

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. 364 /2023, Dt: 03 -01-2024.

Sir,

Sub:- AP Transco – Vidyut Soudha – Status of complaints received for the Month of December'2023 at Vidyut Soudha/AP Transco –Submitted for publishing in Website – Reg.

- Ref: -1) Circular Memo No: JMD/AP Transco/CE/PS, Plg.&D./RAC/No.727/21, Dt:26.02.2021.  
2) Lr. No. CE/Civil/Vs/VJA/Dy. EE(T)/F./D. No. 315/23, Dt: 29.11.2023.  
(1 No. Complaint Received- Complaint No. 29, Dt: 28.11.2023, regarding to CE/Zone/Kadapa)  
3) Lr. No. CE/Civil/Vs/VJA/Dy. EE(T)/F./D. No. 334/23, Dt: 11.12.2023.  
(1 No. Complaint Received – Complaint No. 30, Dt: 11.12.2023, regarding to CE/Transmission/Vs/VJA)  
4) Lr. No. CE/Civil/Vs/VJA/Dy. EE(T)/F./D. No. 335/23, Dt: 12.12.2023.  
(2 No. Complaint Received – (i) Complaint No. 07, Dt: 30.09.2023, & (ii) Complaint No. 20, Dt: 27.10.2023, regarding to CE/Projects/Vs/VJA)  
5) Lr. No. CE/Civil/Vs/VJA/Dy. EE(T)/F./D. No. 336/23, Dt: 12.12.2023.  
(1 No. Complaint Received – Complaint No. 08, Dt: 30.09.2023, regarding to CE/Transmission/Vs/VJA)

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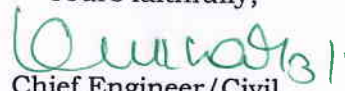
In view of the instructions issued by the Joint Managing Director/AP Transco, 5 Nos. Complaint Boxes fixed at different locations of Vidyut Soudha, AP Transco and found there are no complaints.

All the complaints received physically through Central Dispatch of Vidyut Soudha Head Quarters were already submitted vide references 2 to 5 cited.

The monthly report is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

Encl: December'2023 Month Report

|   |                     |
|---|---------------------|
| Chief Engineer / Telecom & IT<br>Gunadala, Vijayawada |                     |
| Inward No. <u>2569</u>                                | Dt: <u>03/01/24</u> |
| EE-1  | Asst. CDO / Infra   |
| EE-2  | Asst. CDO / ERP     |
| EE / ERP & MW   | Asst. CDO / CICH    |
| EE / SLDC   | Asst. CDO / IT Apps |
| DEE / Tech  |                     |

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.**

Copy to

The Chief Engineer/Kadapa Zone/AP Transco/Kadapa –for Information please.

The Chief Engineer/Projects/AP Transco/Vidyut Soudha/Vijayawada – for information please.

The Chief Engineer/Transmission/AP Transco/Vidyut Soudha/Vijayawada – for information Please.

|   |  |
|---|--|
| Assistant Chief IT & Data Officer<br>AP Transco<br>Vidyut Soudha/VJA. |  |
| Inward No. <u>01 (2)</u>  |  |
| 4 JAN 2024  |  |
| DEE-1   |  |
| DEE-2   |  |
| Asst. CDO/IT Application  |  |



**TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED**

Complaints status for the month of DECEMBER 2023/Vidyut Soudha, AP Transco.

| Vidyut Soudha<br>AP Transco  | Total<br>Registered | Anonymous | To be Attended By                         | Rectified                    |                              |           | Pending                            |                              |          |
|--|---------------------|-----------|---|------------------------------|------------------------------|-----------|------------------------------------|------------------------------|----------|
|  |                     |           |   | Beyond<br>Resolution<br>Time | Within<br>Resolution<br>Time | Total     | Beyond<br>Resolution<br>Time       | Within<br>Resolution<br>Time | Total    |
|  |                     |           |   | DECEMBER 2023                | 2                            | 0         | Chief Engineer/<br>Projects/MSV/JA | --                           | --       |
|  | 2                   | 0         | Chief Engineer/<br>Transmission<br>MSV/JA | --                           | --                           | --        | --                                 | 2                            | 2        |
|  | 1                   | 0         | Chief Engineer/ Kadapa<br>Zone/ Kadapa    | --                           | --                           | --        | --                                 | 1                            | 1        |
| <b>Total Complaints Received<br/>for the Month of<br/>December' 2023</b> | <b>5</b>            | <b>0</b>  | <b>--</b>                                 | <b>--</b>                    | <b>--</b>                    | <b>--</b> | <b>--</b>                          | <b>5</b>                     | <b>5</b> |

*Vijayawada*  
31/12/24  
Chief Engineer/Civil  
Vidyut Soudha:: AP Transco  
Vijayawada