



Tamil Nadu Electricity Board Engineers' Sangam

தமிழ்நாடு மின்சார வாரிய பொறியாளர் சங்கம்

Regd. No. 124/MDS (Recognised)

(Affiliated to All India Federation of Power Diploma Engineers)

144, Electricity Avenue, Anna Salai, Chennai - 600 002.

44, Ramasamy Garden Street, Royapettah, Chennai - 600 014.

Phone : 28521968, E-mail: tnebes@yahoo.co.in



PRESIDENT
Er. A. ANTONY PADOVARAJ
94438 72166

GENERAL SECRETARY
Er. R. BADRINARAYANAN
96001 49791

GENERAL TREASURER
Er. G. MURALIKRISHNAN
94434 53503

To

THE DIRECTOR / DISTRIBUTION,
TANGEDCO,
Chennai-600 002.

Lr.No.GS/TNEBES/F5/ D21 /2017,Dt.29.06.2017.

Madam,

Sub: R-APDRP issues – grievances to be attending – requested – Reg.

R-APDRP MODULE ISSUES

Most of the Problem is being created because of server speed. Hence the server speed should be increased.

- For registering any kind of application in R-APDRP module it is consuming a vast time due to the speed of the server.
- Till date, there is no registration of solar net metering application through R-APDRP module. Because of such inconvenience the adjustment of import and export units are done manually.
- Assigning of service number is becoming a tough process for past One month because of the non working condition of AM/MM module. Ultimately in many section owing to this problem the service number cannot be assigned properly.
- At the time of completion of major estimate through online submission is not accepted and it is revealed as transaction failed because the time required for selection the material is More. The prevailing cost difference between manual cost data and computer cost data leads to the creation of cost difference between the estimates. Similarly preparing of credit estimate is also difficult.

Tamil Nadu Electricity Board Engineers' Sangam

- Preparing of request PDC estimate is possible in R-APDRP module but preparing of permanent dismantling estimate in long DC services (ie. More than 1 year & 2 year) is not possible in R-APDRP module because of this, a lot of services is get accumulated in each selection.
- After registration on the upcoming process, the dates get changed in various aspects (Reg No , Consumer address & Region Etc..)Similarly after service connection estimate on the upcoming process the estimate cost get varied time to time.
- By manual error if there is any mistake in data entry and in any continues process there is no provision of edit option in R-APDRP module for correction we are in circumstance to contact with IT help desk at Chennai through email or cell phone. But there is no prepare process at IT help desk and web mail is not functioning effectively.
- Some of the uploaded accessed service data got omitted. The omitted such service data comes under Tariff change, shifting etc. The identification of such omitted service data in also a difficult process. After its identification and completion of the process by manual efforts the resulting amount is differing with the HHD amount and hence, the consumer satisfaction got reduced.

We request the Director / Distribution / TANGEDCO to kindly instruct the Chief Engineer / IT and other official to set right the above issues for better functioning of section offices and to maintain the better consumer relations at section level please.

Thanking you, Sir,

Yours sincerely,



(R. BADRINARAYANAN)
General Secretary.

Copy to:
The Chief Engineer / IT
The All Chief Engineer / Distribution.
The All Superintending Engineer / Distribution.