Format IX

Transfer of Consumer's connection and conversion of services
Company : BYPL
Period of report : Apr'24

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	4	1950	1954	1946	0	1946	8
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	836	837	836	0	836	1
Change of category	As per Regulation 17 (5)	0	623	623	620	0	620	3
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		NA						