

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. 336/2024, Dt: 03-10-2024.

Madam,

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

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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 03.10.2024.

The monthly report along with the status of complaints as on 03.10.2024 is herewith submitted as per the guidelines of APERC for favour of taking further necessary action please.

- Encl: 1) September'2024 Month Report.  
2) Status of Complaints as on 03.10.2024.

<b>JOINT MANAGING DIRECTOR (HR &amp; ADMIN)/APTRANSCO</b>	
Inward No: <u>2037</u>	Dt. <u>3/10/24</u>
Addl. Secy	✓ CE (IT & Tele.)
CGM (HR&Co.)	CE (PRTI)
CGM (Legal&Comml.)	CE (Projects)
FA&CSA	

Yours faithfully,

*[Signature]* 3/10/24  
Chief Engineer/Civil  
AP Transco/Vidyut Soudha  
Vijayawada.

*[Handwritten mark]*  
Copy to the Chief Engineer/Telecom & IT / AP Transco/Vidyut Soudha/  
Vijayawada – It is requested to take necessary action for publishing in the  
Website.

<b>Assistant Chief IT &amp; Data Officer IT Applications/AP Transco, Vidyut Soudha, Vijayawada</b>	
Inward No: <u>217</u>	
<b>04 OCT 2024</b>	
AEE-1	DEE-1
AEE-2	DEE-2
AEE-3	
<i>[Signature]</i> <b>ACID/IT Applications</b>	


<b>Chief Engineer / Telecom &amp; IT Vidyut Soudha, Gopudala, Vijayawada</b>	
Inward No: <u>1684</u>	Dt. <u>3/10/24</u>
EE-1	Asst. CISO / Infra
EE-2	Asst. CISO / ERP
EE / ERP & NW	Asst. CISO / CICSU
EE / SLDC	✓ Asst. CISO / IT Apps
	DEE / Tech
	<i>[Signature]</i> CE/Telecom & IT



TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED

Complaints status for the month of SEPTEMBER 2024 and the status of total complaints received as on 03.10.2024 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 SEPTEMBER'2024	0	0	0	0	0	0	0	0	0
Total Complaints Received as on 03.10.2024 (Through Mail, Complaint Boxes and Central Dispatch of VS)	58	0	--	19	--	--	39	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 (Comm.&Coord)/VS/ VJA/D. No. 377/24, Dt: 03.09.2024
Total	58	0	--	19	--	--	39	0	39

  
Chief Engineer/Civil  
Vidyut Soudha: AP Transco  
Vijayawada