**New connections/Additional Load, where power supply can be provided from existing network**

| 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 |
| Where no RoW or road cutting permission is required | within 1(one) day from the date of receipt of full payment. | 984 | 8716 | 9700 | 9106 | 23 | 9129 | 571 |
| Where RoW or road cutting permission is required | within 9(nine) days from the date of receipt of full payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 |