

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - July'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	90	719	809	613	13	626	183
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	24	277	301	277	0	277	24
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		201	1866	2067	1714	0	1714	353

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"