

## Subcategory wise KERC Report from April-2019 to June-2019

Category	Sub-Category	Apr-19				May-19				May-19			
		Urban		Rural		Urban		Rural		Urban		Rural	
		Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	6726	3:58 Hours	11430	6:59 Hours	15513	7:02 Hours	14488	6:32 Hours	11770	5:39 Hours	18036	7:49 Hours
	LINE BREAKDOWN	12	7:59 Hours	24	19:17 Hours	59	8:48 Hours	36	8:12 Hours	49	8:33 Hours	50	15:07 Hours
	LINE BREAKDOWN (POLE BROKEN)	1	14:54 Hours	4	11:19 Hours	6	11:01 Hours	1	59:13 Hours	9	10:41 Hours	16	53:11 Hours
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	6	4:34 Hours	29	10:12 Hours	21	11:34 Hours	32	19:02 Hours	26	11:14 Hours	28	26:23 Hours
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED	222	1 Days	425	1 Days	703	1 Days	534	1 Days	649	1 Days	838	1 Days
	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED	12	1 Days	50	4 Days	8	1 Days	55	7 Days	16	1 Days	35	3 Days
C - METER COMPLAINTS	INSPECT AND CHECK CORRECTNESS	1	1 Days	5	1 Days	11	1 Days	10	4 Days	10	1 Days	6	2 Days
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER	1	1 Days	0	0 Days	0	0 Days	1	1 Days	0	0 Days	2	4 Days
	REPLACE BURNT METERS IN ALL OTHER CASES	0	0:00 Hours	3	11:22 Hours	0	0:00 Hours	2	97:45 Hours	1	1:24 Hours	2	53:04 Hours
	REPLACE SLOW, CREEPING OR STUCK METERS	3	10 Days	6	6 Days	4	2 Days	4	8 Days	2	1 Days	1	1 Days
D - BILLING ISSUES	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	15	2:56 Hours	6	6:03 Hours	38	9:21 Hours	9	7:31 Hours	30	12:44 Hours	8	5:30 Hours
	WHERE FIELD REPORT IS NOT REQUIRED	30	14:34 Hours	50	30:02 Hours	45	22:50 Hours	57	23:03 Hours	65	18:44 Hours	92	21:01 Hours
	WHERE FIELD REPORT IS REQUIRED	6	1 Days	13	1 Days	20	1 Days	24	1 Days	23	1 Days	15	1 Days
E - SAFETY ISSUES	REPLACEMENT OF DAMAGED POLE	18	1 Days	44	3 Days	28	1 Days	56	5 Days	38	3 Days	101	5 Days
	SHIFTING OF POLES	4	1 Days	5	9 Days	2	1 Days	10	2 Days	3	1 Days	6	2 Days
	STRAIGHTENING OF BENT POLE	68	1 Days	77	1 Days	118	1 Days	132	2 Days	216	1 Days	178	2 Days
	TREE TRIMMING	27	1 Days	30	2 Days	62	1 Days	39	2 Days	120	1 Days	104	2 Days
F - TRANSFORMER FAILURE COMPLAINTS	DOMESTIC	0	0:00 Hours	38	60:49 Hours	6	17:10 Hours	30	85:58 Hours	2	40:43 Hours	27	52:48 Hours
	INDUSTRY	0	0:00 Hours	1	283:36 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	1	45:37 Hours
	IRRIGATION	1	209:45 Hours	18	90:51 Hours	0	0:00 Hours	42	111:42 Hours	0	0:00 Hours	9	132:01 Hours
	MIXED LOAD	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	1	22:08 Hours	0	0:00 Hours	0	0:00 Hours
	WATER SUPPLY	0	0:00 Hours	3	106:31 Hours	0	0:00 Hours	2	147:44 Hours	0	0:00 Hours	1	45:03 Hours
G - THEFT	HOOKING UNDER NIRANTARA JYOTI YOJANE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	THEFT	0	0 Months	1	0 M 0 D 1 Hr 32 Min Months	0	0 Months	4	0 M 3 D 2 Hr 43 Min Months	1	0 M 0 D 20 Hr 39 Min Months	2	0 M 11 D 19 Hr 26 Min Months
I - NEW CONNECTION/ ADDITIONAL LOAD	IP SETS	0	0 Days	2	1 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION	0	0 Days	0	0 Days	0	0 Days	1	1 Days	0	0 Days	1	10 Days
	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months
J - PHASE CONVERSION	CONVERSION FROM LT TO HT AND VICE-VERSA	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
