

	Application for new connection /additional load								
6	Release of supply where service is feasible from existing network	Within one month	11428	7302	18730	7222	177	11331	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 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	56	145	201	134	0	67	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)	584	360	944	367	10	567	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	4	133	137	129	0	8	After 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	3	8	11	8	0	3	
	Resolution of complaints on consumer's Bills								
9	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2301	2301	1792	496	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	10	667	677	492	180	5	
	Reconnection of supply following disconnection								
10	Towns and cities	On the same day of receipt of request	108229	27870	136099	25949	230	109920	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	38701	19237	57938	17212	143	40583	
11	Refund of Deposits	Within 60 days receipt of request	0	0	0	0	0	0	
12	Issue of certificates	On the same day of receipt of request	0	68	68	36	0	32	