



<b>II</b>	<b>QUALITY OF SUPPLY</b>															
<b>2.1</b>	<b>Voltage Variation</b>															
<b>(ii)</b>	On receipt of a Voltage variation complaint the licensee shall		8	102	1629	1731	1636	0	95	1	0	0	0	0	0	0
<b>(a)</b>	Improve the voltage variation within 15days of original complaint if no expansion/ enhancement of network is involved	15 days	8	102	1629	1731	1636	0	95	1	0	0	0	0	0	0
<b>(b)</b>	(i) Resolve the complaint within 120 days, in case of upto 11KV &	120 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	(ii) Resolve the complaint within 180 days,in case of upto 33KV	180 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>©</b>	If it is beyond its control (due to transmission system),intimate the consumer within 7 days	7 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>2.2</b>	<b>HARMONICS</b>	Not to be furnished now														
<b>2.3</b>	<b>Complaints about meter</b>		35	388	6585	6973	6588	0	385	32	0	0	0	0	0	0
<b>(i)</b>	The Licensee shall inspect the no of meters & correctness to be checked - up within 7 working days of receiving complaint	7 days	12	82	2125	2207	2128	0	79	9	0	0	0	0	0	0
	No of replacement of slow,creeping or struck meters after 30 working days of receiveing the complaints	30 working days	6	133	1821	1954	1815	0	139	12	0	0	0	0	0	0
<b>(ii)</b>	No of replacement of slow,creeping or struck meters after 30 working days of removal of the meter.	30 working days	11	106	1348	1454	1355	0	99	4	0	0	0	0	0	0
<b>(iii)</b>	Replacement of burnt meters in all other cases (within 15 days of receiving the payment from consumers).	15 days	6	67	1291	1358	1290	0	68	7	0	0	0	0	0	0