K - TRANSFER OF OWNERSHIP AND CONVERSION	CHANGE OF TARIFF	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	TITLE TRANSFER OF OWNERSHIP	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
L - REFUND/ ISSUE OF CERTIFICATES	ISSUE OF CERTIFICATES	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	REFUND OF DEPOSITS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
M - ADDITIONAL TC/ENHANCEMENT	ADDITIONAL TC	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months
	ENHANCEMENT OF TC	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
N - GENERAL	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	7	1 Days	25	2 Days	22	1 Days	46	1 Days	42	1 Days	50	2 Days

## Subcategory wise KERC Report from July-2019 to Sept-2019

Category	Sub-Category	Jul-19				Aug-19				Sep-19			
		Urban		Rural		Urban		Rural		Urban		Rural	
		Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	11324	5:31 Hours	17551	7:29 Hours	13751	7:14 Hours	16840	11:36 Hours	10449	2:52 Hours	10481	4:23 Hours
	LINE BREAKDOWN	45	8:55 Hours	75	12:24 Hours	64	11:46 Hours	104	28:11 Hours	28	2:52 Hours	31	9:53 Hours
	LINE BREAKDOWN (POLE BROKEN)	6	14:05 Hours	18	37:00 Hours	15	28:25 Hours	75	46:49 Hours	3	7:26 Hours	6	17:41 Hours
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	25	16:20 Hours	29	10:44 Hours	30	20:44 Hours	42	32:09 Hours	22	10:31 Hours	28	15:21 Hours
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED	729	1 Days	850	1 Days	1049	1 Days	755	1 Days	585	1 Days	619	1 Days
	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED	10	1 Days	18	10 Days	16	1 Days	24	1 Days	25	1 Days	28	1 Days
C - METER COMPLAINTS	INSPECT AND CHECK CORRECTNESS	6	1 Days	13	2 Days	8	2 Days	7	4 Days	13	2 Days	13	3 Days
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER	0	0 Days	1	1 Days	3	2 Days	1	3 Days	0	0 Days	0	0 Days
	REPLACE BURNT METERS IN ALL OTHER CASES	2	17:21 Hours	3	17:29 Hours	2	36:35 Hours	5	52:16 Hours	1	18:14 Hours	0	0:00 Hours
	REPLACE SLOW, CREEPING OR STUCK METERS	2	2 Days	6	1 Days	1	2 Days	2	5 Days	3	2 Days	0	0 Days
D - BILLING ISSUES	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	30	11:00 Hours	6	30:27 Hours	18	12:13 Hours	8	4:46 Hours	30	9:33 Hours	15	13:12 Hours
	WHERE FIELD REPORT IS NOT REQUIRED	47	11:42 Hours	107	19:29 Hours	26	34:02 Hours	59	36:35 Hours	39	26:07 Hours	82	30:15 Hours
	WHERE FIELD REPORT IS REQUIRED	16	1 Days	30	1 Days	8	1 Days	14	1 Days	21	1 Days	25	1 Days
E - SAFETY ISSUES	REPLACEMENT OF DAMAGED POLE	38	2 Days	84	4 Days	43	3 Days	58	4 Days	13	1 Days	23	12 Days
	SHIFTING OF POLES	2	1 Days	6	1 Days	3	1 Days	3	2 Days	1	1 Days	2	1 Days
	STRAIGHTENING OF BENT POLE	214	1 Days	219	2 Days	256	2 Days	209	3 Days	130	1 Days	126	1 Days
	TREE TRIMMING	131	1 Days	105	1 Days	89	2 Days	88	3 Days	37	1 Days	42	1 Days
F - TRANSFORMER FAILURE COMPLAINTS	DOMESTIC	3	21:23 Hours	20	55:30 Hours	1	9:04 Hours	38	32:02 Hours	5	46:25 Hours	7	86:12 Hours
	INDUSTRY	0	0:00 Hours	3	72:11 Hours	2	174:42 Hours	0	0:00 Hours	0	0:00 Hours	1	263:14 Hours
	IRRIGATION	1	362:52 Hours	14	112:03 Hours	1	78:32 Hours	6	134:49 Hours	1	5:20 Hours	7	232:05 Hours
	MIXED LOAD	0	0:00 Hours	1	64:47 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours
