

**Transfer of Consumer's connection and conversion of services**  
**Month-Aug'26**

### Format IX

| 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 | 44                                      | 3438                                | 3482            | 3464                                 | 0                     | 3464  | 18                               |
| Load reduction                                                            | Within ten days of acceptance of application, shall be effective from next billing cycle      | 0                                       | 515                                 | 515             | 515                                  | 0                     | 515   | 0                                |
| Change of category                                                        | As per Regulation 17 (5)                                                                      | 1                                       | 556                                 | 557             | 554                                  | 0                     | 554   | 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                                      |                                     |                 |                                      |                       |       |                                  |