

[illegible]

		TPCODL				TPNODL				TPWODL				TPSODL			
Sl. No.	Type of complaints	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 31.03.2026	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 31.03.2026	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 31.03.2026	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 31.03.2026
			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	3893	1037	2435	421	29662	29662	0	0	4428	3172	605	651	7813	7813	0	0
ii)	Replacement of slow, creeping or stuck up meters within 30 working days	26839	23740	2370	729	116810	116810	0	0	9341	9166	728	-553	5572	5071	437	64
iii)	Replacement of burnt meters (if cause not attributable to consumer) within 30 working days of removal of meter	4840	4338	355	147	4350	4350	0	0	1295	1155	152	-12	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	2306	1719	581	6
7	Application for new connection/ additional load:	161190	123105	3379	34706	85788	85788	0	0	124186	120401	262	3523	80046	80046	0	0
(i)	Release of supply (connection of feasibility from existing network)	144261	116859	333	27069	85788	85788	0	0	65615	63016	0	2599	76339	76339	0	0
	a) Within 1 month if no extension required.	144261	116859	333	27069	85725	85725	0	0								
	b) HT-11 KV within 60 days of feasibility					52	52	0	0								
	c) HT-33 KV within 60 days of feasibility					8	8	0	0								
	d) EHT					3	3	0	0								
(ii)	Network expansion/enhancement required for providing connection	16929	6246	3046	7637					52855	51957	0	898	3155	3155	0	0
	a) Low Tension (including Agriculture) within 30 days of payment of security	16263	5932	3043	7288												
	b) HT-11 KV within 60 days of payment of security	586	283	2	301												
	c) HT-33 KV within 90 days of payment of security	76	29	1	46												
	d) EHT	4	2	0	2												
(iii)	Erection of Substation required for release of supply									5716	5428	262	26	552	552	0	0
	a) Low Tension (including Agriculture)									4728	4508	194	26	350	350	0	0
	b) HT-11 KV									965	898	67	0	190	190	0	0
	c) HT-33 KV									23	22	1	0	12	12	0	0
	d) EHT									0	0	0	0	0	0	0	0

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