

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 | 1744 | 1760 | 1748 | 0 | 1748 | 12 |
| Load reduction | Within ten days of acceptance of application, shall be effective from next | 10 | 1154 | 1164 | 1155 | 0 | 1155 | 9 |
| Change of category | As per Regulation 17 (5) | 2 | 295 | 297 | 295 | 0 | 295 | 2 |
| In case connection is denied after receipt of payment against demand note | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Connection energized through loop | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| If notice for downward revision if any is not sent | | | | | | | | |