

**Complaints about consumer's bills, disconnection, reconnection of supply - Format X - May'19**

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	10	14	24	15	1	16	8
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	59	463	522	493	0	493	29
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		376	1766	2142	1829	1	1830	312

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"