

[illegible]

Sl. No.	Type of complaints	TPCODL				TPNODL				TPWODL				TPSODL			
		Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.2025	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.2025	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved		No. of complaint which could not be resolved by 31.03.2025	Total No. of complaints received in the year (including pending complaints of previous year if any)	Total no. of complaints resolved.		No. of complaint which could not be resolved by 31.03.2025
			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time			Within specified time	Beyond specified time	
6	Complaints about meter:																
i)	Inspection & checking correctness of meter within 7 working days	3680	1227	2221	232	164070	164070	0	0	15409	13946	954	509	6851	6851	0	0
ii)	Replacement of slow, creeping or stuck up meters within 30 working days	32752	30320	2010	422	457	457	0	0	28	27	1	0	6027	5910	93	24
iii)	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	5618	5266	257	95	2378	2378	0	0	968	856	94	18	0	0	0	0
iv)	Replacement of burnt meters in all other cases within 15 days of payment by the consumer					0	0	0	0	0	0	0	0	822	672	109	41
7	Application for new connection/ additional load:	124708	99355	2796	22557	85922	85922	0	0	172355	170967	18	1370	64107	64107	0	0
(i)	Release of supply (connection of feasibility from existing network)	108460	93370	45	15045	85922	85922	0	0	100805	99589	0	1216	60165	60165	0	0
	a) Within 1 month if no extension required.	108460	93370	45	15045	85846	85846	0	0								
	b) HT-11 KV within 60 days of feasibility					59	59	0	0								
	c) HT-33 KV within 60 days of feasibility					17	17	0	0								
	d) EHT					0	0	0	0								
(ii)	Network expansion/enhancement required for providing connection	16248	5985	2751	7512					67746	67592	0	154	3462	3462	0	0
	a) Low Tension (including Agriculture) within 30 days of payment of security	15707	5704	2746	7257												
	b) HT-11 KV within 60 days of payment of security	482	263	4	215												
	c) HT-33 KV within 90 days of payment of security	56	16	1	39												
	d) EHT	3	2	0	1												
(iii)	Erection of Substation required for release of supply									3804	3786	18	0	480	480	0	0
	a) Low Tension (including Agriculture)									3498	3487	11	0	346	346	0	0
	b) HT-11 KV									294	287	7	0	123	123	0	0
	c) HT-33 KV									11	11	0	0	11	11	0	0
	d) EHT									1	1	0	0	0	0	0	0

NOTE: The aforesaid information are based on the data furnished by the Distribution Licensees submitted through affidavit.