



**EASTERN POWER DISTRIBUTION COMPANY OF ANDHRA PRADESH LIMITED
CORPORATE OFFICE::VISAKHAPATNAM**

Circular Memo. No.EPCOR-06004(33)/3/2022-DC-I-COR/E-392314/
I.No.420651/2022; Dt.29.07.2022

Sub: APEPDCL – HRD Wing – ESTT – Service delivery on employees' grievances/ requests by the HRD wing – Certain timeframes for disposal of files fixed – Implementation of Timelines for HRD Wing – Orders – Issued.

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Of late it has been observed that, numerous complaints are being received on the delays in disposal of various employees service related applications/ requests/ complaints/ objections etc. It is also found that various requests benefiting the employees is either inordinately being delayed or deliberately being delayed by the concerned dealing staff and officers for one reason or the other, which gives scope for suspicion. In order to curtail this unwarranted practice and to provide better service to the employees also, it has been decided to formulate Time-lines for rendering Services in the same lines as public services being rendered through the Citizen Charter. In APEPDCL Time lines for various important employee related services is appended to this memo. Henceforth, the list of services appended to this memo shall be delivered by the concerned staff/ officers strictly adhering to the Time-lines given there in. Failure to comply with these Time-lines will be viewed seriously and appropriate departmental action will be initiated against all the concerned, who are all responsible for such delays.

2. Initially, the Time-lines for certain important Services will be implemented in HRD Wing/ Corporate Office/ EPDCL / Visakhapatnam and in a phased manner the full-fledged Time lines will be implemented in respect of all other employee related services and also in other offices Viz., Circle Office/ Division Office/ ERO etc.

3. The Time limits specified in the Time-lines/ Schedule appended to this order is maximum number of days required for delivery of a particular service to the employee. Hence, all the Officers /Staff concerned are directed to dispose the requests etc., of the employees as quickly as possible and try to provide the service well before the stipulated time frames to the extent possible.

4. Further, certain proposals like leave requests, pensions, GPF withdrawals, LTC, Medical reimbursement proposals etc., need to be routed through the Finance (Accounts) Department. The maximum

number of days stipulated for clearing the proposal by Finance Department is fixed as 7 days. Beyond 7 days, if there is any delay on the part of the staff/ officers concerned working in Finance Department, they are also liable-for appropriate action as deemed fit.

5. These timeframes fixed shall be communicated to all the staff including the Association/Unions and also to be displayed in Notice Board and website.

6. These orders shall come into force with effect from **01.08.2022.**

7 These orders are also available in APEPDCL website at www.apeasternpower.com

Encl: As above

K. SANTHOSHA RAO
CHAIRMAN & MANAGING DIRECTOR

To
The Chief General Manager (HRD) /APEPDCL/Corporate Office
/Visakhapatnam

Copy to:

All Directors /APEPDCL /Visakhapatnam
All CGMs / APEPDCL / Visakhapatnam
All SEs / APEPDCL / Visakhapatnam
All GMs /APEPDCL /Visakhapatnam
All DGMs /HRD Wing/ Corporate Office /APEPDCL/Visakhapatnam
The Pay Officer/APEPDCL/ Visakhapatnam
The AO / CPR/APEPDCL /Visakhapatnam
The PRO/Corporate Office /APEPDCL/ Visakhapatnam
The Company Secretary/ APEPDCL/ Visakhapatnam
All POs / HRD/ Corporate Office/APEPDCL/ Visakhapatnam
Notice Board

ANNEXURE**to****Circular Memo. No.EPCOR-06004(33)/3/2022-DC-I-COR/E-392314/****I.No.420651/2022; Dt.29.07.2022****TIME SCHEDULE FOR HRD WING OF APEPDCL**

