## The Electricity Ombudsman

Quarterly report for the period: 1.7.2017 to 30.09.2017

## 1. Status of complaints redressal

S. N	Nature of Complaints	Complaint Status									
	. ,	Complaints pending at the end of the last quarter	pending at s received complaints the end of during the the last quarter					rter	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	3	2	-	1	3	-	-	-
3	Reliability	-	-	_	-		-	-	-	-	-
4	Release of new connection or modificatio n in existing connection	-	1	1	1	-	-	1	-	-	-
5	Non compliance of HERC order	-	-	-	-	-	-	_	-	-	-
6	Interruptio n/failure of power supply	-	-	-	-	-	-	-	-	-	-
7	Voltage complaints	-	-	-	-	-	-	-	-	-	-
8	Metering issues	-	-	-	-	-	-	_	-	-	-
9	Billing issues	5	14	19	3	3	11	17	2	-	_
10	Disconnecti on & Reconnecti on of power supply	-	-	-	-	-	-	-	-	-	-
11	Others	-	-	=	-	-	-	=	-	-	-