

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. 08 /2025, Dt: 02-04-2025.

Madam,

Sub:- AP Transco - CE/CIVIL- Vidyut Soudha – Status of complaints received for the Month of March-2025 at Vidyut Soudha/ AP Transco – Submitted for publishing in Website – Reg.

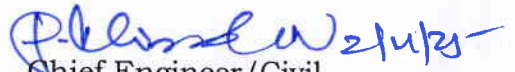
Ref: - Circular Memo No: JMD/AP Transco/CE/PS, Plg.&D./RAC/ No.727/21, Dt:26.02.2021.

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 01.04.2025.

The monthly report along with the status of complaints as on 01.04.2025 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) March'2025 Month Report.
2) Status of Complaints as on 01.04.2025.

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 please.

Assistant Chief IT & Data Officer IT Applications/APTransco, Vidyut Soudha, Vijayawada	
Inward No:.....64.....	
03 APR 2025	
AEE-1	DEE-1
AEE-2	DEE-2
AEE-3	
AC/IT Applications	

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

Inward No. 02 Dt 02/04/25

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

DEE / Tech

CS/Telecom & IT



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of MARCH -2025 and the status of total complaints received as on 01.04.2025 of Vidyut Soudha, AP Transco.

Vidyut Soudha AP Transco	Total Registered	Anonymous	To be Attended	Recified			Pending		
				Beyond Resolution Time	Within Resolution Time	Total	Beyond Resolution Time	Within Resolution Time	Total
Complaints received through Complaint Boxes in the month of MARCH 2025	0	0	0	0	0	0	0	0	0
Complaints received through Mail and Central Dispatch of VS, VJA in the Month of MARCH 2025	1	0	0	0	0	1	0	1	Complaint received from Sri. Garapati Venkata Satyabalakrishna, Hyderabad on 26.03.2025 through Central Dispatch Section of Vidyut Soudha, Vijayawada vide Lr. No. GBK/APTRANSCO/ Complaint/Dt: 26.03.2025
Complaints received as on February 2025									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/CW/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/CW/VS/VJA 5) Reply furnished against RTI Application No. 777/2024, vide Lr. No. CGM: (Comm. & Coord)/VS/ VJAD. No. 377/24, Dt: 03.09.2024. 6) 1 No. (Complaint No. 60, Dt: 13.08.2024, pertaining to CE/Transmission/VS/VJA vide Lr. No. CE/Tms/D. No. 230/24, Dt: 30.10.2024 addressed to the JMD/V&SNVJA)
Total Complaints Received as on 01.04.2025 (Through Mail, Complaint Boxes and Central Dispatch of VS)	59	0	--	20	--	--	39	0	39


Chief Engineer/Civil
Vidyut Soudha:: AP Transco
Vijayawada