

6	Release of supply where service is feasible from existing network	Within one month	10487	5393	15880	4928	526	10426	1. Due to data migration by M/s Infosys ,application not processed and has been pending due to not observance of formalities by applicants. 2. WAMS : a)In field activity GIS mapping consumes lot of time for opening of GIS mapping net connection due to server problem b) After furnishing side RRNo. Pole ID the system will not accept the proposals. (side RRNo pole ID) II. Under CCB 1) after furnishing payment details meter procurement letter will be generated on the basis of letter, the installation will be serviced and FNO like Deposit not paid.
	Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	100	106	206	113	0	93	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	534	292	826	276	15	535	Deposit not paid work is being carried out as per the seniority & availability of line materials
7	Transfer of ownership & conversion of service	Within 7 days of receipt of application	188	131	319	115	3	201	Affer payment of charges within 30 days complaint will be attend
8	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	10	36	46	33	0	13	
9	Resolution of complaints on consumer's Bills If no additional information is required	Within 24 Hrs of receipt of complaint	8	3920	3928	3449	479	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	7	934	941	717	220	4	
10	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	134383	46233	180616	37488	54977	88151	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	22426	27299	49725	23187	785	25753	
11	Refund of Deposits	Within 60 days receipt of request	1	1	2	0	1	1	work under process
12	Issue of certificates	On the same day of receipt of request	0	120	120	120	0	0	