The Electricity Ombudsman

Quarterly report for the period 1.4.2017 to 30.6.2017

1. Status of complaints redressal

S.	Nature of	Complaint Status									
N	Complaints										
		Complaints pending at the end of the last quarter	Complaint s received during the quarter	Total complaints	Complaints attended during the quarter				Balance Complaints to be attended	Complaints pending for more than 3 months but less than 6 months	Compla ints pending for more than 6 months
		(1)	(2)	(3=1+2)	(4)			(5=3-4)			
					Complaints non maintainable	Settled by agree ment	by order	Total			
1	Quality of supply	-	-	-	-	-	-	-	-	-	-
2	Safety	-	-	-	-	-	-				-
3	Reliability	-	-	-	-	-	-				-
4	Release of new connection or modificatio n in existing connection	-	-	-	-	-	-	-	-		-
5	Non compliance of HERC order	-	-	-	-	-	-	-	-	-	-
6	Interruptio n/failure of power supply	-	-	-	-	-	-	-	-	-	-
7	Voltage complaints	-	-	-	-	-	-	-	-	-	-
8	Metering issues	-	1	1	-	1	-	1	-	-	-
9	Billing issues	1	12	13	1	2	5	8	5	-	-
10	Disconnecti on & Reconnecti on of power supply Others	-	2	2	-	1	1	2	-	-	-
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