

TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

From:
Chief Engineer/Civil,
AP Transco, Vidyut Soudha,
Vijayawada.

To
The Joint Managing Director (HR & Admin.),
AP Transco:Vidyut Soudha,
Vijayawada.

Lr. No.CE/Civil/ VS/VJA/Dy. EE(T)/F. / D.No. 301 /2024, Dt: 09-09-2024.

Madam,

Sub:- AP Transco CE/CIVIL- Vidyut Soudha – Status of complaints received for the Month of August-2024 at Vidyut Soudha/ AP Transco – Submitted for publishing in Website – Reg.


Ref: - Circular Memo No: JMD/AP Transco/CE/PS, Plg.&D./RAC/ No.727/21, Dt:26.02.2021.

In view of the instructions issued by the Joint Managing Director/AP Transco, 5 Nos. Complaint Boxes fixed at different locations of Vidyut Soudha, AP Transco and found that there are no complaints on opening of Boxes on 09.09.2024.

The monthly report along with the status of complaints as on 09.09.2024 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) August 2024 Month Report.
2) Status of Complaints as on 09.09.2024.

Yours faithfully,


Chief Engineer/Civil
AP Transco/Vidyut Soudha
Vijayawada.

Copy to the Chief Engineer/Telecom & IT / AP Transco/Vidyut Soudha/ Vijayawada – It is requested to take necessary action for publishing in the Website.

| | |
|--|------|
| Assistant Chief IT & Data Officer IT Applications/APTransco, Vidyut Soudha, Vijayawada | |
| Inward No:..... | 198 |
| 10 SEP 2024 | |
| AEE-1 | EE-1 |
| AEE-2 | EE-2 |
| AEE-3 | |
| ACIDO/IT Applications | |


| | |
|--|------------------|
| Chief Engineer / Telecom & IT Vidyut Soudha, Vijayawada | |
| Inward No: 1463 | Dt: 09/09/24 |
| EE-1 | Asst. CDD / Tech |
| EE-2 | Asst. CDD / ERP |
| CE / ERP & IT | Asst. CDD / NCU |
| EE / SLDG | Asst. CDD / Apps |
| DSE / Tech | |
| CE/Telecom & IT | |



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of AUGUST 2024 and the status of total complaints received as on 09.09.2024 of Vidyut Soudha, AP Transco.

| Vidyut Soudha AP Transco | COMPLAINTS | | | | | | | | |
|---|------------------|-----------|----------------|------------------------|------------------------|----------|------------------------|------------------------|--|
| | Total Registered | Anonymous | To be Attended | Rectified | | | Pending | | |
| | | | | Beyond Resolution Time | Within Resolution Time | Total | Beyond Resolution Time | Within Resolution Time | Total |
| Complaints received through Complaint Boxes in the month of AUGUST 2024 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Complaints Received as on 09.09.2024 (Through Mail, Complaint Boxes and Central Dispatch of VS) | 58 | 0 | - | 19 | -- | -- | 39 | 0 | 1) 1 No. (Complaint No. 31, Dt: 31.12.2023, pertaining to CE/Zone/ Visakhapatnam and CE/Zone/Kadapa) 2) Reply furnished against RTI Application vide Lr No. APTRANSCO-218, Dt: 28.02.2024 pertaining to CE/Civil/VS/VJA. 3) 1 No. (Complaint No. 52, Dt: 25.05 .2024, pertaining to CE/Zone/ Vijayawada) 4) 15 Nos. Replies sent to Complainant (i.e. Complaint Nos. 05, 07, 13, 15, 16, 17, 18, 20, 28, 32, 35, 37, 38, 39, 41 of 2023 vide Lr. No. 256/24, Dt: 13.08.2024 from the O/o. CE/Civil/VS/VJA 5) Reply furnished against RTI Application No. 77/2024, vide Lr. No. CGM (Comm. & Coord)/VS/ VJA/D. No. 377/24, Dt: 03.09.2024 |
| Total | 58 | 0 | - | 19 | - | - | 39 | 0 | 39 |


 Chief Engineer/Civil
 Vidyut Soudha:: AP Transco
 Vijayawada

21/9/24