Format-IX

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	41	1656	1697	1674	0	1674	23
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	4	656	660	660	0	660	0
Change of category	As per Regulation 17 (5)	2	583	585	583	0	583	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		NA						