

### Transfer of Consumer's connection and conversion of services

| 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 | 1                                       | 684                                 | 685             | 681                                  | 0                     | 681   | 4                                |
| Load reduction  | Within ten days of acceptance of application, shall be effective from next                    | 0                                       | 513                                 | 513             | 508                                  | 0                     | 508   | 5                                |
| Change of category  | As per Regulation 17 (5)  | 2                                       | 419                                 | 421             | 392                                  | 0                     | 392   | 29                               |
| In case connection is denied after receipt of payment against demand note |   | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Connection energized through loop   |   | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| If notice for downward revision if any is not sent                        |   |   |                                     |                 |                                      |                       |       |                                  |