

Electricity Complaints Resolution Time Matrix		
Sr	Complaint Type	Resolution Time
1	Power Outage	3 hrs 15 min
2	Damaged Meter	6 hrs
3	Electric Fire	1 hrs
4	Fluctuation	3 hrs 15 min
5	Line Fault	4 hrs
6	Low/ High Voltage - Short Term	6 hrs
7	Low/ High Voltage - Long Term	15 days
8	Phase Issue	3 hrs 15 min
9	Additional Feeder	4 days
10	Damaged Transformer - Rural	20 hrs
11	Damaged Transformer - Urban	10 hrs
12	Transformer Relocation/Augmentation	12 hrs
13	Additional Transformer	7 days
14	Live Fallen Wire	1 hrs
15	Service Line Reloc/Improve - Short Term	6 hrs
16	LT/HT Line Relocation/Improvement- Long Term	15 days
17	Meter Sparking/Wire Loose	3 hrs 15 min
18	Permanent Rectification of Temporary Fix	15 days
19	Tripping (Due to Transformer)	6 hrs
20	Meter Position	7 days
21	Detection Bill	7 days
22	Delayed Billing (New Connection)	10 days
23	Late/Non-Delivery of Bill	3 days
24	Electricity Theft	7 days
25	Installed Transformer/Meter/Wire Theft	24 hrs
26	Bulk Distribution Theft	4 hrs
27	Vehicle Theft	4 hrs
28	Violation of Energy Conservation Measures	2 hrs
29	Electrical Safety	48 hrs
30	Defective Meter (1-phase)	10 days
31	Defective Meter (3-phase)	15 days
32	Wrong Meter Reading	72 hrs
33	No Meter Reading Taken	72 hrs
34	Excess Billing	72 hrs
35	Under Billing	72 hrs
36	Account Information	72 hrs
37	Bribery/Corruption	7 days
38	Delayed Meter Reading	72 hrs
39	Additional Transformer	4 days
40	Temporary Connection	7 days
41	Relocation of Meter	7 days
42	New Connection	7 days
43	Reconnection	7 days
44	Change of Sanctioned Load	7 days
45	Electrification	14 days
46	Loadshedding Schedule	9 days
47	Change of Tariff	9 days
48	Replacement Distribution Box	9 days
49	Change of Name	45 days
50	Transformer Oil Leakage	8 hrs
51	Leakage of current	1 hrs
52	Net Metering	48 hrs