

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company
Period of Report
Year

BSES Yamuna Power Ltd, New Delhi
September
2017

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	83	604	687	647	0	647	40
Load reduction	Within ten days of acceptance of application, shall be effective from next	30	506	536	489	0	489	47
Change of category	As per Regulation 17 (5)	6	329	335	317	0	317	18
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		0	0	0	0	0	0	0