

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company	BSES Yamuna Power Ltd,New Delhi
Period of Report	Apr-18
Year	2018

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	3	1308	1311	1286	0	1286	25
Load reduction	Within ten days of acceptance of application, shall be effective from next	0	299	299	296	0	296	3
Change of category	As per Regulation 17 (5)	2	270	272	269	0	269	3
In case connection is denied after receipt of payment against demand note								
Connection energized through loop								
If notice for downward revision if any is not sent								