

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Apr'21

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	18	117	135	91		91	44
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	48	261	309	297	6	303	6
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		268	1263	1531	1494	0	1494	37

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned 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"