

FORMAT IX: Transfer of Consumer's connection and conversion of services.**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jul-19**Year:** 2019

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
					With in 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	187	3,805	3,992	3,762	77	3,839	153
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	160	2,551	2,711	2,495	26	2,521	190
Change of Category	As per Regulation 17 (5)	848	1,304	2,152	868	57	925	1,227
Incase connection is denied after receipt of payment against demand note	-	14	318	332	26	246	272	60
Connection energized through Loop	As per Regulation 11	0	0	0	0	0	0	0
If notice towards downward if any is not sent	31st May of Financial year	0	0	0	0	0	0	0