

6	Release of supply where service is feasible from existing network	Within one month	9869	5561	15430	5134	65	10231	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	53	207	260	156	0	104	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)	525	441	966	494	38	434	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	148	246	394	236	0	158	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	27	37	27	0	10	
9	Resolution of complaints on consumer's Bills If no additional information is required	Within 24 Hrs of receipt of complaint	0	3871	3871	3481	390	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	18	788	806	656	144	6	
10	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	105212	48181	153393	33133	496	119764	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	15139	23558	38697	18987	1272	18438	
11	Refund of Deposits	Within 60 days receipt of request	1	0	1	0	0	1	work under process
12	Issue of certificates	On the same day of receipt of request	6	122	128	128	0	0	