	WATER SUPPLY	0	0:00 Hours	3	111:01 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours
G - THEFT	HOOING UNDER NIRANTARA JYOTI YOJANE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	THEFT	0	0 Months	1	0 M 7 D 23 Hr 14 Min Months	0	0 Months	2	0 M 2 D 2 Hr 7 Min Months	0	0 Months	1	0 M 8 D 21 Hr 55 Min Months
I - NEW CONNECTION/ ADDITIONAL LOAD	IP SETS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	1	1 Days
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION	0	0 Days	0	0 Days	0	0 Days	2	1 Days	0	0 Days	0	0 Days
	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK	1	0 M 0 D 0 Hr 32 Min Months	1	0 M 0 D 23 Hr 41 Min Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months
J - PHASE CONVERSION	CONVERSION FROM LT TO HT AND VICE VERSA	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
K - TRANSFER OF OWNERSHIP AND CONVERSION	CHANGE OF TARIFF	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	TITLE TRANSFER OF OWNERSHIP	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
L - REFUND/ ISSUE OF CERTIFICATES	ISSUE OF CERTIFICATES	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	REFUND OF DEPOSITS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	1	4 Days
M - ADDITIONAL TC/ENHANCEMENT	ADDITIONAL TC	0	0 Months	0	0 Months	0	0 Months	2	0 M 0 D 2 Hr 28 Min Months	0	0 Months	0	0 Months
	ENHANCEMENT OF TC	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
N - GENERAL	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	36	1 Days	31	3 Days	32	1 Days	33	1 Days	23	1 Days	29	1 Days

## Subcategory wise KERC Report from Oct-2019 to Dec-2019

Category	Sub-Category	Oct-19				Nov-19				Dec-19			
		Urban		Rural		Urban		Rural		Urban		Rural	
		Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	12255	3:45 Hours	17308	5:19 Hours	7365	2:41 Hours	8182	4:22 Hours	7048	2:55 Hours	8836	3:46 Hours
	LINE BREAKDOWN	40	4:11 Hours	55	8:20 Hours	17	1:59 Hours	24	5:15 Hours	18	2:59 Hours	22	4:29 Hours
	LINE BREAKDOWN (POLE BROKEN)	3	27:05 Hours	12	24:25 Hours	0	0:00 Hours	5	39:29 Hours	2	6:15 Hours	2	160:24 Hours
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	19	17:15 Hours	38	18:23 Hours	17	7:44 Hours	21	10:39 Hours	10	12:52 Hours	19	17:13 Hours
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED	1210	1 Days	795	1 Days	349	1 Days	462	1 Days	311	1 Days	456	1 Days
C - METER COMPLAINTS	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED	34	1 Days	41	1 Days	8	1 Days	21	1 Days	5	1 Days	24	1 Days
	INSPECT AND CHECK CORRECTNESS	7	2 Days	20	3 Days	3	2 Days	22	3 Days	10	1 Days	13	6 Days
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER	1	1 Days	4	1 Days	0	0 Days	1	4 Days	2	1 Days	2	1 Days
	REPLACE BURNT METERS IN ALL OTHER CASES	0	0:00 Hours	5	34:14 Hours	0	0:00 Hours	2	369:22 Hours	1	6:15 Hours	2	57:08 Hours
D - BILLING ISSUES	REPLACE SLOW, CREEPING OR STUCK METERS	1	1 Days	3	3 Days	0	0 Days	1	8 Days	0	0 Days	1	1 Days
	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	50	9:22 Hours	19	18:36 Hours	66	5:41 Hours	28	8:08 Hours	50	5:02 Hours	15	6:19 Hours
	WHERE FIELD REPORT IS NOT REQUIRED	35	27:53 Hours	53	37:38 Hours	25	13:29 Hours	79	32:20 Hours	31	19:08 Hours	74	18:41 Hours
