Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company **BSES Yamuna Power Ltd,New Delhi**
Period of Report **December**
Year **2017**

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	47	1018	1065	1000	0	1000	65
Load reduction	Within ten days of acceptance of application, shall be effective from next	30	441	471	450	0	450	21
Change of category	As per Regulation 17 (5)	22	276	298	291	0	291	7
In case connection is denied after receipt of payment against demand note								
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		No notice send to Consumers for downward revision						