

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Aug'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	53	47	100	69	2	71	29
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	26	296	322	282		282	40
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		232	1768	2000	1737	1	1738	262

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"