

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company	BSES Yamuna Power Ltd,New Delhi
Period of Report	May-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	25	1224	1249	1218	0	1218	31
Load reduction	Within ten days of acceptance of application, shall be effective from next	3	889	892	877	0	877	15
Change of category	As per Regulation 17 (5)	3	349	352	352	0	352	0
In case connection is denied after receipt of payment against demand note		Nil						
Connection energized through loop		Nil						
If notice for downward revision if any is not sent		Nil						