

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'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	13	13	26	22	0	22	4
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	26	364	390	363	0	363	27
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		286	2028	2314	2117	6	2123	191

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"