



Sl. No.	Type of complaints	Total No. of complaints received in the year (including pending complaints of previous year if any)	TPCODL		No. of complaint which could not be resolved by 31.03.2021	Total No. of complaints received in the year (including pending complaints of previous year if any)	TPNODL		No. of complaint which could not be resolved by 31.03.2021	Total No. of complaints received in the year (including pending complaints of previous year if any)	TPWODL		No. of complaint which could not be resolved by 31.03.2021	Total No. of complaints received in the year (including pending complaints of previous year if any)	TPSODL		No. of complaint which could not be resolved by 31.03.2021
			Total no. of complaints resolved				Total no. of complaints resolved				Total no. of complaints resolved				Total no. of complaints resolved		
			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time	
b)	HT-11 KV within 60 days of feasibility	134	134	0	0			0			0	0	0	0	0	0	0
c)	HT-33 KV within 60 days of feasibility	8	8	0	0	0	0	0	7	7	0	0	0	0	0	0	0
d)	EHT	3	3	0	0	0	0	0	5	5	0	0	0	0	0	0	0
(ii)	Network expansion/enhancement required for providing connection				0	0	0	0				0					
a)	Low Tension (including Agriculture) within 30 days of payment of security	1419	1419		0			0	0	0	0	0	5457	5457			0
b)	HT-11 KV within 60 days of payment of security	1272	1272		0	0	0	0				0	4	4			0
c)	HT-33 KV within 90 days of payment of security				0	51	51	0	0	0	0	0	0	0	0	0	0
d)	EHT								0	0		0	0	0	0	0	0
(iii)	Erection of substation required for release of supply								1	0	0	1					
a)	Low Tension (including Agriculture)			0	0			0	0	0	0	0	37	37			0
b)	HT-11 KV				0			0	0	0	0	0	40	40			0
c)	HT-33 KV				0			0	0	0	0	0	0	0			0
d)	EHT				0			0	0	0	0	0					0
8	<b>Transfer of ownership and conversion of service:</b>								0			0					
	Title transfer of ownership (within 15 days)	306	306	0	0	5247	5247	0	0	0	0	0	1059	1059	0	0	0
	Change of category			0	0	35698	35698	0	22	21	0	1	938	938	0	0	0
	Conversion from LT 1-Ph to 3-Ph (within 30 days of payment of charges) & vice versa	265	265	0	0	0	0	0	26	26		0	78	78	0	0	0
	Conversion from LT to 11 KV (within 60 days of payment of charges) & vice versa	24	24		0	0	0	0	260	249	11	0	0	0	0	0	0
	Conversion from LT to 33 KV (within 90 days of payment of charges) & vice versa	0	0	0	0	0	0	0	312	301	10	1	2	2			2
9	<b>Resolution of complaints on consumer bills within 30 days:</b>	32411	30354	2057	0	91454	91454	0	9104	8614	490	0	30178	30178	0	0	0
10	<b>Reconnection of supply following disconnection within 4 working hrs. of production of proof of payment:</b>	6045	4350	1695	0	3590	3590	0	0	10044	10020	24	0	18336	18336	0	0
11	<b>Disconnection due to nonpayment of bills</b>					5609	5609										
12	<b>Nos. of Permanent Disconnections/ Nos. of cases Regularised</b>	22817							12624				25469				51030