/Balijipeta	256226	9440814203	aee_opn_bljpta@apeasternpower.com
AEE/Operation/Seetanagaram	250539	9440812477	aee_opn_stngm@apeasternpower.com
DEE/Operation/Bobbili-Rural	-	7382585684	
AEE/Operation/Badangi	257735	9440812480	aee_opn_bdngi@apeasternpower.com
AEE/Operation/Therlam	259332	9440812478	aee_opn_terlam@apeasternpower.com
AEE/Operation/Ramabhadrapuram	-	7382299899	aee_opn_rmbprm@apeasternpower.com
DEE/Operation/Saluru	252543	9440812461	dee_opn_slr@apeasternpower.com
AEE/Operation/Saluru	252343	9440812479	aee_opn_slr@apeasternpower.com
AEE/Operation/Makkuva	253835	9440814204	aee_opn_mkva@apeasternpower.com
AEE/Operation/Pachipenta	253573	9440814202	aee_opn_pcpnta@apeasternpower.com
Parvathipuram Division			
EE/Operation/Parvathipuram	-	7382585686	
DEE/Operation/Parvathipuram	221080	9440812460	dee_opn_pvpm@apeasternpower.com
AEE/Operation/Parvathipuram-Town	221523	9440812481	aee_opn_t_pvpm@apeasternpower.com
AEE/Operation/Parvathipuram-Rural	220269	9490610127	aee_opn_r_pvpm@apeasternpower.com
AEE/Operation/Komarada	224602	9440817654	aee_opn_kmrda@apeasternpower.com
AEE/Operation/Garugubilli	226877	9440812482	aee_opn_grgbli@apeasternpower.com
DEE/ITDA/Parvathipuram	229220	9440812462	dee_itda_pvpm@apeasternpower.com
AEE/Operation/Kurupam	225138	9440812483	aee_opn_krpm@apeasternpower.com
AEE/Operation/Jiyyammavalasa	225438	9440814205	aee_opn_jmvlsa@apeasternpower.com
AEE/Operation/GLPuram	223435	9490610128	aee_opn_glprm@apeasternpower.com
AAO/ERO/Vizianagaram-Town	224135	9440812485	aao_ero_t_vzm@apeasternpower.com
AAO/ERO/Vizianagaram-Rural	224839	9440812484	aao_ero_r_vzm@apeasternpower.com
AAO/ERO/Bobbili	255394	9440812486	aao_ero_bbl@apeasternpower.com
AAO/ERO/Parvathipuram	220155	9491049813	aao_ero_pvpm@apeasternpower.com

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.,	31386	14975.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
2	J.L.M & Equivalent	32575	15585.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
3	Record Asistant	33169	15890.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
4	A.L.M & Equivalent	35222	16945.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
5	J.A, Typist, Line Man & Equivalent	38681	18725.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
6	Line Inspector & Equivalent	43170	21045.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
7	S.A., U.D Steno, S.L.I,	45671	22340.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
8	F.M Gr.I	48430	23770.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
Other than workmen			
1	Junior Engineer	42114	30005.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
2	Junior Accounts Officer	69323	50615.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1250 Conveyance allowance
3	Asst. Engineer	78761	57670.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1375 Conveyance allowance

Sl.No.	Designation	Monthly Remuneration including its composition	System of compensation to determine Remuneration as given in regulation
4	Asst. Executive Engineer/ Asst. Accounts Officer/ Personal Officer	82043	60155.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1375 Conveyance allowance
5	Deputy Executive Engineer/ Accounts Officer	96761	70925.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 1875 Conveyance allowance
6	Executive Engineer/ Senior Accounts Officer	108872	79625.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 2500 Conveyance allowance
7	Superintending Engineer	120243	86295.00 Basic + 22.02% DA + 10% HRA (Limited to 11000) + 1250.00 Medical allowance + 5065 Conveyance allowance

Note: 1) For the Employees, who are working in Vizianagaram Municipal area H.R.A is 16% (With a ceiling limit of Rs.17000/-) instead of 10% (With a ceiling limit of Rs.11000/-)

2) For the Employees, who are working in Bobbili & Parvathipuram Municipal areas H.R.A is 12% (With a ceiling limit of Rs.13000/-) instead of 10% (With a ceiling limit of Rs.11000/-)

