

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Sep'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	183	952	1135	975	11	986	149
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	24	248	272	250	3	253	19
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		353	1736	2089	1843	1	1844	245

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"