

### Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Oct'17

<b>Name of Company</b>		BSES Yamuna Power Ltd,New Delhi						
<b>Period of Report</b>		October						
<b>Year</b>		2017						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	7 Days	7	50	57	47	0	47	10
Final bill for vacation of premises/change of occupancy	5 Days	17	50	67	54	0	54	13
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	82	589	671	575	2	577	94
Consumer wanting disconnection		293	1389	1682	1360	0	1360	322

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end  
 ii) Rejected cases not considered  
 iii) There is no complaint category mentioned in DERC regulations as " Non- payment of dues by the consumer"