

| Transfer of Consumer's connection and conversion of services | | | | | | | | Format IX |
|---|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
| Month:Sep'25 | | | | | | | | |
| 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 | 9 | 2312 | 2321 | 2321 | 0 | 2321 | 0 |
| Load reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 0 | 477 | 477 | 477 | 0 | 477 | 0 |
| Change of category | As per Regulation 17 (5) | 1 | 562 | 563 | 563 | 0 | 563 | 0 |
| 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 | | | | | | |