

| Guaranteed standard parameter   | Number of complaints pending at the start of the quarter (A) | Total No. of complaints filed by the consumers in this quarter (B) | Total No. of complaints C= (A+B) | Total No. of complaints redressed within the stipulated time for Overall standards | Number of complaints pending at the end of the quarter |
|---|--|--|----------------------------------|--|--|
| Normal fuse off   | 6  | 20   | 26                               | 19   | 2  |
| Overhead Line/Cable breakdown   | 545  | 1494   | 2039                             | 1172   | 301  |
| Underground cable breakdown   | NIL  |  |                                  |  |  |
| LT to HT Distribution Transformer Failure   | 50   | 79   | 129                              | 42   | 63   |
| HT to HT Distribution Transformer Faliure   | NIL  |  |                                  |  |  |
| Period of scheduled outages   | NIL  |  |                                  |  |  |
| Voltage fluctuations in case no expansion/ augmentation of network required                           | 3  | 8  | 11                               | 5  | 3  |
| Voltage fluctuations in case expansion / augmentation of network required                             | NIL  |  |                                  |  |  |
| Voltage fluctuations in case erection of substation required  | NIL  |  |                                  |  |  |
| Meter inspection  | 1  | 4  | 5                                | 0  | 2  |
| Meter replacement   | 12   | 10   | 22                               | 2  | 9  |
| Testing of Meter  | 1  | 3  | 4                                | 1  | 2  |
| Shifting of meter/service line  | NIL  |  |                                  |  |  |
| New connection/ additional load where supply can be provided from existing network                    | NIL  |  |                                  |  |  |
| New connection/ additional load where supply can be provided after extension/augmen tation of network | NIL  |  |                                  |  |  |
| New connection / additional load where erection of substation required to extend supply               | NIL  |  |                                  |  |  |
| Release of temporary connection   | NIL  |  |                                  |  |  |
| Change in load  | NIL  |  |                                  |  |  |
| Transfer of ownership   | 2  | 2  | 4                                | 0  | 1  |
| Change of category  | NIL  |  |                                  |  |  |
| Billing complaint   | 5  | 17   | 22                               | 0  | 14   |
| Disconnection of supply   | NIL  |  |                                  |  |  |
| Reconnection of supply after disconnection due to non-payment of bills                                | NIL  |  |                                  |  |  |