

# The Electricity Ombudsman

Half Yearly report for the period: 1.10.2017 to 31.03.2018

## 1. Status of complaints redressal

S. N	Nature of Complaints	Complaint Status									
		Complaints pending at the end of the 30.09.2017	Complaints received during the period	Total complaints	Complaints attended during the period				Balance Complaints to be attended	Complaints pending for more than 3 months but less than 6 months	Complaints pending for more than 6 months
		(1)	(2)	(3=1+2)	(4)				(5=3-4)		
					Complaints non maintainable	Settled by agreement	by order	Total			
1	Quality of supply	-	-	-	-	-	-	-	-	-	-
2	Safety	-	-	-	-	-	-	-	-	-	-
3	Reliability	-	-	-	-	-	-	-	-	-	-
4	Release of new connection or modification in existing connection	-	2	2	1	-	1	2	-	-	-
5	Non compliance of HERC order	-	-	-	-	-	-	-	-	-	-
6	Interruption/failure of power supply	-	-	-	-	-	-	-	-	-	-
7	Voltage complaints	-	-	-	-	-	-	-	-	-	-
8	Metering issues	-	2	2	-	-	1	1	1	-	-
9	Billing issues	2	9	11	-	4	5	9	2	-	-
10	Disconnection & Reconnection of power supply	-	-	-	-	-	-	-	-	-	-
11	Others	-	3	3	1	1	1	3	-	-	-