

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company	BSES Yamuna Power Ltd,New Delhi
Period of Report	Feb-18
Year	2018

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	43	1096	1139	1093	0	1093	46
Load reduction	Within ten days of acceptance of application, shall be effective from next	5	321	326	321	0	321	5
Change of category	As per Regulation 17 (5)	0	232	232	223	0	223	9
In case connection is denied after receipt of payment against demand note								
Connection energized through loop								
If notice for downward revision if any is not sent		No notice send to Consumers for downward revision						