

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. 518 /2024, Dt: 03 -03-2025.

Madam,

Sub:- AP Transco - CE/CIVIL- Vidyut Soudha – Status of complaints received for the Month of February-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 03.03.2025.

The monthly report along with the status of complaints as on 03.03.2025 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) February'2025 Month Report.
2) Status of Complaints as on 03.03.2025.

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/AP Transco,
Vidyut Soudha, Vijayawada
Inward No.: 38
04 MAR 2025
AEE-1
AEE-2
AEE-3
DEE-1
DEE-2
ACIDO/IT Applications

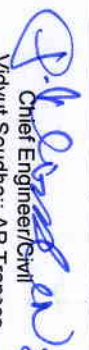
O/o Chief Engineer/Telecom & IT
Vidyut Soudha, Vijayawada
Inward No.: 3096Dt 03-03-25
EE-1 Asst CIDO / Infra
EE-2 Asst CIDO / ERP
EE/NW&FM Asst CIDO / GICU
EE/SLDC Asst CIDO / IT Apps
DEE / Tech
@Telecom & IT



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of FEBRUARY -2025 and the status of total complaints received as on 03.03.2025 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 FEBRUARY/2025 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Complaints Received as on 03.03.2025 (Through Mail, Complaint Boxes and Central Dispatch of VS) | 58 | 0 | -- | 20 | -- | -- | 38 | 0 | -- | 38 |
| Total | 58 | 0 | -- | 20 | -- | -- | 38 | 0 | -- | 38 |


Chief Engineer/Civil
Vidyut Soudha:: AP Transco
Vijayawada

- 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/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. 286/24, Dt: 13.08.2024 from the O/o. CE/Civil/SVJA
- 5) Reply furnished against RTI Application No. 77/2024, vide Lr. No. CGM (Comm. & Coord)/SV/VJAD, 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. CET/MS/D, No. 230/24, Dt: 30.10.2024 addressed to the JMD/V&SVJA)