

Format-IX

Transfer of Consumer's connection and conversion of services

Name of Company BSES Yamuna Power Ltd, New Delhi
 Period of Report September
 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	38	923	961	908	0	908	53
Load reduction	Within ten days of acceptance of application, shall be effective from next	47	475	522	494	0	494	28
Change of category	As per Regulation 17 (5)	18	295	313	295	0	295	18
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		0	0	0	0	0	0	0