



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED
(A Government. of Andhra Pradesh Undertaking & An ISO 27001-2022 Certified Company)

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. 306 /2025, Dt: 03 -12-2025.

Sir,

Sub:- AP Transco - CE/CIVIL- Vidyut Soudha – Status of complaints received for the Month of November-2025 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 vide reference cited, 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 03.12.2025.

The monthly report along with the status of complaints as on 03.12.2025 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

Encl: 1) November'2025 Month Report.
2) Status of Complaints as on 03.12.2025.

Yours faithfully,

[Handwritten Signature]
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 please.

Assistant Chief / IT
IT Applications/
Vidyut Soudha, V.
Inward No.:
05 DEC 2025
AEE-1
AEE-2
AEE-4
AEE-1
AEE-2
ACIDO/IT Application

O/o Chief Engineer /Telecom & IT
Vidyut Soudha, Gunadala, Vijayawada

Inward No.: 2506 Dt: 04/12/25

EE-1 Asst CISO / Infra
EE-2 Asst CISO / ERP
EE/NW&FM Asst CISO / GICU
EE/SLDC Asst CISO / IT Apps

DEE / Tech

CE/Telecom & IT




TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of **NOVEMBER -2025** and the status of total complaints received as on **03.12.2025** of Vidyut Soudha, AP Transco.

Vidyut Soudha AP Transco	Total Registered	Anonymous	To be Attended	COMPLAINTS				Pending Total	
				Rectified		Pending			
				Beyond Resolution Time	Within Resolution Time	Beyond Resolution Time	Within Resolution Time		
Complaints received through Complaint Boxes in the month of NOVEMBER 2025	0	0	0	0	0	0	0	0	0
Complaints received through Mail and Central Dispatch of VS, VJA In the Month of NOVEMBER 2025	0	0	0	0	0	0	0	0	0
Complaints received as on NOVEMBER 2025	58	0	--	20	--	39	0		
Total Complaints Received as on 03.12.2025 (Through Mail, Complaint Boxes and Central Dispatch of VS)	59	0	--	20	--	39	0	39	39

1) 1 No. (Complaint No. 31, Dt: 31.12.2023, pertaining to CE/Zone/ Visakhapatnam and CE/Zone/Kadappa)
2) Reply furnished against RTI Application vide Lr No. APTRANSCO-218, Dt: 28.02.2024 pertaining to CE/Civil/SVJA.
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/SVJA
5) Reply furnished against RTI Application No. 77/2024, vide Lr. No. CGM (Comm1.&Coord)/NS/ VJA/D. No. 377/24, Dt: 03.09.2024.
6) 1 No. (Complaint No. 60, Dt: 13.08.2024, pertaining to CE/Transmission/SVJA vide Lr. No. CE/Tns/D. No. 230/24, Dt: 30.10.2024 addressed to the JMDV&SVJA)
7) 1 No. (Complaint No. NIL, Dt: 26.03.2025, pertaining to CE/Projects/VS/ Vijayawada sent on 02.04.2025 from this office vide D. No. 05/25, Dt: 02.04.2025)


Chief Engineer/Civil
Vidyut Soudha:: AP Transco
Vijayawada