

**FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jul-19**Year:** 2019

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
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Only one bill in a Financial Year	1,331	1,255	2,586	1,090	42	1,132	1,454
Final bill for vacation of premises /	5 days	49	128	177	130	2	132	45
Non payment of dues by the	15 days	10	187	197	186	0	186	11
Request for reconnection	24hrs	80	1,067	1,147	740	300	1,040	107
Consumer wanting disconnection	5 days	887	4,927	5,814	3,051	1,963	5,014	800