Guaranteed standard parameter	Pending Complaints received in the quarter (No.)	Complaints during current quarter (No.)	Total Complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
				Within OS standard	Within GS stipulated time	More than the Stipulated time	Total complaints redressed	
Normal fuse off	6	20	26	79%	19	5	24	2
Overhead Line/Cable breakdown	545	1494	2039	67%	1172	566	1738	301
Underground cable breakdown	0	0	0	0%	0	0	0	0
LT to HT DistributionTransformerFailure	50	79	129	64%	42	24	66	63
HT to HT Distribution Transformer Faliure	NIL							
Period of scheduled outages								
Voltage fluctuations in case no expansion/ augmentation of network required	3	8	11	63%	5	3	8	3
Voltage fluctuations in case expansion / augmentation of network required	NIL							
Voltage fluctuations in case erection of substation required								
Meter inspection	1	4	5	NA	0	3	3	2
Meter replacement	12	10	22	NA	2	11	13	9
Testing of Meter	1	3	4	NA	1	1	2	2
Shifting of meter/service line	NIL							
New connection/ additional load where supply can be provided from existing network								
New connection/ additional load where supply can be provided after extension/augmen tation of network								
New connection / additional load where erection of substation required to extend supply								
Release of temporary connection								
Change in load								
Transfer of ownership	2	2	4	0%	0	3	3	1
Change of category	NIL							
Billing complaint	5	17	22	Negligible	0	8	8	14
Disconnection of supply	NIL							
Reconnection of supply after disconnection due to non-payment of bills								