

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'20

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	136	106	242	230	0	230	12
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	33	264	297	270	3	273	24
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		294	1560	1854	1621	5	1626	228

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"