Sl. No.	Nature of Service	TIME SCHEDULE (In No. of working days)					Total working days
		ACCO/JPO/CASE WORKER	PO	DGM	GM/HRD	CGM/HRD	
1	Orders of Reinstatement into duty from suspension on receipt of approval from the competent authority	1	1	Same Day	Same Day	Same Day	2
2	Framing of charges from the date of orders of competent authority	5	2	1	1	1	10
3	Appointment of inquiry officer after approval by competent authority	3	1	1	1	1	7
4	Processing of enquiry report received from the E.O. / VER	7	2	2	2	2	15
5	Processing of explanations received from the delinquents	7	2	2	2	2	15
6	Processing of replies to show cause notices received from the delinquents	7	2	2	2	2	15
7	Processing of appeals against Final Orders received from the delinquents	7	2	2	2	2	15
8	Imposing of punishment or concluding the disciplinary action after passing of orders by the Disciplinary Authority	3	1	1	1	1	7
9	Sanction of workmen compensation proposals received from field offices in complete shape	5	3	2	2	2	14

Sl. No.	Nature of Service	TIME SCHEDULE (In No. of working days)					Total working days
		ACCO/JPO/CASE WORKER	PO	DGM	GM/HRD	CGM/HRD	
10	Providing of employment to the dependent of deceased employees after receipt of proposals from the field in complete share	5	3	2	2	2	14
11	Alternative schemes instead of compassionate appointments	5	3	2	2	2	14
12	Permission to admit into duty in case of unauthorized absence (above 4 months but less than 1 year) of O&M staff	3	1	1	1	1	7
13	Sanction of Special disability leave to O&M staff	3	1	1	1	1	7
14	Sanction Medical Reimbursement bill	3	1	1	1	1	7
15	Issue of medical credit card	Same day					
16	Finalization of terminal benefits (Pension / Family Pension, Gratuity, Commutation) (Maximum days after actual date of retirement)	7	2	2	2	2	15
17	Sanction of Provisional / Anticipatory Pension	7	2	2	2	2	15
18	Revision of Pension / Gratuity / Commutation	7	2	2	2	2	15
19	GPF Final Withdrawals (Maximum number of days after actual date of retirement)	3	1	1	1	1	7
20	FBF/GIS Sanctions (Maximum number of days after actual date of retirement)	7	2	2	2	2	15
21	Short Term Loans (Festival Advance / Education Advance)	7	2	2	2	2	15

Sl. No.	Nature of Service	TIME SCHEDULE (In No. of working days)					Total working days
		ACCO/JPO/CASE WORKER	PO	DGM	GM/HRD	CGM/HRD	
22	GPF – Part Final Withdrawals / Temporary Advance	7	2	2	2	2	15
23	Education Fee Reimbursement	4	2	2	1	1	10
24	Release of original certificates	3	1	1	1	1	7
25	Issue of Service Certificate	1	1	1	1	1	5
26	Finalization of objections on seniority	7	2	2	2	2	15
27	Commencement and Completion of probation of all Cadres	7	2	2	2	2	15
28	Rectification of pay anomalies (Certification of seniority)	7	2	2	2	2	15
29	Leave Sanctions (EL, HPL, EOL, SEL etc)	7	2	2	2	2	15
30	Leave Travel Concessions / Home Town Sanctions	7	2	2	2	2	15
31	Issue of No Objection Certificates to obtain Indian Pass Port / VISA	4	2	2	1	1	10
32	Issue of No Objection Certificates for pursuing Higher Studies	4	2	2	1	1	10
33	Full Additional Charge Sanctions	4	2	2	1	1	10
34	Automatic Advancement Scheme – SGP/SPP-I/SPP-II/SAPP-I/SAPP-II	6	2	2	1	1	12
35	Conversion of Additional Assistant Engineers (Diploma Holders) as Asst. Engineers on acquisition of Graduation qualification	7	2	2	2	2	15
36	Acceptance of Voluntary Retirements / Resignations	5	3	3	2	2	15

K.SANTHOSHA RAO
CHAIRMAN & MANAGING DIRECTOR

Signed by K.santhosha Rao

Date: 25-07-2022 22:15:38

Reason: Approved