

SR. NO.	Complaint type		AEN	XEN	SE	CE	DT	MD	CMD
1	NO CURRENT COMPLAINT	URBAN	6 HRS	12 HRS	18 HRS	24 HRS	30 HRS	102 HRS	174 HRS
		RURAL	24 HRS	48 HRS	72 HRS	96 HRS	168 HRS	192 HRS	216 HRS
2	OTHER TECHNICAL	URBAN	72 HRS	96 HRS	120 HRS	144 HRS	216 HRS	240 HRS	264 HRS
		RURAL	168 HRS	192 HRS	216 HRS	240 HRS	312 HRS	336 HRS	360 HRS
3	TRANSFORMER FAILURE	URBAN	36 HRS	44 HRS	52 HRS	60 HRS	132 HRS	140 HRS	148 HRS
		RURAL	72 HRS	76 HRS	80 HRS	84 HRS	156 HRS	160 HRS	164 HRS
4	SAFETY	URBAN	6 HRS	12 HRS	18 HRS	24 HRS	96 HRS	102 HRS	108 HRS
		RURAL	24 HRS	48 HRS	72 HRS	96 HRS	168 HRS	192 HRS	216 HRS
5	ENERGY THEFT	URBAN	72 HRS	144 HRS	216 HRS				
		RURAL	168 HRS	336 HRS	504 HRS				
6	HARASMENT BY DISCOM OFFICIAL	URBAN	168 HRS	336 HRS	504 HRS				
		RURAL	360 HRS	720 HRS	1080 HRS				

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