

**Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Sept'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	29	22	51	38	0	38	13
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	40	327	367	341	0	341	26
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		262	1773	2035	1743	6	1749	286

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"