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	16	1245	1261	1236	0	1236	25
Load reduction	Within ten days of acceptance of application, shall be effective from next	10	1827	1837	1812	0	1812	25
Change of category	As per Regulation 17 (5)	1	400	401	398	0	398	3
In case connection is denied after receipt of payment against demand note		0	0	0	0	0	0	0
Connection energized through loop								0
If notice for downward revision if any is not sent								