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 22-23

(Amounts in Rs.Crores)

Sl. No.	Name of the scheme	Funding Agency	SAP Project Code	VZM Circle Total
A	Ongoing Schemes			58.26
I	R- APDRP Schemes	PFC		0.00
1	Part-A: IT Works	PFC	S-0018	0.00
2	Part-A: SCADA IT Components	PFC	S-0035	0.00
3	Part-B: SCADA Ele. Components	PFC	S-0036	0.00
4	Part-B: Distribution Stenthg. Works		S-0014	0.00
II	HVDS Schemes	EPDCL		0.34
1	HVDS (Ph-3) for RJY Circle	EPDCL	S-0010	0.00
2	HVDS (Ph-3) New for SKL, VZM & VSP	EPDCL	S-0019	0.34
3	HVDS (Ph-4) for RJY Circle	REC-NEF- EPDCL	S-0011	0.00
4	HVDS (Ph-5) for ELR Circle	REC-NEF- EPDCL	S-0025	0.00
III	Central Schemes			0.00
1	DDUGJY	GOI,REC	S-0042	0.00
2	DDUGJY/ RE Component	GOI,REC	S-0030	0.00
3	DDG Projects	GOI,REC& EPDCL	S-0043	0.00
4	IPDS	GOI,PFC & EPDCL	S-0040	0.00
5	IPDS-GIS		PM	0.00
6	IPDS IT			0.00

Sl. No.	Name of the scheme	Funding Agency	SAP Project Code	VZM Circle Total
a	IT enablement of 8nos. Non-RAPDRP Towns	GOI,PFC & EPDCL	PM	0.00
b	Up-gradation of MBC Software Solutions		PM	0.00
c	IPDS ERP Project		PM	0.00
d	RT-DAS Project		PM	0.00
IV	9Hrs AGL Supply	REC & EPDCL	S-0050	0.00
V	Solar Pump sets	EPDCL	PM	1.45
VI	BLDC Pumpsets	GOI	PM	3.20
VII	DELP Scheme- Dist. of LED bulbs	EPDCL	PM	1.00
VII	AGDSM scheme	EPDCL	PM	0.00
IX	EEPS	REC	PM	2.16
X	World Bank Schemes			8.19
1	UG Cable	EPDCL	PM	0.00
2	World Bank (PFA Scheme)	WB-REC		8.19
a	33 KV Inter Linking Lines//Spun poles	WB-REC	S-0047	5.14
b	33/11 kv Indoor SS	WB-REC	S-0046	0.05
c	HVDS	WB-REC	S-0045	0.00
d	Sub station Head qtrs	WB-REC		1.00
e	3-Ph Supply to LWE Villages	WB-REC		2.00
f	SCADA Works	WB-REC		0.00
g	Grid Connections to DDG Plants	WB-REC		0.00
h	33/11KV Out Door Sub-Stations	WB-REC		0.00
i	Enhancement & Additional PTRs	WB-REC		0.00
j	33KV VCBs	WB-REC		0.00
k	Capacitor Bank	WB-REC		0.00
l	Smart Meters	WB-REC		0.00
m	Automation of 33/11KV SS	WB-REC		0.00
XI	SCSP - SC Colonies	GoAP	S-0041	0.48
XII	TSP - Tribal Habitations	GoAP	S-0044	0.00
XIII	ST Bore-Wells	GoAP	S-0048	0.00
XIV	SC Bore-Wells	GoAP	S-0049	0.51
XV	DBT-AGL	GoAP		40.93
B	Substations (New & Augmentation)			7.04
1	New 33/11 KV SS (T&D SS)	EPDCL	T	2.00
2	SI - PTRs	EPDCL	P	3.52
3	SI - VCBs	EPDCL	V	1.52
C	Metering & Associated equipment			5.63
1	SI - Meters	EPDCL	M	5.63
D	Distribution Transformer Additions			4.68
1	SI - DTRs	EPDCL	D	4.68
E	Lines, Cables & Network			43.90
1	33 KV Interlinking Lines	EPDCL		1.39
2	SI - Conductors & Lines	EPDCL	L	2.16
3	Release of Agricultural Services	EPDCL	A	18.32
4	Normal Plan (Other than AGL services)	EPDCL	E	22.04
F	Technology Upgradation and R&M			13.38