E - SAFETY ISSUES	WHERE FIELD REPORT IS REQUIRED	14	1 Days	24	1 Days	15	1 Days	13	1 Days	10	1 Days	18	1 Days
	REPLACEMENT OF DAMAGED POLE	28	2 Days	38	3 Days	10	3 Days	31	2 Days	10	1 Days	41	3 Days
	SHIFTING OF POLES	7	1 Days	2	1 Days	5	1 Days	4	1 Days	1	1 Days	3	1 Days
	STRAIGHTENING OF BENT POLE	137	1 Days	170	1 Days	96	1 Days	109	2 Days	81	1 Days	117	1 Days
F - TRANSFORMER FAILURE COMPLAINTS	TREE TRIMMING	49	2 Days	46	2 Days	20	1 Days	23	1 Days	26	1 Days	31	1 Days
	DOMESTIC	22	2:07 Hours	15	41:22 Hours	0	0:00 Hours	18	105:42 Hours	2	7:14 Hours	8	100:02 Hours
	INDUSTRY	0	0:00 Hours	4	143:40 Hours	1	3:26 Hours	3	98:07 Hours	0	0:00 Hours	1	138:31 Hours
	IRRIGATION	0	0:00 Hours	7	109:15 Hours	0	0:00 Hours	9	102:40 Hours	0	0:00 Hours	12	70:14 Hours
	MIXED LOAD	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	1	28:52 Hours	1	101:04 Hours	0	0:00 Hours
G - THEFT	WATER SUPPLY	0	0:00 Hours	2	44:53 Hours	0	0:00 Hours	3	126:48 Hours	0	0:00 Hours	4	60:35 Hours
	HOOING UNDER NIRANTARA JYOTI YOJANE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
I - NEW CONNECTION/ ADDITIONAL LOAD	THEFT	0	0 Months	7	0 M 6 D 11 Hr 58 Min Months	3	0 M 4 D 8 Hr 52 Min Months	4	0 M 2 D 21 Hr 21 Min Months	1	0 M 10 D 10 Hr 45 Min Months	3	0 M 13 D 0 Hr 44 Min Months
	IP SETS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
J - PHASE CONVERSION	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK	0	0 Months	0	0 Months	0	0 Months	0	0 Months	1	0 M 0 D 1 Hr 24 Min Months	0	0 Months
	CONVERSION FROM LT TO HT AND VICE VERSA	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
K - TRANSFER OF OWNERSHIP AND CONVERSION	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	CHANGE OF TARIFF	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
L - REFUND/ ISSUE OF CERTIFICATES	TITLE TRANSFER OF OWNERSHIP	0	0 Days	0	0 Days	0	0 Days	0	0 Days	1	3 Days	0	0 Days
	ISSUE OF CERTIFICATES	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
M - ADDITIONAL TC/ENHANCEMENT	REFUND OF DEPOSITS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	ADDITIONAL TC	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months	1	0 M 0 D 19 Hr 29 Min Months
N - GENERAL	ENHANCEMENT OF TC	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	27	1 Days	17	1 Days	20	1 Days	23	1 Days	16	1 Days	28	2 Days

## Subcategory wise KERC Report from Jan-2020 to Mar-2020

Category	Sub-Category	Jan-20				Feb-20				Mar-20			
		Urban		Rural		Urban		Rural		Urban		Rural	
		Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time	Resolved	Average Time
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	4369	2:17 Hours	6340	4:03 Hours	5043	2:41 Hours	10033	3:17 Hours	5550	3:24 Hours	9650	5:03 Hours
	LINE BREAKDOWN	11	3:42 Hours	12	7:43 Hours	8	2:05 Hours	26	4:28 Hours	37	5:08 Hours	85	11:22 Hours
	LINE BREAKDOWN (POLE BROKEN)	1	1:44 Hours	1	44:13 Hours	2	11:54 Hours	4	57:11 Hours	0	0:00 Hours	8	45:42 Hours
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	4	5:15 Hours	23	8:30 Hours	6	3:37 Hours	12	8:52 Hours	11	5:13 Hours	25	14:20 Hours
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED	259	1 Days	370	1 Days	217	1 Days	344	1 Days	260	1 Days	427	1 Days
	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED	1	2 Days	40	8 Days	9	1 Days	94	2 Days	5	2 Days	72	4 Days
