Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company **BSES Yamuna Power Ltd,New Delhi**
Period of Report **Mar-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	46	1404	1450	1447	0	1447	3
Load reduction	Within ten days of acceptance of application, shall be effective from next	5	353	358	358	0	358	0
Change of category	As per Regulation 17 (5)	9	396	405	403	0	403	2
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								