

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. 372 /2024, Dt: 08 -11-2024.

Madam,

Sub:- AP Transco - CE/CIVIL- Vidyut Soudha – Status of complaints received for the Month of October-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 01.11.2024.

The monthly report along with the status of complaints as on 01.11.2024 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) October'2024 Month Report.
2) Status of Complaints as on 01.11.2024.

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:.....242.....
11 NOV 2024
AEE-1
AEE-2
AEE-3
DEE-
DEE-
ACIDO/IT Applications

Chief Engineer / Telecom & IT
Vidyut Soudha, Goudala, Vijayawada
Inward No: 2029 Dt: 08/11/24
EE-1 Asst. CEO / HR
EE-2 Asst. CEO / ERP
EE/ERP & MIS Asst. CEO / ODU
EE/SLDC ✓ Asst. CEO / IT Apps
DEE / Tech
CE/Telecom & IT



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of OCTOBER -2024 and the status of total complaints received as on 01.11.2024 of Vidyut Soudha, AP Transco.

Vidyut Soudha AP Transco	Total Registered	Anonymous	To be Attended	COMPLAINTS					
				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 OCTOBER'2024	0	0	0	0	0	0	0	0	0
Total Complaints Received as on 01.11.2024 (Through Mail, Complaint Boxes and Central Dispatch of VS)	58	0	--	20	--	--	38	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 (CommI.&Coord)/VS/ VJA/D. 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&S/VJA)
Total	58	0	--	20	--	--	38	0	38

[Signature]
 Chief Engineer/Civil
 Vidyut Soudha: AP Transco
 Vijayawada

2/4