C - METER COMPLAINTS	INSPECT AND CHECK CORRECTNESS	7	2 Days	16	4 Days	6	2 Days	11	4 Days	10	2 Days	6	3 Days
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER	3	1 Days	2	1 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	REPLACE BURNT METERS IN ALL OTHER CASES	2	12:22 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	1	12:57 Hours
	REPLACE SLOW, CREEPING OR STUCK METERS	2	1 Days	0	0 Days	2	1 Days	2	7 Days	1	1 Days	2	9 Days
D - BILLING ISSUES	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	65	4:41 Hours	14	9:27 Hours	58	5:55 Hours	16	5:51 Hours	41	10:20 Hours	8	6:16 Hours
	WHERE FIELD REPORT IS NOT REQUIRED	15	14:23 Hours	58	14:32 Hours	27	9:16 Hours	43	18:37 Hours	13	13:44 Hours	22	19:57 Hours
	WHERE FIELD REPORT IS REQUIRED	8	1 Days	13	1 Days	12	1 Days	26	1 Days	13	1 Days	14	1 Days
E - SAFETY ISSUES	REPLACEMENT OF DAMAGED POLE	7	1 Days	34	5 Days	13	1 Days	34	4 Days	12	1 Days	43	2 Days
	SHIFTING OF POLES	4	1 Days	4	2 Days	1	25 Days	3	1 Days	2	2 Days	6	3 Days
	STRAIGHTENING OF BENT POLE	71	1 Days	86	1 Days	64	1 Days	75	1 Days	66	1 Days	79	1 Days
	TREE TRIMMING	20	2 Days	27	1 Days	20	1 Days	19	1 Days	39	1 Days	28	2 Days
F - TRANSFORMER FAILURE COMPLAINTS	DOMESTIC	0	0:00 Hours	9	39:40 Hours	1	33:13 Hours	8	39:25 Hours	1	0:46 Hours	13	34:00 Hours
	INDUSTRY	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours
	IRRIGATION	0	0:00 Hours	24	92:18 Hours	4	76:28 Hours	22	101:01 Hours	0	0:00 Hours	11	105:07 Hours
	MIXED LOAD	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	3	23:33 Hours	0	0:00 Hours	32	110:42 Hours
	WATER SUPPLY	0	0:00 Hours	0	0:00 Hours	0	0:00 Hours	2	103:53 Hours	0	0:00 Hours	1	4:37 Hours
G - THEFT	HOOKING UNDER NIRANTARA JYOTI YOJANE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	THEFT	1	0 M 2 D 14 Hr 17 Min Months	6	0 M 3 D 15 Hr 45 Min Months	1	0 M 2 D 22 Hr 50 Min	8	0 M 3 D 17 Hr 53 Min	1	0 M 2 D 3 Hr 17 Min Months	4	0 M 6 D 9 Hr 55 Min Months
I - NEW CONNECTION/ ADDITIONAL LOAD	IP SETS	0	0 Days	0	0 Days	0	0 Days	2	1 Days	0	0 Days	1	1 Days
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION	1	1 Days	0	0 Days	0	0 Days	0	0 Days	1	1 Days	0	0 Days
	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK	0	0 Months	1	1 M 25 D 19 Hr 45 Min Months	0	0 Months	2	0 M 1 D 25 Hr 11 Min Months	0	0 Months	1	0 M 1 D 6 Hr 7 Min Months
J - PHASE CONVERSION	CONVERSION FROM LT TO HT AND VICE-VERSA	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
K - TRANSFER OF OWNERSHIP AND CONVERSION	CHANGE OF TARIFF	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	TITLE TRANSFER OF OWNERSHIP	1	1 Days	1	1 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
L - REFUND/ ISSUE OF CERTIFICATES	ISSUE OF CERTIFICATES	1	1 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
	REFUND OF DEPOSITS	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
M - ADDITIONAL TC/ENHANCEMENT	ADDITIONAL TC	0	0 Months	0	0 Months	0	0 Months	0	0 Months	0	0 Months	1	0 M 0 D 9 Hr 32 Min Months
	ENHANCEMENT OF TC	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days	0	0 Days
N - GENERAL	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	13	1 Days	32	1 Days	21	1 Days	25	3 Days	15	1 Days	8	2 Days