



6	Release of supply where service is feasible from existing network	Within one month	10231	6084	16315	5777	51	10487	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	104	36	140	40	0	100	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)	434	591	1025	474	17	534	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	158	179	337	147	2	188	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	28	38	28	0	10	
9	Resolution of complaints on consumer's Bills If no additional information is required	Within 24 Hrs of receipt of complaint	0	4111	4111	3727	376	8	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	6	910	916	655	254	7	
10	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	119764	48854	168618	33926	309	134383	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	18438	26681	45119	22010	683	22426	
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	0	127	127	127	0	0	