

**FORMAT IX: Transfer of Consumer's connection and conversion of services.**
**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Sep-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	152	4,277	4,429	4,296	66	4,362	67
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	185	1,529	1,714	1,556	48	1,604	110
Change of Category	As per Regulation 17 (5)	1,531	708	2,239	625	123	748	1,491
Incase connection is denied after receipt of payment against demand note	-	25	313	338	92	210	302	36
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