

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. 145/2024, Dt: 07-06-2024.

Sir,

Sub:- AP Transco – Vidyut Soudha – Status of complaints received for the Month of May 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 06.06.2024.

The monthly report along with the status of complaints as on 06.06.2024 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) May 2024 Month Report.
2) Status of Complaints as on 06.06.2024.

Yours faithfully,

[Signature]
Chief Engineer/Civil (FAC)
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.

JOINT MANAGING DIRECTOR (HR & ADMIN)/APTRANSCO	
Inward No: <u>995</u>	Dt: <u>10/6/24</u>
Addl. Secy	CE (IT & Tele.)
CGM (HR&Co.)	CE (PRTI)
CGM (Legal&Comm.)	CE (Projects)
FA&COA	JMD (HR&Admin)

Chief Engineer / Telecom & IT Vidyut Soudha, Guntada, Vijayawada	
Inward No: <u>671</u>	Dt: <u>10/06/24</u>
EE-1	Asst. CIO / Infra
EE-2	Asst. CIO / ERP
EE / ERP & HW	Asst. CIO / SICU
EE / SLDC	Asst. CIO / IT Apps
	DSE / Tech
	CE / Telecom & IT


Assistant Chief IT & Data O IT Applications/AP Transco Vidyut Soudha/VJA.
Inward No. <u>109</u>
11 JUN 2024
DEE-1 DEE-2
<i>[Signature]</i> ACID/IT Applications



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of MAY 2024 and the status of total complaints received as on 06.06.2024 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 MAY'2024	0	0	0	0	0	0	0	0	0	0
Total Complaints Received as on 06.06.2024 (Through Mail, Complaint Boxes and Central Dispatch of VS)	52	0	--	2	--	--	50	0		
Total	52	0	--	2	--	--	50	0		50


Chief Engineer/Civil
Vidyut Soudha:: AP Transco (EAC)
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/VSNVJA.