Sl. No.	Name of the scheme	Funding Agency	SAP Project Code	VZM Circle Total
1	T&D Other Works	EPDCL	T	12.97
2	T&D Works (Circle Office)	EPDCL	PM	0.00
3	MRT Divisions	EPDCL	PM	0.41
4	T&D IT Works including field offices	EPDCL	PM	0.00
5	EV Charging stations	EPDCL		0.00
G	Civil works and Others			2.73
1	T&D Civil Works (Corp. Office)	EPDCL	PM	0.00
2	T&D Civil Works	EPDCL	C	2.73
H	Proposed DPR- System strengthening works			0.00
a	33/11KV Sub-stations	LOAN		0.00
b	Erection of Addl. 5/8MVA PTRs and Augmentation of PTRs	LOAN		0.00
c	Erection of 33KV New/Interlinking line	LOAN		0.00
d	Erection of 11KV line	LOAN		0.00
I	Electrification of Jagananna Housing Colonies (JHC)			70.00
J	Revamped Distribution Sector Scheme (RDSS)	GOI,PFC & EPDCL		6.91
	T O T A L			212.53

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) 33 KV Interlinking Lines B) Sub station Head qtrs feeders C) Jagananna Layout Electrification works	Sri. P.Trinadha Rao Executive Engineer (Construction) O/o Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan, Dasannapeta, Vizianagaram – 535002	9440812453 08922 251230	deconvzm@apeasternpower.com

<p>EEs/ Operation Divisions</p>	<p>A) Release of New Services B) S.I. Schemes C) T&D Works</p>	<p>Sri. N Krishna Murthy Executive Engineer (Operation), Vizianagaram O/o Superintending Engineer, Operation, APEPDCL, Vidyut Bhavan, Dasannapeta, Vizianagaram – 535002</p>	<p>9440812449 08922 276020</p>	<p>deovzm@ apeasternpower.com</p>
		<p>Sri. P Hari O/o Executive Engineer (Operation) Operation Division: Bobbili , APEPDCL Near Kota Cheruvu College Road Bobbili – 535558</p>	<p>9440812450 08922 255369</p>	<p>deobbl@ apeasternpower.com</p>
		<p>Sri. V V Kishore O/o Executive Engineer (Operation) Operation Division: Parvathipuram APEPDCL, Near Railway Station, ward no.14, Belgam, Parvathipuram</p>	<p>7382585686</p>	<p>deopvtpm@ apeasternpower.com</p>

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 ?)
Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	General Terms and Conditions of Supply of Distribution and Retail Supply Licensees	Executive Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Retail tariffs public notice 2022-23	Executive Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Cost Data 22-23	Executive Engineer (Tech) CO/ Vizianagaram Office of Superintending Engineer/ Operation Circle/ Vizianagaram
Website : www.apeasternpower.com	Office of Superintending Engineer/ Operation Circle/ Vizianagaram	Standard Schedule Rates 22-23	Executive 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	Centralized Call Centers at Visakhapatnam	1912 facility fuse of call complaints & complaints related to failure of DTRs
Meeseva Centers/ GSWS secretariats	Established in Villages/ Wards by AP State Govt.	Regarding the applications for new services category change and name transfer
Consumer grievance cell	Circle Office / Vizianagaram Division Office/Viziangaram , Bobbili & Parvathipuram	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.B. Ramesh Prasad Director (Operations) Corporate Office, 5 th Floor, APEPDCL, Visakhapatnam-13	Office of CMD/ APEPDCL/VSP	0891- 2582520 (O) 0891- 2529324 (F) 9440812555 (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.Ravi Kumar 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.	Smt. N.Parvathi GM-II (HRD) Corporate Office, 4 th Floor, APEPDCL, Visakhapatnam-13	0891-2582410 (O) 0891-2582402 (F) 9440814251 (M)	gm_hrd2@ 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. P.Nageswara Rao 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	Sri. M.Dharmaraju Executive, Engineer (Tech) Circle Office: Vizianagaram	9440812448 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. D Tirupati Rao Asst. Engineer (Tech) Circle Office: Vizianagaram	9490610103 08922 279933 08922 274100 (Fax)	sevzm@ apeasternpower.co m